



<u>Scrutiny Committee</u>
Place Overview Committee
6 March 2020

<u>Item</u>
6
Public

Highways and Transport (Performance Report)
WSP Annual Report: 2018/2019 Financial Year.

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1. Summary

- 1.1. This report summaries the annual performance report for the WSP contract for the 2018/2019 financial year. This builds upon the previous report presented to this Committee on 1st February 2018 and provides an overview of this contract and its outcomes that support the Council and it's wider ambitions.
- 1.2. The WSP contract is considered to be positive and supports Highways and Transport staff and wider colleagues in the council (e.g. Economic Growth) across a number of agendas, issues, projects and outcomes. In the preparation of this report a wide range of colleagues have been consulted.
- 1.3. The summary outcomes for the 2018/2019 financial year are:
 - Support and assistance in the preparation and delivery of the North West Relief Road (NWRR)
 - Sixteen trainee apprentices have been employed since the contract started.
 - Design, site supervision and delivery of highways maintenance schemes to a total of £11.5 million.
 - Worked with partners on various flood projects, typically planting 2,700 trees to 'slow the flow' as part of Flood Improvement Works.
 - A STEM (Science, Technology, Engineering & Maths) event was provided to over 250 pupils.
 - Support and delivery of the Shrewsbury Integrated Transport package (SHP).
 - Delivered Road Safety Education to 13,500 school children in Shropshire.

- Support for Shropshire Council to prepare its Homes England funding bid for Oswestry.
 - Assisted the Transport Planning Team with the Local Plan Review
 - Worked with Shropshire Council to deliver 175 bridge maintenance schemes county wide.
 - Delivered road safety education to 13,500 children throughout Shropshire
 - Supported the 'Daily Mile' project across Shropshire schools
 - During the 2018/19 financial year, WSP requested payments to the value of £5,601,808.74, all of which was within financial resources. (Internal budgets and external funding such as A529 project). The relevant section of this report will provide detailed financial analysis. The minimum contract value is £2 million per annum.
 - With regard to the quality of performance, WSP are subject to a number of qualitative based indicators. The relevant section of this report will provide the detail, however, the overall average perception score (KPI5) was 85.05%, which had improved on the previous year's score of 83.5%. For context, the minimum score is 70%.
 - The overall performance score for 2018/19 is 92.82%.
- 1.4. The current WSP contract comes to an end in March 2022 and a new procurement process is due to commence in the early part of 2020 in order to achieve the timescale of a new arrangement in place for April 2022. This process will be subject to reports and briefings outside the scope of this report of which Officers & Members will be engaged shortly.

2. Recommendations:

- 2.1. That the Annual Performance Report for WSP for the 2018/2019 financial year is considered by this committee.**
- 2.2. That Scrutiny note and comment upon the detail contained within this report as appropriate.**
- 2.3. Scrutiny continue to receive an annual performance report on the WSP contract.**

3. Risk Assessment and Opportunities Appraisal

- 3.1. The work undertaken by WSP in partnership with Shropshire Council is inherently subject to commercial and statutory risks, for example, professional advice, design and construction, risk and liability, all carry inherent risk which need to be managed, removed or mitigated.

3.2. Additional and continual training is provided for all staff in order to ensure that skills and capabilities are at the appropriate level.

4. Financial Implications

4.1. Highways and Transport paid a total of total of £5,601,808.74 for work and services during the financial year. These payments come from three sources:

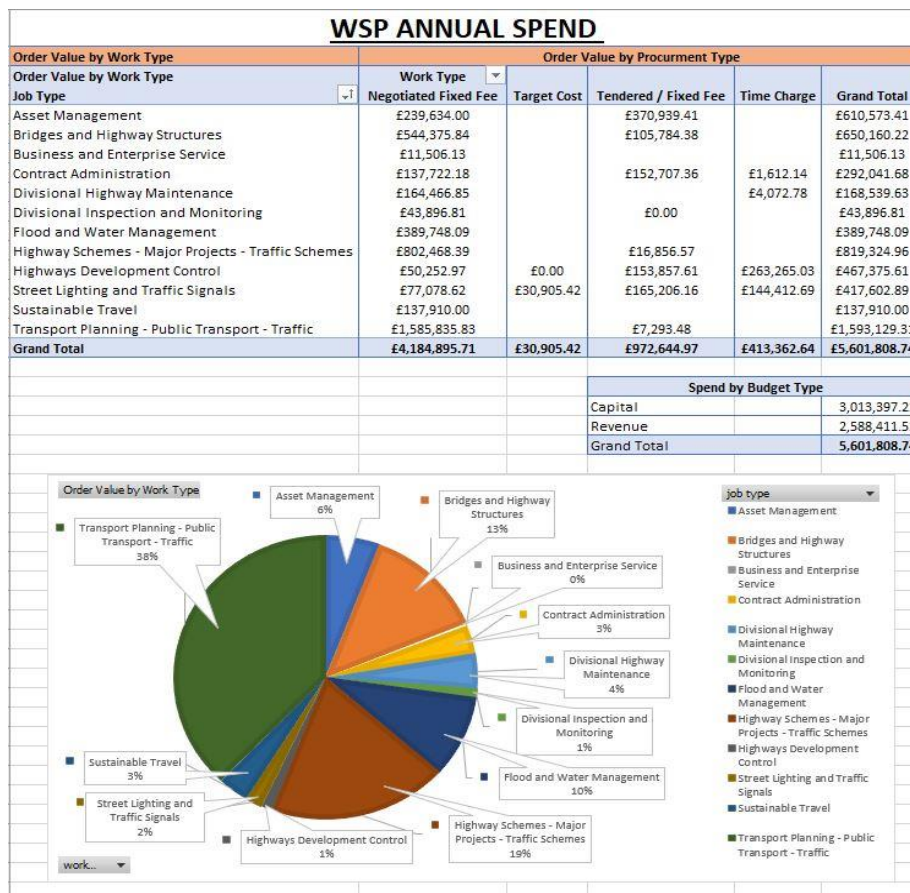
- Highways and Transport budget
- External funding (government grants and awards)
- The wider council, e.g. Economic Growth

4.2. A clear example of this is funding relating to:

- NWWR project
- SITP project
- Feasibility studies, such as Oswestry Mile End project.

