

ITEM No ...8.....

REPORT TO: CITY DEVELOPMENT COMMITTEE – 28 JANUARY 2019
REPORT ON: ROAD MAINTENANCE PARTNERSHIP PERFORMANCE 2017/2018
REPORT BY: EXECUTIVE DIRECTOR OF CITY DEVELOPMENT
REPORT NO: 28-2019

1 PURPOSE OF REPORT

1.1 This report provides an update on the progress and performance of the Road Maintenance Partnership with Tayside Contracts on the delivery of the road maintenance service within Dundee City Council to 31 March 2018.

2 RECOMMENDATION

2.1 It is recommended that the Committee notes the content of the report and agrees that the Executive Director of City Development continues to report back annually to the committee advising on the progress and performance of the Partnership.

3 FINANCIAL IMPLICATIONS

3.1 There are no direct financial implications arising from this report.

4 BACKGROUND

4.1 Reference is made to Article V of the City Development Committee of 22 January 2018 (Report 15-2018 refers) when approval was given to extend the Road Maintenance Partnership with Tayside Contracts for a further 5 years to 31 March 2023.

4.2 The Partnership operates as an integrated team under the combined control remit of the Road Maintenance Partnership Manager covering both Dundee City Council and Tayside Contracts aspects of the service. This arrangement presents value to both organisations as:

- the larger team provides more resilience to accommodate workload fluctuations and facilitates the continuation and retention of in house specialisms;
- combined expertise has enhanced and expedited the delivery of technological innovations and service modernisation initiatives;
- the arrangement also meets the Scottish Governments objectives in increased partnership working and shared services in line with the Efficient Government agenda;
- it has created an environment of collaborative development where new sustainable and specialist material products have been produced and the service offering has been diversified to embrace the evolved role of the Partnership in the Councils infrastructure service delivery; and
- this structure has provided opportunities for efficiencies and reduced staff costs for both the Council and Tayside Contracts.

4.3 An Executive group comprising of two senior officers from both the Council and Tayside Contracts meet on a quarterly basis to review the performance of the Partnership against a number of agreed criteria.

- 4.4 The present Partnering Agreement concludes on the 31 March 2023. Since inception of the Partnership in 2009, the service has consistently performed well against its various objectives and its key service performance indicators. The Road Maintenance Partnership is fully committed to the Roads Asset Management Planning framework and all inspections, repairs, inventory and records are held and updated electronically.
- 4.5 The Road Maintenance Partnership has gained national recognition of its level of service, and operational approach. For its performance during the 2017/2018 financial year, the Partnership received the annual APSE Service Award for Best Highways Service Team. The Partnership was also a finalist for the MJ Award for Highway Management and the APSE Best Performer Award which is based on an assessment of the national performance data contained in Appendix 1 of this report.
- 4.6 Appendix 1 contains benchmarking information taken from the SCOTS/APSE (Society of Chief Officers Transportation in Scotland/ Association of Public Service Excellence) benchmarking exercise for the year 2017/2018 which collects and compares the annual performance of all 32 Scottish Local authorities against agreed key service performance indicators. Dundee City Council forms part of the SCOTS cities family grouping and is compared against Aberdeen, Edinburgh and Glasgow City Councils. Scottish averages are also referred to where appropriate.
- 4.7 Some highlights from the Cities Group Benchmarking are listed below:
- Scottish Cities Comparison
- expenditure per kilometre of network is lower than the Cities Group average;
 - Road Condition Score Index is below the Cities Group and National average;
 - lowest number of CAT 1 defects and highest response time rate compared to Cities Group and National average;
 - significantly low number of claims received and 3rd party claims payments made;
 - above average percentage of carriageway length treated due to Dundee's expanded surface dressing programme; and
 - higher than average gully cleansing frequency rate.
- 4.8 The 2017/2018 financial year presented a challenging end to the winter season with 'the beast from the east' weather event in March 2018. In total 11,500 tonnes of salt was deployed during the season which is an increase of approximately 30% on a typical season's use. The Partnership met all policy obligations in the provision of the winter service and achieved compliance with all the Departments service standards.
- 4.9 The Road Maintenance Partnership has continued to maintain a consistent low level of pothole defects in the City, with 10,448 defects identified and addressed during 2017/2018. Of these defects three quarters were classified as safety defects requiring action within prescribed timescales as set out in the Inspection and Defect Categorisation Manual approved at the City Development Committee of 30 October 2017 (Article VIII of the minute, Report 330-2017 refers). The remaining 25% of defects identified were classified as Category 4 condition defects which were corrected to improve the fabric of the road and safeguard against further expansion of the defect, however did not pose a risk to road user safety.
- 4.10 The number of defects identified in 2017/2018 increased by 15% on the preceding year (2016/2017 recording 8,905 defects) and this was directly attributed to the severe end of season weather event ("the beast from the east"). The overall reduction of defects has stabilised, down

from 17,053 in 2014/2015 and 14,312 in 2015/2016, albeit exceptional winter seasons may continue to present periodic anomalies to the trend.

