

North Yorkshire County Council

Business and Environmental Services

Transport, Economy and Environment Overview and Scrutiny Committee

25 October 2018

Ringway Performance – 2017/18

Report of the Corporate Director – Business and Environmental services

1.0 Purpose of Report

- 1.1 The purpose of this report is to advise Members of Ringway's performance under the Highways Maintenance Contract (HMC) 2012 during the period 1 April 2017 – 31 March 2018 and of the outcome of the Evaluation Panel held on 23 May 2018.

2.0 Background

- 2.1 Following a lengthy and robust procurement exercise, HMC 2012 was awarded to Ringway (RIS) and the contract commenced on 1 April 2012.
- 2.2 As part of the Contract, an Evaluation Panel is held annually in May to determine the Term of the Contract, which is informed by the Contract Performance Indicators (CPIs). The CPIs comprise Primary Performance indicators (PPIs) and Secondary Performance Indicators (SPIs). It is the PPIs which directly affect the Term of the Contract, although the SPIs can also be taken into consideration. The Evaluation Panel is also asked to support the implementation of the rolling third year CPI targets, together with any interim amendments.
- 2.3 The maximum term of the Contract is 10 years; the minimum term is 6 years. The contract has a 'Claw Back' and a 'Win Back' mechanism, whereby any years clawed back for poor performance can subsequently be won back for good performance.
- 2.4 The contract period was reduced by one year at the Evaluation Panel meeting held on the 22nd May 2014.
- 2.5 At the Evaluation Panel held on 23 May 2018, the decision was taken to keep the term of the Contract at 9 years with a Contract completion date of 31 March 2021.

Evaluation Panel – 23 May 2018

- 2.6 The 2018 Evaluation Panel considered the performance of RIS for the period 1 April 2017 - 31 March 2018. The performance for this period was that the required targets for 10 out of 12 Primary Performance Indicators (PPIs) and 6 out of 10 Secondary Performance Indicators (SPIs) were met. This compares with the same period in 2016/17 where 10 out of 12 Primary Performance Indicators (PPIs) and 7 out of 10 Secondary Performance Indicators (SPIs) were met.
- 2.8 Based on what was considered to be an acceptable level of performance, the Panel took the decision to retain the Term of the contract as 9 years, until 31 March 2021.

Challenge/Scrutiny

- 2.9 Through the HMC 2012 Governance arrangements, Ringway's performance is scrutinised throughout the year at the monthly Operational Management Group (OMG), quarterly Strategic Management Group (SMG) and 6 – monthly Partnering Steering Group (PSG) meetings.
- 2.10 Since the first HMC 2012 Evaluation Panel, Ringway's performance has been further scrutinised by Members at:
- Transport, Economy and Environment Overview and Scrutiny Committee (TEE OSC) – 17 July 2013
 - BES Executive Members (with County Councillor David Jeffels in attendance as Chairman of TEE OSC) – 27 November 2013
 - TEE OSC – 22 January 2014
 - TEE OSC – 16 July 2014
 - TEE OSC – 21 January 2015
 - TEE OSC – 14 October 2015
 - TEE OSC – 27 July 2016
 - TEE OSC – 20 July 2017

3.0 Consideration

- 3.1 RIS has demonstrated an acceptable level of performance since the last report. Appendix A details the overall performance for the financial year 2017/18 compared to the previous year.
- 3.2 The 2017/18 Performance Management Framework includes measures relating to Street Lighting. Due to the work associated with the accelerated LED rollout it was agreed that there was not a requirement for Ringway to undertake Routine Cyclical Maintenance on street lighting in 2017/18 therefore there was no data to measure against PPI SL02 "Achievement of Programme – Street Lighting Cyclical Maintenance". It is envisaged that this measure will recommence as soon as routine cyclical maintenance recommence on signs and bollards during this year.
- 3.3 Appendix B details the 'Rectification Action Plans' presented to the Evaluation Panel relating to those indicators where the required Target was not met.

4.0 Legal Implications

- 4.1 The requirement for an Annual Review of HMC 2012 is stipulated in the contract documents and shall be completed before 1 June in each Contract Year.
- 4.2 The Key Decisions associated with the Evaluation Panel held in this and in previous years have been published on the County Council's Statutory Forward Plan in accordance with its Constitution.

