

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

Report to:	Highways and Transport Scrutiny Committee
Date:	14 September 2020
Subject:	Performance Report, Quarter 1 – 1 April 2020 – 30 June 2020)

Summary:

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

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 August 2020;
- Lincolnshire Highways Performance Report Year 1, Quarter 1;
- Highways and Transport Complaints Report Q1 2020/2021;

Major Highway Schemes Update

The Authority currently has four major highway schemes:

- 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 August 2020 found as Appendix A to this report.

Lincolnshire Highways Performance

Introduction

This performance report covers the first quarter performance figures for the three new contracts procured as Highways 2020. The Professional Services Contract with WSP, the Traffic Signals Term Contract with Colas and the Highway Works Term Contract with Balfour Beatty. These contracts all started on 1st April 2020 and therefore the mobilisation and performance of these contracts have been impacted by measures required by the Coronavirus.

Enhanced collocation of teams was planned to take place in Lancaster House and the main depots at Willingham Hall, Horncastle and Pode Hole prior to the outbreak of Coronavirus but depot and office improvements are on-going in the expectation that joint working will recommence in some form. Kier and Balfour Beatty agreed terms for the transfer of Kiers depot in Sleaford and Colas have nearly completed improvements to their Grantham depot. Elements of WSP will be collocated with the Councils design team once we return to an office based work pattern.

A comprehensive programme of training has been undertaken to ensure staff are familiar with the new contracts, new tablet devices and new operating methods.

New fleet and plant has been fully mobilised which incorporates the County Council livery.

Performance

Quarterly performance was reported through the contract management structure, with performance issues becoming the subject of an improvement action plan. A copy of the Lincolnshire County Council Highway Performance Report for Year 1, Quarter 1 can be found in Appendix B. This covers the period of April to June 2020.

The majority of the performance measures have changed from the old Alliance measures so it is not possible to compare the results to previous data. Performance has also been impacted by the mobilisation process and by the measures required to deal with Coronavirus.

The Alliance partners managed to achieve their targets for Quarter 1. The results per contract area are:

- Highways Works Term Contract Performance Indicators (Balfour Beatty) – 47%
- Professional Services Contract Performance Indicators (WSP) – 71.6%
- Traffic Signals Term Contract Performance Indicators (Colas) – 72%
- Client Performance Indicators (LCC) – 58%
- Alliance Key Performance Indicators (LCC/Balfour Beatty/Colas/Dynniq) – 71%

Whilst some of the scores are low, there has been good overall performance achieved in Quarter 1.

Highway Works Term Contract

The main focus of work through the new Highways Work Term Contract continues to be improvement to the condition of carriageways. In Q1 of 2020/21 we have repaired 8887 carriageway potholes. It is important to note that this was against the backdrop of Coronavirus and was mainly fed by routine inspections rather than public reports, which reduced substantially and have only now returned to near normal from June. Each job has a before and after photo and this means we are able to ensure completion as well as check much more easily the quality of all completed works.

In addition, we have repaired 114 gully grates, 416 footway potholes, 191 footway slabs, replaced 19 gully pots, as well as carrying out 134 kerbing jobs, 47 minor tree jobs and we have repaired or replaced 108 signs and refreshed the lines at 168 sites.

The highway maintenance programmes had some minor delays in April due to changes in working restriction but are now all back on track to deliver against allocated budgets within the financial year. We have also received significant grants to improve the cycling and walking infrastructure and these works are planned to commence in the New Year and be completed in 2021. To date we have delivered 220 miles of surface dressing, 72miles of footway improvements, 12 miles of carriageway resurfacing, cleaned 35,000 gullies and cut over 16,000 miles of grass.

Community Maintenance Gangs

The Community Maintenance Gangs continue to work throughout the County, delivering an additional £3.9 million of works during the 2020/21 financial year to make improvements throughout communities and the roads that link them. This work consists of minor aesthetic works, tidying of areas in poor condition, more large-scale civils works which sit out of our Asset Management Strategy, drainage investigation and repair focusing on problem sites from the 2019 floods and minor hand-lay patching work where pothole repairs are not sufficient. 3,212 individual jobs have already been completed across the County by these gangs and Councillors will be provided with a report showing everything within their Electoral Ward throughout the year.

Alongside the Community Maintenance gangs we launched a new internal email address, Cllrhighwaysenquiries@lincolnshire.gov.uk, which was created as a single point of contact for members with complex or on-going enquiries where the issue will be picked up and forwarded to the correct Local Highways Manager or Programme Lead for the issue area. All communications from members are being tracked and response times monitored. Since March when it was launched, 93% of communications were responded to within 10 days with the average response time being 2 days. All enquiries will now receive an acknowledgement straight away once they are logged, the 10 days is for a meaningful answer. This automatic logging was initially set up on LCC email addresses but we are adding private email addresses into the filter where these are being used. There have been 582 Councillor highways enquiries in total since March.

