

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

Report to:	<b>Highways and Transport Scrutiny Committee</b>
Date:	<b>28 November 2016</b>
Subject:	<b>Performance Report, Quarter 2 – (1 July to 30 September 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 highway service in Lincolnshire.

This performance report contains:

- Lincolnshire Major Highway Schemes Update;
- Lincolnshire Highways Alliance Performance Report Year 7, Quarter 2;
- Customer Satisfaction Information (including service specific complaints and compliments).

Highway Condition information and the NHT Public Satisfaction Survey Result are measured and reported annually. The NHT Results will be released in November with the annual report to follow the release date.

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 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 1 April 2010.

Each of the Alliance contracts have 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 2, can be found in Appendix B. This covers the period of July to September 2016.

The Alliance partners have managed to achieve their targets for Quarter 2. The results per contract area are:

- Alliance Key Performance Indicators (LCC/Kier/Mouchel/Dynniq) – 80%
- Highways Works Term Contract Performance Indicators (Kier) – 92.8%
- Traffic Signals Term Contract Performance Indicators (Dynniq) – 100%
- Professional Services Contract Performance Indicators (Mouchel) – 84.8%
- Client Performance Indicators (LCC) – 77%

The performance achieved in Quarter 2 shows that the Alliance Indicators are at a good level and look set to remain at a high standard 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 continue to provide a high quality service to the Alliance. This is clearly demonstrated by their achievement of scoring the maximum 100 points for Quarter 2 having successfully met the set criteria in each performance indicator.

All 380 faults received were attended within the required response times and 375 were corrected on the first visit. This demonstrates the effectiveness of the joint monthly faults analysis exercise which highlights developing trends and any problem installations.

70 of the 73 task orders were completed on time with non-requiring remedial works. This indicates the flexibility and efficiency of the workforce and their

deployment programming and tracking in working around the ever changing attendance requirements of the major schemes, emergency works requirements and in providing the countywide switch-off service for third parties.

Dynniq recognise the significance of their performance. It indicates the level of attention and positive attitude shown towards the contract and their desire to work with the Authority beyond 2020.

### Highway Works Term Contract

The main focus of work is to improve the carriageway condition. In Quarter 2 we have repaired approximately 27,701 potholes and completed 4,716 jobs.

Permitting went live on the 5<sup>th</sup> October, though it is a little early to have any relevant data. So far the implementation has run fairly smoothly. The trail held in Quarter 1 and 2 have been extremely useful for both parties and has enabled systems and processes to be tested.

The Verge Biomass trial continues, having gain interest nationally and at a regional level. The material collected during the trial cuts will be fed through the Anaerobic Digester in November. The results from this will enable the study to reach its conclusion.

The surface dressing programme has been completed for 2016 season. The programme saw approximately 2.4 million sqm of surface delivered over the County. Testing weather early in the programme had resulted in some minor issues that have been rectified.

### 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, the project management of the street lighting transformation programme, and making arrangements for a mixed Mouchel/LCC site team for the construction phase of Lincoln Eastern Bypass.

## **2. Conclusion**

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. 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 - November 2016
Appendix B	Lincolnshire Highways Alliance Performance Report Year 7 Qtr 2 July to September 2016
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](mailto:paul.rusted@lincolnshire.gov.uk).