



Complete Agenda  
**Asiant Cefnffyrdd Gogledd a Chanolbarth Cymru**  
**North & Mid Wales Trunk Road Agent**

North and Mid Wales Trunk Road Agency

Time Not Specified, Monday, 16th October, 2023,

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Agenda

1. **Joint Committee Report**

(Pages 2 - 44)



## **Asiant Cefnffyrdd Gogledd a Chanolbarth Cymru** **North & Mid Wales Trunk Road Agent**

# **Joint Committee Report**

**16<sup>th</sup> October 2023**



Yn gweithio ar ran  
**Llywodraeth Cymru**  
Working on behalf of the  
**Welsh Government**

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## **1 Introduction**

- 1.1 This report provides information on the topics, which come under the particular terms of reference of the Joint Committee. The reporting period is for the first 6 Months of the 2023/24 financial year.

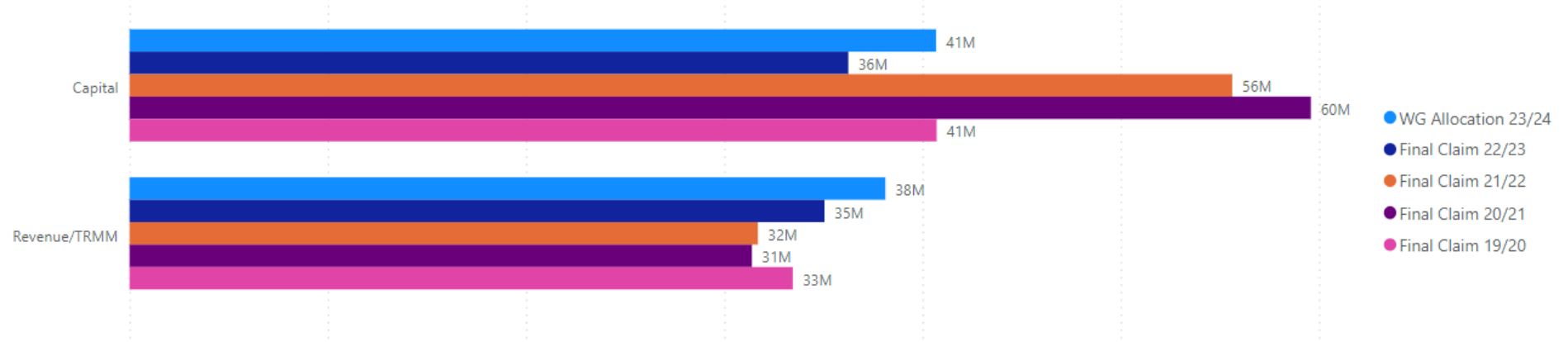
## **2 Work Allocation to Local Authority Service Provider Units**

- 2.1 Work continued to be allocated to all Partner Authorities (PA) across the main functional areas of the Agency for Consultancy Services and Works in accordance with the NMWTRA Service Delivery Agreements (SDA's). All PA's are working to a programme of delivery, with delivery of the first cyclic maintenance programme and all necessary reactive maintenance to 19<sup>th</sup> September.

