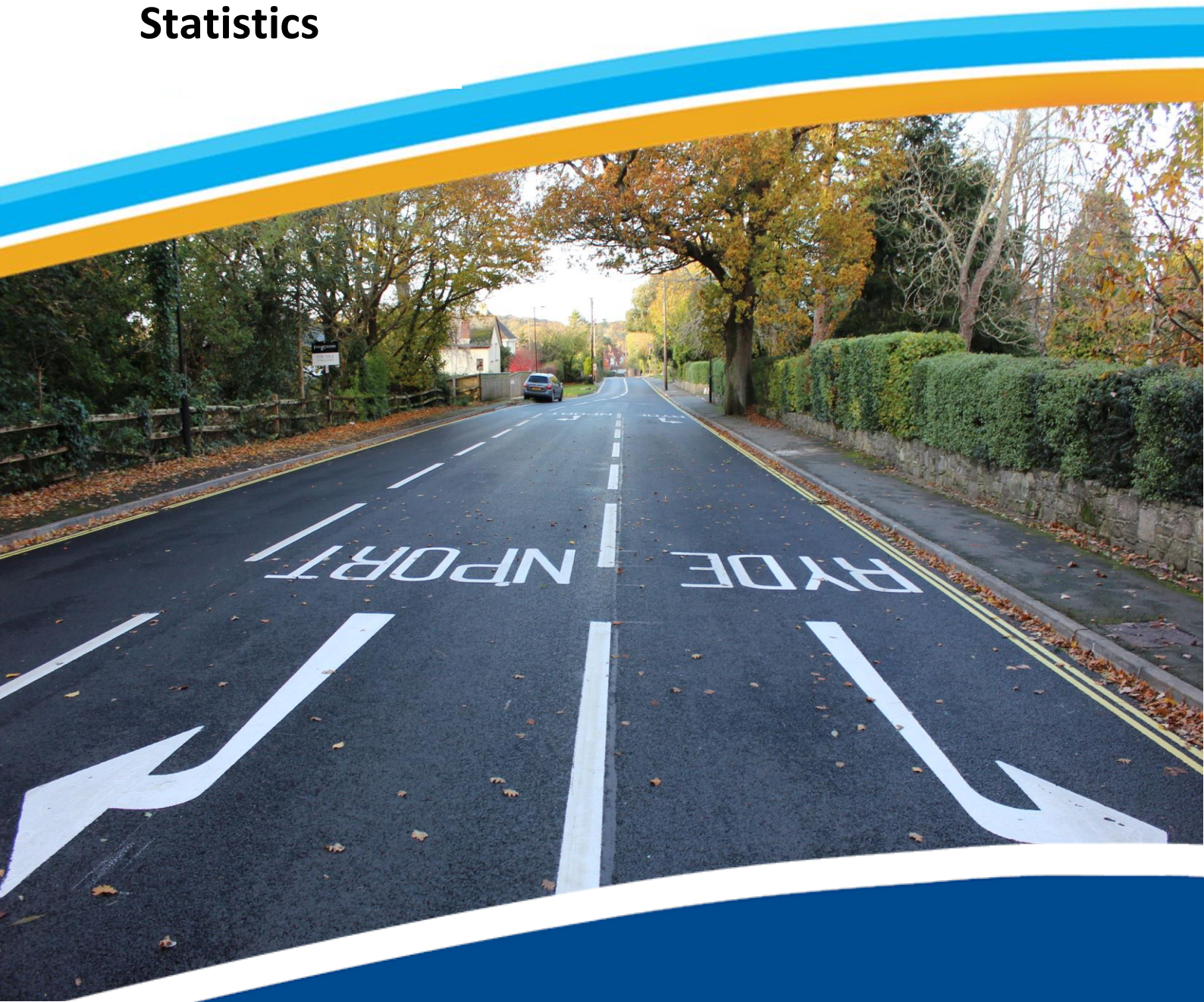


# Isle of Wight PFI Service Performance Statistics





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**Isle of Wight PFI Board Service Performance Statistics for period:  
June 2021 – September 2021**

**1. Core Investment Period (CIP)**

- Work on various outstanding issues continued during this period.
- MS14A has been completed and approved by the Independent Certifier for network other than Structures as detailed below.
- Structures - although schemes progressed to completion for Milestone 14 (MS14) various issues were raised by the Authority and the IC and are being progressed as part of a Milestone 14 Extension Agreement to extend CIP for structures to March 2023.
- Various schemes for asset types have been included in a waiver list for MS14 agreed with the Authority, Skew footbridge and St Georges related assets are now complete.

