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DATE: 15 June 2017

OUR REF:

YOUR REF:

Dear Councillor

**ENVIRONMENT AND REGENERATION OVERVIEW AND SCRUTINY COMMITTEE -
TUESDAY, 20TH JUNE, 2017**

I am now able to enclose, for consideration at next Tuesday, 20th June, 2017 meeting of the Environment and Regeneration Overview and Scrutiny Committee, the following presentation that was unavailable when the agenda was printed.

Highways Services - Performance Report (Pages 3 - 14)

Yours sincerely

Scrutiny Officer

OFFICIAL

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Highways Services Contract

Paul Traynor

June 2017



Highways Services Contract overview

Assets include...



We're working for you
we maintain ...



2700 km
of highway

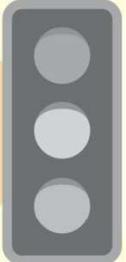
1,900 km
of footways

over 4000
illuminated signs & bollards

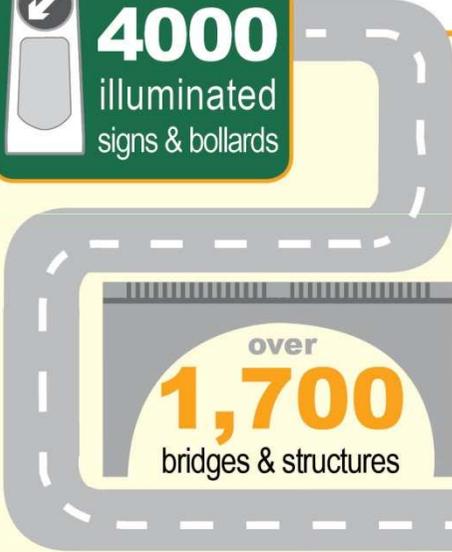
Over **40,000**
streetlights

92,000
gullies

386
traffic signal junctions



over 600 km
cycle routes



over 1,700
bridges & structures

144
pedestrian crossings

5.8 million square metres of grass verge >>>>

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Highways Services Contract overview

Contract Governance



- § Monthly Operations Board
 - § Regular challenge and review
 - § Governance and performance

- § Quarterly Strategic Board
 - § Contract management
 - § Vision and strategy



Highways Services Contract overview

Operations Board – monthly agenda



- § Health & safety*
 - § Environment, sustainability & corporate responsibility*
 - § Contract finance*
 - § Revenue report*
 - § Capital report*
 - § BS 11 000 Action Plan*
 - § ISO 55 001 Action Plan*
 - § Performance summary*
 - § Innovation and best practice
 - § Human resources*
 - § Third party liability
 - § Communications report*
-

Highways Services Contract overview

HSEQ performance

	Reported for 2017	Contract to date
HSE Reports	489	3,615
Lost time incidents	1	4
RIDDOR incidents	0	3
Service strikes	1	18
First Aid	3	20
Vigiroute incidents	10	45
SMT audits	19	168
Enforcement notices (Red / Yellow)	8	91
Performance notices (Gold)	4	14

Highways Services Contract overview

Social value

§ 52.5 social value hours achieved in the last six months:

§ Construction of improved parking area at Ruby's Fund, Congleton

§ Charity Cup & Congleton Triathlon - £1885 raised for Charity

§ Re-lining of games area at Bromley Farm Youth Centre

§ Signs installed in community venue 'Margaret's Place'

§ Work experience placement offered to local student



Highways Services Contract overview

Revenue key outputs



- § Performance over the last six months:
 - § 592 emergency response incidents attended
 - § 7,546 safety defects (potholes) repaired
 - § 28,574 gullies cleansed
 - § 2,954 street lighting reactive repairs
 - § 912 hectares of grass cutting
 - § 19,298 customer enquiries resolved
 - § 4,748 km safety inspections undertaken

Highways Services Contract overview

Capital update



- § Carriageway surface treatment element of the Highway Investment Programme began in April
 - § May – June – Surface Dressing & Phase1 Resurfacing
 - § June – August – Gripfibre
 - § September – October – Micro & Phase2 Resurfacing

 - § LED Lantern Replacement commenced in May - replacement of 9000 lanterns to LEDs
 - § Structural Column Replacement commenced in June - Replacement of 2000 life expired or defective columns
 - § Footway programme approved with other programmes being progressed for approval
 - § Area Highway Groups have all met, with 85% of the programme agreed
-

Highways Services Contract overview

Audits and accreditations



- § Achieved ISO 55 001 in Asset Management
 - § Achieved BS 11 000 for Collaborative Working Relationships
 - § Band 3 DfT Incentive Funding obtained
 - § £89 million external investment attracted to date
 - § Permit scheme performance (April 15 – March 16):
 - § 45% permits granted
 - § 26% permits refused
 - § 20% permits deemed
 - § 9% permits superseded
-

Highways Services Contract overview

Staff

- § Apprentice and graduate recruitment
 - § 5 graduates
 - § 17 apprentices

 - § Succession planning progressed
 - § 40% increase in blue collar workforce

 - § Long term training – introduction of Management and Leadership Programme
-



Highways Services Contract overview

Community engagement

- § Five engagement events held for Members, Town Councils and Parish Councils in October 2016
- § 107 delegates attended one of the events
- § 2017 engagement being planned – ‘Highways Hour’ at Town Council and Parish Council meetings
- § Social media strategy implemented, live tweets on website
- § Weekly members updates
- § Implementation of Report it Track it online reporting tool
- § 38,302 customer enquiries resolved in 2016/17