4.3. A summary financial breakdown, showing work type with financial detail demonstrates how funding has been allocated or utilised against the contract.

4.4.



5. Background

- 5.1. In 2015, Shropshire Council awarded the Highways and Transport Engineering Consultancy Contract to WSP. The contract period is for seven years (2015 - 2022). No available extensions are able to be provided as the contract has reached it's full Contractual Period. Therefore, a full re-procurement exercise will begin this winter following internal discussion and Members' engagement. This will be subject to formal reports as appropriate.
- 5.2. The WSP contract is wide ranging and supports the entire Council over a number of work areas, typically as listed below for information:
- Highways Development Control
 - Highways maintenance contract
 - Flood and water management
 - Street lighting, signals and illuminated signs.
 - Business and enterprise
 - Traffic studies and planning
 - Major projects:
 - North West Relief Road
 - A529
 - Shrewsbury Integrated Transport Scheme
 - Asset management
 - Feasibility Studies, and Investigation Reports.

6. REPORT

- 6.1 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).

The Annual Performance Report for the period 1 April 2015 to 31 March 2016 was submitted to the Council's Scrutiny Panel on 26 September 2016. The second and third reports covered the period 1 April 2016 to 31 March 2017, and 1 April 2017 to 31 March 2018 respectively. This report covers the period between 1 April 2018 and 31 March 2019 and progress and performance through the period was monitored and reported through the Joint Leadership Team, comprising senior managers from both the Council and WSP. This report summarises WSP's performance during this 12 month period.

The section on supporting evidence records the progress made on strategic projects in all the key service areas:

- 6.2 WSP's project general performance has been monitored against set contract KPIs and the total number of task orders raised in the financial year.

During the financial year WSP invoiced a total value of **£5,601,808.74**. The total number of jobs (task orders) with a target completion date in the year was 191.

WSP achieved a score of **100%** against KPI 1 for jobs completed 'On Time' after mitigation i.e. all jobs completed on time. WSP achieved a score of **100%** for KPI 2 for 'Cost' (fee) controls with all projects coming in on the agreed budget / fee quotations. For KPI 3, 'Quality' WSP achieved a score of **99.65%** of all payment requests approved first time without payments being withheld or queried, representing four requests put on hold out of 1148 submitted.

The analysis of performance against a selection of individual projects, 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 2018/19 annual average project score (KPI 4) of **80.9%**, which is slightly down on last year's score of 84.3%, but comfortably exceeds the minimum target score.

In addition, the contract performance is reinforced by client perception feedback scores for the individual service areas. The scoring is against an agreed standard pro-forma with set criteria (see Appendix 1).

The performance monitoring of feedback by Shropshire Council was introduced at the end of the first year (financial year ending 2015/16). This exercise has been repeated on a six-monthly basis since 2016/17 and the latest results show that WSP continue to perform. The 2018/19 annual average perception score (KPI 5) of **85.05%** is an improvement on last year's annual average score of

83.5%. The annual average target perception score for the whole service is set at 7 (70%).

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%	100%	25%
KPI2	Contract KPI - Cost	95%	100%	25%
KPI3	Contract KPI - Quality (Invoices)	95%	99.65%	20%
KPI4	Project KPI	Min Av. 7 (70%)	80.9%	15%
KPI5	Service Area KPI	Min Av. 7 (70%)	85.05%	15%

The Average Annual Overall Performance score for 2018/19 is **94.82%**.

7. Service Area Updates

7.1 Highways Development Control (HDC)

In 2018, the HDC team unfortunately lost 2 key members of staff: 1 full-time Senior Engineer, providing Major Planning Consultation support and 1 full-time Associate, providing both Team Management and Technical support to the HDC contract. This had a significant impact on the team's overall performance in Q2. However, this was resolved in Q3 following changes made internally to expand remaining staff duties, utilising staff from the wider Shrewsbury team resource and employing a part-time agency worker.

- 7.2 Throughout, HDC has continued to work closely with Shropshire Council to ensure that priorities are met as well as maintaining the agreed performance targets. Further improvements, and changes to processes have been introduced to adapt to changing circumstances, legislation, etc.
- 7.3 Further amendments and changes have also been made to the emerging new Design Guide (SMART) documents, previously produced by HDC, which have gone through an extended period of Shropshire Council consultations over the last 12 months or more.
- 7.4 It is hoped that the SMART Design Guide will be published by the Council in the summer of 2020. This will assist in directing Developers and House Builders

to produce appropriate development proposals to current standards and best practice, which will ensure improved performance by both the Council and WSP with respect to assessing future new development proposals.

- 7.5 It has been seen that there has been a slight downturn in the sale of existing property and the rates of constructed new homes, possibly due to the uncertainty of BREXIT. This has had a slight impact on the number of enquiries made of the HDC team.
- 7.6 Notwithstanding the above, HDC has seen an uplift in some areas of the contract, particularly in respect to the number of Technical Assessments and subsequent Site inspections.
- 7.7 The following table shows the number of enquiries responded to by the HDC team between 1st April 2018 and 31st March 2019.

