



Environment and Services  
Scrutiny Committee.

1st February 2018

Item

Public

**Highways and Transport (Performance Report)**  
**WSP Annual Report: 2016/2017 Financial Year.**

**Responsible Officer    Steve Brown – Highways, Transport & Environment  
Commissioning Manager**  
e-mail: Steven.brown@shropshire.gov.uk    Tel: 01743 257802

**1. Summary**

- 1.1. This report summarises the annual performance of the WSP contract for the term of 1<sup>st</sup> April 2016 until 31<sup>st</sup> March 2017. This report updates the previous performance report for the April 2015 until March 2016 period that was presented to the Environment and Services Scrutiny Committee on 26<sup>th</sup> September 2016, and builds upon the process of annual reports to Scrutiny as committed to by Highways and Transport.
- 1.2. This report provides Members with the outcomes that the WSP contract has provided to date and provides a range of evidence for the Committee to deliberate.
- 1.3. The summary of the last 12 months up to March 2017 is:
  - Joint working with Shropshire Council to achieve Department for Transport (DFT) Level 3 (highest level), for a highways authority, the second year in succession and generate additional funding for the service, in excess of £800,000 for the year.
  - 75 highway resurfacing schemes valued at £4.6 million covering a total length of 46 kilometres, delivered through Term Service Contractor.
  - 15 divisional maintenance resurfacing schemes with combined value of £5.3 million covering 25 kilometres of A and B roads.
  - 6 tendered highway maintenance schemes (totalling £3.7 million).
  - SITP Meole Brace roundabout remodelling and upgrading
  - Construction works commenced on Much Wenlock and Hadnall Culvert Flood Alleviation Schemes in November 2016.
  - SITP - detailed Key Junctions design & tender.
  - A458 Bridgnorth bypass, major maintenance works detailed design & tender procurement.

- Shrewsbury Business Park Phase 3 preliminary site assessment and utility services review.
  - Supported grant funding from Marches LEP for the Oxon Link Road (OLR).
  - Supported the contract procurement of the new Highways and Environment Term Service Contract.
- 1.4. The Average Annual Overall Performance score for 2016/17 is 92.3% indicating a high level of performance.
- 1.5. The supporting evidence and performance monitoring show that the quality of the contract and performance is on an upward trajectory.
- 1.6. The WSP Director for Local Authority Services will attend the Scrutiny Meeting to provide further information or clarification, as appropriate, to Members.

## **2. Recommendations:**

- 2.1. Places Overview and Scrutiny Committee continue to receive an annual performance report on the WSP contract.**
- 2.2. That the Annual Performance Report for WSP for the 2016/2017 financial year is considered with a view to making any comments as appropriate.**

## **3. Risk Assessment and Opportunities Appraisal**

- 3.1. The WSP contract is subject to high standards of governance, with monthly senior manager meetings, financial reviews, contract and commercial meetings to ensure that the contract is being managed. Additionally, joint staff meetings with all service leads are held on a monthly basis to ensure any issues can be escalated and corrective action taken, and any concerns and frustrations are quickly acted upon.
- 3.2. The work across the full spectrum of the WSP contract carries by its nature inherent risks from service delivery, structures engineering, engineering calculations and legal compliance. The management of these risks require a joint high level of management oversight, to ensure governance, compliance and efficiency. Additional training is ongoing for Shropshire Council (SC) staff, which includes joint training with WSP staff, where appropriate, in particular:
- Project Management
  - Commissioning
  - Contract Management - professional standard of contract management and ongoing workshops
  - National Standards (Highways Safety etc.)

- 3.3. This is required to ensure that design variations are accommodated; project management ensures commissions are delivered with sufficient lead times, on cost and on budget. Variations to design can cause delays, budget fluctuations and unforeseen costs that impact upon other budget areas and schemes. Ongoing improvement in these areas is being constantly developed. It has to be remembered that although there is a good spirit of partnership, there are still governance and accountability issues that individual staff and senior managers need to ensure are in place and effective.
- 3.4. Hence financial and risk management is crucial and ongoing

#### 4. Financial Implications

- 4.1. Highways and Transport have paid invoices for work and services with WSP to the value of £6,249,035 for the financial year. The payments were made from the overall highways and transport budget.
- 4.2. The contract with WSP is for a minimum spend per annum of circa. £2.5 million, obviously, the expenditure to date exceeds this but is within the overall highways and transport budget. Typically, projects such as SITP and NPIF have attracted external funding into Shropshire. Further, it is envisaged that the balance of costs will migrate to Kier once Kier become established and provide further contract improvements.
- 4.3. Members should note that some of the schemes were tendered directly out to the market, the WSP contract provided professional advice and services, such as contract re-procurement .The headings below demonstrate the range of services that the contract supports the wider role and ambition of the Council.

