



Open Report on behalf of Andy Gutherson Executive Director for Place

Report to:	Highways and Transport Scrutiny Committee
Date:	28 th June 2021
Subject:	Performance Report, Quarter 4 – (1 January 2021 – 31 March 2021)

Summary:

This report sets out the performance of the highways service including the Major Highway Schemes Update, Lincolnshire Highways Performance Report, National Condition Indicators 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 June 2021;
- Lincolnshire Highways Performance Report Year 1, Quarter 4;
- National Condition Indicators, Quarter 4
- Highways and Transport Complaints Report, Quarter 4

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 these schemes are included in the Major Highway Schemes Update June 2021 found as Appendix A to this report.

Lincolnshire Highways Performance

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 4 can be found in Appendix B. This covers the period of January to March 2021.

New contracts for Highway Maintenance, Traffic Signals and Professional Services started on 1st April 2020. This quarter marks the end of the first year.

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

- Highways Works Term Contract Performance Indicators (Balfour Beatty) – 57.0%
- Professional Services Contract Performance Indicators (WSP) – 70.9%
- Traffic Signals Term Contract Performance Indicators (Colas) – 90.0%
- Client Performance Indicators (LCC) – 54.4%
- Alliance Key Performance Indicators (LCC/Balfour Beatty/Colas/WSP) – 80.0%

Workshops have been arranged to focus improvement in Year 2.

Highway Works Term Contract

The Highways Work Term Contract delivers a wide range of key highway services with maintaining the condition of carriageways a priority. In Q4 of 2020/21 we repaired 15419 defects (up from 10475 in Q3) including 11452 carriageway potholes. We have fixed 156 gully grates, 356 footway potholes, 332 footway slabs, replaced 28 gully pots, as well as carrying out 232 kerbing jobs, 32 minor tree jobs and we have repaired or replaced 239 signs and refreshed the lines at 199 sites.

6300 Carriageway Edge Works	1436
6300 Carriageway Potholes	11452
6300 Cleaning (Signs)	7
6300 Contractor Identified Fault	473
6300 Covers Gratings Boxes	156
6300 Footway / Cycle (Flexible Surf)	10
6300 Footway Potholes	356
6300 Footway Slabs Stone	332
6300 Grips (Dig)	11
6300 Grit Bin Refil	280

6300 Grit Bin Remove Install	17
6300 Gully Pot	28
6300 Hedges Trees Vis Splays	32
6300 Kerbs Edgings Channels	232
6300 Make Safe Furniture & Posts	32
6300 Overgrown Verge Repairs	70
6300 Pedestrian Guardrails	31
6300 Road Markings - Studs	199
6300 Signs Posts & Fixings	239
6300 Standing Water (Signs Cleanse)	26
Grand Total	15419

Minor Works Gangs

The Community Maintenance Gangs delivered various different types of work throughout 2020/21, totalling £3.9 million to make improvements throughout communities and the roads that link them. This work consisted 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.

We are continuing the most beneficial aspects of this work such as civils, minor patching and drainage into 2021/22 under the "Minor Works" name.

2499 individual jobs of this type were completed across the County in 2020/21 and we look to replicate this volume going forwards. In addition, 13466 "find and fix" jobs were completed by the roaming community gangs picking up the more minor aesthetic works such as vegetation clearance, sign cleaning, sweeping, grip digging and siding.

We continue to operate the 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. In 2021, 93% of communications have received a full response within 10 days with the average response time being 4 days. All enquiries receive an acknowledgement straight away once they are logged, the 10 days is for a meaningful answer. There have been 462 Councillor highways enquiries in total from January, counting only the first email in a subject thread.

Professional Services Contract

WSP continue to work alongside Lincolnshire colleagues from the Technical Services Partnership (TSP), where three performance indicators measure WSP performance directly and seven measure TSP as a whole (LCC & WSP). All schemes which completed in

Q4 have fed into this reporting period, meaning that some of them commenced under the previous contract due to the timescales involved.

The overall Professional Services Partnership score for 2020 Q4 is 70.9 out of 100, slightly down on the Q3 score of 74.2.

