



County Offices
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LN1 1YL

26 February 2021

In accordance with the powers granted by the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 this will be a virtual meeting.

Highways and Transport Scrutiny Committee

A meeting of the Highways and Transport Scrutiny Committee will be held on **Monday, 8 March 2021 at 10.00 am as a Virtual - Online Meeting via Microsoft Teams** for the transaction of the business set out on the attached Agenda.

Access to the meeting is as follows:

Members of the Highways and Transport Scrutiny Committee and officers of the County Council supporting the meeting will access the meeting via Microsoft Teams.

Members of the public and the press may access the meeting via the following link: <https://lincolnshire.moderngov.co.uk/ieListDocuments.aspx?CId=492&MId=5780&Ver=4> where a live feed will be made available on the day of the meeting.

Yours sincerely

A handwritten signature in cursive script that reads 'Debbie Barnes'.

Debbie Barnes OBE
Chief Executive

Membership of the Highways and Transport Scrutiny Committee
(11 Members of the Council)

Councillors B Adams (Chairman), S P Roe (Vice-Chairman), T R Ashton, Mrs W Bowkett, C J T H Brewis, Mrs J Brockway, R Grocock, R A Renshaw, A N Stokes, E W Strengiel and M A Whittington

**HIGHWAYS AND TRANSPORT SCRUTINY COMMITTEE AGENDA
MONDAY, 8 MARCH 2021**

| Item | Title | Pages |
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| 1 | Apologies for Absence/Replacement Members | |
| 2 | Declarations of Members' Interests | |
| 3 | Minutes of the previous meeting of the Highways and Transport Scrutiny Committee held on 25 January 2021 | 7 - 12 |
| 4 | Announcements by the Chairman, Executive Councillors and Chief Officers | |
| 5 | Councillor Call for Action - Resolving obstruction of the Highways/Creation of Parking Spaces on West Street, Barkston <i>(To receive a report from Simon Evans, Health Scrutiny Officer, which invites the Committee to consider a Councillor Call for Action referred by the Overview and Scrutiny Management Board meeting (28 January 2021) in relation to a request concerning West Street, Barkston. Councillor R Wootten will be in attendance for this item)</i> | 13 - 26 |
| 6 | Commuted Sums for Maintenance of Adopted Highway Assets <i>(To receive a report from John Monk, Group Manager Design Services, which invites the Committee to consider and comment on a proposed new policy on Commuted Sums for the Maintenance of Adopted Highways Assets, prior to a decision being taken by the Executive Councillor for Highways and Transport between 9 and 12 March 2021)</i> | 27 - 44 |
| 7 | The Fifth Local Transport Plan (LTP V) <i>(To receive a report from Vanessa Strange, Head of Infrastructure Investment, which invites the Committee to consider and comment on the Fifth Local Transport Plan (LTP V))</i> | 45 - 48 |
| 8 | Highways - Gully Cleansing, Repair and Surface Water Flooding <i>(To receive a report from Richard Fenwick, County Highways Manager and Shaun Butcher, County Programme Manager, which invites the Committee to consider and comment on reactive, cyclic and planned aspects of highways drainage maintenance including low-level flooding response)</i> | 49 - 54 |
| 9 | Street Lighting Update <i>(To receive a report from John Monk, Group Manager Design Services, which provides the Committee with an update on requests received under the protocol for converting part night lighting to all night lighting)</i> | 55 - 58 |

- 10 Performance Report: Quarter 3 - (1 October 2020 - 31 December 2020)** 59 - 132
(To receive a report from Paul Rusted, Head of Highways Services, which invites the Committee to consider and comment on the performance of the Highways Service, including the Major Highway Schemes Update, Lincolnshire Highways Performance Report, the NHT Public Satisfaction Survey Analysis and the Highways and Transport Complaints Report)
- 11 Opportunities for Roadside Wildflower Planting Schemes** 133 - 134
(To receive a report from Chris Miller, Team Leader – Countryside Services, which outlines to the Committee opportunities for partnership working with Lincolnshire Wildlife Trust concerning the trialling of roadside wildflower verges)
- 12 Highways and Transport Scrutiny Committee Work Programme** 135 - 136
(To receive a report from Simon Evans, Health Scrutiny Officer, which enables the Committee to consider and comment on the content of its work programme)

CONSIDERATION OF EXEMPT INFORMATION

In accordance with Section 100(A) of the Local Government Act 1972, the following agenda item has not been circulated to the press and public on the grounds that it is considered to contain exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972, as amended. The press and public may be excluded from the meeting for the consideration of this item of business

- 13 Transport Connect Ltd Update Report (1 November 2020 - 31 January 2021)** 137 - 142
(To receive an exempt report from Anita Ruffle, Head of Transport Services, which provides the Committee with an update on Transport Connect Ltd)

Democratic Services Officer Contact Details

Name: **Katrina Cope**

Direct Dial

E Mail Address democraticservices@lincolnshire.gov.uk

Please note: for more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting

- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details set out above.

All papers for council meetings are available on:

<https://www.lincolnshire.gov.uk/council-business/search-committee-records>

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**HIGHWAYS AND TRANSPORT
SCRUTINY COMMITTEE
25 JANUARY 2021**

PRESENT: COUNCILLOR B ADAMS (CHAIRMAN)

Councillors S P Roe (Vice-Chairman), T R Ashton, Mrs W Bowkett, Mrs J Brockway, R Grocock, R A Renshaw, A N Stokes, E W Strengiel and M A Whittington.

Councillors: R G Davies and Clio Perraton-Williams (Executive Support Councillor, Highways, Transport and IT) attended the meeting as observers.

Officers in attendance:-

Steven Batchelor (Lincolnshire Road Safety Partnership Senior Manager), Steve Blagg (Democratic Services Officer), Karen Cassar (Assistant Director Highways), Simon Evans (Health Scrutiny Officer), Mick Phoenix (Traffic Manager-Place) and Keith Noyland (Head of Finance - Communities).

37 APOLOGIES FOR ABSENCE/REPLACEMENT MEMBERS

There were no apologies or membership changes.

38 DECLARATIONS OF MEMBERS' INTERESTS

Councillor S P Roe stated that he would leave the meeting during the discussion as he had family interests in connection with the proposed North Hykeham Relief Road. (Minute 41).

39 MINUTES OF THE PREVIOUS MEETING OF THE HIGHWAYS AND TRANSPORT SCRUTINY COMMITTEE HELD ON 14 DECEMBER 2020

RESOLVED

That the minutes of the previous meeting held on 14 December 2020, be approved as a correct record and signed by the Chairman.

40 ANNOUNCEMENTS BY THE CHAIRMAN, EXECUTIVE COUNCILLORS AND CHIEF OFFICERS

The Executive Councillor for Highways, Transport and IT thanked the highways teams, for their efforts clearing the roads following the recent snow fall in the south of the county.

A Member of the Committee welcomed the use of the Council bins used for the storage of grit/salt during the recent inclement weather in his area.

(Note: At this point in the proceedings, Councillor S P Roe left the meeting for the duration of Minute 41 below.)

41 REVENUE AND CAPITAL BUDGET PROPOSALS 2021/22

The Committee received a report on the Highways and Transport services revenue and capital budget proposals for 2021/22.

It was stated that the final Local Government Finance Settlement for 2021/22 had not been issued. However, it was expected to be in line with the Provisional Settlement issued on 17 December 2020. Further budgetary information was also awaited from the Lincolnshire District Councils, so the budget proposals for 2021/22 had therefore been estimated at this stage. The report specifically looked at the budget implications for the highways and transport services.

The Committee had the opportunity to scrutinise the proposals and make comments, prior to the Executive meeting on 2 February 2021, when it would make its final budget proposals for 2021/22.

The Committee supported the proposals and thanked the authors of the report for submitting a succinct and well-written report. The Committee concluded that the proposals reflected the expected level of government funding and the proposed increase in council tax of 1.99% were emphasised. In the light of this, communities were likely to support the Council's continued activities in progressing highways and transport schemes.

RESOLVED

That the revenue and capital budget proposals for 2021/22 for highways and transport, detailed in the report, be supported.

(Note: Following the proceedings in Minute 41 above, Councillor S P Roe returned to the meeting.)

42 HIGHWAY FEES AND CHARGES ANNUAL REVIEW

The Committee received a report in connection with the Highway Fees and Charges annual review, which was due to be considered by the Executive Councillor for Highways, Transport and IT, between 26 and 29 January 2021. Any views of the Committee would be reported to the Executive Councillor as part of his consideration of this decision.

Clarifications by the Committee included:-

- There was confirmation that the proposed 5% increase applied only to the officer time and resource element of the costs, and not to the costs of advertising, which had reduced as a result of a new contract.

HIGHWAYS AND TRANSPORT SCRUTINY COMMITTEE
25 JANUARY 2021

- There were differences in the cost of licences for cafés depending on their size, because for larger cafés more officer time was needed to assess its impact on the highway.

The Committee supported the proposed recommendations to the Executive Councillor for Highways, Transport and IT detailed in the report.

RESOLVED (unanimous)

That the new charges and highway fees detailed in the report, to be applied from 1 April 2021 and to be approved by the Executive Councillor for Highways, Transport and IT, between 26 and 29 January 2021, be supported.

43 ROAD SAFETY PARTNERSHIP ANNUAL REPORT

The Committee received a report on the Road Safety Partnership and its Annual Report, which provided an update on fatal, killed and serious injury (KSI) casualty figures for Lincolnshire together with data on trends, comparisons and areas of priority.

The Committee noted that while the 'parent committee' for road safety was the Public Protection and Communities Scrutiny Committee, it was being considered by this Committee because of its remit for scrutinising highways and traffic matters.

The report provided detail on all activities of the Road Safety Partnership, including, the improved accuracy of information on injuries due to the use of technology, the emphasis on reducing accidents to young drivers and those over 60; engineering schemes to reduce accidents; the provision of training courses for drivers; the increased use of community involvement to monitor and record the speed of vehicles; and the composition and role of the Road Safety Board.

Comments by the Committee included:-

- An explanation was sought in connection with the recording of KSIs since 2014, which seemed to show a downward trend. However, you would expect the trend to have increased since 2014. In response it was stated that the long term trend for casualties had declined and in future reports to the Committee the trend would be reported.
- It was noticeable that while there had been a decrease in the volume of traffic using the roads, there had been an increase in business use particularly by commercial drivers and that there was a need to provide training to this group. The Partnership was aware of the increase in business use during the Covid-19 pandemic and these drivers had been identified for additional help along with other vulnerable groups such as cyclists and walkers.
- Reference was made to the ongoing effort to expanding the use of the Community Speed Watch (CSW) scheme to the City of Lincoln and larger towns throughout the county not covered by parish councils. It was agreed that there were more vulnerable people in urban areas, but rural communities had been targeted, because of the nature of roads in many villages.

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- Child casualties had increased. It was stated that child casualties in vehicles had been a serious concern. It was confirmed that these casualties tended to occur to children not as pedestrians.
- Police enforcement of defective vehicles was important. It was stated that this had been identified as a priority by the Police with visits to repeat offenders.
- An enquiry was made about what preventative measures could be taken to reduce driver errors such as speeding. It was stated that LRSP were now providing digital driver awareness courses and were now actively seeking to expand its online presence with more digital content. The Road Safety Partnership already had contacts with the University of Lincoln and other further and higher education institutions.
- In response to a question on whether any Community Speed Watch volunteers had been abused, it was stated that some volunteers had received abuse and this would be pursued by the Police.
- Some areas of the country were very successful in reducing the number of people killed or seriously injured. In response, it was stated that Lincolnshire was not doing anything different to those areas and was following best practice; Lincolnshire was also a member of the same national and regional bodies and shared best practice.
- There was a need to remind communities about the visual state of some of the fixed signs as some needed to be cleaned and moved to different locations. The Committee was advised that signs in need of cleaning were drawn to the attention of the local community. The Police and Crime Commissioner for Lincolnshire had kindly funded the cost of the first fixed signs in the county and replacement signs could be provided by the Road Safety Partnership.
- An enquiry was made if the reactive signs could be provided for 50mph speed limits. This request would be examined.
- Reference was made to a specific example of reduction in the speed limit from 60mph to 30mph and whether a staggered speed reduction could be introduced instead. The Committee was advised that the location would be examined to see if this was possible. However, the speed limit at this location was based on national guidance and speed reduction options, like the provision of a gateway should be considered.
- An enquiry was made if there was going to be an on-line version of the training for Community Speed Watch for the duration of the Covid-19 pandemic. The Committee was advised that the provision of on-line training would be explored; however, there was a need to ensure that any training provided was suitable in the present circumstances.

The Chairman thanked the Lincolnshire Road Safety Partnership Senior Manager for a very informative report and reiterated that the Public Protection and Communities Scrutiny Committee was the main 'parent committee' for road safety.

RESOLVED

- (a) That the report and comments by the Committee, be noted and taken in to consideration by the Road Safety Partnership.

HIGHWAYS AND TRANSPORT SCRUTINY COMMITTEE
25 JANUARY 2021

(b) That this Committee receive an annual report on the Road Safety Partnership.

44 HIGHWAYS AND TRANSPORT WORK PROGRAMME

The Committee received its Work Programme.

It was stated that the meeting scheduled for 8 April 2021 would be retained in the diary for the time being, owing to the uncertainty whether the County Council Election on 6 May 2021 would proceed.

RESOLVED

That the Work Programme be noted and updated accordingly.

45 STEVE BLAGG - RETIREMENT

The Chairman, on behalf of the Committee, referred to the imminent retirement of Steve Blagg, Democratic Services Officer. The Chairman thanked him for his services and wished him health and happiness for the future.

The meeting closed at 11.40 am

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**Open Report on behalf of Andrew Crookham,
Executive Director - Resources**

| | |
|------------|--|
| Report to: | Highways and Transport Scrutiny Committee |
| Date: | 08 March 2021 |
| Subject: | Councillor Call for Action - Resolving obstruction of the Highway / Creation of Parking Spaces on West Street, Barkston |

Summary:

On 28 January 2021, the Overview and Scrutiny Management Board consider a Councillor Call for Action request from Councillor R Wootten in respect of West Street, Barkston, and agreed to refer it to the Highways and Transport Scrutiny Committee for final determination with advice.

Actions Required:

The Committee is requested to consider the Councillor Call for Action referred by the Overview and Scrutiny Management Board and determine one of the following courses of action:

- (a) To take no further action. The Committee is required to specify the reasons for this decision.
- (b) To decide that the Councillor Call for Action requires further investigation, and to seek more information. Following further investigation, the Committee may decide to make a report and recommendations on the matter.

1. Background

Legislation

Under Section 119 of the Local Government and Public Involvement in Health Act 2007, a councillor may submit a Councillor Call for Action (CCfA). This provides a councillor with an opportunity to raise a matter of local concern through the overview and scrutiny process. A Councillor Call for Action is a last resort, when the councillor has tried all other means of resolving the matter and everything else has failed.

Role of Overview and Scrutiny Management Board

Councillor Calls for Action are considered by the Overview and Scrutiny Management Board in the first instance, who may then decide to refer the matter to the relevant scrutiny committee.

Referrals to Overview and Scrutiny Committees

Where a referral from the Overview and Scrutiny Management board takes place to the relevant overview and scrutiny committee, the committee will consider the Councillor Call for Action, together with the advice from the Overview and Scrutiny Management Board, and decide what action to take:

- (a) The relevant overview and scrutiny committee may decide to take no further action. The committee is required to specify the reasons for this decision.
- (b) The relevant overview and scrutiny committee may decide that the Councillor Call for Action requires further investigation, and it may seek more information. Following further investigation, the Committee may decide to make a report and recommendations on the matter.

Background to the Councillor Call for Action Request as Reported to the Overview and Scrutiny Management Board on 28 January 2021

On 31 December 2020, Councillor R Wootten, who represents the Grantham North division, submitted a Councillor Call for Action in relation to resolving obstruction of the Highway / Creation of Parking Spaces on West Street, Barkston. A location plan attached at Appendix A.

The reasons for this request are set out in the Councillor Call for Action form attached at Appendix B.

In summary, a farmer and businessman on West Street, Barkston has raised concerns with Councillor R Wootten over the obstruction of the road by parked cars, which in turn are restricting access to his private property. The situation has become worse during the Covid-19 pandemic due to increasing numbers of people following the Government's advice to exercise and this location has gained popularity as an area for countryside walking along the River Witham. There are no parking spaces along West Street and the passing point is also being used for parking.

Councillor R Wootten has attempted to resolve the matter by contacting the Lincolnshire Police Neighbourhood Team, Lincolnshire County Council officers in Highways and Countryside Services, the National Farmers Union, the local MP, and the Barkston and Syston Parish Council.

The matter is therefore now being brought forward as a Councillor Call for Action by Cllr R Wootten who has identified some potential options that Lincolnshire County Council could undertake to resolve the matter in his Councillor Call for Action at Appendix B.

Response to the Councillor Call for Action from Highways and Countryside Services Submitted to the Overview and Scrutiny Management Board

Colleagues in both the Highways and Countryside Services have reviewed the submitted issues since they were first raised in May 2020, and the County Council's Traffic and Minor Works Team is currently looking to assist with the parking issues but this only centres on the parking within the two passing places. The Team is not currently looking at parking on any other areas at this end of West Street.

The farmer has placed white verge marker posts near to the entrance to his property and a sign in the verge asking people not to park in the passing places, all without formal permission. At this point in time, there are no immediate plans to have these removed, but the Team would not want to see more of either and it is not planning to place anything similar there.

With regards to the suggestion of a layby, the Council could bid for funding to do this, but it does not normally provide on-street parking laybys and does not have any allocated funding within current maintenance budgets to do this.

Displacement of the parking would cause significant issues elsewhere in the village including within the residential part of West Street.

The root cause of the problem is that the public are seeking to use the local Public Rights of Way network to undertake their exercise and there is little here that can be regulated by the Council. This is currently a nationwide concern as rural areas are being accessed by the public for exercise and recreation during the Covid-19 pandemic. It is unclear whether the significant increase in usage will be sustained once the pandemic restrictions have been relaxed. This can only be evaluated against summer usage when children are not at school and the weather is more conducive.

The suggestions submitted thus far mainly focus on road management solutions except for the suggestion of moving the Section 34 notice advising traffic that motor vehicle use is not allowable on a bridleway. Moving this signage will have no material effect on addressing the problem as the parking occurs at locations that could not be covered by that informative sign.

Determination by the Overview and Scrutiny Management Board

On 28 January 2021, the Overview and Scrutiny Management Board unanimously agreed to refer the Councillor Call for Action to this Committee and has provided the following advice:

- The farmer must be able to carry out his job without any barriers to access. However, the importance of encouraging the public to take exercise, and not placing restrictions on this where possible, should also be acknowledged.
- Solutions should be cost effective and include any on-going maintenance.

- Parking in the passing place and on the verges of the road was a concern. The cost of providing the parking spaces requested was in the region of £30,000 - £40,000, which was not allocated for in the current budget. Prohibiting parking in the passing place would also require on-going enforcement.
- The impact on the verges had been exacerbated by the ditch which required maintenance by the landowner. The maintenance of the ditch by the landowner should be encouraged to mitigate the state of the verges.
- Remedial solutions, such as retractable bollards and widening the road, would be expensive, were not budgeted for and would incur on-going maintenance costs.
- Other potential solutions for consideration include:
 - the imposition of restrictions so that only residents could use the road;
 - a review of the use of verges generally in the County;
 - an additional passing place;
 - the introduction of grass verge meshing; and
 - relocation of the Section 34 notice on Drift Lane.

Response from Highways and Countryside Services to the advice from the Overview and Scrutiny Management Board

The parking on West Street, Barkston is not regulated through any civil parking enforcement the only means of enforcement is through the powers of the police concerning obstruction of the highway. Unfortunately the inconsiderate parking has the effect of restricting the available width of the road for the occupier at the end of the cul de sac carriageway and is exacerbated in wetter weather as car owners seek to avoid wholly parking on wet and muddy verges. It should be noted that a contributory cause of this is the unmaintained, riparian roadside ditch.

It should also be noted that any agreed resolution to this particular issue may be precedential given that similar instances are noted across the County and especially as a response to the current pandemic.

a) Stopping up the carriageway reserving bridleway rights.

Whilst this will criminalise vehicular access to all but those requiring access to property the means of stopping up is a Magistrates Court Order under the Highways Act 1980. Physical barriers would have to be installed and maintained by LCC for this to have any effect and such features would be considered encumbrances on the retained right of way network for equestrians. Officers consider that any such restrictions would only serve to displace parking into the residential area of the village along West Street where there is limited off street parking for households.

Costs for stopping up would be in the region of £3,000 with costs for gates or similar £5,000 alongside future maintenance costs and upkeep.

b) Physical parking restrictions along the totality of West Street.

Any method such as physical posts/bollards within the verges will need to be erected and maintained by LCC and would have limited benefit in stopping parking. As per a) above, it is likely that such measures will displace parking practices.

Initial costs of bollards would be c£2,000, alongside all costs for future maintenance and replacements.

c) Legal parking restrictions along the totality of West Street

Methods of legal restriction such as no parking orders or double yellow lines may also have a displacement effect and rely on appropriate levels of enforcement being available.

Costs of such an approach would be in the region of £2,000. However, to prohibit vehicular access into West Street would also require a significant management and enforcement input to ensure it was effective in its purpose of limiting access. It could also be seen as prejudicial if only resident were able to park to the exclusion of others such as those with protected characteristics as defined in the Equalities Act 2010. These costs would be in the region of £10,000

d) Legal parking restrictions within the provided passing places

Restrictions of this kind would, as per option c) above, rely on the available of enforcement officers to be at all effective. Costs would also be similar to option c)

e) Widening the road

Whist widening the carriageway surface may provide a greater area for passing it is not considered that this would represent value for money as there would be no guarantee that parking would not physically take up the same room albeit the need to use the verge would be lessened.

Costs of such an approach would be upwards of £60,000 and as yet no survey has been undertake to assess if there is sufficient available with to enable widening of the road sufficiently to resolve the problem.

f) Review of Verges in the County

There is a paper elsewhere on this Committee's agenda on wildflower planting on roadside verges. There may be a longer term opportunity to create the verge as a wildflower verge and with alongside appropriate signage demonstrate that parking will affect the natural habitat that has been created. This will, of course require consenting users to ensure that parking does not re-occur. There are insufficient resources to enable a full scale review of verge management across the totality of the highway network.

Financial costs would possibly be in the region of £2,000. However there is no evidence that such verge management would discourage inappropriate parking in either the short or longer term.

g) An Additional Passing Place

Whilst this will have the effect of creating a further area for passing vehicles, unless there is a restriction applied to all three as per d) above it is likely that these will be used as further locations to park. In isolation this will not resolve the concerns regarding parking elsewhere on the verges. Costs would be in the region of £20,000 - £30,000, with future maintenance costs of c.£10,000 over a 10 year period.

h) Provision of additional parking areas

The installation of hardstanding to accommodate addition parking or the use of geotextiles to stabilise the exiting verges to sustain the vehicle overrun and loadings of the parked cars can only be achieved if the riparian roadside ditch alongside the road is properly cleaned out and maintained. Whilst this may provide a practical solution there is a risk that it may only serve to encourage greater levels of parking and set a precedent for elsewhere. Costs of such an approach would be in the region of £20,000 - £40,000.

i) Moving the Road Traffic Act 1988 s.34 notice

This non-standard signage indicates that vehicular usage, without lawful authority, of a public bridleway is an offence under TRA88 s.34. This is enforceable by the police only. Whilst the current signage is located at approximately point D on Appendix A the only location it may be moved to closer to West Street is point B and this will have a limited effect on the parking concerns on West Street itself.

2. Conclusion

The Highways and Transport Scrutiny Committee is requested to consider the Councillor Call for Action request and decide whether to recommend any further action.

3. Appendices

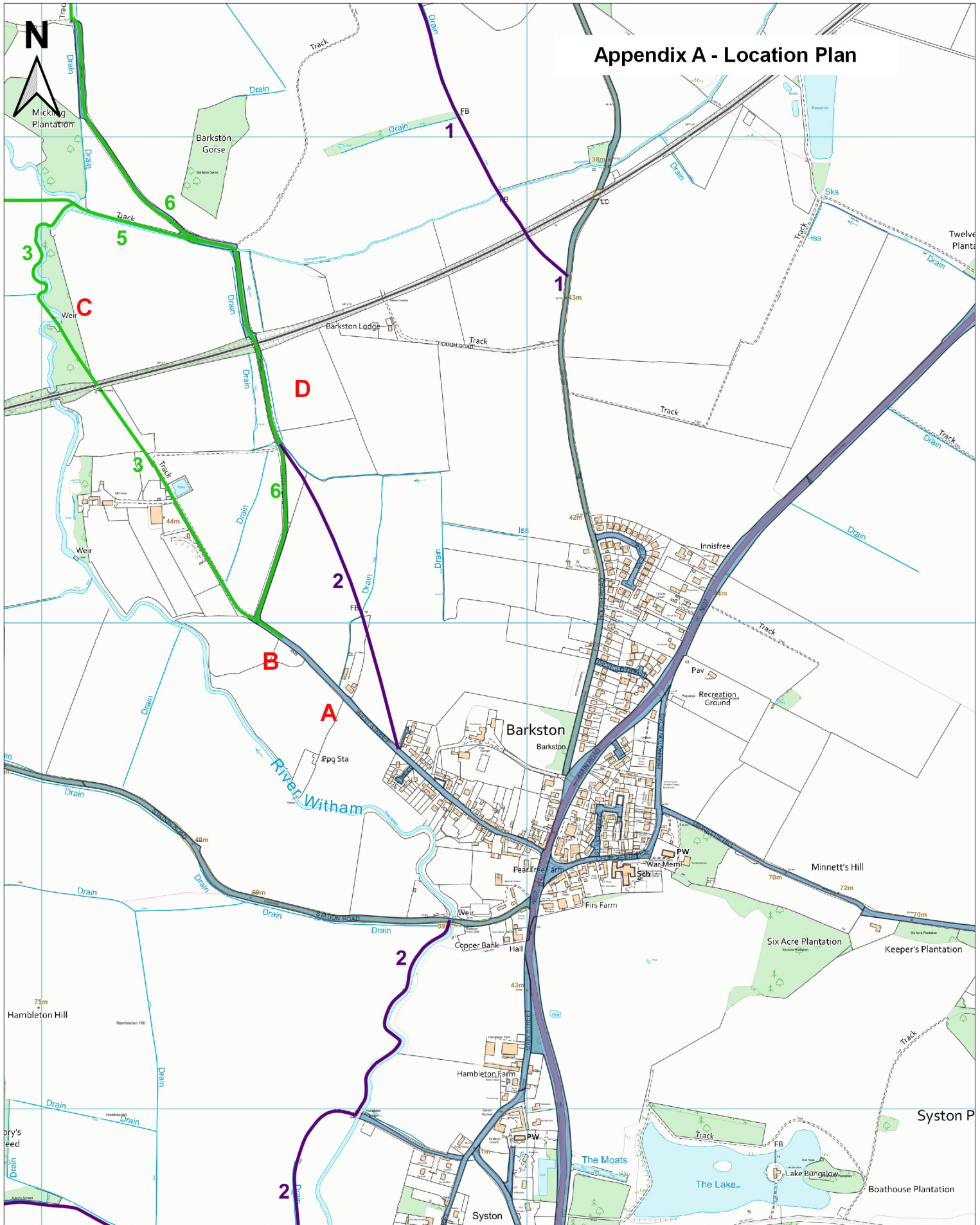
| | |
|---|--|
| These are listed below and attached at the back of the report | |
| Appendix A | Location Plan |
| Appendix B | Councillor Call for Action form from Cllr Ray Wootten 31-12-2020 |

4. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Simon Evans, Health Scrutiny Officer, who can be contacted by e-mail at Simon.Evans@lincolnshire.gov.uk or via 07717 868930.

