

COUNTY COUNCIL MEETING – 15 SEPTEMBER 2017

Statement from: Councillor R G Davies, Executive Councillor for Highways, Transport and IT

HIGHWAYS AND TRANSPORT

Highways Future Operating Model (FOM)

Lincolnshire County Council implemented the 'future operating model' in February of this year, which was a significant change to the client staff structure and the way that the highways service is commissioned and delivered as part of the Highways Alliance.

The highways asset is now managed by teams delivering surfacing and patching, surface treatments, minor works and TROs and cyclic works and MMTs (Mobile Maintenance Teams) which should ensure consistency and efficiency in the way these programmes of work are designed and ordered.

The highways network is managed by local highways teams who continue to play a vital role in monitoring the highway network and identifying work, carrying out safety inspections and liaising with the public.

The Network Resilience team looks after winter maintenance operations and response to highways emergencies. The Streetworks and Permitting teams manage network occupancy and the permitting scheme which was introduced in 2016.

Key Points

- 98% of the Principal Road Network is reaching acceptable standards. 95% of non-principal roads and 71% of unclassified roads are reaching acceptable standards, all improved since 2015/16
- Overall satisfaction with highway condition based on the NHT (National Highways and Transport) public satisfaction survey is improved from 52% in 2015/16 to 54% in 2016/17 - this is around average nationally
- Claims for compensation as a result of poor highway condition are down from 2015 to 2016, as is the percentage of successful claims
- The Street Lighting Transformation project is now completed and normal maintenance works will resume
- Media coverage in the final quarter of 2016/17 was increased, with more favourable and neutral coverage and less unfavourable coverage.

Lincoln Eastern Bypass

The legal process to acquire land needed for the scheme has now started. A contract has been awarded to Carillion who started on site in June 2017. A soft start is underway to establish the site team, secure resources through the supply chain and carry out an effective Value Engineering process and to remove the risk

presented by the extensive archaeological works. In addition, Carillion are co-ordinating early delivery of some diversions of statutory undertakers' equipment.

A track possession has been booked by Network Rail for October 2017; this will be a full closure of the railway to allow their contractor Bam Nuttall to construct the bridge that will take the Lincoln to Spalding railway over the bypass. Network Rail commenced work on site in December 2016 and all piling works are now complete and the bridge will then be fabricated on site prior to the rail closure and all their works will be completed by April 2018. This will allow Carillion's main earthworks operation to commence.

A scheme of archaeological investigations commenced in September, initially focused on the area required by Network Rail around Washingborough Road. A significant number of interesting artefacts have been discovered and recorded but the scale of this work is leading to cost escalation. Two highly successful archaeology open days were held in June with tours fully booked within hours of loading onto the website.

Network Rail High Street Footbridge

The footbridge opened in June 2016. The bridge has not been constructed to highways standards and Network Rail has agreed a solution that is acceptable to the Highway Authority that will be implemented in the Autumn 2017. This will involve a complete overlay of the steps.

Network Rail Brayford Wharf East Footbridge

After the planning application for the new bridge was refused by the City of Lincoln Council, Network Rail has considered their position and has confirmed that it is their intention to submit a planning appeal. This was submitted on the 11 August 2017.

Rail Issues

Working with East Midlands Trains, much improved Sunday rail services were launched on 21 May 2017 on both the Lincoln – Nottingham and Grantham – Nottingham routes. On both lines, trains now generally begin running mid-morning, rather than the afternoon as previously, opening up opportunities for day trips on Sundays in both directions.

The much delayed DfT consultation on the re-letting of the East Midlands Rail Franchise finally began on 20 July 17, with a deadline for responses of 11 October 2017. The authority will be pressing for a wide range of improvements to rail services across the county, together with more and better rolling stock, and improvements to facilities at stations. A press release has also been produced to encourage others across Lincolnshire to get involved and let DfT know what they wish to see. As a result of the delays, the new franchise will not now start until August 2019.

Peppermint Junction, Holbeach

A contract has been awarded to Eurovia Ltd which commenced on the 8 May 2017. The scheme is on programme for completion in February 2018. Works done to date include: utility diversions, drainage installations, cutting of new ditches, filling of existing ditches, extending and constructing new culverts and carriageway foundation works on the south side of the proposed A17/A151 roundabout.

The LCC project team are working proactively with the selected contractor in order to ensure that the works are progressed on schedule and that disruption to local residents, businesses and the road network is kept to a minimum.

