

Open Report on behalf of Richard Wills, Executive Director for Environment and Economy

Report to:	Highways and Transport Scrutiny Committee
Date:	13 June 2016
Subject:	Performance Report Quarter 4 – 1 January 2016 to 31 March 2016

Summary:

This report sets out the performance of the highways service including the Lincolnshire Highways Alliance, Major Highway Schemes Update and the Customer Satisfaction Information (including service specific complaints and compliments).

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:

- Lincolnshire Major Highway Schemes Update;
- Lincolnshire Highways Alliance Performance Report Year 6, Quarter 4;
- Customer Satisfaction Information (including service specific complaints and compliments).

Highway Condition information and the NHT Public Satisfaction Survey Result are measured and reported annually.

1.1 Lincolnshire Major Highway Schemes

There are five major highway schemes reported through the Council Business Plan:

- Lincoln Eastern Bypass
- Grantham Southern Relief Road
- Lincoln East West Link
- Spalding Western Relief Road
- Progress with Lincoln Southern Bypass

However, 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 Lincolnshire Major Highway Schemes Update Report June 2016 found as Appendix A to this report.

1.2 Lincolnshire Highways Alliance Performance

Introduction

The Lincolnshire Highways Alliance is an Alliance between the Council Council, Dynniq (previously Egeria), Mouchel and Kier. The Alliance delivers the majority of highway services through the Traffic Signals Term Contract, the Professional Services Contract and the Highways Works Term Contract which all started on 1 April 2010.

Lincolnshire Highways Alliance has been awarded BS11000 Collaborative Business Relationships status following four days of external audit. Lincolnshire County Council is the first "shire" county to have been awarded this status. Achieving BS11000 will help Lincolnshire County Council ensure that it maintains its level 3 funding status.

Performance

Quarterly performance is reported through the Alliance management structure, with performance issues becoming the subject of an improvement action plan. A copy of the Lincolnshire Highway Alliance Performance Report for Year 6, Quarter 4, can be found in Appendix B. This covers the period of January to March 2016.

The Alliance partners have managed to achieve their targets for Quarter 4. The results per contract area are:

- Alliance Key Performance Indicators (LCC/Kier/Mouchel/Dynniq) – 79
- Highways Works Term Contract Performance Indicators (Kier) – 85
- Traffic Signals Term Contract Performance Indicators (Dynniq) – 97
- Professional Services Contract Performance Indicators (Mouchel) – 84
- Client Performance Indicators (LCC) – 69

The Quarter 4 set of results conclude the performance scores for Year 6 of the Alliance contract. The average scores for each Alliance partner are at a level to warrant a contract extension. This has therefore been offered to our partners for a period of one year and will extend each of the Alliance contracts until March 2019 with the possibility of one remaining extension to March 2020.

Traffic Signals Term Contract

Dynniq is now operating Imtech Traffic and Infra as Dynniq. There has been no impact on the service being provided to the Highways Alliance.

The Dynniq Remote Lamp Control System (RLCS) continues to be rolled out within the County at suitable new installations. The Highways Alliance's co-operation and

involvement with this innovative product is acknowledged within the Dynniq presentation being shown at national industry events.

Dynniq has sourced an alternative remote monitoring device. Following a successful trial this will be used to replace out station equipment at new and refurbished remote crossing installations where basic monitoring is acceptable. This unit reduces capital scheme costs and assists with the drive to reduce ongoing revenue costs by offering cheaper communication charges.

Highway Works Term Contract

The main focus of work is to improve the carriageway condition. In Quarter 4 we have repaired approximately 29,612 potholes, completed 9908 jobs costing £11.8 million.

We have carried out a verge biomass trial on the 23 May for a week on a number of sites in the Horncastle area. Grass cuttings from ten sites, approximately 10 km in length, has been collected and taken to a nearby Anaerobic Digester plant. The trial investigates the potential benefits of recovering energy from the arising with a long term goal to reduce cutting costs in the future.

The method we use to dispose of Lincolnshire County Council's gully arising is currently under review. Infrastructure investments are being investigated on an invest to save basis to see if efficiency savings could be made for the future. The new proposal will enable the gully arising to be dewatered within Lincolnshire, ultimately reducing the number of vehicle journeys and reducing the cost for the future. As part of this process, Kier have tested the market and a business case is currently being drafted based on these new tendered rates.

A street works permitting trial has commenced within Highways prior to it fully commencing in October 2016. The trial is being carried out to test and fully understand the resource implications on Lincolnshire County Council and its Alliance partners.

Professional Services Contract

The Technical Services Partnership continues to be engaged in the design of our major schemes, other internal and external design of schemes, traffic modelling and other consultancy work.

The flexibility of this "mixed economy" public/private sector contractual arrangement continues to work well, responding to a very significant peak in resource needs associated with Phases 2 and 3 of Grantham and also associated with the Floods and Water Management Act.

1.3 Customer Satisfaction Information

The Council records data relating to the complaints and compliments it receives for all of its services. Details for the period of 1st January to 31st March 2016 are attached as Appendix C. There was a disappointing increase in complaints to 36

although 24 of those were not substantiated. The increase mirrors that across all service areas. Compliments remained at a level similar to the last quarter.

2. Conclusion

Performance for the highway service as a whole is good. Our DfT Level 3 Assessment indicates that we are delivering efficient and effective highway services which will be reflected in a sustained level of highway maintenance capital grant. We continue to work on the implementation of the Future Operating Model and the associated Syndicate Reviews which will deliver further efficiency improvements for the highways service as a whole. In tandem, we also continue to work on the introduction of a Permit Scheme which will improve network availability and offer road users an improved experience of our highway service.

3. Consultation

a) Policy Proofing Actions Required

n/a

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Lincolnshire Major Highway Schemes Update - June 2016
Appendix B	Lincolnshire Highways Alliance Performance Report Year 6 Quarter 4.
Appendix C	Customer Satisfaction Survey (including service specific complaints and compliments)

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 Paul Rusted, Infrastructure Commissioner, who can be contacted on 01522 553071 or paul.rusted@lincolnshire.gov.uk.