

ITEM No ...5.....

REPORT TO: CITY DEVELOPMENT COMMITTEE – 27 JANUARY 2020
REPORT ON: ROAD MAINTENANCE PARTNERSHIP PERFORMANCE 2018/19
REPORT BY: EXECUTIVE DIRECTOR OF CITY DEVELOPMENT
REPORT NO: 25-2020

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 2019.

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 minute 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 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.

4.3 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 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 2018/19 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. The Partnership also received a COSLA bronze award for an innovation project completed during the 2018/19 winter season in conjunction with Heriot Watt University which developed and trialed a form of residual salt scanning methodology and technology.
- 4.6 The 2018 annual citizen survey recorded a 90% satisfaction with roads, pavements and street lighting, an increase of 13% on the previous year and the highest satisfaction rating recorded in the last ten years.
- 4.7 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 2018/19 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.
- 4.8 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 3rd party claims payments made.
- 4.9 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. The significant annual rise of this performance indicator value is due to a redefinition of the indicator calculation and contributing elements, rather than a tangible increase in expenditure. The redefinition of the performance indicator has sought to align the SCOTS/APSE benchmarking indicator with the comparable SOLACE indicator which have differed in previous years.
- 4.10 The carriageway maintenance programme for 2018/19 featured a 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. The surface dressing programme being a lower cost form of treatment accounts for the largest proportion of carriageway treatment area undertaken and is reflected in the lower overall extent of carriageway length treated in 2018/19 compared to the previous two years.
- 4.11 Gully cleansing activity was slightly lesser than the two previous years due to operational constraints throughout the year. The number cleaned accounted for 58% of the total inventory which is on par with the other City Authorities and the national average. During the 2019/20 year to date the cleansing rate has increased and is on target for completing over 16,000 units in the current year.
- 4.12 The 2018/19 financial year presented a relatively mild winter season. In total 4,112 tonnes of salt was deployed during the season which is a decrease of approximately 40% 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.

- 4.13 The Road Maintenance Partnership has continued to maintain a consistently low level of pothole defects in the City, with 9,884 defects identified and addressed during 2018/19. 75% of these defects 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 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.
- 4.14 The number of defects identified in 2018/19 decreased by 5% on the preceding year (2017/18 recording 10,448 defects) which was impacted disproportionately by the severe end of season weather event ('the beast from the east'). The overall reduction of defects has stabilised, down from 17,053 in 2014/15, albeit exceptional winter seasons may continue to present periodic anomalies to the trend.
- 4.15 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.

5 POLICY IMPLICATIONS

- 5.1 This report has been subject to an assessment of any impacts on Equality and Diversity, Fairness and Poverty, Environment and Corporate Risk.

There are no major issues.

6 CONSULTATIONS

- 6.1 The Council Management Team were consulted in the preparation of this report.

7 BACKGROUND PAPERS

- 7.1 None.

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RP/EM/KAS

15 January 2020

Annual Status Report
Road Maintenance
2018/19



Cities Benchmarking Group - Benchmarking KPI's for 2018/19

Measures		Dundee City Council			City 'A'	City 'B'	City 'C'	Scottish Average
		2016/17	2017/18	2018/19	2018/19			
Headline Performance Indicators	Total expenditure by carriageway network length (£ per km)	£10,916	£17,974	£20,780 *1	£21,434	£21,662	-	£11,263
	Road Condition Index Score (% of carriageway length considered for maintenance)	26.7%	25.3%	26.5%	33.5%	29.3%	30.2%	36.3%
Carriageways	Total number of CAT 1 defects	33	88	104	569	306	-	292
	% of CAT 1 defects made safe within response time	100%	100%	96%	95%	99%	-	87%
	% of safety inspections completed on time	53%	93%	100%	76%	93%	-	90%
	Total number of 3rd party claims	62	62	87	432	879	-	173
	Total settled cost of 3rd party public liability claims	£2,621	£872	£2,177	£364,696	£47,006	-	£52,749
	% of carriageway length treated	4.16%	4.45%	2.95%	3.07%	3.42%	-	4.33%
	Actual cost of all maintenance work on carriageways	£3,576,335	£3,576,718	£3,362,685	£11,553,274	£14,523,204	-	£7,511,870
	Percentage on planned maintenance work (carriageways)	74%	89%	72%	83%	65%	-	73%
	Percentage on reactive maintenance work (carriageways)	23%	9%	24%	17%	27%	-	18%
	Percentage on routine maintenance work (carriageways)	3%	2%	4%	0%	8%	-	9%
	Actual number of gullies/road drains that authority is responsible for	24,894	25,521	25,740	55,863	69,175	-	28,675
	Actual number of gullies/road drains emptied during year	15,645	15,850	15,058	32,540	34,520	-	17,661
	Footways	Total number of CAT 1 defects	6	9	0	0	21	-
% of CAT 1 defects made safe within response time		100%	100%	100%	100%	100%	-	70%
Total number of 3rd party claims		35	39	32	94	164	-	26
Total settled cost of 3rd party public liability claims		£10,869	£3,634	£7,695	£682,409	£63,331	-	£71,495
% of footway length treated		0.75%	0.98%	1.81%	0.19%	1.18%	-	0.51%
Actual cost of all maintenance work on footways		£708,753	£823,762	£1,539,850 *2	£4,636,387	£3,504,933	-	£899,179
Percentage on planned maintenance work (footways)		70%	76%	90%	83%	65%	-	73%
Percentage on reactive maintenance work (footways)		30%	23%	10%	17%	27%	-	18%
Percentage on routine maintenance work (footways)	0%	1%	0%	0%	8%	-	9%	

*1 Increase in expenditure per km relates to redefinition of the indicator calculation, as opposed to an increased expenditure on previous financial years (Para. 4.9 refers).

*2 Value includes footway and cycleway improvement projects such as the £330,000 Docks Cycleway and the £175,000 Kingsway Cycleway improvements.

