

Asset Management

Scrutiny Committee Report
October – December 2022

4th January 2023

SAFER / GREENER / HEALTHIER



This slide pack includes information on the following:

1. Information requested from Scrutiny Committee:

- Number of emergency repairs completed, by district
- Total defects raised and total defects completed, by district
- Ratio of reported defects to repaired defects, by district
- Total number of reported defects (rolling total for the year, split into quarters), by district
- Total number of repairs (rolling total for the year, split into quarters), by district

The report also includes 3 new slides with data requested in the previous meeting of the Scrutiny Committee. There are references to priority levels and classifications in this section. You can find out more about carriageway and footway classifications and how they are prioritised for inspections [in our maintenance strategy](#).

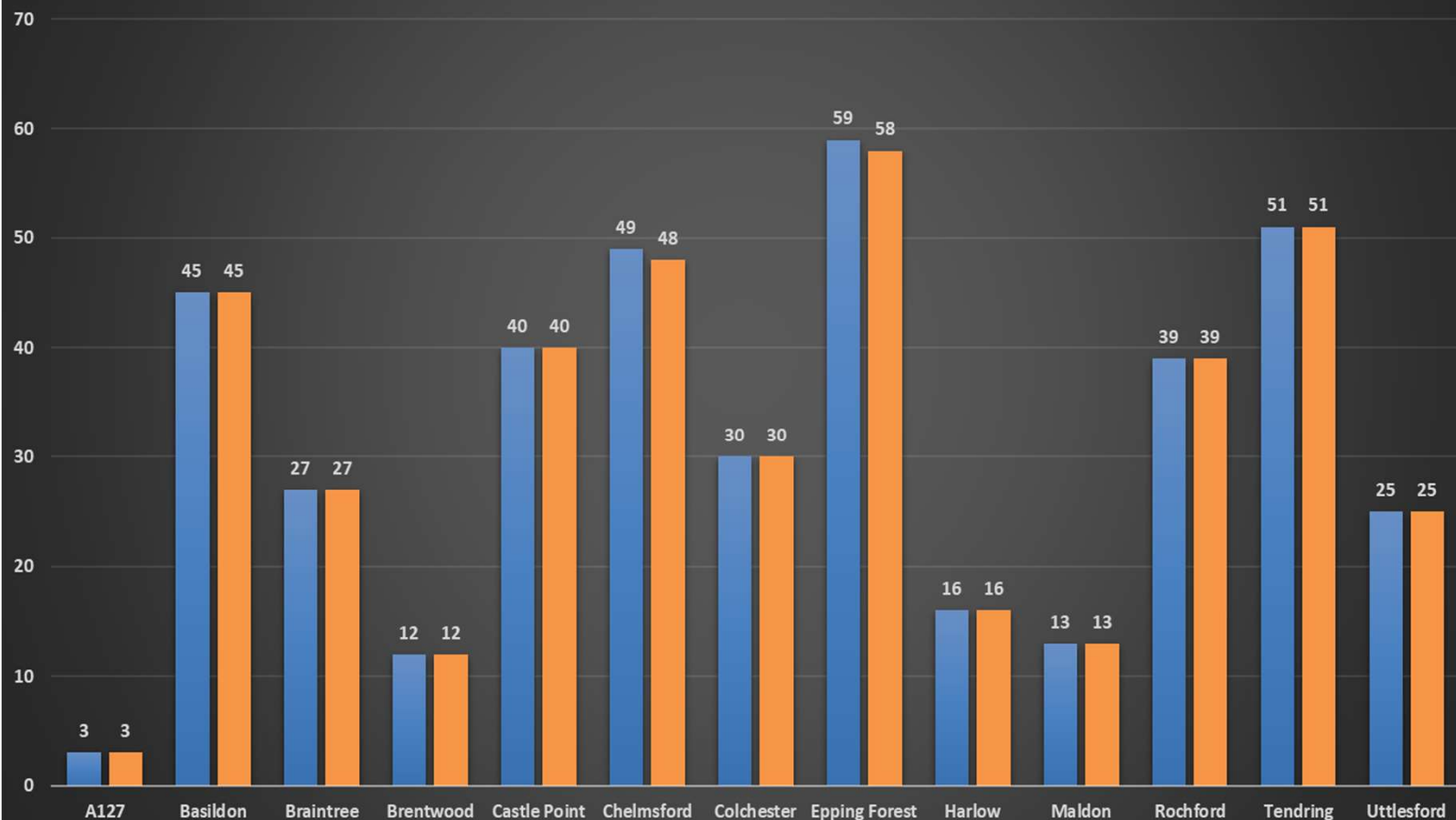
- Total outstanding carriageway defects by road classification, by district
- Total outstanding footway defects by footway classification, by district
- Total outstanding defects by priority classification, by district

