



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

Report to:	Highways and Transport Scrutiny Committee
Date:	13 December 2021
Subject:	Performance Report, Quarter 2 – (1 July 2021 – 30 September 2021)

Summary:

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

Actions Required:

The Committee is invited 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 2021;
- Lincolnshire Highways Performance Report Year 2, Quarter 2;
- Highways and Transport Complaints Report, Quarter 2

Major Highway Schemes Update

The Authority has three major highway schemes:

- 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 2021 found as Appendix A to this report.

Lincolnshire Highways Performance

Performance

Quarterly performance was reported through the Alliance management structure, with performance issues becoming the subject of an improvement action plan. A copy of the Lincolnshire County Council (LCC) Highway Performance Report for Year 2, Quarter 2 can be found in Appendix B. This covers the period of July to September 2021.

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

- Highways Works Term Contract Performance Indicators (Balfour Beatty) – 66.0%
- Professional Services Contract Performance Indicators (WSP) – 75.5%
- Traffic Signals Term Contract Performance Indicators (Colas) – 88.0%
- Client Performance Indicators (LCC) – 66.0%
- Alliance Key Performance Indicators (LCC/Balfour Beatty/Colas/WSP) – 79.0% (provisional)

The scores have generally maintained as the same level as last quarter however some measures are still low scoring.

Workshops have continued to be arranged to focus on these areas to improve scores. Performance is expected to improve in Year 2.

The Client measures have scored their highest so far and shows that improvements are being made.

Highway Works Term Contract

The Highways Work Term Contract delivers a large amount of the key highway service, with maintenance of carriageways a priority. Minor reactive works are used predominantly to address safety issues and faults within the carriageway and footway network.

In Q2 of 2021/22 we repaired 12078 faults including 10084 carriageway potholes (including edge potholes). We have fixed 371 gully grates, 384 footway potholes, 513 footway slabs, replaced 16 gully pots completely, as well as carrying out 189 kerbing jobs, 191 minor tree jobs and we have repaired or replaced 141 signs.

Carriageway Edge Works	1705
Carriageway Potholes	8379
Cleaning (Signs)	2
Covers Gratings Boxes	371
Footway / Cycle (Flexible Surf)	1
Footway Potholes	384
Footway Slabs Stone	513
Grips (Dig)	9
Grit Bin Refil	6
Grit Bin Remove Install	3
Gully Pot	16
Hedges Trees Vis Splays	191
Kerbs Edgings Channels	189
Make Safe Furniture & Posts	18
Overgrown Verge Repairs	138
Pedestrian Guardrails	5
Road Markings - Studs	4
Signs Posts & Fixings	141
Standing Water (Signs Cleanse)	3
Grand Total	12078

During the second quarter we have completed 7 miles of carriageway micro-surfacing, 27 miles of carriageway patching and surfacing, 41 miles of footway resurfacing and reconstruction, cut 16,000 miles of grass and cleansed 40,000 gullies.

Work Types	Miles	Schemes
Cycleway Improvements	1	2
Drainage Improvements		7
Footway Reconstruction	2	4
Footway Micro Asphalt	38	123
Main Line Replacement		1
Carriageway Patching	9	10
Carriageway Recycling	7	9
Carriageway Resurfacing	11	28
Street Lighting Replacement		5
Structures Improvements		5
Carriageway Micro Surfacing	7	56
Surface Dressing Works		
Traffic Signals Improvements		2
Highway Improvement Works		

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" branding internally).

717 individual jobs of this type were completed across the County in Q2 of 2021/22 and we look to replicate this volume going forwards. This included 78 tree jobs, 101 carriageway sites, 83 drainage jobs and 52 jet-patching sites.

Jetting (Off Prog)	213
Arboriculture Works	78
Carriageway (Minor Works)	101
Carriageway Edging (Minor Works)	25
Community Gang	6
Drainage (Minor Works)	83
Footways (Minor Works)	60
Ironworks	6
Jet Patching (Minor Works)	52
Kerbing (Minor Works)	11
Patching (Minor Works)	22
Street Furniture (Minor Works)	34
Verges - Ditches (Minor Works)	26
Grand Total	717

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 Year 2 Quarter 2 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 2021 Q2 is 75.5 out of 100, slightly down on the 2021 Q1 score of 79.0.