**Carriageway Rectification Programme**

- The PID Project Group met weekly in August and September to agree treatments . The PID Steering Group met in August with programme and planning continuing with an expected start date on rectification works in November 2021.
- Remedial Design for base failure sites has been progressed with the Independent Certifier and a proposed Method Statement for works is under discussion.

**Accessibility Works**

- Key Routes and Sections of Routes now defined and endorsed by The Authority. The Key Routes and Type 1 Adjustments for 2020 and 2021 were agreed at the steering group meeting on 24th August 2021. Type 1 adjustments continued throughout August and September with an expected completion date of November when the agreed Type 2 adjustments will start with an expected completion date in March 2022. Type 1 and Type 2 Adjustments on key routes are still under discussion for 2022-2023.
- This programme of works has received some positive press over the last month.

**Lifecycle Works /Major Maintenance**

- Lifecycle works have been included in the Annual Programme, which was submitted to the Authority in January 2021 and was updated in June and due to be completed in October as part of the Carriageway and Footway Programme for 2020/21
- Investment continues as work has commenced on the 2021/22 programme of Major Maintenance for Carriageways (CW) and Footways (FW)
- Works were completed in July on the re-construction of York Avenue after agreement with IWC and Local Councilors for works on this Major Arterial route.
- The carriageway resurfacing programme continued throughout early September 2021, with one daytime resurfacing crew, apart from one car park that was undertaken at night. The crew demobilised from the Island on Friday 10th September 2021.

The tables below show the position as at November 2020 for Wight Carriageway Condition Indices (WCCI), Wight Footway Condition Indices (WFCI) and Wight Car Park Condition Indices (WCPCI)

<b>WCCI</b>	<b>DISTRICTS</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<b>HIERARCHIES</b>	<b>1</b>	17.69	17.10	17.80	18.24	18.10	18.43
	<b>2</b>		16.51	17.45	17.45	17.61	18.54
	<b>3</b>	17.21	16.97	17.13	17.16	17.37	18.08
	<b>4</b>	16.73	17.50	16.88	16.97	17.37	18.34
	<b>4a</b>	18.26	18.11	16.73	18.19	18.25	18.50

WCCI - No District/Hierarchy average may be less than, Hierarchy 1 -15.50 and Hierarchy 2 - 4a 15.00

The following table includes footway lengths in Districts 3, 4 and 5 that have not been treated as works are on hold awaiting Wightfibre works completion. In such cases a reset value for a footway length has been agreed.

<b>WFCI</b>	<b>DISTRICTS</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<b>HIERARCHIES</b>	<b>1b</b>	13.45	13.30	12.57	12.82	13.12	16.38
	<b>4 &amp; FW Links</b>	15.04	13.48	13.04	12.90	12.50	14.91

WFCI – WFCI - No District/Hierarchy average may be less than 12.50

<b>WCPCI</b>	<b>DISTRICTS</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
	<b>Car Parks</b>	19.64	16.27	16.84	18.93	18.12	18.48

WCPCI - No Car Park District/Hierarchy average may be less than 15.00

## Core Investment Programme Update

Milestone 14 Structures not yet Certified, all other assets Certified at Milestone14A.

### Complete

- 560.73 km of carriageway completed
- 293.13 km of footway completed
- Anti-skid programme complete
- Street lighting works completed at Milestone 6
- CCTV cameras completed at Milestone 7
- Illuminated signs and bollards – complete
- Traffic signals complete except those associated with the Newport schemes taking place.
- Structures Schemes - Complete
- Car Park meters completed at Milestone 7
- Safety fencing – vehicle and pedestrian barrier requirements complete
- Major drainage – complete
- Minor drainage – complete
- Geotechnical schemes – complete
- Leeson Road – complete
- Other Assets eg Signs and Bollards complete

### Outstanding

- Structures –Bridges, Retaining Walls BCI and parapet requirements and are being progressed as part of a Milestone 14 Agreement.
- Various schemes for asset types have been included in a waiver list for MS14 that has been agreed with the Authority hence complete above excludes these schemes
- In addition other schemes (structures and geotechnical) are not being progressed as they are part of the savings programme.