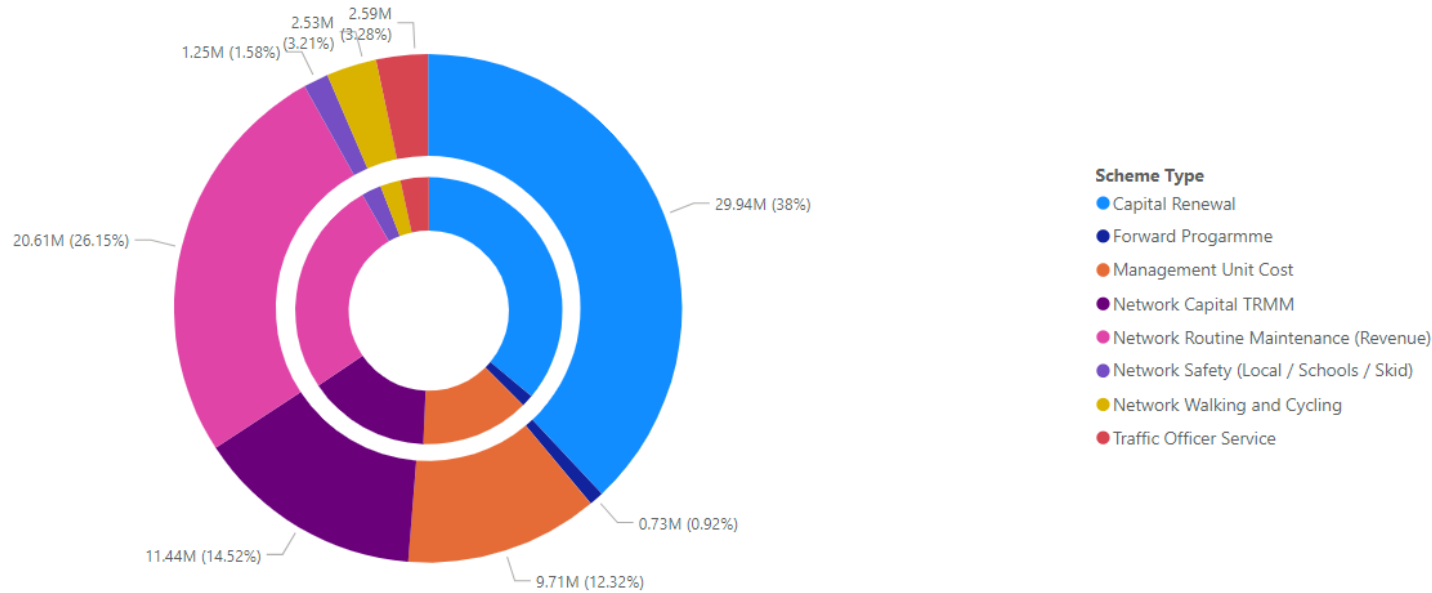
A programme of capital delivery is also being implemented through the NMWTRA PA Consultancies and Consultancy, Surfacing and Contractor Frameworks. Forecast capital throughput is however, at a reduced level when compared to the exceptional levels achieved during 2020/2021 and 2021/2022 financial years. Forecast capital expenditure at £41m is consistent with the out-turn capital expenditure for 2019/20. When inflation is taken into account this is a reduction in capital expenditure. WG have indicated that there may be an in-year increase in capital budgets due to other departmental underspends. This may improve the capital position for 2023/24.

- 2.2 Financial status and forecasting for all main expenditure areas is provided in the following figures:

