

Isle of Wight Highways PFI

Performance Statistics

March 2023 – May 2023



Isle of Wight PFI Performance Statistics for period:

March 2023 – May 2023

1. Core Investment Period (CIP)

CIP was concluded on the 6th March 2023 with certification of MS14 by the Independent Certifier. The waiver list as of May 2023 contains the following items:

- 3no related to Footways.
- 2no related to Geotechnical sites.
- 1no related to Carriageway schemes.
- 11no related to Structures.

The waiver list is updated monthly and reviewed at the Monthly Project Meeting.

2. Carriageway Rectification Programme

The Rectification Programme continued with works at Bridge Road, Cowes Newman Lane, Chale Park Avenue, Ventnor Old Road, East Cowes during March, Whitesmith Road, Newport Albert Street, Cowes Albert Street, Newport during April and Fairway Crescent, Lake Brook Road, Shanklin Collingwood Road, Shanklin.

3. Accessibility Works

The Bus Infrastructures have been looked at and discussed in June and August 2022 with 9 Type 1 Bus infrastructures were agreed and works are due to commence on these in July/August 2023 at the following locations

- Cowes 1 Mill Hill Road Outside Co Op Bus Stop
- Newport 2 Furlongs Outside 160 Bus Stop
- Cowes 1 Ward Avenue Outside 25 Bus Stop
- Cowes 1 Ward Avenue Opposite 25 Bus Stop
- Shanklin 4 Green Lane Outside 80 Bus Stop
- Shanklin 4 Green Lane Outside 36b Bus Stop
- Shanklin 4 Green Lane Outside 39 Bus Stop
- Shanklin 4 Green Lane Outside 8 Bus Stop
- Arreton 4 Main Road Outside The Sheilings Bus Stop

Since the commencement of the Equality Act Project in 2022

- Type 1 adjustments have been completed at 65 locations
- Type 2 adjustments have been completed at 25 locations.

4. Lifecycle Works /Major Maintenance

- Lifecycle works continue on carriageways and footways where required as per the Annual Programme submission.

Major Schemes

LTP181 – Ryde Transport Hub – Transport Interchange Improvements – Works continue to progress on the Ryde Interchange Improvements along the Esplanade, alongside the ongoing improvements to both the station building and pier.

The new bus station access road and forecourt area opened up to buses and pedestrians on the 9th May and has been operating very well while the continuing improvement works to the Esplanade have continued.



Carriageway planing, surfacing, and lining along the entire esplanade was undertaken over nine consecutive nights from Tuesday 30th May through to Friday 9th June 2023. During this same two-week period, the traffic signals were installed by at the George Street/Esplanade junction.

LTP245 Forest Road Whitehouse Road Junction – Visibility – The draft detailed design for the visibility splay to the right when exiting Whitehouse Road has been issued to the Authority. This is to allow the Authority to commence land dedication discussions with the landowners, which will then inform the final design details (fencing, hedging, access road etc).

LTP291 England Coastal Paths – St Helens Causeway – A high-level feasibility review to provide further comments/feedback to the Authority regarding the route has been completed and issued to the Authority. The Authority have confirmed that this will be forwarded on to Natural England and discussed and decisions made on the way forward with the next phase of the project.

LTP293 Greenlands Road East Cowes – Drainage Investigation – The Authority have instructed the drainage improvement works for design and those elements that Island Roads needs to undertake through routine maintenance (displaced pipework, chasing utility for pipework damage). The drainage improvement work design will commence shortly (considering the priority works of the Newport and Ryde HSHAZ, and A3056 Road Safety Improvement schemes). The displaced drainage repair is programmed in for repair the week commencing Monday 10th July. Island Roads are currently liaising with the relevant utility companies in requesting they address the pipework intrusion.

5. Operations & Maintenance

Highways

The weather in the later part of May was good which increased litter bin volumes in esplanade locations, the emptying frequency for these locations will increase to twice daily in June through to August.

Windblown sand – Appley lower path Ryde has experienced issues, co-ordination with IWC beaches has indicated for works to take place in June.

Street Cleansing

Street Cleansing sweeping and litter bin frequencies continue and are now on summer schedules.

Horticulture

- The tractor gang continues with the first rural verge cut.
- The amenity grass gangs commenced the second cut in May.
- The first cycleway cut was completed in May.

Structures

The work to strengthen the retaining wall behind the Spyglass Inn that supports the Esplanade in Ventnor as it rises up towards La Falaise Car Park was completed during the period.