### Major Schemes

- **St Georges Way** scheme now complete.
- **Smallbrook Junction** scheme commenced on the 4<sup>th</sup> October. The project will last an estimated six months during which time the junction will be controlled by temporary traffic lights.
- **Ryde Interchange** design works complete and some amendments being undertaken.

**Length of asset improved in Kilometres**

Hierarchy	D1	D2	D3	D4	D5	D6	Total as at end July 2021
<b>1</b>	10.07	14.05	24.44	25.57	5.82	11.2	91.55
<b>2</b>	0	5.91	25.18	11.99	6.59	18.82	68.49
<b>3</b>	14.22	14.53	25.60	19.04	28.47	65.78	167.64
<b>4</b>	19.21	27.33	49.55	31.56	36.28	69.12	23.05
<b>CW</b>	49.30	61.82	124.77	88.16	77.16	164.92	560.73
<b>FW</b>	63.69	42.03	86.79	45.53	20.39	34.70	293.13

**2. O&M**

**Covid 19** - Gangs across all activities continue working to measures implemented to assist compliance with cleanliness and distancing within Covid19 guidance when delivering works.

**Street Cleansing** - Street Cleansing sweeping and litter bin frequencies continued on summer schedules through the summer months.

**Gully Cleansing** - Gangs worked on scheduled cleaning during the month. Due to the extreme weather experienced the number of reactive jobs has increased. The winter monthly cleansing programme will commence in October through to March 2022.

**Horticulture** - . Amenity grass cutting gangs continue working on the fourth cut of the season and expect to commence the fifth cut of the season in October.

**Weed treatment** – Operatives continue to work on the annual weed programme, the warm and wet weather is providing increased growth patterns for weeds. There are now 10 operatives assigned to this full time, which compares to previous use of 3 quad bike sprayers for 3 visits per year.

- **Structures**

The Structures Team continue to work on surveys and inspections for the 2021/22 programme of works together with the assessment and planning of works for future years.

Works undertaken during this period include R1172 Marlborough Road Ventnor vegetation removal, R1174 Undercliff Drive Ventnor vegetation removal, R1217 and R1219 Moa Place Freshwater veg removal, B106 Yar Bridge bi-monthly service, R125 Westhill Road Shanklin vegetation removal, R171 Brook path Shanklin vegetation removal, B103 Hooke Hill bridge Freshwater vegetation removal, B105b Westhill Lane bridge Yarmouth vegetation removal.

**Belgrave Road Ventnor** – The Structures Team has continued to monitor and report on the site on a twice weekly basis. Twice weekly and monthly monitoring survey results are being reviewed; the most recent results indicate no significant ongoing movement and additional inspections will take place over the winter months if poor weather is forecasted or experienced. Twice weekly project meetings are taking place. Investigations have been completed, reports produced and issued to the Technical Approval Authority (TAA). Work commenced to strengthen one of the tier walls R946 on the 2<sup>nd</sup> August. Contractor has been appointed for works on failed wall with a Contract period of 52 weeks. Residents meetings and meetings with Ventnor Town Council have also been held periodically to keep stakeholders informed.

**B230 Skew Footbridge:** Major maintenance works have been completed following extensive dialogue with Network Rail and Islandline to coordinate works.

