

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

Report to:	Highways and Transport Scrutiny Committee
Date:	11 June 2018
Subject:	Performance Report, Quarter 4 (January 2018 – March 2018)

Summary:

This report sets out the performance of the highways service including the Lincolnshire Highways Alliance, Major Highway Schemes Update an update on the NHT Action Plan 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 4
- Lincolnshire Major Highway Schemes Update June 2018;
- NHT Action Plan Update
- Customer Satisfaction Information Q4.

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 June 2018 found as Appendix B to this report.

The Council submitted its Department for Transport Self-Assessment for the 2018/19 funding round. We assessed ourselves as being at Level 3 for all 22 areas of competence which has retained our Band 3 status and helped us to retain all of the Incentive Element of funding. For 2018/19 this funding is £5,238m.

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 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 8, Quarter 4 can be found in Appendix A. This covers the period of January to March 2018.

The Alliance partners have managed to achieve their targets for Quarter 4. The results per contract area are:

- Alliance Key Performance Indicators (LCC/Kier/WSP/Dynniq) – 60%
- Highways Works Term Contract Performance Indicators (Kier) – 85.4%
- Traffic Signals Term Contract Performance Indicators (Dynniq) – 95%
- Professional Services Contract Performance Indicators (WSP) – 81%
- Client Performance Indicators (LCC) – 62%

There has been a slight dip in performance in some areas but good overall performance achieved in Quarter 4 suggests that the Alliance Indicators are set to remain at a high level for the start of Year 9.

Traffic Signals Term Contract

Dynniq continue to achieve high scores on the Contract Performance Indicators and deliver an excellent service to the County Council and the Highway Alliance. 99.01% of traffic signal faults and 99% of task orders are acted on and required works and actions are completed within contract timescales to ensure traffic signals are operating with the minimum of downtime.

100% of annual safety and condition inspections have been completed in the current 12 month period.

100% of materials recovered from site are either reused or recycled.

The reduction in Carbon emissions is on target to be significantly below the 117.6 Tonnes target agreed for the current 12 month period. This is a 5% reduction on the agreed baseline of 123.77 Tonnes for the year.

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. This is now integrated with the annual refurbishment program and delivers more up to date control modes allowing the operations room to more closely monitor installations. Dynniq have recently brought to market their own mobile communications based option for our remote pedestrian crossing facilities. This has been trialled and is expected to be adopted as it offers additional key monitoring features for the same price as the devices installed to date.

Highway Works Term Contract

The main focus of work is to improve the carriageway condition. In Quarter 3 we have repaired 7144 potholes, which was lower than the previous quarter mainly due to the severe winter weather and multiple snow events. Whilst freezing temperatures cause damage to the road network, the need for so many gritting runs also reduces the resource available for reactive maintenance works. To combat this, extra gangs were brought in throughout February and March which increased the productivity towards the back end of the quarter. With the weather improving and extra resources, in April alone 4273 potholes have been repaired so the next quarter is on target to see a vast increase in productivity.

Around 334 miles of surface dressing will be carried out over the summer, to extend the life of existing roads and prevent potholes from forming. These works commenced on the 16th April.

4.5 miles of carriageway over 21 different sites will be completely resurfaced this year, along with 108 patching schemes across the County. In addition, following successful treatment in recent years, there will be a further programme of in-situ recycling in 2018 spread over 19 sites which equates to around 13 miles of carriageway. This "retread" process is carried out on mainly rural, unclassified roads and is helping to maintain the condition of the unclassified network in a steady state, as well as providing environmental benefits over traditional techniques. Some of the extra funding which has been made available is being used for a selection of 41 reconstruction schemes on residential roads. These sites are where the public begin and end their journey and will make a highly visible impact to the urban network.

In 2017/18, 52 footway and drainage schemes were completed along with 89 lining and stud replacement schemes. In 2018/19 there will be an even larger programme with 93 footway and drainage schemes planned throughout the year.

The first grass cut of the season began in April, with weed spray following in May. Gully cleansing is ongoing using data from previous cycles to target the assets most in need of attention, whilst leaving some self-cleaning gullies on a longer cycle length. The verge biomass trial takes place over the summer and is expected to collect 3000 tonnes of material for processing. This is a source of national interest and the plant was specially commissioned and designed for Lincolnshire.