2. Update on Member Led Pothole Scheme

3. Information on KPI's

Emergency Repairs (S1 Priority)

■ Defects Raised ■ Defects Closed



This chart shows the total emergency repairs completed (Oct-Dec 2022), split by district.

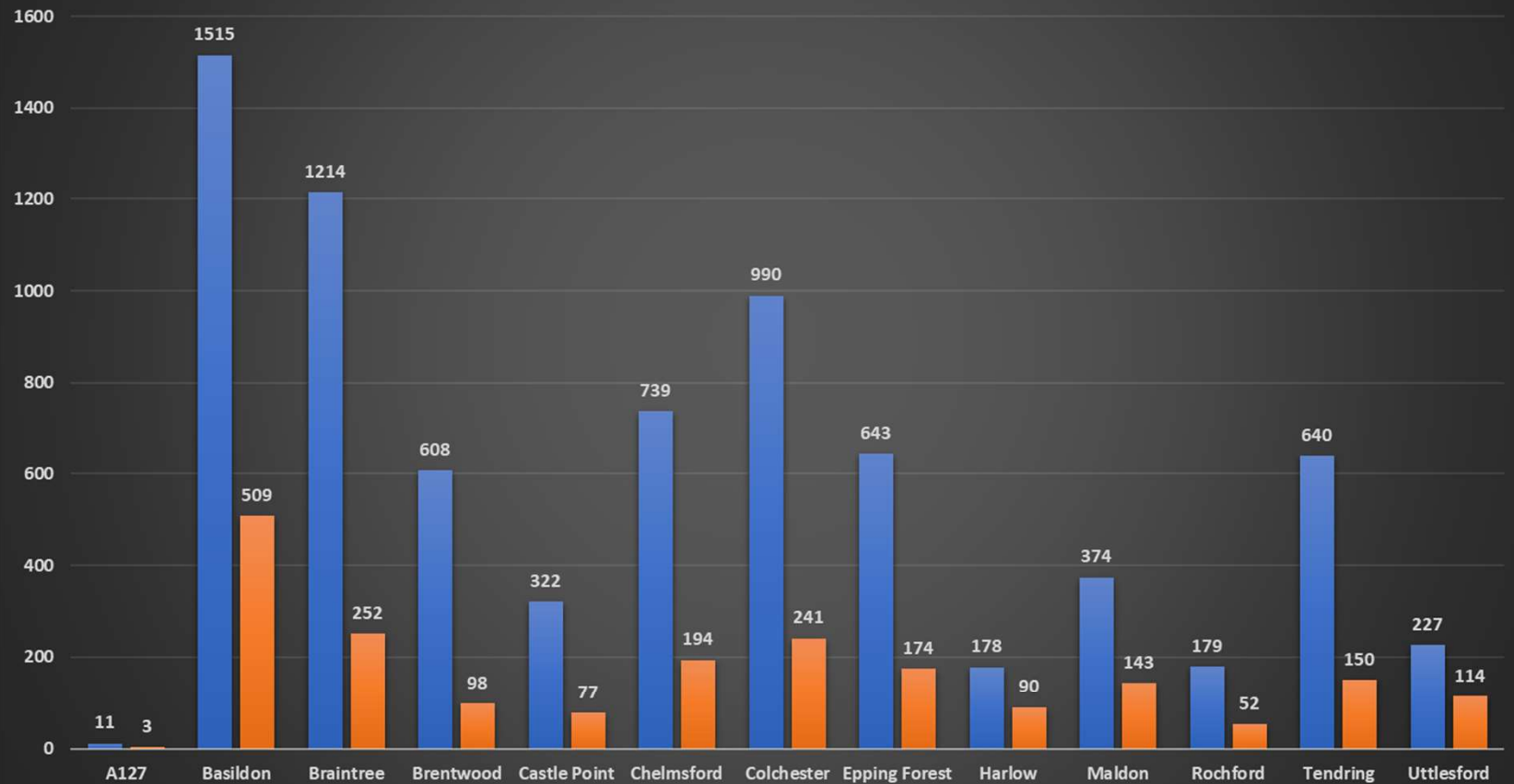
An S1 Priority is something that is assessed as high risk problems that need to be dealt with urgently, for public safety.