Ref.	Service Area	Count	+/-	Working days
2.1	Pre-Planning Enquiries – Cat A - D (<i>fixed fees</i>)	302	-21	439
2.2	Cat C & D Planning Application consultations (<i>fixed fees</i>)	1430	-59	
2.2	Cat. A & B Planning Application consultations (<i>time charge</i>)	305	-153	229
2.1 / 2.2	Flood & Water Management – Planning Application consultations	1551	-	174
2.3	Technical Checks S38/278 (<i>fixed fee</i>)	70	+5	125
2.4	Site Supervision S38/278 (<i>time charge</i>)	58	+16	292
2.5	S278 Design (<i>negotiated fee</i>)	0	0	0
2.6	Searches - Inc. Con.29, highway extents & Land Registry enquiries (<i>fixed fee</i>)	5997	-931	n/a
2.7	Admin Services (<i>time charge</i>)	n/a	n/a	149
2.8	Client Support (<i>time charge</i>)	n/a	n/a	54
	Totals	8035	-1187	1234

8.0 Flood & Water Management

The following drainage matrix schemes were prepared by the team in 2018/19 ready for 2019/20 under Service Area 3.3:

- **Brynhafod Lane** – scheme designed to prevent water flowing onto highway by repairing adjacent watercourse. Work also to include root cutting and lining existing culvert to ensure capacity is maintained.
- **A488 Blackmarsh** – design of five formalised highway outfalls across field to watercourse to prevent flooding of private land.
- **Old Bedstone Road, Bucknell** – design of scheme to intercept existing watercourse and outfall to river. Scheme will prevent highway flooding and property flooding as a result of high intensity storms.
- **Cooks Cross, Alveley** – reshaping of 100m of carriageway and upgraded outfall to prevent property flooding.
- **The Wern** – Upgrading of substandard edge of carriageway drainage systems where private accesses pass over roadside ditch which have caused property flooding in the past.
- **Wootton House Farm** – analysis of options resulting in the design of a scheme to intercept silt and debris, reshape watercourse and to upsize culvert crossing beneath the highway.
- Unfortunately, due to high construction costs and a review of the site's future use, the **Battlefield Wetland Pond** was not constructed. Prior to this decision, the approval of the planning application, ground investigation and detailed design were finalised. The scheme attracted an ERDF grant to enhance habitat creation but was only available until the end of 2018.

8.1 Management of Drainage Matrix was carried out through liaison with Shropshire Council Divisional Offices, updating scheme construction costs and programming of detailed designs.

In addition, the following non-matrix design schemes under Service Area 3.11 were delivered:

- **Mill Cottage, Cound** – scheme designed for Central divisional highways office to prevent water ponding on highway adjacent to properties by installing new drainage system, and new outfall to Cound Brook.
- **Alberbury Drainage outfall** – scheme designed for Central divisional highways office to upgrade culvert under highway and across fields to reduce the risk of the system overloading in sustained rainfall events system and consequential flooding of the B4393.
- **Much Wenlock Flood Alleviation Scheme** – continued post contract support to Estates team regarding transfer of the quarry ownership and highways divisional office team for amendments to the Maintenance Manual and remaining land issues and final land agreements. Continued liaison with main contractor as the site vegetation maintenance remains their responsibility until the end of July 2022.
- Twenty-seven property level flood guidance visits were made across the County advising property owners about flood resilience and resistance measures.
- Flood modelling and the feasibility study of East Church Stretton Flood Alleviation (FAS) is on-going, as is managing the delivery of the Shifnal FAS Business Case. Results of the Hopstone flood modelling were published in conjunction with the Environment Agency. Approval of the Business Case has resulted in funding being granted for property flood resilience to five properties in Longden. Funding has been granted for a feasibility study to alleviate flooding in Worthen.
- Following the floods in May 2018, four new funding bids were made for studies in Aston Munslow, Pulverbatch, Pontesbury and Craven Arms. Also as a result of the floods and in accordance with Section 19 of the Flood and Water Management Act, investigations were carried out and reports issued for Pontesbury, Craven Arms and Pulverbatch. The investigation and reporting on flooding in Albrighton, and in Frankwell, Shrewsbury is on-going.
- Shropshire Council & WSP has continued to deliver the Severn Tributaries Natural Flood Management (NFM) Project in 2018-19. WSP has Project Managed the scheme, successfully managing an in-year budget of £195k and working with partners to deliver over 240 NFM measures as well as planting over 2,700 trees and laying 1255m of hedge. WSP has worked closely with delivery partners

Shropshire Wildlife Trust to ensure a comprehensive suite of NFM measures were designed and delivered in locations which would provide the biggest impact in terms of reduction in flood risk. Shropshire Council and WSP also managed the evidence / academic side of the project, working in partnership with Cardiff University and appointing Hydrometry specialists OTT Hydrometry to install river level, flow and rainfall gauges within the Wilde Brook catchment.

- 122 new Flood Forum Issues were investigated by the Land Drainage Team in addition to a number of ongoing issues which were already being addressed across the County.
- 25 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 1,551 planning applications.

9.0 Street Lighting and Traffic Signals

- 9.1 The Street Lighting and Traffic Signals team finalised the design of two major lighting designs and two traffic signal schemes in 2018/19.
- 9.2 Works were completed on 4 major installations which entailed the replacement of 249 columns and lanterns, and a further 286 minor works which involved the identification and replacement of columns which were deemed to be structurally unsound.
- 9.3 The team undertook initial preparations for the strategic conversion of LED Street lights across the County, incorporating the provision of a Central Management System all of which would be funded via external interest free loans.
- 9.4 In all of these works we have ensured that Shropshire Council will be left with installations that use the latest technologically advances and will have a 50-year service life.
- 9.5 This has been achieved by utilising aluminium columns together with lanterns offering LED technology with their focused lighting and more energy efficient output. Hence, Shropshire Council should see continuing energy decreases of between 50%

and 60% where these lanterns are installed and subsequent savings in both expenditure and maintenance time.

9.6 The Traffic Signals team were involved in the post-construction checks on five sites which were installed during 2017/18. These checks included reviewing of faults, timings, and Stage 4 Road Safety Audits.

9.7 The following are some of the works which our Signals Team have been involved with over the last 12-months: -

- Housing Infrastructure Fund (HIF), A5 Mile End Roundabout, Oswestry
- Detector Refurbishment and Upgrades to: -
 - The Dual Toucan on the A442 Bridgnorth;
 - Corve Street, Ludlow; and
 - Waymills Junction, Whitchurch.
- S278 Design Checks on: -
 - Outside Morrisons, Shrewsbury Road, Oswestry; and
 - The new Co-op Crossing on High Street, Shawbury;
- Designs for: -
 - The A5/B4379 Crackly Bank junction, near Shifnal;
 - Ellesmere Road, Shrewsbury;
 - Telford Way Improvements; and
 - Mount Pleasant Road Junction as part of accident cluster site improvements.

