

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

Report to:	Highways and Transport Scrutiny Committee
Date:	27 February 2017
Subject:	Performance Report, Quarter 3 – (1 October to 31 December 2016)

Summary:

This report sets out the performance of the highways service including the National Highways and Transportation (NHT) Survey, 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:

- National Highways and Transportation Survey Report 2016
- Lincolnshire Highways Alliance Performance Report Year 7, Quarter 3
- Lincolnshire Major Highway Schemes Update February 2017;
- Customer Satisfaction Information (including service specific complaints and compliments).

Highway Condition information is measured and reported annually and will be included in a future report.

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

- Lincoln Eastern Bypass
- Grantham Southern Relief Road
- Lincoln East West Link – Now Completed
- Spalding Western Relief Road
- Progress with North Hykeham Relief Road (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 February 2017 found as Appendix C to this report.

The highway service has again been successful at attaining the standard required to be registered for BS11000 Collaborative Working Relationships.

We have submitted this year's Department for Transport Self-Assessment with 21 of the 22 areas at the Band 3 level. Although still to be audited, this will give an overall Band 3 level resulting in the full retention of the Local Highways Maintenance Incentive/Efficiency Element Funding, the level of which has yet to be confirmed.

1.1 The National Highways and Transportation (NHT) Survey Report 2016

This survey measures the public perception of the importance of our highway services and the satisfaction with those services. 106 highway authorities now take part which includes 20 of the 22 County Councils. Over 3000 questionnaires are sent out to Lincolnshire residents during June and July with a response rate of 27.7%, up from 24.7% last year. This is higher than the national response rate which is 24.4% and 21.3% respectively. Lincolnshire were asked to present to this year's NHT Conference after being named one of the top two highway authorities in the country by Andrew Jones MP, the Roads Minister.

Overall satisfaction with our highway services has increased slightly this year to about the national average. Satisfaction with key themed service areas has increased for Accessibility, Walking/Cycling, Tackling Congestion and Road Safety. There has been a reduction in the satisfaction with the themes of Public Transport and Highway Maintenance possibly resulting from some negative publicity around changes to bus and street lighting services.

The NHT Survey Report 2016 can be found as Appendix A.

1.2 Lincolnshire Highways Alliance Performance

Introduction

The Lincolnshire Highways Alliance is an Alliance between the Council, Dynniq, Mouchel/WSP 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 has been extended by 1 year to 31st 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 3, can be found in Appendix B. This covers the period of October to December 2016.

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

- Alliance Key Performance Indicators (LCC/Kier/Mouchel(WSP)/Dylnniq) – 95%
- Highways Works Term Contract Performance Indicators (Kier) – 97.8%
- Traffic Signals Term Contract Performance Indicators (Dylnniq) – 87%
- Professional Services Contract Performance Indicators (Mouchel/WSP) – 84.4%
- Client Performance Indicators (LCC) – 77%

The performance achieved in Quarter 3 suggests that the Alliance Indicators are at a good level and look set to remain at a high standard as we complete 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

Dylnniq have met their "Carbon Footprint per employee" target, following a recent environmental KPIs study for 2016.

In 2015 Dylnniq produced 8.1 tonnes of CO₂ per employee, the target for 2016 was a 5% improvement on this. Dylnniq actually achieved 6.25 tonnes which is close to a 30% improvement. This takes them closer to being Carbon Neutral and reduces the overall businesses carbon footprint by 450 tonnes of CO₂ per year.

The performance of Dylnniq 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 3 we have repaired approximately 22540 potholes and completed 4,337 jobs.

Permitting went live on the 5th October and so far the implementation has run smoothly. Data to demonstrate the impact of the scheme will be available for the next performance report.

The Verge Biomass trial continues, having gained interest at a regional and national level. The material collected during the trail cuts has been fed into the Anaerobic Digester. The results from this will enable the study to reach its conclusion

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 the 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 the Lincoln Eastern Bypass.

Mouchel have recently been sold by Kier to the Canadian Consultancy WSP. WSP already operate in the United Kingdom and have a combined worldwide workforce numbering 34,000 employees. We do not envisage any negative impact to Lincolnshire from this change but will monitor performance closely during the change process.

The outcome of the Future Operating Model in the highways service is a programme that focusses on enhancing particular aspects of TSP performance. Mouchel have added value to this process through sharing comparator data and "best practice" processes from other local authorities and have been instrumental in helping develop proposals. The combined Mouchel/LCC management team in TSP are now taking shared responsibility for implementing these proposals.

1.3 Customer Satisfaction Information

Customer Complaints relating to highways have increased this quarter mainly due to the changes in street lighting policy. Transport related complaints reduced slightly.

Compliments relating to highways and transport declined this quarter.

2. Conclusion

The Lincolnshire highway service continues to perform at a high level. This level of performance is evidenced by the national recognition of the service by the Department for Transport through its Assessment Process.

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	The National Highways and Transportation Survey Report 2016
Appendix B	Lincolnshire Highways Alliance Performance Report Year 7 Q3 (October to December 2016)
Appendix C	Lincolnshire Major Highway Schemes Update - February 2017
Appendix D	Customer Satisfaction Survey (including service specific complaints and compliments)

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

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