All land needed for the road scheme has been acquired through agreement and the funding for the scheme comprises of a mix of public and private sector funding including £2m of GLLEP 'Growth Deal' funding.

This scheme is considered of strategic significance as it will improve traffic flows and road safety on the A17 as well as providing access to development land to the west and east of the A151.

Grantham – King 31 Including A1 Connection (Spitalgate Level, west to A1)

King 31 Phase 1 – The road from the new roundabout on the B1174 running towards the A1 with another roundabout to a proposed development was completed in July 2016

King 31 Phase 2 – Highways England are conducting a technical approval on the proposed design for the grade separated junction at the A1. This approval has undergone two iterations with a third iteration currently being undertaken. Once approved, Lincolnshire County Council will work alongside Highways England on taking forward statutory orders to build the scheme. Galliford Try have been appointed (through the Midlands Highways Alliance) to produce a target cost and to carry out the works, however, a works contract cannot be awarded until the outcome of the orders process is known. The current design is based on consented development in the area. A planning application was submitted on the 27 June 2017 for a designer outlet village, which could affect traffic flows differently to the previously proposed warehousing scheme.

Grantham – Southern Quadrant Link Road (SQLR)

SQLR Phase 3 - The scheme is currently on programme. Lincolnshire County Council has a valid planning permission following approval of the S73 change to planning. The detailed design is now substantially complete. Network Rail is insisting on securing a ransom for crossing the East Coast main line in accordance with their Shared Value policy. Whilst the basis of a settlement has been agreed, a satisfactory outcome of the detail is required to this issue and the ongoing S106 discussions to secure a funding package. There have been findings of significant archaeological interest which have resulted in the recommendation for further archaeological work. The decision has been made by the County Council to extend the current contract with AOC Archaeology Group to complete these works.

Spalding Western Relief Road

South Phase (Holland Park) – Lincolnshire County Council and the developer are in negotiations regarding a financial agreement for funding this section of the Spalding Western Relief Road. A principle has been agreed and is the subject of an independent financial/regulatory review to ensure this is right for the authority. Following this process the next steps are to engage with Network Rail and draft a planning application for submission.

North Phase – South Holland District Council was successful in gaining Homes and Communities Agency funding to allow for a Master Planning exercise to be developed for the whole Spalding Western Relief Road (excluding the southern section). This master planning is programmed to be complete by the end of the 2017/18 financial year with interim results gained in August for use in the Examination in Public.

North Hykeham Relief Road

The scheme progressed to 'preferred' route status agreed by the Executive in December 2006 and 'blight' property bought to deliver the scheme. There are ongoing discussions with developers of South West Quadrant regarding constructing part of the scheme to allow access to development land. The next significant stage is to submit a planning application for all or part of the route, although this is dependent on funding. Timescales for this activity are unknown at the present. Bids have been submitted to Lincolnshire Enterprise Partnership, Highways England, Homes Community Agency and Department for Transport to assist with funding design or construction of all or part of the scheme, all were unfortunately unsuccessful.

The County Council is now funding an Outline Business Case to be in a better position to take advantage of any potential DfT or other major scheme funding opportunity which will include confirmation of options and public and stakeholder consultation.

National Productivity Investment Fund Tranche 1

Lincolnshire County Council has been allocated £5.366m from the DfT on the basis that the identified schemes were put on the website by the end of March 2017 and the funds should be expended in the 2017/18 financial year.

The main improvement schemes are:

A17 Carriageway Widening at Gedney

The scheme will provide overtaking opportunities between the B1359 Gedney roundabout and Luton Garnsgate with an additional traffic lane in the eastbound direction at an estimated cost of £2.5m. It is being presented at Highways and Transportation Scrutiny Committee on the 18 September 2017 where the project benefits and scheme design will be reviewed.

Following this the public will be consulted in line with LCC's consultation policy which entails liaising with local Councillor's, residents, parishes, local businesses, bus companies, South Holland District Council and the Haulage Association, this engagement process will commence in mid-November.