9.8 Having resolved the communications problems with the UTC System previously, the Signals Team have now been able to focus their efforts in providing video links to a number of signals sites which will permit them to remotely observe local conditions, thereby reducing the need to attend site.

- 9.9 During the course of the last twelve months the Street Lighting team issued 10,036 works orders to Shropshire's Term Service Contractor, including responses to 3,847 Night Patrol outages and 2,036 queries from the general public.
- 9.10 Staff raised 681 works orders to the Traffic Signals Term Service Contractor, including 121 Emergency Callouts, 120 Reactive jobs and 91 Programmed Works jobs, whilst receiving a further 294 enquiries from members of the public.

Staff also had to provide detailed responses to three Freedom of Information requests and responses to a further 12 complaints were drafted.

10. Highways and Divisional Maintenance Works

- 10.1 Service Area 5 is generally delivered through two procurement routes, this being open competitive tender or issued directly to the Term Service Contractor.
- 10.2 In December 2018, a one-off lump sum of £7.3 million was received from the DfT to help address pothole issues. This was added to the original Capital Highways Budget and was required to be designed, programmed and committed by the end of March 2019.
- 10.3 The combined budget allowed for scoping, design and supervision of 73 schemes across the County, undertaken in partnership with the Term Service Contractor and their supply chain. This resulted in 111km of carriageway treated, a 270% increase in treatment area compared to the previous year. This was achieved through a combination of full carriageway surfacing or large areas of machine patching, with a value of £11.5 million.
- 10.4 WSP also designed, ready for the 2019/2020 financial year, an additional 9 surfacing schemes and circa 70 surface dressing schemes, with a combined value of approximately £3 million.
- 10.5 The WSP Highways Team with Shropshire Council and the Term Service Contractor, to increase efficiency by implementing a new delivery model from scoping through to delivery. This delivery model is to begin in FY 2019/2020 and is projected to provide greater outputs for the same budget.

11. Major Projects and Business & Enterprise

11.1 After more than 50 years of campaigning, £54 million of Government funding for the Shrewsbury North West Relief Road was secured in March 2019. WSP supported Shropshire Council throughout the funding bid providing expertise to develop a particularly strong case and demonstrated “very high” value for money.

11.2 The North West Relief Road aims to:

- improve accessibility between the north and west of Shrewsbury for all modes of transport,
- reduce traffic congestion within Shrewsbury town centre and on the approaches to the north and west,
- improve journey times reliability, efficiency of all modes of transport, and air quality,
- reduce the number of accidents on roads in Shrewsbury and reduce net emissions of CO₂ and other greenhouse gases.



3.1 11.3 The £12.9m Oxon Link Road project achieved a significant milestone with the planning submission in Summer 2018. In parallel with the planning process, discussions with key stakeholders, including Highways England and Severn Trent Water, have continued to prepare the project for the next stage of delivery. The scheme facilitates Shrewsbury's Sustainable Urban Extension West and supports the economic growth of Shrewsbury. *(N.B. Since the announcement of DfT funding for*

the NWRR and acknowledging that the two schemes are intrinsically linked, Shropshire Council explored the option of combining the two projects. The funding award for the NWRR undermined the case for a standalone application for the OLR. Shropshire Council therefore withdrew the planning application for the OLR in August 2019. A decision to pursue a combined scheme was endorsed at the Major Projects Board on 23rd October 2019, with a further planning application due May 2020)

11.4 The Oxon Link Road will provide a much needed, high quality alternative to the existing A458 Welshpool Road for traffic movements between the A5 trunk road and Shrewsbury town centre and also cross town movements through the wider NWRR. It will remove through traffic from Welshpool Road, changing its function and character to serve new and existing development in a way which will visually enhance the town. Improvements will be made for pedestrians and cyclists, and bus services will become more reliable leading to reduced waiting times. Accessibility will be improved for local people.

11.5 In 2018/19, WSP continue to support the Shrewsbury Integrated Transport Package with site works commencing within the town centre, along Town Walls, and designs being completed for the follow-on works at Bellstone.



11.6 The proposal is for a package of measures, designed to improve the transport system in Shrewsbury and stimulate a new period of sustainable economic growth within the region.



11.7 WSP supported the Council in their successful £9.3m bid to Homes England for improvements to Mile End Roundabout. The scheme, intended to bring forward housing development and economic growth in Oswestry, is being delivered against a

very demanding programme and has already completed the optioneering and preliminary design stages. The project is part of a wider growth agenda for Oswestry and will be part of a step-change in development around Mile End and subsequently improve the gateway into Oswestry.

12. Traffic

12.1 Traffic

The Traffic team have continued to deliver Traffic and Road Safety engineering expertise to the commission in both the LTP commitment and other large projects such as A529 Safer Roads Fund, Shifnal Town Centre Enhancement scheme and assisting in the design and delivery of the public realm schemes in Shrewsbury town centre including Pride Hill, Town Walls and the SITP Wayfinding project. Work has also included geometric design, signs and road markings designs together with Safety Reviews and Road Safety Audits for other parts of the commission, including Major Projects' Oswestry HIF and Oxon Link Road together with a considerable amount of ongoing work with the Highways Maintenance and HDC teams.

12.2 Shifnal Town Centre Improvement Scheme

The team have continued to work closely with Shropshire Council to further develop and progress the £4 million Shifnal Town Centre Improvement Project. The work has included several additional stakeholder meetings including the Shifnal Forward Consultation delivered to over 100 members of the public and stakeholders as well as the Shifnal Town Council meeting in June where WSP staff successfully presented the scheme details and obtained a majority vote of full support from the town council to progress the work and drive the scheme to completion.

Following several surveys to determine drainage requirements and the impact of utilities within the scheme area the team have now progressed the initial preliminary designs for the public realm scheme to a more robust, buildable scheme.

