

Lincolnshire Highways Alliance Performance Report Year 7 Qtr 1: April to June 2016

July 2016

Introduction

This report is prepared for the Highways Network Alliance Group (HNAG) by the Performance Working Group. It offers a summary of the results from each of the agreed KPIs and PIs.

Highway Works Term Contract

| HIGH | WAY WORKS TERM CONTRA | ст | | PERFOR | MA | NCE | D/ | ASH | BO | ARD |) | | Qua | rter 1 | | | | | TREND |
|------|------------------------------------------------|--------------------|----------------------|--------|-----|-----|----|-----|----|-----|---|---|-----|--------|---|---|---|-----|-------|
| PI | INDICATOR | TARGET | RESULTS | SCORE | 0 | | _ | | | | | - | _ | | | _ | | 40 | |
| Ы | | | | 1 | 0 | | _ | | | | | 5 | _ | - | _ | _ | | 10 | |
| 1 | Street lighting Indicator | 98.9% or above | 98% compliance | 9.80 | | | | | | | | | | | | | | | ▼ |
| 2 | Response times for emergency works | 99.5% or above | 99.76% compliance | 10 | | | | | | | | | | | | | | | = |
| 3 | Tasks completed within timescale | 97% or above | 98.94% compliance | 10 | | | | | | | | | | | | | ÷ | | = |
| | Acceptable site safety | | | | | | | | | | | | | | | | | | |
| 5 | assessments | 95% or above | 100% compliance | 10 | | | | | | | | | | | | | | _ | = |
| | | | | | | | | | | | | | | | | | | | |
| 7 | Defect corrections requiring TM | 98% or above | 99.99% compilance | 10 | | | | | | | | | | | | | | | = |
| 8 | % waste reused/recycled | 90% or above | 94.6% compliance | 10 | | | | | | | | | | | | | | | = |
| 9 | Compliance with tendered Quality Statements | 100% compliance | 79.17% compliance | 8 | | | | | | | | | | | | | | | = |
| 10 | Quality assessment of workmanship | 100% compliance | 80% compliance | 3 | | | | | | | | | | | | | | | = |
| 11 | Measure/reduce carbon over the whole fleet | 100% compliance | 100% compliance | 10 | | | | | | | | | | | | | | | = |
| 12 | % task orders in compliance with TMA | 95% or above | 100% compliance | 10 | | | | | | | | | | | | | | | = |
| | | | | | | | | | | | | | | | | | | | |
| | | | | | -15 | | | | | | | | | | | | | 0 | |
| 4 | RIDDOR incidents | 0 RIDDOR incidents | 0 RIDDOR incident | 0 | | | | | | | | | | | | | | | = |
| 6 | Service strikes | 0 Services Strikes | 3 Service Strikes | -1.5 | | | | | | | | | | | | | | | = |
| | | | | | - | | | | | | | _ | | | _ | | _ | 400 | |
| | | | | | 0 | | | | | | | | | | | | | 100 | |
| | | | TOTAL | 89.3 | | | | | | | | | | | | | | | |

Highway Works Term Contract Performance commentary 2016/17 Q1

PI1 - Street Lighting service standard: The indicator scored 9.8 which equates to an overall score of 97.73% on the indicator. The method of assessment has been amended to suit the transformation project.

PI2 - Response times for Emergency works: Performance has slightly dipped this Quarter to 99.76% from 99.8%. This has no effect on the overall score. Out of the 1261 emergency jobs over the quarter, 1258 achieved the required response rate.

PI3 - Tasks completed in time scale – 93 jobs out of 94 jobs were completed on time giving this PI a 98.94% score and full marks.

PI5 - Acceptable site safety assessment – This indicator was revised in Year 6. Instead of looking at the Quarter average the indicator now looks at a Yearly average. This is because not enough assessments were being undertaken over the Quarter to give meaningful data. The Indicator was scored as follows;

> Quarter 2 Year 6 = 12 assessments/12 passes Quarter 3 Year 6 = 7 assessments/7 passes Quarter 4 Year 6 = 3 assessments/3 passes Quarter 1 Year 7 = 13 assessment/13 passes

This gives a total of 35 assessments over the year with a total of 35 passes. This gives a score of 100% which means the indicator scores full markers for this Quarter.