<b>Service Area</b>	<b>Sum of commissions authorised</b>
Highway Schemes - Major Projects - Traffic Schemes	£2,384,778.98
Bridges and Highway Structures	£892,897.19
Transport Planning - Public Transport - Traffic	£828,820.82
Flood and Water Management	£599,850.05
Street Lighting and Traffic Signals	£376,250.19
Contract Administration	£339,945.03
Highways Development Control	£334,992.59
Sustainable Travel	£194,275.31
Asset Management	£159,933.37
Divisional Inspection and Monitoring	£158,603.09
Divisional Highway Maintenance	£63,035.81
Business and Enterprise Service	£34,853.19
<b>Grand Total</b>	<b>£6,368,235.62</b>

## 5. Background

- 5.1. Shropshire Council (SC) awarded the Highways & Transport Engineering Consultancy Term Service Contract to Mouchel Ltd in April 2015. Mouchel Ltd were taken over by WSP in November 2016 and from 1 July 2017 were fully integrated with the WSP wider business and started trading as WSP UK Limited (hereafter referred to as WSP). Any reference to Mouchel or WSP in this report should mean the same.
- 5.2. This report covers the Annual Performance Report for the period from 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017. The information provided demonstrates commitment to working collaboratively and in close partnership with the Council and its Term Maintenance Contractor to deliver a quality service to the people of Shropshire during this period.
- 5.3. The first year's Annual Performance Report for the period 1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016 was submitted to the Council's Scrutiny Panel on 26<sup>th</sup> September 2016. For the period between 1<sup>st</sup> April 2016 and 31<sup>st</sup> March 2017, progress and performance has been monitored and reported through the Joint Leadership Team, comprising senior managers from both the Council and WSP. This report summarises performance during this 12-month period.

## 6. General overview of Performance

- 6.1. Project and financial management performance has been monitored against set contract KPIs (see Section 3) and the total number of task orders raised in the financial year.
- 6.2. During the year, Highways and Transport placed orders with WSP to the value of £6,249,035. The total number of jobs (invoices) completed on Confirm was 222.
- 6.3. WSP achieved the following KPI scores (summarised):
  - A score of 95.5% against KPI 1 for jobs completed 'On Time' after mitigation, i.e. 212 out of 222 jobs completed on time.
  - A score of 100% for KPI 2 for the 'Cost' (fee) controls, with all projects coming in on the agreed budget / fee quotations.
  - A score of 99.5% for KPI 3 for 'Quality', all payment requests approved first time without payments being withheld or queried.
- 6.4. The analysis of WSP's performance against a selection of individual projects, i.e. 1 in 20 randomly audited, shows that WSP continues to provide an overall service that exceeds the minimum target score of 7 (70%) set at the beginning of 2017. The 2016/17 annual average project score (KPI 4) is **7.58**; this is the first year that this score has been undertaken.

- 6.5. In addition, contract performance is reinforced by Shropshire Council's perception feedback scores from individual officers for the individual service areas. The scoring is against an agreed standard pro-forma with set criteria (see Appendix 6, Client Feedback Form).
- 6.6. The performance monitoring of the client feedback by commissioners was introduced at the end of the first year (financial year ending 2015/16). This exercise has been repeated on a six-monthly basis during 2016/17 and the latest results show that WSP (formerly Mouchel) continue to perform at a high level, building on good working relationships and a mutual understanding of the service requirements. The 2016/ 17 annual average perception score (KPI 5) of **8.08** is a slight improvement on last year's annual average score of **7.99**. The annual average target perception score for the whole service is set at 7.0 (70%).
- 6.7. The actual results are summarised in the following table against the agreed target scores:

Ref	KPI's	Target Score or %	Actual Score or %	Overall Weighting
KPI1	Contract KPI – Time	95%	95.5%	25%
KPI2	Contract KPI - Cost	95%	100%	25%
KPI3	Contract KPI – Quality (Invoices)	95%	99.5%	20%
KPI4	Project KPI	Min Av.7 (70%)	75.8%	15%
KPI5	Service Area KPI	Min Av. 7 (70%)	80.8%	15%

## REPORT

### 7. Contract - Procurement of Term Maintenance Contractor

- 7.1. Ringway were appointed as the Highways and Environment Term Maintenance Contractor in December 2011. Their contract commenced on 1 April 2012 and will end on the 31 March 2018.
- 7.2. Shropshire Council with WSP collaborated to write and procure a new contractor. The contract was drafted using the NEC3 Term Service Contract, Option A: Priced contract with price list including Highways Maintenance Efficiency Programme (HMEP) amendments. The procurement exercise followed a two-stage Official Journal of the European Community (OJEU) compliant process with pre-qualification (PQQ) and invitation to tender (ITT) stages. The OJEU notice was issued in December 2016, followed by the PQQ stage. Shortlisting of contractors was undertaken in February 2017.

