

Enterprise Resources Trading Service

Roads Contracting Trading Service Performance Review

1 Financial Position

- 1.1 The final outturn position on the Roads Contracting Trading Operation for 2009/2010 is showing a surplus of £1,941,000 against a target surplus of £1,094,000 for the year ended 31 March 2010.

	Annual Estimate £000	Year to Period 14 Actual £000	Variance £000
Employee Costs	6,921	7,671	(750)
Property Costs	282	310	(28)
Supplies and Services	7,603	8,597	(994)
Transport and Plant	3,005	4,806	(1,801)
Administration Costs	1,038	1,135	(97)
Payment to Other Bodies	0	263	(263)
Payments to Contractors	2,951	5,286	(2,335)
Financing charges	38	21	17
Total Expenditure	21,838	28,089	(6,251)
Total Income	22,932	30,030	7,098
Surplus	1,094	1,941	847

- 1.2 For the financial year 2010/11, the Roads Contracting Trading Operation is showing a surplus of £242,000 against a budgeted surplus for the period ended 14 May 2010, of £211,000.

	Annual Estimate £000	Year to Period 2 Estimate £000	Year to Period 2 Actual £000	Variance £000
Employee Costs	7,125	800	902	(102)
Property Costs	282	27	42	(15)
Supplies and Services	7,467	575	935	(360)
Transport and Plant	2,965	232	259	(27)
Administration Costs	1,038	153	150	3
Payment to Other Bodies	0	0	8	(8)
Payments to Contractors	2,951	6	6	0
Financing charges	38	3	1	2
Total Expenditure	21,866	1,796	2,303	(507)
Total Income	23,236	2,007	2,545	538
Surplus	1,370	211	242	31

2 Maximising Attendance

2.1 Absence levels for Roads Contracting for the period 1 April 2009 to 31 March 2010 are contrasted with last year's performance as follows:

Table 2.1

	Hawbank East Kilbride	Larkhall	Clydesdale	Car Parks	Total Roads Contracting Manual	Staff	Total
Cumulative Average 2005/06	4.77%	2.85%	5.69%	5.17%	4.54%	3.62%	4.44%
Cumulative Average 2006/07	3.71%	6.11%	4.61%	4.49%	4.76%	1.79%	4.47%
Cumulative Average 2007/08	2.20%	6.84%	5.31%	4.66%	4.85%	1.15%	4.47%
Cumulative Average 2008/09	2.33%	3.95%	4.39%	6.53%	3.74%	1.70%	3.66%
Cumulative Average 2009/10	4.51%	6.36%	7.33%	3.15%	5.85%	1.26%	5.66%
April 2009	3.29%	5.70%	2.20%	5.52%	3.99%	0.41%	7.03%
May 2009	2.69%	6.70%	5.79%	11.51%	5.48%	8.02%	5.58%
June 2009	4.62%	6.69%	6.47%	2.76%	5.71%	0.00%	5.49%
July 2009	4.11%	5.62%	7.44%	2.96%	5.45%	3.86%	5.39%
August 2009	6.04%	6.60%	10.95%	1.44%	7.29%	0.53%	7.03%
September 2009	5.12%	4.55%	17.35%	0.69%	8.02%	0.00%	7.67%
October 2009	2.40%	7.06%	10.12%	1.72%	6.16%	0.00%	5.89%
November 2009	5.49%	9.52%	7.36%	1.08%	7.11%	0.00%	6.80%
December 2009	7.23%	8.93%	4.15%	1.32%	6.54%	0.00%	6.26%
January 2010	3.80%	5.46%	6.71%	3.60%	5.20%	0.00%	4.98%
February 2010	3.70%	4.07%	4.74%	1.89%	4.02%	3.50%	4.00%
March 2010	5.28%	5.39%	5.22%	3.30%	5.18%	0.00%	4.96%
Total Days Lost	85	93	78	10	266	0	266

2.2 Further analysis of the figures for manual employees shows the breakdown between the three main operational areas and car parks:-

Table 2.2

March 2010	Hawbank East Kilbride	Larkhall	Clydesdale	Car Parks	Total Roads Contracting Manual	Staff	Total
Short Term	3.85%	2.26%	1.54%	3.30%	2.61%	0.00%	2.50%
Long Term	1.43%	3.13%	3.68%	0.00%	2.57%	0.00%	2.46%
Total	5.28%	5.39%	5.22%	3.30%	5.18%	0.00%	4.96%