If a permanent repair can be completed at the time of the emergency repair, it will be.

The chart shows that at the time of the report being ran there were 2 outstanding S1 repairs to be undertaken. It is confirmed that these are now completed.

New Defects this Quarter (October - December 2022)


■ Raised ■ Closed



This chart shows the total new defects raised against the defects closed (Oct-Dec 2022), split by district.

It is important to note that these are not a direct correlation - as repairs completed in the timeframe, are not necessarily those that have been reported in that time.

New Defects (October - December 2022)

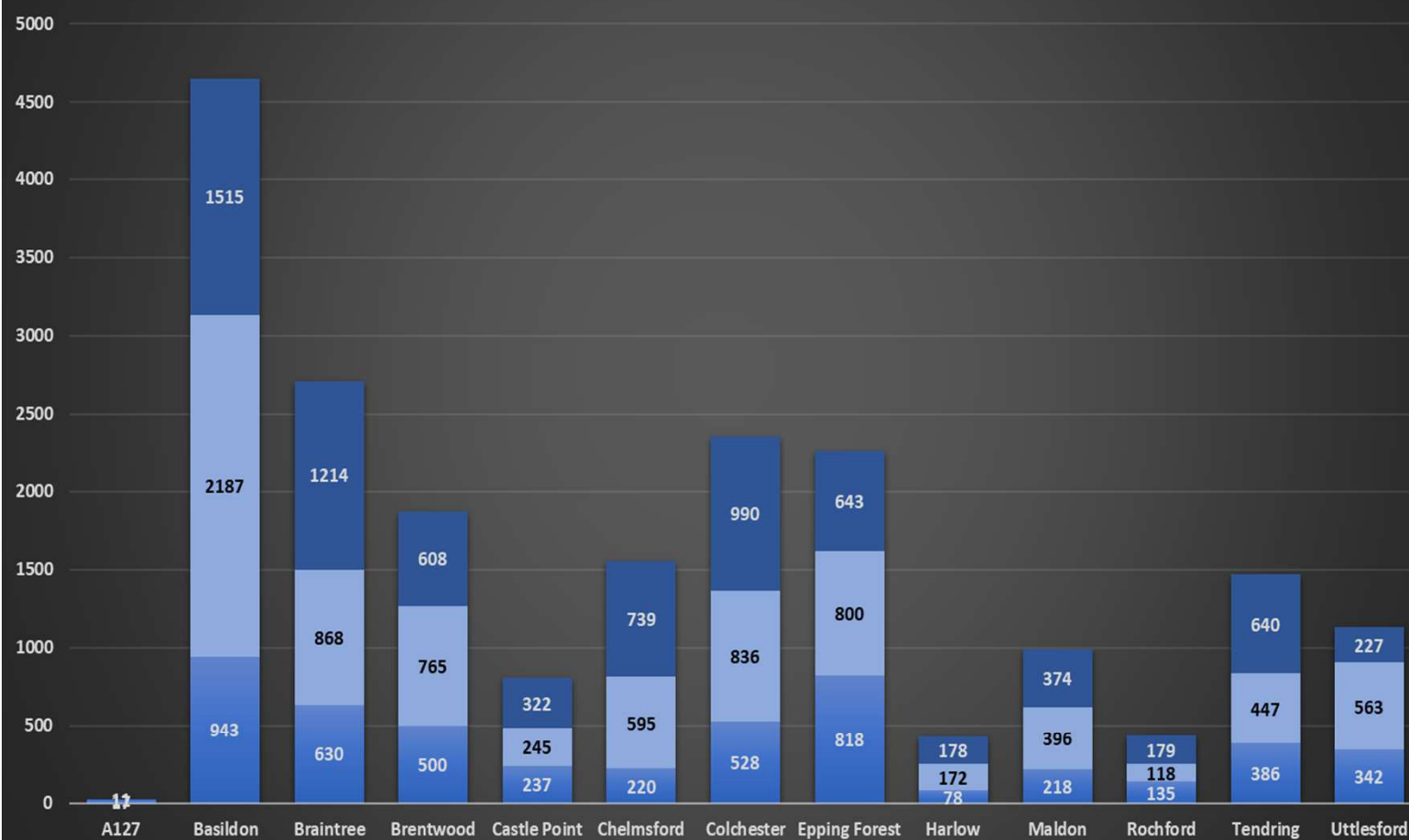
District 	Raised	Closed	% Closed
A127	11	3	27.27%
Basildon	1515	509	33.60%
Braintree	1214	252	20.76%
Brentwood	608	98	16.12%
Castle Point	322	77	23.91%
Chelmsford	739	194	26.25%
Colchester	990	241	24.34%
Epping Forest	643	174	27.06%
Harlow	178	90	50.56%
Maldon	374	143	38.24%
Rochford	179	52	29.05%
Tendring	640	150	23.44%
Uttlesford	227	114	50.22%
Grand Total	7640	2097	27.45%

This chart shows the ratio of defects closed against those raised (Oct – Dec 2022), split by district.

We are running at a rate of 27.45% ratio of closed defects compared to that of raised defects.

New Defects this Year (April - December 2022)

■ 2022 Apr-Jun ■ 2022 Jul-Sep ■ 2022 Oct-Dec



This chart shows the total new defects raised this year, split by district (with the different blues showing the quarterly split).

The total number of defects reported this year (from April), throughout the County is 20,674