- 7.3. A significant drafting process with extensive consultation was completed with the final documents issued to the selected list of four contractors who had passed the PQQ stages at the end of March 2017. Members will note that Cabinet approved the procurement process and appointment of Kier.

## **8. Highways Development Control**

- 8.1. The Highways Development Control (HDC) team had higher staffing levels in 2016/17 compared to 2015/16, allowing the team to provide greater support to Shropshire's commissioners. The team were able to complete a greater workload of major planning applications, highway agreement road design assessments and monitoring of highway infrastructure construction works.
- 8.2. Throughout the year HDC worked closely with commissioners and Planning colleagues to facilitate better working protocols, processes and prioritisation to provide a more streamlined and focused service. Clear lines of communication and consistency of work are distinct benefits of this new approach prior to a formal lean review to be undertaken in Year 2017/18. Further work to improve process, and planning advice (pre –application) and discharge of planning conditions, especially on major schemes is being supported. Additional resources have been commissioned by SC to provide HDC on an as required basis for WSP to manage the work flow of increasing planning applications. Ongoing improvements and joint co-located work with SC / WSP and Planning colleagues is in place. This should support Planning decisions and the council's wider growth agenda. Members should appreciate that there is a high amount of pressure and work volume in this critical area.
- 8.3. In addition to standard contract services, HDC were commissioned to undertake a review of the current Residential Design Guide to reflect changes in legislation, specification and best practice. Regular meetings were held with the commissioners to monitor progress and establish the format / content / development of the new bespoke Shropshire Design Guide document.
- 8.4. This project evolved and expanded with many documents being produced to encapsulate all highway authority service specifications, policies and guidance in order to ensure that a prospective developer would have all pertinent information to successfully deliver an adoptable residential/industrial estate.
- 8.5. The following table shows the number of enquiries responded to by the HDC team between 1st April 2016 and 31st March 2017:

<b>Ref.</b>	<b>Service Area</b>	<b>Number</b>
2.1	Pre-Planning Enquiries (fixed fees)	<b>202</b>
2.2	Planning Application consultations (Cat C&D – fixed fees)	<b>1597</b>
2.3	Planning Consultation (Cat. A&B - time charged)	<b>153</b>
2.4	Technical Checks S38/278 ( <i>checks</i> )	<b>70</b>
2.5	Site Supervision S38/278 ( <i>sites</i> )	<b>8</b>
2.6	S278 Design (no SC commissions**)	<b>0</b>
2.7	Searches, (inc. extents & land registry)	<b>6407</b>
2.8	Client Support & Admin Services	-
2.9	HDC Design Guide (one-off project)	-
	<b>Totals</b>	<b>8437</b>

## 9. Flood and Water Management

9.1. The following achievements were made under Service Area 3, Flood & Water Management:

- 31 property level flood guidance visits were made across the county advising property owners about flood resilience and resistance measures.
- Business cases were submitted to the Environment Agency for Property Level Resilience at Westbury and also for the Individual Property Protection Phase 2 Scheme. Exception reports were written for schemes at Hunters Gate, Much Wenlock and Bomere Heath to defer funding to future years.
- Land Drainage Authority duties addressed 99 new flood forum issues in addition to a number of ongoing issues which were already being addressed across the county.
- 20 applications for works affecting ordinary watercourses were assessed to ensure that watercourse functions were not impaired by inappropriate works or alterations.
- Drainage related comments were made on 2,990 planning applications.

9.2. Ecological surveys for the Much Wenlock Flood Alleviation Scheme (MWFAS) were carried out in early 2016. These surveys identified that

Westwood Quarry was home to great crested newts. In August 2016, 1400m of newt fencing was erected within the quarry to allow them to be cleared from the site prior to the main phase of construction with a contract value of £18,000 and duration of four weeks on site. Preparatory works for the MWFAS also included the letting of a site clearance contract in September 2016 to clear all vegetation suitable for hibernating dormice, badgers and reptiles. An area of treated Japanese Knotweed was also removed from the quarry and disposed of off-site. The value of this contract was approximately £20,000 and lasted four weeks on site. The main construction works contract was awarded to Alun Griffiths Contracting Limited and commenced in November 2016.