5.0 Equalities Impact Assessment

- 5.1 Consideration has been given to the relevance of equality and diversity issues in each of the Evaluation Panel meetings. It was the view of officers that the recommendations had no impact on any of the protected characteristics identified in the Equalities Act 2010.
- 5.2 An Equalities Impact Assessment (EIA) for HMC 2012 has been developed jointly with Ringway and was reviewed and updated in June 2016. The next review is due to take place in June 2018.

6.0 Finance Implications

- 6.1 Over the first six years of HMC 2012, approximately £292 million of work has been delivered to date.
- 6.2 As part of HMC 2012, there is one specific CPI directly relating to finance:
- SPI S06 Value of Gain Achieved

7.0 Recommendation

- 7.1 It is recommended that Members:
- i) note the contents of this report and the attached appendices.

DAVID BOWE
Corporate Director Business and Environmental Services

Author of Report: Andrew Binner

Background Documents: None

Appendix A Summary of PPI Scores for 2017-18

Primary Performance Indicators (PPIs)								
Reference No.	PPI	Measure	Performance			Technical Notes	2016/17 Performance	
			2017/18					
			Target	Actual	Pass/Fail			
WINTER MAINTENANCE:								
PPI WM01	Client Satisfaction –Winter Maintenance Gritting Routes	Max no. scores <10	9	1.00	Pass		Pass	0.00
		Average score (based on 42 returns)	10	9.79	Pass		Pass	10.00
		Max total no. failure points	52	15.00	Pass		Pass	0.00
		Max no. 1 pt deductions	9	0.00	Pass		Pass	0.00
		Max no. 3 pt deductions	6	0.00	Pass		Pass	0.00
		Max no. 5 pt deductions	4	3.00	Pass		Pass	0.00
		Overall Performance					Pass	Pass
SCHEMES (surface dressing, resurfacing and reconstruction (R&R) schemes, integrated transport schemes, bridge schemes, section 38 and section 278 works, and street lighting [if included in final contract]):								
PPI S01	Start on Time	% on time or better	90%	96.19%	Pass	All allocation of party responsible for delays taken as having been agreed by operational teams. Of the 236 schemes programmed to start 227 were started on time	Fail	85.03%
PPI S02	Finish on Time	% on time or better	90%	93.42%	Pass	All allocation of party responsible for delays taken as having been agreed by operational teams. Of the 228 schemes programmed to finish, 213 were finished on time. 15 were not	Fail	80.70%
PPI S04	Street works Noticing	Number of completed works orders that require works notices as a % based on a random sample	95%	96.64%	Pass	Based on NYCC data, of 655 sampled instructions requiring a notice, 633 had a notice.	Pass	90.32%
		Number of compliant notices	95%	94.70%	Fail	Based on NYCC data, of the 46,223 notices, 43,771 have been compliant. 2,452 were not compliant.	Pass	90.19%
		Number of notices that over run the proposed notice end date	6%	2.61%	Pass	Based on NYCC data, there have been 17,608 closed notices, 459 have been overruns with a total of 10,584 days.	Pass	3.60%
		Overall Performance					Fail	Pass