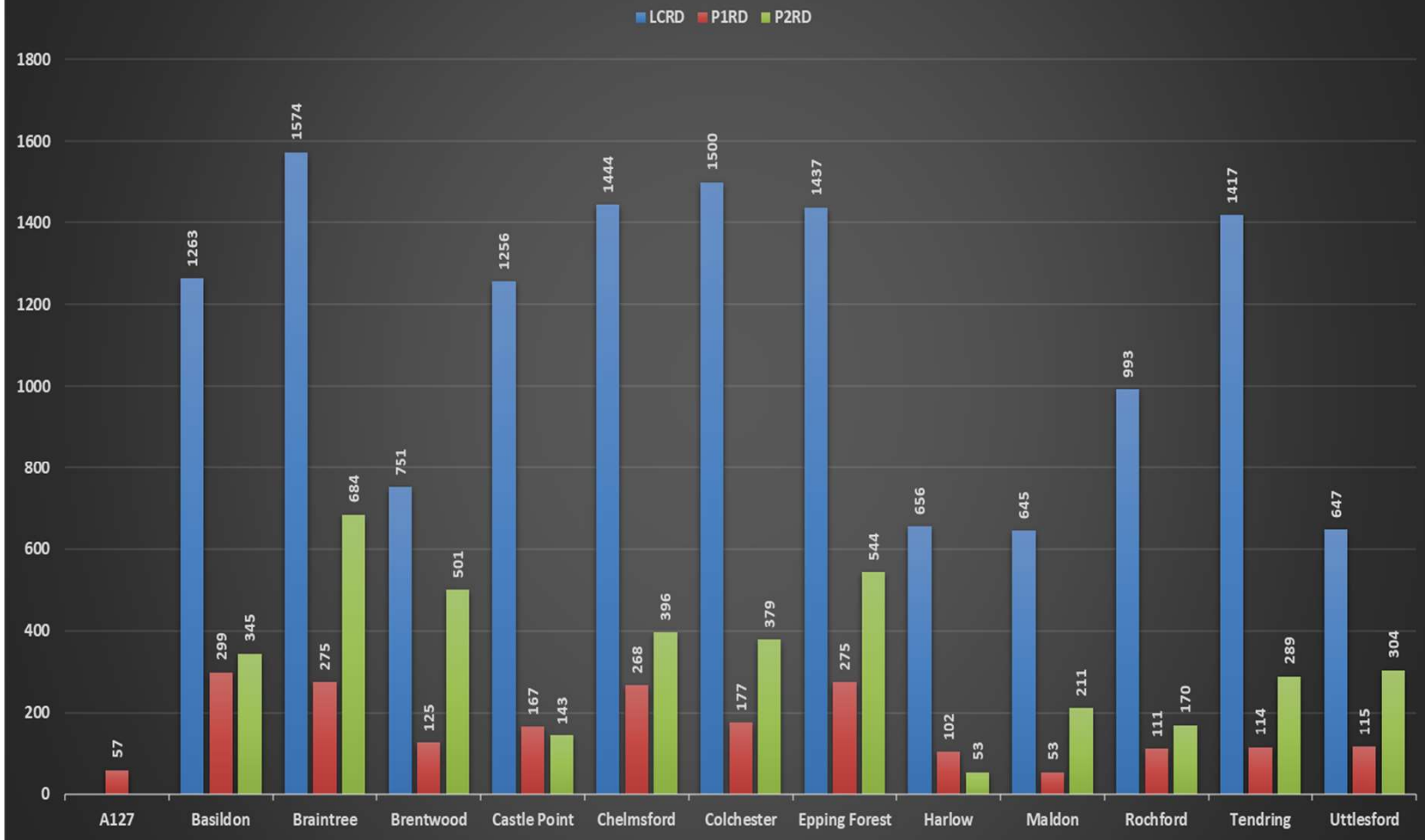
Defects Closed this Year (April - December 2022)



This chart shows the total defects closed this year, split by district (with the different blues showing the quarterly split).

The total number of defects closed this year (from April), throughout the County is 10,131

Outstanding Carriageway Defects (31st December 2022)



