

**Open Report on behalf of Andy Gutherson,  
Interim Executive Director for Place**

Report to:	<b>Highways and Transport Scrutiny Committee</b>
Date:	<b>11 March 2019</b>
Subject:	<b>Performance Report, Quarter 3 (Oct 2018 – Dec 2018)</b>

**Summary:**

This report sets out the performance of the highways service including the Major Highway Schemes Update, Lincolnshire Highways Alliance Performance, National Road Condition Indicators, the CQC (Customer, Quality, Cost) Efficiency Network Results 2018 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:

- Major Highway Schemes Update March 2019;
- Lincolnshire Highways Alliance Performance Report Year 9, Quarter 3;
- National Road Condition Indicators 2018/19;
- CQC Efficiency Network Results 2018;
- Customer Satisfaction Information Q3.

### Major Highway Schemes Update

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 March 2019 found as Appendix A 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 contracts are now at full term and work has commenced on the procurement of their replacement.

### Performance

Quarterly performance is reported through the Alliance management structure which includes a specific Performance Working Group, with performance issues becoming the subject of an improvement action plan. A copy of the Lincolnshire Highway Alliance Performance Report for Year 9, Quarter 3 can be found in Appendix B. This covers the period of October to December 2018.

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

- Highways Works Term Contract Performance Indicators (Kier) – down from 93.4% to 87.2%  
The score this quarter has dropped from 93.4 last quarter. This is due to a slight decrease in response time to emergency work, and a decrease in quality assessment of workmanship passes. The emergency response times were historically only recording out of hours jobs, but have recently started including all works during the working week. Additionally, more 1 and 2 hour responses have been issued in place of traditionally 24 hour responses, narrowing the margin for error. The quality assessment of workmanship score has been adversely affected where confirmation of test results is pending at the time of reporting, and these outstanding schemes are scored as a fail. Both of these changes are being addressed through the Alliance Performance Working Group, with suggested changes to the way these measures are recorded already proposed for the next quarter to give a more accurate reflection of performance.
- Professional Services Contract Performance Indicators (WSP) – down from 85.2% to 84.5%  
Performance remains at a good level albeit with the Q3 slightly down overall on recent quarters all-time high. The underlying trend therefore is balanced following a period of continuous improvement.
- Traffic Signals Term Contract Performance Indicators (Dynniq) – up from 97% to 99%  
The overall score has increased slightly from 97 to a score of 99 points. Performance in this area is always very high.
- Client Performance Indicators (LCC) – Up from 59% to 62%  
The Client score has increased this quarter. This is due to the forward programme measure scoring points.

- Alliance Key Performance Indicators (LCC/Kier/WSP/Dynniq) – up from 55% to 65%

The score this quarter has increased from 55 points to 65. Whilst the Public Satisfaction Survey score has dropped, there have been improvements in tasks being delivered against the programme and also in having an Agreed Programme in place.

There has been a dip in performance in some areas but good overall performance achieved in Quarter 3, suggests that the Alliance Indicators are set to remain at a high level for the remainder of the Alliance.

### Traffic Signals Term Contract

Dynniq Performance scores continue to be good. With a Q3 score of 99%.

#### Service Delivery:

Focus has been to reduce the number of faults reported and also the number of repeat faults. Current statistics demonstrate a continuing reduction in reported faults each month with 99% of faults fixed first time. This is due to continued training and support given to the Lincoln team.

Planned maintenance continues to be on schedule, these visits are an opportunity to report back any onsite anomalies and hazards that need to be addressed. Photo evidence is captured if required.

#### Environmental:

100% of materials recovered from site are either reused or recycled. The reduction in Carbon emissions target is significantly below the 117.6 Tonnes target agreed.

### Highway Works Term Contract

The main focus of work is to improve the carriageway condition. In Quarter 3 of Year 9 we have repaired 29,920 potholes, increasing from 25,874 in quarter 2 and 22,036 in Quarter 1 (26% increase). In anticipation of the potholes which can be caused by colder weather, extra reactive gangs have been working over the winter months which won't be diverted onto gritting. In January 2018, only 2202 potholes were filled but extra funding and alternative arrangements mean that in January 2019, 7600 were repaired. Positive results have been seen from the introduction of the new pothole process, with less repeat visits to the same defect. This process involved repairs being saw cut, filled with hot material and sealed to provide a higher quality repair and is being carried out wherever practicable. The number of "first time fix" repairs has been increasing throughout the year, standing at 88% in quarter 3.

The surface dressing programme was completed at the end of the summer, with around 378 miles of carriageway treated. This will extend the life of existing roads and prevent potholes from forming. In 2019, a further programme of surface dressing is planned, to treat another 349 miles of road. In addition, 86 miles of footway will be slurry sealed, improving the condition of the surface and preventing degradation.

21 different sites have or are in the process of being completely resurfaced this year, along with 108 patching schemes across the County. In addition, there was a

further programme of in-situ recycling 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. Testing of sites carried out over the last 5 years shows positive results (as well as a drastic visible improvement in the road surface) and as such the plan is to continue with a further programme in 2019.