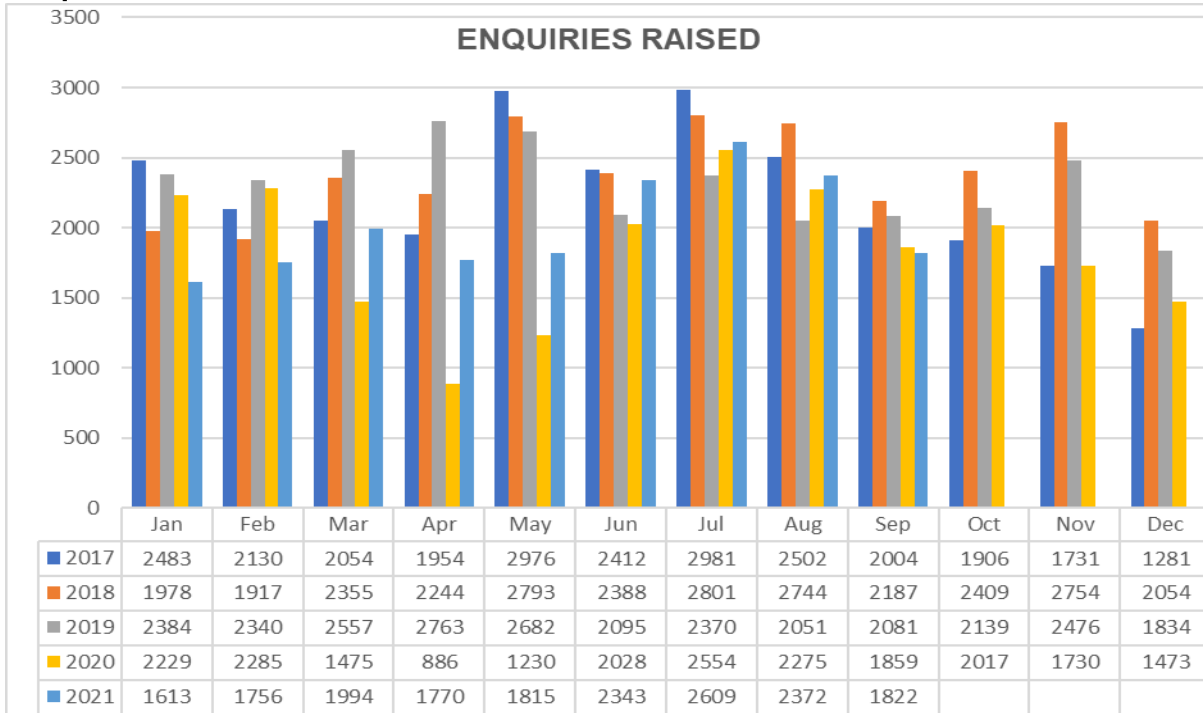
**B231 Alresford Road footbridge:** Works have been completed and the scheme deemed very successful by various parties.

### 3. Health Safety & Environmental

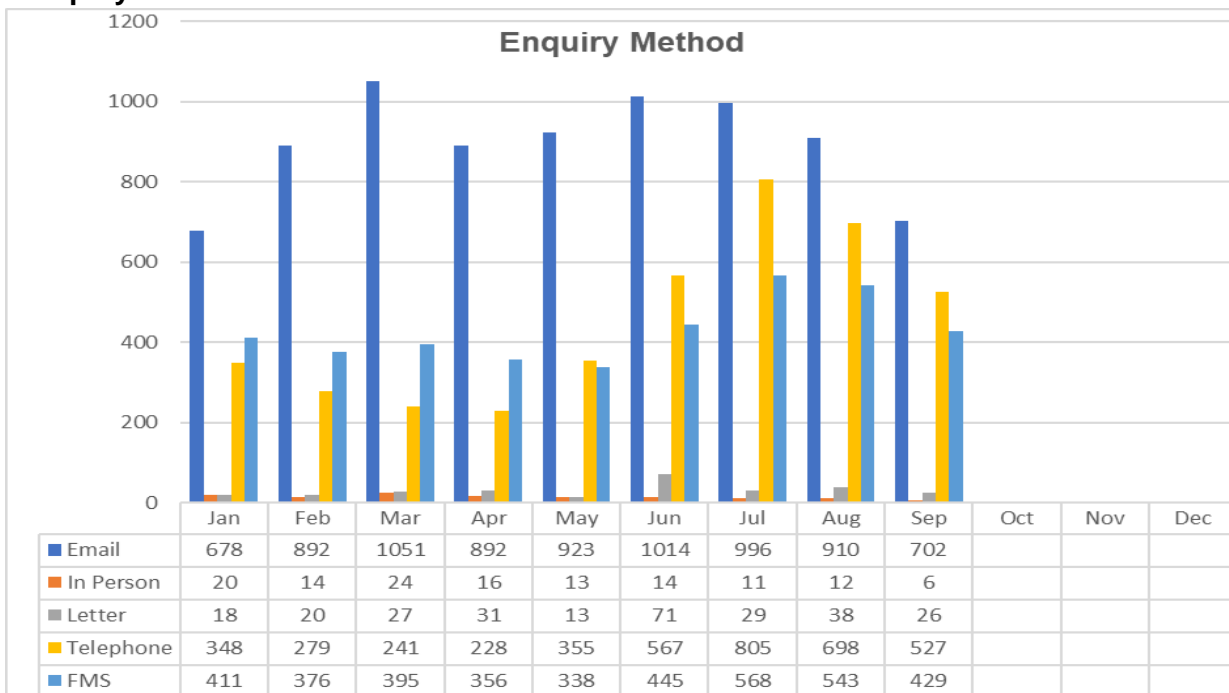
- Lost Time Injury Frequency Rate (LTIFR), there has been one Lost Time Injury in this period, the individual has returned to work. Detailed investigations have been undertaken for the incident and lessons learnt shared widely with operational teams with Toolbox Talks taking place in the business.
- 134 near misses recorded in period.
- 6 service strikes recorded in period.
- Island Road were awarded Gold in the Green Impact Awards for their work making their office, depots and work practice work for the environment.
- VINCI Environment Awards where Ringway Island Roads and VINCI Concessions won a first prize for the tar-bound recycling on the Island, the prize money has since been donated to 2 local charities that work with disadvantaged people in the areas of environment and horticulture.
- There was a VINCI Concessions Health and Safety week at the end of September 2021. The theme carried through the week was “HOME”, an acronym for; **H**Health, **O**bstinate (behaviour that is risky), **M**Mental Health, and **E**Expectations.