9.3. Two tender packages were delivered for six Matrix Flood Alleviation Schemes (FAS). Construction costs totalled £341,576, the second package underspending by £12,500:

- Waymills FAS - installed a new soakaway to reduce flood risk to a large industrial estate and the public highway in Whitchurch. Since completion no flood issues have been reported
- Silvermere, Shifnal – Outfall restoration to control the Mere’s water levels with a new chamber access
- Marton FAS - capacity improvements to the existing highway drainage system thereby minimising disruption being caused to traffic
- Peacock Inn, Burford FAS - installed a new system to improve capacity which was inadequate in the existing system. No flooding reports have been received since works have been completed
- Molverley – improved access routes regularly blocked by floodwater causing community isolation. The existing culvert at the Quabbs was improved and the carriageway raised by 500mm.

## **10. Street Lighting and Traffic Signals**

10.1. The Street Lighting and Traffic Signals team finalised the design of four major street lighting and eleven traffic signal schemes in 2016/17.

10.2. Once these major schemes are completed over the coming years, Shropshire Council will have replaced c500 columns and lanterns which were in poor physical condition. These new columns have a longer service life and are fitted with state of the art LED lights providing an energy saving of 52% over the older models being replaced.

10.3. During the same period nine minor street lighting schemes finished, replacing between five and 25 lanterns per site. c268 on-off replacement columns and lanterns were also replaced due to defects in the structural integrity of the lighting columns themselves. The replacement columns are much more technologically advanced and possess a 50-year service life and more energy-efficient lanterns.

10.4. Four of the eleven traffic signal design schemes completed were implemented, including:

- one new traffic signal shuttle
  - two junction upgrades, and
  - one puffin crossing upgrade
- 10.5. These new signals replace old, worn out and past service-life components. The total construction value for these four schemes came to £265,000.
- 10.6. A member of WSP staff co-presented a paper at the 2016 JCT Traffic Signals Symposium at Warwick University on the traffic signal shuttle scheme the Shrewsbury office designed on the A4169, Sheinton Street, and Much Wenlock. The scheme introduced innovative technology to intelligently identify different types of vehicles approaching and adjusting the light phasing to suit.
- 10.7. 14,263 works orders were sent to Shropshire's term service contractor by the Street Lighting team in the period, including responses to 2,810-night patrol outages and 351 queries from the general public.
- 10.8. Staff raised 657 works orders to the Traffic Signals term service contractor, including 140 emergency callouts, 265 reactive / routine maintenance jobs and 252 programmed works jobs.
- 10.9. 30 responses to Freedom of Information requests or complaints were drafted.

## **11. Highway divisional works**

- 11.1. Service Area 5 is delivered through two procurement routes. Major schemes, those typically over £150,000, are tendered and those below £150,000 are procured and delivered through the Term Service Contractor.
- 11.2. The scoping, design and supervision of 75 schemes across the county were undertaken in partnership with the Term Service Contractor, covering a length of circa 46km and a value of £4.6 million.
- 11.3. The following schemes were tendered and delivered:
- A490 Chirbury to county boundary including A490 Marton (£1,083,168)
  - A529 Adderley to County boundary (£579,758)
  - Weeping Cross (£296,032)
  - B5065 Prees Green to Lower Heath (£686,034)
  - A4117 Bridgnorth Junction to Weston Farm (£759,393)
  - A41 Ternhill (£290,233)
- 11.4. A Divisional Maintenance Works Package of 15 schemes, with a combined value of just under £5.3 million, also took place resurfacing over 25km of A and B roads within the county.
- 11.5. During the year warm mix asphalt (WMA) was introduced and used for the tendered schemes. This product has a number of advantages over

traditional hot mix asphalt and over **5700 tonnes** were laid. The advantages are:

- Environmental benefits: less energy used and lower emissions reducing the carbon footprint of our schemes
- Manufacturing and paving benefits: less hardening of the bitumen and temperatures will permit an extended time for haulage and compaction. WMA will cool faster to ambient temperatures and therefore the site can be opened for traffic at an earlier stage.

