

Transport and Environment Committee

10.00am, Tuesday, 29 October 2013

Public Utility Company Performance Quarter 2 2013/14

Item number	8.11
Report number	
Wards	All

Links

Coalition pledges	P28 and P33
Council outcomes	CO19 and CO26
Single Outcome Agreement	SO4

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Executive summary

Public Utility Company Performance Quarter 2 2013/14

Summary

This report summarises the performance of Public Utilities (PU's) during Quarter 2 of the 2013–2014 year (July to September 2013).

Where appropriate, the year to date information is given, eg (April to September).

Recommendations

It is recommended that the Transport and Environment Committee notes the report and the performance information shown in Appendix A.

Measures of success

Greater public satisfaction with:

- the planning, co-ordination and delivery of road works across the city;
- the quality of information supplied to people who live in, work in or visit Edinburgh; and
- the quality and longevity of PU reinstatements.

Financial impact

The revenue streams associated with Sample and Follow up inspections of PU reinstatements are on track to achieve the budget target for 2013/14 financial year.

Equalities impact

There are no equalities impacts arising directly from this report.

Sustainability impact

There are no sustainability impacts arising directly from this report.

Consultation and engagement

Individual liaison meetings were held every two months with representatives of each of the major PUs. Specific performance issues and improvement requirements were discussed at the meetings.

This quarter, the Council was represented at all relevant committees as required within the Code of Practice for the Co-ordination of Works in Roads.

There were two meetings held with Scottish Waters contractors this quarter to discuss the commencement of the second programme for the backlog of road and pavement apparatus repairs. It was confirmed that every effort would be made to progress this work as quickly as possible with the minimum of inconvenience to traffic. This will utilise wherever possible evening and off peak working.

Background reading/external references

Utility Company Performance – Item 7.10, Transport and Environment Committee, 15 January 2013.

Quality of Utility Company Reinstatements – Item 5.16, Transport, Infrastructure and Environment Committee, 18 June 2012.

Public Utility Company Performance 2012/13 and First Quarter 2013/14 - Item 7.6 Transport, Infrastructure and Environment Committee, 27 August 2013.

Code of Practice for Inspections", 3rd edition, approved by the Roads Authority and Utility Committee Scotland, November 2012.

Code of Practice for the Co-ordination of Works in Roads, version 1.0, April 2013

Public Utility Company Performance Quarter 2 2013/14

1. Background

- 1.1 The New Roads and Street Works Act 1991, as amended by the Transport (Scotland) Act 2005, gives statutory undertakers (PU companies and private utility providers) responsibility for signing, lighting and guarding works that are being undertaken. The Legislation also requires the road to be reinstated to prescribed requirements upon completion of works.
- 1.2 A previous report, on 15 January 2013, recommended that a utility performance report be submitted to the Committee on a quarterly basis. The Committee approved the recommendation to instruct the Head of Transport to enhance the scrutiny and monitoring of all road works. The Committee also agreed to instruct the Head of Transport to take the lead in developing a revived Edinburgh Roadworks Ahead Agreement (ERWAA).
- 1.3 Developments that have occurred during this quarter are also given within the report.

2. Main report

Fixed Penalty Notices (FPNs)

- 2.1 The total number of FPNs issued to PUs, in quarters 1 & 2 of 2013/14 was 219. A further 78 FPNs were issued to other agents in relation to Road Occupation Permits ie skips, scaffolding etc.
- 2.2 The yearly trend is showing an improvement in compliance and the trend is positive since 2011.

Co-ordination

- 2.3 The quarterly meetings for the Edinburgh Roads Authorities and Utilities Committee and for the South East Roads Authorities and Utilities Committee took place. Since the last report, Vodafone, which had failed to attend previous meetings, has been present. Vodafone now represents Cable & Wireless. Cable & Wireless was the only PU to have missed nearly every meeting.

- 2.4 The second of four quarterly meetings took place for Edinburgh Roads Authorities and Utilities Committee and for the South East Roads Authorities and Utilities Committee. They took place on 13 August and 20 August 2013 respectively.

