

Wiltshire Highways Contracts

ANNUAL REVIEW OF SERVICE 2018/19



Introduction

Wiltshire Council manages over 3000 miles of road and about 1,000 bridges and structures. This infrastructure is vital to local residents and businesses, and it is important that it is kept in safe condition.

Wiltshire Council has contracts with Atkins, Ringway Infrastructure Services and other specialist contractors to help deliver the highway service. This review covers the period April 2018 to March 2019. It has been prepared as a joint report between the Council and the main service suppliers.

Ringway Infrastructure Services – Highways Term Maintenance Contract



Ringway, working closely with associated Eurovia companies, manage and maintain the largest portfolio of highway maintenance contracts in the UK, covering more than 50,000km of strategic and local highway network. Ringway are part of Eurovia UK, and the wider group relationship underpins their declared self-delivery focus bringing access to the very best national and international expertise.

As a leading service provider to local authorities, Ringway undertakes the management, maintenance and improvement of the built environment across a national portfolio of term contracts; these include local authorities, Private Finance Initiatives and Highways England strategic roads.

Ringway delivers a range of services for Wiltshire Council from planned and reactive highways maintenance, through to winter precautionary salting, emergency response, gully cleansing, street lighting installation and maintenance, and traffic management and safety schemes.

Ringway have supported local events, including Urchfont, Keevil and Dauntsey School Scarecrow Trails, Sherston Boules event, and a number of local fetes, especially by providing road cones and other support. Their team of seven took part in Tough Mudder to raise in excess of £4,000 for cancer research, and staff have supported a number of other local charities.



Ringway have provided financial and practical support to a number of local groups and charities this year.

Ringway were previously the highways term maintenance contractor in Wiltshire between 1999 and 2013. The current contract started in April 2016, and is for five years, with possible extensions of up to two years subject to performance.

Atkins – Highways Consultancy Contract



The Wiltshire Highways Consultancy Contract was awarded to Atkins and started in December 2012. In 2017 SNC-Lavalin Group Inc. completed its acquisition of WS Atkins plc, creating one of the world's most respected design, engineering and project management consultancies. Together with SNC-Lavalin, a global fully integrated professional services and project management company, Atkins help plan, design and enable major capital, projects, and provide expert consultancy that covers the full project lifecycle.

SNC Lavalin's Atkins business design and supervise road and bridge schemes for the Council from a local office at County Gate, Trowbridge. They manage the county's street lighting and traffic signals; as well providing technical information and advice on a wide range of highway and transport matters.

Staff from Atkins Trowbridge Office have undertaken a range of activities in the local community and raised monies for local charities by organising a number of fund raising events. The STEM activities staff have undertaken include supporting two careers' fairs for children in care at Trowbridge Rugby Club and at the Civic Centre; attending school assemblies and attending career fairs to highlight the benefits of careers' in Engineering. In addition staff have undertaken mock interviews for pupils at schools to give them interview experience and insights on preparing CV's and job application letters; and given work experience to a number of pupils from local schools.

Other Suppliers

A number of specialist sub-contracts were transferred to the Council following the end of the previous highways and streetscene contract in March 2016. These contractors include Tarmac who delivers road surfacing and repairs, Eurovia who carry out surface dressing and specialist road surfacing, and Idverde who carry out urban grass cutting and landscape maintenance.



A number of companies carry out surfacing and specialist work for the Council.

Other specialist contractors working for the Council include Wessex Tree Care, Simon Jackson for rural grass cutting, Telent maintaining traffic signals, Texture Blast and Miles Macadam providing specialist road maintenance processes. Many of these contracts will end in May 2020 and are in the process of being re-procured.

Health and Safety

The safety of the public and the contractors' workforce is important to the Council, and the highways service has a good safety record. Atkins have recently been awarded their ninth consecutive Gold Award from the Royal Society for the Prevention of Accidents (RoSPA), and Eurovia UK received an Order of Distinction Award after achieving 17 consecutive Gold Awards. The safety record of the Council's suppliers of highways services remains outstanding.

Contract Management

The services provided under the highways contracts are managed by a number of Service Delivery Teams, which report to the Council's monthly Contract Management Meeting. The teams are headed by a Council officer and include representatives from the consultant and contractor. They are responsible for managing the delivery of the service, including project planning, programming and budget control. Sub-groups have been established to ensure effective environmental management and procedures, and to drive innovation and continuous improvement.