Primary Performance Indicators (PPIs)								
Reference No.	PPI	Measure	Performance			Technical Notes	2016/17 Performance	
			2017/18					
			Target	Actual	Pass/Fail			
ROUTINE MAINTENANCE (grass cutting and weed killing, gully emptying, street lighting, other routine maintenance including lining, sign installation and repair, tree maintenance, pothole repair, drainage repair and the like and GMUs):								
PPI RM08	Highway Dangerous Defects CAT 1	% of dangerous defects made safe within 24 hours of identification	99%	99.59%	Pass	487 instructions that have been raised, of those 485 were completed in time.	Pass	99.63%
PPI RM09	Completion on Time – Emergency Call Outs	% on time	99%	99.94%	Pass	1,774 instructions that have been raised, of those 1,773 were completed in time.	Pass	100.00%
PPI OB7	Completion in time option B (minor works) 7 day response	Number of jobs completed as % of those planned to be completed.	75%	76.01%	Pass	Of the 1,159 instructions 881 were completed on time, or commenced on time and were completed within a timely manner. [Data excludes Area 6 from 01/04/17 until 31/08/17, and all areas from 01/02/18 until 31/03/18]	N/A	60.89%
PPI OB30	Completion in time option B (minor works) 30 day response	Number of jobs completed as % of those planned to be completed.	80%	78.00%	Fail	Of the 3,609 instructions 3,609 were completed on time, or commenced on time and were completed within a timely manner. [Data excludes Area 6 from 01/04/17 until 31/08/17, and all areas from 01/02/18 until 31/03/18]	N/A	62.87%
PPI OB90	Completion in time option B (minor works) 3 month response	Number of jobs completed as % of those planned to be completed.	85%	88.30%	Pass	Of the 1,299 instructions 1,147 were completed on time, or commenced on time and were completed within a timely manner. [Data excludes Area 6 from 01/04/17 until 31/08/17, and all areas from 01/02/18 until 31/03/18]	N/A	74.75%
Overall Performance					Fail		N/A	

Primary Performance Indicators (PPIs)								
Reference No.	PPI	Measure	Performance			Technical Notes	2016/17 Performance	
			2017/18					
			Target	Actual	Pass/Fail			
FLEET MAINTENANCE (Maintenance of the County council's vehicle fleet and management of the fuel supply and storage facilities):								
PPI FM01	Compliance with Servicing Schedule	% Completion of servicing within deadline	94%	99.67%	Pass	Of the 602 services carried out 600 have been carried out as planned.	Pass	100.00%
PPI FM02	MOT Pass Rate	% of MOTs passed	97%	99.15%	Pass	Of the 117 MOT's carried out, 1 have failed.	Pass	100.00%
STREET LIGHTING MAINTENANCE [if included in final contract]								
PPI SL01	Street Lighting Fault Repair	% of defects repaired within 7 days	96%	99.59%	Pass	To date 6,756 seven-day repairs have been received and 28 have not been completed on time.	Pass	99.94%
PPI SL02	Achievement of Programme – Street Lighting Cyclical Maintenance	Max no. days ahead / behind schedule	8	#N/A	#N/A		Pass	1.97

Summary of SPI Scores for 2017-18

Secondary Performance Indicators (SPIs)								
(Only to be taken account of by the Evaluation Panel on failure of one or more of the PPIs. To be considered as part of "NYCC's discretion"):								
Reference No.	SPI	Measure	Performance			Technical Notes	2016/17 Performance	
			2017/18					
			Target	Actual	Pass/Fail			
SCHEMES								
SPI S03	Defects – Impact at Handover	% schemes defect free at handover	90.00%	99.55%	Pass	0 schemes have been handed over defect free, with having a defect outstanding	Pass	99.05%
SPI S06	Value of Gain Achieved	Value of pain + gain	>£0.00	£ -	Fail	Of the 0 CF12's (formerly CP06's) believed to be due, 0 have been returned. 0 of which are in gain, and 0 are in pain. Provisional figures are calculated from cost reports submitted by RIS. Of the 0 believed to be due, 0 have been submitted along with a further 0. Of these, 0 are in gain, and 0 are in pain.	Pass	-£21,630.69
ROUTINE MAINTENANCE (grass cutting and weed killing, gully emptying, street lighting, other routine maintenance including lining, sign installation and repair, tree maintenance, pothole repair, drainage repair and the like and GMUs):								
SPI RM02	Achievement of Programme – Grass Cutting Rural	% of rural grass cutting routes completed within 14 calendar days of programme	97%	100.00%	Pass	19 'villages' have been programmed to be cut of which 19 were cut in time.	Pass	100.00%
SPI RM03	Achievement of Programme –Weed Spraying	% of weed spraying routes completed within 14 calendar days of programme	97%	100.00%	Pass	7 sites have been treated, 7 were within time.	Pass	99.54%
SPI RM04	Achievement of Programme – Gully Emptying	% of gullies cleaned within 14 calendar days of scheduled cleanse	97%	66.88%	Fail	137,803 gullies have been programmed to be cleaned of those 88,965 have been cleaned within time.	Fail	92.79%
SPI RM07	Defects	Max No. of Defect Notices issued	152	1	Pass	1 defects have been received	Pass	4
HEALTH AND SAFETY:								
SPI HS01	LTIFR (Lost Time Through Injury Frequency Rate)	Number of lost time incidents per 1,000,000 hours worked	2.50	3.10	Fail	A total of 644,580 hours have been recorded. 1 lost time incidents have been recorded.	Fail	2.69