2.3 Monthly meetings, at a senior level, continue to monitor the attendance situation.

3 Service Level Agreement - Appraisal

3.1 Projects operated under the above continue to progress satisfactorily being:-

3.1.1 Routine and Cyclical Maintenance (4 Divisions) - Revenue

Revenue works associated with the discrete schemes aimed at improving the Council's footway and carriageways network over 2010/11 are progressing with the following schemes listed for the Forums interest:-

Clydesdale Area

Daer Reservoir Access Road Surface Dressing	£38,000
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C16 Surface Dressing	£50,000
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East Kilbride Area

Station Road, Glassford Carriageway resurfacing	£70,000
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Old Coach Road, East Kilbride Plane and inlay carriageway	£65,000
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Hamilton Area

Burnbrea Road, Blantyre Carriageway Resurfacing	£90,500
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Scott Street, Hamilton Footway resurfacing	£75,000
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Rutherglen/Cambuslang Area

Dalveen Way, Rutherglen Carriageway resurfacing	£30,000
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Kirkmuir Drive, Rutherglen Carriageway resurfacing	£50,000
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3.1.2 Integrated Lighting Services

The service continues to operate satisfactorily. Examples of some of the improvement schemes recently completed are listed for information.

North

Hamilton Road, Cambuslang Lighting Improvement	£180,000
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South

Station Road, Law Lighting Improvement	£33,500
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3.2 Road Investment Programme (2008-2016)

Roads Contracting Services are responsible for delivering a major element of the £126m Roads Investment programme (2008-2016) and the current workforce has now increased to 205 operatives. Progress on these works is being provided to the Financial Resources Scrutiny forum on a regular basis.

Examples of the before/after position for a number of these schemes are included as Appendix 1 for Members interest.

3.2.1 From the 102 approved schemes within the 2010-11 Capital Programme, 76 are being completed by Roads Contracting Services as follows:

	<u>Approved Schemes</u>	<u>Completed/ Ongoing</u>	<u>Programmed</u>
Clydesdale	22	7	15
Hamilton	19	2	17
East Kilbride	24	3	21
Rutherglen/Cambuslang	11	2	9
	76	14	62

The balance (26) will be completed through the Council's Partnership contract arrangement with Ronnie Docherty.

4. Performance Progress Report.

4.1 As agreed under the 10 year Service Level Agreement Roads Contracting Services have adopted a number of performance measures. The reporting framework is as follows:-

(a) Customer Opinion 2009-10

10% of discrete schemes valued at over £50,000 are the subject of Customer Surveys.

Depot	No of surveys carried out	Overall Service	Site Set up	Site Assistance	Ease of Contact	Works Progress	Quality of Workman-ship	Pre-start information
Clydesdale	1	88%	88%	88%	N/A	95%	89%	63%
Hawbank	8	75%	76.1%	76.8%	70.1%	74.7%	72.9%	60%
Larkhall	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A

50% is average

75% is good

100% is excellent

The performance figures above especially for Hawbank Depot are lower than would be ideal, this is due to some of the schemes being done early in the financial year where inclement weather led to works taking longer than expected.

(b) Quality 2009-10

A minimum of two quality audits are completed weekly which measure the quality of workmanship over a range of road worker activities.

Depot	No of quality audits	Target %	Actual %	No of corrective actions
Clydesdale	103	90-100	95.49	50
Hawbank	82	90-100	93.4	12
Larkhall	45	90-100	99.73	3

Ideally percentage compliance should be 100% however 90%+ is considered acceptable provided corrective and preventative measures are undertaken before the auditor leaves site.

- (c) **Lighting Maintenance 2009-10**
The Statutory Performance indicator which requires the Council to show the percentage of street lighting repairs completed within seven calendar days is 99.9% while the local indicator which shows the percentage of lamps lit after a random inspection is 99.3%.
- (d) **Road maintenance 2009-10**
The performance indicator details the percentage compliance with timescale for certain categories of repair work in accordance with the COSLA Code of Good Practice.

Category	Target	2009-10 2 nd Quarter	2008-09
Category 1 (within 24 hours)	95%	98.17%	97.48%
Category 2 (within 10 working days)	90%	80.14%	87.85%
Category 3 (within 28 working days)	90%	85.10%	91.88%

Performance in our Category 2 and 3 works is lower than the target. During the first half of the financial year this was principally due to resources being concentrated on completion of our major scheme programme, including the Roads Investment Plan. Category 2 and 3 figures for the period December 2009 to March 2010 deteriorated considerably due to the most extreme weather conditions encountered over the last 30 years.

5. **Winter Maintenance Report**

- 5.1 During the Winter Season gritting operations are generated by a weather forecast specific to road conditions. The forecast is received three times daily from Meteogroup, the forecast provider. Winter activity is therefore in the main planned. The forecast can often be marginal and timing of adverse weather uncertain. In these circumstances a call out system operates and staff on stand-by are alerted. Scouting patrols are put in operation and used to advise decision making staff in Roads Service of the prevailing conditions and to initiate "call out" should the weather deteriorate quickly.

Summarised below are the actions by month this winter compared to previous years.

	Planned Carriageway Actions				Planned Footway Actions				Call out			
	06/07	07/08	08/09	09/10	06/07	07/08	08/09	09/10	06/07	07/08	08/09	09/10
October	0	3	13	1	0	0	1	0	0	1	0	0
November	22	12	24	15	1	1	2	1	2	1	3	0
December	37	40	59	78	9	16	33	26	1	3	3	0
January	33	30	55	61	10	12	28	20	1	5	4	2
February	22	31	43	43	7	2	18	15	2	2	3	2
March	20	26	16	32	3	3	2	5	1	0	0	0

Successful operations of the response to emergencies including winter 2009/10

Month	Routes Treated	Late Start	Late Finish
October 2009	14	0	0
November 2009	380	0	2
December 2009	1951	0	0
January 2010	1749	1	3
February 2010	1265	1	0
March 2010	928	1	0

5.2 Cross Resource Working

Arrangements are in place and were utilised during the above period of adverse weather.

5.3 Other Adverse Weather

Flood scouting and culvert watch has continued where appropriate.

6. Health and Safety Update

- 6.1. The Council's Health and Safety Section recently issued the Health and Safety Report on accident statistics which can be summarised as follows. The figures indicated are the accumulative affect to the end of Quarter 4.

Area	Accidents Reported		Accidents Resulting Lost Time		Number of Days Lost		Approximate Cost		Number of Accidents Reported to HSE	
	2009/10 Qtr 4	2008/09 Qtr 4	2009/10 Qtr 4	2008/09 Qtr 4	2009/10 Qtr 4	2008/09 Qtr 4	2009/10 Qtr 4	2008/09 Qtr 4	2009/10 Qtr 4	2008/09 Qtr 4
Clydesdale	5	9	3	4	40	42	£4,134.00	£4,234.00	3	3
Hawbank	13	6	7	1	71	5	£7,337.00	£504.00	5	1
Larkhall	9	13	7	10	110	58	£11,368.00	£5,848.00	6	8
Total	27	28	17	15	221	105	£22,839.00	£10,586.00	14	12

Notes: The figures indicated are the accumulative affect to the end of Quarter 4 and may include days carried forward from accidents that occurred in a previous quarter.

7. Business Plan Performance Reporting

- 7.1 Roads Contracting produces a three year Business Plan which has been updated for 2010/11 – 2012/13 that identifies key objectives and a range of performance measures. The performance of the Service is in line with annual targets.

8. Employee Implications

- 8.1 None.

9. Financial Implications

- 9.1 Roads Contracting Services achieved a greater than anticipated surplus in 2009-10 due to an increased level of funding from external bodies and a substantial increase in winter maintenance activity.

10. Other Implications

- 10.1 None.

11. Equality Impact Assessment and Consultation Arrangements

- 13.1 This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and, therefore, no impact assessment is required.
- 13.2 Regular consultation with the Trade Unions regarding employee related issues. In addition the Head of Roads and Transportation and the Head of Support Services provide regular updates to the workforce on the progress of the 10 year Service Level Agreement and the Roads Investment Programme (2008-2016).

Colin McDowall

Executive Director (Enterprise Resources)

3 June 2010

Link(s) to Council Objectives and Values

- Improve the Road Network and Public Transport
- Improve Community Safety
- Accountable, Effective and Efficient
- Sustained Development

Previous References

- Report dated 25 February 2010

List of Background Papers

- None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:- Alan Colthart, Head of Support Services

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