A17 Sleaford Embankment

This is a maintenance scheme to stabilise and carry out remedial works on the A17 in the proximity of the A153 junction with an estimated cost of £1.8m. The scheme is currently out to tender with a return on 11 August 2017. Works are programmed to start on site in October 2017

Wolsey Way / Wragby Road Junction Improvements

This scheme involves two signalised junction improvements which will increase the junction capacity with an estimated cost £2m scheme with £1m NFIF funds and developer contributions. On programme to start on site in January 2018

National Productivity Investment Fund Tranche 2

Two bids were submitted in June 2017 for Tranche 2 funding which covers two financial years 2018/19 and 2019/20. These were:-

A46 Welton Roundabout/ Lincoln Road

This scheme introduces a new roundabout and improved access to Welton on Lincoln Road which will improve safety at an estimated cost £4.5m with LCC forward funding and recovering costs through developer contributions. An information event has been carried out in Welton and another is proposed for Dunholme. A planning permission is due to be submitted in August 2017

A17 Carriageway Widening at Long Sutton

This scheme will provide overtaking opportunities between the B1390 roundabout and the junction with Seagate Road with an addition traffic lane in the westbound direction with an estimated cost £2m. This will complement the Gedney scheme and when complete both these improvements will improve journey time reliability and alleviate congestion on the A17.

Street Lighting Transformation Project

The Street Lighting Transformation was substantially completed at the end of March 2017. Energy consumption has been reduced by 54% as a result, delivering the required £1.7m revenue saving.

As at 31 July 2017, 15,660 LED lights have been installed, 43,370 Part Night conversions have been completed and 870 street lights have been fully switched off.

There continues to be some work to complete 1,470 more LED conversions on heritage-style lanterns (which needed special equipment orders) and 544 part night conversions to columns on footpaths which need scaffold to access them.

A scrutiny review will look at the impact of the change in the Street Lighting Policy to turn street lights off in certain areas at midnight. The review will consider a number of different areas where there may have been an impact as a result of this change. Starting in September the review will report back to the Council within six months.

Alliance Performance

The Lincolnshire Highways Alliance is now in its 8th year of operation. At the conclusion of year 7 each of the Alliance contracts was awarded a final extension to 31st March 2020, which means that the contract has been issued to year 10 of a possible 10. These extensions are based on performance which is measured through a series of agreed indicators. It is unusual for an Alliance contract such as this to last its full possible term, so this in itself should be seen as an achievement for Lincolnshire.

The Alliance partners managed to achieve their targets for Quarter 4 of year 7. The results per contract area were:

- Alliance Key Performance Indicators (LCC/Kier/WSP/Dynniq) – 95.0%
- Highways Works Term Contract Performance Indicators (Kier) – 90.9%
- Traffic Signals Term Contract Performance Indicators (Dynniq) – 94.0%
- Professional Services Contract Performance Indicators (WSP) – 84.3%
- Client Performance Indicators (LCC) – 70.0%

The performance achieved in Quarter 4 suggests that the Alliance Indicators are at a good level. Performance data is currently being collated for Quarter 1 of Year 8 and initial results suggest that all areas are set to remain at, or build upon, the high standard set in 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.