Appendix A - Location Plan



Legend

- Carriageway
- Public Footpath
- Public Bridleway
- - - Restricted Byway
- Byway Open to All Traffic

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COUNCILLOR CALL FOR ACTION FORM

Councillors should read the guidance approved by the Overview and Scrutiny Management Committee (9 July, 2009) before completing this form.

| | | |
|---|--|--|
| Name of Councillor | Councillor Ray Wootten | |
| Subject of Councillor Call for Action | Resolve obstruction of the Highway/ Creation of Parking Spaces | |
| Does the Councillor Call for Action relate to a county council function? | Yes – Highways | |
| Does the Councillor Call for Action relate to crime and disorder? | No | |
| Is the Councillor Call for Action limited to your own electoral division? | Yes | |
| Have you tried all other means of resolving this matter? | Yes | |
| <p>Please explain what the concern is and what steps have been taken to resolve the matter?</p> <p>Mr Steven Elnor, Mill Farm, Barkston, NG322NZ, farmer and businessman resides at the end of West Street, Barkston.</p> <p>The location next to his farm entrance which is shown on the attached photographs, is being used as a parking space for Countryside walkers to the River Witham where stepping stones are a feature. West Street is a narrow country road with only one passing point which is being used as a parking space.</p> <p>To gain access vehicle owners are parking on West Street on the grass verge which then obstructs Mr Elnor's farm machinery and caravan business from operating.</p> <p>Walkers are then using Drift Lane which is covered by a Section 34, Highways Act 1988 restriction of vehicles notice to gain access to the River Witham.</p> <p>Mr Elnor and his family have lived at Mill Farm since the 1930's and for a number of years encountered problems. Since the Coronavirus pandemic increasing numbers of people have followed the government's advice to exercise and this location has gained popularity on social media.</p> <p>The following action has been taken to date:</p> <ol style="list-style-type: none"> 1. Lincolnshire Police Neighbourhood Team have visited Mr Elnor and given advice on installing posts near his entrance. Mr Elnor has done so at his own expense costing around £150. 2. Contacted LCC Countryside Officer Andy Savage and Chris Miller. 3. Contacted the local MP Dr Caroline Johnson who supports this action. 4. Informed his representative Rhonda Thompson from the National Farmers Union (NFU). 5. Rowan Smith, LCC local Area Highways Manager – West Division visited the location. | | |

6. Barkston & Syston Parish Council Chairman who supports this action.
7. Councillor Martin Hill OBE, Leader of the Council, supports a Councillor Call for Action being submitted.
8. Myself and District Councillors support action being taken.
9. Executive Councillor Richard Davies notified that call for action being taken.
10. Photographic evidence has been gathered to demonstrate the problem (attached).

(Please provide as much information as possible and continue on separate pages if required and attach any relevant documentation.)

What are your desired outcomes from the Councillor Call for Action?

In order of preference

1. Parking spaces for up to six vehicles created from the grass verge.
2. As above plus the relocation of the Section 34 notice on Drift Lane.
3. Restricted waiting put in place on this section of West Street – Daytime only.
4. The lawful erection of additional white marker posts.
5. Restricting entrance to a section of West Street for access only for residents, visitors and deliveries only.

| | |
|---------|--------------------------------|
| Signed: | Cllr Ray Wootten |
| Date: | 31 st December 2020 |

Please return this form to the Scrutiny Team, via email to scrutiny@lincolnshire.gov.uk

Photographic Evidence

Photo 1



Photo 2



Photo 3



Photo 4



Map of the Area



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Open Report on behalf of Andy Gutherson, Executive Director - Place

| | |
|------------|--|
| Report to: | Highways and Transport Scrutiny Committee |
| Date: | 8 March 2021 |
| Subject: | Commuted Sums for Maintenance of Adopted Highway Assets |

Summary:

This report invites the Highways and Transport Scrutiny Committee to consider a decision report which recommends that a policy on *Commuted Sums for the Maintenance of Adopted Highways Assets* be approved by the Executive Councillor for Highways, Transport and IT between 9 and 12 March 2021. The views of the Committee will be reported to the Executive Councillor as part of his consideration of this item.

Actions Required:

The Committee is invited to:

- (1) Consider the attached report and determine whether the Committee supports the recommendation to the Executive Councillor; and
- (2) Make any comments to the Executive Councillor on the proposed policy on Commuted Sums for the Maintenance of Adopted Highways Assets.

1. Background

Between 9 and 12 March 2021 the Executive Councillor for Highways, Transport and IT is due to consider a report on the *Commuted Sums for the Maintenance of Adopted Highways Assets*. The decision report is attached as Appendix 1 and the proposed commuted sums policy as Appendix A to this report.

2. Conclusion

Following consideration of the attached report, the Committee is requested to consider whether it supports the recommendation in the report and whether it wishes to make any comments to the Executive Councillor.

3. Consultation

This Committee is being consulted on a proposed decision on Commuted Sums for the Maintenance of Adopted Highways Assets by the Executive Councillor for Highways, Transport and IT between 9 and 12 March 2021.

4. Appendices

| | |
|---|---|
| These are listed below and attached at the back of the report | |
| Appendix 1 | <p>Report to Executive Councillor for Highways, Transport and IT on Commuted Sums for the Maintenance of Adopted Highways Assets, including:</p> <ul style="list-style-type: none">• Appendix A Proposed Commuted Sums Policy• Appendix B HAT40 - Current Commuted Sums Policy and Process |

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by John Monk, who can be contacted on 01522 552394 or john.monk@lincolnshire.gov.uk

Open Report on behalf of Andy Gutherson, Executive Director - Place

| | |
|---------------------|---|
| Report to: | Councillor R G Davies, Executive Councillor for Highways, Transport and IT |
| Date: | Between 09 and 12 March 2021 |
| Subject: | Commuted Sums for Maintenance of Adopted Highway Assets |
| Decision Reference: | I021773 |
| Key decision? | No |

Summary:

In some circumstances, commuted sums can be charged for highway infrastructure assets taken on by the County Council as Highway Authority. Although there is an existing policy dating from 2008, guidance for which was updated in 2012, it is in need of being updated.

This report proposes a new, simpler policy be adopted through a decision by the Executive Councillor.

Recommendation(s):

- (1) That the Executive Councillor for Highways, Transport and IT approve the adoption of the Commuted Sums Policy Statement attached at Appendix A.
- (2) That the Executive Director – Place be delegated authority, in consultation with the Executive Councillor for Highways, Transport and IT, to make amendments to the processes supporting the policy.

Alternatives Considered:

- | | |
|----|--|
| 1. | Keep the existing arrangements, although this would maintain a policy and process which is now outdated. |
|----|--|

Reasons for Recommendation:

1. The existing policy is out of date and in need of being made more current and relevant.
2. This results in a lack of clarity when assessing the need for and approach to commuted sums being charged for asset adoption

3. Although some national guidance is under preparation, which Lincolnshire County Council officers are influencing, it is not expected that this will impact the policy itself.

1. Background

There are instances where commuted sums can be charged when the authority is taking on the maintenance of an asset, in order to cover future maintenance costs.

The charging of commuted sums is not intended to be profit making. Its purpose is to cover any additional maintenance costs that are incurred by the authority.

The existing Highways and Traffic guidance note (HAT) 40/4/12 came into effect in 2012, updating a process that was developed in parallel with the 2008 policy document that was prepared in line with national guidance available at the time, which is now also accepted as being outdated in the industry. For reference, a copy of HAT40 is included as Appendix B to this paper.

Although there is work under way nationally to update guidance, which Lincolnshire County Council officers are influencing, this has been awaited for a number of years and is still expected to be some time away from conclusion. Meanwhile, there is a void in current policy for when to charge commuted sums for adoption of assets.

The proposed policy (see Appendix A) is written to bring new clarity, but in such a way that any eventual national guidance should not alter it, but only influence the process that sits behind it about how commuted sums are actually calculated. The policy will ensure that when the authority charges for commuted sums they are current, relevant and justified. The proposed policy was prepared as the output from a task and finish group led by the Assistant Director for Highways, Karen Cassar.

It is also proposed that future policy changes (i.e. which assets attract commuted sums) continue to be a matter for Executive Councillor decision, whilst process changes (predominantly how commuted sums are calculated and managed) are delegated to senior officers, in consultation with the Executive Councillor.

2. Legal Issues:

Equality Act 2010

Under section 149 of the Equality Act 2010, the Council must, in the exercise of its functions, have due regard to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act.

- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The relevant protected characteristics are age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

Having due regard to the need to advance equality of opportunity involves having due regard, in particular, to the need to:

- Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic.
- Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it.
- Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.

Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to tackle prejudice, and promote understanding.

Compliance with the duties in section 149 may involve treating some persons more favourably than others.

The duty cannot be delegated and must be discharged by the decision-maker. To discharge the statutory duty the decision-maker must analyse all the relevant material with the specific statutory obligations in mind. If a risk of adverse impact is identified consideration must be given to measures to avoid that impact as part of the decision making process.

Although a formal Equality Impact Analysis has not been carried out, there are no expected positive or adverse impacts on any of the protected characteristic groups.

Joint Strategic Needs Analysis (JSNA and the Joint Health and Wellbeing Strategy (JHWS)

The Council must have regard to the Joint Strategic Needs Assessment (JSNA) and the Joint Health & Well Being Strategy (JHWS) in coming to a decision.

There is no expected impact of the proposals in this report on either the JSNA or the JHWS.

Crime and Disorder

Under section 17 of the Crime and Disorder Act 1998, the Council must exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment), the misuse of drugs, alcohol and other substances in its area and re-offending in its area.

There is no expected impact of the proposals in this report on the furtherance of the section 17 matters.

3. Conclusion

The County Council's current policy on Commuted Sums should be updated to that shown in Appendix A.

4. Legal Comments:

The Council has the power to adopt the Policy Statement proposed.

The decision is consistent with the Policy Framework and within the remit of the Executive Councillor

5. Resource Comments:

There are no direct resource implications arising from the adoption of the proposed policy. It does, however, set out guidance to avoid the Council being burdened by maintenance and replacement costs from accepting the transfer of assets.

6. Consultation

a) Has Local Member Been Consulted?

n/a

b) Has Executive Councillor Been Consulted?

Yes

c) Scrutiny Comments

The Highways and Transport Scrutiny Committee is due to consider this report on 8 March 2021. The comments from the Committee will be reported to the Executive Councillor.

d) Risks and Impact Analysis

No impact

7. Appendices

| | |
|---|--|
| These are listed below and attached at the back of the report | |
| Appendix A | Proposed Commuted Sums Policy |
| Appendix B | HAT40 - Current Commuted Sums Policy and Process |

8. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by John Monk, who can be contacted on 01522 552394 or john.monk@lincolnshire.gov.uk.

Commuted Sum Policy Document:

Introduction

When Lincolnshire County Council takes on assets from other owners, commuted sums to cover maintenance and replacement costs can in some instances be recovered from the transferring owner, unless other specific sources of funding for these assets are available to the Authority (for example government grants).

There are three main ways in which the Authority agrees to take on assets from other owners:

- S38 Agreement (of the Highways Act 1980), whereby the total length of adopted highway maintained by the Authority is extended. This affects the formulae that govern the calculation for government grants, which includes for general highway maintenance.
- S278 Agreement (of the Highways Act 1980). As these works are on the existing maintainable highway, it is less likely that there will be an extension to the network and therefore it is unlikely to have an effect on the amount of government grants that the Authority will receive.
- Other agreed transfers from third-parties. These may or may not extend the existing highway, depending on the specific circumstances.

Policy Purpose

To ensure that when accepting assets from other owners the Authority is not unnecessarily burdened with maintenance and replacement costs. It does this by allowing for commuted sums for maintenance to be recovered through Section 38 Agreements, Section 278 Agreements and any other agreements that include for the transfer of assets to the Authority.

Application

Commuted sums will be charged in the following circumstances:

S.38's

- Any items that are not included in the Lincolnshire County Council Development Road and Sustainable Drainage Specification
- The extra over cost of maintenance and replacement of items that are included in Lincolnshire County Council Development Road and Sustainable Drainage Specification but which the developer installs to a higher specification

S.278's

- Where a new asset is considered to be over and above that which is included in existing LCC maintenance schedules.

Other agreed transfers

- Where an existing or new asset is being transferred to the Authority
- In cases where the asset being transferred to the Authority is in need of maintenance or replacement and it is not possible for the third party to procure and complete the works, the cost of the outstanding maintenance or replacement shall be included in the commuted sum.

In principle, commuted sums should be recovered from the transferring owner in all situations covered by this policy.

However, the budget manager(s) responsible for the asset(s) being taken over may consider that the future maintenance and replacement costs can be accommodated in their normal budget allocations. A decision on this should take into account the calculated magnitude of the commuted sum that would be recoverable under this policy.

Exceptional circumstances may arise where the Development Management (DM) Officer (in the case of S38 and S278 Agreements) or the lead Officer (in the case of other asset transfers) believes that recovery of a commuted sum would be counter-productive to inward investment in Lincolnshire; i.e. the overall benefit to the County Council of altering the provisions of this policy in an individual case outweighs the desire for a consistent approach.

In such a case, the DM Officer shall consult with the budget manager(s) Head of Service and the Head of Service for Development Management (in the case of S.38's and S.278's) to make a decision as to whether to charge a commuted sum or not.

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HIGHWAYS AND TRAFFIC GUIDANCE NOTE

NO. HAT 40/4/12
SUBJECT COMMUTED SUMS FOR MAINTENANCE
EFFECTIVE FROM JANUARY 2012
AUTHOR J Monk, Consultancy Services Manager
DISTRIBUTION Distribution List plus D Simpson

1 Introduction

- 1.1 When the Highway Authority takes on assets from other owners, it incurs maintenance costs for the life of the assets, as well as replacement costs at the end of their useful life.
- 1.2 Commuted sums to cover these costs can usually be recovered from the transferring owner, unless other specific sources of funding for these assets are available to the Highway Authority (for example the Revenue Support Grant – RSG).
- 1.3 There are three main ways in which the Highway Authority agrees to take on assets from other owners:
 - 1.3.1 S38 Agreement (of the Highways Act 1980), whereby the total length of adopted highway maintained by the Highway Authority is extended. This affects the formulae that govern the calculation of the RSG, which includes for general highway maintenance.
 - 1.3.2 S278 Agreement (of the Highways Act 1980). As these works are on the existing maintainable highway, it is less likely that there will be an extension to the network and therefore it is unlikely to affect the RSG.
 - 1.3.3 Other agreed transfers from third-parties. These may or may not extend the existing highway, depending on the specific circumstances.
- 1.4 The principles of this HAT follow the guidance produced for the Department for Transport by the then CSS (now ADEPT). This can be found at <http://www.adeptnet.org.uk/assets/userfiles/documents/000296.pdf>. This guidance is supported and applied on the whole by local authorities across the country.

2 Purpose

- 2.1 The purpose of this HAT is to ensure that, when accepting assets from other owners, the Highway Authority is not unnecessarily burdened with maintenance and replacement costs. It does this by allowing for commuted sums for maintenance to be recovered through Section 38 Agreements, Section 278 Agreements and any other agreements that include for the transfer of assets to the Highway Authority.

- 2.2 A standard Excel pro-forma is available in Appendix B, so that commuted sums can be calculated in a consistent manner across asset types, with allowance being made for the time period over which the sum is calculated depending on the permanence of the asset.

3 Application

- 3.1 In principle, commuted sums should be recovered from the transferring owner in all situations covered by section 4 Scope, below.
- 3.2 However, the budget manager(s) responsible for the asset(s) being taken over may consider that the future maintenance and replacement costs can be accommodated in their normal budget allocations. A decision on this should take into account the calculated magnitude of the commuted sum that would be recoverable under this HAT
- 3.3 Exceptional circumstances may arise where the Development Control (DC) Officer (in the case of S38 and S278 Agreements) or the lead Officer (in the case of other asset transfers) believes that recovery of a commuted sum would be counter-productive to inward investment in Lincolnshire. I.e. the overall benefit to the County Council of altering the provisions of this HAT in an individual case outweighs the desire for a consistent approach.
- 3.4 In such a case, the relevant Officer shall consult with the budget manager who would benefit from the Commuted Sum.
- 3.5 The relevant Officer will then make a case in writing to the Executive Councillor for Highways, including the views of the budget manager, for an exception to the provisions of this HAT and detailing the alternative proposed. This will include, amongst other things, details of the asset, the current owner, the Commuted Sum that would have been payable and the alternative financial provisions – if any.
- 3.6 The Executive Councillor will then approve or otherwise the recommendations of the relevant Officer
- 3.7 A decision not to recover a commuted sum for an asset should be recorded in the appropriate attribute on Confirm (the asset management system) by the relevant asset management team.

4 Scope

4.1 Section 38 Agreements

Funding for ongoing maintenance for the added highway length from S38 schemes is provided for through the RSG. This funding is based on the provision of “standard” construction. Therefore, commuted sums should be charged for ‘extra over’ and ‘added value’ costs of exceptional items and specialist materials on S38 schemes:

4.1.1 Surface Water Drainage Systems including Soakaways and Sustainable Drainage Systems (SuDS)

Where a drainage system is approved and adopted under the provisions of the Flood and Water Management Act 2010, commuted sums cannot be recovered.

Otherwise, where the Highway Authority is to adopt surface water drainage infrastructure (including soakaways and SuDS), a commuted sum for maintenance of the entire system other than the gullies and connections will be recoverable from the developer.

4.1.2 Non-Standard Surfacing and alternative materials.

Where materials that are not within the current specification applied by the Highway Authority are used in surfaced areas, a commuted sum for maintenance will be recovered.

4.1.3 Structures and other 'extra over' items

Highway structures (retaining walls, culverts, bridges etc), public transport infrastructure, landscaping, trees and shrubs, and special features such as noise fencing are considered as 'extra over' standard adoptable works. Commuted sums for the maintenance costs of these items shall be recoverable.

4.1.4 Street lighting, street furniture, traffic signals and signs

Where the developer is responsible for installations, finishes, materials, features etc., which would incur additional maintenance or replacement costs (when compared with those required by the Highway Authority's current specification), a commuted sum for the additional maintenance costs will be recoverable.

4.1.5 'Additional' Areas

When areas of construction, grass etc which are not required in the opinion of the Highway Authority for the safe and satisfactory functioning of the highway are being adopted, a commuted sum for maintenance will be recoverable.

Examples include verge outside visibility splays, areas of construction outside a normal turning head etc.

4.2 Section 278 Agreements

Where an existing junction that is over-capacity (as demonstrated by a transport assessment validated by the Highway Authority) is expected to be brought back within capacity (on completion of the development) by the S278 works, then a commuted sum will not be recovered.

In the event that a S278 Agreement extends the highway network, the length of the extension should be treated using the same approach as for S38 schemes (section 4.1 above) for the purposes of commuted sums for maintenance.

For the remaining length on the existing highway, and for S278 schemes that are within the existing highway, commuted sums for maintenance should be recovered for all net increases in highway assets resulting from the agreed works.

If there is a net reduction in any asset type, this will have no reducing effect on the total of the commuted sums being calculated.

4.2.1 Surface Water Drainage Systems including Soakaways and Sustainable Drainage Systems (SuDS)

Where a drainage system is approved and adopted under the provisions of the Flood and Water Management Act 2010, commuted sums cannot be recovered.

Otherwise, where there is no drainage within the existing highway, a commuted sum for maintenance of all drainage, soakaways and SuDS being adopted by the Highway Authority through the S278 scheme will be recoverable. If the existing highway already benefits from drainage, soakaways or SuDS, the Highway Authority will assess the difference between its existing and new maintenance responsibilities. This difference will need to be expressed as an outline asset list, for which a commuted sum for maintenance will be recoverable.

4.2.2 Surfacing – Area and Materials

Where the plan area of constructed surface is increased and / or the new surface is constructed using non-standard materials (not within the current specification adopted by the Highway Authority) a commuted sum for the additional maintenance cost compared with the maintenance cost of the existing surface area and / or standard materials will be recoverable.

4.2.3 Structures and other ‘extra over’ items

Committed sums for the maintenance costs of new highway structures (retaining walls, culverts, bridges etc), public transport infrastructure, landscaping, trees and shrubs, and special features such as noise fencing will be recoverable.

4.2.4 Street lighting, street furniture, traffic signals and signs

Where there is no provision within the existing highway of any or all of street lighting, street furniture, traffic signals and signs, all such assets being adopted by the Highway Authority through the S278 Agreement will require a commuted sum for maintenance.

If the existing highway already benefits from any or all of these types of asset, the Highway Authority will assess the difference between its existing and new maintenance responsibilities. This difference will need to be expressed as an outline asset list, for which a commuted sum for maintenance will be recoverable.

4.3 Other Agreed Transfers

When the Highway Authority agrees with a third party to accept an asset that is not covered by either a Section 38 or Section 278 Agreement, the relevant principles from 4.1 and 4.2 above shall be applied, with the following exception.

New or additional street lights that are installed on the existing highway at the expense of another Lincolnshire public authority will be accepted without a commuted sum if they have prior approval and are designed and installed to the Highway Authority's specification.

4.4 Energy-consuming assets / Communications system

Where energy-consuming assets (eg street lights, illuminated signs and bollards, traffic signals etc.) or assets requiring communications systems (eg some traffic signals) are being considered for transfer in any situation, then the commuted sum calculated may include for ongoing energy and communication system costs, according to the following:

4.4.1 S38 Schemes

For S38 schemes there may be additional costs associated with any 'extra over' equipment and these additional costs can be included in the commuted sum calculation. Otherwise, these costs are the responsibility of the Highway Authority, once adopted.

4.4.2 S278 Schemes and other agreed transfers

For S278 schemes and other agreed transfers, the responsibility for ongoing energy and communication system costs should be clearly stated in the calculation of the commuted sum.

The relevant Officer (DC Officer or the Officer leading on the negotiations with the third party) will be responsible for deciding, with the budget manager normally responsible for paying such costs, whether they should be taken on by the Highway Authority or remain with the developer or third party.

If the energy or communication system costs are taken on by the Highway Authority, then the relevant Officer and budget manager will also need to decide whether a commuted sum for such costs should be payable.

In making these decisions, Officers should take into account the ongoing relationship of the third party with the asset(s) being transferred, the administration costs of any arrangement, the magnitude and robustness of existing budgets, the ongoing relationship between the Highway Authority and the third party etc.

4.5 Transfer of assets requiring maintenance or replacement

On occasions it may be the case that the asset proposed for transfer to the Highway Authority is in need of maintenance or replacement to bring it up to a standard acceptable to the Highway Authority. In this case, the preferred course of

action will be for the developer or third party to procure and complete these maintenance works or replacement in advance of the transfer.

Where this is not possible, the cost of the outstanding maintenance works or replacement should be included in the commuted sum. This should be done by bringing forward the first instance of this type of maintenance or replacement in the commuted sum period being considered, to the year in which the works will be procured by the Highway Authority.

5 Process

5.1 S38 and S278 Agreements

On schemes covered by S38 and S278 Agreements the relevant Development Control (DC) officer will be responsible for liaising with the relevant specialist teams in Division, TSP, Highways Client and Transportation to establish whether commuted sum(s) will be required.

If commuted sum(s) are required, the developer shall be informed by the DC Officer.

The DC officer shall ensure that the requirement for payment of the commuted sum(s) is written into the relevant Agreement by Policy & Orders. This shall be that all commuted sum(s) will be payable in advance of placing any of the works on maintenance.

The total of the commuted sum(s) shall be added into the Bond figure in the Agreement in order that it can be obtained via the Bond Guarantors if, for any reason, the developer fails to pay. Any interim requests for the reduction in the Bond will take into account any outstanding commuted sum payments.

The commuted sum(s) will be calculated – using the method shown in Appendix A – by the relevant specialist teams (or asset manager) once requested by the DC Officer; a pro-forma Excel spreadsheet using this method is available at Appendix B.

The commuted sum will be collected from the developer by Policy and Orders (for S278s) or the DC Officer (for S38s) prior to the Highway Authority accepting any maintenance liability for the works.

5.2 Other Asset Transfers

The Officer leading on the negotiations with the third party will decide whether a commuted sum is required, based on the principles in 4.1 and 4.2 above and inform the third party as part of the negotiations.

The Officer must ensure that any documented agreement for the asset transfer includes details of the commuted sum, including the monetary value and the point at which it must be paid. This must be in advance of the Highway Authority accepting transfer of the asset.

The commuted sum will be calculated – using the method shown in Appendix A – by the relevant specialist team once requested by the leading Officer; a pro-forma Excel spreadsheet using this method is available at Appendix B.

5.3 Maintenance Costs to be used in the calculation

Relevant teams responsible for maintenance of assets should establish their own library of costs for periodic maintenance activities for assets types likely to attract commuted sums. These should take into consideration current maintenance rates, historic information and the cost of design and supervision of any maintenance. They should be equitable across the County and co-ordinated by the Asset Manager in Client Services.

6 Finance

- 6.1 Separate general ledger accounts shall be held by finance for each of the following areas and for each different discount period: structures, street lighting, signals, drainage and general highway maintenance. The last of these shall receive any commuted sums not relevant to the first four. These accounts shall be interest bearing where financial rules permit.
- 6.2 Monies shall be drawn down from the relevant accounts into the relevant budgets at the start of the financial year, at a rate related to the length of the discount period, e.g. $1/60^{\text{th}}$ of the balance of the account holding monies from commuted sums calculated with a 60 year discount period.
- 6.3 This money will show as an income to the County Council enabling the gross County Roads Maintenance budget to be increased by the same amount, but will be ring-fenced to the budget area related to the account in which it was held.
- 6.4 For example, commuted sums received for street lighting shall be drawn down to the street lighting revenue budget and commuted sums received for surfaces will be drawn down to the general maintenance revenue budget.
- 6.5 Monies drawn down into the overall general maintenance revenue budget shall be distributed between different areas according to normal budget distribution processes.
- 6.6 Early drawn down from the relevant account may be arranged where the assets accepted are in need of major maintenance or replacement within three years of the transfer of the asset. Major maintenance or replacement after that period should be funded from within normal budget allocation.

7 Transition Arrangements

Any accounts or budgets holding commuted sums which pre-date this HAT will have no further commuted sums credited to them. They will continue to be available to the relevant budget manager to use within the existing rules that apply to that budget or account.

This HAT is next due for review January 2014.

CALCULATION OF COMMUTED SUM

The following formula should be used to calculate the sum payable. An Excel spreadsheet (Appendix B) to aid in the calculation has been prepared by the author and is available for modification to specific situations.

Commuted sum = $\Sigma Mp / (1 + D/100)^T$, where:

Mp = Estimated periodic maintenance cost (£)

Each asset type will have a number of different periodic maintenance activities, as well as periodic replacement where necessary. The current cost of each activity (or replacement) should be based on current contract rates or historic information where more appropriate. The cost should include elements for design and supervision. The frequency of periodic maintenance (or replacement) should be in accordance with current Highway Authority policy, or where there is none, national best practice and guidance.

D = Discount rate (effective annual interest rate) (%)

This is calculated to ensure that both the interest earned on the commuted sum, and the effects of inflation are taken into account. The calculation is:

$$D = (1.045/1.0225) - 1 = 2.2\%$$

where 1.045 is the interest rate (4.5% based on long-term neutral base rate) and 1.0225 is the inflation rate (2.25% based on RPI-X that is RPI excluding mortgage payments).

The rates used in the calculation of 'D' are subject to change over time and a check against current Department for Transport guidance on current values should be made before calculating the commuted sum.

T = Time period before expenditure will be incurred (years)

Where the Highway Authority is adopting assets that are permanent features integral to the highway network, such as structures or road construction, the commuted sum should be calculated over a time period of 120 years.

For other assets, commuted sums should be calculated over a period of 60 years. This period represents a reasonable compromise between covering future costs and the uncertainties over whether they will be required in the future.



Open Report on behalf of Andy Gutherson, Executive Director – Place

| | |
|------------|--|
| Report to: | Highways and Transport Scrutiny Committee |
| Date: | 8 March 2021 |
| Subject: | The Fifth Local Transport Plan (LTP V) |

Summary:

This report provides a progress update for Lincolnshire County Council's Fifth Local Transport Plan (LTP V). Ideas and thoughts from members of the Committee are welcomed as part of the shaping of the work.

