

Board Meeting Paper	
Nov 18 BM B 02.0	
Purpose of report	<input type="checkbox"/> Decision ¹ <input type="checkbox"/> Discussion / debate <input checked="" type="checkbox"/> Information only ²
Sensitive Information?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If sensitive, protective marking³	
Date of Meeting	13 November 2018
Agenda Item	B 02.0
Report Title	Briefing – Highways England (North West Region)
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1. Briefing

Briefing – Highways England North West

The North West region for Highways England comprises of the Strategic Road Network running through Cheshire, Merseyside, Greater Manchester, Lancashire and Cumbria. Based primarily from Piccadilly Gate, staff also work from a number of other locations including an additional office in Manchester, offices in Preston and Penrith, and the Regional Control Centre in Newton-le-Willows.

Maintenance contracts are split into two areas, being Area 13 (Lancs / Cumbria) on the new asset delivery model via Kier Highways and Area 10 (Greater Manchester, Merseyside and Cheshire), currently on one of the older Asset Support Contracts to March 2019 with Balfour Beatty Mott MacDonald.

Key senior contacts

Alan Shepherd - Regional Director

Tim Gamon - Regional Delivery Director, NW Regional Investment Programme (RIP)

Mike Bull, Smart Motorways Programme Lead Sponsor

RIS 1 (2015-2020) will see £1.5bn invested in the region, including over 80 miles of smart motorway upgrades.

Key major road improvements

M60 J8-J20 smart motorways	Completed
M62 junction 10 (Croft Interchange): motorway to motorway metering pilot	Completed
A556 Knutsford to Bowdon Improvement	Completed
A66 Eden Valley	Current
M57/M58 Switch Island	Current
M6 junctions 16-19: smart motorway	Current
M62 junction 10 to junction 12: smart motorway	Current
M56 junctions 6 to 8 smart motorway	Planned
M6 junction 21a to junction 26: smart motorway	Planned
M62 Junction 20 to Junction 25 Smart Motorway	Planned
A5036 Port of Liverpool Access	Planned
M56 new junction 11a	Planned
M6 junction 19 improvements	Planned

¹ If a decision is required, or you are asking for the paper to be formally noted, please set this out in section 2

² If for information only, please make clear in section 1 **why** this information is being provided

³ ie **OFFICIAL/SENSITIVE**: plus COMMERCIAL / POLICY / MANAGEMENT-STAFF / PERSONAL PROTECT

Issues

The region contains several major roads including the M6, M60 and M62. All have currently or have recently seen major roadworks on them as can be seen in the table above. This has caused issues for road users in the region, especially on the M60 as a prime commuter option and usually contains huge traffic volumes of drivers making regular, repeat journeys.

The M60 scheme has been recently completed but was affected by delays of several months. Transport Focus achieved a significant win for road users by securing a delayed start to the M62 10-12 scheme until roadworks had been removed from the M60, which adjoins them. However, the sheer number of roadworks in the region is still very high and also suffers from adjoining regions roadworks issues in the Midlands and North East / Yorkshire regions.

Additionally, road users in Greater Manchester are currently experiencing further roadworks issues just off the SRN, by the A57 Manchester and Salford Inner Relief Route improvement scheme (MSIRR). This is being undertaken by Manchester and Salford City Councils over the next 12 months and has attracted many column inches of negative press, causing many issues for commuters and other users, including the Manchester United football team arriving late for matches recently.

The A57 works adjoin the M602 on the SRN, which is in turn connected to the current M62 10-12 scheme and therefore compounds the delays and issues for road users.

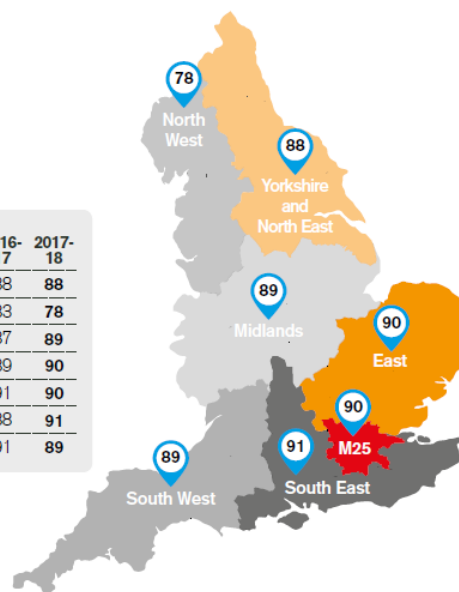
Regional performance

Current NRUSS results for the region show overall satisfaction at 78%.

Overall satisfaction by region

The highest overall satisfaction was in the South East region with a three percentage point increase from 2016-17 to 91 per cent. Satisfaction in the North West continued to decline to a new low of 78 per cent, mainly due to a reduction in the scores for motorway roadworks management and safety.

Satisfaction by region (%)	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Yorks and North East	93	91	89	89	86	88	88
North West	91	91	87	83	84	83	78
Midlands	93	93	91	87	89	87	89
M25	89	88	88	89	90	89	90
East	92	93	92	92	92	91	90
South East	89	88	89	88	89	88	91
South West	89	86	89	86	91	91	89



This shows that the region scores the lowest of all Highways England regions. Transport Focus has worked extensively with the region to understand the reasons for this and to encourage improvement of the scores generally. Seemingly, a combination of the M60 smart motorway roadworks, the M6 roadworks in Cheshire and a disproportionately higher number of road commuters in the region (and typically using these roads to commute) have been cited as causes for these results. The region also expects that the new SRUS scores with far greater numbers of road user interviews will provide a better opportunity to understand what the issues are.

At the time of writing, SRUS figures show the region achieving an overall satisfaction score of 75%. While lower than NRUSS, this is true of all regions. The Midlands region have 73% overall satisfaction on SRUS, making this the lowest scoring region and elevating the North West slightly amongst its peer group.

The region engages extensively with Transport Focus across a number of areas, including:

- North West Regional Board meetings (presentations on research findings)
- Customer steering group and working group monthly meetings
- North West smart motorways joint communications monthly meeting
- Regional ride out days / issues log
- Invites to speak to internal staff (e.g. recent customer service week).

Positive outcomes

In the summer a HGV hit a concrete bridge support on the M6 in Lancashire. Through monitoring social media, Transport Focus acquired a level of sentiment from road users to how the incident was handled. One positive area to report was the extensive road user welfare that was deployed to trapped traffic and those stuck off network on diversion routes.

We had previously pressed the region, through discussions with their Emergency Planning Manager to how ready they were for major incidents involving users stuck in trapped traffic. This is an area of strength for the region to build on for future incidents.