12.3 Cleobury Mortimer Zebra Crossing and highway maintenance scheme

Following a £50,000 Section 106 contribution from the recently completed Co-op service station on A4117 Cleobury Mortimer, WSP completed the design and supervision of a new Zebra crossing in the town.

The scheme consisted of full carriageway treatment including replacement of ironwork, wider footpaths, improved drainage and more efficient and effective street lighting.

The works were planned to very tight schedules to minimise disruption to motorists and were completed with one full road closure within a single day and the remainder under lane closures to keep local traffic moving and remove the need for extensive and laborious traffic diversions.

The scheme has been well received by members of the public and the Local Member as well as the nearby schools, which have reported a notable safety improvement for children walking to school and promoting healthier and more sustainable ways of living. Additional 'Pedestrian Safety Training' has since been provided to school pupils using the Zebra crossing to develop the children's road safety skills and prepare them for independent travel.



12.4 Local Transport Package

In 2018/19 the traffic team completed a variety of schemes for the Local Transport Plan (LTP) including designs and implementation of:

Constructed schemes

- Much Wenlock HGV scheme new junction layouts and extensive signing scheme;
- A464 Upton Crossroads 40mph speed limit and safety scheme;
- Smithfield Road, Shrewsbury VAS scheme;
- Shrewsbury Road, Much Wenlock VAS scheme;
- A442 Brockton Crossroads signing scheme;

- A5191 Ditherington Road / Mount Pleasant Road junction, Shrewsbury minor junction improvement;
- Column Roundabout signs;
- Telford Way, Shrewsbury signs;
- A525 Wrexham Road Roundabout, Whitchurch signs and road markings

Designed Schemes

- Sundorne Road Medical centre new roundabout layout and signs and road markings;
- B4363 Wolverhampton Road, Bridgnorth signs and road markings;
- Heathgates Roundabout, Shrewsbury new roundabout layout;
- B4176 Rabbit Run signs and road markings;
- A458 Wootton Crossroads, near Bridgnorth, 50mph speed limit and signs and road markings;
- Huffley Lane, near Shrewsbury safety scheme;
- A41 Sandford 40mph speed limit;
- A456 Burford village.

The team also undertook the analysis and design of counter measures to improve notorious accident sites, known as clusters, throughout Shropshire. This culminated in the design of five schemes including crossroads improvements, vehicle-activated signing, cycle safety and roundabout capacity studies, and gateway feature improvements to improve pedestrian movements around busy junctions. The cluster sites investigated by the team beyond the analysis stage were:

- A41 Sandford
- Maesbury Road junction Oswestry
- A41/B4379 Shifnal Road junction

12.5 A529 Safer Routes Fund

The DfT announced that the Shropshire Council / WSP bid had been successful and were awarded £3.88 million in October 2018. Since the announcement the following has taken place:

- The portion of the works on the Cheshire East section of the route have been costed out and payment agreed with Cheshire East in order that the works can be arranged by their staff.
- Liaison with stakeholders (Councillors, Parish Councils etc);
- Early Contractor Involvement with Kier to discuss possible programme and permitting;
- Early involvement with Shropshire’s Permitting team;
- Liaison with West Mercia Police and the Safety Camera Partnership;
- Liaison with the Highways team regarding the inclusion of maintenance works along the route - not all included in the bid but necessary for ongoing asset management. Resources have been drawn from the Highways team and Shropshire are working towards allocating funds to make the most of the maintenance opportunity;
- General investigation such as topographical surveys, automatic traffic counters, road cores and drainage surveys have been carried out;
- Further site investigation has highlighted areas where the countermeasures proposed in the bid may need to be changed, in which case the benefit of alternative proposals will need to be evidenced through the ViDA programme;
- Works to maintain the carriageway verge following damage caused by a lorry are also to be carried out early in the programme with measures from the road safety scheme included.

This has allowed the original draft programme to be amended to establish a realistic three-year schedule based on our findings on site.

The most significant “cluster sites” on the route are Mount Pleasant Crossroads and the A41 junction at Hinstock. Designs for both locations are being developed now with a view to constructing the measures in late summer/autumn of 2019. Other works/lengths have been collected into “packages” to allow sensible programming.

12.6 Shropshire Council Traffic Support

The traffic team provides Traffic Engineering support to Shropshire Council due to a loss of Council staff resource. The team provide engineering advice along with a response to the customer, a role which includes liaison with various Shropshire Council stakeholders as well as the public. WSP analyse customer service requests, looking at justification for possible interventions and then respond to the customers accordingly. Where further engineering measures are suggested, WSP liaises with the appropriate Divisional Manager and provides design work and budget costs so that managers can prioritise schemes accordingly.

WSP has responded to approximately 400 individual requests since August 2018 and a package of standard responses has been developed with Shropshire Council to reduce response times.

12.7 Parking and TRO – Shropshire Parking Strategy

In 2018/19 the Traffic team supported the design and implementation of the Shropshire Parking Strategy, including the town centre banding / pricing scheme for the re-structure of all on-street and off-street parking restrictions in the county. Work included a considerable amount of preparation to roll out the Strategy to enable a more thorough and consistent parking regime. WSP provided a substantial amount of work to support the implementation of the new Traffic Orders including devising the TRO schedule format for on and off-Street parking

13. Transport Planning and Travel

In 2018/19, the Transport Planning and Travel team provided services including transport monitoring, transport assessments and transport management. Key highlights were:

13.1 Highways & Transport Advice on Planning Applications

Policy and technical comments and advice has been provided on the transport and travel aspects of major new development applications through examination of their transport assessment and travel plan documents.

13.2 Oswestry HIF

WSP have been commissioned by Shropshire Council to develop and deliver a Housing Infrastructure Fund improvement scheme at the A5/A483 “Mile End” junction

on the Strategic Road Network that would accommodate the growth associated with major housing development in the area. The Transport Planning team provided traffic generation and distribution inputs to the traffic modelling and capacity assessment aspects of the project.