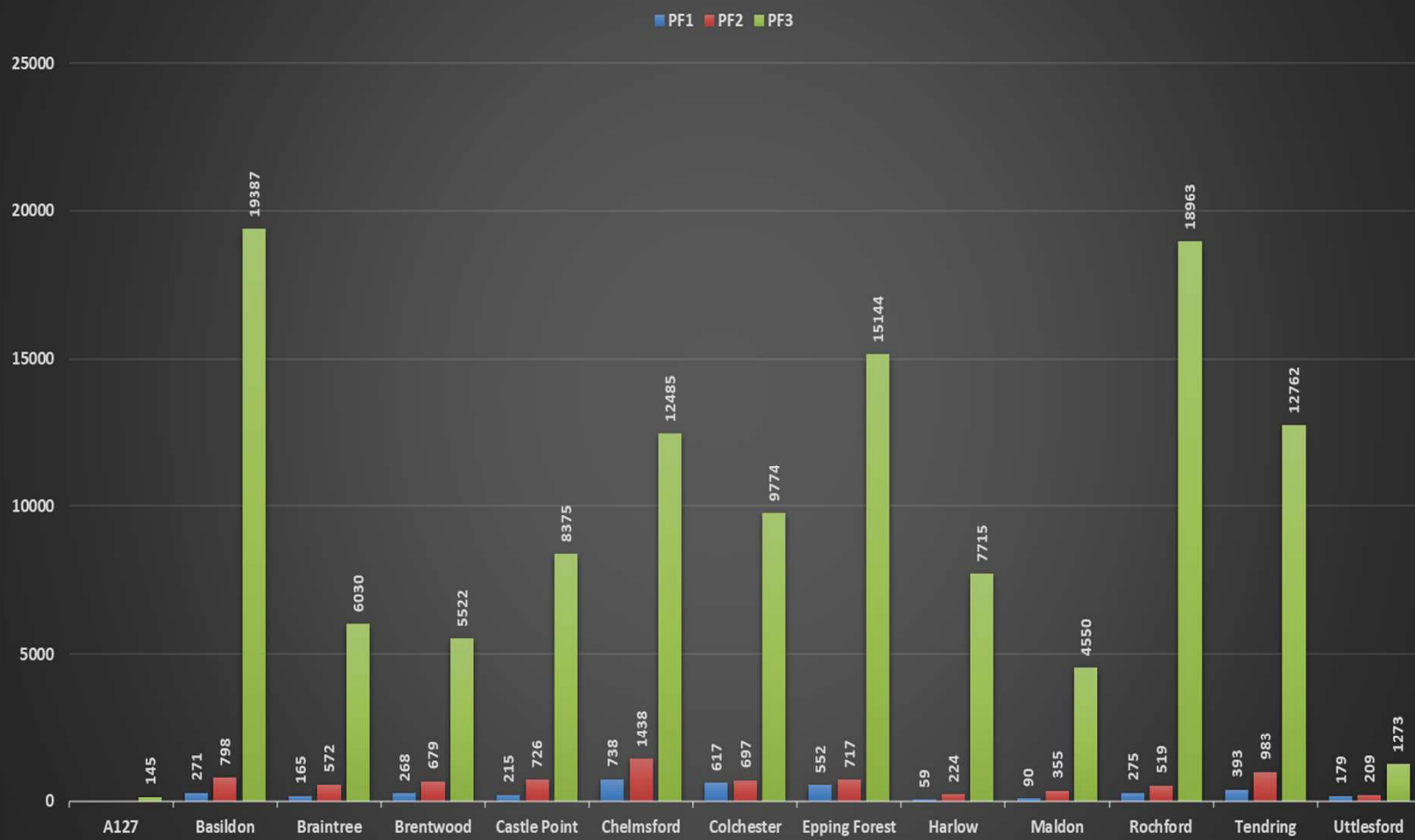
This chart shows the total outstanding carriageway defects, by road type.

LCRD – Local roads are all roads not defined as County Routes.

P1RD – County Route. These are routes that we acknowledge are our busiest in Essex. The roads that form this network are those that carry large volumes of higher speed traffic through and around the County.

PR2RD – County Route. Although not as important as the Priority 1 routes, the Priority 2 routes still perform an essential traffic management distributary function between the local network and Priority One County Routes

Outstanding Footway Defects (31st December 2022)



