

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

Report to:	Highways and Transport Scrutiny Committee
Date:	28 July 2017
Subject:	Performance Report, Quarter 4 – (1 January 2017 – 31 March 2017)

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 Highways Alliance Performance Report Year 7, Quarter 4
- Lincolnshire Major Highway Schemes Update July 2017;
- Customer Satisfaction Information (including service specific complaints and compliments).

The National Highways and Transport Survey and 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

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 July 2017 found as Appendix B 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. This equates to £5.1m by the financial year 2020/21.

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 2020, which means that the contract are now at full term and work has commenced on options appraisal for their replacement.

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 4, can be found in Appendix A. This covers the period of January to March 2017.

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(WSP)/Dynniq) – 95%
- Highways Works Term Contract Performance Indicators (Kier) – 90.9%
- Traffic Signals Term Contract Performance Indicators (Dynniq) – 94%
- Professional Services Contract Performance Indicators (Mouchel/WSP) – 84.3%
- Client Performance Indicators (LCC) – 70%

The performance achieved in Quarter 4 suggests that the Alliance Indicators are at a good level and look set to remain at a high standard as we start Year 8. 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 met their "Carbon Footprint per employee" target, following a recent environmental KPIs study for 2016.

In 2015 Dynniq produced 8.1 tonnes of CO2 per employee, the target for 2016 was a 5% improvement on this. Dynniq 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 Dynniq 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 4 we have repaired approximately 21341 potholes and completed 7059 jobs.

We have treated 20 sites with the "Retread" process which equates to 78,213 sqm, 22kms or 14 miles of carriageway. The surface dressing season is well underway with 460kms or 190miles of carriageway due to be treated by the completion of the programme in early September.

Permitting went live on the 5th October and so far the implementation has run smoothly. During the first four months of operation nearly 7000 new works were planned generating an income of around £350k. Random Sample Inspections of 30% of utility works resulted in a £270k income. Overrunning of works on the highway (S.74) resulted in charges of £56k being levied. Investigatory and Defect Inspections resulted in charges of £22k and Fixed Penalty Notices for failure to comply with permit conditions £33k.

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.

Customer Satisfaction Information

Customer Complaints relating to highways have increased this quarter mainly due to the changes in street lighting policy. Transport related complaints increased slightly with a variety of issues being raised.

Compliments relating to highways and transport declined slightly 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	Lincolnshire Highways Alliance Performance Report Year 7 Q4 (January to March 2017)
Appendix B	Lincolnshire Major Highway Schemes Update - July 2017
Appendix C	Customer Satisfaction Information Q4 (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