13.3 ATC's and data collection

Site specific traffic data collection has been arranged and reported for 36 sites across Shropshire. All these sites involved automatic traffic counters (ATCs) which provided volumetric and speed data, with speed being the primary focus at most locations.

The volumetric traffic data from a series of sites in Woore were subject to a technical report which compared the data with previous counts, and considered the variations in the context of the exact site locations and seasonal and annual variations in traffic levels.

13.4 Annual Monitoring

In 2017 a new Shrewsbury Traffic Model was developed to provide modelling outputs for the Outline Business Case for the Shrewsbury North West Relief Road. Aspirations to assess the ongoing effectiveness of the model require a regular traffic survey plan to be developed which informs a systematic review of the models' ability to replicate the current year traffic flows. A new biennial traffic survey plan and reporting process has been developed that will achieve this. Pending the introduction of this new biennial plan the historical programme of surveys in Shrewsbury was suspended in 2018/19.

13.5 Shropshire Local Development Plan review

Two technical exercises were completed in support of the current review of Shropshire's LDF.

A detailed highways and transport assessment of all new housing and employment sites identified for consideration in the local plan review was undertaken. This considered highway access potential and limitations and the potential for maximising sustainable travel to / from the site. Three methodologies were used for Shrewsbury, Market Towns and Rural Settlements which reflected the scale and nature of the settlements in which the sites were located. The presentation of the results included a quick reference traffic light scoring system. Specific recommendations were also

included on highways and transport interventions that would be necessary for individual sites to be developed.

WSP supported by Shropshire Council developed a methodology for assessing whether the increases in traffic as a result of the Shropshire Local Plan Review would have a significant air quality effect on a number of identified International Sites (protected habitats) in line with the requirements of the Habitat Regulations. The assessment considers the proximity of sites to main roads and the level of existing traffic and expected growth in traffic (and associated pollution). GIS was used to measure distances, and existing traffic volumes and growth levels were determined from a wide range of sources. The methodology needed to be robust, but effective, and applied a phased approach, enabling sites to be systematically and confidently removed from subsequent, more detailed examination phases. Phases 1 and 2 have been completed and these concluded the majority of the International Sites will not be adversely impacted and will not need to be subject to the much more detailed Phase 3 assessment.

13.6 LTP4

The public engagement and baseline reporting stages of the fourth Shropshire Local Transport Plan were complete in 2018/19 and these will inform the development of the policies, objectives and strategies that will be undertaken during 2019/20.

13.7 Bikeability Contract

In addition to the day to day management of the Bikeability Contract, additional grant funding from DfT enabling Shropshire Council to deliver on its commitment to meet all requests for combined Level 1&2 training without the need to use its own resources.

13.8 Concessionary Fares Administration

Through a sub-consultant WSP provide administration of Shropshire Council's concessionary fares scheme and negotiations with bus operators as and when required.

14. Bridges

14.1 Service Area 7 (Bridges) is delivered through a combination of tendered individual capital schemes, and routine maintenance works which are largely delivered through the Council's Term Service Contractor.

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

- Gasworks Bridge (1914) Propping Refurbishment and Accommodations Works
- Lys Lane Footbridge (1937) Replacement.

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

- Broad Bridge (B4330) Accident Damage Repairs
- Souldan Bridge (B2318) Accident Damage Repair
- Rhyd Meredith Bridge (B1201) Accident Damage Repair
- Cound Arbour Bridge (B5713) Accident Damage Repair

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



Lys Lane Footbridge – Bridge Replacement

In addition, the team has designed and prepared contract documents for circa 25 schemes that will feed into the client's forward programme over the next 3/4 years.

15. Asset Management

- 15.1 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 & Efficiency, and Operation Service Delivery. 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 and level 3 was also maintained for 2018/19. Further continued development of the service is required to continue to meet and maintain the Level 3 criteria going forward, and this is the key objective of the Asset Management Steering Group (AMSG).
- 15.2 In addition, the Council must demonstrate that they have implemented the 36 recommendations given in the new Well-Managed Highway Infrastructure (WMHI) Code of Practice (COP), and this therefore also falls within the remit of the AMSG. The steering group continues to monitor and progress against the 36 recommendations in 19/20.
- 15.3 The AMSG works on action plans that set out the actions and responsibilities for progress towards maintaining the Level 3 criteria for the incentivised funding as well as meeting the recommendations in the new WMHI COP. Through the work of the AMSG in 2018/19, the Council remains on track to maintain Level 3 and to also meet the recommendations in the new WMHI COP. Where there are any risks to achieving these targets, they are reviewed and monitored, with mitigating actions put in place.
- 15.4 WSP annually procure 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) and Footway CVI.
- 15.5 The respective lengths surveyed this year were:
- SCRIM – 2046 km

- SCANNER – 1923 km
- Carriageway CVI – 532 km
- Footway CVI – 342 km

16. Fleet Management

16.1 WSP currently do not provide any services to the Council in this service area.

17. Road Safety

17.1 In 2018/19, WSP's two Road Safety Officers continued to deliver popular and well received road safety education and training services across Shropshire's state schools and colleges on behalf of Shropshire Council.

The key achievements and year's highlights included:

17.2 Road Safety/Sustainable Travel Education

Engaged with 3,707 primary school children through presentations, assemblies and group talks and delivered 294 presentations to 9,854 secondary school and college pupils / students and staff.

Both officers promoted National Road Safety Week: November 19th – 23rd 2018. Presentations and support material delivered into the Shrewsbury Group of Colleges and primary schools.

A six-month, in depth longitudinal road safety evaluation survey was carried out on 120 pupils aged 13/14/15yrs from two schools, Grange (urban) and Lacon Childe (rural). The findings were distributed and future presentations updated to include the findings from July 2018.

17.3 Stepping Out Pedestrian Training

Stepping Out child pedestrian training was delivered to 3,088 children at 74 primary schools across Shropshire.

The move towards engaging small rural primary schools by transporting children to a nearby town (rather than simply a classroom discussion in lieu of practical training) continued with Lower Heath and Stoke on Tern primary schools taking part in training in nearby Market Drayton. Special needs students at Severdale took part in a road safety walk to a local supermarket.

