

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

Report to:	<b>Highways and Transport Scrutiny Committee</b>
Date:	<b>09 December 2019</b>
Subject:	<b>Performance Report, Quarter 2 – (July 2019 – September 2019)</b>

**Summary:**

This report sets out the performance of the highways service including the Major Highway Schemes Update, Lincolnshire Highways Alliance Performance, the Highways and Transport Complaints Report and the NHT Survey Report 2019.

**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 November 2019;
- Lincolnshire Highways Alliance Performance Report Year 10, Quarter 2;
- Highways and Transport Complaints Report Q2 2019/2020.
- NHT Survey Report 2019

### Major Highway Schemes Update

There are four major highway schemes reported through the Council Business Plan:

- Lincoln Eastern Bypass
- Grantham Southern Relief Road
- Spalding Western Relief Road
- 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 November 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 until 31<sup>st</sup> March 2020, which means that the contracts are now at full term and mobilisation of replacement contracts is now complete..

### 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 10, Quarter 2 can be found in Appendix B. This covers the period of July to September 2019.

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

- Highways Works Term Contract Performance Indicators (Kier) – up from 91.3% to 91.9%
- Professional Services Contract Performance Indicators (WSP) – up from 86.9% to 90.6%
- Traffic Signals Term Contract Performance Indicators (Dynniq) – down from 100% to 97%
- Client Performance Indicators (LCC) – down from 74% to 68%
- Alliance Key Performance Indicators (LCC/Kier/WSP/Dynniq) – remains the same at 70%

There has been an increase in performance in some areas and good overall performance achieved in Quarter 2, suggesting that the Alliance Indicators are set to remain at a high level for the remainder of Year 10 although further work is required with the Client and Alliance performance levels.

### Highway Works Term Contract

The main focus of work through the Highways Work Term Contract is to improve the condition of carriageways. In Quarter 2 of Year 10 we repaired 25,592 potholes and the backlog of "outstanding" defects reduced by 23% from 6817 to 5315 across the whole County.

The surface dressing programme was completed, with 760 roads dressed by the end of the summer. In addition to traditional surface dressing, there is also over 300,000m<sup>2</sup> of footway being treated with "slurry seal", which is a technique where a bitumen and aggregate mix is applied which then hardens into a veneer and seals the footway.

66 resurfacing schemes took place across the County throughout the year, to address roads in need of attention as per our Asset Management Strategy. 8 carriageways were completely reconstructed. In addition, 22 residential streets are being resurfaced/reconstructed. These are the roads where people start and finish their journeys and will provide response to customer demand that does not necessarily adhere to the asset-management approach.

As well as carriageway resurfacing, there have been 48 patching schemes taking place across Lincolnshire, and 25 in situ-cycling schemes on some of our drought-damaged rural roads. Additionally we will complete 47 footway maintenance and 27 drainage schemes by the end of the financial year.

### Professional Services Contract

The Professional Services Partnership performance for Q2 is at a record high of 90.7/100, following a focussed effort to improve input to PI8 relating to compensation event response times. The underlying trend is up on the previous quarter's average of 86.9. Client Satisfaction remains good, with results averaging 9.21 out of 10 for service and product.

A recent focus of the co-located management team has been to improve works delivery to time, with good progress being made. Q2's results are positive with 86% of schemes completing within 10% of the predicted end date, within the quarter.

The timely completion of Highway Works Compensation Events is another focus, with Q2 delivering greatly improved performance with 100% of compensation events being actioned within 2 weeks.

The locally based co-located LCC & WSP teams continue to be integral to the delivery of Lincoln Eastern Bypass whilst making positive progress on other major highways schemes including Grantham Southern Relief Road, where phase 2 has recently started on site, and Spalding Western Relief Road. The partnership continues to progress process efficiency and customer service initiatives through the annual Technical Services Partnership Action Plan.

### Traffic Signals Term Contract

Dynniq Performance scores continue to be excellent. The performance scoreboard for Q2 reports a score of 99 out of 100 for all activities.

#### Service Delivery:

The focus in this contract year is still to reduce the number of faults reported and also repeat faults. Current statistics demonstrate a reduction in reported faults on a monthly basis with a 94.5% of first time fault fixes. This has dropped by 5% on the Q1 results.

The summer improvements programme has seen the following schemes completed;

- Horncastle Road / Norfolk Street, Boston – junction refurbishment with new pedestrian facilities across Norfolk Street
- Newark Road / Fosse Drive & Wetherby Crescent, North Hykeham – junction and crossing refurbishment
- Eastgate / Carre Street, Sleaford – junction refurbishment

Environmental:

92.02% of materials recovered from site are recycled with the remaining 7.98% recovered. 0% has gone to landfill. The reduction in Carbon emissions target has been set to 117.6 Tonnes target by the end of Q4; Q2 reductions came in at 24.55 tonnes.

### Highways and Transport Complaints

Customer Complaints relating to highways and transport have seen a decrease from the last quarter by around 13%, though when compared to Q2 of 2018/19 the level of complaints is identical. There has however been a decrease from last year in the complaint escalations from our area with 7% complaints escalated compared with 27% in Q2 of 2018/19. The complaints are of a varied nature, however 18% relate to potholes and defects, with street lighting and road closures being a reoccurring issue.

The full Highways and Transport Complaints Report Quarter 2 July to September 2019 can be found as Appendix C.

### NHT Survey Report 2019

There has been an overall improvement in satisfaction with our services although there is still room for improvement given some of the low levels of satisfaction recorded.

Overall satisfaction with our services has increased 2% to 50% and satisfaction with highway maintenance has increased 5% to 44%. Satisfaction with Condition of Highways has increased by 7% to 28% and satisfaction with Street Lighting has recovered slightly from 47% to 52%.

The full NHT Survey Report 2019 can be found as Appendix D.

## **2. Conclusion**

The Lincolnshire highway service continues to perform at a high level and 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	Major Highway Scheme Update Report November 2019
Appendix B	Lincolnshire Highways Alliance Performance Report Year 10 Quarter 2 July to September 19
Appendix C	Highways and Transport Complaints Report Quarter 2 2019/2020
Appendix D	NHT Survey Report 2019

#### **4. Background Papers**

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

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