PI7 - Defect correction requiring traffic management: There were 4232 jobs this quarter with 5 defects requiring traffic Management. This means that the indicator is at 99.99% and gains full marks.

PI 8 - % waste reused/recycled: Performance remains at a good level achieving top marks.

PI 9 – Delivery against a series of quality statements made during the tender for the contracts which are chosen each year by the performance group.

PI10 - Quality assessment of workmanship: This quarter there was only 10 tests of which 8 passed giving a total of 80% pass rate.

PI11 - Measure/reduce carbon over the whole fleet: This indicator continues to improve, showing that the Alliance fleet is continuing to reduce unnecessary mileage and journeys against a set baseline.

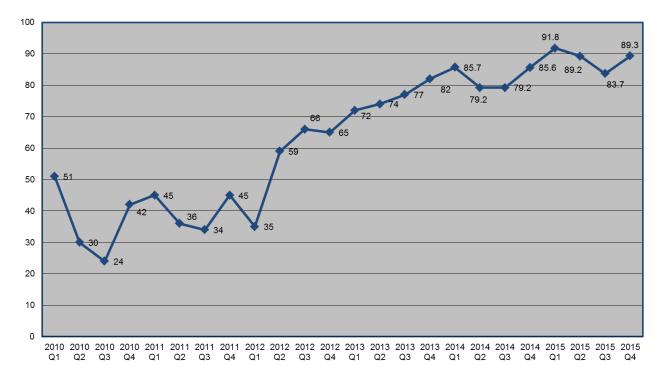
PI12 - % task orders in compliance with Traffic Management Act: The indicator has improved from 98.53% last quarter to 100% this quarter. This does not change the score and the indicator still scores full marks. Out of the 86 orders, all 86 had been assigned the correct notice.

PI4 - RIDDOR Incidents: There were no RIDDOR incidents reported this Quarter.

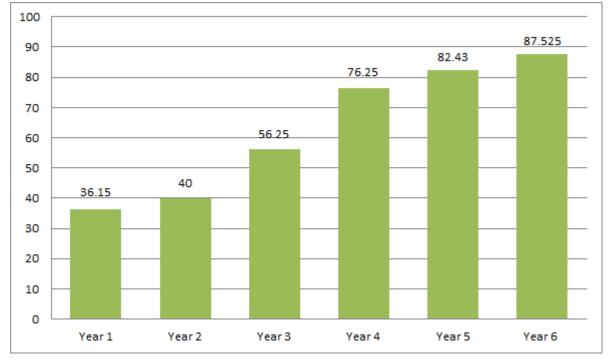
PI6 - Services Strikes: Three service strikes this quarter.

Overall Commentary

There has been a slight rise in performance scores this quarter, from 83.7 in Quarter 3 to 89.3 points this Quarter. This increase was mainly due to a recovery in the PI2 Emergency Response rate and an improvement on the Street Lighting indicator.



Highway Works Term Contract Scores over the Contract Period.



Highway Works Term Contract yearly average totals

Professional Services Contract

| Professio | onal Services Contract | | | PERF | ORMAN | CE SCO | REBO | ARD | | Qu | arter 1 | | | |
|-----------|--------------------------------------------|---------------------------------------------------|--------|-------|-------|--------|------|-----|---|----|---------|---|----|-----|
| PI | CATEGORY | INDICATOR | RESULT | SCORE | 0 | | | _ | 5 | | | 1 | 10 | 15 |
| 1 | Client Satisfaction | Product | | 15.0 | | | | | | | | | | |
| 2 | Client Satisfaction | Service | | 14.5 | | | | | | | | | | |
| 3 | Alliance Wellbeing | Compliance with tendered Quality Statements | | 7.5 | | | | | | | | | | |
| 4 | Predictability of Design Costs | Design Costs prior to Construction | | 10.5 | | | | | | | | | | |
| 5 | Predictability of Works Costs | Cost of Construction | | 12.5 | | | | | | | | | | |
| 6 | Predictability of Time for Design | Time for Design | | 13.3 | | | | | | | | | | |
| 7 | Predictability of Time for Construction | Time taken to undertake Works | | 13.0 | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | 0 | | | | | | | | | 100 |
| | | TOTAL | | 86.3 | | | | | | | | | | |