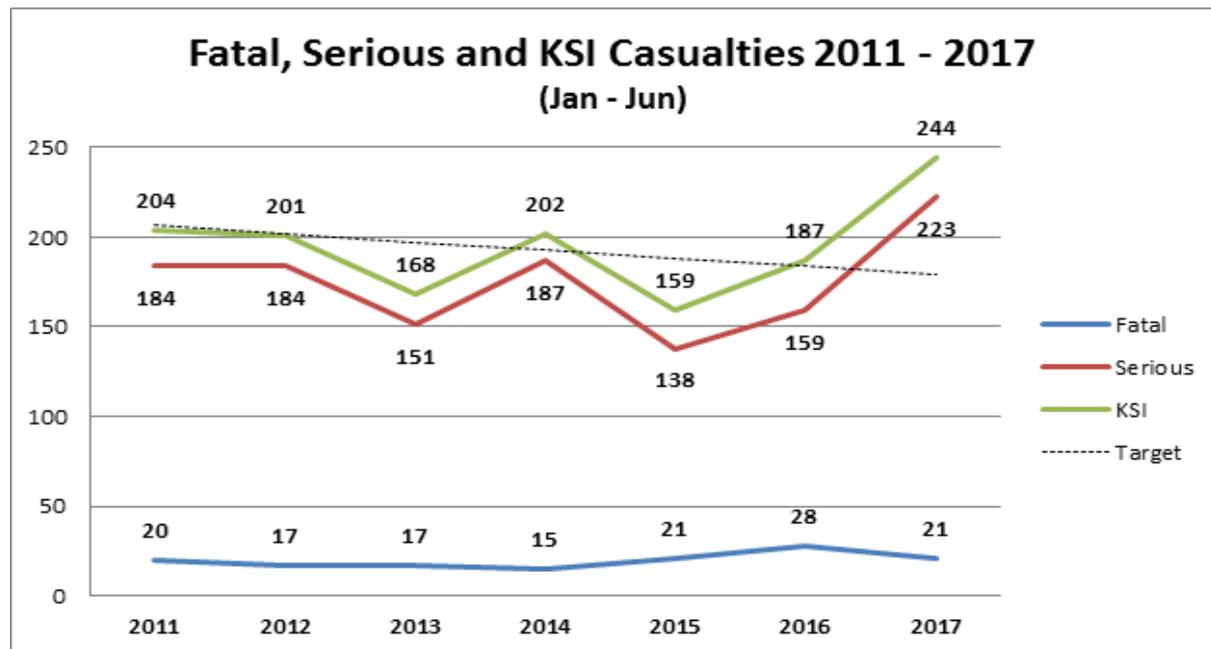
Winter Maintenance

The County Council currently has 25,000 tonnes of salt within our 8 highways depots and a further 12,000 tons available on quayside at Immingham Docks. We have 43 gritting routes in Lincolnshire covering all aspects of the variable geography of the County, from highly traffic urban areas such as Lincoln, Boston and Grantham, to the rural flat fen lands and the hilly Wolds area. These present the Authority with a wide range of winter weather challenges which we monitor through strategically placed weather stations. All arrangements are in place for the forthcoming winter season.

Lincolnshire Road Safety Partnership (LRSP)

Casualties: There have been 23 fatal casualties in Lincolnshire in 2017 compared to 37 for the same period in 2016 (up to 7 August).

KSI casualties have increased by 29% and slight collisions have decreased by 18%. Department for Transport confirmed that moving to electronic reporting of Stats 19 may increase recordings of serious collisions by up to 15%. Other police forces are reporting similar results.



Enforcement: The average speed camera system on the A16 at Crowland has been operational since 5 December 2016. Data from the week prior to enforcement showed 100 vehicles per day exceeded the national speed limit by 8mph+. That figure has reduced to an average of 30 vehicles per day in the first 6 months.

LRSP and Lincolnshire Police are currently exploring the feasibility of expanding the Community Speed Watch scheme to allow active members of local communities to monitor speeds of vehicles using speed detection devices. Vehicles exceeding the speed limit are referred to the Police with the aim of educating drivers to reduce their speeds. In cases where education is blatantly ignored and evidence of repeat or excessive offences is collated, enforcement and prosecution follow.

Training: Attendance at the revamped mature driver scheme (now Mileage for Life) has significantly increased since a zero charge to attend has been introduced.

Performance Plus was a huge success when delivered on May and included the revised format including Smart Rider (observed ride out). The next event is planned for 19 September 2017. What's Driving Us numbers have fallen as mobile phone offences are no longer deemed suitable for alternative to sanctions.

The following completed training courses in Lincolnshire to the end of October 2016:

	Up to end July 2017	Up to end July 2016	Difference
Speed Awareness	8397	8359	+38
Driver Alertness	197	154	+43
What's Driving Us	222	441	-219
Driving 4 Change	1	7	-6
Ride	6	15	-9
Taxi Driver	47	28	+19
Pass Plus	29	20	+9
Mileage for Life	87	6	+81

Education: Education and prevention officer led training continues to be delivered across the County achieving 58 road safety focussed activities with Primary and Secondary schools across Lincolnshire up to the end of April 2017, totalling road safety engagement with over 3200 children and young adults excluding the Young Passengers Awareness Programme and 2fast 2soon.

2fast2soon Corporate is a bespoke approach in addressing and improving road related behaviour in those who drive for work. As part of a Corporate package businesses have opportunity to engage in a toolkit of options most appropriate for them and their business. 2f2s corporate focusses on prevention messages through Theatre in Employment for those who drive for work. LRSP is expecting to launch 2f2s corporate in the autumn.

The development of a Young Rider engagement package is underway with the Young Rider survey currently live. Following survey analysis the bespoke package development will be implemented and tailored to meet the needs of vulnerable young riders across Lincolnshire and available in the most accessible form to them.