## **12. Major Projects and Business & Enterprise**

- 12.1. The major Projects team completed the procurement of a Principal Contractor to deliver the first element of the Shrewsbury Integrated Transport Package (SITP) in 2016/ 17. The Key Junctions contract delivers improved capacity and enhanced pedestrian and cycle facilities at five junctions on key routes in and around Shrewsbury. The £3m contract commenced in early 2017 and will be completed by winter 2017. The first and most significant works were completed at Meole Brace Roundabout.
- 12.2. The work involved new carriageway and pedestrian/ cycle links across the island and the introduction of a sustainable drainage system. Further works were completed at the Hereford Road/ Roman Road junction to coordinate the junction operations and improve traffic flows.
- 12.3. Shropshire Council and WSP worked collaboratively to secure grant funding from the Marches LEP for the Oxon Link Road (OLR). The grant, drawn from the Local Growth Funds, provides £4.2m contribution towards the delivery of the £12.9m new road. The OLR is critical infrastructure in achieving the full build-out of the Shrewsbury West Sustainable Urban Extension and helps Shropshire Council deliver its housing commitments. Following the funding award, WSP organised a 3-day public exhibition with WSP and Shropshire Council staff on hand to answer questions from the public.
- 12.4. WSP completed a preliminary site assessment and a review of utility servicing requirements to assist the Council in promoting Phase 3 of the Shrewsbury Business Park. The purpose of the report was to provide an assessment of the site to identify infrastructure requirements and constraints, establish estimated budget costs to provide a serviced site and assist with promotion of the land for sale purposes. The report gives increased cost certainty for potential developers.
- 12.5. Shropshire Council submitted a bid for funding business case development of the Shrewsbury North West Relief Road under the Department for Transport's Local Majors Fund (LMF) in July 2016. This application was prepared by WSP, then submitted via, and supported by, the Marches Local Enterprise Partnership. Shropshire Council was successful in being awarded £942,875 of external project development funding under the LMF, this being matched with £49,625 of Council funds.

12.6. A refreshed Outline Business Case is now enabling Shropshire Council to put the concept of a NWRR into a present day setting, where such initiatives as the Shrewsbury Integrated Transport Package and the Oxon Link Road are in delivery over the next 5 years.

### **13. Traffic**

13.1. The Traffic team delivered a variety of schemes for the Local Transport Plan (LTP) in 2016/17, including numerous designs, construction supervision and competitive tenders. Over 20 discrete scheme designs including signing & lining, road layout alterations, mini roundabout concepts and road safety schemes were completed. Some examples are Cross Lane Head, Pontesbury, Mytton Oak Road, Spring Gardens, Bridgnorth Road, Ironbridge Road, Upton Crossroads and Hope Valley.

13.2. During this period 16 schemes commenced on site including six road safety schemes that were tendered and won by Tarmac. Some schemes that WSP supervised were The Balmer, Prees, Higher Heath, Burford, Acton Burnell and Racecourse Lane.

13.3. In addition to this programme of works, analysis and design of counter measures to improve notorious accident sites, known as clusters, throughout the county of Shropshire was undertaken. This culminated in the design of five discrete schemes including crossroad improvements, vehicle-activated signing, cycle safety and roundabout capacity studies and gateway feature improvements to improve pedestrian movements around busy junctions. The four clusters that were investigated by the team beyond the analysis stage were:

- Crackley Bank
- Heathgates
- Column Roundabout
- Smithfield Road & Raven Meadows

### **14. Transport planning and Travel**

14.1. In 2016/17, the Transport Planning and Travel team provided services including transport monitoring, transport assessments and transport management. Key highlights were:

- **Wem HGV Survey**  
HGV routing into, out of and through Wem was surveyed using Automatic Number Plate Recognition software allowing an accurate picture of HGV movements to be examined and presented on Mill Street and High Street. Concerns expressed by local residents about very high numbers of through trips could be responded to through the presentation of actual data.

The study demonstrated that the vast majority of HGV's on Mill Street and High Street (around 90%) are local access trips to Wem or its immediate hinterland, and that these could not be addressed by HGV restrictions.

- **Innage Road Shifnal Parking Trial**

This study was undertaken in order to respond to concerns that traffic delays at Five Ways roundabout were made worse by on street parking on Innage Road. The study involved setting up temporary parking restrictions on Innage Road and traffic movements and delays were recorded with and without the parking restrictions in place. This made it possible to demonstrate that the delays at Five Ways were not being caused by the on street parking. The study did demonstrate that the on-street parking resulted in link delays on Innage Road and proposed a low cost solution of peak hours parking restrictions to reduce these.