Utility Reinstatement Work

- 2.5 The sample Inspections, carried out in Q1&2 of 2013/14, were divided as follows:

Type of Inspection	Definition	No
Sample A Inspections	Inspections undertaken during the progress of the works.	321
Sample B Inspections	Reinstatements inspected within six months of the work being completed.	328
Sample C Inspections	Reinstatements inspected within three months of end of maintenance guarantee period.	321

These inspections average 50% of the expected yearly total and are on target to achieve the required totals for the year.

- 2.6 The number of Inspections, carried out in addition to the above sample inspections in Q1&2 of 2013/14, were as follows:

Type of Inspection	Definition	No
Category A Inspections	Inspections undertaken during the progress of the works.	60
Category B Inspections	Reinstatements inspected within six months of the work being completed.	2211
Category C Inspections	Reinstatements inspected within three months of end of maintenance guarantee period.	3128

The Category B & C inspections average 48% of the expected yearly total and are on target to achieve the required total of 100% for the year.

These totals are a direct result of increasing the Road Work Support Team by the two additional fixed term Inspectors earlier this year.

The average failure rate for all PUs is 14.8% and these results are being discussed at the one to one liaison meetings with each PU.

Utility Defective Apparatus

2.7 The total numbers of outstanding Defective Apparatus for Q2 was as follows:

Utility	July	August	September
Scotland Gas Networks (SGN)	5	7	10
Scottish Water	549	550	548
BT Openreach	33	51	55
Scottish Power	6	10	9
Virgin Media	16	19	13

- 2.8 At the end of quarter 2, there were 635 items of outstanding defective apparatus. The PU with the largest number outstanding is still Scottish Water. Of the 548, that show as still outstanding, the Council has received assurances from Scottish Water that there are now approximately only 200 outstanding. However, the Scottish Road Works Register shows the 548 as still outstanding. The Council has received assurances from Scottish Water that the discrepancy in the register is being addressed. Assurances have been gained that a dedicated team is currently working on this. Until such time as this can be verified no changes will be made to the Council's reports. These defects and the proposals to address them were discussed at an improvement meeting held on 18 June 2013.
- 2.9 Over the past three months there has been a negative trend in the performance of nearly all major utilities and each utility has given assurances that they will address this. This is being closely monitored over the next quarter by the Road Work Support Team.

Defective Reinstatements

2.10 The total number of outstanding Defective Reinstatements for Q2 was as follows:

Utility	July	August	September
Scotland Gas Networks (SGN)	85	88	81
Scottish Water	231	272	277
BT Openreach	37	43	43
Scottish Power	42	52	45
Virgin Media	46	49	46

At the end of the quarter, the total number of outstanding defective reinstatements in the city was 492. The PU with the largest number of defective reinstatements is still Scottish Water. These were discussed at the improvement meetings on 18 June 2013. Scottish Water is undertaking training of its contractors to address issues that result in failed reinstatements. The actions being taken by Scottish Water have been submitted to, and discussed with, Road Services.

It can be seen that in September of quarter 2 every PU showed a small improvement in their failed reinstatements when compared to August, with the exception of Scottish Water. The number of inspections carried out by the Council during this quarter also increased, by 28%, compared to the previous quarter.

The Edinburgh Roadworks Ahead Agreement

2.11 The planned re-launch of the ERWAA is progressing with the first meeting of the member/officer working group took place on 15 October 2013. It is envisaged that the actions and progress of the ERWAA will feature in the next quarterly report.

Changes in the Second Quarter of 2013/14

2.12 The total number of inspections is showing a trend of increasing month on month. This is attributed to the training and experience being gained by the additional inspectors in the Road Work Support Team. This is also in addition to the existing work of the experienced inspectors within the team.

