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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...

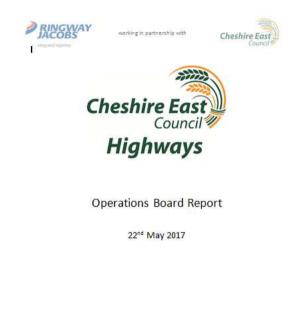




### Highways Services Contract overview Contract Governance



- **S** Monthly Operations Board
  - S Regular challenge and review
  - § Governance and performance
- **S** Quarterly Strategic Board
  - S Contract management
  - **S** Vision and strategy





### Highways Services Contract overview Operations Board – monthly agenda



- S Health & safety\*
- S Environment, sustainability & corporate responsibility\*
- S Contract finance\*
- S Revenue report\*
- S Capital report\*
- § BS 11 000 Action Plan\*
- § ISO 55 001 Action Plan\*
- S Performance summary\*
- **§** Innovation and best practice
- § Human resources\*
- S Third party liability
- S 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:
  - S Construction of improved parking area at Ruby's Fund, Congleton
  - S Charity Cup & Congleton
    Triathalon £1885 raised for
    Charity



- **S** Re-lining of games area at Bromley Farm Youth Centre
- S Signs installed in community venue 'Margaret's Place'
- **S** Work experience placement offered to local student

### Highways Services Contract overview Revenue key outputs



- **S** 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



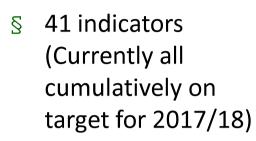
- S Carriageway surface treatment element of the Highway Investment Programme began in April
  - S May June Surface Dressing & Phase1 Resurfacing
  - S June August Gripfibre
  - S September October Micro & Phase2 Resurfacing
- S LED Lantern Replacement commenced in May replacement of 9000 lanterns to LEDs
- S Structural Column Replacement commenced in June Replacement of 2000 life expired or defective columns
- S Footway programme approved with other programmes being progressed for approval
- S Area Highway Groups have all met, with 85% of the programme agreed

### Highways Services Contract overview Audits and accreditations



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

#### Highways Services Contract overview Performance



- § 20 KPIs related to fee
- S 21 KSIs and non scoring indicators
- Strategic Board
  increased a number
  of targets to drive
  performance

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### Highways Services Contract overview Staff

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



- **S** Social media strategy implemented, live tweets on website
- S Weekly members updates
- **S** Implementation of Report it Track it online reporting tool
- § 38,302 customer enquiries resolved in 2016/17