- **Accident Cluster Sites**

This annual report identifies accident cluster sites across Shropshire with three or more personal injury accidents in three years, informing a more detailed exercise which examines the potential engineering solutions and informs a dialogue with Highways England in respect of sites on their network.

- **Shifnal Safer Routes to School**

This desk top study provided a wide range of key background information including parking, accidents, pedestrian desire lines that could be used to inform a detailed engineering examination of interventions to improve safety on the journey to school.

- **Annual Monitoring**

Annual traffic surveys were undertaken in Shrewsbury across a series of sites and data summarised into a report showing actual flows and comparisons with previous years providing a long term picture of the changing nature of traffic in Shrewsbury. Bus punctuality surveys were also undertaken in order to meet reporting requirements to the Department of Transport; contributing to national statistics on the proportion of bus services running on time.

- **Bikeability Contract Re-tender**

Following announcement of a 4-year Department for Transport grant funding settlement to deliver Bikeability, a new long-term contract was drawn up and tendered, achieving significant reductions in the delivery rates compared to the previous contract.

- **Cycle Counter Monitoring**

Maintenance of the cycle network was challenging during 2016/17 as a number of different issues impacting on the performance, integrity and effectiveness of the data collection were discovered. A major review of the current counters is due to take place in 2017/18.

- **Bus Strategy Consultation**

The draft Bus Strategy was subjected to a stakeholder and public consultation exercise and the results reported.

## **15. Bridges**

15.1. Service Area 7 (Bridges) is delivered through individual tendered schemes; and individual capital schemes and routine maintenance works delivered through the Term Service Contractor.

15.2. The following schemes were successfully tendered and delivered in the period:

- Ticklerton Bridge (B6432) Deck Replacement
- Hadnall Culvert (B2125) Flood Alleviation Scheme
- Blue Footbridge (B7042) Footbridge Refurbishment
- Dark Lane Redundant Reservoir Advance Works Contract

15.3. The following schemes were successfully procured through the Term Maintenance Contractor and delivered on site.

- Ludford Bridge (B6303) Accident Damage Repairs
- Snailbeach Retaining Wall Strengthening
- Eaton No. 3 (B5717) Deck Replacement
- High House Lane Bridge (B3210) Parapet and Safety Fencing Refurbishment
- Dudleston School West Bridge (B1445) Repair and Refurbishment
- Catherton Gate and Plowden Cattle Grid Replacement
- Smithy Bridge (B5738) Refurbishment

15.4. The scoping, design and supervision of circa 175 minor bridge maintenance works across the County was undertaken in partnership with the Term Service Contractor as part of the annual routine maintenance programme.

15.5. In addition to the above we also worked with the bridge client to re-organise the Annual Bridge General Inspection Programme, to be undertaken on geographical areas in lieu of working on a county-wide programme based on the historical divisional boundaries. The outcome of this will hopefully lead to reduced travel time (and costs) between bridges and ensure that a greater number of bridge inspections are undertaken per day through increased productivity.

## **16. Asset Management**

16.1. In June 2015, the Department for Transport launched a scheme of Incentivised Funding with a self-assessment questionnaire. The assessment is arranged over 22 questions covering:

- Asset Management,
- Resilience,

- Customers,
- Benchmarking and Efficiency,
- Operation Service Delivery.

16.2. The outcome of the assessment secures a proportion of the local highways maintenance grant set aside as the incentivised funding element. In December 2016, Shropshire Council undertook this self-assessment and, despite an original plan to attain Level 2, ascertained that the criteria for Level 3 had been met one year early; this ensured that they retained 100% of the incentivised funding element for 2017/18. In order to retain 100% of the incentivised funding element in 2018/19 and onwards, further development of the service is required to continue to meet and maintain the Level 3 criteria; this is the key objective of the Asset Management Steering Group.

16.3. The group worked on an action plan that set out the actions and responsibilities for progress towards maintaining the Level 3 criteria. Of the 22 questions in the self-assessment questionnaire, Level 3 will need attainment of a minimum of 18 of these questions to retain the funding. Through the work of the Steering Group in 2016/17, the Council remains on track to maintain Level 3, and where there are some 'at risk' questions in the self-assessment, additional WSP support is now in place to mitigate the risks.

16.4. WSP annually procure and support Shropshire Council via four surveys as part of the Asset Management programme for the Council:

- Sideway-force Coefficient Routine Investigation Machine (SCRIM), Surface
- Condition Assessment for the National Network of Roads (SCANNER)
- Carriageway Coarse Visual Inspection (CVI)
- Footway CVI.