Reference No.	SPI	Measure	Performance			Technical Notes	2016/17 Performance	
			2017/18					
			Target	Actual	Pass/Fail			
PUBLIC AND CLIENT SATISFACTION								
SPI PCS01	Public Satisfaction – All Schemes	% satisfied or very satisfied	90%	89.94%	Fail	716 cards have been returned of which 644 were satisfactory or better. To date 2,026 cards have been posted out.	Fail	87.39%
SPI PCS05	Annual Client Survey	A - % Satisfaction Management of the Contract	85%	87.51%	Pass		Fail	84.57%
		B - % Satisfaction Service Provision	85%	93.38%	Pass		Pass	91.93%
		Overall Performance		90.45%	Pass		Pass	88.44%
CONTRACTOR – SELF EVALUATION AGAINST ANNUAL ACTION PLAN								
SPI AAP01	Contractor Progress against Annual Action Plan – self evaluation	% actions complete against Annual Action Plan	90%	98.33%	Pass		Pass	100.00%

Section 1

Business Ref: RIS HMC2012 Division and/or Location: North Yorkshire Action Report No: RAP 2018 01 PPI SO4

Section 2

Issued by: P Jepps	Issued to: North Yorkshire	Date: 11/5/2018
Contract Number: MU 5382	Works Order Number: N/A	Delivery Note Number: N/A

Section 3 DESCRIPTION OF ISSUE

Not achieving the minimum target of CPI PPI SO4 during the contract year 2017/18

Of the 3 parts to the CPI measure pt B (Number of Fixed Penalty Notices) didn't meet the target

Target 95%, Score 94.7%

Section 4 STATE THE ROOT CAUSE OF THE ISSUE

Analysis has shown various reasons for failure of this CPI. Due to the score being so close to 95% there is difficulty establishing what specifically could be done.

The new contract year will see the introduction of new CPI definitions to account for the change to a Permitting Scheme. Once agreed the RAP will be reviewed to ensure it meets the new requirements.

Section 5 WHAT ACTION IS PLANNED TO ADDRESS THE ABOVE ROOT CAUSE?**5a CORRECTIVE ACTION (To address the issue)**

- Investigate the system failures that meant a start notice didn't get sent to the Streetworks team via eton with the required 2 hours. Look at the mobile phone signal and also CPA/Symology interface.

5b PREVENTIVE ACTION (To prevent recurrence)

- Review the new CPI requirement (when agreed) and update the RAP to account for the change

5c RESPONSIBILITY CHART REQUIRED (PAGE 2)? Y

Note: When you have completed this section please send copy to originator.

Section 6 CONFIRM ACTION HAS BEEN IMPLEMENTED (Supply supporting evidence)

Business Ref:

Division and/or Location:

Action Report No:

Date Prepared: 11/5/2018		Responsibility of: P Jepps											
Improvement/Concern Meet the CPI Targets for Streetworks noticing.		Persons Involved										By When	Complete
		Richard Whitaker	James Whaley										
Planned Completion Date:													
Task No	Task Description												
1	Review the requirements of the new Streetworks CPI definitions and update this RAP to accommodate.	X	I									30/6/2018 After Evaluation panel decision	
2													
3													
4													
5													
6													
<p>Note ONLY ONE PERSON CAN BE RESPONSIBLE FOR AN ACTIVITY (X = RESPONSIBLE, I = INVOLVED)</p>													

Distribute to: R Whitaker, Jill Jephson, SMG

Section 1

Business Ref: RIS

Division and/or
Location: North
YorkshireAction Report No: RAP 2018 02
PPI OB7/30/90**Section 2**

Issued by: P Jepps	Issued to: North Yorkshire	Date: 11/5/2018
Contract Number: MU 5382	Works Order Number: N/A	Delivery Note Number: N/A

Section 3 DESCRIPTION OF ISSUE

Failure of Performance Indicator PPI OB7, OB30, OB90 Option B minor works.

