

**REPORT TO: RMP EXECUTIVE BOARD**

**REPORT ON: ROAD MAINTENANCE PARTNERSHIP ANNUAL PERFORMANCE 2019/20**

**REPORT BY: ROAD MAINTENANCE PARTNERSHIP MANAGER**

**REPORT NO: 2021/001**

## **1 PURPOSE OF REPORT**

1.1 This report provides an update on the progress and performance of the Road Maintenance Partnership between Dundee City Council and Tayside Contracts on the delivery of the road maintenance service during the 2019/20 financial year.

## **2 RECOMMENDATION**

2.1 It is recommended that the Executive Board notes the content of the report and agrees that the Road Maintenance Partnership Manager continues to report back annually to the Executive Board 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 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 Government's 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 Council's infrastructure service delivery.
- This structure has provided opportunities for efficiencies and reduced staff costs for both the Council and Tayside Contracts.

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

4.3 The present Partnering Agreement concludes on 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.

4.4 The Road Maintenance Partnership has gained national recognition of its level of service, and operational approach. For its performance during the 2019/20 financial year, the Partnership was shortlisted as a finalist for the APSE Most Improved Performer in Roads, Highways and

Winter Maintenance Award category which is based on an assessment of the national performance data contained in Appendix 1 of this report. The Partnership also achieved recognition for its Apprentice Roadworker development programme with Declan McFarlane being recognised as a finalist at the APSE Apprentice Awards.

- 4.5 The 2019 annual citizen survey recorded an 89% satisfaction with roads, pavements and street lighting, the second highest satisfaction rating recorded in the last ten years.
- 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 2019/20 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 As noted in Appendix 1 of this report, the Road Condition Score Index (RCI) is below the Cities Group and National average, the RCI value represents the percentage of the road network requiring maintenance. The lower the value, the lesser extent of road maintenance required. At present Dundee is in the top quartile for road condition in Scotland. Dundee also records the lowest number of CAT 1 defects of the City authorities, with a significantly low number of claims received and no 3<sup>rd</sup> party claims payments made.
- 4.8 The Partnership demonstrates value for money in service delivery as reflected by the expenditure per kilometre of network performance indicator which is lower than the Cities Group average.
- 4.9 The carriageway maintenance programme for 2019/20 featured a continued targeting of increased corrective treatment to the unclassified road network, which features disproportionately in condition assessment compared to the A, B, and C class road networks. The phasing of targeted intervention cycles to alternate road classifications lessened the extent of surface dressing planned which is consistent with the cyclical rotation of needs assessed maintenance interventions. With surface dressing being a lower cost form of treatment, it accounts for the largest proportion of carriageway treatment area undertaken and this is reflected in the lower overall extent of carriageway length treated in comparison to both 2016/17 and 2017/18 but broadly comparable to 2018/19 which also featured this approach to maintenance intervention.
- 4.10 The number of gullies attended in 2019/2020 was the highest recorded in the last 5 years with a total of 18,774 gullies attended (13.1% above target). The total number of gullies cleaned accounted for 72.94% of the total inventory which is higher than the other comparable City Authorities and the national average.
- 4.11 The 2019/20 financial year presented a cold but snow free winter which culminated in the second highest<sup>1</sup> number of precautionary treatments (86) being carried out behind the 2017/18 winter season which contained "The Beast from the East". Due to the absence of snow events during the season, salt consumption was slightly below average usage levels, with a total of 5,090 tonnes of salt being deployed during the season. The Partnership met all policy obligations in the provision of the winter service and achieved compliance with all the Departments service standards.
- 4.12 The Road Maintenance Partnership identified and addressed 13,571 reactive defects during 2019/20. 85.5% of these defects were classified as safety defects requiring action within prescribed timescales as set out in the Inspection and Defect Categorisation Manual approved

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<sup>1</sup> Since the move to electronic recording in 2012/13

at the City Development Committee of 30 October 2017 (Article VIII of the minute refers). The remaining 14.5% 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.