PSP Performance commentary 2016/17 Q1

Overall commentary

Performance remains at a good level. Once again the headline is a consistent trend of continuous improvement. Performance is thus once again at an all-time high.

Comments on specific indicators are as follows:

PSP 1 and 2: Satisfaction scores remain at a high level, but this quarter the response rate has dropped significantly from the 80% achieved last quarter, and so are not necessarily as reliable. Changes have been introduced to increase response rate.

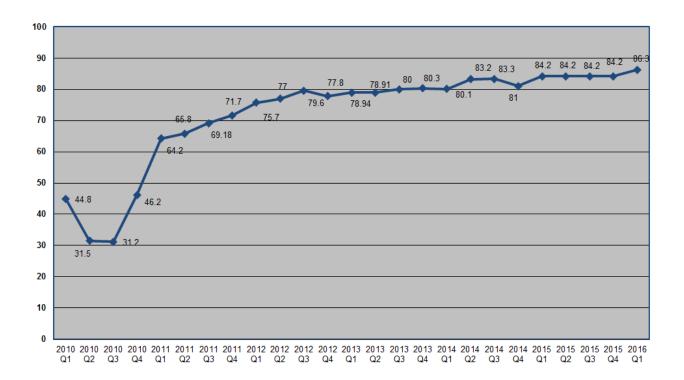
PSP 3: Quality statements. These 'promises' are revised each year. This year's incorporate requirements to support delivery of key aspects of the TSP Improvement Plan and changes to the Mouchel management arrangements. Implementation this quarter is at an early stage and currently overall assessment is a score of 75%.

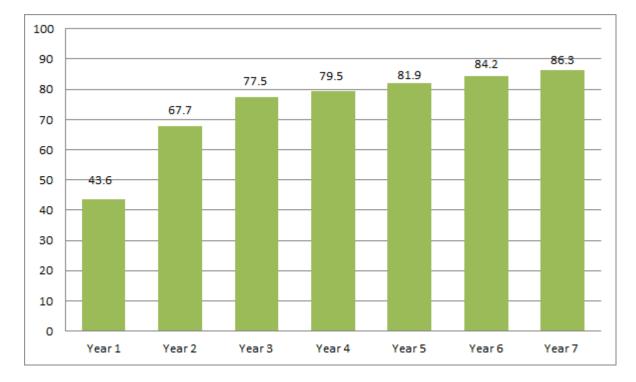
PSP 4 & 6: Design delivery to cost and time: Both remain at a good level, with improvements this quarter in delivery to cost and a marginal decline in delivery to time.

PSP 5 & 7: Works delivery to cost and time: Good result for delivery to time and cost. Worth noting that this only covers schemes provided externally. Performance on Alliance schemes to be measured in the Highways Works Term Contract performance indicators.

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Professional Services Contract Scores over the Contract Period