Engineering: Over 70 Road Safety Audits at various stages (Preliminary Design/Final Design/Works Completed) have been carried out by the AIP team in the last financial year 1 April 2016 – 31 March 2017.

LRSP is assisting with the DfT Safer Roads Project with North Lincolnshire & North East Lincolnshire Councils. This may result in funding being awarded to deal with collisions on some of our high risk roads (A18/A631/A1084). Bids to DfT are required by the end of September 2017.

LRSP Review: A joint Lincolnshire County Council and Lincolnshire Police review of the Lincolnshire Road Safety Partnership was undertaken in 2015/2016. The first stage of implementing the review recommendations was completed in 2016 with the LRSP Management Restructure. Formal consultation on the final stage of the proposed organisational changes will commence on 6 September 2017.

Total Transport Initiative – Integration with Health

The Transport Services Group continues to encourage Health Services to seek opportunities to integrate their transport with key transport provided by the County Council. TSG did try to influence the CCGs over the Non-Emergency Passenger Transport (NEPT) procurement contract, including the option of dividing the contract into booking/scheduling and transport delivery. However, this was unsuccessful. Nonetheless, TSG did manage to get reference to Total Transport included in the NEPTS contract specification which encourages liaison with LCC and which could enable the scope of the contract to be reviewed in the light of collaborative developments.

The new NEPTs contract started 1 July 2017 with Thames Ambulance Service Ltd as the new supplier for 5 years. This provides an opportunity to change the passenger transport network before the next re-procurement begins. There is a significant level of momentum for a re-designed network creating a more efficient and integrated approach to the county's passenger transport network and service delivery. This momentum is between a group of representatives from LCC, the CCGs, Sustainability and Transformation Plan (STP) Team, and Thames Ambulance Service Ltd (TASL). A business case has been drafted for a 12 month project to propose a new re-designed network and an implementation plan, this joint project with the CCGs and service providers could ultimately see transport services organised and/or delivered using a Total Transport approach and would enable efficiencies to be quantified. It is proposed that LCC project manages this project, making use of expertise and experience. The project will cost up to £100,000 and funding is being sought from the STP as well as using the DfT's Total Transport funding from TSG's budgets. If we can pioneer such a collaborative project, early indications are that external development funding could also be sourced.

Political sensitivities regarding the STP are noted. However from an operational perspective, it is still sensible for us to collaborate on a project which looks to achieve greater efficiencies for all parties involved in commissioning and delivery of transport. Such collaboration will not prejudice the outcomes of the STP deliberations in terms of redesigning clinical services, rather it will help to ensure more informed decisions are made and that any transport requirements resulting from the STP (whatever they may be) fit within a more efficient transport network. TSG is therefore actively engaging with NHS colleagues on this aspect.

The TSG is also working closely with Voluntary Car Schemes to develop their transport offer. We continue to support them with a programme of online training for staff, improved software and a best practice forum for all schemes. It is hoped that this will assist the community transport operators in providing effective and potentially increased coverage for vulnerable and isolated members of the community.

Teckal Company Development (TransportConnect Ltd)

Summary of progress

TransportConnect Ltd is now fully operational with the planned services being delivered effectively. There have been some initial issues surrounding spare vehicles and staff performance, which are being addressed proactively by the Company's management. There has also been a fire at one of the sites leased from LCC at Barrowby, which has caused operational and contingency issues, but the whole staff base has responded proactively and positively to the challenges faced.

TransportConnect is now contracted to deliver the following contracts for LCC:

- 3 of the new SEND One School One Provider contracts
- 1 single vehicle SEND contract
- 1 mainstream school contract
- 1 Adult Social Care contract
- 14 CallConnect/Local Bus contracts

The company is delivering the purpose it was established for, in that it is enabling a market capacity issue in the south of the county to be met and it is compelling the market to generate more cost effective contract bid process.

Governance and Strategy

Discussions are taking place internally in order to establish the most appropriate structure and decision making within the Council, to ensure the required level of control is exerted by the Council. These arrangements include the procurement process the Council follows when procuring TransportConnect, which can be through a formal tender process or through the direct award of a contract without a tendering exercise. The company's Board of Directors meets on a monthly basis.

The Company are currently developing a three year strategic plan. Once approved, the company would submit annual priorities to the Council for approval, to ensure its strategic direction remains aligned to the Council's requirements.