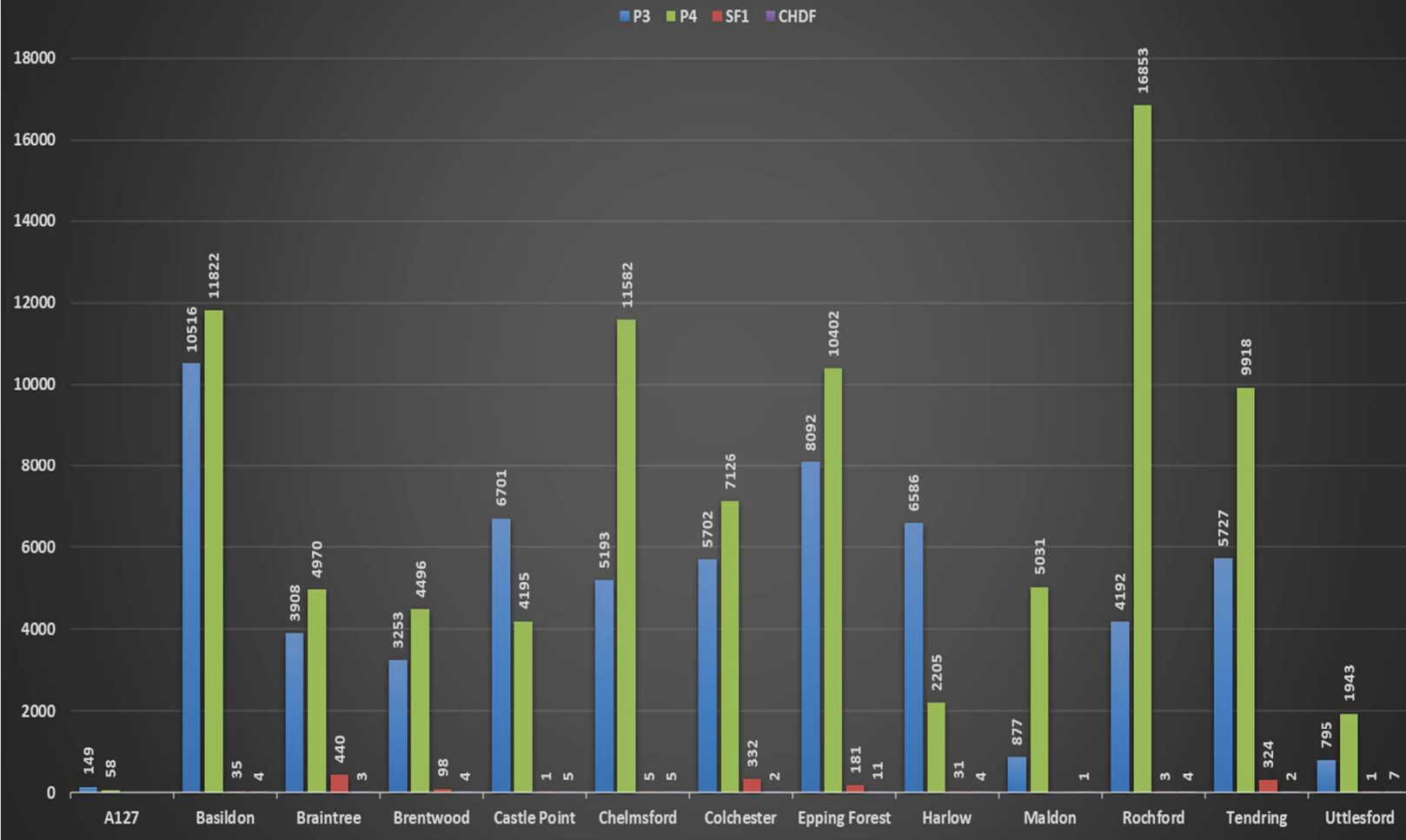
This chart shows the total outstanding footway defects, by type.

PF1 – County Route. Prestige Walking zone, or Primary Walking route. Very busy areas of towns and cities with high public space and street scene contribution. Busy urban shopping and business areas and main pedestrian routes.

PF2 – County Route. Secondary Walking route. Medium usage routes through local areas feeding into primary routes, local shopping centres, etc.

PF3 – Local Route. Link Footways, or Local Access Footways. Linking local access footways throughout urban areas and busy rural footways. Also footways associated with low usage, short estate roads to the main routes and cul-de-sacs

Outstanding Defects by Priority



This chart shows the total outstanding defects, by assessed priority level.