#### 4. Communications

##### Enquiries Received



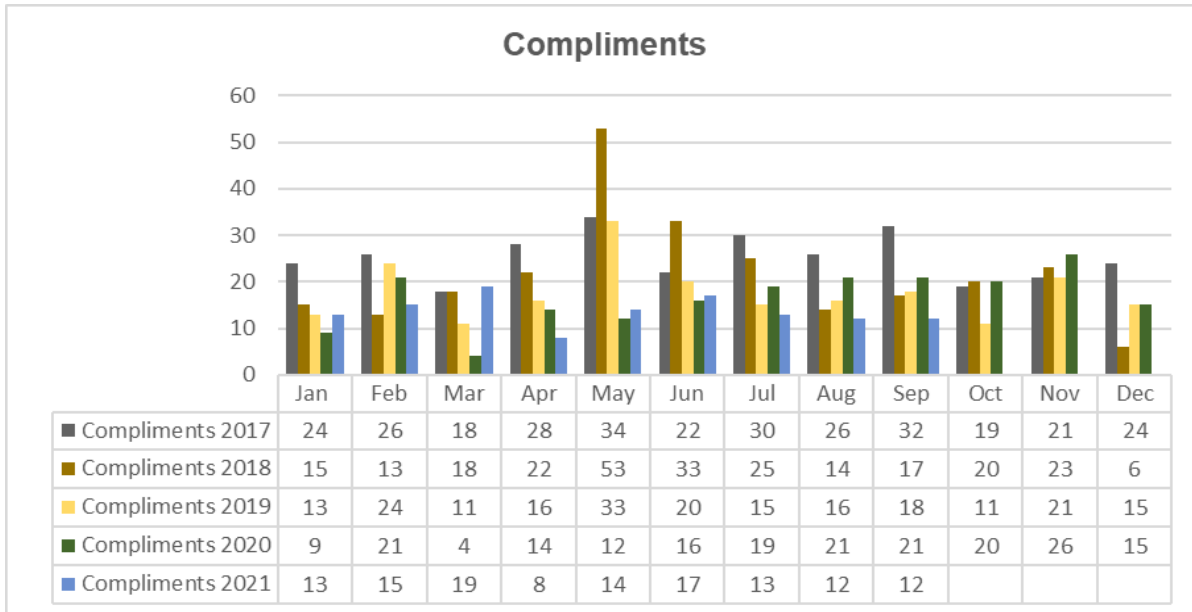
##### Enquiry Method



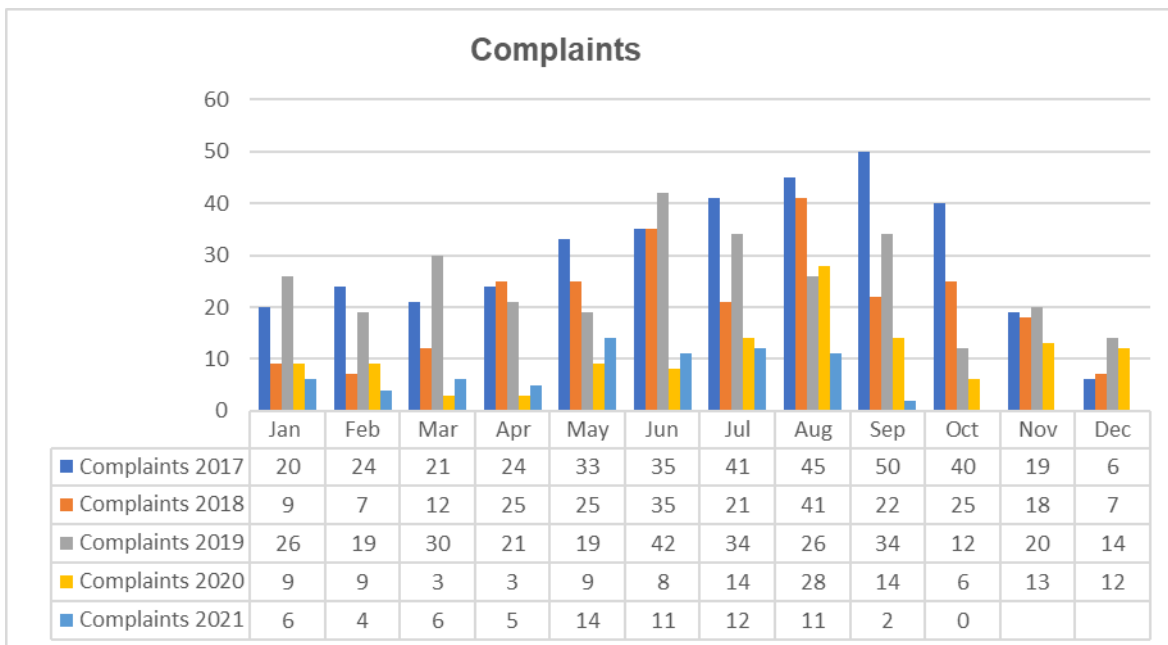
\* FMS – Fix my Street



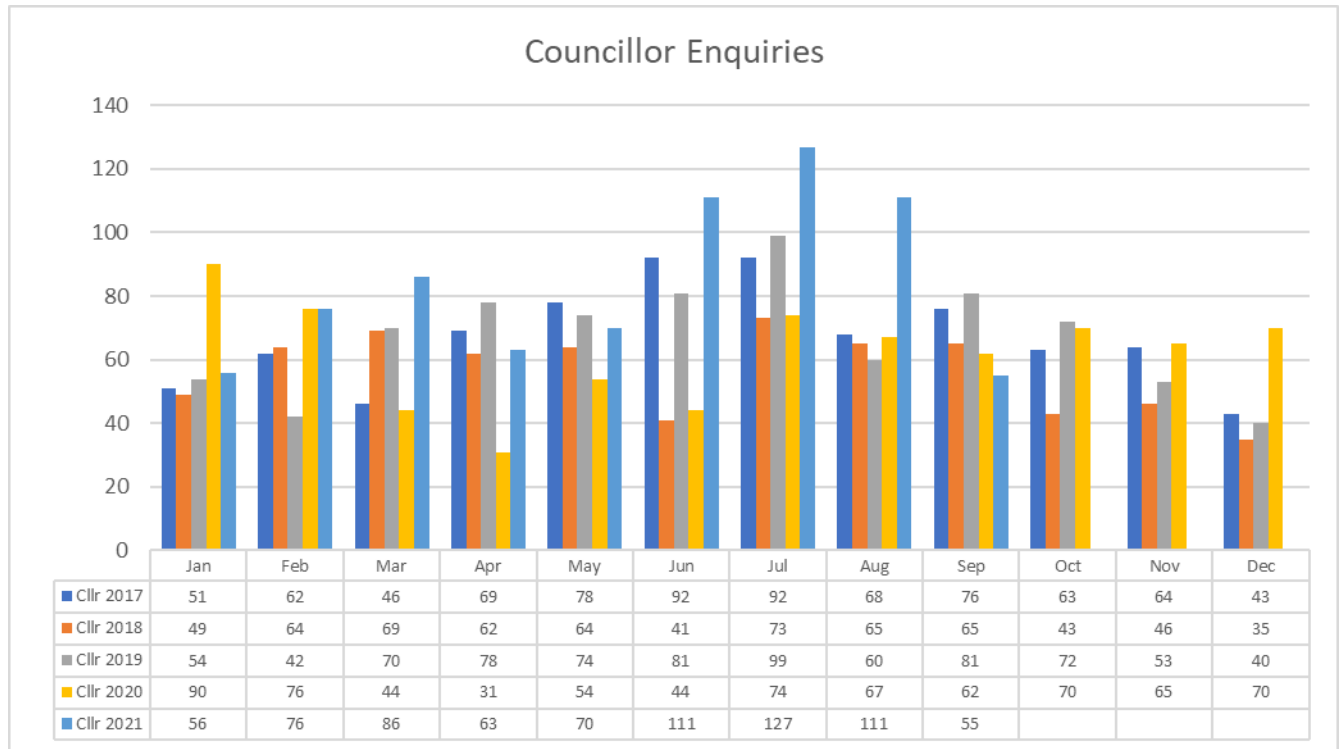
### No of Compliments received



### No of Complaints received and overview of complaint type



## Councillor Enquiries



## 5. KPI data March 2021 – September 2021

The data below shows the last quarter in total and month on month in the last quarter.

Highways PFI Performance Report February 21 - Sept -21			Feb-May 21	Jun-21	Jul-21	Aug-21	Sep-21	Exception Reporting
<b>1. Surveys and Inspections</b>								
Highway Safety Inspections due in period			7516	1892	1795	1431	1795	
Highway Safety Inspections completed in period			8097	2178	1961	1996	1861	
<b>2.CIP/Lifecycle Works /Major Maintenance Schemes</b>								
<b>High Friction Surfacing</b>								
Number sent for certification			1	16	0	0	0	
Number certified			1	16	0	0	0	
Number self certified			0	0	0	5	1	Certified by IWC and IRSL jointly
Number non certified			0	0	0	0	0	
<b>Carriageways</b>								
Number sent for certification			0	5	13	0	0	
Number certified			0	5	13	0	0	
Number self certified			1	0	0	6	9	Certified by IWC and IRSL jointly
Number non certified			0	0	0	0	0	
<b>Footways</b>								
Number sent for certification			3	10	0	2	2	
Number certified			1	10	0	0	2	
Number self certified			18	7	0	4	4	Certified by IWC and IRSL jointly