For contract year 2017/18 the CPI targets were missed by a small percentage (2% for OB7 and 4% for OB30).

For contract year 2018/19 the targets are to be reviewed and are likely to increase. To meet these new more stringent targets an action plan is required to monitor performance and react quickly when targets are missed

Section 4 STATE THE ROOT CAUSE OF THE ISSUE

1. Over the winter period (Dec – March) there was pressure on resource as Winter maintenance took priority
2. The winter conditions saw an increase in the number of Pothole orders raised.
3. Through the winter period the snow conditions made it difficult to undertake Asphalt work.
4. Orders due to the Tour de Yorkshire took resource away from the pool and obviously had to be addressed as a priority.

Section 5 WHAT ACTION IS PLANNED TO ADDRESS THE ABOVE ROOT CAUSE?

See action plan over leaf.

5a CORRECTIVE ACTION (To address the issue)

Provide more resource to undertake reactive works

5b PREVENTIVE ACTION (To prevent recurrence)

See action plan over leaf.

5c RESPONSIBILITY CHART REQUIRED (PAGE 2)? Y

Note: When you have completed this section please send copy to originator.

Section 6 CONFIRM ACTION HAS BEEN IMPLEMENTED (Supply supporting evidence)

Action closed by:

Date:

Business Ref:

Division and/or Location: North Yorkshire

Action Report No: RAP
OB7/30/90 2017

Date Prepared: 11/5/2018		Responsibility of: P Jepps										
Improvement/Concern		Persons Involved								By When	Complete	
		Mike Francis	Liam Taylor	Andy Ambrose	Dan Bentley	Area Agents	Scheduler	James Whaley	Reactive Agents			
Task No	Task Description											
1	Source additional external gangs available on an adhoc basis to supplement the internal workforce.	X	I	I	I						Ongoing	
2	Plan resource availability by informing the Hub on a Wednesday the available resource for the following week. This should account for Holiday and scheme work. The scheduler will then plan the following weeks work and identify any shortfall / potential priority over-run. Further resource (other Areas or External) can then be procured and work planned for them.		X	X	X	I	I				Ongoing	
3	Monitor priority failures on a weekly basis and report them to the Area weekly meeting. Work with the client to manage budget spend and promote an even distribution of the spend over the year.						I	X			Ongoing	
4	Monitor the weather and other potential events which could cause an influx of short priority works. Put sub-contractors on stand-by when such events are foreseen.		I	I	I			X			Ongoing	
5	Use the Reactive Maintenance Dashboard to identify jobs with-in three days and with seven days of missing their Priority. A report is to be generated and issued to the Areas by the schedulers each Monday and Wednesday morning. Jeopardy reporting							X		I	Ongoing	
6	Look at utilising hotbox vehicles and Jet Patch plant to increase productivity during busy periods	X	I	I	I						Ongoing	
7	Schedule suitable work for the weekend to cover peaks in the order profile.										As required	X
Note		ONLY ONE PERSON CAN BE RESPONSIBLE FOR AN ACTIVITY (X = RESPONSIBLE, I = INVOLVED)										

Distribute to:

Section 1

Business Ref: RIS HMC2012 Division and/or Location: North Yorkshire Action Report No: RAP 2018 04 SPI S06

Section 2

Issued by: P Jepps	Issued to: North Yorkshire	Date: 11/5/2018
Contract Number: MU 5382	Works Order Number: N/A	Delivery Note Number: N/A

Section 3 DESCRIPTION OF ISSUE

Not achieving the minimum target of CPI SPI S06 during the contract year 2017/18
Value of Gain Achieved

Section 4 STATE THE ROOT CAUSE OF THE ISSUE

- Majority of the pain is from the Surface Dressing element of the works. This is due the increase in the amount of work issued to Cat 4 and Cat U roads. These are generally estate roads and rural lanes. In previous years there has been a greater proportion of wider roads in the programme.

Section 5 WHAT ACTION IS PLANNED TO ADDRESS THE ABOVE ROOT CAUSE?