Some of the extra funding which has been made available has been used for a selection of 41 reconstruction schemes on residential roads. These sites are where the public begin and end their journey and the repairs will make a highly visible impact to the urban network and has been targeted at some of the roads with the highest number of pothole complaints.

93 footway and drainage schemes have been taking place throughout the 2018/19 financial year,

In 2018, 100 Parish agreements and 4 District Council agreements were in place to cover amenity grass cutting. 61% of what was previously covered by LCC amenity cuts is now covered by these agreements. This trend continues into 2019 with 119 Parish Agreements to date and the 4 District agreements continuing. Notable additions for 2019/20 are Gainsborough, Stamford and Spilsby. The overall area has increased from 2018, mainly due to new adoptions and the identification of areas of highway verge previously missed from plans. Some small areas of LCC owned grass have also been added back into our schedules to ensure that they get cut. This "urban" grass cutting is in addition to routine safety cuts of around 10,500 miles of rural grass verges.

A programme of lining renewal commenced in September, providing a long-overdue refresh of 180 miles of the County's main roads, with a further 160 miles to be completed in the next financial year.

### Professional Services Contract

The Technical Services Partnership (TSP), a 'mixed economy' between LCC staff and staff from the professional services provider (WSP), continues to be engaged in the design and supervision of our major schemes, and a range of other commissions, traffic modelling and other consultancy work. TSP also has commissions for on-going specialist services in the county for floods and drainage, signals, street lighting, structures, and signing & lining.

TSP continued to lead on the site supervision of the Lincoln Eastern Bypass.

The department recently provided expert witnesses as part of the Public Inquiry for Grantham Southern Relief Road; an event which went well and lasted just four and a half hours. The team are now preparing for the next stage of the scheme, whilst the DfT and Secretary of State come to an official decision.

The development of Spalding Western Relief Road, Sections 1 and 5, continues with preparation for a planning application this Spring. Separately, local public engagement events are taking place during February for sections 2, 3 and 4.

The business case for North Hykeham Relief Road is also being developed whilst TSP are also engaged in the on-going update of the Lincoln Transport Strategy; which supports the economic and spatial development of Greater Lincoln. Stakeholders are able to input to this through an online Transport Strategy Questionnaire or by attending a series of public events throughout January and February.

### **National Road Condition Indicators 2018/19**

The national Road Condition Indicators are measured yearly by a combination of surveys including Scanner and Coarse Visual Inspections. These surveys produce a measure for the percentage of our road network which is above the threshold for requiring maintenance. In overall terms there has been a slight deterioration in the overall condition of the network with the Principal Road Network (PRN) deteriorating by 0.2% to 1.7%, B and C Class roads deteriorating by 0.6% to 5.4% and Unclassified roads deteriorating by 0.2% to 29.3%. This deterioration reflects the problems encountered with adverse weather during 2018 with winter damage and drought conditions over the summer months.

Our original asset management strategy was to focus our resources on the maintenance of the higher hierarchy roads, the A, B and C Class. We are now trying to maintain these at a similar level whilst also improving the Unclassified network and the additional funding received from the County Council and Central Government will assist with this. A graph showing the recent history of road condition indicators for our network can be found as Appendix C.

### **CQC Efficiency Network Results 2018**

The CQC Efficiency Network is a national assessment of the efficiency of our road carriageway maintenance activity. It uses data from the National Highways and Transport (NHT) Survey, which measures our customers' perception of satisfaction with our highways services, and combines this with data concerning the cost of delivering this service and condition and performance data for our highway network. Adjustments are then made for a range of factors such as the size of authority and traffic volume.

CQC ratings are percentage scores used to quantify the difference between Actual Cost and Predicted Minimum Cost for delivering that level of service. Yearly results are then adjusted into a trend analysis to smooth out fluctuations. This year the analysis suggests that we are operating at a 96% efficiency level, with a 3% improvement since scoring started in 2013. This improvement is assessed as a £6,362,982 cumulative cost saving in that time due to these ongoing efficiencies.

This supports and reflects some of the other associated data which suggests that the service is being delivered in an efficient and effective way. The CQC Efficiency Network Results 2018 can be found as Appendix D and E.

## Customer Satisfaction Information

Compliments relating to highways and transport decreased slightly from the previous quarter but they remain the same as Q3 2017/18. There are a range of reasons including road repairs, resurfacing and pothole repairs.

This Quarter Highways and Transport has received 30 complaints which is a decrease of 25% on last Quarter when we received 40 complaints. When comparing this Quarter with Q3 2017/18, there is a 51.2% decrease when 62 complaints were received.

The full Customer Satisfaction Information Quarter 3 October to December 2018 can be found as Appendix F.

## 2. Conclusion

The Lincolnshire highway service continues to perform at a high level as the Highways Alliance prepares to enter its final year.

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	Major Highway Scheme Update Report February 2019
Appendix B	Lincolnshire Highways Alliance Performance Report Year 9 Quarter 3 October to December 2018
Appendix C	National Road Condition Indicators 2018/19
Appendix D & E	CQC Efficiency Network Results 2018
Appendix F	Customer Satisfaction Information Quarter 3 October to December 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](mailto:paul.rusted@lincolnshire.gov.uk)