Performance of the key service suppliers is assessed by using a series of Key Performance Indicators, satisfaction surveys and by monitoring the delivery of undertakings given at the tender stage.

There is a formal process of awarding extensions to the contract to reward good performance. Atkins have achieved the maximum extension of two years on their current contract, which now ends in November 2019, and Ringway have so far been awarded 15 months of extensions out of a possible 24 months. The extensions to the contracts depend on continuing satisfactory performance.

The performance of the other specialist contractors who assist in the delivery of the highways service was also good during 2018/19. Most of these contracts will end in May 2020, and the procurement of replacement contracts is underway.

Highway Major Maintenance

Wiltshire Council maintains over 3,000 miles of road. The Council is committed to the good management of the highway asset, and has been implementing good asset management principles for several years, supported by the Atkins asset management team. The new Highways Infrastructure Asset Management System (HIAMS) has been used to develop a forward programme of schemes for future years, which has been circulated to Area Boards for comment.

Technical data, including surveys by vehicle mounted lasers, is used to assess road conditions to prioritise sites for treatment. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital.



Technical data is used to identify sites potentially in need of treatment.

The Council has been making a massive investment to improve the condition of Wiltshire's roads in recent years, and has already reduced the maintenance backlog significantly. The programme of road surfacing work is designed and supervised by Atkins, with most of the surfacing work carried out by Tarmac and Eurovia, with support from Ringway.

Preventative asset management practices continued to be applied in 2018/19, using carriageway condition survey data to identify potential schemes, leading to more effective management of the network.



Wiltshire Council is making a major investment in improving the condition of the county's roads.

Many large road surfacing schemes were undertaken in 2018/19 to improve the condition of the county's roads. Over 147 Km of road were resurfaced successfully with a good quality of workmanship and traffic management.

Road class	A	B	C	Un-classified	Total
Length treated 2018/19 Km	47	21	49	30	147

The Council carried out an extensive programme of surface dressing (tar and chippings) on parts of the rural road network during the summer. This comparatively inexpensive treatment prolongs the life of the road, improves skid resistance and protects the structure of the road. The work was carried out for the Council by specialist contractors Eurovia, and was to a high standard.



An extensive programme of surface dressing helps seal and protects the county's rural roads, and improves skid resistance.

A programme of surfacing work was undertaken by the Council's contractor Tarmac to strengthen and resurface roads across the county.



The programme of road resurfacing is improving the strength and surfaces of the county's road network.

The programme of planned maintenance has seen a substantial improvement in the condition of the county's roads in the past decade, but there is still a backlog and continued investment is required.



Before



After

As well as resurfacing main roads, the programme of surfacing work in 2018/19 also included improving the condition of the county's minor roads

The performance of all of the companies delivering road maintenance in Wiltshire, including Ringway, Tarmac, Miles Macadam, Texture Blast and Eurovia has been good this year.

Carriageway Repairs

The severe winter of 2018 resulted in substantial damage to the road network, and extremely hot weather during the summer caused further damage to the network. There were 58 sites identified with serious heat damage to roads this summer, many of which had to be treated with sand. 44 were treated with the velocity patcher to keep them safe, and 38 require extensive patching, with 2 requiring resurfacing.

It is important that serious defects are treated promptly to keep the roads safe. Ringway operated four Pothole teams to respond to urgent issues, and Tarmac has been operating a team to carry out larger surfacing repairs.



Pothole repairs often do not look attractive, but it is important that the repairs are made immediately in order to keep the road safe.

As well as filling 12,786 potholes last year, and resurfacing 147km of roads, the Council also carried out 58,544 square metres of localised road repairs. This programme of filling potholes, repairing carriageways and other treatments continues throughout the year to keep the county's roads in safe conditions.



Before

After

Localised repairs were carried out at many areas where sections of road were in poor condition.

It should be noted that the best approach is to prevent serious deterioration of the roads by the timely resurfacing of those roads in poor condition. This is what the recent increases in road maintenance expenditure have been delivering. Unfortunately, it is not possible to resurface every road immediately, and work has to be prioritised, with arrangements made to deal with defects as they arise.

Footway Repairs

A programme of footway repairs has started and will continue into 2019/20.