Children at Cleobury Mortimer were able to practice crossing the new Zebra crossing on the High Street as part of their route. Close communication was kept with WSP and SC officers to ensure the necessary education was planned to coincide with the opening of the crossing.



Parents happy for their children to walk independently to school due to the crossing were also thanked via the school newsletter. Sessions for Key Stage 3 at the secondary school also featured 'Harry's Crossing' (named after the young WSP engineer involved in the project).

'This (Stepping Out) is a great scheme and we are lucky to be able to access it'.

Highley Primary School.

17.4 Bikeability Cycle training

WSP support Shropshire Council's Bikeability cycle training programme which is delivered in line with national guidance by Learncycling. This year they have further moved to delivery of separate Level 1 and 2 courses and the introduction of Level 1 in years 3 or 4. Level 1 training was delivered to 791 children, combined Level 1&2 to 1494 children and Level 2 to 148 children.

The year saw a dramatic increase in Level 3 training due to a significant uptake by secondary schools. Level 3 was delivered to 336 children (60 in 2017/18). Based on a case study of Level 3 delivered through PE lessons at Thomas Adams School in Wem, a letter



was created to send to all secondary school PE departments. This resulted in new participation by Meole Brace, Lacon Childe and The Priory schools. This training was also supported by complementary Bikeability Plus modules, notably Fix and Transition with 84 and 128 pupils and students trained on these modules respectively.

17.5 Bikeability Balance for Key Stage 1 children has grown in popularity with 338 children at 12 schools taking part. A charged service, these generate an income and are cost neutral to Shropshire Council. Courses have also been offered at weekends and during school holidays. The fleet of balance bikes and two pedal bikes funded by Public Health have been well used.

17.6 Pre-Driver Days

Took place at NCS Walford College on July 3rd, 10th, 17th, 18th, 31st and Aug 14th 2018 (510 young people taking part).

17.7 Other activities supported by WSP in 2018/19 included:

- Support to schools with School Travel Plans and delivery of sustainable travel schemes including walking buses.
- Preparation of Shropshire Council's Sustainable Modes of Travel Strategy 2018 annual update;
- Christmas Anti Drink Drive Campaign, (Non-Alcoholic Drinks) Ludlow College 14th December 2018.
- Evening presentation 6th December 2018 at Shrewsbury Police H.Q. to 30 West Mercia Police Cadets and a pre-Christmas road safety presentation given to the 1st Battalion of the Royal Irish Regiment at Ternhill.

- Anti-Drug Drive: Use of promotion posters from Think! Campaign re- Drug Driving.
- More than 3,000 pupil journey planners distributed to all secondary schools for their year 6 to 7 transition events.
- Young Driver information magazine “FirstCar’ distributed to all colleges and 6th Forms. Distribution of information re. Young Driver car insurance and telematics.
- Consulted Learncycling in the design of new ‘Daily Mile’ tracks at 13 primary schools. 1.8m width enables them to be used for Bikeability and Balance training sessions.
- Management of School Crossing Patrol service.

18. Joint Training

18.1 Due to the diverse nature of works and services provided joint training for Shropshire Council, WSP and Kier is organised. Attendance at joint training continues through lunch-time presentations given by various industry representatives further the following training events were provided by external course providers:

Date	Organisation	Topic
11/4/18	Hanson Construction	Resurfacing design
30/4/18	GreenBlue Urban	Tree pit solutions
9/5/18	Flexcrete	Concrete repair and protection
23/5/18	Gatic	Slot drains
13/6/18	Acorn Waste Management	Waste management
4/7/18	WSP (Dave Robinson – road safety auditor)	Walking, Cycling and Horse-riding Assessment and Review (WCHAR)
31/7/18	TWM Traffic	Traffic control systems
14/8/18	Concrete Canvas	Products, applications and case studies
5/9/18	Technikgs	Ground engineering solutions
12/11/18	Triflex	Pothole repairs, markings, friction surfacing and road repair products
15/11/18	MIF	Waterproof and anti-skid coatings, panels and stair treads
26/11/18	Hydro	Principles of passive safety

Date	Organisation	Topic
4/12/18	Miles Macadam	Grouted Macadams
11/12/18	WPL International	Waste water management
23/1/19	SPEL	Tank bases, pollution control products, SuDs applications and pumping stations
29/1/19	Larsen Streetscape	The specification of a BS 7533 mortar system
5/2/19	Gaist	BridgeCat mobile bridge inspection system and highway inspection systems
19/2/19	Angell Surveys	Drone surveys in civil engineering

19. Social Value

19.1 Science Technology Engineering Mathematics (STEM)

In 2018/19 Shropshire Council and WSP provided significant resources to STEM activities within the Shropshire Alliance. Our sixteen STEM Ambassadors attended over a dozen events involving four Secondary Schools and colleges and nine Primary Schools. Activities included careers events, options evenings, job application, CV and interview practise, Greenpower Goblin Car clubs and competitions, school assemblies and engineering challenge days. We engaged with over 500 students and worked in partnership with Shropshire Council and South Shropshire Engineering Ambassadors. Projects have been delivered to over 250 pupils from schools and colleges across Shropshire. Some of the activities included:

19.2 Primary School Challenge Day

This event was organised by South Shropshire Engineering Ambassadors as part of the integration for the eight feeder primary schools to Bishops Castle Community College. Attended by over 80 pupils in June 2018, the WSP STEM ambassadors (11 from Shirehall, and one from the Pump House) were responsible for organising, co-ordinating and running the activities on the day including town planning, spaghetti bridges, paper towers and a levelling workshop.



19.3 Goblin Car

Continuing to work with the South Shropshire Ambassadors and primary schools on the Goblin Car Challenge, Richard Harman was joined by WSP apprentices providing sessions focussed on Goblin Car construction. The teams entered the Greenpower Staffordshire Formula Goblin race event on 20th June 2018, with WSP providing the coach travel.



