

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

Report to:	<b>Highways and Transport Scrutiny Committee</b>
Date:	<b>12 September 2016</b>
Subject:	<b>Performance Report Quarter 1 1 April 2016 to 30 June 2016</b>

**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 highways service in Lincolnshire.

This performance report contains:

- Lincolnshire Major Highway Schemes Update;
- Lincolnshire Highways Alliance Performance Report – Year 7, Quarter 1
- Customer Satisfaction Information (including service specific complaints and compliments).

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

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

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 found as Appendix A to this report.

## **Lincolnshire Highways Alliance Performance**

### Introduction

The Lincolnshire Highways Alliance is an Alliance between the County Council, Dynniq, 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 April 2010.

Each of the Alliance contracts has recently been extended by 1 year to 31<sup>st</sup> March 2019, which means that the contract has been issued to year 9 of a possible 10.

### 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 7, Quarter 1, can be found at Appendix B. This covers the period of 1 April 2016 to 30 June 2016.

The Alliance partners have managed to achieve their targets for Quarter 1. The results per contract area are:

- Alliance Key Performance Indicators (LCC/Kier/Mouchel/Dynniq) – 79%
- Highways Works Term Contract Performance Indicators (Kier) – 89.3%
- Traffic Signals Term Contract Performance Indicators (Dynniq) – 95%
- Professional Services Contract Performance Indicators (Mouchel) – 86.3%
- Client Performance Indicators (LCC) – 74%

The performance achieved in Quarter 1 shows that the Alliance Indicators are at a good level and look set to remain as we progress through Year 7. A series of new indicators are being trialled alongside the current set of indicators to target and challenge each partner so that the Alliance continues to evolve.

### Traffic Signals Term Contract

Dynniq have very good staff retention. They attended 417 faults in the first quarter of 2016/2017 and received 97 Confirm orders. Cyclic maintenance is on target at the end of Quarter 1. A pure remote lamp control system site using micro-trenching has been installed on the urban transport control system on Manthorpe Road in Grantham. This also incorporates integrated video detection, combining normal approaching detection, occupancy detection and live video feeds.

## Highway Works Term Contract

The main focus of work is to improve carriageway condition. In this Quarter we have repaired approximately 28037 potholes, completed approximately 12500 jobs costing £9.5 million.

The Permitting trial has commenced for all works within the Highway Works Term Contract in preparation for the introduction of the Permit system in October. So far the trial has been extremely useful for both parties and has enabled systems and processes to be tested. Theoretical fines are being recorded throughout the trial and the results are as follows:

Permits issued from April – June

Total:	1890
Altered:	167
Potential cost:	£55,790.00

The Verge Biomass trial was completed successfully, gaining interest nationally and at a regional level. The biomass collected during the trial will be fed through the Anaerobic Digester in November and the results obtained will enable the study to reach its conclusion. The second cut at the same sites will be carried out during August and harvested by hand.

The surface dressing programme is currently on course for completion w/c 22<sup>nd</sup> August 2016. The programme will see the completion of approximately 2.4 million sqm of surface delivered countywide. Testing weather early in the programme has resulted in a few minor issues that have been since been ratified or due for remedial repair as part of next seasons works.

The programme has also included Lincolnshire County Councils commitment to treat a material known in the industry as 'Thin Surface Course' that has shown a rapid failure rate when laid circa 1998. Timely treatment of this material has prolonged the life expectancy of this particular material.

Thoughts are already in place for the 2017 surface dressing programme which is likely to see a similar area completed.

## 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.

## 2. Conclusion

## 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 - September 2016
Appendix B	Lincolnshire Highways Alliance Performance Report Year 7, Quarter 1
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.

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