A programme of resurfacing and renewal is underway to improve the condition of the footways.

Verge Repairs

Rural verges are susceptible to damage during wet weather, especially when they are overrun by heavy or wide vehicles.



The programme of verge repairs is addressing damage to road edges on rural roads.

Repairs were undertaken to address the worst damage to the edges of roads in rural areas. The verges were repaired and strengthened, and the road returned to its previous width. This programme will continue to address the damage caused during last winter.

Major Carriageway Edge Repairs

At Grittenham the verge and carriageway edge was beginning to suffer serious structural failure and was causing safety concerns.



Major repairs using gabion baskets were undertaken to address serious verge and carriageway edge failure

The damaged verge and edge of carriageway was excavated and rock filled gabion baskets were used to provide strength to the embankment. The kerbs and drainage were also improved in order to prevent future failure.

Bridges and Structures

Wiltshire Council maintains about 1,000 road bridges and a similar number of Rights of Way bridges. The Council undertakes general inspections and routine maintenance on these structures in accordance with the national codes of practice.

Atkins carries out principal bridge inspections and strength assessments to inform future maintenance work on highway bridges and structures. They also provide support to assess planning applications involving structures, and design the more complex new and replacement bridges for the Council.

Ringway operate three full time bridge construction/maintenance gangs to carry out works from minor maintenance up to full bridge reconstruction. Additional resources and sub-contractors are on occasions called upon to cater for extra large schemes or more specialist schemes.



A programme of bridge strengthening and renewal was undertaken by the Council's contractors

In 2018/19 Wiltshire Council in partnership with Atkins and Ringway have reconstructed or strengthened a number of bridges, including Lenton Bridge at Atworth, Rowden Bridge at Chippenham, redecking and widening at Woodbridge, Westerly and Easterly Bridges at Brokenborough, waterproofing at Gall Bridge Barford St Martin and reconstruction of a retaining wall at Great Wishford. Ringway also carried out a major scheme to prevent vehicle incursions onto the railway at Norton Bavant.



Preventing vehicle incursions onto the railway is important for safety reasons. Major work was carried out on the B3414 at Norton Bavant

Many of the rivers and watercourses in Wiltshire have environmental designations; these can often affect the timing of work, permissions required and the methods used. A 5 year programme of works to keep the county's bridges safe has been developed and design work is proceeding on future schemes.

Integrated Transport

2018/19 saw the delivery of a number of integrated transport and safety schemes. The Council's Traffic Engineering team have worked with Atkins and Ringway to plan and deliver a range of projects to the local communities, and continued the good work with the Community Area Transport Groups (CATGs), as well as other schemes funded from the Integrated Transport Block, and developer contributions. The schemes have ranged in size and complexity from simple sign installations through to more complex road safety and cycling schemes.



A significant safety scheme was carried out at Seend Bell Crossroads. Schemes to improve school journeys included a zebra crossing at Bellefield in Trowbridge, a footway at Crudwell and a crossing point at Wansdyke, Devizes.



The major scheme to improve the London Road/Windsor Drive junction in Devizes by replacing the roundabout with traffic signals was particularly difficult. This busy junction with limited space was especially challenging because of public utilities and poor ground conditions. The scheme has been successful in improving the operation and capacity of the junction.



The team has also delivered a significant number of smaller scale projects, such as pedestrian crossings, area wide 20mph speed limits, advisory 20mph speed limits outside schools, footway improvements and gateway schemes.



A number of pedestrian improvements and traffic management schemes have been constructed

Development work was progressed on a number of Taking Action on School Journeys schemes, 20 mph speed limits and safety schemes for delivery next year. The close working relationship that the team has with the CATGs continued and helps to identify and deliver local priorities.



New footways and pedestrian facilities have improved routes to schools and pedestrian routes.



In 2018/19 there were 237 CATG works schemes delivered, including 42 pedestrian improvement schemes and 31 were for the installation of dropped kerbs. This was significantly more than in recent years, and demonstrates the value of the CATGs in delivering local priorities.

Drainage Improvements and Flood Alleviation

A programme of drainage investigations, repairs and flood alleviation schemes was undertaken in 2018/19. The work is co-ordinated through the three Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders, including the town and parish councils.

A specialist Drainage Investigation and CCTV Survey team working for Ringway locate, clean, survey and map the underground drainage network. Survey and asset condition data collected from the drainage investigations and surveys is recorded for future reference.



