

COUNTY COUNCIL LOCAL COMMITTEE FOR SOUTH LAKELAND

Meeting date: 4 April 2011

From: Corporate Director – Environment

BETTER HIGHWAYS MONITORING REPORT

1.0 EXECUTIVE SUMMARY

- 1.1 *Further to recent discussions with South Lakeland Members following the rolling in of Better Highways on 6th December this report provides Members with an update on highways maintenance issues using the Better Highways approach. It contains the new Measures as well as a profile of the work done and forms the basis of a regular report on this subject at each Local Committee.*

2.0 STRATEGIC PLANNING AND EQUALITY IMPLICATIONS

- 2.1 *Effective and efficient maintenance of the highway network underpins all of the County Council's corporate strategies.*
- 2.2 *In 2008, Cumbria County Council made a strategic decision to undertake a Systems Thinking review of all key services provided by the authority. The intention was to introduce service improvements to service delivery through changes to the contract arrangements as part of the Council's approach to how it conducts its business. The reactive maintenance work managed by Cumbria Highways and which is devolved to this local committee for delivery, was considered to be the most appropriate part of the Council's business to be undertaken first*
- 2.3 *There are no equality implications arising out of this report.*

3.0 RECOMMENDATION

- 3.1 *That the members note the monitoring information for the Better Highways works from 6th December 2010 to date for reactive maintenance work, as detailed in the report.*

4.0 BACKGROUND

- 4.1 Better Highways service delivery began its full implementation (roll in) on 6th December this year. One of the key principles of the new delivery approach is that it relies on active involvement of all parties which may result in further changes as and when agreed by them and where this delivers identified service delivery outcomes.
- 4.2 Eight Area Teams have been funded from the Local Committee's devolved highways revenue budget. The Local Committee has provided additional financial support from its communities budgets for:
- Additional sweeping and gully emptying work in flood susceptible areas, being deployed in consultation with local Flood Forum Groups.
 - A permanent patching team for repairs to winter damage.

5.0 MEASURES

- 5.1 Better Highways work is currently monitored using the two key measures of End to End times for repairs and the percentage of jobs completed Right First Time:-

For the period 6th December to 16th March 2011.

Measure	December 2010	January 2011	February 2011	March 2011 (to 16 th)	Since roll-in, to 16 th March 2011
End to End Time (days)	5.83	13.13	7.41	2.65	8.43
Right First Time (%age)	0.07%	5.37%	15.05%	19.30%	7.27%

N.B. All figures relate to demands completed in the months shown.

- 5.2 Members may recall from previous reports that the Right First Time measure was only able to be recorded from mid-January. The percentage shown for December relates to service demands received in December but completed in January.
- 5.3 Since the New Year, the Better Highways teams have been heavily committed to response to a large number of carriageway and footway defects arising out of the combination of weather and underlying condition of much of the road network, with received demands increasing from 1,483 in December to 1,900 in both January and February and 1,100 in the first half

of March. This increase in received demand corresponds to a worsening of End-to-End time performance in January.

- 5.4 The additional permanent patching team funded by virement from the Community budget was deployed from 31st January and this corresponds to a subsequent improvement in both End-to-End time and Right First Time percentage in February and March to date.
- 5.5 The table below contains further detail of the range of work demands being received in South Lakeland since commencement of Better Highways on 6th December.

Work Type Category	Received Demand		Work Undertaken	
	No of Demands	% of Total Demands Received	No. of Demands Completed	% of Total Demands Completed
Street Lighting	544	8.47	237	5.38
Carriageway Defect	3329	51.81	2074	47.11
Footway Defect	312	4.86	209	4.75
Flooding	392	6.10	273	6.20
Traffic Signals	24	0.37	18	0.41
Enquiry	255	3.97	172	3.91
Winter Maintenance	1121	17.44	1108	25.17
Emergency	171	2.66	154	3.50
Other	218	3.39	138	3.13
Countryside Management	13	0.20	8	0.18
Summer Maintenance	44	0.68	9	0.20
Highway Adoption	2	0.03	1	0.02
No Defect	1	0.02	1	0.02
Totals	6426		4402	

Table information from 06/12/2010 to 16/03/2011

- 5.6 A graph containing the above information is also available. Should Members wish to see work type broken down to their respective Divisions then this can be provided.
- 5.7 Members should note that during December 2010, all 8 Better Highways Teams were largely deployed delivering the winter maintenance service in South Lakeland. The costs of this work are not charged to the Local Committee's devolved budget. The consequential savings were retained within the Better Highways budget and used to deploy a hotbox and 2-man team to support the Area Teams in responding to winter damage service demands.

6.0 OPTIONS

- 6.1 Members can either approve the proposed report format as it currently stands, decide they do not need this information at local committee or request changes to the proposed format.

7.0 RESOURCE AND VALUE FOR MONEY IMPLICATIONS

- 7.1 This report provides for monitoring work carried out under Better Highways.
- 7.2 Budgetary issues are covered in a separate report.

8.0 LEGAL IMPLICATIONS

- 8.1 The County Council is under a statutory duty to maintain the highway and in certain circumstances can be held liable for injury, damage or loss caused to users of the highway as a result of failure to take reasonable precautions to secure their safe use of the highway.

9.0 CONCLUSION

- 9.1 The Better Highways Monitoring report format was agreed by Local Committee at its meeting on 13th December to provide Members with information about service performance and is complementary to the budget reports. It should help to assist the budget allocation process so that funds can be directed to be responsive to customer demand.

Andrew Moss
Assistant Director Highways and Transport
23 March 2011

APPENDICES

Appendix 1 - Work Type Category and Received Demand Analysis

IMPLICATIONS

Electoral Division(s): All South Lakeland

Executive Decision

Yes	<input type="checkbox"/>
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Key Decision

Yes	<input type="checkbox"/>
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If a Key Decision, is the proposal published in the current Forward Plan?

Yes	<input type="checkbox"/>	<input type="checkbox"/>
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Is the decision exempt from call-in on grounds of urgency?

<input type="checkbox"/>	No
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If exempt from call-in, has the agreement of the Chair of the relevant Overview and Scrutiny Committee been sought or obtained?

		N/A
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Has this matter been considered by Overview and Scrutiny?
If so, give details below.

	No
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Has an environmental or sustainability impact assessment been undertaken?

	No	
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Has an equality impact assessment been undertaken?

	No	
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PREVIOUS RELEVANT COUNCIL OR EXECUTIVE DECISIONS
[including Local Committees]

County Council 18 February 2010 – approval of 2010/11 revenue budget.

CONSIDERATION BY OVERVIEW AND SCRUTINY

Considered by Overview and Scrutiny (Task and Finish Group) June 2010.

BACKGROUND PAPERS

No background papers.

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