There are 4 priority levels: S1, S2, S3 and S4, with S1 risk assessment requiring action within 2 hours, and S2 requiring action within 2 working days..

This chart shows there are 0 S1 or S2 defects outstanding.

Please note: there is a slight anomaly where there is an additional category seen on the chart as "CHDF" which stands for 'Change Defect' The total is 59 of these, and it relates to when a defect has not had a priority level assigned when being logged. These are amended during regular audits to ensure they are in the correct category

County Route carriageways or footways		Local Route carriageways or footways		Non-carriageway or non-footway assets	
Priority response	Response Time	Priority response	Response Time	Priority response	Response Time
S1 (score 16)	2 hours*	S1 (score 16)	2 hours*	S1 (score 16)	2 hours*
S2 (scores 8-12)	2 working days*	S2 (scores 8-12)	5 working days*	S2 (scores 8-12)	If an S2 defect is in the carriageway the response time will be inherited from the carriageway hierarchy S2. If the S2 defect is in the footway the response time will be inherited from the footway hierarchy S2.
S3 (scores 4-6)	Defect to be considered for repair as part of a planned maintenance programme	S3 (scores 4-6)	Defect to be considered for repair as part of a planned maintenance programme	S3 (scores 4-6)	Defect to be considered for repair as part of a planned maintenance programme
S4 (scores 1-3)	Presumption not to undertake repair within a stated time period	S4 (scores 1-3)	Presumption not to undertake repair within a stated time period	S4 (scores 1-3)	Presumption not to undertake repair within a stated time period

*Where a S1 defect may require follow up treatment to affect a permanent repair, this will be undertaken as Priority 3 (S3) defect.

This shows the breakdown of how defects are assed and how their priority level or repair is given. Further information on this can be found [in our maintenance strategy](#)

MEMBERS POTHOLE SCHEME

As of 05/01/2023 the current status of a total of 1400 submissions are:

- 85 jobs awaiting inspection
- 811 jobs have been completed
- 13 jobs are works still in progress
- 103 jobs have had the work issued, and so will be expected to be completed imminently.

awaiting inspection	defect raised	further case work required	job raised	made safe	not at investigatory level	works completed	works in progress	works issued	Grand Total
85	4	20	245	9	104	811	13	103	1400

KPI information

There are currently 55 Key Performance Indicators on the Performance Framework for Year 11 (2022/23) of the ECC/Ringway Jacobs contract. Of these 55 KPIs, 47 of these are profit-related; failure to achieve set targets can lead to deductions to profit paid to Ringway Jacobs at the end of each contract year. KPIs are reported on either monthly, quarterly, annually or at another frequency determined by business need.

The Performance Framework is reviewed each month in the Performance Management Meeting (PMM). Ringway Jacobs present on performance delivered on each KPI and ECC request further detail where appropriate. In circumstances of sustained poor performance where a set threshold has not been achieved for two consecutive periods a Performance Improvement Plan (PIP) is implemented. The PIP records the cause of the poor performance and steps agreed between ECC and Ringway Jacobs to get the KPI back on track. PIPs are tracked in a series of meetings (usually separate to the PMM) until performance improves to the extent that target has been achieved for two consecutive periods.

The minutes from PMM are reported to the monthly Contract Review Meeting and key points are discussed as appropriate in the meeting. Where performance issues cannot be resolved within PMM or CRM these may be escalated to the Essex Highways Board (EHB).

KPIs are reviewed each year to determine whether any changes to the KPIs are appropriate. Changes are implemented through mutual consent between ECC and Ringway Jacobs. Formal sign-off of the Performance Framework is made by the Strategic Essex Highways Partnership Board (SEHPB). A further mid-year review of the Performance Framework is completed to determine whether any further requests for changes are made by ECC or Ringway Jacobs.