Vegetation removal and/or masonry works completed during period were;

- March: B101 Madeira Road Totland, R1524 Upper Road Brading, R2150 Mary Rose Avenue Wootton, R356 St Georges Way Newport, R955 Bonchurch Shute Ventnor, R302 Carisbrooke Road Newport, R301 Whitepit Lane Newport, B106 Yar Bridge Yarmouth bi-monthly service. Veg removal and or masonry works completed during
- April; R303 Carisbrooke Road Newport, R603 Broadway Crescent Binstead, R1158 Sandrock Road Niton, R2142 Arctic Road Cowes, R624 Castle Street Ryde, R1091 Veg removal and or masonry works completed during
- May; R2126 Southbank Road East Cowes, R132 Leeson Road Ventnor, R1245 Victoria Road Cowes, R915 Marlborough Road Ventnor, R172 Brook Path Shanklin, R2121 Park Road Cowes, R152 Broadway Sandown, R2143 Arctic Road Cowes.

- **Health Safety & Environmental**

- Lost Time Injury Frequency Rate (LTIFR), there has been 0 Lost Time Injury in this period.
- 175 near misses recorded in period.
- 0 service strikes recorded in period.
- The Wellbeing Theme for March 2023 was 'Ovarian Cancer and Kidney Disease Awareness'.
- The Wellbeing Theme for April 2023 was 'Allergies and Stress Awareness'
- The Wellbeing Theme for May 2023 was 'Sun Awareness'
- Staff in IR attended an International Safety Day and this year's theme was based around planning.

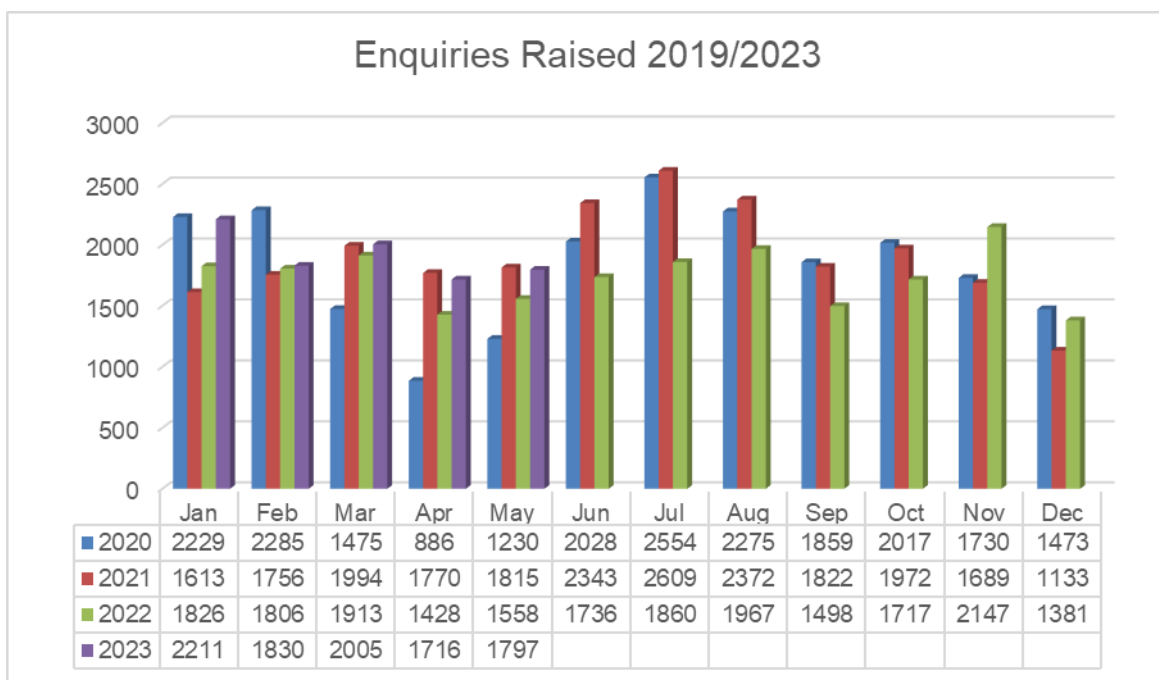
The key point being when the plan changes or fails for any reason, we must stop, re-evaluate, and react professionally.

Should the work situation change, it is critically important that people remain professional and work within their competency levels to ensure what happens next is safe.

We don't want people to become heroes, we want people to remain professional and safe.