Actions Required:

The Highways and Transport Scrutiny Committee is requested to:

1. consider the development of the Local Transport Plan.
2. share thoughts and ideas to help shape the document's development.
3. receive a further report as the plan is being finalised.

1. Background

Work has begun on a new Local Transport Plan (LTP) for Lincolnshire. A statutory requirement under the Local Transport Act 2008, the document will establish the policy structure for local transport delivery going forward.

A report came to this Committee in December 2020 describing the process, the audience for the LTP and its purpose. This report provides an update on some of the areas of work currently being undertaken, the emerging themes and the engagement process.

Emerging themes and priorities

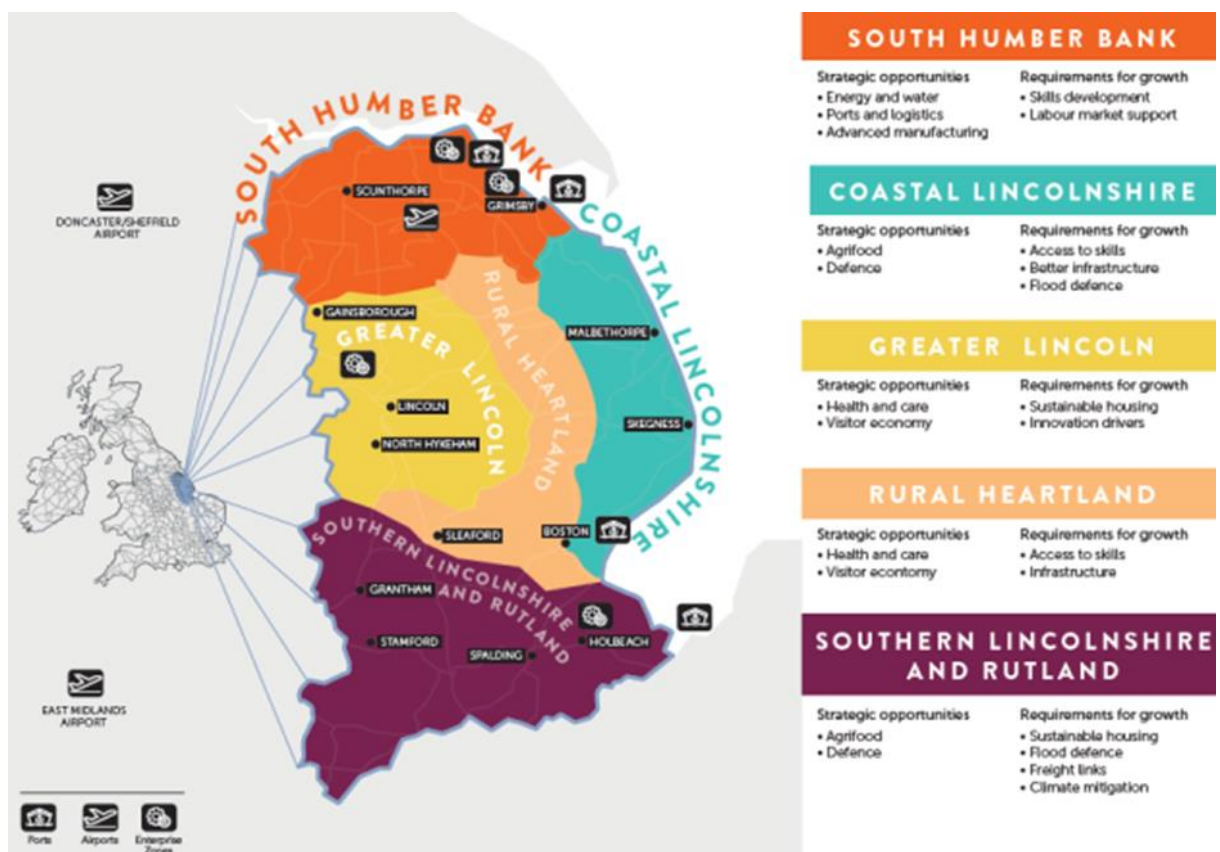
There will be a number of complementary supporting documents to LTP V including strategies for different **modes**: rail, bus and walking in addition to the cycling strategy that came to the Committee in the autumn. This will provide the depth and detail needed and will provide space to look at alternative scenarios, particularly for public transport, where there is so much uncertainty.

For example, the rail industry is facing three significant challenges:-

- **The Williams Rail Review** – this review was established in September 2018 to look at the structure of the whole rail industry and the way passenger rail services are delivered.
- **Covid-19** – currently services are operating reduced timetables and carrying much lower patronage due to Covid-19.
- **Spend on rail** - the Government has taken a long-term mind-set on rail. If this continues the Government will not reduce service specification or the quantum of services in the medium or longer term.

The **environment** will be a very strong theme too. The document is being written to complement the Green Masterplan – expanding thinking around decarbonisation for example. An alternative fuel strategy is also being produced which will contain a roadmap for decarbonisation in Lincolnshire.

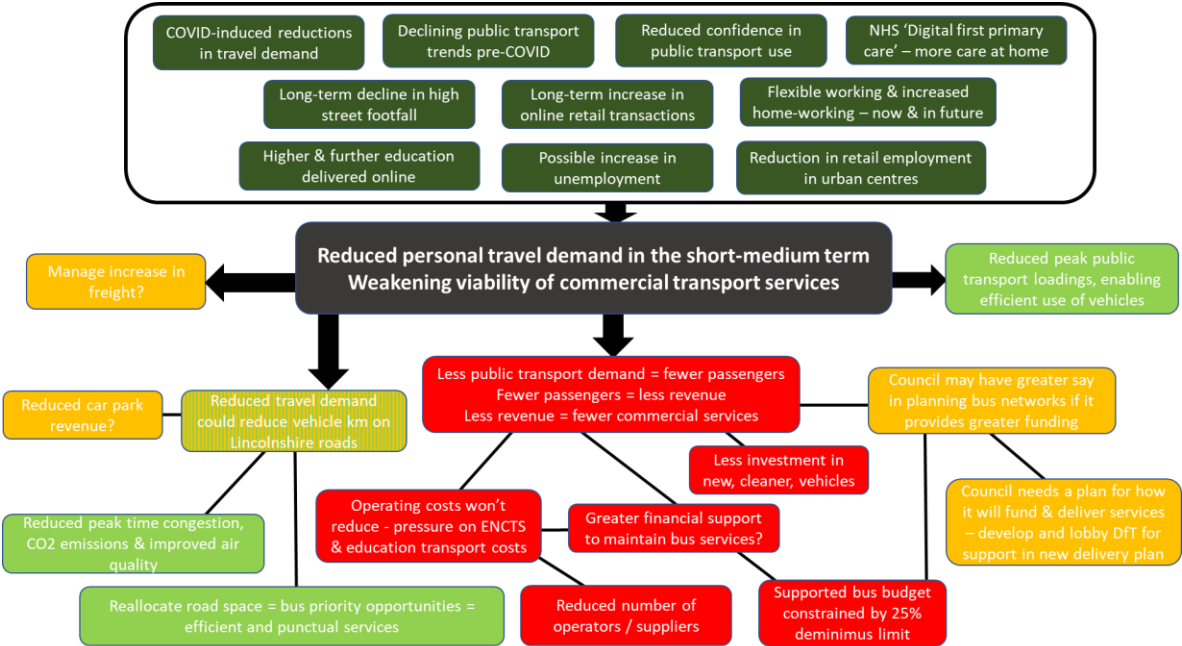
Using a **place** based approach we intend to be able to articulate the scale of Lincolnshire's ambition to outside audiences too, for example, Midlands Connect and the Department for Transport.



Much of this ambition will connect to the support for the post Covid-19 economic recovery. This includes improving opportunities through good connectivity, both within Lincolnshire and externally, to the strategic road and rail network. LTP V provides an opportunity to support **sectors** and support positive **growth** in Lincolnshire, for example, by supporting the Agri-food sector and the Food Valley, with a focus on freight, data and connectivity to the strategic road network and

ports; and maximising the opportunities for cycling and walking holidays with the visitor economy, working closely with the Tourism Action Plan and Tourism Commission.

The impact of **Covid-19** on the way that we live and work will influence the final document. The illustration below attempts to capture some of the impacts on the transport network.



Engagement

As the team begins to draft the document we are attending a variety of meetings to share the thinking so far and of course to talk to those involved about their thoughts and ideas too. This includes attending the local transport boards; scrutiny committees; meeting with partner organisations and holding workshops.

Questions for consideration

1. Do you think that the balance of proposed themes is right? Are there any that you would recommend prioritising over others?
2. How is Covid-19 changing how people move now and in the longer term in your divisions?

2. Conclusion

This report sets out the emerging themes for the Fifth Local Transport Plan and the engagement work being undertaken. The report seeks support from the Committee for the approach with a further report to be presented to the Committee as a draft document emerges.

3. Consultation

a) Risks and Impact Analysis

None

4. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Vanessa Strange, Head of Infrastructure Investment, who can be contacted by e-mail at vanessa.strange@lincolnshire.gov.uk

Open Report on behalf of Andy Gutherson, Executive Director - Place

| | |
|------------|--|
| Report to: | Highways and Transport Scrutiny Committee |
| Date: | 08 March 2021 |
| Subject: | Highways - Gully Cleansing, Repair and Surface Water Flooding |

Summary:

This report sets out the reactive, cyclic and planned aspects of highways drainage maintenance including low-level flooding response.

Actions Required:

The Committee is asked to consider and comment on the detail contained in the update and recommend any changes or actions.

1. Background

Drainage Cleansing

There are 190,000 highway drainage assets including gullies, catchpits and offlets across the county that Lincolnshire County Council is responsible for. These are scheduled into two programmes, one that is for routine maintenance and the second that requires specialist traffic management.

Of the 181,000 in the routine programme, 142,000 have been attended to date and the 39,000 remaining assets will be attended by the end of April 2021. The actual programme did not start until the end of April 2020, due to initial Covid-19 restrictions, and will have been completed within twelve months. This is significant progress on previous contracts and we now have full traceable data on all assets attended within a twelve month period.

There are 9,000 assets requiring specialist traffic management, such as stop/go, lane closures or traffic lights. These have been arranged into specific routes and a programme started in December that will continue into the summer. This picks up all junctions, roundabouts, level crossing and sites in busy urban areas. These are problematic sites and having a clear programme for these will remove a number of on-going minor issues.

To date, there have been 6,025 defects recorded and this represents around 4% of those visited. These are recorded into four types;

- jammed lids
- broken or missing ironwork
- damaged pots or chambers
- blocked connections.

Our contractor takes photos of the broken/missing lids and damaged assets when they raise them as defects. This will help the local teams assess whether it needs immediate attention, or can be planned for a later date. This has been a fantastic real time improvement, which helps to manage the coordination of our resources in dealing with the emergency works as the main priority.

We currently have nine tankers on this contract working in Lincolnshire on a daily basis. There are seven on routine cleansing, one completing the traffic management sites and one doing jetting works on blocked assets.

When the public report blocked drains or flooding through the Customer Service Centre or on the LCC website/Fix My Street, the Local Highways Team are refining the response provided. The first step is to inspect the report on site and the following steps will be provided:

1. If the gully is simply blocked, and is either due very shortly on cycling programme (or isn't causing anything other than a minor nuisance) a status will be selected which gives the message "We have assessed your report and the drain will be cleaned on the next programmed schedule."
2. If cyclic cleansing isn't expected shortly, and there is an issue which warrants more immediate intervention, then an off-programme jetting job will be raised from site. The customer will receive updates to inform works are scheduled.
3. If more significant drainage works than off-programme jetting are required then a job will be raised for AJet to investigate/dig down to carry out remedial works.
4. In areas where none of the reactive options are appropriate, either because the issue is very low priority and risk, or because longer term works and investigations with partner authorities are needed which may take over four months, a status will be used where the member of the public is notified of "no immediate action proposed" but this is backed up with a bespoke explanation from the officer.

This should help move away from the previous status updates where references to cyclic grass cutting and annual gully cleansing were used.

De-Watering Bay

The purpose built Sleaford Dewatering facility is now fully functioning and offers alternative solutions for dealing with waste water at a local waste transfer centre.

We now have five crews based at Sleaford and have six new local employees from the Sleaford and surrounding areas, with a further four to be in place by 1 April 2021. The reduction in travel time for the five crews offers an estimated saving of 1.5 hours travel per crew per day. This is a significant carbon footprint reduction, offers an increase in productivity, reduces costs and gives a greater ability to react to emergency flooding events



Drainage Improvements

For the financial year 2020/21 and 2021/22 we have been allocated additional funds for dealing with drainage as detailed within Fig.1. We have also made some significant progress in delivering works against the variety of funds.

Fig 1 - Drainage funding 2020/21 and 2021/22

| Works Description | Budget | Expenditure |
|---|-------------------|--------------------|
| Minor Drainage Improvements 2020/21 | £300,000 | £436,000 |
| Minor Drainage Improvements 2021/22 | £600,000 | 0 |
| Development Drainage Funding 2020/21 and 2021/22 | £2,000,000 | £355,000 |
| Community Maintenance Drainage Gangs 2020/21 | £1,000,000 | £975,000 |
| Community Maintenance Drainage Gangs 2021/22 | £1,000,000 | 0 |
| Total Budget Allocation | £4,900,000 | £1,766,000 |

Minor Drainage Improvements

Highways have a budget of £300,000 for drainage minor improvements, which are beyond the scope of the reactive gangs the Local Highways Teams utilise for repairing the highway. This financial year we have delivered 30 schemes costing £436,000, which are small scheme scale works that typically take less than a week to complete and include:

- Replacing sections of damaged highway pipes
- Installing additional gullies and manholes where ponding occurs
- Increasing the size and capacity of the drainage system over small lengths
- Repairing bank or ditch slips

The funding for 2021/22 has been increased from £300,000 to £600,000 to deal with more local issues that occur during each period of severe weather.

Development Drainage Funding

This year there was a successful Invest to save bid approved by councillors of £2.2million pounds and allocated to the Floods and Water Team. This includes £2m for works and £0.2m for specialist design resources. A programme of works has been developed in collaboration between the Floods and Water Team, the local Highways teams and the asset teams to pick up known schemes.

The start to the works was delayed whilst agreement on the proposals was authorised was agreed. We have delivered seven schemes to date to the value of £355,000 and the remaining budget will be spent within 2021/22. Our contractors have identified additional resources for delivering these works and we are also in the process of bringing in additional specialist drainage engineers to complete all investigation and design work.

Community Maintenance Gangs

The additional three Community Maintenance drainage gangs have been responding to a variety of local issues, not covered by either the reactive or planned budgets. Funding has been made available for this to continue in 2021/22, which offers an opportunity to continue dealing with known issues and offer and improved customer service.

When the off-programme jetting cannot solve a problem, these gangs will carry out a more detailed investigation. They are set up with CCTV equipment and tools to carry out minor civils repairs or root cutting, etc. We have been focussing the programme of works for these crews on longstanding highways drainage issues which were exposed during the 2019 floods and are not necessarily just down to blocked gullies.

To date these crews have attended and dealt with an additional 115 sites, with a further 125 designed and being planned over the coming months. We will continue to adjust this programme as more detail is collected from the recent heavy rainfall that has been experienced and remediation work is identified and agreed.

Jetting Works

This year we have recorded around 1% of the assets as having a blocked connection which gives a target of around 8 issues a day to solve and is not always achievable. The tanker will, subject to availability, carry out full investigation works into blocked pipe issues and if these cannot be solved immediately, then this becomes a proposed minor scheme or improvement. When we enter periods of wet weather the same resource is involved in clearing localised flooding or ponding issues on the highway along with a number of other tankers that we have access to. Demand on this resource means that we have traditionally had a backlog of issues to resolve.

Flooding Response Data and S19 Investigations

The benefits of the Confirm Connect system mean that ER crews attending flooding reports as first responders are able to capture photos on site and document extent and severity of flooding, which can then be used to inform follow up response as well as Section 19 investigations by the Floods and Water Management team where internal property flooding has occurred. We have mapped all flooding and drainage reports through the CSC and Fix My Street for the last 10 years and are currently overlaying this with the S19 data from the Floods and Water team to ensure that the two sets of data do correlate, and also to inform the prioritisation of the various levels of work identified in this report.

2. Conclusion

The Committee is asked to consider and comment on the detail contained in the report and recommend any changes or actions to the Executive Member for Highways, Transport and IT. They are also asked to consider and comment on the collaborative working across directorates and with partners.

3. Consultation

a) Have Risks and Impact Analysis been carried out??

No

b) Risks and Impact Analysis

N/A

4. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Richard Fenwick, who can be contacted on 01522550452 or richard.fenwick@lincolnshire.gov.uk

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Open Report on behalf of Andy Gutherson, Executive Director - Place

| | |
|------------|--|
| Report to: | Highways and Transport Scrutiny Committee |
| Date: | 8 March 2021 |
| Subject: | Street Lighting Update |

Summary:

This is an update on requests received under the protocol for converting part night lighting to all night lighting.

Actions Required:

The Committee is invited to note the report.

1. Background

Following the Part-Night Street Lighting Scrutiny Review (April 2018), the Street Lighting Policy was revised (February 2019) to include a protocol to permit the conversion of part night lighting to all night lighting. The protocol is referenced to this report as a Background Paper.

At the time the policy was updated, the Scrutiny Committee requested a summary of requests for conversion to all night lighting to be brought after a year. A paper was duly presented to this Committee in March 2020, which reported that only one formal request for conversion to all night lighting had been requested – for four lights on Grove Close, Pinchbeck; this conversion has now been carried out. The Committee requested another update after a further year.

In the last twelve months, we have received no further formal requests for conversion to all night lighting, despite multiple enquiries from a range of parish councils throughout the county.

When enquiries are received from members of the public about similar conversions, they are recommended to contact their parish council. However, to date, none of these have materialised into an enquiry from the parish council.

2. Conclusion

Although multiple enquiries have been received from parish council and members of the public regarding conversion to all night lighting, only one (which was reported to this Committee a year ago) has materialised into a formal request, which has now been acted upon.

3. Consultation

a) Risks and Impact Analysis

No impact

4. Appendices

| | |
|---|--|
| These are listed below and attached at the back of the report | |
| Appendix A | Annex 1 to the Street Lighting Policy - Protocol for the Reversal of Part Night Lighting |

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by John Monk, who can be contacted on 01522 552394 or john.monk@lincolnshire.gov.uk.

LCC STREET LIGHTING POLICY – ANNEX 1 January 2019

PROTOCOL FOR REVERSAL OF PART NIGHT LIGHTING

Stage 1 – Request

- 1.1 Requests shall be made by email to streetlighting@lincolnshire.gov.uk and copied to the local County Councillor.
Requests shall only be considered direct from Parish Councils or, where there is no Parish Council, the equivalent precept-issuing authority.
- 1.2 Requests received from any other source will be returned to the requester, who will be directed to the Parish Council or equivalent precept-issuing authority.
- 1.3 Requests shall only be considered for reversal of part-night lighting for all lights on the complete length of any named street.
- 1.4 Requests shall be accompanied by:
 - A plan (map) showing the location and number of part-night lights to which the request applies (NB this shall be for all lights on the complete length of any named street)
 - A list of the column numbers on the complete length of the named street(s)
 - A clear statement as to whether the reversal is requested to be done:
 - as part of LCC's routine maintenance programme (published on the County Council's website), in which case a complete and correct request must be received at least three months in advance of the programmed routine maintenance
 - or outside the routine maintenance programme, in which case a complete and correct request must be received with at least eight weeks' notice to the preferred completion date of works (NB see below regarding cost implications)
 - A statement that the requesting authority:
 - has taken into account the views of all residents, businesses etc. affected by the request
 - will respond to all future enquiries in relation to the reversal
 - has funding in place and available for the reversal
 - An Equality Impact Assessment , demonstrating that the request has taken into consideration the impact on persons with protected characteristics under the Equality Act 2010

Stage 2 – Validation and Consideration of Request

- 2.1 The Street Lighting team will validate that the request is complete with all correct accompaniments, from the appropriate authority, meets the requirements of this Protocol and in particular paragraph 1.3 and evidences appropriate consideration of the impacts on people with a protected characteristics.
- 2.2 Where the request is complete and meets the requirements of paragraph 2.1 above , the Street Lighting team will consider whether the required notice periods have been met by the requester:
 - At least three months in advance of routine maintenance or
 - At least eight weeks for reversals requested to be done outside of routine maintenance
- 2.3 Where the request is not complete or does not meet any of the requirements of paragraph 2.1 above, or where the notice periods have not been met, then the request will be returned to the requester, highlighting where it is deficient, and copied to the local County Councillor. Otherwise the request will proceed to implementation, subject to paragraph 3.4.

Stage 3 – Costs and Payment

- 3.1 The one-off cost per light for reversal as part of routine maintenance is £150, irrespective of the existing equipment in place.
- 3.2 The one-off cost per light for reversal outside of routine maintenance is £300, irrespective of the existing equipment in place.
- 3.3 The requesting authority will be invoiced by the County Council with sufficient time for the payment to be made in advance of the reversal taking place.
- 3.4 Where payment is not received in advance of the reversal taking place, the reversal may be cancelled and the requesting authority additionally invoiced for any abortive costs.

Stage 4 – Implementation

- 4.1 The Street Lighting team will place an order through its term maintenance contractor to either:
 - Include the reversal as part of the routine maintenance programme
 - Carry out the reversal outside of routine maintenance, as additional work outside of normal workload, so as not to interrupt the routine maintenance programme
- 4.2 On completion of the reversal, the requesting authority will be notified by the Street Lighting team.



Open Report on behalf of Andy Gutherson Executive Director - Place

| | |
|------------|--|
| Report to: | Highways and Transport Scrutiny Committee |
| Date: | 8 March 2021 |
| Subject: | Performance Report: Quarter 3 – (1 October 2020 – 31 December 2020) |

Summary:

This report sets out the performance of the highways service including the Major Highway Schemes Update, Lincolnshire Highways Performance Report, the NHT Public Satisfaction Survey Analysis and the Highways and Transport Complaints Report.

Actions Required:

The Committee is asked to consider and comment on the detail of performance contained in the report and recommend any changes or actions to the Executive Member for Highways, Transport and IT.

1. Background

This report draws together performance and update information on the whole of the highway service in Lincolnshire.

This performance report contains:

- Major Highway Schemes Update February 2021;
- Lincolnshire Highways Performance Report Year 1, Quarter 3;
- NHT Public Satisfaction Survey Analysis;
- Highways and Transport Complaints Report, Quarter 3

Major Highway Schemes Update

The Authority currently has four major highway schemes:

- Lincoln Eastern Bypass
- Grantham Southern Relief Road
- Spalding Western Relief Road
- North Hykeham Relief Road

There are a number of other major highway and other infrastructure projects which are of a significant scale and may have a major impact on the County and surrounding area. All of these schemes are included in the Major Highway Schemes Update February 2021 found as Appendix A to this report.

Lincolnshire Highways Performance

Performance

Quarterly performance was reported through the Alliance management structure, with performance issues becoming the subject of an improvement action plan. A copy of the Lincolnshire County Council Highway Performance Report for Year 1, Quarter 3 can be found in Appendix B. This covers the period of October to December 2020.

New contracts for Highway Maintenance, Traffic Signals and Professional Services were awarded in Oct 2019 with the new contracts starting in this quarter.

The Alliance partners managed to achieve their targets for Quarter 3. The results per contract area are:

- Highways Works Term Contract Performance Indicators (Balfour Beatty) – 53.5%
- Professional Services Contract Performance Indicators (WSP) – 74.2%
- Traffic Signals Term Contract Performance Indicators (Colas) – 72.0%
- Client Performance Indicators (LCC) – 58.9%
- Alliance Key Performance Indicators (LCC/Balfour Beatty/Colas/WSP) – 74.4%

The scores have generally maintained as the same level as last quarter, however some measures are still low scoring.

Workshops have been arranged to focus on these areas to improve scores going into the final quarter of the year. Performance scores are envisaged to improve in Year 2.

Highway Works Term Contract

The new Highways Work Term Contract delivers a wide range of key highway services with maintaining the condition of carriageways a priority. In Q3 of 2020/21 we have repaired 10475 defects including 8189 carriageway potholes. We have fixed 170 gully grates, 385 footway potholes, 342 footway slabs, replaced 44 gully pots, as well as carrying out 312 kerbing jobs, 298 minor tree jobs and we have repaired or replaced 287 signs and refreshed the lines at 100 sites.

| | |
|-----------------------------|------|
| Carriageway Edge Works | 1894 |
| Carriageway Potholes | 6295 |
| Cleaning (Signs) | 6 |
| Contractor Identified Fault | 86 |

| | |
|----------------------------------|--------------|
| Covers Gratings Boxes | 170 |
| Footway / Cycle (Flexible Surf) | 4 |
| Footway Potholes | 385 |
| Footway Slabs Stone | 342 |
| Grips (Dig) | 12 |
| Grit Bin Refill | 42 |
| Grit Bin Remove Install | 14 |
| Gully Pot | 44 |
| Hedges Trees Vis Splays | 298 |
| Kerbs Edgings Channels | 312 |
| Make Safe Furniture & Posts | 42 |
| Overgrown Verge Repairs | 107 |
| Pedestrian Guardrails | 23 |
| Road Markings - Studs | 100 |
| Signs Posts & Fixings | 287 |
| Standing Water (Signs Cleanse) | 12 |
| Grand Total | 10475 |

To date we have cleaned out 142,148 gullies, with the remainder of the gullies in the County on schedule to be cleaned by April. The cyclic gully crews are now taking photos of any damaged assets and creating defects on the electronic system for the Local Highways Teams to address, and any blocked connections are also highlighted to inform follow up jetting or dig-down works.

In 2020 we carried out rural grass cuts covering 10,676 miles of highway verge, this was done 3 times throughout the growing season.

Urban flail (including that cut by other Councils under agreements with LCC) totalled 2,100 miles and was also done 3 times throughout the year.

Since the start of 2021, we have experienced severe weather conditions with flooding and harsh frosts/snow causing increased deterioration of road surfaces leading to potholes forming quickly, sometimes within days. This, combined with multiple gritting runs per night has put a strain on our resources so we have been trying to combat this by bringing in additional supply chain partners to try and keep up with demand.

We have now opened our dewatering bay in Sleaford. We are now able to safely remove water from gully waste without having to take it to treatment centres out of the county. The gully tankers used to deliver our service are now gradually being relocated to Sleaford reducing travelling time and improving productivity. 6 local people have been recruited to deliver the service with this eventually rising to 10.

Balfour Beatty are making progress with delivering their tendered quality promises which included,

- Retaining the mobilisation team on site for 90 days to embed new processes and culture

- Developing the right first time culture for all works where possible
- Investing £474k in depot improvements
- Connected digital display screens in main offices to enhance planning and programming
- Development of a Service Engagement App for tailored communication to relevant parties
- Introduction of an Observation App for reporting "near misses", quality concerns and positive observations in real time
- Supporting LCC to improve our NHT score from year 2 via a joint Improvement Plan
- The introduction of two volunteering days per year for each member of staff

Community Maintenance Gangs

The Community Maintenance Gangs continue to work throughout the County, delivering an additional £3.9 million of works during the 2020/21 financial year to make improvements throughout communities and the roads that link them. This work consists of minor aesthetic works, tidying of areas in poor condition, more large-scale civils works which sit out of our Asset Management Strategy, drainage investigation and repair focusing on problem sites from the 2019 floods and minor hand-lay patching work where pothole repairs are not sufficient.

2120 individual jobs have already been completed across the County by these gangs based on instructions by the Local Highways Teams fed by local and political priorities. In addition, 9695 "find and fix" jobs have been completed by the roaming community gangs picking up the more minor aesthetic works such as vegetation clearance, sign cleaning, sweeping, grip digging and siding.

Alongside the Community Maintenance Gangs we continue to operate the new internal email address, Cllrhighwaysenquiries@lincolnshire.gov.uk, which was created as a single point of contact for members with complex or on-going enquiries where the issue will be picked up and forwarded to the correct Local Highways Manager or Programme Lead for the issue area. All communications from members are being tracked and response times monitored. In 2020, 92% of communications received a full response within 10 days with the average response time being 3 days. All enquiries receive an acknowledgement straight away once they are logged, the 10 days is for a meaningful answer. There were 1029 Councillor highways enquiries in total from March to December, counting only the first email in a subject thread. Since 1st January 2021 there have already been a further 108.