A substantial flood alleviation scheme was constructed at Tilshead to reduce the risk of flooding

A major flood alleviation scheme was carried out at Tilshead in conjunction with the Environment Agency on Ministry Defence land. The scheme created a reservoir to store flood water during potential flood conditions. It was designed by Atkins and constructed by Ringway and their specialist sub-contractor M.J. Church. The scheme involved earthworks to create a retaining structure with a controlled outlet. The scheme reduces the flood risk in Tilshead, Orcheston and on the A360.



Atkins design, supervise and help prepare bids for many of the larger drainage schemes, many of which are funded by the Environment Agency, with construction and survey work being undertaken by Ringway and their sub-contractors.

Design and feasibility work is progressing on a flood alleviation scheme at Dauntsey which is being developed jointly with Highways England and the Environment Agency, and will be funded by Highways England.

Drainage improvements were undertaken on the A3665 at Atworth, the A350 at Bowerhill, at Box, at Winterslow Road Amesbury, Chute Standen and Luckington. There were investigations and CCTV drainage surveys undertaken at 26 sites. These schemes and investigations helped to improve drainage systems, repair damaged pipes and help to reduce flood risks for communities.

Street Lighting

Wiltshire has over 50,000 street lights and illuminated signs which are managed by Atkins, with Ringway carrying out maintenance and improvement work.

Most of the street lights in the urban area are now computer controlled by a centrally managed street lighting system, which allows for flexibility in energy saving methods, remote monitoring of energy consumption and automatic fault reporting to minimise the time between failure and repair. The introduction of part night lighting in many areas has seen a significant reduction in energy consumption in recent years.

Testing of both concrete and steel columns is being undertaken by Ringway and a programme of removing and replacing life-expired columns continues in order to keep the county's lighting stock safe.

The older low pressure sodium lighting is going out of production, and replacement units have been becoming increasingly difficult to obtain recently. The opportunity has been taken to replace them with modern, energy efficient LED lighting as funding permits. As a result street lighting energy consumption reduced by over 4% last year.

Atkins prepared a detailed business case for the implementation of LED lighting to replace the Council's older less energy efficient street lighting across the county. This project which is starting in 2019/20 will take two years to complete. A contract for the replacement lighting units has been awarded and detailed arrangements have been made with Ringway for the programme of installation and related work.

Traffic Signals

The Council's traffic signal stock, including the Salisbury Urban Traffic Control (UTC) system, is monitored and managed by Atkins on behalf of the Council, with maintenance work undertaken by the Council's signal maintenance contractors Telent.



The Council's contractors install new traffic signals and upgrade existing installations

Telent respond to faults and damage following accidents and carry out pre-planned annual inspections and lamp changes. They also install new equipment, upgrade and refurbish existing signals sites as instructed and designed by Atkins. A total of 2,091 jobs were issued for the contractor during 2018/19 and there was full compliance with the timescales for repairs.



The traffic signals communications equipment in Salisbury has been updated

The traffic signals now have remote monitoring on 82% of the sites, and sites are having obsolete monitoring equipment replaced as funding permits. The Salisbury traffic control communications system has now been updated to bring it up to current standards.



Renewal of traffic signal equipment was carried out at a number of sites, including Gains Lane in Devizes, Bradley Road in Trowbridge and at Corston.

Trees and Landscaping

The maintenance of trees and shrubs growing in the highway is managed by Atkins for the Council. This includes those in both urban and rural areas that have been planted in roads, pavements and grass verges, or that are self-seeded or natural growth. Maintenance work carried out by the specialist contractors includes felling dead, dying, dangerous trees and pruning for clearances for carriageways, cycleways and pavements.

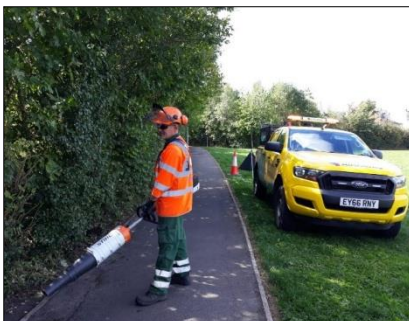


Other requirements are to prune for visibility at junctions and to road signs, street lights, traffic signals and receptor clearance, prior to major maintenance surfacing schemes, to give access to overgrown and otherwise little used roads for refuse collection vehicles and school buses, to assist with the stability of steep banks, annual pollarding (removal of all trunk and crown shoots). There are also 50 verges protected for wildlife in the county that receive special management.