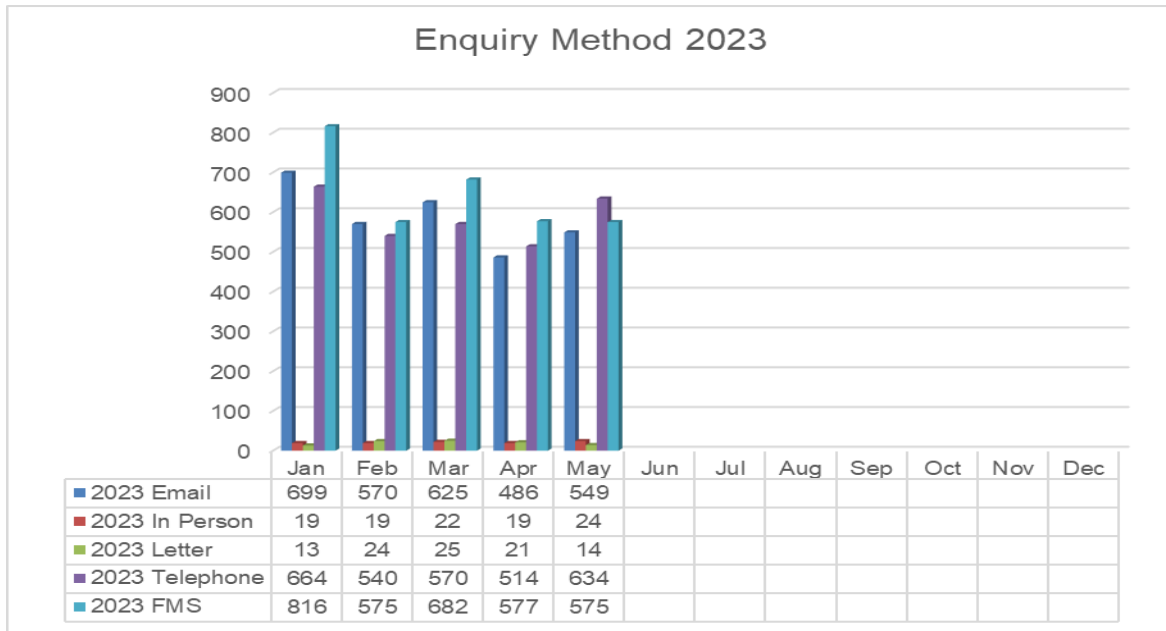
6. Communications

Enquiries Received in period



Enquiry Method and how received

The highways team have continued looking to encourage the use of Fix My Street as the most efficient way of passing enquiries to Island Roads.