5a CORRECTIVE ACTION (To address the issue)

Work with the client through the ECI procedures to identify schemes that are inefficient to undertake. Where possible look at efficiency ideas to reduce standing time and increase productivity.

5b PREVENTIVE ACTION (To prevent recurrence)

Amalgamate schemes in unproductive areas to reduce the number of visits. Ie, Undertake the whole estate in one year rather than revisiting/returning the following year to complete the rest of the work.

5c RESPONSIBILITY CHART REQUIRED (PAGE 2)? Y

Note: When you have completed this section please send copy to originator.

Section 6 CONFIRM ACTION HAS BEEN IMPLEMENTED (Supply supporting evidence)

Business Ref:

Division and/or Location:

Action Report No:

Date Prepared: 11/5/2018		Responsibility of: P Jepps											
Improvement/Concern Meet the CPI Targets for Value of Gain Achieved		Persons Involved										By When	Complete
		Mike Francis	Liam Taylor	Dan Bentley	Andy Ambrose								
Planned Completion Date:													
Task No	Task Description												
1	Review the years Surface Dressing programme prior to start and identify inefficient sites.	I										Apr 2018	
2	Work through the ECI process to increase productivity where possible		I	I	I							Apr 2018	
3													
4													
5													
6													
<p>Note ONLY ONE PERSON CAN BE RESPONSIBLE FOR AN ACTIVITY</p> <p>(X = RESPONSIBLE, I = INVOLVED)</p>													

Distribute to: R Whitaker, Jill Jephson, SMG

Section 1

Business Ref: RIS

Division and/or
Location: North
Yorkshire

Action Report No: RAP

2018 04 SPI
RM04 Gullies**Section 2**

Issued by: P Jepps	Issued to: North Yorkshire	Date: 11/5/2018
Contract Number: MU 5382	Works Order Number: N/A	Delivery Note Number: N/A

Section 3 DESCRIPTION OF ISSUE

Failure of Secondary Performance Indicator RM04 Gully Cleansing

Section 4 STATE THE ROOT CAUSE OF THE ISSUE

Failure to clean the gullies to the programme agreed.

- Reducing the number of Gully carts to 5
- Not achieving outputs due to plant breakdown
- Not following the programme
- Completion of unplanned Gully cleans effecting the programmed works

Section 5 WHAT ACTION IS PLANNED TO ADDRESS THE ABOVE ROOT CAUSE?**5a CORRECTIVE ACTION (To address the issue)**

The method of monitoring the Gully operations against the CPI target is to be changed. This was jointly requested by NYCC and Ringway so as to make the recording of Gully data easier to monitor and report on and to fix the programme so that information is easier to access when customer queries come in.

In readiness for this the Programme has been reviewed and will operate this year utilising 7 Gully carts rather than the 5 used last year. Reporting will also be undertaken weekly to monitor performance against the programme and also the CPI requirements.

Progress the use of esri software to improve the asset information and then include changes into the programme.

5b PREVENTIVE ACTION (To prevent recurrence)

- Review gully running order with the Operatives.
- Manage gully cleaning vehicles maintenance schedule and plan downtime into the programme. (MOT, Servicing and tank pressure check)
- Monitor performance and output of each individual team.
- Schedule unplanned gully cleans during weekend shifts
- Use sub-contract resource when require to keep to programme

5c RESPONSIBILITY CHART REQUIRED (PAGE 2)? Y**Note: When you have completed this section please send copy to originator.****Section 6 CONFIRM ACTION HAS BEEN IMPLEMENTED (Supply supporting evidence)**

Action closed by:

Date:

Business Ref:

Division and/or Location:

Action Report No:

Date Prepared: 11/5/2018		Responsibility of: P Jepps												
Improvement/Concern		Persons Involved										By When	Complete	
		James Whaley	Mike Francis	Richard Whitaker										
Planned Completion Date:														
Task No	Task Description													
1	Review new Gully schedule and revise running order.	X											31/5/2018	
2	Review programme to match the new schedule and include Vehicle down time.	X											31/5/2018	
3	Log outputs of individual teams												Ongoing until APR 19	
4	Report monthly, actual output verses planned output.												Ongoing until APR 19	
5	Address any shortfalls in production quickly and monitor against CPI targets		X										Ongoing until APR 19	
6	Progress the use of esri software to update the asset data in Symology	I		X									30/9/2018	
Note		ONLY ONE PERSON CAN BE RESPONSIBLE FOR AN ACTIVITY												
		(X = RESPONSIBLE, I = INVOLVED)												