Professional Services Contract

WSP continue to work alongside Lincolnshire colleagues to form the Technical Services Partnership (TSP), where of the ten Performance Indicators, three measure WSP performance directly and seven measure TSP as a whole (LCC & WSP). Schemes which completed in Q3 have fed into this reporting period, meaning that some of them commenced under the previous contract due to the timescales involved.

The overall Professional Services Partnership score for 2020 Q3 is 74.2 out of 100, slightly down on the Q2 score of 80.8

WSP are making progress in complying with their tendered quality statements, which are measured annually, along with that of their continuous improvement / innovation initiatives. One example of this is the proposed introduction of BIM (Building Information Modelling) and supporting the ProjectWise common data environment required to assist Lincolnshire County Council delivering against DfT requirements for new highway infrastructure schemes. These aspects are due to be live by the end of March 2021. Separately WSP colleagues are actively engaging with local Science Technology Engineering & Maths (STEM) activities working with students at both Lincoln College and Lincoln University.

The four measures which focus on TSP's ability to deliver highway schemes to time and cost with an average score of 7.7/10 for Q3; a reduction by 0.2 marks since Q2. There are specific items within the TSP action plan which look to improve performance in this area.

There is an opportunity to further improve performance in the timeliness of contract notifications within TSP Highway Schemes. Whilst the number of those completed to time in Q3 is 71/85 (83.72%), the agreed scoring mechanism of the new contract still results in a score of 2.0 as this is below the minimum performance threshold of 89%. This is being actively investigated and opportunities for further improvements being put in place.

Performance of ongoing highways schemes has been maintained during continued homeworking arrangements with the locally based LCC & WSP teams continuing to be integral to the delivery of highway improvements including the recent completion of Lincoln's Riseholme Roundabout and Lincoln Eastern Bypass whilst good progress is being made on the ongoing Welton A46 Roundabout. The partnership continues to progress efficiency and customer service initiatives through the annual Technical Services Partnership Action Plan.

Traffic Signals Term Contract

Q3 performance for Colas remains solid although there have been some downward movements in the PI scores. The overall score of 72 has fallen back to the level achieved back in Q1, from the 78 reported for Q2. This was largely down to a fall in number of faults fixed within contract timescales (PI 3) and also a reduction in the number of faults fixed first time (PI 7).

- 64 emergency faults (2 hours) of which 57 were attended in time
- 358 standard faults of which 354 were attended in time
- 45 requests for signals to be switched off for road works

Colas have now successfully recruited a new Senior Installer and a new Engineer, which brings the team back up to its optimum level bar the still vacant apprentice role. This will hopefully lead to a more consistent performance.

There has been a steady increase in the number of traffic signal switch offs requested and the new online portal has seen a reasonable uptake in the number of users. Existing users who use the older form based requests are being encouraged to use the new system.

The Traffic Signal Capital Programme for Q3 saw the completion of the Trinity Street / Tesco traffic signal junction refurbishment in Gainsborough. This was a large and complicated scheme which also involved the replacement of the adjacent pedestrian crossing outside McDonalds.

The signals at Horseshoe Bridge near Spalding were also refurbished this quarter, and a new Puffin crossing was installed in Wragby as part of the overall highways improvement works carried out there.

Innovation

There are a number of innovations which we are evaluating with a view to bringing these permanently into the highway service. These include:

- 3D pothole camera technology for inspections – a camera which takes 3D images of potholes to automatically measure depth and size of a repair which then helps to calculate the amount of material required for the repair
- Robocut – a remote controlled vegetation cutting system which can be used on difficult sites to reduce the risk to operatives. Recently used on the Corringham Road scheme.
- Verge overrun trials - this is a machine initially trialled by our supply chain providing a mechanised approach to stoning for verge overrun. This removes the manual element of the work and outputs are therefore higher.
- 3M ear defenders/radio & new respirators - these are new products. The ear defenders cut out background noise and make it easier for the gangs to communicate. The respirators are far easier to fit compared to undertaking face fit testing and also allow for improved communication.
- Intellicone – an intelligent road cone system which warns our operatives of vehicle incursions into works safety zones.
- App/QR code system for managing hazardous waste – an App which uses QR Codes to track the movement and storage of hazardous materials such as tar bound planings.
- Lower Temperature Asphalt – a bituminous material which can be mixed at lower temperatures than historic mixes which therefore reduces the carbon footprint of the material
- EZ Street Asphalt Repair – a new product which is expected to offer improved longevity for emergency repairs.
- JCB Pothole Pro – a development of the well known excavator which incorporates a planer and other innovations to improve the productivity of pothole and other repairs
- Sonar Inspections for Bridge Scour – undermining of bridge foundations by scouring can lead to the collapse of the structure. Diving surveys for bridge scour are being replaced by the use of a sonar device towed behind a small boat. This is a much safer operation than diving.

- Rock Bags – Where scour is detected then solutions such as underpinning or pin piling can be expensive. Early detection of scour issues is allowing us to use rock bags which are assembled on site and placed at the base of the bridge to afford protection from scour.
- Smart Button - A device to allow the contactless operation of pedestrian push button units has been identified by Colas and they are looking to select a trial site to test this new technology. The Smart Button simply allows a user to wave their hand under a sensor fitted to the push button which will latch a demand with the crossing. In the current climate, this is something that we should be giving consideration to.

NHT Public Satisfaction Survey Analysis

The Council has participated in the NHT Public Satisfaction survey since 2008 and this enables us to understand the views and preferences of a sample of residents and to compare these against other similar councils. The survey, undertaken by Ipsos MORI, is based on a sample of residents and is designed to represent a spread of customers' views of the service across the county, geographically by gender and by age.

In 2020, 109 authorities participated in the survey and data can be obtained from any of the authorities that took part.

For Lincolnshire in 2020, 3300 questionnaires were released, of those 871 were returned - giving a 26.4% return rate. This is a good response rate and will provide results which are statistically significant. The return is higher than the national average of 23.8%.

The results are disappointing given the amount of activity that we have undertaken over recent years. Most large Shire Counties encounter similar issues with their results and we are engaged nationally to understand the reasons for this and potential solutions. This national work will complement the joint work we are also undertaking with Balfour Beatty. A more detailed report on the results can be found as Appendix C.

Complaints

Customer Complaints relating to highways and transport have seen an increase from the last quarter by 29% and there has also been a 184% increase when compared to Q3 of 2019/20. The level of complaint escalations from our area has decreased from 2% last quarter to 0% of complaints escalated this quarter.

The complaints are of a varied nature, however the highest reason remains related to potholes and defects which account for 22% of complaints.

The full Highways and Transport Complaints Report Quarter 3 October to December 2020 can be found as Appendix D

2. Conclusion

Lincolnshire's Highway Service has successfully mobilised the three new Highways 2020 contracts during a global pandemic. Whilst this has had an impact on overall performance the four partners have worked hard to minimise this.

Performance on the delivery of our major schemes is good given the impact of Covid 19 and recent weather events.

The Committee is asked to consider and comment on the detail of performance contained in the report and recommend any changes or actions to the Executive Member for Highways, Transport and IT.

3. Appendices

| | |
|---|--|
| These are listed below and attached at the back of the report | |
| Appendix A | Major Highway Scheme Update Report February 2021 |
| Appendix B | Lincolnshire Highways Performance Report Year 1 Quarter 3 October to December 2020 |
| Appendix C | NHT Public Satisfaction Survey Analysis |
| Appendix D | Highways and Transport Complaints Report, Quarter 3 |

4. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Paul Rusted, Head of Highways Services, who can be contacted on 01522 782070 or paul.rusted@lincolnshire.gov.uk

Major Highways Scheme Update – February 2021

Lincoln Eastern Bypass

The road, footway and cycleway opened Saturday 19th December 2020. Works are continuing in 2021 to complete the project, which includes:

- Completing footway and cycleway links to the Viking Way, Sustrans route and other minor connections
- Completing final topsoil activities
- Landscaping across the full length of the road
- Excess earthworks removal
- Final defect corrections
- Finalising accommodation works for adjacent landowners
- Timber fencing
- Drainage ponds

It's very likely that final completion will be late spring following the prolonged wet weather period experienced in early 2021. The excess earthworks requiring removal is saturated and would cause more damage to the site to remove before it dries out. The vast majority of the earthworks material is also being reused in the development of the proposed Cherry Willingham marina, this site is currently closed due to Covid lockdown arrangements which has also compounded the delays.

Grantham Southern Relief Road

Phase 1 from the B1174 running towards the A1 is already complete.

Phase 2 consists of tunnelling underneath the A1 while keeping the running lanes live to create a new grade separated junction with the A1 south west of Grantham. The main works commenced in September 2019 being constructed by Galliford Try. The project is now past the halfway stage with the A1 traffic now running on the new western half of the bridge. Piling and pile cap works are complete on the eastern side of the A1, with works focussing on the construction of the abutments. The next significant milestone will be when the bridge beams are delivered and installed at the end of February 2021. Works are planned to be complete by Autumn 2021.

Phase 3 will be the final phase of the project and is the largest and most complex to deliver. It consists of a five span viaduct carrying the road over the East Coast Mainline railway and the River Witham. Land has been secured and the planning permission has been enacted. Early works have commenced, which includes vegetation clearance, ecological works, archaeological works, fencing, compound establishment, utility diversions and a haul road construction. The final target cost

was agreed between Galliford Try and LCC on the 12th February 2021 and the team are in the process of issuing the notice to proceed and agreeing a contract Deed of Variation. The electric cable was successfully removed from over the electrified East Coast Main Line at the end of January and final approvals are being sought from Network Rail to allow construction commencement. Full works programme is planned to commence in April 2021.

North Hykeham Relief Road

The Outline Business Case for the project was completed and the bid document was submitted to the DfT, via Midlands Connect in February 2019. In December LCC was informed that the bid was successful resulting in programme entry approval, which attracts £110m towards the project from the DfT. The S151 officer has confirmed acceptance of the funding terms and an inception meeting occurred in December 2020. Recruitment has commenced for a Project Director, which is likely to be finalised in February 2021 and an options paper has been produced and presented for procuring design and construction resources, a decision is yet to be made.

Tasks for the early part of 2021 will include setting the programme, project governance and appropriately resourcing the required activities.

Spalding Western Relief Road

Section 5 (Northern Connection) – In February 2018 SHDC in collaboration with LCC were successful in securing £12m from the HCA for delivering this section of the SWRR. Since then a further £8.13m has been sourced from the HCA. Enabling works have commenced on site, which includes archaeological investigations, some vegetation clearance, utility diversion preparation and property demolition.

The design package was submitted to the contractor before Christmas and the final target cost was received at the end of January 2021.

There are three main barriers to commencing works. Agreeing a target cost with the contractor, finalising the land acquisition agreements and gaining Network Rail technical approval. All three are being progressed, however the land acquisition and Network Rail approval is taking much longer than expected .

Works are planned to start in spring 2021, but this is subject to the resolving the issues above.

A46 Dunholme/Welton Roundabout Improvement

The A46 Dunholme/Welton roundabout improvement consists of constructing a roundabout and improving visibility at an existing 'T' junction. LCC was successful with a National Productivity Investment Fund Tranche 2 bid for £2m.

The project started on site on 20th July with progress to date being excellent. The following activities took place in January:

- Anglian Water main commissioning is still ongoing.
- Anglian Water still to complete back to backs for new main and cut and cap on the old main. This is now likely to be completed in February.

- Workforce cut back to two Eurovia gangs as planned in the programme.
- Earthworks subcontractor completed earthwork bunds and laid final topsoil layer.
- Works on the A46 have been pushed back to February due to Anglian Water delays.
- Kerbs on the south side of the A46 have been removed.
- 1 manhole constructed.
- Footways and roundabout splitter islands have started to be constructed.
- Gully connections continue.
- Re-alignment of Horncastle Lane to stop vehicle over-run.

Works are programmed to be complete spring 2021 although weather remains a risk to this completion timeframe.

Holdingham Roundabout, Sleaford

This scheme will ease congestion at Holdingham roundabout, increase capacity and improve traffic flow in all directions. The project involves constructing additional lanes at each approach, widening the circulatory on the roundabout and installing traffic lights to control the flow.

The site has been mobilising for the last 4 weeks and works are starting on 15th February, with the planned completion being the end of 2021.

Corringham Road Junction, Gainsborough

The Corringham Road/Thorndike Way junction improvement scheme will increase safety and improve traffic flow via the addition of traffic signals at all of the junction's approaches. The project also includes some localised widening of the carriageway and the future proofing of a signalised access into what is currently a farming access but will become a housing development site.

The works were completed 5th February and have been positively received.

Roman Bank, Skegness

The Skegness Roman Bank Improvement scheme will see the full reconstruction of a 550-metre section of carriageway and footway between the Burgh Road/Castleton Boulevard junction to just past Elmhirst Avenue. The works include new road lining, half a mile of new drainage facilities, refurbishing the pedestrian crossing near the junction of Roman Bank and Sea View Road and rebuilding the footways on both sides of the carriageway.

Work started on site as planned on Monday 7th September. Works are going well, and the project has past the halfway stage. The contractor is now working on phase 4 of 6. Works are due to be complete by Easter 2021, although weather and unchartered utilities remain as risks to achieving this completion date.

Lincolnshire Coastal Highway

Lincolnshire County Council investigated potential improvements to the A158 across the county from the A1 to the North Sea coast, known as the 'Lincolnshire Coastal Highway'. This looked at the options for intervention along the route. In identifying improvements to the Highway, consideration was given to being future-ready, building in capacity to support growth, investigating options across a range of modes, building in resilience and lower longer term costs for management of infrastructure.

A paper went to Informal Executive on 19 June 2018 outlining the proposed shortlisted projects including existing projects like the North Hykeham Relief Road, A46/A15 Nettleham Road Roundabout and A46/A158 Riseholme Road Roundabout. The Executive proposed three additional projects which were also developed, these being: Horncastle Bypass, Skegness Relief Road and Wragby Pedestrian Crossing as well as various safety improvements.

The Horncastle bypass concept paper was completed which identified expected costs and benefits. Due to the DfT scoring mechanism the benefits are very low in comparison to the cost and therefore would not attract any central government funding, this project is therefore currently not being progressed but is included in the Council's pipeline of projects to consider in the future.

A Skegness Relief Road concept paper has also been completed which indicates a route that attracts a relatively high 'Benefit to Cost Ratio' score meaning that it may attract third party funding should a funding opportunity arise.

Following the announcement of a Coastal Highway Budget allocation a programme of works are being developed over a number of years. Approximately £6.5m has been allocated to date, towards various improvements along and around the Lincolnshire Coastal Highway. This includes carriageway reconstruction, carriageway resurfacing, guard rail replacement, white lining and new/improved pedestrian facilities.

Wragby Pedestrian Crossings and Mini-Roundabout Improvements

There are two projects proposed within this investment initiative. The first is the establishment of a puffin crossing along the A158 east of the mini roundabout. This project was completed in 2020.

The second project involves the enlargement of the splitter island at the mini roundabout to provide improved crossing facilities and also the establishment of zebra crossing along the A157 north of the mini roundabout. These works are programmed to commence in March 2021.



Lincolnshire Highways Performance Report

Year 1 Quarter 3 - October to December 2020

Prepared February 2021



Introduction

This report is prepared for the Lincolnshire County Council Highways Strategic Board by the Performance Working Group. It offers a summary of the results from each of the agreed KPIs and PIs.

Key Performance Indicators are directed at measuring the achievement of the objectives of the Partners to the Alliance. These mutual objectives represent the aspirations of the Partners to the alliance agreement.

Performance Indicators are directed at measuring the achievement of the objectives of the participating organisations within their Own Contract. These indicators will impinge on the quality of performance at Key Performance Indicator level but would be the responsibility of the specific Partners to provide the appropriate improvements in performance.

The purpose is for the alliance Partners to work in collaboration with each other and to jointly add value to the delivery of services.

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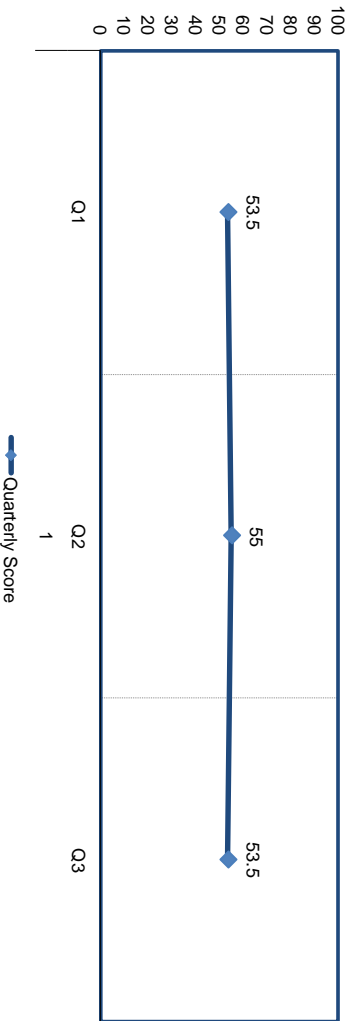
Highways Works Term Contract Performance Summary

| | Target | Current Quarter | Quarter Score | Last Quarter | |
|-----------|--|-----------------|--|--------------|-----|
| HWTC P11 | Compliance with tendered Quality Statements | 10 Achieved | 9 Achieved | 9.5 ↑ | 9 |
| HWTC P12 | Response times for emergency works | 99.5% | 90.04% | 0 ↔ | 0 |
| HWTC P13 | Tasked completed within timescales - Reactive Works | 99.0% | 78.05% | 0 ↔ | 0 |
| HWTC P14 | Tasked completed within timescales - Planned Works | 99% | 100.0% | 10 ↑ | 8 |
| HWTC P15 | % task orders in compliance with TMA | 99% | 97.66% | 8 ↔ | 8 |
| HWTC P16 | Quality assessment of workmanship | 99% | 93.80% | 8 ↓ | 10 |
| HWTC P17 | Contract Notifications processed within required timescales. | 99% | 35.94% Notifications; 87.50% Target Costing | 0 ↓ | 2 |
| HWTC P18 | Street Lighting Service Standard | 98.5% | 67.96% | 0 ↔ | 0.0 |
| HWTC P19 | Gully Maintenance | 95% | 90.5% | 8 ↔ | 8 |
| HWTC P110 | Winter/Summer Maintenance | On Track | 99.90% | 10 ↔ | 10 |

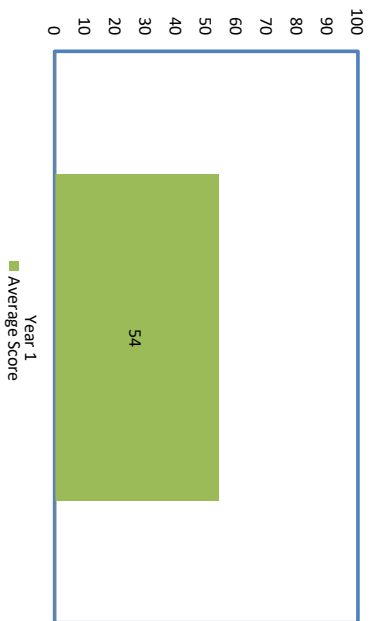


| | Total | 53.5 | ↑ | 55.0 | |
|------------------------|-------|------|---|------|---|
| Overall Summary | | | | | The score for this quarter is provisionally 53.5. Whilst the score has slightly decreased there has been a general improvement across most measures though some still do not score points. Workshops have been arranged to improve P17 Contract Notifications and P18 Street Lighting Service Standard. |

Highways Works Performance Scores Over The Contract Period
(Average score = 54)



Yearly Average Highways Works Performance Scores



Professional Services Contract Performance Summary

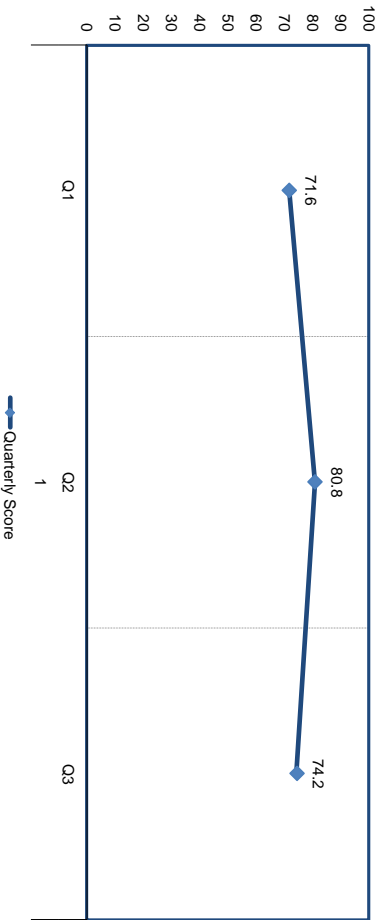
| | Target | Current Quarter | Quarter Score | Last Quarter | Comments for Quarter |
|---|-----------------|-----------------------------|---------------|--------------|--|
| PSP PI1 Compliance with tendered Quality Statements | 10 Achieved | 8 Achieved | 6.0 ↓ | 8.0 | 10 Quality statements have been selected to score this measure. After assessment it has been deemed that 8 are currently being achieved |
| PSP PI2 Continuous Improvement and Innovation | 20 Case Studies | On Track | 10.0 ↔ | 10.0 | This measure is deemed to be on track to achieve the annual target |
| PSP PI3 Accuracy of Task Order Price Proposal | 90%-100% | 94.0% | 8.2 ↓ | 8.7 | The accuracy of Professional Services Price Proposals against the actual out-turn costs was at 94% this quarter. |
| PSP PI4 Ability to Meet Agreed Timescales to Complete a Task Order | 90%-100% | 93.56% | 7.5 ↓ | 8.2 | There were 54 Task Orders completed this quarter - on average they took 90% of the agreed timescale. The average score for Design was 8.00 whilst Supervision was 7.00 |
| PSP PI5 Overall Performance of Design and Supervision | 85%-115% | 114.00% | 7.6 ↑ | 7 | The average Awarded Tender Value was 114% of the final out-turn cost. More than 100%; Out-turn cost less than the awarded tender value. |
| PSP PI6 Accuracy of Pre-Tender Works Cost Estimating | 85%-115% | 83.00% | 6.9 ↓ | 7.5 | Of the 11 completed schemes the average percentage of Original Quote compared to Actual Cost was 83%. Less than 100%; Pre-Tender Works Cost Estimate greater than Assessed Tender Value. |
| PSP PI7 Contract Notifications processed within required timescales. | 99% | 83.52% | 2.0 ↓ | 3.0 | Out of 85 Contract Notifications 71 were acknowledged in appropriate timescales. |
| PSP PI8 Client Satisfaction of Design Service | >9.5 | 7.20 | 6.0 ↓ | 8.0 | The average score by Task Order values were as follows - Below 10k = 8.307, 10k-50k = 7.35, 50k-100k = No results, Greater than 100k = 5.94. The average overall was 7.20 |
| PSP PI9 Continuity of Key Staff | No Impact | No Impact | 10.0 ↔ | 10.0 | No issues have been reported for any changes in staff. |
| PSP PI10 Time to fill a Vacancy | >90% | No Vacancy Requested | 10.0 ↔ | 10.0 | No vacancies were requested to be filled so this measure has been deemed to score full marks. |



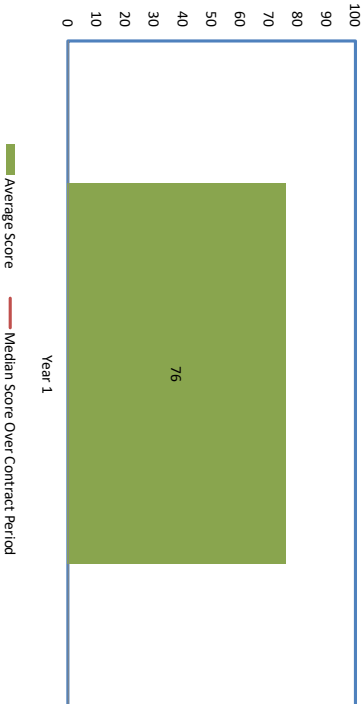
| | Total | 74.2 | ↓ | 80.8 |
|------------------------|--------------|-------------|----------|-------------|
| Overall Summary | Total | 74.2 | ↓ | 80.8 |

The overall Professional Services Partnership score for 2020 Q3 is 74.1 out of 100. The main area requiring improvement is PSP PI7 Contract Notifications processed within required timescales.

Professional Services Performance Scores Over The Contract Period
(Average score = 76)



Yearly Average Professional Services Performance Scores



Traffic Signals Term Contract

Performance Summary

| | Target | Current Quarter | Quarter Score | Last Quarter | Comments for Quarter | |
|-----------|---|-----------------|---------------------|--------------|----------------------|--|
| TSTC P11 | Compliance with tendered Quality Statements | 10 Achieved | 8.5 Achieved | 6 ↓ | 8 | 10 Quality statements have been selected to score this measure. After assessment it has been deemed that 8.5 are currently being achieved |
| TSTC P12 | Weekly works planning | 29 Supplied | 29 Supplied | 10 ↔ | 10 | Weekly works planning and asset data supplied within agreed timescales. 3/3 Inventory's received and 13/13 Whereabouts submitted. 13/13 Dashboard compliance checks carried out in Q3. |
| TSTC P13 | Response times for emergency works | None missed | 1 missed | 6 ↓ | 10 | 63 emergency faults out of 64 faults received were attended within contract timescales. |
| TSTC P14 | Number of Faults Cleared within Contract Timescales | 99% | 99.76% | 10 ↔ | 10 | 420 faults out of 421 faults received during Q3 have been cleared within the contract timescales. |
| TSTC P15 | % Task Orders completed on time | 99% | 98.83% | 8 ↑ | 6 | 85 of 86 task orders that have been received during Q3 have been completed within the contract timescales. |
| TSTC P16 | % Task Orders completed free of remedial works | 99% | 100% | 10 ↔ | 10 | 0 remedial have been reported for the task orders this quarter |
| TSTC P17 | % faults resolved at the first visit. | 99% | 95.25% | 2 ↓ | 4 | 401 out of 421 Standard faults & Emergency faults were resolved first time. |
| TSTC P18 | % Task Orders carried out in compliance with TMA. | 99% | 100% | 10 ↔ | 10 | All task orders have been completed complying with TMA. |
| TSTC P19 | % annual inspections completed per annum. | On Track | On Track | 10 ↔ | 10 | All planned inspections were carried out during Quarter 3. |
| TSTC P110 | Signal Optic failures | 30 or less | 61 sites | 0 ↔ | 0 | There has been a total of 61 sites where an Optic failure has occurred. |

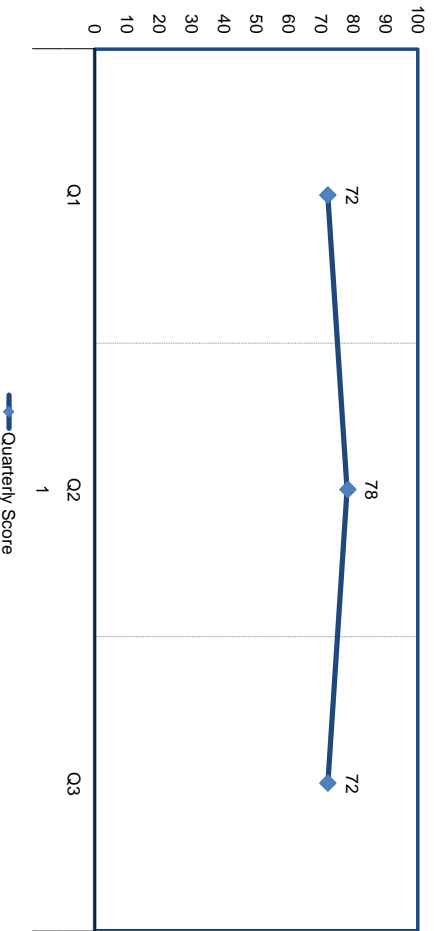


| | | |
|--------------|-------------|-------------|
| Total | 72.0 | 78.0 |
|--------------|-------------|-------------|

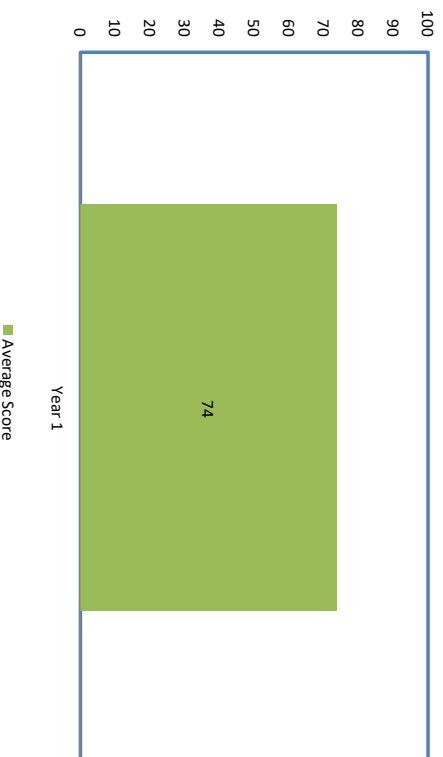
Overall Summary

The score for this quarter has slightly decreased from 78 to 74 points. This is due to a decrease in faults being resolved at first visit and missing one response time to an emergency works. There has though been an increase in task order completed on time. The score for the contractor is consistent and shows a good start to the contract.