Professional Services Contract yearly averages total

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| RAF | FIC SIGNALS TERM CONTR | ACT | PERF | ORN | AN | ICE | sco | REB | OA | RD | | | Quarter | 1 | | | |
|-----|------------------------|-----------------------------------------------------------------------------------|-------|-----|----|-----|-----|-----|----|----|--|-----|---------|---|---|----|------|
| | | | | _ | | | | _ | _ | _ | | | | | | | TREN |
| Ы | CATEGORY | INDICATOR | SCORE | 0 | | | | | 5 | | | 10 | | | | 15 | |
| 1 | Alliance Wellbeing | 10 Critical Contractors Quality Promises | 5 | | | | | | | | | | | | | | - |
| 4 | Service Standards | Weekly works planning and asset data supplied within agreed timescales | 7 | | | | | | | | | | | | | | - |
| 5 | Service Standards | Number of Faults Cleared within Contract Timescales | 10 | | | | | | | | | | | | | | - |
| 6 | Service Standards | % Task Orders completed on Time that LCC have specified the completion date | 10 | | | | | | | | | | | | | | |
| 7 | Service Standards | % Task Orders completed free of remedial works | 10 | | | | | | | | | | | | | | - 1 |
| 8 | Service Standards | % Faults resolved at the first visit. | 10 | | | | | | | | | | | | | | |
| 9 | Service Standards | % Task Orders carried out in compliance with TMA | 10 | | | | | | | | | | | | | | - |
| 10 | Service Standards | % Annual Inspections completed PA | 10 | | | | | | | | | | | | | | - |
| 11 | Environmental Impact | Carbon Emissions Target set to 123.77 Tonnes C02 | 10 | | | | | | | | | | | | | | |
| 12 | Environmental Impact | Waste / Recycling Target to be agreed with Contractor | 3 | | | | | | | | | | | | | | • |
| | | | | -15 | | | | | | | | | | | | | 0 |
| 2 | Health & Safety | Reportable Accidents at Work | 0 | | | | | | | | | | | | | | - |
| 3 | Health & Safety | Accepteable Site Safety Assessments PA | 10 | | | | | | | | | | | | | | = |
| | | | | 0 |) | | _ | _ | | - | | 100 | | _ | _ | | |
| | | TOTAL | 95 | | · | | | | | | | 100 | | | | | 1 = |

Traffic Signals Term Contract

Traffic Signals Term Contract Performance commentary 2016/17 Q1

Comments for the TSTC

PI 1 – All 10 quality promises are being met scoring 5 points for 100%

PI 4 – Weekly works planning and asset data supplied within agreed timescales. 3/3 Inventory's received and 13/13 Whereabouts submitted. 12/13 Dashboard compliance checks carried out in Q1. Total 97.44%. Two tasks on confirm, went overdue and appeared red on the dashboard on the 10th May.

PI 5 - Timescales for clearance are at 100%. All 397 faults received during Q1 have been cleared within the contract timescales.

PI 6 – 87 / 87 task orders that have been received during Q4 have been completed within the contract timescales. 100%

PI 7 – No remedial have been reported for Q4 with the 87 task orders completed, this includes the 8 work orders that required TMA, associated with PI9. 100%

PI 8 – 392/397 Standard faults & Emergency faults all faults resolved first time. 98.74%. 5 repeat visits in total during Q1.

PI9 – 8 task orders have been completed in Q1 in line with TMA, 100%

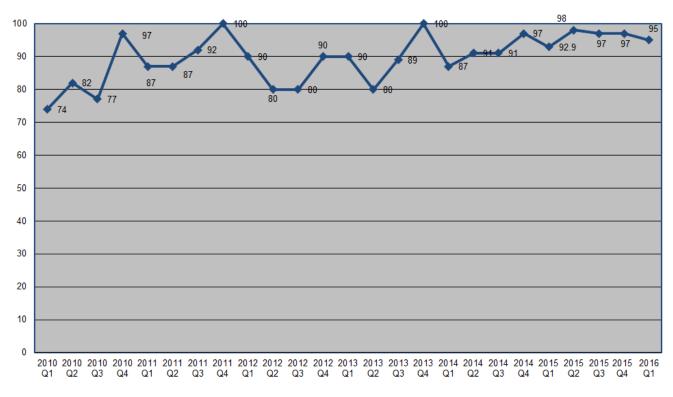
PI 10 – There are 317 Sites in Lincolnshire per annum that require the annual inspections to be carried out. Quarterly totals are Q1-71, Q2-82, Q3-82 & Q4-82. 81 out of 71 (ten additional inspections were carried out in Q1) inspections have been carried out by the end of Quarter 1. 100%

PI11 - Benchmarking results have now been established and agreed at 123.77 Tonnes C02. Target is to reduce by 5%, equalling 117.5815 by the end of Q1. Our emissions are at 34.232 Tonnes Co2 for Q1.