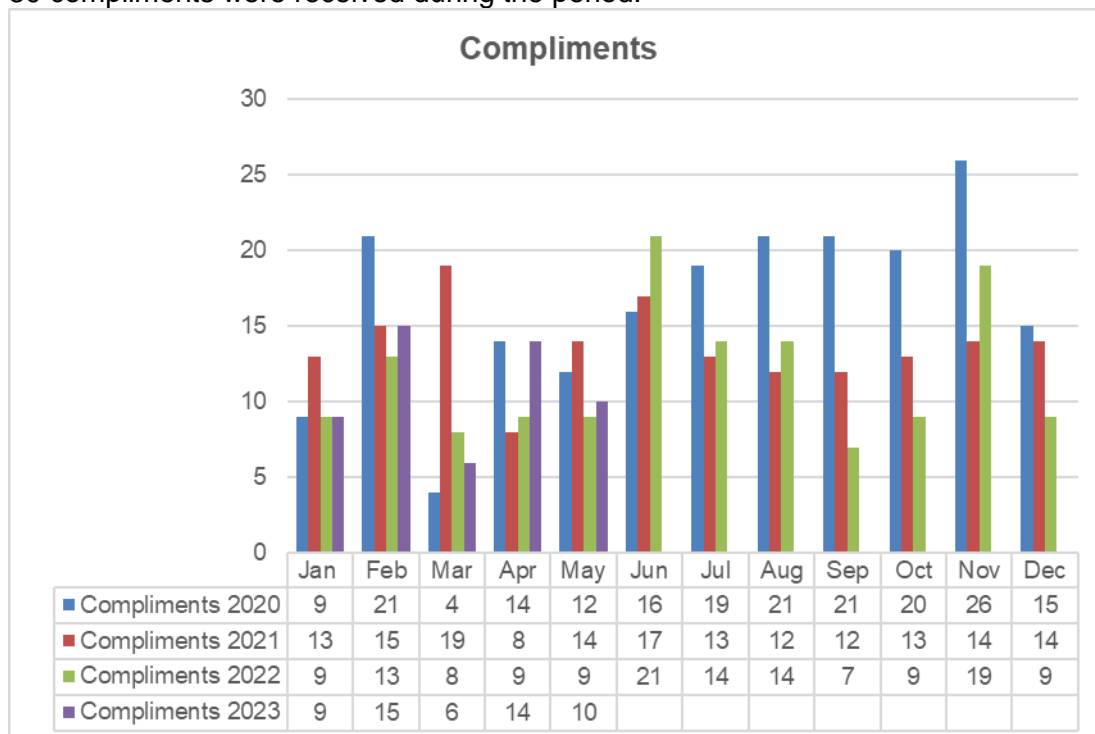


During period, the percentage of calls logged via FMS were

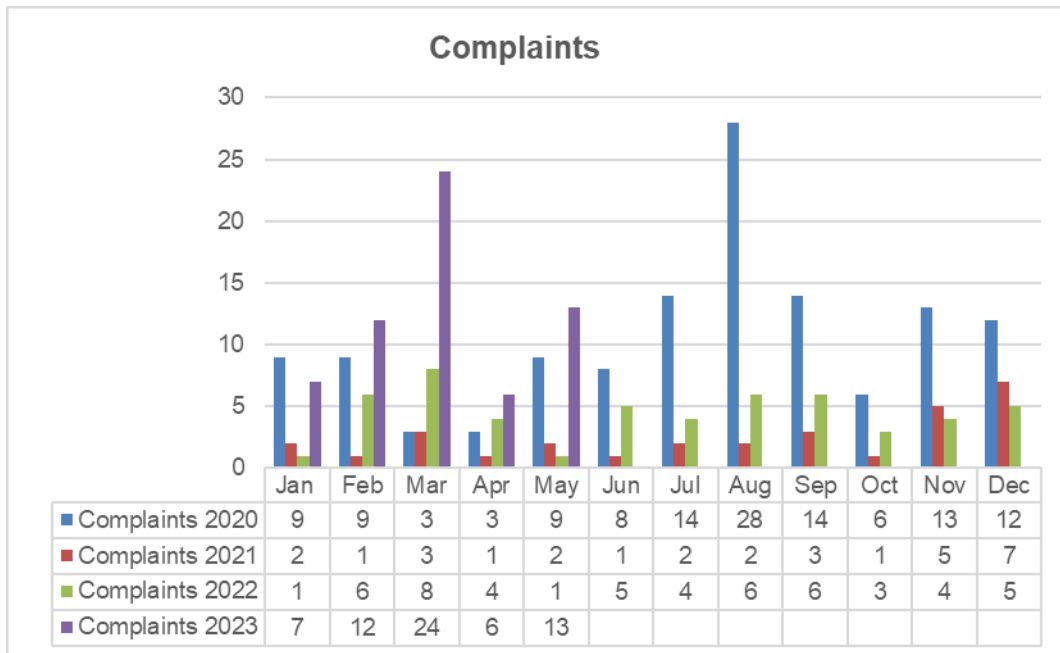
- March 35%
- April 36%
- May 32%

No of Compliments received in period:

30 compliments were received during the period.



No of Complaints received in period:



43 complaints were received during this period and each were resolved through the complaints process.

Following a review of the complaints process and as agreed at the communication workshops that all parties attended, it was agreed that complaints received by Island Roads would align to the IWC complaints process and the Authority have agreed a Waiver for Stage 1 complaints and this will be reviewed in October 2023.

**KPI data shows the current period and the previous period and total from
March 2023 – May 2023**

PFI Board Performance Statistics March 22 - May 23				Dec - Feb 2023	Mar-23	Apr-23	May-23	March - May 2023	Exception Reporting
1. Surveys and Inspections									
Highway Safety Inspections completed in period				5879	1942	1395	1967		5304
2.CIP/Lifecycle Works /Major Maintenance Schemes									
High Friction Surfacing									
Number for certification				0	0	0	0		0
Number certified				0	0	0	0		0
Number non certified				0	0	0	0		0
Carriageways									
Number for certification				4	0	0	0		0
Number certified				4	0	0	0		0
Number non certified				0	0	0	0		0
Footways									
Number for certification				16	11	7	9		27
Number certified				16	11	7	9		27
Number non certified				0	0	0	0		0
MS14 Structures									
Number for certification				63	4	3	11		18
Number certified				62	4	3	11		18
Number non certified				1	0	0	0		0
The one non-Certified in Dec 22 was resubmitted and Certified									
CIP Rectification									
Number for certification				5	2	0	0		2
Number certified				3	2	0	0		2
Number non certified				0	0	0	0		0
In February the 2 Non-Certified were resubmitted in March and Certified.									