Traffic Signals Performance Scores Over The Contract Period
(Average score = 74)



Yearly Average Traffic Signals Performance Scores



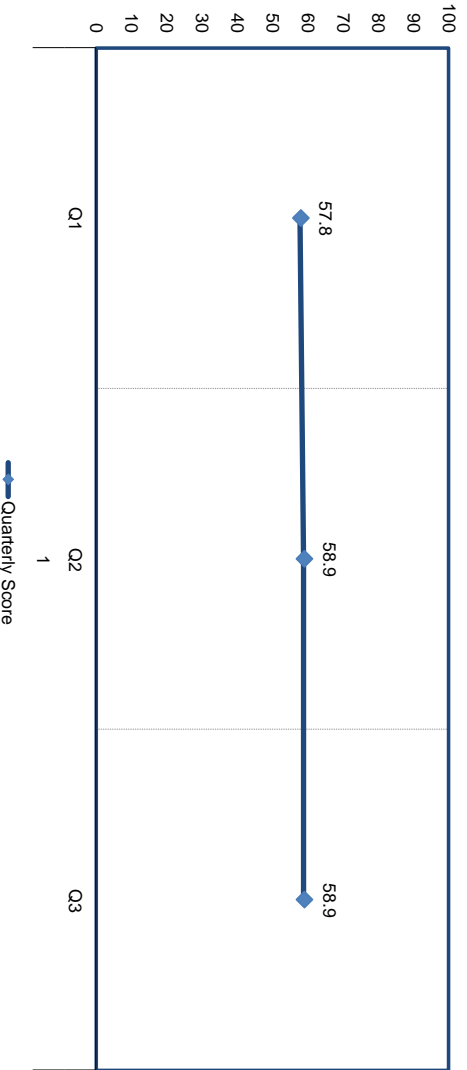
Client Performance Summary

| Client | Target | Current Quarter | Quarter Score | Last Quarter | Comments for Quarter |
|-------------|--|----------------------|---------------|--------------|--|
| Client P11 | Sept 19 | Late | 7 ↔ | 7 | The Scheme Proposals for 2021/22 were due to be issued by the Client to the Contractor at the end of September. This however is late and has reduced the score. |
| Client P12 | Variation from Annual Plan spend profile | 100% | 10 ↔ | 10 | There has been no budget movement as such this measure score full points. |
| Client P13 | Client Enquiry Response Times | 100% | 2 ↑ | 0 | Out of 9354 incoming enquiries only 7230 were actioned within appropriate time scales. The level has increased from last quarter but has scored no points. This will still need to be monitored to see if an improvement plan needs to be initiated. |
| Client P14 | Early Contractor Involvement | >98% | 0 ↔ | 0 | Out of 47 schemes that started this quarter 30 has had Early Contractor Involvement 10 weeks prior to start date. |
| Client P15 | Valuation of compensation events versus targets | <7% variation | 10 ↔ | 10 | So far £21,350,449 has been raised on Confirm with £200,616 compensation events against that target. |
| Client P16 | Total Rejected Orders | <1% | 8 ↑ | 7 | Out of 19964 committed jobs 297 were rejected |
| Client P17 | Contract Notifications processed within required timescales. | 100% | 0 ↓ | 3 | Out of 72 Contract Notification 53 were acknowledged in appropriate timescales. |
| Client P18 | Percentage of abortive works | <1% | 10 ↔ | 10 | Out of 219 jobs that have gone through the ECI process 1 were subsequently cancelled. |
| Client P19 | Highways Inspections Completed | 100% | 6 ↔ | 6 | Out of 606 Highway Inspections 26 had overdue inspections. |
| Client P110 | Value for Money | Constant Improvement | Not Included | n/a | The Value For Money process is currently being reviewed and is not fully implemented - as such this measure currently does not add to the score. All other PI scores have been updated. |

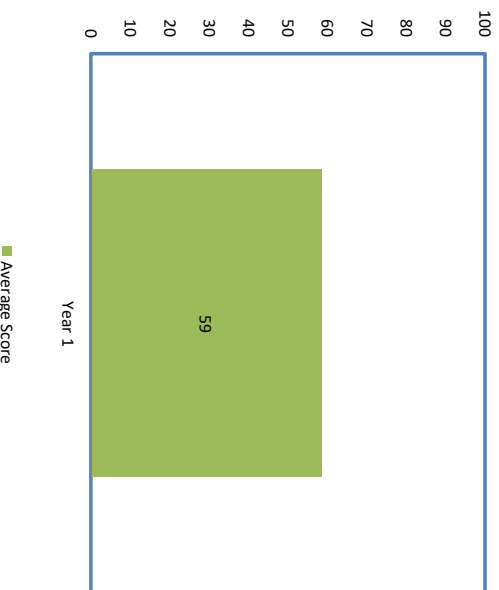


| Overall Summary | Total | Score | Target | Comments |
|---|-------|-------|--------|----------|
| The score this quarter has remained at 58.9. There was an improvement in two measures - Client Enquiry Response Times and Total Rejected Orders - however Contract Notification scored zero points this quarter so the final total remained unchanged. ECIs, Notifications and Enquiry Responses will need to improve before the score will increase significantly. | 58.9 | ↔ | 58.9 | |

Client Performance Scores Over The Contract Period
(Median score = 59)



Yearly Average Client Performance Scores

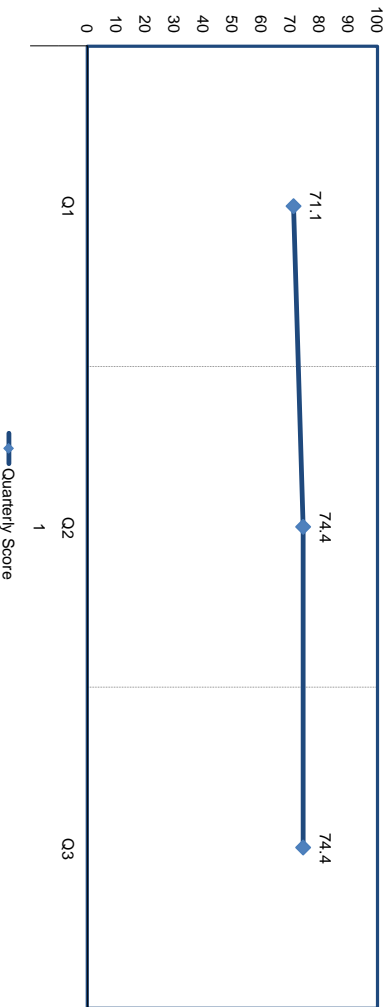


| Alliance Performance Summary | Target | Current Quarter | Quarter | | Comments for Quarter | |
|---|---------------------|--------------------------------|---------|--------------|----------------------|---|
| | | | Score | Last Quarter | | |
| Alliance KPI1 Asset Management Strategy | Within Range | Within Range | 10 | ↔ | 10 | This is annual data, and the figure for 2019 is within the anticipated range. Road Condition data show Principle Road at 2% Red, A&B Roads at 6% Red and Unclassified Roads at 28.8% Red. |
| Alliance KPI2 Creation of and Tasks delivered against the agreed Annual Plan programme | By Nov 30th and 95% | 92.68% | 9 | ↑ | 7 | The Annual Plan was agreed on target. This part of the measure has scored 3 out of 3. A score for accuracy of Programme has been set as 7 out of 7 for this quarter. |
| Alliance KPI3 Minimising disruption to the public | 3 schemes | 28 schemes | 10 | ↔ | 10 | 28 schemes were confirmed by Q3 so the cumulative target for Q3 has been met |
| Alliance KPI4 Building Social Value | Mixed Measure | All benchmarking data received | 8 | ↑ | 6 | The data received from the contractors show that we have not scored points for 30 day payment of invoices. The additional part to this measure is setting a benchmark for apprentices and having a locally based supply chain. There has been an improvement in data gathering towards calculating a score for this as data has now been received from all partners |
| Alliance KPI5 Public Satisfaction Survey | >0% improvement | -3.00% | 2 | ↓ | 10 | This is annual data, and the figure for 2020 was an increase of 3% in satisfaction. This result changes once per year in October. |
| Alliance KPI6 Efficiency of Spend | >95% | 85.00% | 6 | ↑ | 4 | This is annual data, and the figure for 2020 was an increase of 1% in efficiency of spend. This result changes once per year in October. |
| Alliance KPI7 Net/Positive Press Coverage | >95% | 95.00% | 10 | ↑ | 8 | This Quarter there was 21 positive, 36 neutral and 3 negatives stories. There were 60 stories in total. |
| Alliance KPI8 Relationship scoring | >7 points | Not Included | n/a | | n/a | The Relationship Scoring process is currently being reviewed and is not fully implemented - as such this measure currently does not add to the score. All other KPI scores have been updated. |
| Alliance KPI9 Reduction in Carbon Emissions and Waste | Mix | CO2 tbc (98% Recycled) | 5 | ↔ | 5 | 5 points have been awarded as over 98% of waste has been recycled or reused. There has been an improvement in data gathering towards calculating a score for Carbon Emissions as data has now been received from all partners and we are working with the Sustainability Team to calculate how this converts to a cost per kg of carbon. Therefore there is no score included for Carbon at this point in time. |
| Alliance KPI10 Acceptable Site Safety Assessment and Reportable Accident under RIDDOR | >95% | 93.93% | 7 | ↔ | 7 | 31 assessments over the past nine months have passed out of 33 assessments. There were no RIDDOR incidents this quarter. |

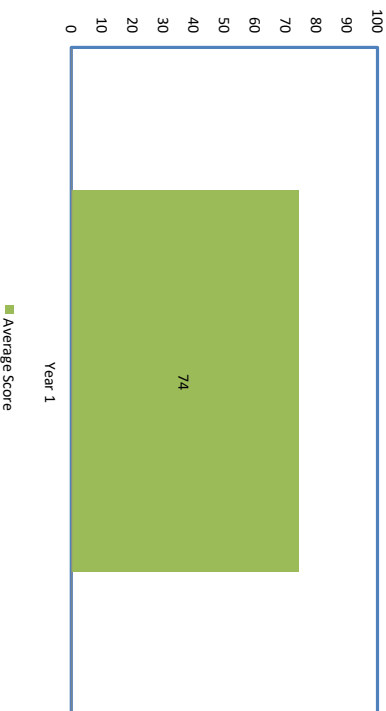


| Overall Summary | |
|-----------------|-------------|
| Total | 74.4 ↑ 74.4 |

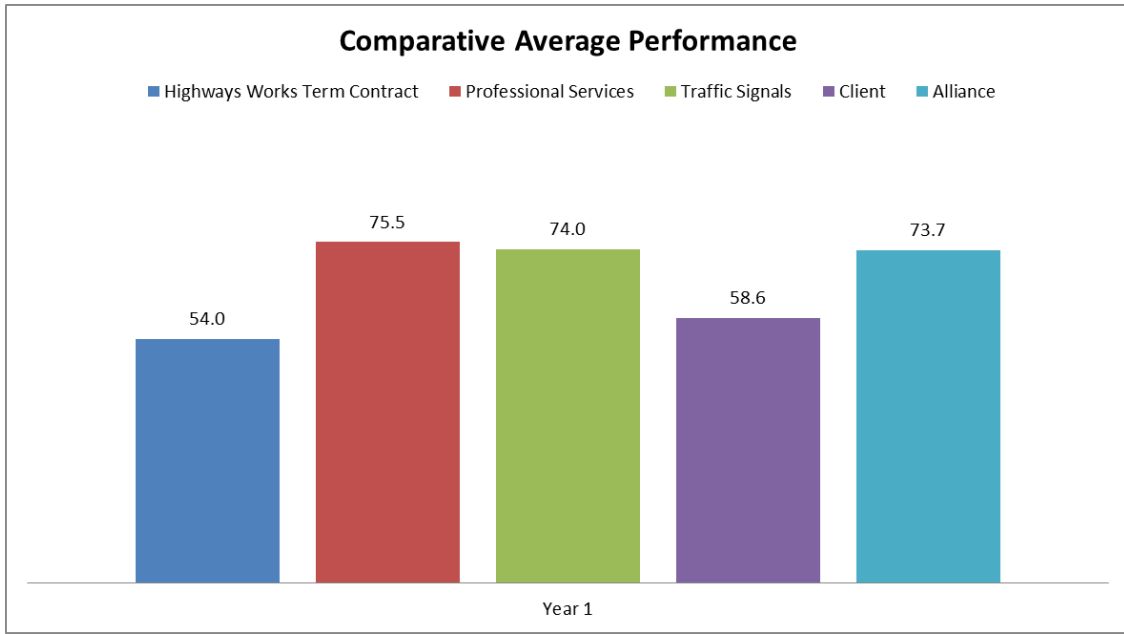
Alliance Performance Scores Over The Contract Period
(Median score = 74)



Yearly Average Alliance Performance Scores



The score for this quarter has maintained at 74.4. Data capture has improved from last quarter and this is expected to continue going forward. The main area where points have reduced is because of a decrease in Public Satisfaction from the NHT survey.



Conclusion

New contracts for Highway Maintenance, Traffic Signals and Professional Services were awarded in Oct 2019 with the new contracts starting on April 2020.

The Highway Works Term Contract has decreased from 55.0 to 53.5. Whilst the score has decreased from last quarter improvements have been made by the contractor and the score is expected to increase in future quarters.

The Professional Service Contract score has decreased from 80.8 to 74.2. This is a good score and demonstrated a firm start to the new contract.

The Traffic Signals Contract scored 72 point decreasing from 78 points last quarter. This is a good score and shows continued improvement from the first quarter.

The Client score has maintained at 58.9. Contract notifications being committed within timescales, ECIs and enquiry response times are areas that requires improvement if the Client score is to increase significantly.

The Alliance Indicator score has maintained at 74.4. Data gathering for the KPIs has improved so scores are expected to continue to increase going forward.

James Malpass
February 2021

Improvement Actions

| Indicator No | Description | Action | Owner | Target Date |
|---------------------------------------|--|--|---|------------------|
| Client PI7, HWTC PI 7, PSP PI 7 | Contract Notifications processed within | All partners have been advised of the correct procedure to process notifications. This will need to be monitored to ensure improvement. | Network and Development Managers, TSP management and Divisional management. | Ongoing |
| Client PI3 | Client Enquiry Response Times | This is a new measure that will need to be monitored to ensure improvement in future | Network and Development Managers, TSP management and Divisional management. | Ongoing |
| Client PI4 | Early Contract Involvement | This is a new measure that will need to be monitored to ensure improvement in future | Network and Development Managers, TSP management and Divisional management. | Ongoing |
| HWTC PI2 | Response times for emergency works | The contractor has implemented changes to their procedures. This needs to be monitored for improvement | Network and Development Managers, TSP management and Divisional management. | Year 1 Quarter 4 |
| HWTC PI3 | Tasks completed within timescales - Reactive Works | This is a new measure that will need to be monitored to ensure improvement in future | Network and Development Managers, TSP management and Divisional management. | Year 1 Quarter 4 |
| HWTC PI4 | Tasks completed within timescales - Planned Works | The contractor has implemented changes to their procedures. This needs to be monitored for improvement | Network and Development Managers, TSP management and Divisional management. | Year 1 Quarter 4 |
| HWTC PI8 | Street Lighting Service Standard | A workshop has been arranged to look into the measure to see what improvement and changes can be made. | Network and Development Managers, TSP management and Divisional management. | Year 1 Quarter 4 |
| HWTC PI9 | Gully Maintenance | This is a new measure that will need to be monitored to ensure improvement in future | Network and Development Managers, TSP management and Divisional management. | Year 1 Quarter 4 |
| TSTC PI10 | Signal Optic Failures | This is a new measure that will need to be monitored to ensure improvement in future or to establish if some of the failures are out of the contractor's control | Network and Development Managers, TSP management and Divisional management. | Year 1 Quarter 4 |
| Alliance KPI9 | Reduction in Carbon Emissions and Was | This is a new measure - data capture needs to improve for the measure to be accurate. | All Partners | Ongoing |

Highway Works Term Contract PIs

HWTC PI 1 - Compliance with Tendered Quality Statements

This indicator is designed to measure the compliance with the tendered quality statements

To measure the Contractor's actual performance against the tendered quality statements and undertakings made in the tender submission.

Before the start of every contract year, ten undertakings will be identified from the quality statements.

On a quarterly basis during the contract year the undertakings will be compared against actual performance.

1 point will be awarded for each undertaking that has been deemed to have been completed or achieved.

HWTC PI 2 - Compliance of response times in respect of emergency works (emergency/urgent)

This indicator is designed to measure the percentage of emergencies responded to within given timescales

Identified through emergencies responses reported and updated within Term Maintenance Contract Management System.

This includes the following priorities –

1 hour jobs

2 hour jobs

Calculation i.e. numerator/denominator and formula if appropriate:

Numerator = Total number of emergencies attended within time (X)

Denominator = Total number emergencies identified (Y)

$\frac{X}{Y} = \%$

Y

Points Scale

99.5 to 100% = 10

98.5 to 99.5% = 8

97.5 to 98.5% = 6

96 to 97.5% = 4 95 to 96% = 2

<95% = 0

HWTC PI 3 - Tasks completed with given timescales (reactive works)

This indicator is designed to measure the percentage reactive works completed within agreed timescales

This is identified through the Term Maintenance Contract Management System looking at the amount of jobs completes within timeframe.

This includes the following priorities –

22 Hour jobs

5 Day jobs

20 Day jobs

75 Day Jobs

This is identified through comparing the total amount of work orders completed within agreed timescales, to the total amount of work orders.

Numerator = Total number of work orders completed within agreed timescales

Denominator = Total number of work orders

$\frac{X}{Y} = \%$

Y

Points Scale

99-100% = 10

98-99% = 9

97-98% = 8

96-97% = 7

95-96% = 6

94-95% = 5

93-94% = 4

92-93% = 3

91-92% = 2

90-91% = 1

<90% = 0

HWTC PI 4 - Tasks completed with given timescales (planned works)

This indicator is designed to measure the percentage of planned works completed within agreed timescales.

This is identified through the Term Maintenance Contract Management System looking at the amount of jobs completes within timeframe.

This includes the following priorities –

Planned Works

JV Works

This is identified through comparing the total amount of work orders completed within agreed timescales, to the total amount of work orders.

Numerator = Total number of work orders completed within agreed timescales

Denominator = Total number of work orders

$$\frac{X}{Y} = \%$$

Points Scale

| | |
|---------------|------------|
| 99-100% | = 10 |
| 98-99% | = 9 |
| 97-98% | = 8 |
| 96-97% | = 7 |
| 95-96% | = 6 |
| 94-95% | = 5 |
| 93-94% | = 4 |
| 92-93% | = 3 |
| 91-92% | = 2 |
| 90-91% | = 1 |
| <90% | = 0 |

HWTC PI 5 - Percentage Task Orders carried out in compliance with TMA.

This indicator is designed to measure the compliance with the Traffic Management Act regulations with regards to correct notice of works being produced.

All jobs with value that need a TMA notice are recorded over the Quarter and checked accordingly.

The target is for 99% of Task Order to be carried out in compliance with TMA. Points are lost for being under this benchmark.

| | |
|-----------------|------------|
| 99 - 100% | = 10 |
| 96 - 99% | = 8 |
| 93 - 96% | = 6 |
| 90 - 93% | = 4 |
| 87 - 90% | = 2 |
| Less than 87% | = 0 |

HWTC PI 6 - Quality Assessment of Workmanship

This indicator is designed to measure the compliance to agreed material standards as detailed within contract specification.

A number of sites are tested the Client and reported compliance is used to equate the indicator score.

Sites can be requested by the Client for investigation, but the majority of sites tested, are randomly selected.

This is identified by comparing the total number of passed quality assessments, to the total number of assessments carried out to get a pass percentage.

>99% =10

>97% =8

>95% =6

>93% = 4

>91% =2

<91% =0

HWTC PI 7 - Contract Notifications and Target Price Processed within Required Timescales.

This indicator is designed to ensure that the Term Maintenance contract management processes are carried out in an efficient and effective manner.

The method of measuring this indicator will be to take information from a scheduled report form the Term Maintenance Contract Management System.

The report will show the contract notifications raised and committed within required timescales and will be shown as a percentage.

Additionally this indicator is designed to measure the timescales between works being proposes, to being target costed by the contractor.

Ideally all works will be target costed no less than 4 weeks prior to Task Order start date - points will be lost for being beyond this timescale

Contract Notification Processed within required timeframe

>99% = 10

>97% = 9

>95% = 8

>93% = 7

>91% = 6

>89% = 5

>87% = 4

>85% = 3

>83% = 2

>81% = 1

<81% = 0

Works Accepted within 4 weeks

100% = 10
 >99% = 9
 >98% = 8
 >97% = 7
 >96% = 6
 >95% = 5
 >94% = 4
 >93% = 3
 >92% = 2
 >91% = 1
 <91% = 0

Overall Score

Average of the two scores (CEs and Works Accepted)

HWTC PI 8 - Street Lighting Service Standard

To measure and improve the percentage of streetlights working within Lincolnshire

Methodology (measurement): Identified through measuring.

- Percentage of lights lit (a)
- Percentage of 5, 7 and 10 day Task orders completed within time frame (b)
- Percentage of 5, 7 and 10 day Task orders not requiring return visit (c)
- Delivery of daily whereabouts each day (d)
- Percentage of 1,2, and 3 month Task orders completed within time frame (e)
- Percentage of Routine maintenance completed (f)
- Percentage of Salix energy saving work completed (or appropriate seasonal work) (g)

Calculation i.e. numerator/denominator and formula if appropriate:

The overall score for the indicator is based on a combination of the scores.

The weightings and targets are as follows

| Indicator | Target | Weighting |
|-----------|--------|-----------|
| a | 99.40% | 15% |
| b | 98% | 15% |
| c | 98% | 8% |
| d | 100% | 2% |
| e | 98% | 20% |
| f | 98% | 25% |
| g | 100% | 15% |

Each indicator will lose points for being below the target based on percentage points below

e.g

100% target with a 15% weighting

| Target | Actual Performance | % below Target | Weighting | Converted Score |
|--------|--------------------|----------------|-----------|-----------------|
| 100% | 100% | 0% | 15% | 15% |
| 100% | 98% | 2% | 15% | 14.7% |
| 100% | 96% | 4% | 15% | 14.4% |
| 100% | 94% | 6% | 15% | 14.1% |

98% target with a 25% weighting

| Target | Actual Performance | % below target | Weighting | Converted Score |
|--------|--------------------|----------------|-----------|-----------------|
| 98% | 100% | 0% | 25% | 25% |
| 98% | 98% | 0% | 25% | 25% |
| 98% | 96% | 2% | 25% | 24.5% |
| 98% | 94% | 4% | 25% | 24.0% |

All seven converted scores are added together to form a total score for the quarter.

The overall target is 98.5%

>98.5% = 10

95.5 – 98.5% = 8

92.5 – 95.5% = 6

89.5 – 92.5% = 4

86.5 - 89.5% = 2

<86.5% = 0

HWTC PI 9 - Gully Maintenance

This indicator is designed to measure the percentage of Maintenance Areas that have fully completed their gully maintenance.

Each quarter a target cleanse of cyclical maintenance will be agreed.

The contractor performance will be measured based on maintenance areas that have been fully cleansed within timescales.

Number of maintenance areas fully cleansed during the quarter / Number of maintenance areas planned to be fully cleansed during the quarter

Point Scale

>95% = 10
90-95% = 8
80-90% = 6
75-80% = 4
70-75% = 2
<70% = 0

HWTC PI 10- Winter/Summer Maintenance

This indicator is designed to measure that the network remain safe and operational during the winter, and that routine programme of maintenance is maintained during the summer.

Winter Maintenance

Precautionary Salting

During the winter season (Oct-Mar) Precautionary Salting of the Network will be instructed by the Client when the Road Weather Forecast indicates a risk of snow or ice hazards on the network.

The response time is defined as the period between issuing instructions to carry out salting and the vehicles are loaded, manned and ready to leave the operating centre.

On all precautionary salting operations and post salting, the response time shall not exceed one hour unless approved by the Service Manager regardless of the time of day or night that the instruction is given.

The Contractor shall ensure that all manpower engaged upon these operations can achieve this specified response time and provide details to the Service Manager.

Summer Maintenance

During the summer season the contractor is required to carry out seasonal maintenance.

Rural Mowing, Urban Mowing

The Contractor shall programme their works to be carried out on dates set by the Contract Administration between 1 March and 31 October.

The anticipated two cut dates will be:

Cut one – Start on first week of May and be completed within five weeks.

Cut two – Start on first week of September and be completed within five weeks.

The anticipated three cut dates will be:

Cut one – Start on last week last week of April and be completed within five weeks.

Cut two – Start on third week of June and be completed within five weeks.

Cut three - Start on first week of September and be completed within five weeks.

The start date may be varied by plus/minus 2 weeks due to seasonal growth and the Contractor should have the flexibility to accommodate any such decision.

Weed Control

The programming of work is based on two treatment cycles of the whole Network per year. The dates for each cycle will be dependent on the growth conditions, times of treatment will be notified and the plan will be agreed (typically this will be during the last two weeks of April and the months of May and June for the first cycle, and the months of August, September and the first two weeks of October for the second cycle).

Calculation i.e. numerator/denominator and formula if appropriate:

Winter (Oct-Mar)

100% of Drivers to be available within 1 hours of request - (85% on a Snow Day)

100% = 10

>98% = 8

>95% = 6

>92% = 4 >90% = 2

<90% = 0

Summer (April - September)

Points are awarded for progress against the agreed programme of summer maintenance each quarter (Rural Mowing, Urban Mowing, Weed Control).

All three programmes on/ahead of specified timeframe = 10 (Minimum Performance Level)

Two programmes on/ahead of specified timeframe. One programme behind by less than one week = 8

One programme on/ahead of specified timeframe. Two programmes behind by less than one week = 6

Any programme more than 1 week but less than 2 weeks behind specified timeframe = 5

One programme more than 2 weeks behind specified timeframe = 4 (Minimum Performance Level)

Two/three programmes more than 2 weeks behind specified timeframe = 0

Professional Services Partnership PIs

PSP PI 1 - Compliance with Tendered Quality Statements

To measure the Consultant's actual performance against the tendered quality statements and undertakings made in the tender submission.

On an annual basis, ten undertakings will be identified from the quality statements and compared against actual performance.

Each quarter the undertakings will be assessed to determine which have been deemed to have been completed, achieved or maintained.

Points will be awarded based on this assessment.