Local Highways

The Local Highway Service carries out routine highway maintenance, including pot hole filling, gully emptying, grass cutting, litter bin emptying, and dead animal collections.

The majority of the highways maintenance activities are undertaken by Ringway through the highway term contract, which delivers the majority of statutory and safety reactive highway functions for the Council. The Parish Steward Scheme which helps to help address the highway priorities of the local communities is also provided by Ringway. The scheme has been a great success and is a well liked and respected service.



The Parish Steward Scheme operated by Ringway has continued to be very well received by the local communities

The urban streetscene and landscaping services are currently being undertaken by Idverde following the transfer of the previous sub-contract to the Council. The contract provides the statutory cleansing functions and the Council's grounds maintenance.

The local highways service is predominantly funded from revenue expenditure, which has been under significant budget pressures in recent years. However, public expectations continue to be high, and meeting this demand will continue to be a challenge in the future. The Council has increased funding in 2019/20 to enable local community priorities to be addressed.



My Wiltshire is an innovative reporting and management tool being used by Ringway.

There are a number of customer contact improvements that have been implemented in recent years, including the My Wiltshire system, which is being developed further so that the operatives and Parish Stewards have direct access to it to report work completed.

The additional funding in 2019/ 20 will permit improvements in town cleaning projects. Gulley emptying and drainage issues will receive extra attention with a new weed treatment programme being introduced countywide.

Winter and Emergency Response

The precautionary salting of Wiltshire's roads during the winter is carried out by Ringway using Wiltshire Council's vehicles under the supervision of the Council's staff. Farmers and contractors across the County also assist with keeping the network open.

Over the 2018/19 winter period the Council treated the primary network 39 times and the secondary routes 6 times. In addition the strategic routes were treated during the snow 8 times and car parks 4 times. The Council used 5,130 tonnes of salt in total, and ordered an additional 2,489 tonnes of salt and 1,920 bags of white salt during the winter to maintain stocks.



The winter was not as severe as last year, but 39 primary and 6 secondary precautionary treatments were still required.

The Council's staff monitored conditions on the ground during the season, and arranged for responses to incidents as they occurred.

The regular out of hours and emergency response worked well during the rest of the year, with the Council's four duty engineers receiving good support from other agencies, organisations, and various contractors during emergencies. The Council's Duty engineers dealt with 1,360 out of hours calls in 2018/19, of which 630 required action. The Ringway teams provided an on site response as required, and were able to increase resources when incidents had to be escalated.

The Council works closely with the Environment Agency and Dorset and Wiltshire Fire and Rescue to prepare for flooding events and ensure the timely placement of the flood defences. The Council's weather team liaises with local Flood Wardens and Parish Councils when warnings of potential flooding are issued by the Environment Agency.

The Council's teams also assisted with the usual summer and winter solstice operations, and there was still considerable involvement in the recovery work following the major incident in Salisbury.

Major Highway Improvement Schemes

The Council completed the major highway improvement scheme on the A350 Chippenham Bypass in December 2018. The project created a new northbound carriageway on the Brook to Badger roundabout section, and provided significant improvements at and around Chequers roundabout.



Before

After

The works on the A350 at Chippenham created additional traffic capacity on this important route.

The scheme was funded from the SWLEP Local Growth Fund. During the construction of the A350 Chippenham scheme, Alun Griffiths Contractors:-

- Installed 1.2km of concrete and steel barriers
- Laid 3km of drainage
- Erected 50 lighting columns
- Completed 67 night shifts to minimise daytime disruption
- Built more than 160 road drainage gullies and manholes
- Laid over 17,000 tonnes of tarmac (over 850 lorry loads)
- Placed and compacted 28,000 tonnes of road stone aggregates
- Worked 60,000 staff hours

Significant efforts were made to programme and phase the works to minimise delay and disruption, and to keep the public fully informed of works progress. In recognition of this and the way that the scheme was delivered, Griffiths were awarded a Silver Considerate Contractor award for the project.