PI12 – 83.68% Recycled materials & 16.32% Recovered materials from Dynniq Depot by the end of the 1st Quarter. Zero waste has gone to landfill.

PI2 – Zero reportable incidents during Q1.

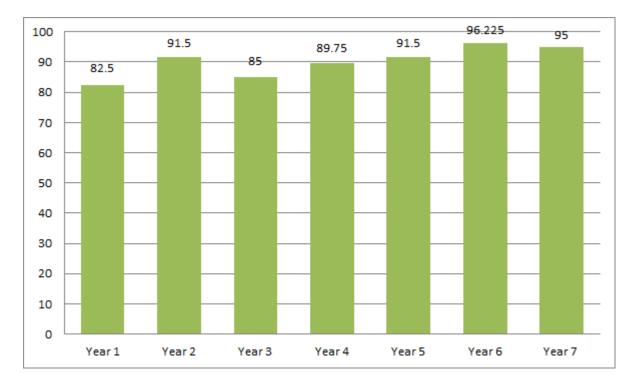
PI3. No Inspections have been carried out during Q1, other than 2 joint inspections, dynniq and LCC.



Traffic Signals Term Contract Scores over the Contract Period.

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Traffic Signals Term Contract yearly averages total

Client Performance

| Clier | t Performance | | | PERF | 0 | RI | MA | N | CE | D | A | SH | B | DA | R |) | | | | Qua | rter 1 | TREND |
|-------|-----------------------------------------------------|---------------------------------------------------------------------------|--------------------------------|-------|---|----|----|---|----|---|---|----|---|----|---|---|---|---|---|-----|--------|-------|
| PI | INDICATOR | TARGET | RESULT | SCORE | 0 | | | | | 5 | | | | 1 | 0 | | 1 | 5 | | | 20 | meno |
| 1 | Pain/Gain result by area | 0% or greater | 2.50% | 8 | | | | | | | | | | | | | | | | | | = |
| 2 | Date Forward programme issued | 1 point award per Area issued on time | 9 areas issued on time | 9 | | | | | | | | | | | | | | | | | | = |
| 3 | % variation from current programme spend profile | 5 points per Division that issued its budgets profile on time | All 4 Divisions have issued | 20 | | | | | | | | | | | | | | | | | | = |
| 4 | % of JV's giving all info 8 weeks prior to start | 100% | 96.94% | 17 | | | | | | | | | | | | | | | | | | |
| 5 | Value of compensation events versus targets | 2% Variation | 1.7% Variation | 20 | | | | | | | | | | | T | | | | | | | |
| 6 | % of CE's committed within 2 weeks | <mark>98%</mark> | 25.28% | 0 | | | | | | | | | | | | | | | | | | • |
| | | | | | 0 | | | | | | | - | + | _ | + | - | - | - | - | | 100 | |
| | | | TOTAL | 74 | | 1 | | | | | | | | | | | | | | | | |

Client Performance commentary 2016/17 Q1

PI1 - Pain/Gain result by area: After a recent review of financial information it has been assessed that Year 6 is around 2.5% in pain. This figure has been used to represent Year 7 as there are too few financially closed out jobs to make a reliable assessment.

PI2 - Date Forward programme issued: One team failed to issue their Forward Programme on time and therefore this indicator drops from 10 points to 9 points for the year. This is assessed once per year and will be reassessed in Q3 Year 7.

PI3 - % variation from current programme spend profile: A method to ensure budget data is reported has been developed, allowing resources and programmes to be better understood.