16.5. The respective lengths surveyed this year were:

- SCRIM – 2073 km
- SCANNER – 1894 km
- Carriageway CVI – 544 km
- Footway CVI – 338 km

## **17. Road Safety**

17.1. In 2016/ 17, two road safety officers delivered road safety education on behalf of Shropshire Council, engaging with pre-school and primary school pupils, secondary school and college students and their staff, through talks and presentations, practical training, and provision of a variety of road safety education resources. Other key functions included:

- Overseeing Shropshire Council's Bikeability cycle training programme

- Support to schools with delivery of sustainable travel schemes and preparation of Shropshire Council's Sustainable Modes of Travel Strategy annual update
- Management of the School Crossing Patrol Service and informing the planning and design of successful highway safety and pedestrian/cyclist infrastructure schemes near schools.

17.2. The following key achievements included:

- **Road Safety Education**  
Engaged with over 5,051 pre-school and primary school children and some 8,148 secondary school and college students through delivery of presentations, talks and assemblies.
- **Pre-Driver Days**  
Working with Shrewsbury Town Football Club, supporting the National Citizenship Service, 270 young people aged 16/17 took part in pre-driver days. As well as off-road driving, the young people learned about tyre safety, vehicle insurance sampled non-alcoholic beers and ciders and took an on-line hazard/ theory test.
- **Stepping Out Pedestrian Training**  
'Stepping Out' child pedestrian training was delivered to 2,823 children at 69 primary schools across Shropshire. 14 schools with no previous history of training took part for the first time, or received a road safety talk in lieu of Stepping Out. 98% of Shropshire schools with year 3 and 4 pupils have now benefited from the service.
- **Bikeability**  
Bikeability Level 1/2 cycle training, covering basic handling and on-road cycling was delivered to 1,525 children, and Level 3, covering advanced on-road cycling, to 55 children. Other activities supplied by WSP in 2016/ 17 included:
  - 'Design a Sign' competition for new road signs at Stokesay Primary School, Craven Arms
  - A new Walking Bus launched at Pontesbury Primary School.

## 18. Joint Training

18.1. Attendance at joint training (SC / WSP) continues through lunch-time presentations given by various industry representatives. The following training events were provided by external course providers:

Date	Organisation	Topic
21/04/2016	Polypipe	Update on products

Date	Organisation	Topic
16/05/2016	Stormwater Management	Sustainable urban drainage systems
06/06/2016	Greenfix	Tree root protection
13/07/2016	Greenfix	Slope stabilisation and erosion control
26/07/2016	Rhinophalt	Asphalt preservation treatment
08/08/2016	Miles Macadam	Overview of products
22/08/2016	Asphalt Reinforcement Services	Overview of products
22/09/2016	Instarmac	Overview of products
12/10/2016	Tarmac	Introduction to UltiGrip and UltiLow products
14/11/2016	Aggregate Industries	Introduction to asphalt
06/12/2016	Insituform	Trenchless technology
11/01/2017	Ant Hire Solutions	Introduction to vertform manhole invert shuttering system

18.2. Joint NEC3 training was rolled out between January and February 2017 for the following courses, which is crucial for contract management and preventing contractual disputes.

- Introduction to NEC3 – Engineering Construction Contracts (ECC)
- Producing Better Works Information
- Differences between NEC2 and NEC3 Forms of Contract
- Introduction to Term Service Contract

## 19. Social Value

### 19.1. Science Technology Engineering Mathematics (STEM)

19.1.1. WSP have attended and organised 20 STEM activities, contributed 38 STEM days (over 280 hours), increased Ambassador numbers from 12 to 17 and worked in partnership with South Shropshire Engineering Ambassadors. Projects have been delivered to over 370 pupils from 10 schools / colleges across Shropshire. Activities included:

- **Bridge Building**  
A Bridge Building project was carried out with 45 pupils in years 7 & 8, the pupils learnt about the types of bridges and designed and built their own bridges out of everyday materials such as newspaper, cardboard and string.
- **Teen Tech**

A Teen Tech event was held in October 2016 organised by Telford & Wrekin Council, with Callum Williams visiting Enignuity with local pupils for a day of teamwork and engineering activities.

- **Goblin Car**  
Working with three primary schools on the Goblin Car Challenge, the initial sessions focussed on Goblin Car construction. The teams entered the Greenpower Staffordshire Formula Goblin race event on 21 June 2017.
- **Mock Interview**  
Andy Wilde of Shropshire Council and WSP staff took part in the Mock Interview Day at Bishops Castle in May 2016. The day was aimed at giving year 10 & 11 pupils experience and confidence within an interview situation.
- **Women in Engineering**  
Shrewsbury Sixth Form College's Girls in Physics event in May 2016. The event was geared at 15 to 16 year olds girls from across Shropshire to break down any perceived stereotypes and misunderstandings about various careers.

WSP Shrewsbury are committed to Apprenticeships and since the start of the project have employed a total of five trainee Apprentices and Technicians, and five Graduates, of which four are women. The recruits all come from a diverse background. The graduates will all be signing up to formal Training Agreements with the ICE in order to become professionally qualified.

## 19.2. Work Experience Placements

19.2.1. As part of WSP's commitment to developing young talent and attracting school leavers in to the civil engineering industry, WSP work with a number of local secondary schools and sixth form colleges to provide work experience opportunities for pupils.

19.2.2. WSP continue to support pupils from Severndale Specialist Academy providing essential 'life-long learning skills' and workplace opportunities for sixth form students with moderate learning difficulties. The work placements provide students with valuable experience which they are not able to obtain in a school / college environment. These opportunities allow the students to grow in confidence and result in a significant change in attitude when it comes to attendance and willingness to learn. Over the past 12 months we have provided in total **45 days** of work experience for **7 pupils** based in our Shirehall and Longden Road Depot offices.

## 19.3. Armed Forces

19.3.1. Staff at the Shrewsbury office continued working in partnership with the Army Reserves to offer employment advice and to discuss opportunities with ex-service people and the wider community. WSP provided a stand at the following Army hosted jobs and careers fairs in this period:

- Venning Barracks, Donnington on 8 October 2016
- Copthorne Army Reserves Centre, Shrewsbury on 10 November 2016

19.3.2. The Army Reserves also supported the WSP careers open day held at the Lord Hill on Wednesday 23 March 2017.

19.3.3. A number of events have been planned with the Army Reserves for the 2017/ 18 period to continue to build the relationship with them.

## **20. Awards**

### **20.1. Institute of Highways Engineers (IHE) Mercia Awards 2016**

Battlefield Drainage Scheme: Phase One – awarded the Environmental Sustainability Project of the Year. The Alliance's objective was to deliver a retrofit highway Sustainable Drainage System (SuDS) achieving the four pillars of SuDS namely quantity, quality, amenity and biodiversity.

### **20.2. Institute of Highways Engineers (IHE) Mercia Awards 2017**

WSP picked up two awards under the following categories:

- **I Eng Submission of the Year**
- **Small Project of the Year Award** – Oswestry Greenway Walking and Cycle Route which comprised the construction of a new all-weather walking and cycle route within the Cambrian Heritage Railway Corridor in Oswestry, incorporating SUDS features and habitat enhancements.

### **20.3. Institution of Civil Engineers (ICE) West Midlands Awards 2017**

WSP picked up two awards under the following categories:

- **Education Award** – for our Technician, Apprentice and Graduate (TAG) learning and development programme
- **Young Technician of the Year**

### **20.4. Professional Qualifications**

Staff in the Shrewsbury office have recently sat their professional reviews and obtained qualifications from their respective professional organisations/ institutions:

- Two staff have been awarded EngTech with the ICE
- One member staff has been awarded I Eng with the IHE

## **21. Supporting Local Communities and Charities**

21.1. Staff in the Shrewsbury office continue to support local, national and overseas charities and local communities .These events are run and organised by Shrewsbury’s local fundraising team in their own time. The following events took place in 2016/ 17:

- Alzheimer’s Society Cupcake Day – 16 June 2016 raising **£215.00**
- Macmillan Coffee Morning – 30 September 2016 raising **£220.00**

## 22. Conclusions

23.1 The report demonstrates the positive relationship between Shropshire Council Highways and Transport Service and WSP, and the benefits of the integrated nature of the work, whilst maintaining professional distance in respect of governance, accountability and financial control.

**List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information).**

**Mouchel / WSP Scrutiny report of September 26<sup>th</sup> 2016.**

**Cabinet Member (Portfolio Holder)**

Councillor Steve Davenport, Portfolio Holder for Highways and Transport

**Local Members** – All local members affected.

**Appendices**

**Appendix 1** Performance Measures

**Appendix 2** KPI 1 Time Results Table

**Appendix 3** KPI 3 Quality (Invoices) Results Table

**Appendix 4** KPI 4 Project Feedback Analysis

**Appendix 5** KPI 5 Client Feedback Analysis

**Appendix 6** Blank Client Feedback Form

**Appendix 7** Completed Client Feedback Forms