

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

Report to:	<b>Highways and Transport Scrutiny Committee</b>
Date:	<b>11 December 2017</b>
Subject:	<b>Performance Report, Quarter 2 (July 2017 to September 2017)</b>

**Summary:**

This report sets out the performance of the highways service including the Lincolnshire Highways Alliance, Major Highway Schemes Update, the National Highways and Transport (NHT) Survey 2017 and the Customer Satisfaction Information.

**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 8, Quarter 2
- Lincolnshire Major Highway Schemes Update December 2017;
- National Highways and Transport (NHT) Survey Report 2017
- NHT Public Satisfaction Survey 2017 Results Analysis
- Customer Satisfaction Information Q2.

The 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 Major Highway Schemes Update Report December 2017 found as Appendix B to this report.

## **Lincolnshire Highways Alliance Performance**

### Introduction

The Lincolnshire Highways Alliance is an Alliance between the Council, Dynniq, 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 31<sup>st</sup> 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 8, Quarter 2 can be found in Appendix A. This covers the period of July to September 2017.

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

- Alliance Key Performance Indicators (LCC/Kier/WSP/Dynniq) – 97%
- Highways Works Term Contract Performance Indicators (Kier) – 86.8%
- Traffic Signals Term Contract Performance Indicators (Dynniq) – 95%
- Professional Services Contract Performance Indicators (WSP) – 85.4%
- Client Performance Indicators (LCC) – 76%

The performance achieved in Quarter 2 suggests that the Alliance Indicators are at a good level and look set to remain at a high standard for the remainder of 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

Performance reporting for Quarter 2 indicates that Dynniq continue to provide a high level of service to the Alliance. Compliance values for PI numbers 4, 6 and 8 were again high at 89.9, 100 and 99.5%. The slight reduction to KPI 4 and slight increase to the Waste/Recycling score equate to a second quarterly result of 95/100.

The trial of the proposed new 18/19 performance indicator defining performance against key milestones for the supply, programming and testing requirements for traffic signal controllers and their communication devices is now active. This will

track works through Q3 and Q4 and will be assessed and reviewed for introduction in Q1 of 18/19.

The roll out of the new Fault Management System continues. Engineers now have access via tablet devices and will shortly be using live hazard and risk assessment forms. Engineers have been using the live fault information and clearance description features. These have been monitored and assessed to support more accurate fault monitoring reports. On street configuration data for the signal controllers and out-station units are also being added to provide Engineers with 24/7 access to the current programming.

The main ongoing analogue to digital out-station conversion project continues to progress. Dynniq have recently brought to market their own mobile communications based option for our remote pedestrian crossing facilities. This will be trialled shortly but is expected to be adopted as it offers additional key monitoring features for the same price as the 3rd party devices installed to date.

### Highway Works Term Contract

The main focus of work is to improve the carriageway condition. In Quarter 2 we have repaired 22093 potholes and completed 8924 jobs.

We have treated 20 sites with the "Retread" process which equates to 75,000m<sup>2</sup>, or around 21kms (13 miles) carriageway. The surface dressing programme has now been completed with 460kms (190 miles) of carriageway treated.

Resurfacing works were completed on a 3 mile stretch of the B1397 and A152 between Gosberton and Sutterton in September. This was one of the biggest resurfacing jobs of the year but was completed with minimum disruption and will provide significant improvements to make sure the road remains safe for motorists.

The winter maintenance season started on 1<sup>st</sup> October, with the "high season" commencing on 1<sup>st</sup> November, with no runs required throughout October. We currently have more than 35,000 tonnes of salt in stock either in the 8 depots around the County or on dockside at Immingham. The annual blessing of the gritters took place at Ancaster on 16<sup>th</sup> November and further events took place at other local depots on 22<sup>nd</sup> November.

### 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. In addition to providing a mix of public / private sector skills within the TSP, WSP have the capacity to respond to the resource needs associated with Phases 2 and 3 of Grantham, the provision of a site team for the construction phase of the Lincoln Eastern Bypass, and input to the North Hykeham relief road.

Having bought Mouchel in late 2016, WSP have now completed the integration of Mouchel into their business, and the Council's contract with Mouchel Limited has been novated across to the WSP UK Limited. This increases the resources available to the Highways Alliance with WSP having 7000 UK based staff and 34000 worldwide.

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

### **National Highways and Transport (NHT) Survey 2017**

Overall, the results from the public satisfaction survey were disappointing but would appear to be driven by recent changes to street lighting, which should recover in future years now that the transformation project is complete. Overall satisfaction fell from 54% in 2016 to 51% in 2017, which is similar to where it was in 2015. Satisfaction with condition of highways actually remains at the same level as it was in 2016 and has risen 6% in the past 5 years.

The main drop in satisfaction was with street lighting, which has dropped by 15% and would seem to drive the perception of other areas and overall satisfaction, as there are no other obvious links between level of service and public satisfaction.

At the recent NHT annual conference, where the 2017 results were analysed, it was noted that the high performing authorities did not necessarily have the best network conditions or asset management but did push their communication around the service, which is what they feel has led to improved scores. One particular PFI has invested a significant amount, with a commitment to completely resurface the majority of their roads. Despite having completed most of that work, they are still seeing disappointing results for satisfaction with highway condition, which are not much higher than Lincolnshire's.

The "Tackling Congestion" theme remains above the national average maintaining a continuous trend of improvement since 2014. It is worth noting that satisfaction with speed of repair to damaged roads/pavements, quality of repair to damaged roads/pavements and keeping roads clear of obstructions has all increased. This may be due to the introduction of the Network Resilience team in the FOM and an effort with Alliance Partners to provide a more efficient and consistent response to Category 1 defects such as dangerous potholes.

Satisfaction with winter maintenance is still above the national average which is a good news story but this is not a key indicator in the report. The National Highways and Transport Survey Report 2017 can be found as Appendix C with the NHT Public Satisfaction Survey 2017 Results Analysis as Appendix D.

## Customer Satisfaction Information

Customer Complaints relating to highways have increased this quarter due to a range of issues. Transport related complaints increased slightly with a variety of issues being raised.

Compliments relating to highways and transport also increased slightly this quarter. The full Customer Satisfaction Information Quarter 2 July to September 2017 can be found as Appendix E.

## 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 8 Quarter 2 July to September 2017
Appendix B	Major Highway Scheme Update Report December 2017
Appendix C	National Highways and Transport Survey Report 2017
Appendix D	NHT Public Satisfaction Survey 2017 Results Analysis
Appendix E	Customer Satisfaction Information Quarter 2 July to September 2017

## 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](mailto:paul.rusted@lincolnshire.gov.uk)

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