

Highways Services Contract

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June 2017



Highways Services Contract overview Assets include...





Highways Services Contract overview Contract Governance



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





Highways Services Contract overview Operations Board – monthly agenda



- § 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
 - § 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



Chashies Last

- § 41 indicators
 (Currently all cumulatively on target for 2017/18)
- § 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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Cheshire East Highways - 2016/17 Performance Management Framework

Highways Services Contract overview Staff

- Apprentice and graduate recruitment
 - § 5 graduates
 - § 17 apprentices
- S Succession planning progressed
 - § 40% increase in blue collar workforce



Cheshire E

Counc

Highways

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