Points Scale: -

10 achieved = 10

9 achieved = 8

8 achieved = 6

7 achieved = 4

6 achieved = 2

Less than 6 = 0

PSP PI 2 - Continuous Improvement and Innovation

This indicator is designed to encourage innovations and improvements in the service.

The Consultant actively seeks out, identifies and implements improvements, innovations and efficiencies on an on-going basis in order to constantly improve the service provided and ensure that the contract remains best value for the Client.

The Consultant provides examples and/or case studies on an annual basis that shows how they have achieved innovations and improvements in the service and also demonstrates the cost and time benefits.

Each example and/or case study outlines:

- The detail of the improvement, innovation or efficiency
- The cashable saving, or improvement in the service
- The methodology employed to capture the actual cashable savings, or improvements to the service

Initially in Year 1 the Consultant will be expected to provide case studies that show a saving. A Score will be awarded based on total cases studies.

>20 = 10

17- 19 = 8

14 - 16 = 6

11 - 13 = 4

$$8 - 10 = 2$$
$$< 8 = 0$$

The total cashable saving from Year 1 will be used as a benchmark for subsequent years with a requirement for continuous improvement going forward of 2% cashable saving annually.

The scoring for Year 2

- >2% improvement = 10
- 1 to 2% improvement = 8
- 0 to 1% improvement = 6
- 1 to 0% improvement = 4**
- 2 to -1% improvement = 2
- 3 to -2 % improvement = 0

PSP PI 3 - Accuracy of Task Order Price Proposal

This indicator is designed to measure the accuracy of Professional Services Price Proposals against the actual out-turn costs (taking into account any agreed changes).

This measure relates to the entire service with each element of service, both mixed economy and external delivery, carrying an equal weighting for the calculation of the indicator score.

Each Price Proposal is compared to the out-turn cost of the task to establish the accuracy of the proposal. (Excludes supervision costs)

Any agreed changes to the Price Proposal are taken into account during this process.

Each Task Order completed in the quarter adds to this measure

- Agreed price prior to commencement of work (A)
- Agreed changes (B)
- Actual out-turn cost (C)

Method of Calculation

$$PI = 1 - \frac{C - (A + B)}{(A + B)} \times 100$$

Interpretation

Value of PI=

100%; Out-turn costs equal agreed price.

Greater than 100%; Out-Turn costs less than agreed price.

Less than 100%; Out-turn cost greater than agreed price.

Each design is then scored -

>150%=0

125-150%=2

111-125%= 4

101-110%=6

90-100%=10

80-89%=8

75-79%=6

55-75%= 4

<55%=2

An average of all scores is then used to gauge the overall performance

PSP PI 4 - Ability to Meet Agreed Timescales to Complete a Task Order

This indicator is designed to measure the time taken to complete a Task Order compared to agreed timescales for this process (taking into account any agreed changes)

This measure relates to the entire service with each element of service, both mixed economy and external delivery, carrying an equal weighting for the calculation of the indicator score.

The actual time taken to complete a Task Order is compared to the agreed timescale.

Any agreed changes to the task are taken into account.

Each Task Order completed in the quarter adds to this measure

- The target delivery date (A)
- Agreed duration adjustment in days (B)
- Actual date Task Order completed (C)

Method of Calculation

$$PI = 1 - \frac{C - (A + B)}{(A + C)} \times 100$$

Interpretation

Value of PI=

100%; Work completed on agreed date.

Greater than 100%;- Work completed after agreed date

Less than 100%;- Work completed before agreed date

Each design work is then scored -

- >150%=0
- 125-150%=2
- 110-125%= 4**
- 100-110%=6
- 90-100%=10
- <90%=8

An average of all scores is then used to gauge the overall performance

PSP PI 5 - Overall Performance of Design and Supervision

This measure relates to the entire service with each element of service, both mixed economy and external delivery, carrying an equal weighting for the calculation of the indicator score.

The out-turn works cost of a project is compared to the awarded tender value.

An account is taken of any changes to the works which are outside of the Consultant's control. For example changes to the scope of the work instructed by the Client.

Each project completed in the quarter adds to this measure

- Awarded Tender Value (A)
- Changes to cost outside of the Consultant's control (B)
- Actual out-turn cost. (Agreed final account) (C)

Method of Calculation

$$PI = 1 - \frac{C - (A + B)}{(A + B)} \times 100$$

Interpretation

Value of PI=

100%; Out-turn cost is equal to the awarded tender value.

Greater than 100%; Out-turn cost less than the awarded tender value.

Less than 100%; Out-turn cost greater than the awarded tender value.

Each project is then scored -

- >135%=0
- 130-135% =2
- 125-130%= 4**
- 120-125%=6

115-120%=8
85-115%=10
80-85%=8
75-80%=6
70-75%=4
65-70%=2
<65%=0

An average of all scores is then used to gauge the overall performance

PSP PI 6 - Accuracy of Pre-Tender Works Cost Estimating

The indicator is a comparison of the Pre-Tender Works Cost Estimate against the lowest assessed Tender Value.

This measure relates to the entire service with each element of service, both mixed economy and external delivery, carrying an equal weighting for the calculation of the indicator score.

Each Pre-Tender works cost estimate is compared to the lowest submitted assessed tender for the project or the agreed Task Order target (if delivered within the alliance)

Each awarded tender in the quarter adds to this measure.

- Pre-tender works cost estimate (A)
- Assessed Tender Value (B)

Method of Calculation

$$PI = \frac{B - A}{B} \times 100$$

Interpretation

Value of PI=

100%; Pre-Tender Works Cost Estimate equal to Assessed Tender Value.

Greater than 100%; Pre-Tender Works Cost Estimate less than Assessed Tender Value.

Less than 100%; Pre-Tender Works Cost Estimate greater than Assessed Tender Value.

Each construction work is then scored -

>135%=0
130-135%=2
125-130%= 4
120-125%=6
115-120%=8
85-115%=10

80-85%=8
75-80%=6
70-75%= 4
65-70%=2
<65%=0

An average of all scores is then used to gauge the overall performance

PSP PI 7 - Contract Notifications Processed within Required Timescales.

This indicator is designed to ensure that the Professional Services partner complies with the Term Maintenance contract management processes when supervising and managing works within the alliance and that they are carried out in an efficient and effective manner.

This measure only relates to the Mixed Economy Model (LCC and PSP Staff).

The method of measuring this indicator will be to take information from a scheduled report form the Term Maintenance Contract Management System (Confirm).

The report will show the contract notifications raised and committed within required timescales and will be shown as a percentage.

Contract Notifications processed within required timescales

>99% = 10
>97% = 9
>95% = 8
>93% = 7
>91% = 6
>89% = 5
>87% = 4
>85% = 3
>83% = 2
>81% = 1
<79% = 0

PSP PI 8 - Client Satisfaction of Design Service

This measure relates to the entire service with each element of service, both mixed economy and external delivery, carrying an equal weighting for the calculation of the indicator score.

After the design or supervision phase of a project has been completed, a Client satisfaction questionnaire is sent by the Technical Services Partnership to the Client team so that a score can be awarded for the design.

The questions will be scored in accordance with the interpretation below:

| Score | | |
|---------------------|--|----|
| Excellent | Totally satisfied. Excellent service | 10 |
| Good | Demonstrates above average proficiency. Exceeds expectations. | 8 |
| Satisfied | Competent service. Meets expectations. Neither satisfied nor dissatisfied. | 5 |
| Less than Satisfied | Does not fail but service is basic. | 3 |
| Poor | Total failure. Totally dissatisfied | 1 |

All Task Orders for which a design has been completed in that quarter are to be included with the score

All questionnaires received within the quarter will be scored for the Design Service to determine an average score for the quarter.

All questionnaires received are separated to take into account of the cost for the individual Task Order. They will be separated as follows -

- Below 10k
- 10k-50k
- 50k-100k
- Greater than 100k

Each pot of questionnaires will equate to 25% of the total score for the quarter.

Each questionnaire is scored for the Design Service as follows -

Total score of questions answered.
Number of questions answered.

Then the scores of all Questionnaires are averaged to get an overall score for each cost range for Task Order.

Total of average scores from questionnaires
Total number of questionnaires

The average score for each of the four ranges then converts to a score for the Indicator as follows

- >9.5 = 10
- 9 - 9.5 = 8
- 8.5 - 9 = 6
- 8 - 8.5 = 4
- 7.5 - 7 = 2
- <7.7 = 0

PSP PI 9 - Continuity of Key Staff

After the design and works phase of a project has been completed a Client satisfaction questionnaire is sent by the Consultant to the Client team so that a score can be awarded for the design service.

One question will relate to any loss/changes of a key member of staff to a project.

The Client team will rate, in the relevant cases, whether there was an impact to the Design Service as follows -

| Impact Level | Score | Description |
|--------------|-------|--|
| Negligible | 10 | No significant impact to quality of service. |
| Minor | 7 | Potential for a minor impact in service, loss in efficiency |
| Moderate | 4 | Some impact on service provided, some effort, time or expense required to recover. |
| Significant | 2 | Considerable impact in the quality of service. Considerable effort, time or expense required to recover. |
| Major | 0 | Severe impact on Service. Critical loss to all users. |

The average score will be used for the quarterly Indicator Score.

PSP PI 10 - Time Taken to Fill a Vacancy

To maintain staff resource levels this indicator is to measure the timeframe taken by the Consultant to fill a vacancy when requested by the Client.

A baseline of 3 months will be used for this measure.

Each quarter the total amount of vacancies will be compared to how many staff were appointed within 3 months.

Method of Calculation

Vacancies filled in 3 months (A)

Total Vacancies (B)

$$\frac{A}{B} \times 100$$

Scoring

$$>90\% = 10$$

$$80 - 90\% = 8$$

$$70 - 80\% = 6$$

$$60 - 70\% = 4$$

$$50 - 60\% = 2$$

$$<50\% = 0$$

Traffic Signals Term Contract

TSTC PI 1 - Compliance with Tendered Quality Statements

This indicator is designed to measure the compliance with the tendered quality statements

On an annual basis, ten undertakings will be identified from the quality statements and compared against actual performance.

Each quarter the undertakings will be assessed to determine which have been deemed to have been completed, achieved or maintained.

Points will be awarded based on this assessment.

Points Scale: -

10 achieved = 10

9 achieved = 8

8 achieved = 6

7 achieved = 4

6 achieved = 2

Less than 6 = 0

TSTC PI 2 - Weekly Works Planning

This indicator is designed to ensure that work is planned in advance.

The Contractor is required to provide data regards to their forward planning to the Client. They will assess whether the correct data has been received.

The requirement is as follows: -

Planned whereabouts of Engineers – to be submitted weekly

Relevant Dashboard Checks – to be carried out weekly

Lincolnshire County Council purchased stock Inventory – to be submitted monthly

A score will be calculated quarterly based on data reports received.

3/3 Inventory's received, 13/13 Whereabouts submitted and 13/13 Dashboard checks carried out. (Maximum per quarter 29/29)

Each data report is of equal value to the Client.

Points Scale

29 = 10

28 = 8

27 = 6

26 = 4

25 = 2

Less than 25 = 0

TSTC PI 3 - Compliance of attendance times in respect of emergency works (emergency/urgent)

This indicator is designed to measure the number of emergencies attended to within given timescales

Identified through emergencies responses reported and updated within the Traffic Signals Fault Contract Management System.

An Emergency Fault shall be an "all signals out" fault or any other fault considered by the Client to be a danger to the public.

The attendance time to attend this type of fault is 2 actual hours.

Points are deducted for every emergency fault attendance time that is not met per quarter.

0 = 10

1 = 6

2 = 4 (Minimum Performance Level)

>2 = 0

TSTC PI 4 - Number of Faults Cleared within Contract Timescales

This indicator is designed to measure the ability to clear faults within the specified timescales.

When a fault is raised the fault will be resolved within contract timescales.

The target is for 99% of faults to be cleared in agreed timescales and points are lost for being under this benchmark.

Calculation i.e. numerator/denominator and formula if appropriate:

99 - 100% = 10

98.5 - 99% = 8

98.0 - 98.5% = 6

97.5 - 98.0% = 5

97.0 - 97.5% = 4

96.5 - 97.0% = 3

96.0 - 96.5% = 2

95.5 - 96.0% = 1

Less than 95.5% = 0

TSTC PI 5 - Percentage Task Orders Completed on Time

This indicator is designed to measure the amount of task orders completed on time that the Client has specified the completion date.

To measure and improve the percentage of work orders completed within the agreed timescales. This indicator is also designed to measure the sites that are fully complete and ready for an onsite acceptance testing.

This measure does not include reactive works.

Measured by the Term Maintenance Management System.

The target is for 99% of orders to be completed in agreed timescales and points are lost for being under this benchmark.

Calculation i.e. numerator/denominator and formula if appropriate:

99 - 100% = 10

98 - 99% = 8

95 - 98% = 6

92 - 95% = 4

88 - 90% = 2

Less than 88% = 0

TSTC PI 6 - Percentage Task Orders completed free of remedial works

This indicator is designed to measure the amount of tasks completed without the need to return for remedial works.

To measure and improve the percentage of task orders completed without the need to return for remedial works, ensuring efficiency of resources and network.

Measures by the Term Maintenance Contract Management System and Contractor

Ideally by monitoring this aspect, there will be an improvement in the percentage of task orders completed without the need to return for remedial works, ensuring efficiency of resources and network.

The target is for 99% of orders to be completed in agreed timescales and points are lost for being under this benchmark.

99 - 100% = 10

96 - 99% = 8

93 - 96% = 6

90 - 93% = 4

87 - 90% = 2

Less than 87% = 0

TSTC PI 7 - Percentage faults resolved at the first visit.

This indicator is designed to measure the amount of tasks resolved with the need for only one visit.

The target is for 99% of tasks to be resolved in one visit. Points are lost for being under this benchmark.

Points Scale

99 - 100% = 10

98 - 99% = 8

97 - 98% = 6

96 - 97% = 4

95 - 96% = 2

Less than 95% = 0

TSTC PI 8 - Percentage Task Orders carried out in compliance with TMA.

This indicator is designed to measure the percentage of task orders carried out in compliance with TMA.

Measured by the Traffic Signals Fault Management System and the Lincolnshire permits scheme.

This indicator is designed to measure the compliance with the Traffic Management Act regulations with regards to correct notice of works being produced.

All jobs with value that need a TMA notice are recorded over the Quarter and checked accordingly.

The target is for 99% of Task Order to be carried out in compliance with TMA. Points are lost for being under this benchmark.

Whilst being scored quarterly, this measure will take into account the previous 12 months on a rolling basis.

Points Scale

99 - 100% = 10

98 - 99% = 8

97 - 98% = 6

96 - 97% = 4

95 - 96% = 2

Less than 95% = 0

TSTC PI 9 - Percentage annual inspections completed per contract year.

This indicator is designed to measure the percentage of site inspections carried out each year.

All of the Traffic Signals site based assets in Lincolnshire require an annual inspection to be carried out and reported back to the Client.

Quarterly target inspection levels will be based on a cumulative total for the financial year.

This is to ensure 100% are completed by year end.

The targets will be set as follows -

- Q1 – 25% completed
- Q2 – 50% completed
- Q3 – 75% completed
- Q4 – 100% completed

At the end of each quarter the target is compared to the actual amount of inspections that have taken place to see if we are on course for all inspections to be achieved.

Scoring will be as follows –

Q1-Q3

On track /ahead of target = 10

Behind target = 4

Q4

100% Inspections completed = 10

Less than 100% = 0

TSTC PI 10 - Signal optic failures

To record the number of signal optic failures for any given quarter.

To ensure the whole Client asset has no more than 30 Signal optic faults in a quarter and to highlight when this happens.

Failures that are caused by third party damage or Distribution Network Operator supply will not be subject to this KPI.

Each quarter the total of occurrences-Signal Optics failure will be calculated and used to score the measure.

Points Scale

Total quarterly occurrences 30 or less = 10

31 – 33 = 8

34 – 36 = 6

37 - 39 = 4

40 - 42 = 2

> 43 = 0

Client PIs

Client PI 1- Client scheme proposals

Client scheme proposals are required to be delivered to the Contractor in appropriate timescale. This is to give the Contractor adequate time to programme resources and submit an Annual Plan.

The Indicator is designed to allow sufficient time ahead of scheme commencement to ensure Early Contractor Involvement can be fully implemented and also encourage effective planning throughout the alliance.

An agreed Annual Plan allows for a co-ordinated programme of works across the alliance and efficient scheduling of works.

An Annual Plan should be submitted to the Service Manager for acceptance by 30th November each year for the follow year.

In order for this date to be achieved the Client is required to deliver a list of scheme proposals by 30th September each year.

Points Scale

Having a proposed list of schemes issued -

By 30th September = 10

By 31st October = 7

By 30th November = 3

Later than 30th November = 0

Client PI 2 - Variation from Annual Plan spend profile

The Indicator is designed to encourage the Client to minimise variation from the accepted Plan / Programme. Reducing this variation will provide greater budget certainty to deliver ongoing and improved efficiencies. Additional one off grants/funds awarded within year shall not form part of this measure.

The method of measuring this indicator will be to calculate the percentage variation from target price commitments against the disaggregated budget for eight key areas.

There are eight budgets that add to this measure.

Surfacing and Patching

Surface Dressing

Reactive Works

Minor Works

Cyclical Works

Structures

Street Lighting

Traffic Signals

Each area is weighted equally within the overall score.

2% variation per budget is allowable – after that points are lost for additional variation.

Each of the areas is measured for variation and scored a percentage for the budget being maintained.

Target Order Commitment = A

Disaggregated Budget agreed in Annual Plan / Programme = B

$$PI = \frac{A}{B} \times 100$$

The scores are then averaged to get an overall score

Points scale -

>110% = 0

108 - 110% = 2

106 - 108% = 4

104 - 106% = 6

102 - 104% = 8

98 - 102% = 10

96 - 98% = 8

94 - 96% = 6

92 - 94 % = 4

90 - 92% = 2

<90% = 0

Client PI 3 - Client Enquiry Response Times

indicator is designed to monitor the time taken by the Client to initially respond to incoming enquiries/fault received from members of the public.

Enquiries should not exceed prescribed amount of working days to move from initial status to the creation of a job, or a response to the public.

All members of the Client team will be expected to help works towards this target, and actively deal with enquires as they are received.

All enquires/faults are classed as either emergency or non-emergency when they are received.

Emergency requests require a response within 24 hrs.

Non-emergency requests require a response within 10 days.

A percentage is calculated based on what has achieved the appropriate level of response.

Points Scale

100% = 10
>97% = 9
>94% = 8
>91% = 7
>88% = 6
>85% = 5
>82% = 4
>79% = 3
>76% = 2
>73% = 1
<73% = 0

Client PI 4 - Early Contractor Involvement

The Indicator is designed to allow sufficient time ahead of scheme commencement to ensure Early Contractor Involvement can be fully implemented and also encourage effective planning throughout the alliance.

It is also gives the contractor the opportunity to plan and control resources

The Client should notify the Contractor at least 10 weeks prior to commencement of works that Early Contractor Involvement is required.

The Term Maintenance Contract Management System reports any ECI's and a comparison of work start date to ECI being notified to Contractor will be used to calculate a quarterly percentage.

To measure the amount of ECI flagged to the contractor at least 10 week prior to the start of works.

>98% = 10
>96% = 8
>94% = 6
>92% = 4
>90% = 2
<90% = 0

Client PI 5 - Value of Compensation Events versus Targets.

This indicator is designed to encourage the Client to minimise the amount of change whilst on site. Compensation Events also disrupt Annual Plan delivery and get in the way of efficient planning.

The method of measuring this indicator will be to calculate the percentage value of compensations events against the total spend.

This is measured by the Term Maintenance Contract Management System.

7% variation is allowable – after that 1 point is lost per percentage point of variation.

Additional points can be scored for improving on previous year's variation after the financial year close out.

Quarterly the score will reflect the year to date variation.

>95% = 10
>94% = 9
>93% = 8
>92% = 7
>91% = 6
>90% = 5
>89% = 4
>88% = 3
>87% = 2
>86% = 1
<85% = 0

After financial close out – an additional measure may reduce the score for the preceding 12 months, based on whether variation has improved from the previous year.

Points Scale

>0% improvement = 2

Example 1

Year 1 variation was 10%, in year 2 variation was 11% - this would result in no change to points score. Although there was no improvement, the variation was similar to the previous year.

Example 2

Year 1 variation was 10%, in year 2 variation was 9% - this would result in additional point points due to variation level improvement = +2 points

Client PI 6 - Total Rejected Orders

This indicator is designed to ensure that orders give the correct and required information. Correct information ensures the processes work as planned, avoids cost plus and builds confidence in LCC professionalism.

The method of measuring this indicator will be to take the scheduled report from the Term Maintenance Contract Management System which details all jobs rejected and displays the reasons for rejection.

Each reason is checked and a count made of the number of jobs rejected for incomplete information.

Report from the Term Maintenance Contract Management System will show the number of rejected orders not giving all information are counted.

1 point is lost per percentage point (maximum 10 points). The aim is to be 100% correct.

Client PI 7- Contract Notifications processed within required timescales.

This indicator is designed to ensure that the Term Maintenance contract management processes are carried out in an efficient and effective manner.

The method of measuring this indicator will be to take information from a scheduled report form the Term Maintenance Contract Management System.

The report will show the contract notifications processed within required timescales and will be shown as a percentage.

The aim is 100% to be processed within required timescales – there after 1 point is lost every 2 percentage points.

Points Scale

Contract Notifications processed within required timescales

- 100% = 10
- >98% = 9
- >96% = 8
- >94% = 7
- >92% = 6
- >90% = 5
- >88% = 4
- >86% = 3
- >84% = 2
- >82% = 1
- <80% = 0

Client PI 8 - Percentage of abortive works

The Indicator is designed to encourage the Client to minimise abortive works and inefficient time management. Reducing change will provide greater efficiency and resource certainty within the Alliance.

The method of measuring this indicator will be to calculate the percentage of JV schemes proposed to the Contractor that are aborted after completion of Early Contractor Involvement

Each scheme is weighted equally within the overall score.

Calculation i.e. numerator/denominator and formula if appropriate:

Target Order Commitment = A

Disaggregated Budget agreed in Annual Plan / Programme = B

$$PI = \frac{A}{B} \times 100$$

B

Points scale –

>99% = 10
>98% = 8
>97% = 6
>96% = 4
>95% = 2
<95% = 0

Client PI 9 - Highways Inspections Completed

This indicator is designed to measure the percentage of planned highway safety inspections and, principal and general bridge inspection, actually completed

The percentage is based on inspections carried out in a quarter compared to inspection due in a quarter.

(Total number of planned general and principle inspections completed within timeframe)

+

(Total number of planned routine safety inspection completed with timeframe)

100% = 10
>97% = 8
>94% = 6
>91% = 4
>88% = 2
<88% = 0

Client PI 10 - Value for Money

All Client Team are assessed annually to establish if Lincolnshire County Council considers them to be cost-effective. The focus is on -

Economy – Spending Less

Efficiency – Spending Well

Effectiveness – Spending Wisely

All Client Teams have a set of performance indicator that are monitored throughout the year in the form of an Individual Specification of what is required

The teams in question are -

Asset Management

Highway Network Management

Infrastructure Commissioning

Lincs Laboratory

Network Resilience

Streetwork Permitting

Technical Services Partnership

Annually the data collated is used in a Value for Money assessment to establish whether the team has improved from previous years.

Each Area is given a score out of 100 for Economy, Efficiency and Effectiveness.

The scores are then used to calculate an average score for the Client Team.

The target is for this average to improve each year.

Points Scale

>0% improvement = 10

-1% to -0.01% = 8

-2% to -1.01% = 6

-3% to -2.01% = 4

-4% to -3.01% = 2

<-4% = 0

Alliance KPIs

Alliance KPI 1 - Asset Management Strategy

This indicator is designed to gauge how successful the Asset Management Strategy has been with regards to Asset condition.

The purpose of this Asset Management Strategy (AMS) is to:
Formalise strategies for investment in key highway asset groups
Define affordable service standards
Improve how the highway assets are managed
Enable a more effective and efficient highways service to be delivered

The AMS sets a plan of how Lincolnshire County Council will maintain its Asset based on financial constraints.

A performance report will be compiled annually summarising the condition of each asset group. The report will describe the result of the previous year's investment in terms of meeting the target service standards and key outcomes.

The report will also include long term predictions of levels of defects and condition and will be used to enable the council to best allocate the following years budgets and to decide whether any of the service standards contained in this plan or funding levels need to be revised.

A comparison of 'Expected Condition of Asset' is compared to 'Actual Condition of Assets' to make an assessment as to whether the Asset condition has improved or worsened in alignment with the AMS.

Points Scale

≥0% improvement = 10
-0.5% to -0.01% = 8
-1% to -0.51% = 6
-1.5% to -1.01% = 4
-3% to -1.51% = 2
<-3% = 0

Alliance KPI 2 - Creation of and Tasks Delivered against an Annual Plan

An alliance Annual Plan will be agreed by the Client and Contractor. The performance of the alliance will be measured by number of works completed against this agreed Annual Plan.

An agreed Annual Plan allows for a co-ordinated programme of works across the alliance and efficient scheduling of works.

To measure the performance of all parties in effectively programming and delivering works. To this end the Annual Plan must be agreed and a degree of ownership for each

member of the alliance and be kept up to date as the programme must be able to flex to the demands of the parties whilst still delivering planned works by the alliance.

An agreed Annual Plan should be complete by 30th November each year for the follow year.

The current Annual Plan is also measured for accuracy by taking the number of jobs that have been planned for completion during the monthly period and those that have been notified as substantially complete / technically complete.

This measure takes place within the Term Maintenance Contract Management System.

Points scale -

Having an Annual Plan agreed by -

By 30th November = 3

By 31st December = 2

By 31st January = 1

Later than 31st January = 0

Additionally the performance measure is calculated by taking the number of scheme that have been planned for completion, and comparing this figure to the amount that have been notified as substantially complete / technically complete.

Points Scale >95% = 7

90% to 94.9% = 6

85% to 89.9% = 5

80% to 84.9% = 4

75% to 79.9% = 3

70% to 74.9% = 2

65% to 69.9% = 1

<65% = 0

Alliance KPI 3 - Minimising disruption to the public

indicator is designed to gauge co-working and coordination between different Partners within the alliance and also co-working between Partners and National Works Promotors.

Infrastructure Improvements involving Traffic Management can have an impact on the general public. This indicator is designed to work towards minimising possible disruptions.

The performance measure is calculated by looking at number of schemes, planned works and reactive works that have been completed in a quarter that involved traffic management/ road closures and calculated how many used the same Traffic Management.

e.g. Partners using the same TM to do Traffic Signals installations and surfacing at the same time. Or bridge deck / resurfacing at the same time.

This data will be generated through and Term Maintenance Contract Management System, but also from alliance Partner Managers whom can highlight where co-working and coordination has taken place.

Also any works with National Works Promotors and Partners will be included if the same Traffic Management was utilised.

Initially there will be an annual target during of 5 completed works involving co-ordination annually. Each quarter will be scored based on reaching this target by the end of Year 1.

| Q1 | Q2 | Q3 | Q4 |
|--------|--------|--------|--------|
| 1 = 10 | 2 = 10 | 3 = 10 | 5 = 10 |
| 0 = 5 | 1 = 8 | 2 = 7 | 4 = 8 |
| | 0 = 6 | 1 = 4 | 3 = 6 |
| | | 0 = 2 | 2 = 4 |
| | | | 1 = 2 |
| | | | 0 = 0 |

From Year 2 there will be a requirement for 5% incremental improvement per year.

Alliance KPI 4 - Building Social Value

The Public Service (Social Value) Act placed a formal requirement on public sector organisations to consider the economic, social and environmental benefits for communities (social value), as well as the overall cost when awarding contracts.

The purpose of this measure is to gauge whether these areas have been considered.

This measure will be calculated with equal weighting for each alliance partner per annum.

All alliance Partners will be required to supply data annually on the following areas.

