

ENVIRONMENT OVERVIEW AND SCRUTINY PANEL 18 JANUARY 2023

NEW DEVELOPMENTS AND EFFICIENCIES IN HIGHWAY MAINTENANCE WHICH COULD BENEFIT WORCESTERSHIRE RESIDENTS

Summary

1. The Panel has requested an update on new developments and efficiencies in highway maintenance which could benefit Worcestershire residents and, in particular, the perspective from the Council's Highways Maintenance Service Contractor for Highways, Ringway. A previous report was presented to the Economy and Environment Overview and Scrutiny Panel in January 2020.
2. Representatives from Ringway have been invited to the meeting, along with the Cabinet Member with Responsibility for Highways and Transport and Senior Officers from the Economy and Infrastructure Directorate.

Background

3. Ringway Infrastructure Services Limited is part of the Eurovia Group and on a national basis is responsible for maintaining over 50,000 kms of the public highway. In the Midlands region, it has contracts with Gloucestershire County Council and Wiltshire Council.
4. Ringway have the opportunity to introduce best practice, innovations and efficiencies from its other clients and share best practice from Worcestershire with others. There are a number of funding streams for highways maintenance including funding through the Department for Transport (DfT) needs/ formula allocation with an element from the DfT Incentive Fund (Capital), Worcestershire County Council Capital allocation and Worcestershire County Council Revenue. In addition, additional funding may be derived from Public Realm, small works, and Member requests.
5. The information set out in this report and in the presentation attached at Appendix 1 will be used to support the Panel's discussion.

Highways Maintenance Service Contract and Key Performance Indicator (KPI) requirements

6. The Highway Maintenance Service Contract (HMSC) commenced in April 2014 for a core period of 6.5 years. The Contract is an evolution of the previous Term Maintenance Contract. It is outcome based and the Council is actively monitoring 15 Key Performance Indicators (KPI's). Subject to satisfactory performance thresholds and performance criteria being achieved, there is the ability, by

agreement to increase the contract by individual years up to 2026 (12.5 years maximum). There are no monetary rewards attached to the KPIs for this Contract.

7. Contract performance reviews at weekly Contract Management Team (CMT) meetings, ensure the productivity, quality and status of defects and other contract targets are reviewed. Alongside this there is a more strategic quarterly review. KPI's address contractual performance for all aspects of service delivery in highway maintenance covering:
 - Design and Build – highways surfacing, surface dressing, patching and structural/preventative maintenance
 - Routine and Cyclic – verge maintenance, road markings and studs, gully emptying (drains), safety defect repairs (potholes etc.), tree works, sign clearance/cleaning and lining etc
 - Flooding and drainage work
 - Public Realm works and other smaller Local Works.
8. The use of an NEC TSC has a number of mechanisms that ensures the the Council shares any efficiencies and savings with the Contractor rather than those efficiencies simply giving the Contractor additional profit as in more traditional types of Contract.

Innovations and efficiencies in Service Delivery

9. The information set out in this report and appendix focusses on specific issues in terms of new ways of working and innovations led by both Ringway and the Council, driving improvements in service delivery and increased efficiencies.
10. The contract mechanisms allow efficiencies to be realised and both parties benefit from those efficiencies:

i. Environmental Initiatives

The roadmap demonstrates the collective commitment to driving urgent actions to become net zero by 2050. Initiatives include electric vehicle roll out, bio-diversity plans, diverting waste from landfill and increasing recycling opportunities.

ii. Digitisation

The presentation slides outline some of the opportunities to embrace digital opportunities to improve systems, processes and enhancing the customer experience.

iii. Social Value

Demonstration of clear and committed social value with quantifiable social benefits, both wider financial benefits and non-financial outcomes. It is essential to consider the wider social, economic, and environmental benefits, and recognise the important values that can be derived through engagement with communities.

iv. Self-Delivery

The aspiration is to self-deliver a minimum of 70% of works. There will be occasions when sub-contracts are necessary to ensure that supply and demand continue to be met. Ringway's supply chain partners are only engaged when they comply with criteria.

Purpose of the Meeting

The Panel is asked to:

- Consider and comment on the updated information provided on new developments and efficiencies in highway maintenance which could benefit Worcestershire residents,
- Agree any comments to highlight to the Cabinet Member for Highways and Transport,
- Determine whether any further information or scrutiny on a particular topic is required.

Supporting Information

Appendix 1 – Presentation Slides

Specific Contact Points for this report

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Background Papers

In the opinion of the proper officer (in this case the Democratic Governance and Scrutiny Manager (Interim Monitoring Officer)), the following are background papers relating to the subject matter of this report:

[Economy and Environment Overview and Scrutiny Panel 23 January 2020 - Worcestershire County Council \(moderngov.co.uk\)](#)

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