Number non certified			0	0	0	0	0	
<b>Safety Barrier</b>								
Number sent for certification			0	0	2	1	1	2 Footbridges submitted in July and 1 resubmitted in August and Certified post snagging works complete.
Number certified			0	0	1	1	1	
<b>Traffic Signals</b>								
Number certified			0	0	0	1	0	

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;	48	11	26	25	15	As part of the agreed saving programme the Standard has been revised: New PS 3 hours to 14 days.
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;	235	41	80	56	33	As part of the agreed saving programme the Standard has been revised: New PS 4 hours to 14 days. <u>Weather conditions in July/August meant more enquiries being received.</u>
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;	84	20	14	11	8	

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	149	41	57	37	6
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.	299	63	63	79	67
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).	43	22	17	21	11
5. Network Management							
Abandoned Vehicles		Reported on Project Network	206	66	59	62	67
		Removed	17	4	6	5	4
6. Contract Management and Customer Interface							
General Enquiries received			5866	2343	2609	2372	1822
Compliments		5 Day response	60	17	13	12	12
Complaints			22	11	12	11	2
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;	247	111	127	111	55
7. Health & Safety							
Lost Time incidents			1	0	0	0	0
Reports of incidents, diseases, dangerous occurrence regulations			1	0	0	0	0

There was 1 incident in this period and the operative has resumed duties

## **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 sub divided to measure the completion of the Core Investment Works;

**"Milestone 14"** means 84 Months after Service Commencement Date.

**"Wight Condition Indices" or "WCI"** means the value given to an asset as described in the Contract required to demonstrate compliance with the requirements of the Contract;

**"Wight Car Park Condition Index" or WCPCI** means the calculated value obtained from survey data which provides a graduated measure of the Off-Street Car Park condition for demonstrating compliance with the requirements of the Contract for each Off-Street Car Park.

**"Wight Carriageway Condition Index" or "WCCI"** means the calculated value from survey data that provides a graduated measure of the Carriageway condition for demonstrating compliance with the requirements of the Contract per monitoring length or on a PFI District basis.

**"Wight Footway Condition Index" or "WFCI"** means the calculated value from survey data that provides a graduated measure of the Footway, Cycleway, Kerb, Drainage, Channel and Steps condition for demonstrating compliance with the requirements of the Contract per monitoring length or on a PFI District basis;