PI4 - % of Jobs with Value giving all info 8 weeks prior to start: Performance remains good with a small increase in 'right first time' client task orders this quarter, with the number rejected decreasing from 3.87% in Quarter 4 to 3.06% this Quarter. In real terms this means that 137 jobs were rejected out of 4474 total jobs. This means that this indicator has increased by 1 point (from 16 to 17 points).

PI5 - Value of compensation events versus targets: So far £4,594,316 has been raised on Confirm with £77,400 compensation events against that target. This gives a variation of 1.69% which is below our 2% target – 20 points scored. As this is early in the new financial year the amount of CE's committed will increase and the percentage of variations will go up.

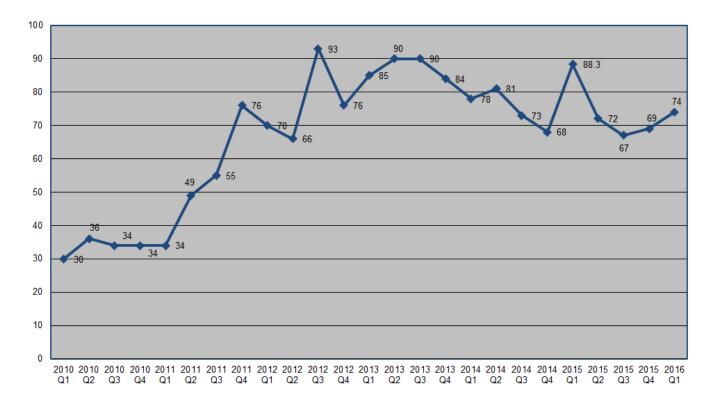
PI6 - % of Compensation Events committed within 2 weeks: Out of 202 Compensation Events recorded only 51 were responded to in the two week time

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frame. This is only 25.28% and therefore doesn't score any points. This will need to be monitored and data has been issued on Dashboards to inform all parties of this performance. The level of vacancies, currently running at over 30% within Divisions, has meant that as the level of compensation events increases, staff are struggling to assess them within the target timescale.

Overall Commentary

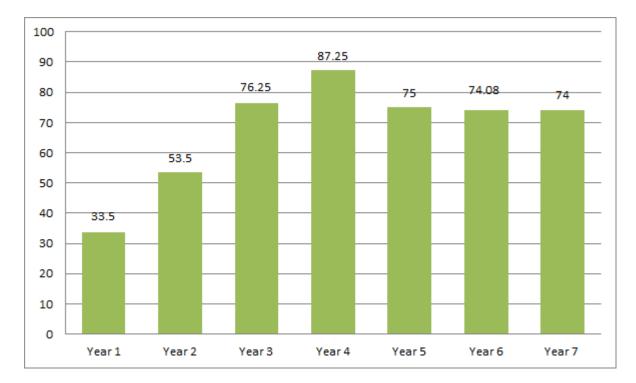
After a slight dip last quarter the Client performance has picked up, improving from 69 points in Quarter 4 Year 6 to 74 points this Quarter. PI4 saw an improvement in right first time Job Information and increased by 1 point. PI5 saw a 4 point improvement, though this due to very few compensation events at the start of the year. This indicator will start to fall away as the year goes on and Compensation Events catch up with committed jobs. Staffing resource and Agresso issues are clearly still having an impact and this can be seen in PI6 which has failed to recover from its previous low score. All these scores have been reported through to staff and will continue to be monitored for improvement.



Client Performance Scores over the Contract Period.