Effective Highways Communications

A number of improvements to the online highway faults reporting system are progressing to improve our highway services customers' experience. An update on this was given to the Highways and Transport Scrutiny meeting on 28 July 2017 and a further update will be reported in six months' time. With the highway services new operating model, routine liaison is taking place with the Customer Services Centre to realise the channel shift and improve information flow. Local highways management teams are meeting the County Councillors routinely and Parish Councils cluster meeting have started.

BROADBAND UPDATE

Phase 1

The main broadband project (phase 1) was concluded on its scheduled date of 31 March 2016. At the end of phase 1, 150,775 premises had been successfully fibre enabled, which equates to 738 roadside cabinets. The Phase was delivered with savings of just over £15m and this will be utilised to fund a 'Third Phase' deployment where we will look to push faster broadband even further out into the county. Each Superfast enabled premise was delivered at an average cost of £178 against a projected figure of £293.

Customer Take Up for Phase 1 currently sits at 44% and we expect to hit 45% before the end of Phase 2. This is well above what we projected and will bring additional funding back into the Investment Fund as a result of the 'Clawback' agreement in the contract.

Phase 2 & 3

For the purposes of contractual accuracy, all work that was deemed as 'phase 3' has been added to phase 2 of the project. This allows us to utilise the circa £15M underspend and the £4.65m clawback funding without any legal complications.

The effect of this at present is an increase in Superfast broadband coverage from 4801 premises under the original plans, to circa 21K premises at this point. This revised figures takes account of BT modelling the £4.65m clawback funds and £8M of the underspend.

Further planning is ongoing to utilise an additional £550K BDUK funding matched by the same amount from underspend. We have selected areas where we believe we can deliver value for money and excellent coverage and initial responses from BT indicate that a further 1500 premises will benefit from this exercise. All will get fibre to the premises (FTTP) technology at an indicative cost of £850 per property. This does indeed represent excellent value and demonstrates the effectiveness of the work the Team has been doing in the background.

Going forward, we believe we will hit 97% Superfast coverage by December 2019 and this aligns with the latest Government targets. We are now looking at how best to cover off the remaining 3% and feel that a mix of alternative technologies will provide the optimum solution.

Additionally, the Government has just announced additional funding for rural broadband and we are working to try to secure some of this funding.

INFORMATION MANAGEMENT AND TECHNOLOGY

IMT Services being delivered by Serco are continuing to slowly improve, and many services are relatively stable. There remain several areas where the breadth of services delivered by Serco, and level of service are falling short of expectations. Service improvement activity targeted to resolve this, which was bolstered by a recovery plan requested by the Audit Committee, is beginning to take shape to improve the situation but the service is still in need of considerable rectification.

The main areas of current dissatisfaction are the poor workability of newly deployed IT, project delivery and the performance of the Service Desk. The Information Assurance team continues to succeed in providing expert Information security and information governance advice and is now undertaking considerable planning for the implementation of the General Data Protection Regulations in May 2018.

End User Experience

Whilst there are issues with the wider IT service, most users are still receiving a good level of service which enables the 'as is' functioning of the Council to continue.

Recent initiatives for Serco to reduce the size of the local service desk and push more calls to their central team in Birmingham have not been seen as successful and mitigation/improvement activity is underway. The number of calls logged has increased and it is felt that this is due to a worsening end user experience (and more issues) coupled with a slower response to fix these. It is generally felt that the speed of the network continues to frustrate alongside new technology that has not performed, or is fully functional, as expectation.

Project Delivery

Project delivery remains the most challenging part of the Serco service, with small 'business as usual' projects taking longer to commission and deliver than expected.

Many of the rectification and transformation projects remain without plans to deliver. Whilst the achievement of recording against IMT_KPI_11 has been met, this currently excludes a significant number of major projects including the website replacement and channel-shift. Minimal tangible progress in improving project delivery has been evidenced over the previous six month period.

Service Improvement Plans

Whilst a significant number of service improvement plans have been put into place following significant deficiencies being identified through maturity assessments and the outcome of incidents and/or service failings, these are not progressing at the necessary speed to improve matters and continue to place IT services at risk of failure.

Due to concerns raised by the Audit Committee, Serco agreed to a rectification plan for those areas which achieved poor manager assurance. All activities were due to be completed by April, but may continue into November. This includes back-up processes, resilience of systems, cyber-security and project delivery amongst the outstanding initiatives.

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