



**ENVIRONMENT AND TRANSPORT OVERVIEW AND SCRUTINY
COMMITTEE – 7 NOVEMBER 2019**

REVIEW OF HIGHWAY GULLY CLEANSING

REPORT OF THE DIRECTOR OF ENVIRONMENT AND TRANSPORT

Purpose of Report

1. The purpose of this report is to update members on Leicestershire County Council's current operation in relation to gully cleansing.

Policy Framework and Previous Decisions

2. Leicestershire County Council's Highway Asset Management Policy and Highway Asset Management Strategy documents set out the overarching approach and framework to managing highway assets.
3. The Highway Infrastructure Asset Management Plan (HIAMP) takes the strategic direction set by the Policy and Strategy and outlines a more detailed approach to managing highways. The HIAMP was approved by the Cabinet on 15th September 2017 and in terms of drainage states:-

'The majority of routine maintenance of drainage is cleansing. A targeted approach to gully cleansing is being implemented, rather than the current prescriptive fixed frequency regardless of risk and will help to improve service levels but is unlikely to provide cost savings in the short term due to the current backlog of this work'.

Background

4. Historically all gullies have been visited on a fixed cyclical schedule, full gullies were maintained on the same frequency as empty gullies, resulting in an inefficient process.
5. Following the report to scrutiny on 6 September 2018 the Authority began to implement a risk based approach, the principal of which is that gullies that are predicted to fill up faster and roads with a higher level of priority, such as the Resilient Network, are attended more regularly, as per the below recommendations.

- a. Cleansing gullies on the required frequencies as identified in the gully emptying trial:
 - P1 roads (high priority) every 10 months
 - P2 roads (medium priority) every 20 months
 - P3 roads (low priority) gullies inspected every 24 months
- b. An external contractor providing the routine gully emptying function with all roads with a greater degree of silt build up and requiring traffic management routes treated on 10 month frequency and P3 route gullies inspected at the 24 month point;
- c. Retaining Leicestershire County Council operational resource (two tankers) for reactive works, where more time is required to resolve or investigate long term issues, allows the Authority to manage the peaks and troughs in the workload and retain operatives and equipment for emergencies in addition to keeping expertise within the Authority; and,
- d. Implementing a new gully emptying data system to provide increased data intelligence.

Current Position

6. Following agreement of this new approach and a procurement process, a contract for routine gully emptying was awarded to FM Conway in December 2018, this was to empty highway gullies on varying frequencies in line with the new operating model.
7. Improved asset management software was specified and Map16 software was provided with the contract. This is used to aid scheduling of works and significantly improved the interface for recording asset data for the 136,000 individual gullies in the County, such as silt level, defects, and further works required.
8. The new software is being used by the gully emptying contractors as well as County Council gully inspectors, ensuring all gully asset information is retained in one central location. All asset data is imported quarterly into the Confirm system to keep asset information up to date and reliable.
9. Formerly asset data of this quality has not been readily available. Previous software (Masternaut) was difficult to integrate and relied heavily on manual intervention. Map 16 and is being used to further plan and ensure the gully emptying frequencies are correct. Map 16 also aids monitoring data for KPI targets a) and b) (below) on a day by day basis.
10. The contractor's performance is monitored against the following Key Performance Indicators (KPI) on a monthly basis:-
 - a) Percentage of cumulative number of gullies attended compared to cumulative programmed amount to be attended at the end of the month (Target. Months 1 to 7 >92.5% Months 8 to 10 >97.5%).

- b) Percentage of total gullies actually emptied compared to total actually attended in the month (Target. >90%).
 - c) Percentage of occasions work is carried correctly out in accordance with LCC traffic management permit scheme (Target. >95%).
 - d) Percentage of Health & Safety reports required (Target. >95%).
 - e) Percentage of records provided on time (Target. >90%).
 - f) Number of customer complaints received for operational issues (Target. 1 or less per month) and quality issues (Target. 1 or less per month).
 - g) Innovation Statement (Target. once per year).
11. The contractor can be awarded one mark for each KPI every month, in addition up to five marks can be awarded each year for the Contractors compliance with the innovation statement. At the end of the second year of the contract the annual scores will be reviewed for the potential to award the contractor the first year of extension to the contract. At the end of year three the process will be repeated to determine a second one year extension.
 12. The risk based operational model ensures best value, aiming to empty gullies where they are between 50% and 75% full of silt. Table 1 displays the number of gullies attended with the corresponding amount of silt recorded. The majority of gullies attended since the implementation of the new operating model are either 50% or 75% full of silt, in line with the objectives set out.