19.4 SJT Whitchurch

In the summer term of 2018, a series of sessions at Sir John Talbot's School, part of the Marches Academy Trust. The sessions, which included writing a letter of application, writing a CV and mock interviews, were intended to give less academic year 10 students an experience of the job application process.

In January 2019, two colleagues also took part in "STEMfest", an evening to promote STEM subjects in Key Stage 4 option choices to Year 9 students and their parents. One parent's response included the comment, "What a fantastic event! Very inspirational and informative (for both pupils and parents). Thank you."

19.5 Shrewsbury Colleges Careers Evening

In February 2019, two WSP STEM Ambassadors attended a careers evening for Year 12 students attending the Shrewsbury Colleges and were able to promote career routes into the Civil Engineering industry through apprenticeships or full time university courses.



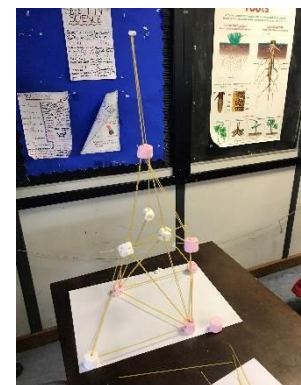
19.6 The Marches School.

The existing relationships built with The Marches School, Oswestry led to further activities. In September 2018 two WSP colleagues were involved in a Year 9 STEM activity day introducing paths into the civil engineering industry and challenging the students to design and construct structures while considering the cost of materials. On 14th March 2019 two WSP STEM Ambassadors presented an assembly which highlighted roles within the civil engineering industry and career routes into them. There was a particular focus on the role of a hydro-geologist within the industry.



19.7 The Corbett School.

In March WSP colleagues were able to join one of our apprentices to deliver activities at his old school; the Corbett School in Baschurch. The structure design and build activities introduced the students to the importance of design, planning and economics as they attempted to build the tallest tower for the lowest cost.



20. Technician, Apprentice and Graduate (TAG) Learning & Development Programme

The Shrewsbury office created its own TAG Learning and Development team to support and develop technicians, apprentices and graduates. Since the start of the contract we have employed a total of sixteen trainee apprentices, technicians and graduates, all from diverse backgrounds and of which four were women.

Graduates sign up to formal Training agreements with the ICE to become professionally qualified. Unfortunately, one of our graduates and three of our Apprentices have since moved onto pastures new and a further two of our graduates have transferred to other WSP offices in the UK.

The TAG Learning and Development programmes allows staff the chance to rotate between disciplines in order to broaden their skillset and knowledge base. WSP provides clearly defined career paths as well as on-the-job learning opportunities, networking opportunities and external training allowing staff to progress their careers.

21. **Armed Forces**

Armed Forces - Employer Recognition Silver Service Award

Our joint commitment with Shropshire Council to the Armed Forces Covenant – promising to be an armed forces-friendly organisation – landed us an Employer Recognition Silver Service Award. WSP colleagues paid a flying visit to the impressive Royal Air Force Museum in London to receive our certificate, presented by Air Vice-Marshal Lord Beaverbrook, Commandant General Royal Auxiliary Air Force with The Rt Hon Tobias Ellwood MP, Minister for Defence. The award represents the highest badge of achievement for those that employ and support members of the Armed Forces. We're proud to continue supporting the employment of veterans and the partners of those in service, and to accommodate WSP employees who are also reservists. It's our way of thanking those who protect our nation. The Shrewsbury team have worked closely with Shropshire Council over the last year assisting with and attending a number of stakeholder engagements in support of both the Council's and WSP's commitment to this worthy cause.



(l-r) Air Vice-Marshal Lord Beaverbrook with Emma Wyatt, Paul Field-Williams (WSP), Richard Harman (ex WSP) and The Rt Hon Tobias Ellwood MP, Minister for Defence People and Veterans



22. Awards and Qualifications

22.1 Business Construction Industry

Awards (BCI) – Highly Commended

The British Construction Industry Awards are the premier annual awards programme in the built environment sector, supported by key industry leaders and stakeholders including UK government and Shropshire Council & WSP were awarded for the the Much Wenlock Flood Alleviation Scheme was judged to be Highly Commended under the 'Small Project of the Year' category.

22.2 Supporting local communities

Shropshire Council's Learning & Skills Group received a Healthy Pupils Capital Fund (HPCF) grant of £226,572. The qualifying criteria for local Shropshire school bids for a share of the grant was broad, however, 15 no. schools submitted bids for funding to install an all-weather track for their pupils to undertake The Daily Mile challenge.

Of the £226,572 total HPCF grant, £105k had been set aside for 'Daily Mile' tracks, which equated to £7,000 per track. WSP understood that the cost of providing professional services would have a significant impact on the budget, therefore WSP offered their design and management services for free, through the centrally funded Employee Volunteering scheme. Shropshire Council's term contractor Kier and their wider supply chain then followed WSP's example and offered their services and materials at cost with no additional multipliers or mark-ups.

Shropshire Council and WSP in collaboration with Term Maintenance Contractor Kier could provide significant savings and demonstrate technical and operational excellence by linking the track construction with the highway maintenance programme, effectively using old roads to build new tracks.

A total of 2,900 tonnes of carriageway material was recycled, avoiding the need for it to be sent to landfill and reducing CO₂ emissions by using material from carriageway resurfacing schemes located near to the schools. In total, 4,000 children are set to

benefit from the project, which will enable each child to walk or run a total of 285km in each academic year, at a cost of just £1.30 per pupil per year.

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

Previous reports - 26 September 2016

Cabinet Member (Portfolio Holder)

Councillor Steve Davenport, Portfolio Holder for Highways and Transport

Local Members – All local members affected.

Appendices

Performance Measures

Appendix 1 KPI 1 Time Results Table

Appendix 2 KPI 3 Quality (Invoices) Results Table

Appendix 3 KPI 4 Project Feedback Analysis

Appendix 4 KPI 5 Client Feedback Analysis

Appendix 5 Blank Client Feedback Form

Appendix 6 Completed Client Feedback Forms