The winter has been colder than the recent run of mild winters, with 128 turnouts required, compared to 62 last year. 37,897 tonnes of salt was used, which is the most since the extended winter of 2012 when frosts began in October and ran into May. The snow events of February and March have contributed greatly to these figures.

Professional Services Contract

The Technical Services Partnership continues to be engaged in the design and supervision of our major schemes, and a range of other internal and external commissions, traffic modelling and other consultancy work. TSP also has commissions for ongoing specialist services in Lincoln for signals, street lighting, structures, and signing & lining.

The flexibility of this "mixed economy" public/private sector contractual arrangement continues to work well. In addition to providing the integrated private sector skills within the TSP, our partners WSP have the capacity to respond to the resource needs associated with Lincoln Eastern Bypass, Phases 2 and 3 of Grantham, strategy development, the delivery of Spalding Western Relief Road, input to the North Hykeham relief road and specialist activities such as the development of a multi-modal traffic model for Lincoln

The combined WSP/LCC management team in TSP is taking shared responsibility for implementing proposals from the Value for Money review undertaken as a result of the application of the Future Operating Model. Notable developments are the successful implementation of new software and processes to enhance the focus on delivery to time and cost, and also the introduction of an additional WSP management resource to support delivery of the TSP improvement plan.

NHT Survey Action Plan Update

Since the 2017 NHT results were published, a team from Lincolnshire has met with various local authorities including North East Lincolnshire, Northamptonshire, Cambridgeshire and Peterborough to discuss various pressing issues around the new Code of Practice for Highways Maintenance. At each of these meetings, there has been an agenda item for communications and NHT survey results to share best practice and ideas over effective engagement with the public. Lincolnshire was also represented at the NHT Annual Conference, at which the highest scoring authorities in the latest survey discussed how they felt they had achieved strong or improving scores and some of the communication strategies they had in place.

A short term communication strategy to focus on the areas of weakness in the survey is being arranged for the summer, ahead of the next survey in July/August. This will include focus on the additional spend on planned works (residential streets, recycling schemes, thin surface course replacement) and also improvements to the reactive service. The Council's Twitter and Facebook accounts will be used to circulate before and after photos of everything from pothole repairs to large resurfacing sites. A new dedicated page on the website will detail the new quality approach to reactive repairs and include video footage of how potholes are repaired in Lincolnshire. The Highways Work Term Contractor is having social media training to enable better use of the tools available and improved engagement in co-ordination with our own Communications team.

The UK Asset Management Board has recently been established and Lincolnshire is part of this, reporting directly to the UK Roads Liaison Group. A piece of work is ongoing around the communication of asset management principles both internally and with the public, with various new approaches to highlighting the positive aspects of highways services being collated.

The Infrastructure Commissioning team has met with the Communications team to discuss producing "Public Dashboards" as an extension of the Councillor Dashboards. It has been decided that the most effective way to achieve this would be to take infographic excerpts from the main dashboards that would be of particular interest (potholes, gritting runs) and tweet these out regularly to keep pushing the amount of maintenance work that is constantly ongoing.

One of the next research themes for the Future Highways Research Club which Lincolnshire is part of is around community engagement. The research question is as follows:

Community engagement (and participation) remains a high political priority. It also presents an opportunity for reducing costs and improving services delivery. How can the concepts of "Community Commissioning (CC)", "Community-Delivered (CD)" and "Community Funded (CF)" services be applied in a highways context?

Findings from this research should be incorporated into the strategy around community engagement within Highways and Transport. Collaboration through such groups is vital to identify new ideas and best practice rather than continuing as we always have.

Customer Satisfaction Information

Customer Complaints relating to highways have decreased again by around 16% this quarter and they relate to a range of issues.

Compliments relating to highways and transport also decreased slightly this quarter.

The full Customer Satisfaction Information Quarter 4 January to March 2018 can be found as Appendix C.

2. Conclusion

The Lincolnshire highway service continues to perform at a high level. Action is being taken to improve the perception of our highway service to ensure that it fully reflects this high performance

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 4 January to March 2018
Appendix B	Major Highway Scheme Update Report June 2018
Appendix C	Customer Satisfaction Information Quarter 4 January to March 2018

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