

## Appendix 2 - Highways Maintenance

### O Hara Bros and GW Highways

The borough has been split into two geographical areas for highways scheme and planned maintenance works. O'Hara Bros are in the north of the borough and GW Highways are working in the south of the borough.

O'Hara are also responsible for reactive activities across the whole borough. This includes reactive maintenance repair, cyclical gully cleansing, reactive gully inspections and Emergency Call Out (out of hours).

Performance is measured through the contract by performance indicators as listed below. O'Hara's have more PPI as they also deliver our reactive maintenance and gully works.

### O Hara Bros – LOT 1 North

		2023/24											
PPI no.	PPI Title	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
PPI 1	Percentage of Cat 1 defects repaired on time	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
PPI 2	Percentage of Cat 2 defects repaired on time	99.00	88.00	86.00	93.00	91.00	97.00	85.00	70.00	60.00	55.00	67.00	
PPI 3	Percentage of ECOs attended and appropriate action taken on time	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
PPI 4	Percentage of works complying with the TMA requirements	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
PPI 5	Delivery of Gully Cleaning to Programme	63.20	68.50	99.30	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
PPI 6	Percentage of Construction and Demolition waste reused or recycled												
PPI 7	Percentage of recycled and / or green products procured												
PPI 8	Percentage of Minor Tasks and Schemes completed on Time	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
PPI 9	Percentage of Scheme where defects were rectified within the required time	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
PPI 10	Percentage of Quotations provided within the required timescales	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
PPI 11	Timely Response to Early Warnings and Compensation Events	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
PPI 12	Percentage of Actual Spend Against Profile Spend	108.00	100.00	100.00	171.00	100.00	100.00	110.00	114.00	100.00	116.00	87.00	

**Note:** March figures not available when preparing briefing

### GW Highways – LOT2 South

		2023/24											
PPI no.	PPI Title	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
PPI 6	Percentage of Construction and Demolition waste reused or recycled			98%			98%			96.43%			97.34%
PPI 7	Percentage of recycled and / or green products procured			98%			98%			98%			98.5%
PPI 8	Percentage of Minor Tasks and Schemes completed on Time	N/A	N/A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
PPI 9	Percentage of Scheme where defects were rectified within the required time	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	100%	100%
PPI 10	Percentage of Quotations provided within the required timescales	N/A	100%	100%	100%	100%	100%	100%	97.8%	100%	100%	100%	100%
PPI 11	Timely Response to Early Warnings and Compensation Events	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	100%	100%
PPI 12	Percentage of Actual Spend Against Profile Spend	N/A	N/A	N.A	N.A	N.A	N/A	N/A	N/A	102%	98%	96%	98%

## O'Hara Bros

Performance has generally been consistently good, particularly for scheme work and planned carriageway / footway maintenance. Snagging for completed works has been minimal, which shows a high level of quality for works. This is reflected in the number of residents' compliments received for completed works.

Performance for reactive maintenance has areas for improvement. After a slow start to the cyclical gully cleansing programme, where the contractor took a few months to get up to speed, they have now hit 100% for performance for the last 10 months. This means they are achieving and often exceeding the required number of monthly gully cleanses.

For reactive repairs, O'Hara have achieved 100% for Cat 1 defects repaired on time.

This is high priority repair within 7 days of inspection. Performance for Cat 2 defects is much less impressive. With priority given to repairing the high volume of Cat 1 defects, they have struggled to meet the 98% target for Cat 2 repairs. However, many of the fails have been for road markings and the inclement weather has impacted performance. They have also been marked down for missing the deadline for updating Symology for completed works, which would have given them a higher score. Use of the Brent App to report highway defects has generated higher volumes of work that requires additional resource to meet the peaks in work.

To address performance in Cat 2 defects O'Hara have committed to providing further resources, improving performance on updating Symology and training their operatives to use handhelds on site to record and update Symology upon completion of the repair.

### Headlines:

- 4,168 reactive repairs during first 12 months
- 1,781 carriageway "pothole" repairs (from the above total)
- 131 large carriageway patch repairs
- 11 carriageway resurfacing schemes
- 9 footway surfacing schemes
- 36 Vehicle crossings

## **GW Highways**

Like O'Hara, GW Highways have performed impressively over the first year of the contract. Their work is of high quality requiring minimal snagging and they have also received a number of complimentary correspondences from residents.

### Headlines:

- 11 carriageway surfacing schemes
- 5 footway surfacing schemes
- 47 vehicle crossings
- Kensal Corridor Scheme (ongoing)