Table 1 Number of gullies attended (emptying) with corresponding amount of silt recorded for the period 1st April to 30 September 2019.

% Silt recorded	0%	25%	50%	75%	100%
Number of gullies	9	3531	14956	14845	4577

13. Asset data also allows the Authority to identify locations where further works are required. Currently less than 2% of the gullies have led to further works such as jetting works, lid replacement and lid resetting (this is in line with the predicted amounts). Ordering these reactive works allows for issues to be rectified prior to customer contacts being raised.
14. Leicestershire County Council staff are trained in the use of Map 16 and have access to live data. Highways Delivery are using the data to programme reactive works more efficiently by not reacting if maintenance is already programmed within three months, in order to keep the authority's reactive gully emptiers targeted where they are most needed. There is a planned roll out of Map 16 to the customer service centre (CSC) by November 2019 to further assist in improving customer service and help to rectify enquiries at source.
15. Carrying out a schedule of gully inspections on the lowest risk roads (P3), rather than emptying, allows for the condition of gullies to be monitored at a reduced cost, table 2 below illustrates the data recorded to date.

Table 2. Number of gullies attended (inspected) with corresponding amount of silt recorded for P3 category gullies over the period 1st May to 8th October 2019 (50% of all P3 gullies).

% Silt recorded	0%	25%	50%	75%	100%
Number of gullies	9453	2507	833	259	62

16. The majority of gullies inspected have been empty of silt, as forecast. Where significant amounts for silt are recorded an on-site assessment is undertaken in order to determine the level of risk for those roads and/or properties and decide if reactive gully emptying is required.
17. An average of 120 gullies, per gang, per day are emptied, compared to an average of 55 gullies, per gang, per day prior to the new operating model. There are three gangs operating daily.
18. A total of 40719 P1 and P2 gullies were attended in the period 1st April – 30th September 2019 (6 month period). Table 3 below illustrates the number of gullies attended in a 12 month period prior to the new operating model for comparison.

Table 3. Number of gullies attended annually prior to new operating model.

Year	2014/15	2015/16	2016/17	2017/18	2018/19
Number of gullies	50917	59747	59611	61198	46056

19. Retention of internal Leicestershire County Council operational resource (two tankers) for reactive works, where more time is required to resolve or investigate long term issues, has resulted in approximately 500 jobs being carried out so far this financial year.
20. The new regime cycle will be fully implemented by November 2020 and all gullies will have been attended by this date.
21. Gully data will be reviewed annually and any gullies requiring earlier or later interventions may be reprioritised for the next visit, the data recorded will also be investigated to determine locations where significant silt build up is recorded and would benefit from a greater emptying frequency.

Resource implications

22. N/A

Background Policies and Papers

23. Leicestershire County Council Highway Asset Management Policy:
<https://www.leicestershire.gov.uk/sites/default/files/field/pdf/2017/9/15/Highway-Asset-Management-Policy.pdf>
24. Leicestershire County Council Highway Infrastructure Asset Management Plan:

<https://www.leicestershire.gov.uk/sites/default/files/field/pdf/2017/12/5/HiAMP-v5-1.pdf>

25. 6 September 2018 – Report to Environment and Transport Overview and Scrutiny Committee: ‘Review of Highway Gully Cleansing’:
<http://politics.leics.gov.uk/documents/s140018/Gully%20Emptying%20Report%20V7.pdf>
26. July 2017 - Equalities and Human Rights Impact Assessment – Review of Highways Asset Management Policy and Strategy
https://www.leicestershire.gov.uk/sites/default/files/field/pdf/2017/7/19/EHRIA-Review-of-Highway-Asset-Management-Policy-and-Strategy-HMSPR_v5.0-signed.pdf

Circulation under Local Issues Alert Procedure

27. None.

Relevant Impact Assessments

Equality and Human Rights Implications

28. The Highway Asset Management Policy and Strategy documents set out the overarching approach to managing highway assets, including drainage, and completed a EHRIA previously.

Environmental Impact

29. A detailed environmental impact assessment has not been undertaken. However, the new operational model supports efficient maintenance of highway assets, which supports a number of environmental benefits including preserving natural resources, as a consequence of extending the serviceable life of highway assets before renewal, reducing the impact of congestion on communities and reducing carbon emissions by supporting the expedient use of the network.

Officers to Contact

Ann Carruthers
Director, Environment and Transport
Tel: (0116) 305 7000
Email: Ann.Carruthers@leics.gov.uk

Pat Clarke
Assistant Director, Environment and Transport
Tel: (0116) 305 4244
Email: Pat.Clarke@leics.gov.uk

This page is intentionally left blank