2.13 When compared to the same period last year there has been a 89% increase in the number of inspections carried out.

Improvement Plan

- 2.14 Several meetings have been held with Scottish Water throughout this year to date to discuss its improvement plans and to make significant amendments to its performance to date.
- 2.15 This involved the training of staff who are involved in setting out their signing, lighting and guarding of their works and closer communication between Scottish Water's contractors and the Council.
- 2.16 A commitment has been received from Scottish Water and work has started on repairing their defective apparatus. Work is being undertaken outwith peak times and will utilise evening and weekend working to minimise disruption to traffic. It is subject to regular monitoring and it is still planned to have the backlog of defects completed this year.
- 2.17 Work is being undertaken to investigate the anomaly within the Scottish Road Works Register regarding the items of apparatus that have already been completed but are still showing as outstanding.

Performance Monitoring

- 2.18 Figures showing performance information for the second quarter of 2013/14 are shown in:
- **Graph 1** - Fixed Penalty Notices per Utility Company; the failure rate by Scottish Water was the highest in quarters 1 & 2. This was due to their notices not being closed on time and no notice being received. These issues will be raised at their next liaison meetings. Requests will be made for an improvement by the next months monitoring.
 - **Graph 2** - Number of Inspections undertaken; in this quarter there were 6,847 inspections carried out. The number of inspections carried out per month depends on a number of variables, weather, staff available and proximity of inspections to one another. It is estimated that the target of 20,000 inspections will be achieved this year. The number of inspections has been increasing every month since June this year.
 - **Graph 3** - Core Results Pass/Fail performance for each Utility; the recognised acceptable failure rate for coring is 10%. Both Scottish Water and Openreach were higher than the target.

- Scottish Water failed 18/60 cores for the following reasons; depth of laid material (17%), compaction (2%), no bonding (2%) and the wrong material used (10%). Scottish Water is addressing this by updating its working methods and has assured the Council that this will be improved within this year. This includes training and talks with their contractors.
- Openreach failed 2/15 cores and has been informed that this is unacceptable. The reasons were split between depth of laid material and the wrong material used. Assurances have been received that it will be improved. Specific improvement details will be gained at the next liaison meeting.
- **Graph 4** - Defective Apparatus Outstanding, (Overall numbers that have yet to be repaired); the number outstanding for Scottish Water (548) is a long standing issue. This has been raised as a specific problem and plans are being put in place to address this, which should reduce the actual numbers on the roads and pavements this year.
- **Graph 5** – Defective Reinstatements Outstanding, (Overall numbers waiting repair); the number of outstanding or defective reinstatements has varied over quarter 2. Each PU has shown an increase in failed reinstatements over the first two months but generally improved slightly in September, with the exception of Scottish Water. It is believed this is a direct result of the additional inspections carried out in quarter 2 and therefore additional failed reinstatements were discovered.

2.19 It is proposed to provide further quarterly performance reports to future meetings of the Committee.

3. Recommendations

3.1 It is recommended that the Transport and Environment Committee notes the report and the performance information shown in Appendix A.

Mark Turley

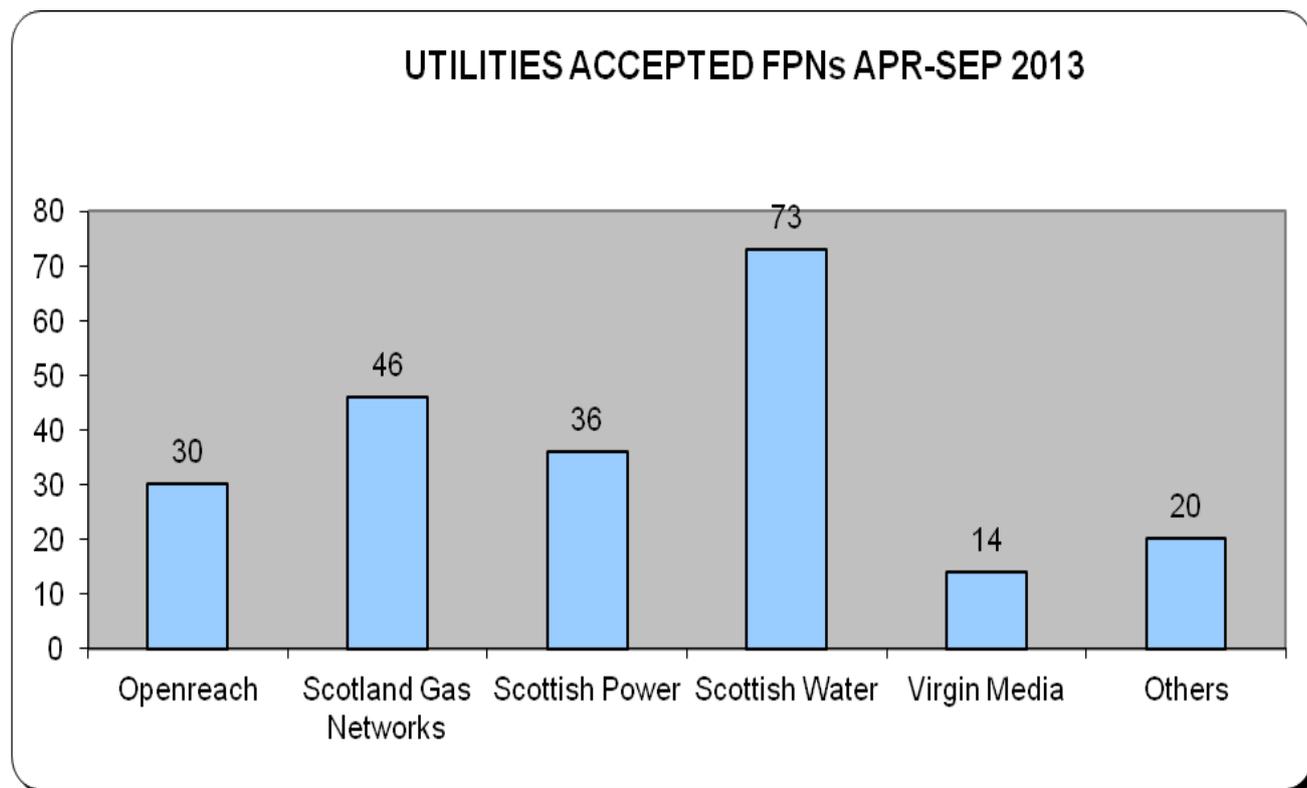
Director of Services for Communities

Links

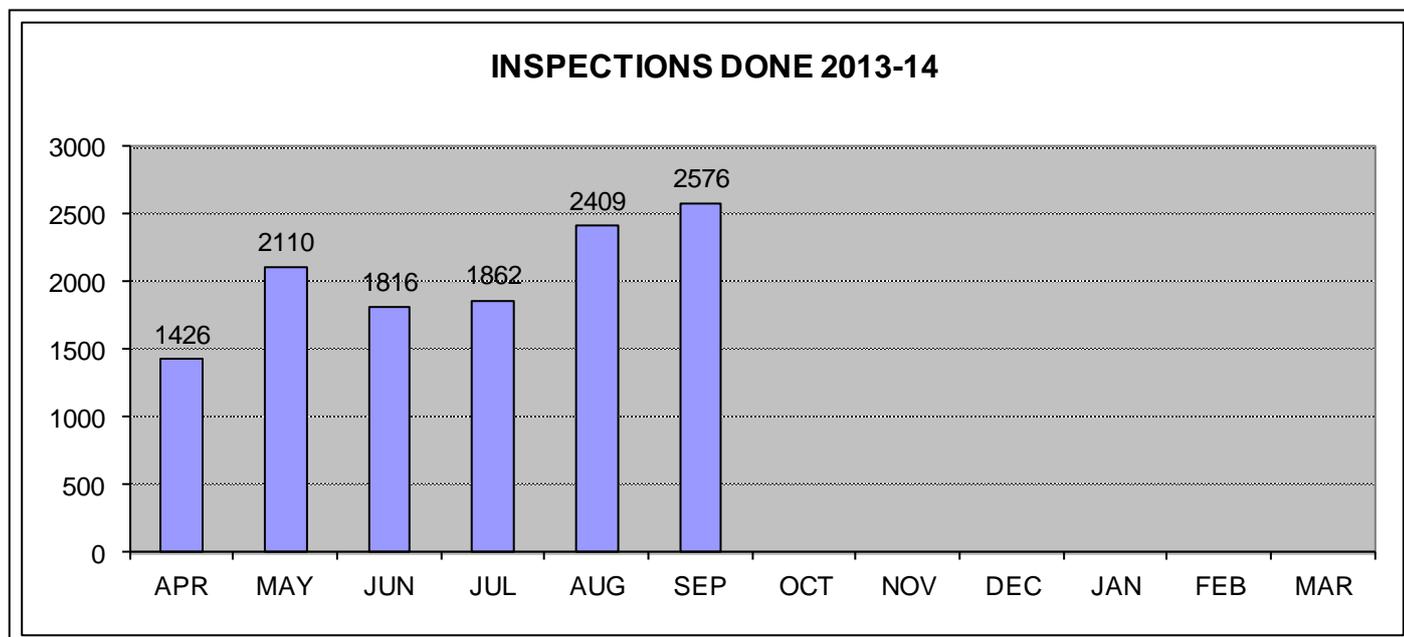
Coalition pledges	<p>P28 - Further strengthen links with the business community by developing and implementing strategies to promote and protect the economic well being of the city.</p> <p>P33 Strengthen Neighbourhood Partnerships and further involve local people in decisions on how Council resources are used.</p>
Council outcomes	<p>CO19 - Attractive Places and Well Maintained – Edinburgh remains an attractive city through the development of high quality buildings and places and the delivery of high standards and maintenance of infrastructure and public realm.</p> <p>CO26 The Council engages with stakeholders and works in partnership to improve services and deliver on agreed objectives.</p>
Single Outcome Agreement	<p>SO4 - Edinburgh's communities are safer and have improved physical and social fabric.</p>
Appendices	<p>A - Utility Company Performance Quarter 2 July to September 2013</p>