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Client Performance yearly average totals

<u>Alliance</u>

| Linco | Inshire Highways Alliance | | | PERF | 0 | R۱ | ΛA | NC | E | DA | SI | ΗВ | 0/ | ٩R | D | | | | Qu | arte | r 1 | | | | | | TREND |
|-------|------------------------------------------------------------------|-----------------------|--------------|-------|---|-------|-----|------|-------|-----|----|---------------|------|------|------|--------|-------|------|----|------|-----|----|---|---|---|----|-------|
| КРІ | INDICATOR | TARGET | RESULT | SCORE | 0 | | | | 5 | ; | Т | Π | | 10 | Т | | | 15 | | Τ | | 20 | | Т | Π | 25 | |
| 1 | Nett positive and neutral press coverage | 95% or greater | 90.12% | 15 | | | | | | | | | | | | | | | | | | | | | | | = |
| 2 | Satisfaction with the condition of the highways | 0% or greater | -0.90% | 20 | | | | | | | | | | | | | | | | | | | | | | | = |
| 3 | Tasks delivered against the agreed Client programme - monthly | 95% or greater | 0.00% | 0 | N | lot F | Rep | orte | d thi | s Q | | er du lata | ue t | o la | ck o | of rep | oorta | ible | | | | | | | | | |
| 4 | Relationships scoring | 6.5 points or Greater | 6.57 | 20 | | | | | | | | | | | | | | | | | | | | | Π | | |
| 6 | Creation of an agreed programme | 31st October | 31st October | 12 | | | | | | | | | | | | | | | | | | | | | | | = |
| | | | | | 0 | | | _ | _ | _ | | _ | | _ | | | | | | _ | | | _ | _ | 8 | 5 | |
| | 67 out of 85 = 78.8 | | TOTAL | 67 | | | | | | | | | | | | | | | | | | | | | | | = |

Alliance Performance commentary 2016/17 Q1

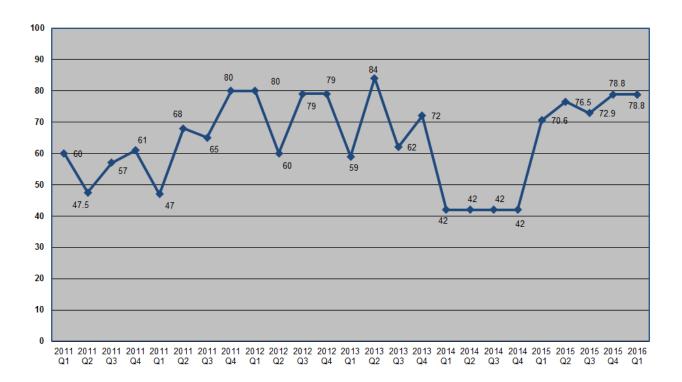
KPI1 - Net positive and neutral press coverage: This Quarter there was 438 positive and neutral stories out of 486. This gives a total of 90.12% for the Quarter. This is under the 95% threshold set for full points, which means that this Indicator scores 15 points this month. This is a slight decrease on previous Quarters, though the amount of recorded storeys has yet again increased from the previous quarter.

KPI2 - Satisfaction with the condition of the highway: This is annual data, and the figure for 2015 was a drop of 0.90% in satisfaction.

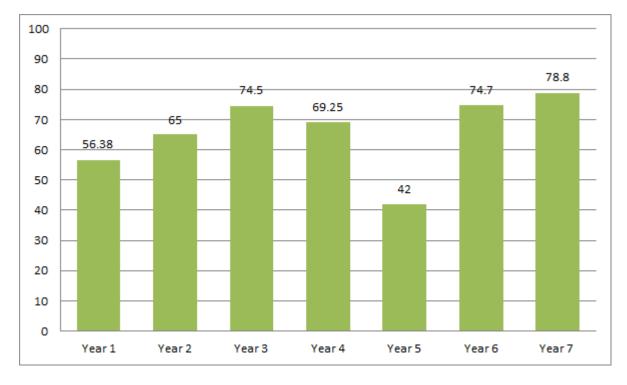
KPI3 - Tasks delivered against the agreed Client programme (monthly): Due to issues with Agresso we have been unable to score this indicator this quarter.

KPI4 - Relationship Scoring: The Scoring mechanism was adjusted at the start of year 6 so that the relationship is scored out of 10 instead of 12. This changed the score for maximum points to be a target of 6.5. This Quarter the relationship score was 6.57 which means the indicator scores full marks. This slightly up from the last Quarter

KPI6 - Creation of an agreed programme: The programme was issued one week late due to one Area Team handing their forward programme in late.