Enquiries Received									
3. Environment									
Cleansing Enquiries									
High	6.4.5.5a	From the time at which the Service Provider became aware that the cleanliness standard is below that set out in Performance Standard 5 (Environment), the location shall be returned to the acceptable standard unless otherwise agreed with the Authority within the following timescales;							
			38	31	9	7			47
Medium	6.4.5.5b	From the time at which the Service Provider became aware that the cleanliness standard is below that set out in Performance Standard 5 (Environment), the location shall be returned to the acceptable standard unless otherwise agreed with the Authority within the following timescales;							
			234	82	52	24			158
Low	6.4.5.5c	From the time at which the Service Provider became aware that the cleanliness standard is below that set out in Performance Standard 5 (Environment), the location shall be returned to the acceptable standard unless otherwise agreed with the Authority within the following timescales;							
			54	13	15	5			33

Enquiries Received								
4. Emergency and reactive response enquiries								
Category 1								
C/W Pot Holes Category 1 (2 hour response)	6.4.3.1.3	Attend at the site of the Category 1 Defect within two (2) hours of notification, or when the Relevant Authority releases the site for access to the Service Provider, for 95% of occurrences within each Month	238	78	88	35	201	Figures during winter period are the norm due to frost followed by wet weather.
Flytipping	6.4.5.4.1	Remove all tipped material within twenty-four (24) hours of the time at which the Service Provider became aware, or, should have become aware, of the Fly Tipping, unless otherwise agreed with the Authority.	177	131	101	83	315	Over the period there has been an increase in flytipping reported some of which is side waste.
Emergency Call Out	6.4.2.2	When notified of a Highway Emergency on or pertaining to the Project Network by the Authority, the Authority's Representative or the Police and deal with up to 300 instances per year (which shall be reduced each year of the Core investment Period by 10 instances to 230 instances).	53	11	14	12	37	

Communication								
5. Network Management								
Abandoned Vehicles		Reported on Project Network	141	77	48	60	185	
		Removed	13	8	4	4	16	
6. Contract Management and Customer Interface								
General Enquiries received			5422	2005	1716	1797	5518	
Fix my Street				35.00%	36.00%	32.00%		FMS Percentage of total enquiries received in month.
Compliments			33	6	14	10	30	
Complaints		5 Day response	24	24	6	13	43	As per statement in Communication Summary increase in numbers due to meetings that have take place to align with IWC process.
Councillor Enquiries	10.4.16	Communications relating to the Project Network or this Contract received directly from Members of Parliament, Members of the European of Parliament, Members of the European or any councillor of the Authority, shall be dealt: Such communication shall be forwarded electronically within thirty (30) minutes of receipt of such communication to the Authority between 09:00 hours and 17:30 hours each weekday except on Christmas Day, Boxing Day and New Year's Day;	179	43	48	61	152	
Health & Safety								
7. Health & Safety								
Lost Time incidents			0	0	0	0	0	The incident that had no Lost Time was a parking
Reports of incidents, diseases, dangerous occurrence regulations			0	1	0	0	0	Machine on foot.

Definitions

Core Investment Period" or "CIP" means the period of time commencing on the Service Commencement Date and ending on the date on which a certificate of completion in respect of the final Milestone is issued.

"Milestone" means the period of time that the Core Investment Period is subdivided to measure the completion of the Core Investment Works;

"Milestone 14" means 84 Months after Service Commencement Date. This has been extended to accommodate Structures improvements;

"FMS" means FixMyStreet is a map based website and app by mySociety that helps people in the United Kingdom inform their local authority of problems needing their attention, such as potholes, broken streetlamps, etc.

"Type 1 Adjustments" means where a footway has been identified and agreed as being a Key Route a Type 1 Adjustment should be made where the footway has previously been resurfaced.

"Type 2 Adjustments" means where a footway has been identified and agreed as on a Key Route a Type 2 Adjustment that requires extra work than a type 1 adjustment it shall be funded by the Authority.