Appendix A

Graph 1

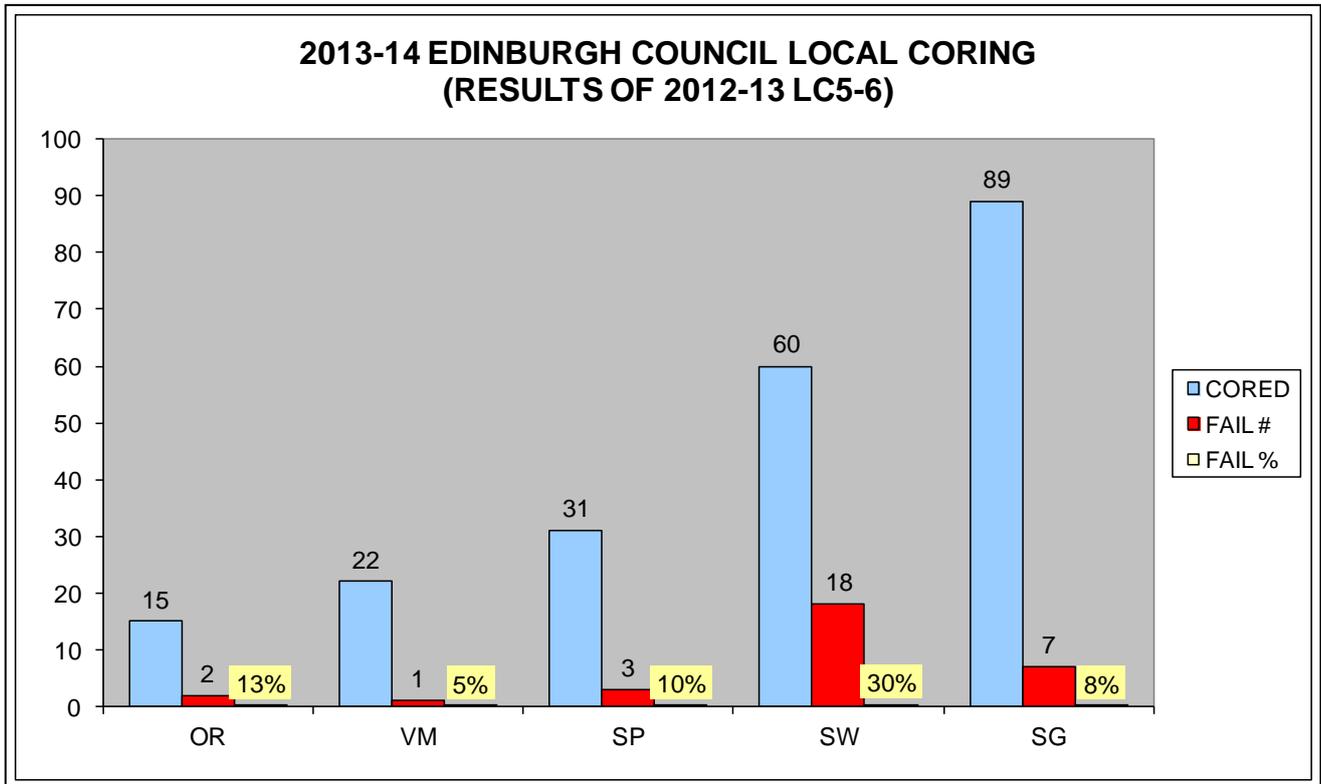


Graph 2

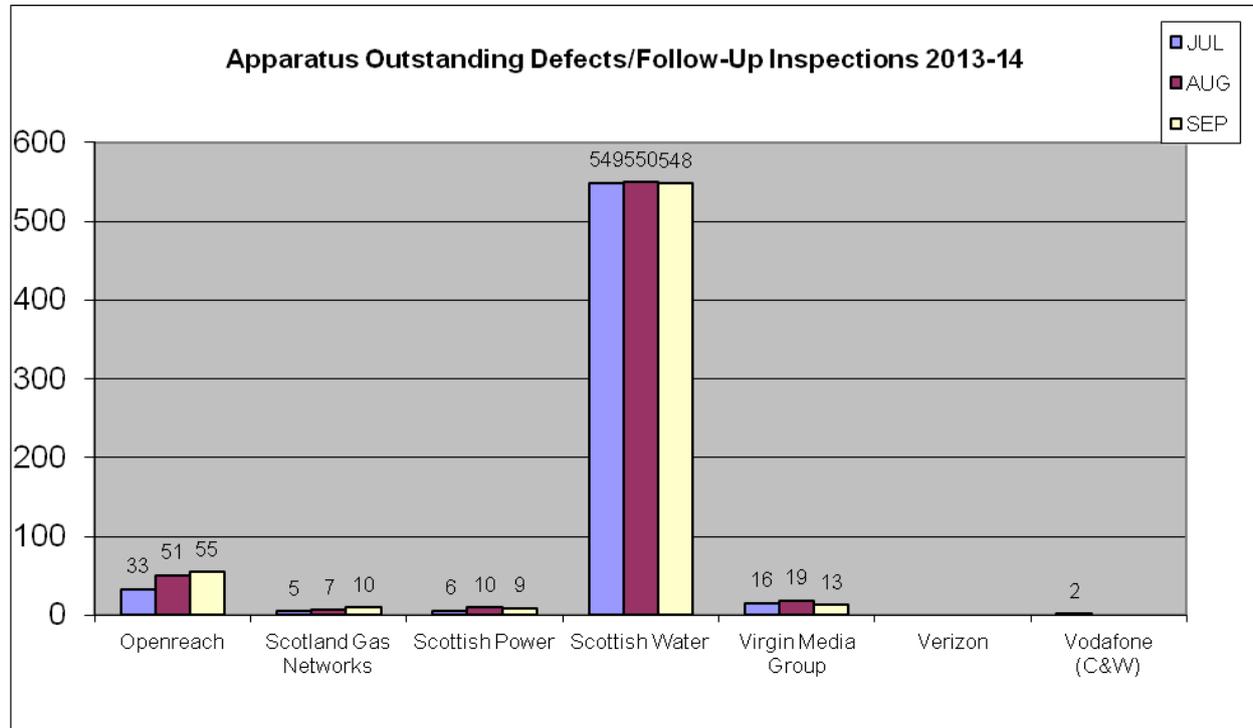


Appendix A

Graph 3



Graph 4



Appendix A

Graph 5