Highway Alliance scores over the Contract period.



Highway Alliance yearly average totals

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Conclusion

Scoring is still being affected by the implementation of Agresso and has caused a few problems when collecting data on one of the performance indicators. This has been noted in the commentary above. This means that we have had to adjust the scores on one of the dashboards.

The Highway Works Term Contract has risen slightly this Quarter and is still at an excellent level of performance. The Indicators have scored an average of 89.3 points which is an increase of 6.87 on the 82.43 point average last year

The Professional Service Contract has improved from 84.2 last quarter to a high of 86.3 points this quarter. This is the highest score achieved by this set of indicators and shows the continued improvement and development of this contract.

The Traffic Signals Contract scored 95 points this Quarter which is slightly down on the last Quarter, but continues the excellent performance of the Traffic Signals Contract.

The Client score has improved from last Quarter increasing from 69 to 74 points. There have been some good improvements in Performance Indictor 4 and 5 which helped the Score increase this Quarter. Indicator 5 has increased by 4 points this Quarter. Performance Indicator 6 – Percentage of Compensation Events committed within two weeks has again failed to score. Action is being taken to improve this indicator, though the impact of reduced staffing resources and Agresso/Confirm issues have not helped.

Missing data has forced one indicator in Alliance dashboard to be left unscored again this Quarter. The Alliance Indicators have remained the same this Quarter at 78.8 points. All scores have remained at the same level.

Darrell Redford August 2016

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| Indicator | | | | Target | On |
|-----------|-----------------------|----------------------------------------------------------------|-----------------------------|-----------|-------|
| No | Description | Action | Owner | Date | Track |
| | | Regular Quarterly meeting between Divisional staff and | | July 2016 | |
| | | Contractor to discuss and rectify issues. Laboratory to review | | Q1 Year 7 | |
| | | testing regime with LCC Performance Manager. New process | | | |
| | | and procedure submitted to aid in rectifying issues. There has | Target Cost and | | |
| | | been some progress on this – and we have seen an | Performance Manager, | | |
| | Quality assessment of | improvement in the scoring, though this Quarter the scores | Kier Officer and Divisional | | |
| KPI 10 | workmanship | have slipped back. Continue to review | Officers. | | |

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| Indicator | | | | Target | On |
|-----------|------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|--------------------------------|-------|
| No | Description | Action | Owner | Date | Track |
| CPI 4 | % JV orders giving "all Info" 8 weeks prior to start | Continued use of Dashboards to highlight areas of where there may be issues. Restructure of Divisions may cause a temporary blip in figures. Figures have improved – continue to monitor for another quarter | Network and Development Managers, Divisional management and Client Services Team. | September 2016 Q2 Year 7 | |
| | CE's committed within | Assess all CE's committed by Officer to see if there is a pattern. Report information on Divisional Dashboard and to the monthly NDM's meeting. Monitor results for future Quarters as Confirm/Agresso shut down will effect CE commitment. Continue to monitor the effects of Agresso | Network and Development Managers, TSP management and | September 2016 Q2 Year 7 | |
| CPI 6 | Timescale | and staffing levels on data | Divisional management. | | |

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| Indicator | | | | Target | On |
|-----------|--------------------|---------------------------------------------------------|---------------------|-----------|-------|
| No | Description | Action | Owner | Date | Track |
| | | Continue to monitor – 486 stories was the most we have | | September | |
| | Net Positive Press | had in a Quarter by a margin. Data seems to be hovering | Target Cost and | 2016 Q2 | |
| KPI 1 | Coverage Monthly | around the 90% mark | Performance manager | Year 7 | |
| | Tasks delivered | | | September | |
| | against the agreed | | | 2016 Q2 | |
| | Client programme - | | Target Cost and | Year 7 | |
| KPI 3 | monthly | Continue to monitor the effects of Agresso on data | Performance Manager | | |

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