Distribute to:

Section 1

Business Ref: RIS

Division and/or
Location: North
Yorkshire

Action Report No: RAP

2018 05 SPI
HS01 LTIFR**Section 2**

Issued by: P Jepps	Issued to: North Yorkshire	Date: 11/5/2018
Contract Number: MU 5382	Works Order Number: N/A	Delivery Note Number: N/A

Section 3 DESCRIPTION OF ISSUE

Failure of Secondary Performance Indicator HS01 LTIFR (Lost Time Incident Frequency Rate)
In the rolling year there was 3 incidents which were recorded with lost time.

2No. Manual handling incident
1No. Slips/trips/falls

Section 4 STATE THE ROOT CAUSE OF THE ISSUE

- Not following company procedure

Section 5 WHAT ACTION IS PLANNED TO ADDRESS THE ABOVE ROOT CAUSE?**5a CORRECTIVE ACTION (To address the issue)**

Review the Health and Safety plan for the contract and monitor action list through the monthly SMT meeting

5b PREVENTIVE ACTION (To prevent recurrence)

See Health and Safety plan for 2018/19 contract year

5c RESPONSIBILITY CHART REQUIRED (PAGE 2)? Y

Note: When you have completed this section please send copy to originator.

Section 6 CONFIRM ACTION HAS BEEN IMPLEMENTED (Supply supporting evidence)

Action closed by:

Date:

Business Ref:

Division and/or Location:

Action Report No:

Date Prepared: 11/5/2018		Responsibility of: P Jepps											
Improvement/Concern		Persons Involved										By When	Complete
		Phil Jepps	Mike Francis										
Planned Completion Date:													
Task No	Task Description												
1	Review Health and Safety plan for the contract	I											
2	Work to the plan, completing the actions and monitoring H+S performance as an indicator of performance and compliance.		I										
3	Continue with the Monthly Health and Safety meetings which involve all representatives from each depot.		I										
<p>Note ONLY ONE PERSON CAN BE RESPONSIBLE FOR AN ACTIVITY</p> <p>(X = RESPONSIBLE, I = INVOLVED)</p>													

Distribute to:

Section 1

Business Ref: RIS

Division and/or
Location: North
YorkshireAction Report No: RAP 2018 05 SPI
HS01 LTIFR**Section 2**

Issued by: P Jepps	Issued to: North Yorkshire	Date: 11/5/2018
Contract Number: MU 5382	Works Order Number: N/A	Delivery Note Number: N/A

Section 3 DESCRIPTION OF ISSUE

Failure of Secondary Performance Indicator for Public Satisfaction.
The score attributed to this indicator was 89.94% against a target of 90%

Section 4 STATE THE ROOT CAUSE OF THE ISSUE

- Not engaging with the public enough to ensure positive comments on the score card.

Section 5 WHAT ACTION IS PLANNED TO ADDRESS THE ABOVE ROOT CAUSE?**5a CORRECTIVE ACTION (To address the issue)**

Issue more cards to members of the public and local businesses.
Engage with them in a variety of ways from scheme signage to social media

5b PREVENTIVE ACTION (To prevent recurrence)

TSCO training to personally hand the card to residents and business owners.
Deal with contact from the public promptly

5c RESPONSIBILITY CHART REQUIRED (PAGE 2)? N

Note: When you have completed this section please send copy to originator.

Section 6 CONFIRM ACTION HAS BEEN IMPLEMENTED (Supply supporting evidence)

Action closed by:

Date:

Business Ref:

Division and/or Location:

Action Report No:

Date Prepared:		Responsibility of: P Jepps											
Improvement/Concern		Persons Involved										By When	Complete
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Planned Completion Date:													
Task No	Task Description	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Note		ONLY ONE PERSON CAN BE RESPONSIBLE FOR AN ACTIVITY											
		(X = RESPONSIBLE, I = INVOLVED)											

Distribute to: