



## **OFFICER REPORT TO SCC LOCAL COMMITTEE**

### **SURREY HIGHWAYS PARTNERSHIP**

**8 FEBRUARY 2008**

#### **KEY ISSUE AND SUMMARY**

Representatives of Surrey County Council's partner constructor Ringway will be attending the meeting to answer any questions Members of the Committee have about works in Runnymede or how the contract operates.

Written answers to any questions on this matter received from members in advance will be provided on the day.

#### **ELECTORAL DIVISION AND MEMBER**

All divisions

#### **OFFICER RECOMMENDATIONS**

**This report is for information only**

## 1.0 Introduction and background

1.1 The contract commenced in April 2003 and is to undertake all highway works within the west of the County. Whilst initially for a period of four years the contract has been extended until April 2009. The next review is imminent, any extension will be dependant upon constructor performance against agreed Key Performance Indicators (KPIs). The maximum total period the contract can operate for is ten years.

## 2.0 Scrutiny

2.1 The Transportation Select Committee scrutinises the performance of the contract on a quarterly basis. The full 15 KPIs are detailed below, those marked in bold are used to calculate any extension to the contract. This information is collected on a west area basis. The latest available data will be presented to the committee at the meeting.

<b>Q1</b>	<b>% Of minor works completed right first time</b>
C1	% Of Actual Design costs within 10% of Final agreed Estimated Design costs
<b>C2</b>	<b>% Of Actual Works costs within 10% of Final agreed Estimated Works costs</b>
<b>C3</b>	<b>% Of Actual costs not exceeding final target cost by 10%</b>
<b>T1</b>	<b>% Of minor defects repaired within required timescale</b>
<b>T2</b>	<b>% Of emergency response defects responded to within 1 hr</b>
<b>T3</b>	<b>% Of works over £5000 completed by agreed final estimated completion date</b>
T4	% of reports and other documentation submitted to the Client within the agreed timescale
S1	% of Health & Safety Audits of schemes meeting required score
<b>S2</b>	<b>Target limit expressed as a % of the preceding years accident frequency rates per 100,000 man-hours</b>
US1	% of customers surveyed about schemes who were satisfied or better
US2	% of clients surveyed who were satisfied or better with the service provided by the Constructor
E1	A minimum of 2% efficiency saving per annum in respect of the services and works for each year of the order term
P1A	% Of gullies cleaned
P2A	Average number of jobs completed per gang per day

**3. Recent highway works completed by Ringway within Runnymede**

3.1 Below are examples of capital schemes completed in Runnymede this financial year. This is not a comprehensive list but a sample.

*Minor improvement works*

- Christchurch Road cycleway, Virginia Water
- Egham by-pass safety barrier, Egham
- St Judes Road Puffin crossing, Englefield Green

*Major carriageway maintenance*

- A30 London Road junction with Christchurch Road, Virginia Water
- Bagshot Road, Englefield Green

*Surface dressing*

- Eastworth Road, Chertsey
- A30 London Road, Virginia Water
- Woodham Lane, Woodham

*Footway reconstruction*

- High Street, Egham
- St Judes Road, Englefield Green

3.2 As well as capital works, Ringway is responsible for completing a wide range of routine maintenance (revenue) tasks including:

- Gulley emptying
- Pot-holes / minor repairs
- Trees
- Grass cutting
- Road traffic signs and lines
- Community gang works

3.3 Weekly meetings are held between Ringway works supervisors and County Council Officers. At these meetings workloads and priorities are discussed and agreed for the forthcoming week.

**4. Ringway representation**

4.1 Representatives from Ringway will be able to answer Member questions concerning Ringway's general operation of the contract.

- 4.2 Previous experience has indicated that the following questions are often of concern to Members. There may be additional questions that Members wish to ask either expanding upon these themes or separately:

*How much work do Ringway subcontract and why do they do this?  
What benefits does this bring to the contract in performance and costs?*

*What control does Ringway have over subcontractors?*

*How is the contract monitored and who determines, within Ringway if it is working?*

*How do Surrey taxpayers know that the contract is providing value for money?*

*What working practise improvements has Ringway introduced through experience gained from the last five years of operating this contract in Surrey?*

*What does Ringway proactively do to minimise disruptions for the travelling public? Why does so much work require road closures?*

*How do Ringway update the highway service to ensure there are “no surprises”?*

*What method does the contractor use to judge customer satisfaction to ensure its own internal standards are adhered to?*

- 4.3 If there is insufficient time to answer all Member questions at the meeting, or if specific information unavailable at the meeting is required, a written response will be provided to all Members.

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**BACKGROUND PAPERS:** None