WSP achieved 8/10 of the selected year 1 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 (Building Information Modelling) and supporting the ProjectWise common data environment required to assist Lincolnshire County Council delivering against Department for Transport (DfT) requirements for new highway infrastructure schemes. Separately WSP colleagues continue to engage with local Science Technology Engineering & Maths (STEM) activities working with students at both Lincoln College and Lincoln University.

The four measures which focus on TSP's ability to deliver highway schemes to time and cost with an average score of 8.2/10 for Q3; an improvement by 0.5 marks since Q3. There are specific items within the TSP action plan which look to continue improvements in performance in this area.

There is still an opportunity to further improve performance in the timeliness of contract notifications within TSP Highway Schemes. Whilst the number of those completed to time in Q3 is 79/109 (72%), the agreed scoring mechanism of the new contract still results in a score of 0 as this is below the minimum performance threshold of 89%. This PI has been a challenge for each partnership contract, so a task and finish group has been instigated to improve performance in this area.

Performance of ongoing highways schemes has been maintained during continued homeworking arrangements with the locally based LCC & WSP teams continuing to be integral to the delivery of highway improvements including A46 Welton Roundabout and Holdingham Roundabout improvements. The partnership continues to progress efficiency and customer service initiatives through the annual Technical Services Partnership Action Plan.

Traffic Signals Term Contract

Colas Q4 performance showed a marked improvement over Q3, with an overall score of 90 up from 72. This can be attributed to two main factors; a 100% hit rate for faults resolved at the first visit (PI 7) and registering a top score for signal optics failures (PI 10). This PI had registered 0 points for Q1-3, and it was interesting to note that changing the majority of signal bulbs for sites in the east and south of the county had a significant impact on this score. It was evident that the previous batch of signal bulbs used in these areas was of a poorer quality. Overall statistics for Q4 are as follows;

- 90 emergency faults (2-hour response) of which 89 were attended in time
- 420 standard faults of which 420 were attended in time
- 53 requests for signals to be switched off for road works

The Traffic Signal Capital Programme for Q4 saw the completion of the following works in Skegness;

- Lumley gyratory junction refurbishment
- Grand Parade adj. Scarborough Avenue Pelican to Puffin refurbishment
- Roman Bank adj. to Sea View Road Puffin refurbishment (switched off until Roman Bank is reopened)

Innovation

There are a number of innovations which we are evaluating with a view to bringing these permanently into the highway service. These include,

- Low level cycle signal aspects – these will be trialled in Lincoln and are used to give cyclists a few seconds head start when moving into a junction, in order that they can establish themselves for turning right for example.
- Colas Ultra traffic signal heads (manufactured in Grantham) will remove the reliance upon other suppliers for new and replacement equipment. This gives us better control of both cost and delivery timescales which have plagued us of late.

National Condition Indicators

We measure our highway network condition with a range of methods including machine surveys and visual inspections. Methods for these inspections are prescribed nationally to facilitate reporting to the Department for Transport and for comparison purposes. Some of the data takes time to analyse and therefore provides data on the condition trend rather than up to date condition.

Lincolnshire County Councils previous Asset Management Strategies focussed on maintaining those roads which are used most such as the A, B and C Class roads. This is reflected in the good performance for these class of roads with only 2% of Principal and 6% of Non-Principal roads measured as requiring maintenance. 28% of Unclassified roads are shown as requiring maintenance. This reflects our previous strategies and the scale of the unclassified network. Whilst we have been able to achieve some improvement in condition this is very much dependant on the budget available for these works and extreme weather events. Detail of these measures can be found in Appendix C.

Complaints

Customer Complaints relating to highways and transport have seen an increase from the last quarter by 100% and there has also been a 391% increase when compared to Q4 of 2019/20. The level of complaint escalations from our area has maintained as per last quarter to 0% of complaints escalated.

The complaints are of a varied nature, however the highest reason this quarter related to drainage issues which account for 22% of complaints.

The full Highways and Transport Complaints Report Quarter 4 January to March 2021 can be found as Appendix D.

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.

Performance on the delivery of our major schemes is good given the impact of Covid 19 and recent weather events.

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 June 2021
Appendix B	Lincolnshire Highways Performance Report Year 1 Quarter 4 January to March 2021
Appendix C	National Condition Indicators, Quarter 4
Appendix D	Highways and Transport Complaints Report, Quarter 4

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.