- Adopt the **Construction Supply Chain Payment Charter** or demonstrate that all principle objectives have been adopted for all supply chain payments for all services delivered through the individual contracts.
- Number of **Apprentices employed** in delivering the service. Measurement of all alliance partners in FTEs. Measured quarterly and should be maintained or improved relative to the volume of expenditure through the total contract value.
- Estimated Spend as a percentage of total spend that goes to **local suppliers** within 20 miles of the county of Lincolnshire. (Looking for annual improvement through life of the contract)

Year 1 will be used as benchmark for subsequent years unless a commitment has been offered as part of the tender process.

Each of the alliance Partners will be scored as follows .

Points Scales - Construction Supply Chain Payment Charter

100% of Invoices paid within 30 days= 2

90 -100% paid within 30 days = 1

Below 90% = 0

Points Scale – Number of Apprentices employed (as a % of workforce)

Level Maintained or Improved = 4

1% to 0.01% below = 3

2% to 1.01% below = 2

3% to 2.01% below = 1

<3% below= 0

Points Scales - Locally Based Suppliers

Level Maintained or Improved = 4

1% to 0.01% below = 3

2% to 1.01% below = 2

3% to 2.01% below = 1

<3% below= 0

The average score of all partners will be used as an overall score.

Alliance KPI 5 - Satisfaction with the Condition of the Highway

To directly measure a continual improvement in the perception of the people of Lincolnshire in their highway network.

This measure is designed to capture all elements of the work of the alliance by using the Overall Satisfaction indicator.

Annual data from NH&T Survey is produced every October.

The main purpose of this report is to show satisfaction scores from the survey of the year and highlight areas where areas changed most significantly from the previous year.

The report comprises a page of summary results, followed by a series of individual pages which show high level results for each of the main themes of the survey.

The areas included in this score and weighting are as follows –

Accessibility – 10%

Walking & Cycling – 10%

Tackling Congestion – 10%

Road Safety – 10%

Highway Maintenance – 60%

The overall percentage is then compared to the previously year to establish if there has been an improvement.

Points Scale

- >0% improvement = 10
- 0.5% to -0.01% = 8
- 1% to -0.51% = 6
- 1.5% to -1.01% = 4
- 3% to -1.51% = 2
- <-3% = 0

Alliance KPI 6 - Efficiency of Spend

This indicator is designed to gauge the efficiency of the alliance Spend when compared to other authorities

CQC provides a basis for measuring efficiency savings. Authorities that are able to improve their CQC Rating over time and close the gap to their minimum cost realise efficiency savings.

CQC Efficiency Network Results - Data is provided annually on how efficient spend has been compared to other authorities.

The CQC statistical methodology measures efficiency by allowing for factors outside an authority's control so they can be compared with others on a like for like basis.

CQC takes into account of each authority's individual characteristics and circumstances including their size and scale, service quality and customer perception and evaluates how these affect the cost of their activities.

Once these adjustments have been made CQC measures how close authorities are to the minimum theoretical cost of providing their current level of service, and expresses the difference between their current cost and this minimum potential cost, in percentage terms, as a 'CQC Rating'.

The rating is received annually. The annual percentage is converted into a score.

- Points Scale
- >95% = 10
 - 90% to 95% = 8
 - 85% to 90% = 6
 - 80% to 85% = 4
 - 75% to 80% = 2
 - <75% = 0

Alliance KPI 7 - Net Positive Press Coverage

This indicator is designed to gauge the public satisfaction with the service provided by the alliance.

By capturing the positive press coverage of those areas impacted by the Highway alliance, it is possible to target the areas which have significant impact on the perception of the Highway Service for all parties in the alliance and gauge the positive impact the alliance is having for the people of Lincolnshire.

Analysis of press coverage by the Client will provide this data. An agreed bespoke analysis tool has been developed by the Client and will provide a reliable measure of all Highways and Traffic related stories.

Data provided directly from Press Team

$$100\% \times \frac{\text{Positive Stories} + \text{Neutral Stories}}{\text{Total Stories}}$$

The Target is for at least 95% positive or Neutral press coverage each quarter.

| | |
|--------------|----------------|
| Points Scale | >95% = 10 |
| | 90% to 95% = 8 |
| | 85% to 90% = 6 |
| | 75% to 85% = 4 |
| | 65% to 75% = 2 |
| | <65% = 0 |

Alliance KPI 8 - Alliance Satisfaction Scoring

Alliance Partners are asked to score a survey that will gauge opinion on areas of the alliance that may include:

- Delivery: Consistency and Effective
- Systems and processes
- Continuous improvement
- Consistent communications and direction
- Challenge
- Reputation
- Alliance Behaviours

Returned scores are entered into excel spreadsheet to give average client score, an average Partner score and an average alliance score

Baseline scores are currently set as 6.5.

Points towards the monthly performance are lost for being below this baseline.

| | |
|--------------|------------------|
| Points scale | >7.0 = 10 |
| | 6.75 to 6.99 = 8 |
| | 6.50 to 6.74 = 6 |
| | 6.00 to 6.49 = 4 |
| | 5.75 to 5.99 = 2 |
| | <5.75 = 0 |

Alliance KPI 9 - Reduction in Carbon Emissions and Waste

This indicator is designed to monitor the amount of Carbon Emissions and Waste produced each quarter to try to ensure that there is a reduction.

Lincolnshire County Council are in the process of renewing their Carbon Management Plan. Within this will be a target of carbon reduction of (expected 20%) from the 2016/17 baseline by Apr 2023.

All Partners of the alliance will be expected to help works towards this target

The alliance Partners will be expected to providing LCC with the following information:

- Electricity , Oil and Gas used by any site that they operate in Lincolnshire in the delivery of the LCC highways contract. (Consumption for Electricity and Gas needs to be in kWh's and Oil can be in Litres or kWh's so long as which is used is clearly identified).
- Fuel used by fleet vehicles. (This can be in Litres, miles or Km's so long as which is used is clearly identified).
- Fuel used by business vehicles including pool, hire and private vehicles. (This can be in Litres, miles or Km's so long as which is used is clearly identified).

Additionally all alliance Partners will be required to provide details of tonnages of waste recycled and reused from all sites.

The target for the indicator is that 98% of waste does not go to landfill, so that the environmental impact of the service is reduced.

Part A

Data received will be compared to the Carbon Management Plan to check that carbon reduction is on track for Apr 2023
Spend, increase/decrease in workload, Priority Type will be taken into consideration when comparing data The comparison will be based on Carbon per £ spend.

For example

Budget = £40 million

Tonnes of CO2 = 1000£ per kg = £40

Data will be supplied within 30 days of the end of the quarter in question.

Each year the target will be of 2% reduction of Carbon until 2023. At this time a new Carbon Management Plan will be in place.

All Contractors and the Client must adopt the next target when set in 2023.

Year 1 initial target will be set at a target of £39 per kg CO2 and will be scored as follows.

>£39 = 5

>£38 = 4

>£37 = 3

>£36 = 2

>£35 = 1

Year 1 will be then used as a benchmark going forward with a 2% improvement each year being required.

Points towards the monthly performance are lost for being below this target.

Points scale

- >On track or better = 5
- 1.5% - 2% improvement = 4
- 1% - 1.5 % improvement = 3
- 0.5% - 1% improvement = 2
- 0%- 0.5% = 1
- Up to 1% increase in carbon = 0
- Over 1% increase in carbon = -1

Part B

Numerator = Total tonnage of waste recycled or reused (X)

Denominator = Total tonnage of waste (Y)

X = % of waste recycled/Reused

Y

X(1) = % of waste reused within contract

Y

Points scale:

- 98% to 100% = 5pts
- 96% to 98% = 4pts
- 94% to 96% = 3pts
- 92% to 94% = 2pts
- 90% to 92% = 1pts

Indicator Reference: Alliance KPI 10

This indicator is designed to measure the safety of site work and the number of reportable accidents occurring

Identified through results of onsite health and safety inspections, and through the number of RIDDOR Reportable accidents

The target is for 95% of assessments to be considered acceptable.

95 to 100%=10

85 to 94 = 7

75 to 84%=2

> 75% =0

Additionally this indicator is designed to measure the number of RIDDOR reportable accidents.

This indicator does not provide points as ideally there will be no accidents/incidents. Instead points are lost from the total if any occur, 1 point per incident.

Highways and Transport Public Satisfaction Analysis Feb 2021

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Public Satisfaction Survey

Overview

It is important to consider that public satisfaction is a subjective set of data and should not be used in isolation to shape the delivery of the service. It is entirely possible to have great value for money in terms of achieving condition results with low spending but still have poor public satisfaction. It is likely that the main results in terms of public satisfaction will come not from changes to the service delivery but rather from improvements to communications, messaging and public engagement.

The Council has participated in the NHT Public Satisfaction survey since 2008 and this enables us to understand the views and preferences of a sample of residents and to compare these against other similar councils. The survey, undertaken by Ipsos MORI, is based on a sample of residents and is designed to represent a spread of customers' views of the service across the county, geographically by gender and by age.

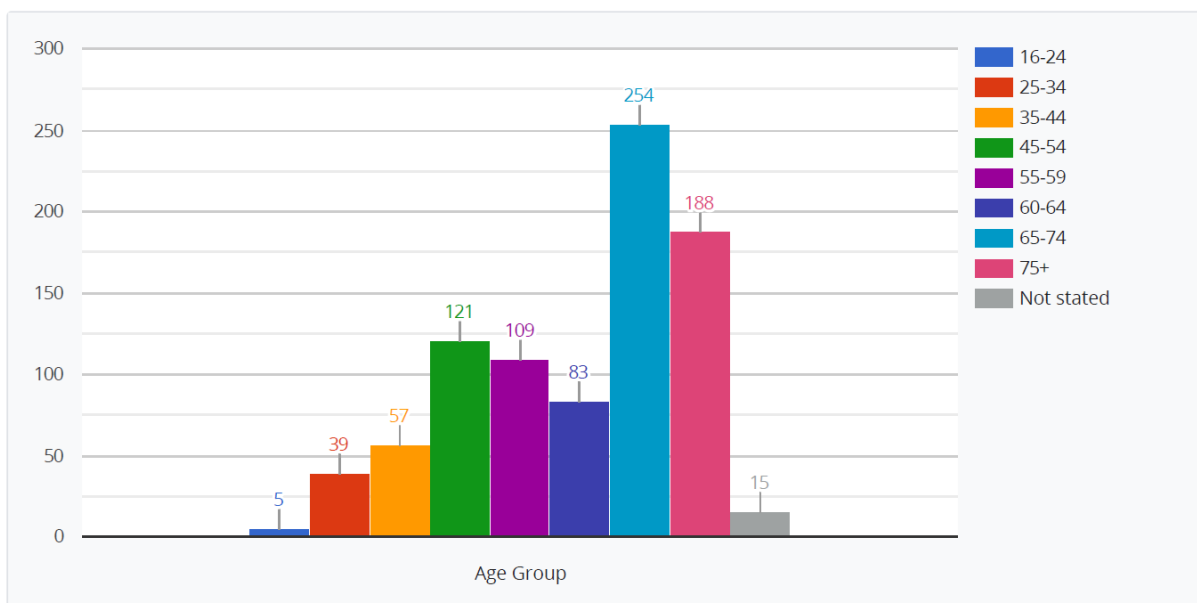
In 2020 109 authorities participated in the survey and data can be obtained from any of the authorities that took part.

For Lincolnshire in 2020, 3300 questionnaires were released, of those 871 were returned - giving a 26.4% return rate. This is a good response rate and will provide results which are statistically significant. The return is higher than the national average of 23.8%.

There has been a similar approach this year which has allowed authorities to look at the data in detail and analyse in depth what the returns mean and how the Council stands up to other participants. This also gives the opportunity to look how the Authority has compared to last year's results.

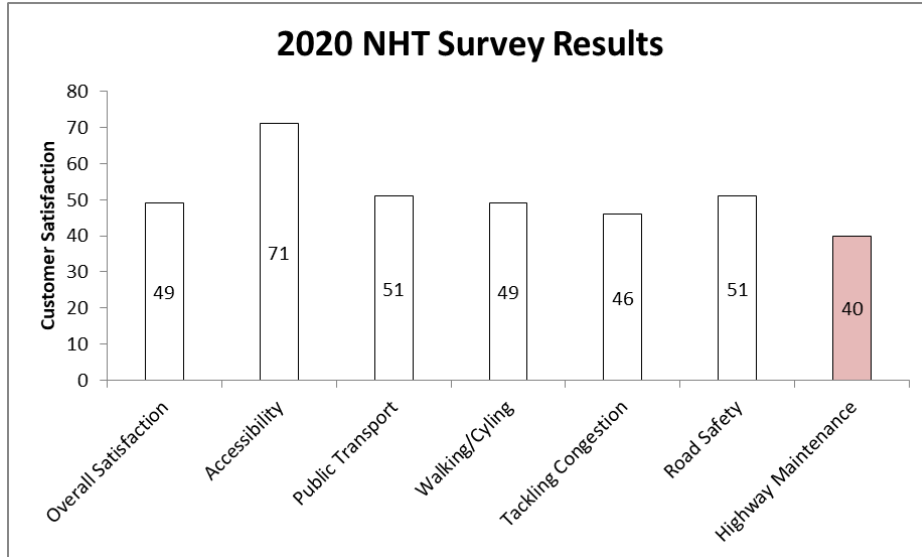
The age demographic of returned surveys was as follows –

| Age Range | Total | % |
|------------|------------|--------|
| 16 - 24 | 5 | 0.57% |
| 25 - 34 | 39 | 4.48% |
| 35 - 44 | 57 | 6.54% |
| 45 - 54 | 121 | 13.89% |
| 55 - 59 | 109 | 12.51% |
| 60 - 64 | 83 | 9.53% |
| 65 - 74 | 254 | 29.16% |
| 75+ | 188 | 21.58% |
| Not stated | 15 | 1.72% |

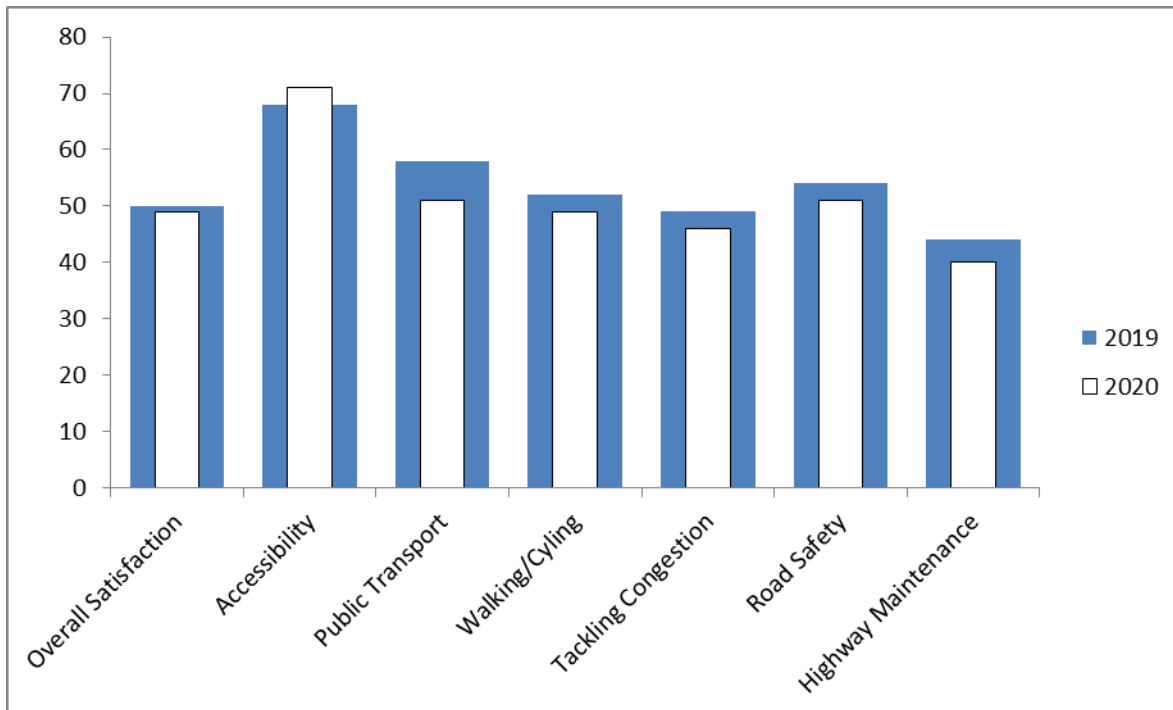


Lincolnshire Results

The following graph provides details of the results for Lincolnshire County Council. The score is given out of 100, representing the level of satisfaction of those surveyed:



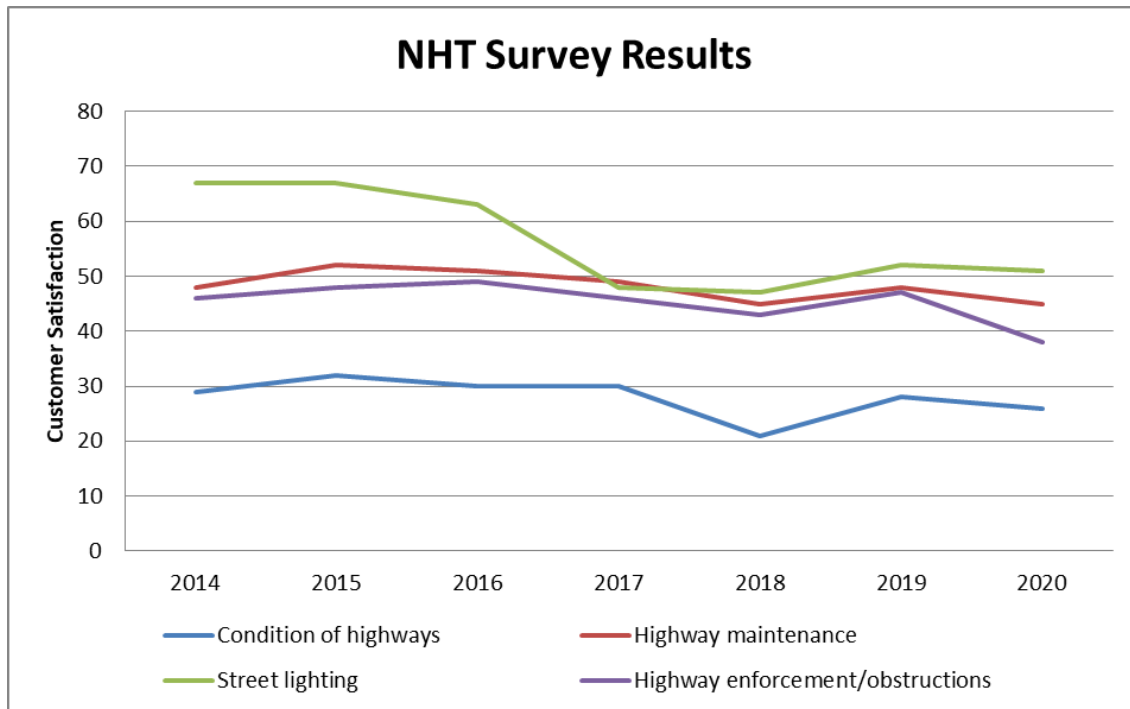
When compared to 2019 there has been marked decrease in satisfaction in most elements.



The Highways Maintenance element comprises of four areas –

- Condition of Highways
- Highway Maintenance
- Street Lighting
- Highway enforcements/obstructions

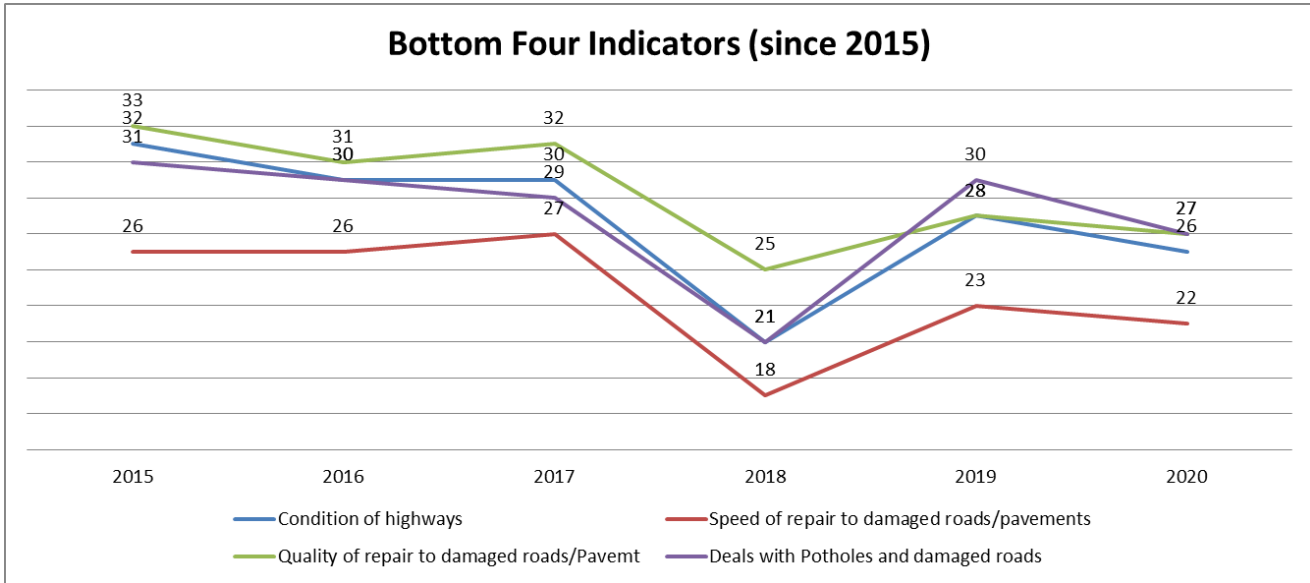
A comparison of last year's data shows that for the results of 2020 there has been a decrease in all customer satisfaction levels with the condition of highways and highway maintenance.



When looking further back to 2014 there has been a slow gradual decline over several years the most significant change being to Street Lighting satisfaction. This is likely to be a consequence of the Street Lighting Transformation Project which includes a programme of part night time lighting and switch-offs.

| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|----------------------------------|------|------|------|------|------|------|------|
| Condition of highways | 29 | 32 | 30 | 30 | 21 | 28 | 26 |
| Highway maintenance | 48 | 52 | 51 | 49 | 45 | 48 | 45 |
| Street lighting | 67 | 67 | 63 | 48 | 47 | 52 | 51 |
| Highway enforcement/obstructions | 46 | 48 | 49 | 46 | 43 | 47 | 38 |

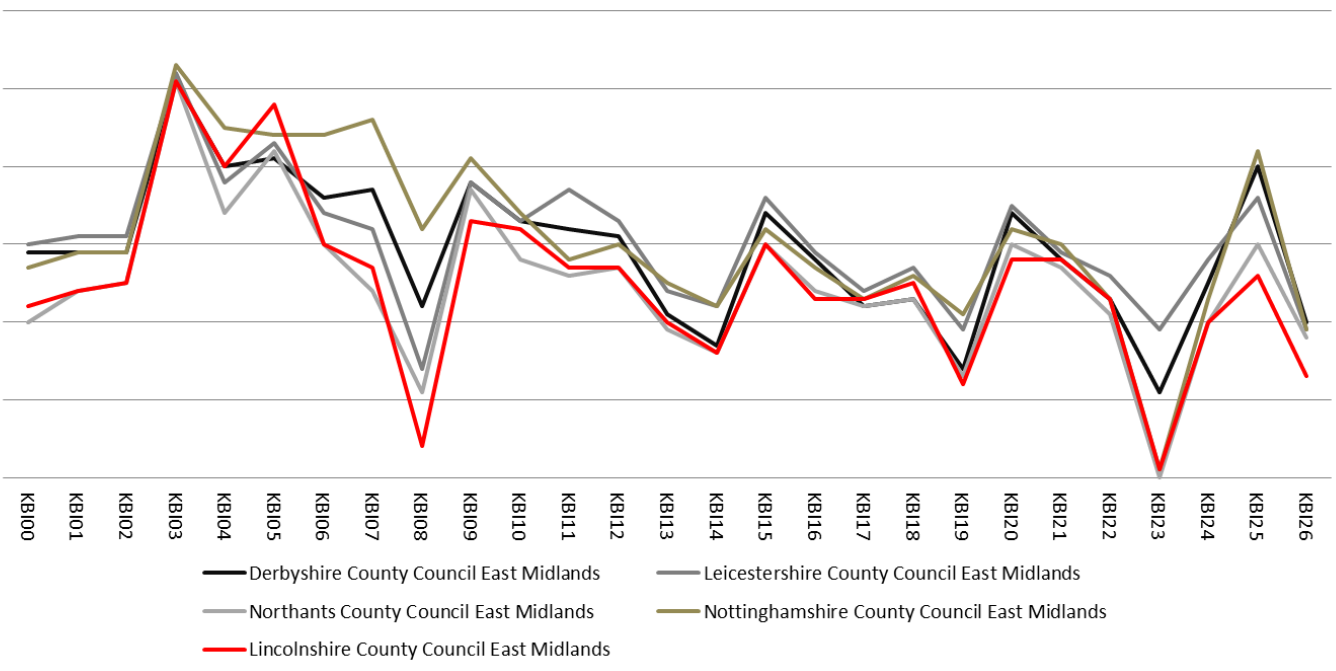
The bottom four elements of Highway Maintenance all relate to road repair.



Lincolnshire County Council KBI Rankings show that our individual scores have decreased from 2019 and we are behind the national average on several measures.

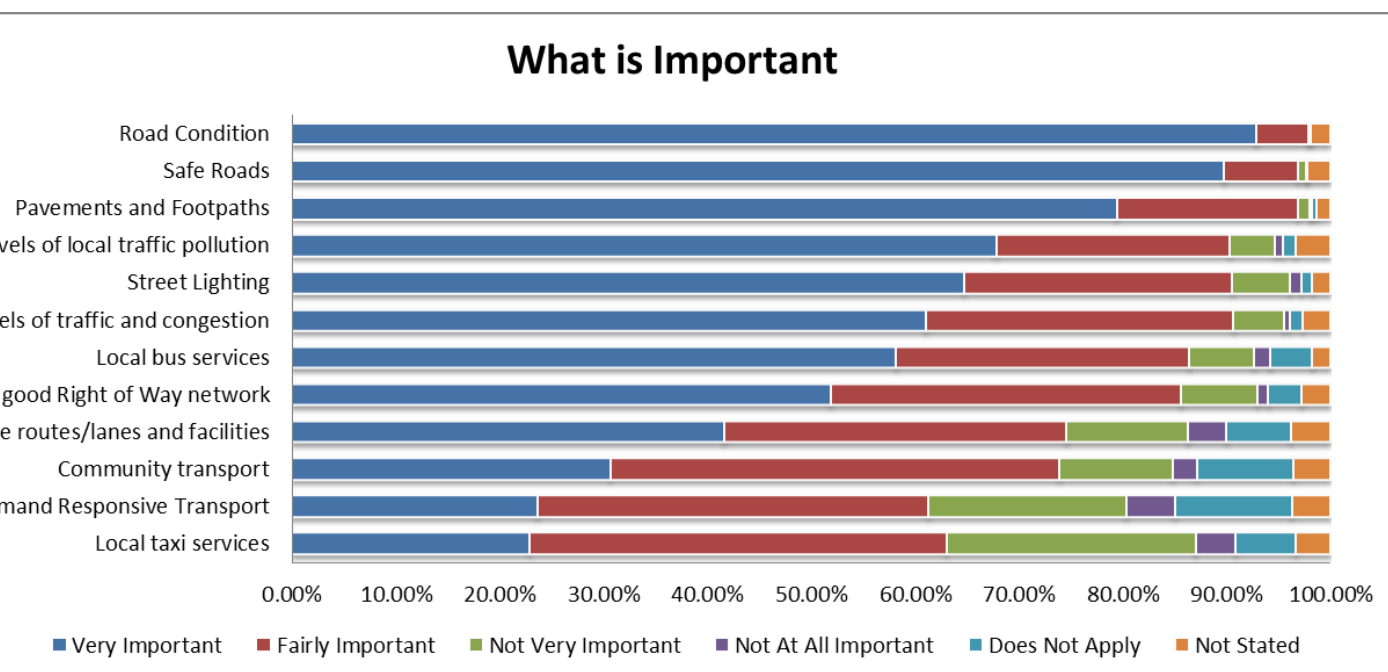
However when we compare our satisfaction ratings to similar county councils in the East Midlands area, we can see that we are at a comparative level.