WSP are achieving 9/10 of the selected year 2 quality statements, which are measured annually, along with that of their continuous improvement / innovation initiatives. One example of this is the ongoing introduction of Building Information Modelling (BIM) 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 supporting multiple students at both Lincoln College and the University of Lincoln.

The four measures which focus on TSP's ability to deliver highway schemes to time and cost with an average score of 7.6/10 for Y2 Q2; slightly down on the previous quarter. There are specific items within the TSP action plan which look to continue improvements in performance in this area.

There is 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 Y2 Q2 is 59/69 (85.51%), the agreed scoring mechanism of the new contract still results in a score of 3.0 as this is below the minimum performance threshold of 89%. This PI has been a challenge for each contract, so a Task and Finish Group is working through an action plan 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 successful delivery of Welton A46 Roundabout and continued positive progress on 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 2021/22 Q2 PIs continue to be solid with an overall score of 90, an increase of 4 from Q1. There had been a jump in score for PI 8 from 0 to 10 (Task Orders carried out in compliance with Traffic Management Act 2004), but this was offset by a reduction in score from 10 to 4 for PI 3 (attendance times at emergency faults). This is borne out by the figures shown below.

Overall statistics for Q2 are as follows:

- 97 emergency faults (2-hour response) of which 93 were attended in time (95.9%)
- 339 standard faults of which 339 were attended in time (100%)
- 32 requests for signals to be switched off for road works

The Traffic Signal Capital Programme for Q2 saw the completion of the following works:

- Newark Road/Station Road/Moor Lane, North Hykeham - junction refurbishment & pedestrian facility improvements
- St Catherine's (Dudley Road), Grantham – resurfacing and white lining works, refurbishment postponed to January 2021 due to lack of Balfour Beatty resource
- A17/A15 Holdingham Roundabout – commencement of cabling works for new signalised junction

There were some major delays at the Newark Road/Station Road works in North Hykeham due to a number of factors; lack of Balfour Beatty resource due to Covid as well as other major schemes competing for resource; discovery of an Anglian Water leak that flooded the North West area of the junction; Colas having difficulty in adapting to the new type of controller that we have chosen to use (Siemens ST950 ELV). These lead to a 10-day delay in completing the works, which should have been finished before the schools went back after the summer holidays. We have carried out a formal "lessons learned" review of the scheme with both contractors which has identified improvements going forward.

Innovation

Nothing to report this quarter.

Complaints

Customer Complaints relating to highways and transport have seen a decrease from the last quarter by 4%. There has however been a 269% increase when compared to Q2 of 2020/21. The level of complaint escalations from our area has decreased from 0% last quarter to 3% of complaints escalated this quarter.

The complaints are of a varied nature, however the highest reason related to home to school transport which accounts for 30% of complaints. A further 22% related to pothole repairs.

The full Highways and Transport Complaints Report Quarter 2 July to September 2021 can be found as Appendix C.

Social Value

A number of social value initiatives are underway across the service. Recruitment has seen 5 apprentices in place with our three main partners and a number of others throughout our major scheme contractors. Further to this, two graduates are in position along with a Year in Industry placement and member of the Kickstarter Programme.

Support offering for education provision is taking place throughout the contracts from Science, Technology, Engineering and Mathematics (STEM) Ambassadors and visits for schools through to Diplomas in Construction and Built Environments. These are supported by providing mentoring opportunities, direct project experience, site visits and Highways staff taking part in the teaching curriculum.

The offering to Councillors through the bespoke Highways Councillor App continues to develop and we are looking at better ways of being able to communicate key information through this route.

Work is continuing, to assess and plan the Councillor suggested schemes, which will make use of the volunteering days that have been committed to, by our partners, where two days per employee are available for schemes that offer direct benefits to the communities that we work in.

2. Conclusion

Lincolnshire's Highway Service continues to deliver a high quality and value for money highway service. External verification of this is provided by the recent Peer Review which confirms our continued position as one of the sector leaders though several key areas for improvement exist which the service is working hard to drive positive change. A few key

risks are also currently impacting the service, not least the challenge around materials and resources, which is making these improvements more difficult to achieve.

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 2021
Appendix B	Lincolnshire Highways Performance Report Year 2 Quarter 2 July to September 2021
Appendix C	Highways and Transport Complaints Report, Quarter 2

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

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