Work also started on the A350 Farmers Roundabout at Melksham. The scheme includes the introduction of traffic signals at Farmers Roundabout, road widening works, drainage improvements, kerb and splitter island enhancements, white lining and signage improvements and extensive carriageway resurfacing operations.

During 2018-19 the scheme design was developed to detailed stage, and a procurement exercise undertaken to appoint a contractor for the works. Dyer and Butler commenced construction operations in February 2019.



Work started on improvements at the A350 Farmers Roundabout at Melksham.

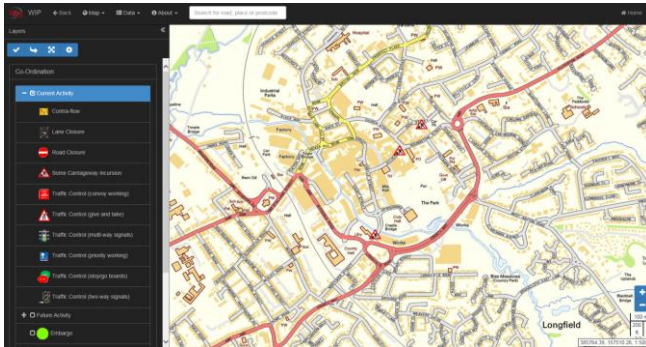
The sensitivity of the site with regard to traffic flows is appreciated, and extensive efforts have been made to ensure that local residents and businesses, and the travelling public, are well informed regarding the project. A range of communications activities have been undertaken including:-

- Melksham Area Board and Melksham Town Council presentations during the scheme development stage, and then again at the start of the site works;
- Advanced warning boards on the strategic network to advise travellers of potential delays before they reach Melksham;
- Advanced warning boards on site, including site contact numbers;
- Various press releases / news items;
- Dedicated information webpage set up outlining the works and related information;
- 'Meet the Contractor' event held at Melksham Town Hall on the 11th February 2019;
- Monthly newsletter drops to all residents and businesses in the immediate vicinity of the site who front onto the works;
- Update and interview on local radio station prior to the works commencing.

The works are currently approaching completion as originally planned.

Innovation and Future Developments

A major innovation during 2018/19 was the introduction of the new Highways Infrastructure Asset Management System (HIAMS). This software came into operation in April 2018, and is currently used to process streetworks notices, highway works orders and defect reports. It has enabled the introduction of mobile working for the streetworks inspectors, which is now being extended to the highways inspections and defect reporting.



The Highways Infrastructure Asset Management System introduced in April 2018 will enable better management of the highway assets.

The system was used to prepare a proposed five year future highway maintenance programme, based on road condition and need, which formed the basis of consultations with the Area Boards.

Future developments of HIAMS will include the expansion of the system to manage the Council's street lighting, structures and other infrastructure, including holding drainage and flooding information and inventory.



A major review of the highways network was undertaken in 2018 in order to develop a hierarchy to inform the inspection and management of the highway network.

The review was carried out in response to the latest Code of Practice 'Well Managed Highways Infrastructure' which had to be adopted by October 2018.

The highway policies were reviewed and the highways inspection manual has been updated to conform to the new code.

Preparation work was carried out during 2018/19 on the project to replace the older street lighting units with new energy efficient LED lighting. The business case was developed by Atkins with assistance from Ringway. Funding has been approved for the £12 million project which will take two years to implement.

The Council continued to be in Band 3 (the highest level) in the assessment process for the Department of Transport's Incentive Funding. This reflects the good asset management processes adopted by the highway service.

Highway Facts and Figures

	2017/18	2018/19
People killed and seriously injured *	174	200
People in slight injury accidents *	887	832
A Road surfaced (km)	30	47
B Road surfaced (km)	14	21
C Road surfaced (km)	83	49
Unclassified road surfaced (km)	55	30
Total Length of Road Treated (km)	181	147
Potholes filled	10,848	11,426
Potholes - safety defects	816	643
Pothole reports by public *	5,178	4,001
Pothole claims *	451	312
Pothole compensation paid *	£61,045	£36,994
A roads where treatment should be considered *	3.70%	3.40%
B roads where treatment should be considered *	3.20%	3.40%
C roads where treatment should be considered *	4.40%	5.30%
Skid resistance % below investigatory level *	29.55%	30.83%
Winter Primary Network Gritter runs	80	27
Winter Secondary Network Gritter runs	39	6

** On these items low numbers are good*