- 4.13 The number of defects identified in 2019/20 increased by 27% on the preceding year (2018/19 recording 9,884 defects). The overall increase in defects can be attributed to the reduction in maintenance funding beginning to take effect on the network. While the overall network RCI puts Dundee in the top quartile for road condition in Scotland, both the A and B class roads within the city are beginning to deteriorate causing an increase in identified defects.
- 4.14 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.
  - Work with local and national partners to deliver the Scottish Government shared service agenda.

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**Annual Status Report**  
**Road Maintenance**  
**2019/20**



**Cities Benchmarking Group - Benchmarking KPI's for 2019/20**

Measures		Dundee City Council			City 'A'	City 'B'	City 'C'	Scottish Average
		2017/18	2018/19	2019/20	2019/20			
Headline Performance Indicators	Total expenditure by carriageway network length (£ per km)	£17,974	£20,780	<b>£18,947</b>	£14,440	£30,082	No Data	£10,758
	Road Condition Index Score (% of carriageway length considered for maintenance)	25.3%	26.5%	<b>25.9%</b>	29.9%	33.5%	28.90%	35.8%
Carriageways	Total number of CAT 1 defects	88	104	<b>134</b>	424	559	No Data	197
	% of CAT 1 defects made safe within response time	100%	96%	<b>93%</b>	100%	98.39%	No Data	90.14%
	% of safety inspections completed on time	93%	100%	<b>100%</b>	No Data	76%	No Data	91%
	Total number of 3rd party claims	62	87	<b>44</b>	68	279	No Data	136
	Total settled cost of 3rd party public liability claims	£872	£2,177	<b>£0</b>	£15,500	£299,058	No Data	£35,441
	% of carriageway length treated	4.45%	2.95%	<b>2.69%</b>	2.63%	3.96%	No Data	3.82%
	Actual cost of all maintenance work on carriageways	£3,576,718	£3,362,685	<b>£3,378,698</b>	£4,503,934	£15,241,312	No Data	£7,209,604
	Percentage on planned maintenance work (carriageways)	89%	72%	<b>77%</b>	75%	83%	No Data	76%
	Percentage on reactive maintenance work (carriageways)	9%	24%	<b>20%</b>	14%	13%	No Data	17%
	Percentage on routine maintenance work (carriageways)	2%	4%	<b>3%</b>	11%	5%	No Data	7%
	Actual number of gullies/road drains that authority is responsible for	25,521	25,740	<b>25,740</b>	34,087	55,291	69,175	29,588
Actual number of gullies/road drains emptied during year	15,850	15,058	<b>18,774</b>	7,049	27,362	34,998	18,004	
Footways	Total number of CAT 1 defects	9	0	<b>0</b>	11	No Data	No Data	26
	% of CAT 1 defects made safe within response time	100%	100%	<b>100%</b>	100%	No Data	No Data	89%
	Total number of 3rd party claims	39	32	<b>27</b>	21	84	No Data	18
	Total settled cost of 3rd party public liability claims	£3,634	£7,695	<b>£0</b>	£17,100	£407,515	No Data	£34,929
	% of footway length treated	0.98%	1.81%	<b>1.38%</b>	0.37%	1.58%	No Data	0.56%
	Actual cost of all maintenance work on footways	£823,762	£1,539,850* <sup>1</sup>	<b>£1,148,293</b>	£1,259,627	£6,543,149	No Data	£926,091
	Percentage on planned maintenance work (footways)	76%	90%	<b>83%</b>	96%	88%	No Data	76%
	Percentage on reactive maintenance work (footways)	23%	10%	<b>17%</b>	4%	12%	No Data	23%
	Percentage on routine maintenance work (footways)	1%	0%	<b>0%</b>	0%	0%	No Data	31%

\*<sup>1</sup> Value includes externally funded footway and cycleway improvement projects such as the £330,000 Docks Cycleway and the £175,000 Kingsway Cycleway improvements.