Comparison of all KBIs (County Councils - East Midlands)



What's deemed important

This set of data looks at how residences rate the importance of highways issues.



There has been little change in the public's top issues over the last year. As expected Highway Condition is still the most important issue with 93% of the public seeing it as very important and a further 5% as fairly important.

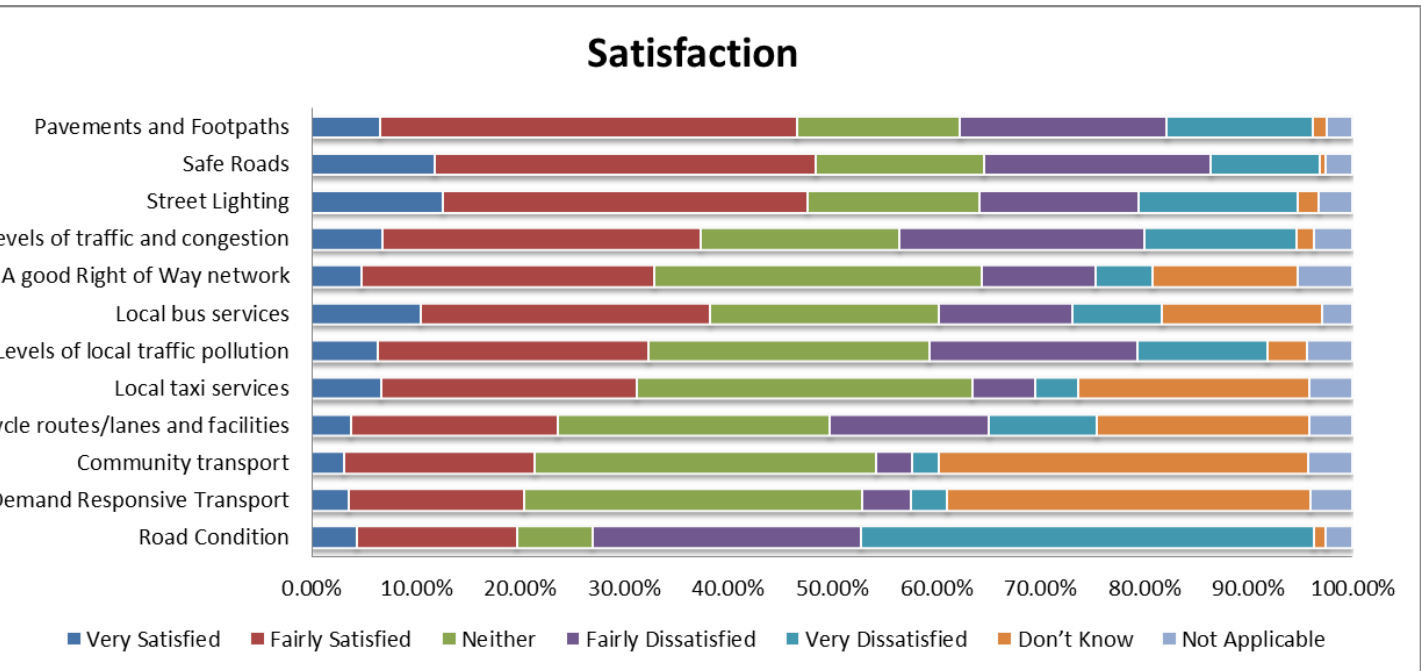
Safer Roads was a similar second, with 90% of responders saying it is very important and a further 7% as fairly important.

The third place issue is Pavements – this means that the top three priorities have remained consistent over the last six years. There was 79% of the public who saw Pavements as very important and a further 7% who saw it as fairly important.

In terms of 'Not very important' the bottom three priorities were Local Taxi Services, Responsive Transport and Community Transport.

Customer Satisfaction Levels

This set of data looks at how satisfied the public are with Lincolnshire County Council on the same Highways issues rated in the section above. This will show where there is a difference between what is rated as important and how the public perceive we are reacting to issues. The better we react to important issues will of course drive up satisfaction with the Council.



Road Safety is the highest scoring element with 12% of the public being very satisfied and 37% being fairly satisfied.

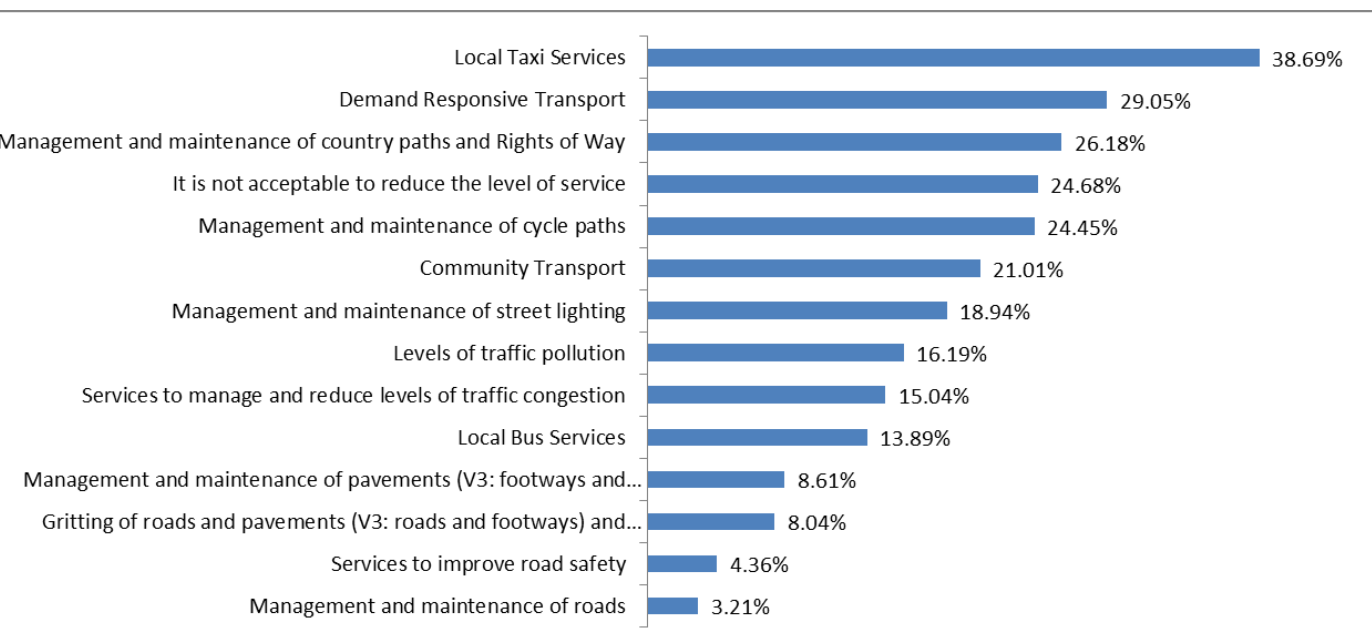
Street Lighting also scores highly with 13% very satisfied and 35% fairly satisfied.

Third was Pavements and Footpaths with 7% very satisfied and 40% fairly satisfied.

Road Condition in comparison to what the public perceive to be most important, has the lowest public satisfaction.

Areas considered acceptable to reduce level of service

The NHT survey this year asked the questions on what areas the public would accept a reduction in service. In this section I will look at the response to the areas that the public would find acceptable to cut the service.



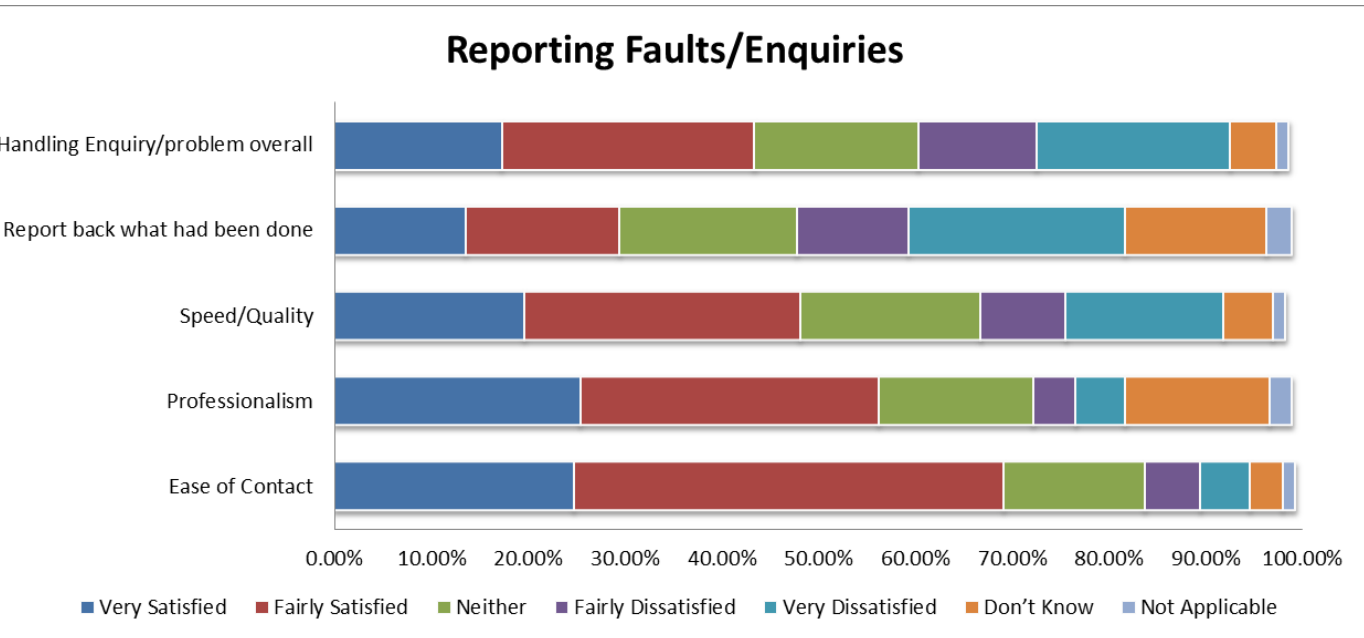
The stand out area where the public thought a cut would be acceptable was subsidies for Local Taxi Services and Demand Responsive Transport.

The highest area directly relating to Highways where a service cut was deemed acceptable was management and maintenance of country paths and rights of way where 26% of responses stated a cut was acceptable.

Out of the total responses 25% stated that it was not acceptable to reduce any level of service at all.

Reporting of Highways issues

The public were asked how good they thought the fault reporting process was at the Council.



The survey shows that generally people think the Authority is easy to contact with regards to issues and is professional in its approach.

However, satisfaction drops with regards to the speed of getting issues resolved or reporting back what had been done with regards to the request.

Conclusion

The content of this report gives a general overview of the Authority's position in relation to where we stand against last year's results. It is also possible to analyse the data for individual service areas and for geographical locations.

The NHT Public Satisfaction Survey indicates whilst certain elements of service areas may have dropped slightly since 2019, overall satisfaction has remained at a similar level to last year.

When we compare our satisfaction ratings to similar authorities in the East Midlands area, we can see that we are at a comparative level.

James Malpass
February 2021.

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Highways and Transport Complaints Report

Quarter 3;
2020/2021

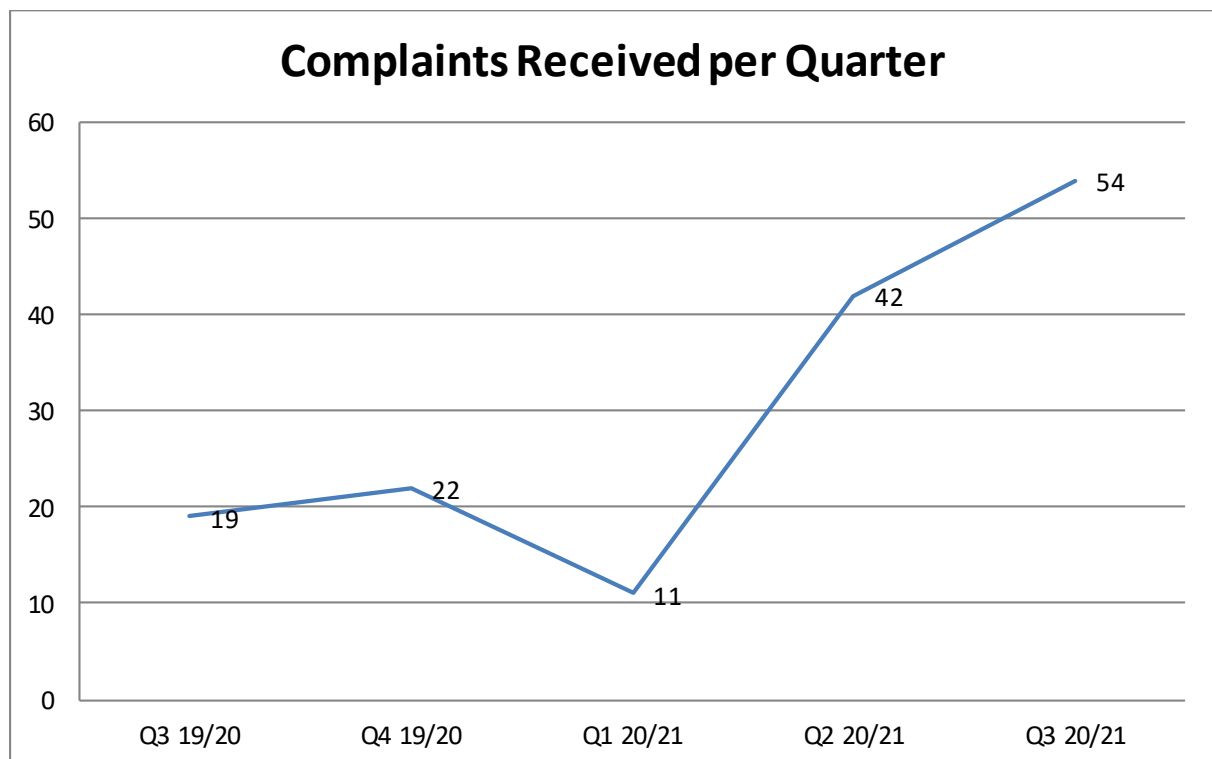
February 2021

Introduction

The following report is a summary of findings from the complaints raised in the second quarter of 2020/2021 for Highways and Transport. Details on any common themes within complaints and overall figures for numbers received and outcomes will be provided. This report will be incorporated into reports provided to the Audit Committee and CLT.

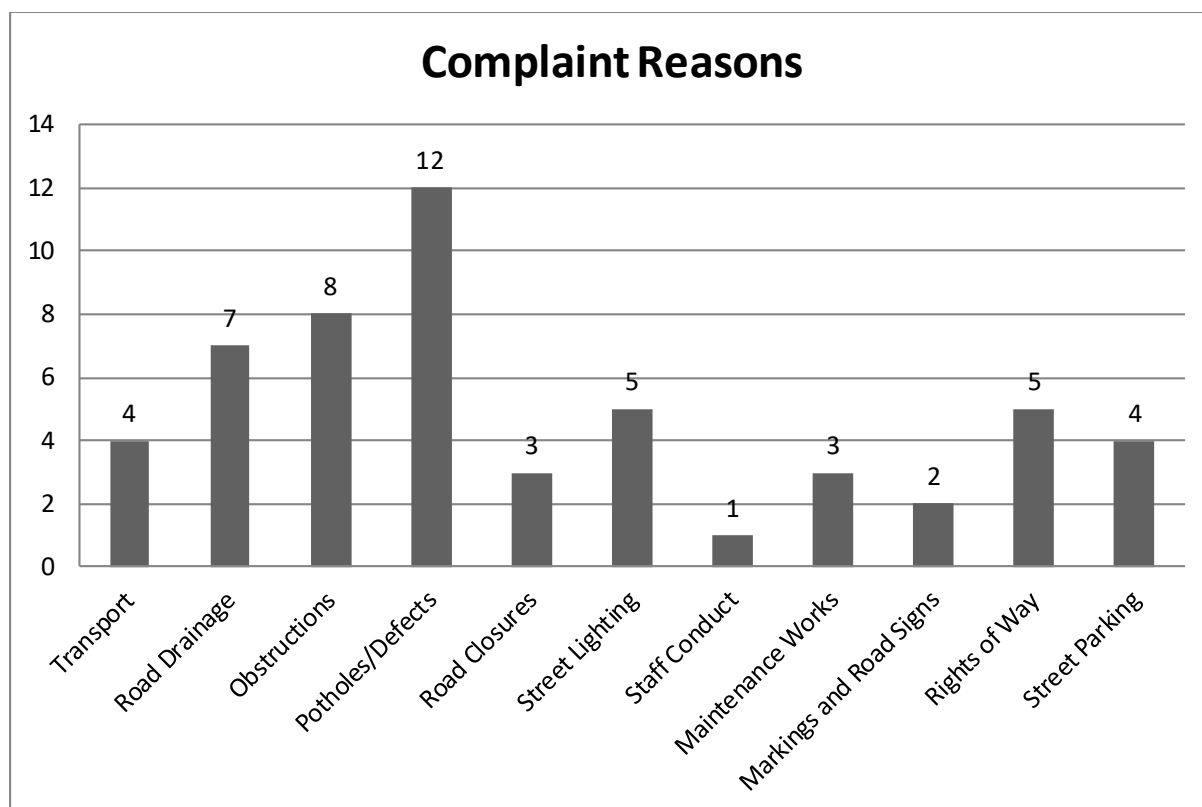
Q3 Overview

Highways and Transport received 150 contacts in the third quarter of 2020/2021, from individuals wishing to complain about various services. Out of these 150 contacts 54 entered the formal complaints process; the remaining 96 were resolved outside of this process in Early Resolution. This equates to 64% of all contacts received. The number of contacts received in the third quarter has risen by a further 4% from the 79% increase seen in quarter two; this accounts for the increase in the overall number which entered the formal process. Evidence from communications received suggests that there is a direct link between Coronavirus related national lockdowns and the general increase seen in communications being received, raising concerns around services delivered.



The third quarter saw no complaints escalated to the second stage of the complaints process. Given the large increase in the number of contacts received and the number of cases entering the formal process no escalations to the next stage continues to reflect the success of the strategy in place in dealing with complaints and early resolutions.

Complaints raised were in relation to the following areas;



There has been a drop in the number of cases involving transport in the third quarter. Given the increase in the number of complaints entering the formal process it is positive that complaints in relation to Potholes/Defects have remained similar. When comparing complaints for the same reason these have more or less remained at similar figures; instead we have seen the reasons for complaints widen.

Out of the 54 complaints which were received and investigated 9 had an outcome of partially upheld and 8 and outcome of upheld. The remaining 37 saw no fault in the service which had been delivered.

Complaints where fault was found were reviewed further in order to establish any cause for concern.

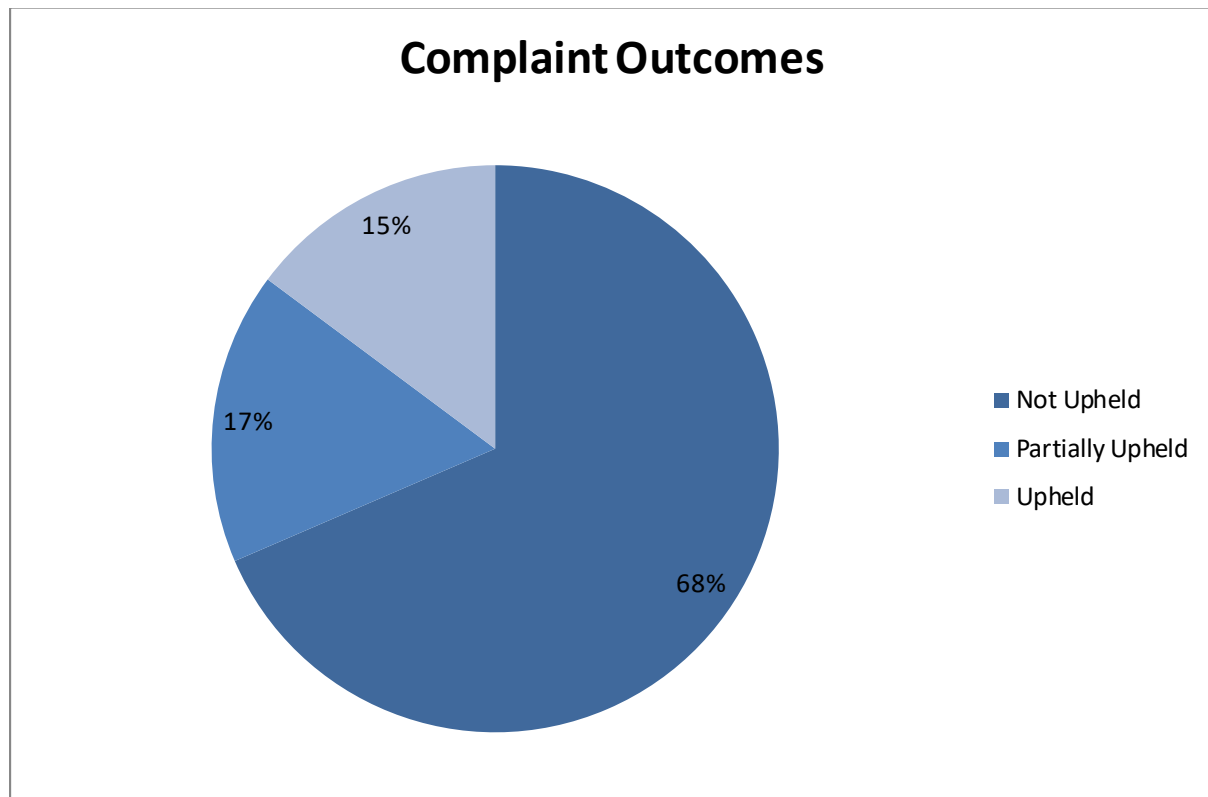
Of the 9 complaints in which the final outcome saw the complaint partially upheld the reasons were as follows:

- 3 delay in communication
- 2 delay in doing something
- 2 incorrect information given to the customer
- 2 Work not completed to the expected standard

Of the 8 complaints in which the final outcome saw the complaint upheld in full, the reasons were as follows;

3 delays in communication
3 delays in doing something
2 work not to the expected standard

All areas of the council have seen a considerable strain on its teams due to the effects of Covid 19 on the county and recent adverse weather. This is also noted in the increased variety of complaint reasons and the variation in the areas where fault is found



Summary

Over the course of the 3rd quarter it has become apparent that the national lockdowns imposed due to the pandemic have had a significant impact on the sheer volumes of complaints being received in all areas. This is also evidenced in various social media posts, by members of the public, advising that they have the time to submit numerous complaints.

Given the increase, it is positive to note that this area has worked hard to maintain the large percentages it achieves in resolving cases informally, and teams should be commended for their work. Whilst there are a few mentions of delays in relation to the complaints raised, it is important to note the increase in communication across all areas of the council and the effect this is currently having on workloads. As the county has also suffered from adverse weather conditions, resources have also had to be diverted to more urgent areas in order to manage this. Whilst we continue to monitor this there is likely to be little to no change in this until we see easing of restrictions and a return to some semblance of normality in regards to expected workloads.



Open Report on behalf of Andy Gutherson, Executive Director - Resources

| | |
|------------|---|
| Report to: | Highways and Transport Scrutiny Committee |
| Date: | 8 March 2021 |
| Subject: | Opportunities for Roadside Wildflower Planting Schemes |

Summary:

This report outlines opportunities for partnership working with Lincolnshire Wildlife Trust concerning the trialling of roadside wildflower verges.

Actions Required:

To support the establishment of a partnership between the Council and Lincolnshire Wildlife Trust to trial a community led scheme for natural environment enhancement.

1. Background

Further to the report by officers on 9 December 2019 progress on selecting suitable locations or setting up a scheme for trialling new roadside wildflower verges has been delayed whilst prioritisation has been given to the response to the global pandemic.

In recent weeks however work has commenced on exploring the opportunity to enter into a partnership with Lincolnshire Wildlife Trust to establish a trial scheme to focus on community led natural environment and biodiversity enhancements including the potential of wildflower verge planting. It is envisaged that such a scheme will also seek other natural environment enhancement opportunities such as tree planting – both roadside and within parish held land – and pollinator schemes.

This will enable the Council to trial and establish wider costs for a more extensive programme of alternative verge management across the County.

The trial scheme and any potential changes to established verge management in the County will help the Council deliver its biodiversity duties in the Natural Environment & Rural Communities Act 2006 and targets within the emerging Green Master Plan such as carbon neutrality.

2. Conclusion

That undertaking a focussed trial will enable the Council to establish the costs and benefits of wider alternative verge management across the County and that officers continue to explore and undertake community led schemes in focus areas (yet to be determined).

3. Background Papers

The following background papers as defined in the Local Government Act 1972 were relied upon in the writing of this report.

| Document title | Where the document can be viewed |
|--|----------------------------------|
| Highways & Transport Scrutiny Report 9 December 2019 | LCC Internet |

This report was written by Chris Miller, who can be contacted on 01522 782070 or chris.miller@lincolnshire.gov.uk.

Open Report on behalf of Andrew Crookham, Executive Director - Resources

| | |
|------------|---|
| Report to: | Highways and Transport Scrutiny Committee |
| Date: | 8 March 2021 |
| Subject: | Highways and Transport Scrutiny Committee Work Programme |

Summary:

This item enables the Committee to consider and comment on the content of its work programme, which is reviewed at each meeting.

Actions Required:

The Committee is invited to review and comment on the work programme.

1. Current Items

The Committee is due to consider the following items at this meeting: -

| 8 MARCH 2021 | | |
|---------------------|---|---|
| | Item | Contributor |
| 1. | Councillor Call for Action - West Street, Barkston. | Simon Evans, Health Scrutiny Officer |
| 2. | Commuted Sums for Maintenance (Executive Councillor Decision 9-12 March 2021) | John Monk, Group Manager Design Services |
| 3. | Local Transport Plan V Update | Vanessa Strange, Head of Infrastructure Investment |
| 4. | Highways Infrastructure Asset Management Plan 2021 | Policy and Strategic Asset Manager |
| 5. | Highways – Gully Cleansing/Repair and Surface Water Flooding | Richard Fenwick, County Highways Manager Shaun Butcher, County Programme Manager |
| 6. | Street Lighting Update | John Monk, Group Manager Design Services |

8 MARCH 2021

| Item | | Contributor |
|------|---|--|
| 7. | Highways Quarter 3 Performance Report (1 October to 31 December 2020) | Paul Rusted, Head of Highways Services |
| 8. | Roadside Nature Reserves and Wildflower Planting Progress Report | Chris Miller, Team Leader – Countryside Services |
| 9. | TransportConnect – Teckal Company | Anita Ruffle, Head of Transport Services |

2. Future Items

There is one meeting remaining in the current County Council term, and currently no items are listed for this meeting on 19 April 2021.

Future Meetings in 2021

In the new County Council term, meetings of the Committee are scheduled on the following dates in 2021:

- 28 June
- 19 July
- 13 September
- 25 October
- 13 December

The following items are likely to be included in the work programme:

- Performance Reports (Quarterly)
- Transport Connect Updates (Quarterly)
- Highways – Gully Cleansing/Repair and Surface Water Flooding (Quarterly)
- Local Transport Plan V (As required)
- Highways Infrastructure Asset Management Plan 2021 (June 2021)
- Winter Service Plan 2021/2022 (September 2021)
- Civil Parking Enforcement Annual Report (October)
- Rail in Lincolnshire – Engagement with Network Rail and Train Operating Companies (October 2021)
- Budget Proposals 2022/23 (January 2022)
- Highways Fees and Charges Annual Review (January 2022)

3. Conclusion

The Committee is invited to review and comment on the work programme.

4. Background Papers - No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Simon Evans, Health Scrutiny Officer, who can be contacted on 07717 868930 or by e-mail at Simon.Evans@lincolnshire.gov.uk

Agenda Item 13

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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