Professional Services Contract

Whilst the Professional Services contract retains the same partner, with WSP working alongside Lincolnshire colleagues to form the Technical Services Partnership (TSP), the Performance Indicators for this contract are new.

Of the ten Performance Indicators, three measure WSP performance directly and seven measure TSP as a whole (LCC & WSP). Schemes which completed in Q1 have fed into this reporting period, meaning that the majority of them commenced under the previous contract due to the timescales involved.

The overall Professional Services Partnership score for 2020 Q1 is 75.6 out of 100.

WSP are making good progress in complying with their tendered quality statements, which are measured annually, along with that of their continuous improvement / innovation initiatives. One example of this is the proposed introduction of BIM (Better Information Management) and the supporting common data environment required to assist Lincolnshire County Council delivering against DfT requirements for new Highway Infrastructure Schemes.

The four measures which focus on TSP's ability to deliver highway schemes to time and cost have started well, with an average score of 7.4/10. There are specific items within the TSP action plan which look to improve performance in this area further.

There is an opportunity to improve performance in the timeliness of contract notifications within TSP Highway Schemes. The Notification Process does not appear to have gone through the correct statuses in Confirm and this has resulted in low scores across partners relating to this measures. This is being investigated and resolutions being put in place.

A new scoring mechanism for client satisfaction, weighted based on scheme value, has resulted in an interesting converted score for Q1 of 4/10. There were 18 schemes <£10k which received an average mark of 9.2/10 and 2 schemes from £10k to £50k which average mark of 9.4/10. The 1 scheme at >£100k scored 6.1/10.

Performance of ongoing highways schemes was maintained during Coronavirus transfer to homeworking with the locally based LCC & WSP teams continuing to be integral to the delivery of highway improvements including Lincoln's Riseholme Roundabout, the Welton A46 Roundabout and Sleaford Rugby Club Junctions. The partnership continues to progress efficiency and customer service initiatives through the annual Technical Services Partnership Action Plan.

Traffic Signals Term Contract

Colas successfully mobilised the new contact despite the difficulties caused by Coronavirus. The TUPE transfer of the majority of staff went a long way to help achieve the seamless handover, together with support from additional engineers brought in from other areas whilst staff inductions were carried out.

Colas are currently an engineer and a senior installer short of their full complement, and they currently have a hold on recruitment until further notice. This means that the engineers are a little stretched at times, but not to the detriment of the overall contract response / fix times which remain at an excellent level. 459 incidents were reported to Colas during Q1 as follows;

- 61 emergency faults (2 hours) of which 60 were attended in time
- 348 standard faults of which all were attended in time
- 50 requests for signals to be switched off for road works

Colas' new office extension at Grantham is finally progressing and should be completed by mid-September. The Traffic Signal Capital Programme saw the first Balfour Beatty / Colas scheme installed on Lincoln Road (near Church Road) in Skegness. The existing pelican crossing was updated to the latest Puffin standard at the end of May. June saw the re-commencement of the refurbishment works at Short Ferry Bridge, which were postponed last October after substantial flooding.

Innovations:

We should soon no longer be reliant upon our old contractor Dynniq for certain types of hardware, thanks to Colas obtaining the rights to manufacture it themselves. This will give us greater control over the delivery and cost of signal heads and outstation units.

Colas / Motorola have submitted a bid for a proposed CCTV system to replace the obsolete analogue type that we currently operate. This would see the wholesale replacement of the system with a new digital solution, giving us the ability to both monitor and count / classify traffic flows from any network enabled PC, as opposed to the current fixed control room set-up.

We are investigating the use of vinyl wrapping for controller cabinets, which could be used to reduce their visual impact by blending into their surroundings. Alternatively, we could engage with local groups, schools etc and ask them to submit a suitable design that is representative of the local area. The cabinets are often targeted with graffiti and soon become an eyesore, so anything we can do to improve their appearance would be very welcome.

Highways and Transport Complaints

Customer Complaints relating to highways and transport have seen a decrease from the last quarter by 50% and there has also been a 76% reduction when compared to Q1 of 2019/20. The level of complaint escalations from our area has maintained from last quarter with 0% of complaints escalated.

The complaints are of a varied nature however 27% relate to potholes and defects.

The full Highways and Transport Complaints Report Quarter 1 April to June 2020 can be found as Appendix C.

2. Conclusion

Lincolnshire's Highway Service has successfully mobilised the three new Highways 2020 contracts during a global pandemic. Whilst this has had an impact on overall performance the four partners have worked hard to minimise this.

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 August 2020
Appendix B	Lincolnshire Highways Performance Report Year 1 Quarter 1 April to June 2020
Appendix C	Highways and Transport Complaints Report Quarter 1 2020/2021

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, Head of Highways Services, who can be contacted on 01522 782070 or paul.rusted@lincolnshire.gov.uk