4.11 A number of further areas of potential development have been identified and will be actively pursued. Listed below are the main areas of work where the Partnership is realising further improvements:

- continue to monitor and review the quality of service provided through the partnership, focusing on operational quality and service value;
- continue to review the delivery of minor works elements of the partnership, to ensure an effective and expedient response in accordance with current national standards and best practice;
- continue to develop systems and processes to ensure a right first time quality service is being delivered;
- continue the review of the current procedures for pothole repairs with a view to increasing the percentage of first time permanent repairs;
- continue to analyse KPI performance to drive down the unit cost of repairs, reinvesting efficiency savings back into the road network;
- continue to develop the computerised asset management system and produce a comprehensive Roads Asset Management Plan; and
- work with local and national partners to deliver the Scottish Government shared service agenda.

5 POLICY IMPLICATIONS

5.1 This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

6 CONSULTATIONS

6.1 All members of the Council Management Team have been consulted and are in agreement with the contents of this report.

7 BACKGROUND PAPERS

7.1 None.

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17 January 2019

APPENDIX 1

ANNUAL STATUS REPORT

ROAD MAINTENANCE 2017/2018



Cities Benchmarking Group - Benchmarking KPI's for 2017/18

Measures		Dundee City Council			City 'A'	City 'B'	City 'C'	Scottish Average
		2015/16	2016/17	2017/18				
						2017/18		
Headline Performance Indicators	Total expenditure by carriageway network length (£ per km)	£17,120	£10,916	£17,974	£16,251	£20,023	-	£9,898
	Road Condition Index Score (% of carriageway length considered for maintenance)	27.2%	26.7%	25.3%	36.4%	25.0%	30.3%	35.0%
Carriageways	Total number of CAT 1 defects	34	33	88	1,034	252	78	249
	% of CAT 1 defects made safe within response time	100%	100%	100%	56%	94%	-	75%
	% of safety inspections completed on time	100%	53%	93%	6%	95%	-	81%
	Total number of 3rd party claims	90	62	62	284	920	113	151
	Total settled cost of 3rd party public liability claims	£2,363	£2,621	£872	£13,052	£52,052	£1,200	£16,379
	% of carriageway length treated	4.80%	4.16%	4.45%	2.19%	2.20%	1.73%	2.47%
	Actual cost of all maintenance work on carriageways	£3,623,704	£3,576,335	£3,576,718	£9,543,126	£13,261,107	-	£6,049,320
	Percentage on planned maintenance work (carriageways)	78%	74%	89%	72%	78%	-	65%
	Percentage on reactive maintenance work (carriageways)	15%	23%	9%	22%	13%	-	17%
	Percentage on routine maintenance work (carriageways)	7%	3%	2%	6%	9%	-	7%
	Actual number of gullies/road drains that authority is responsible for	25,673	24,894	25,521	54,709	75,871	33,000	28,882
Actual number of gullies/road drains emptied during year	18,473	15,645	15,850	28,548	27,877	-	16,205	
Footways	Total number of CAT 1 defects	0	6	9	0	24	9	21
	% of CAT 1 defects made safe within response time	100%	100%	100%	N/A	96%	89%	84%
	Total number of 3rd party claims	41	35	39	116	188	51	28
	Total settled cost of 3rd party public liability claims	£9,263	£10,869	£3,634	£55,778	£67,546	£450	£26,347
	% of footway length treated	0.74%	0.75%	0.98%	0.77%	1.53%	0.00%	1.00%
	Actual cost of all maintenance work on footways	£866,477	£708,753	£823,762	£3,396,635	£652,095	-	£718,348
	Percentage on planned maintenance work (footways)	74%	70%	76%	76%	66%	-	70%
	Percentage on reactive maintenance work (footways)	20%	30%	23%	24%	26%	-	17%
Percentage on routine maintenance work (footways)	6%	0%	1%	0%	8%	-	6%	