**Figure 1**  
**NMWTRA Final Claim Costs 2019/20 to 2022/23 and 2023/24 WG Approved Allocation**



Page 5

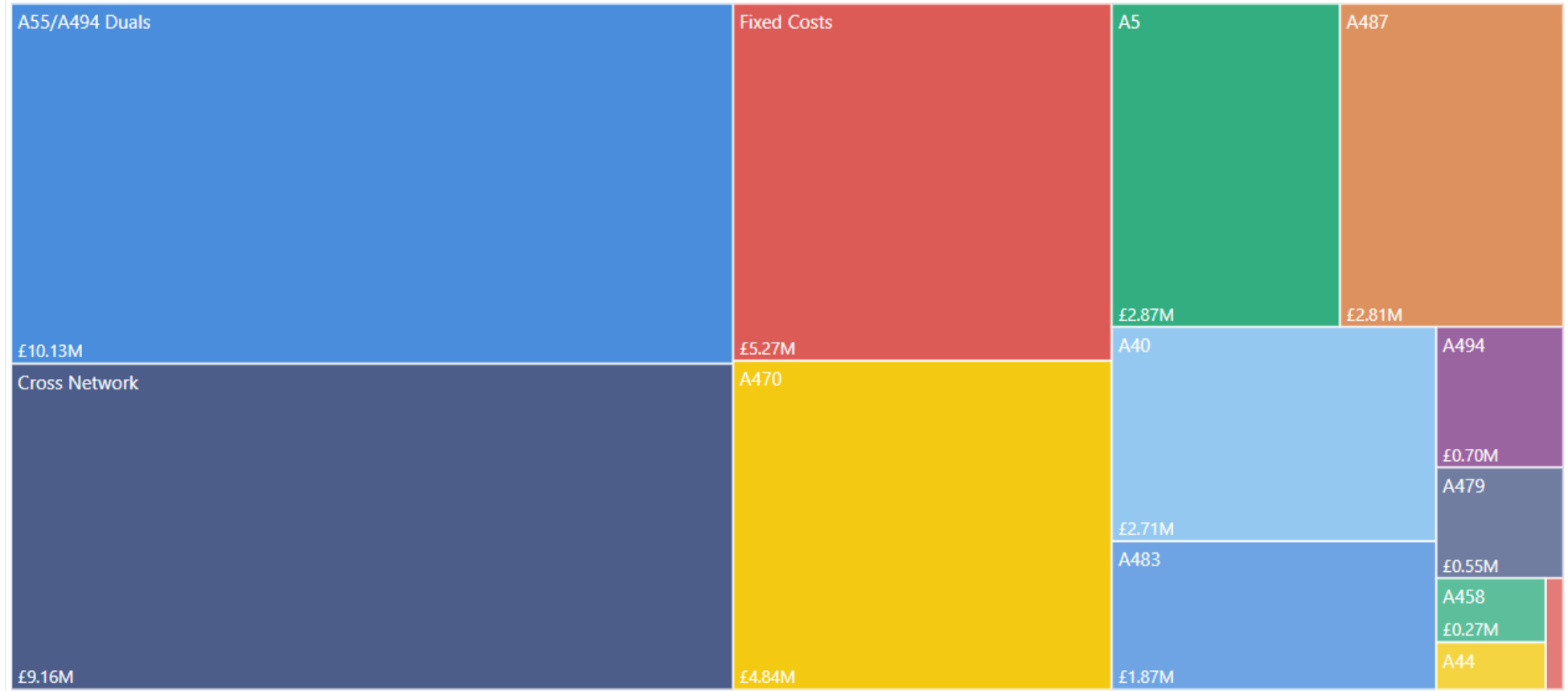


**78.81M**  
 WG Allocation 23/24

**71.30M**  
 Final Claim 22/23

Figure 2

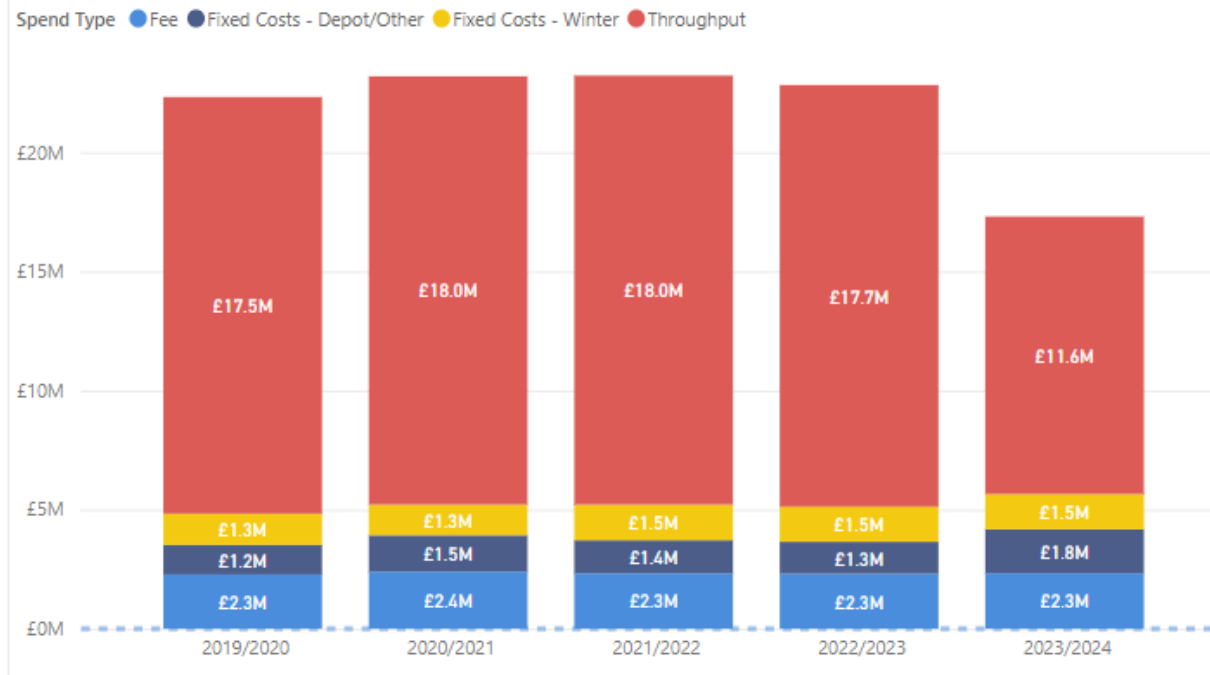
NMWTRA 2023/24 Expenditure (Committed to date) by Route



*Cross Network/Other: includes Energy / Inspection / Asset Management / All Cat 1 Spend*

**Figure 3**

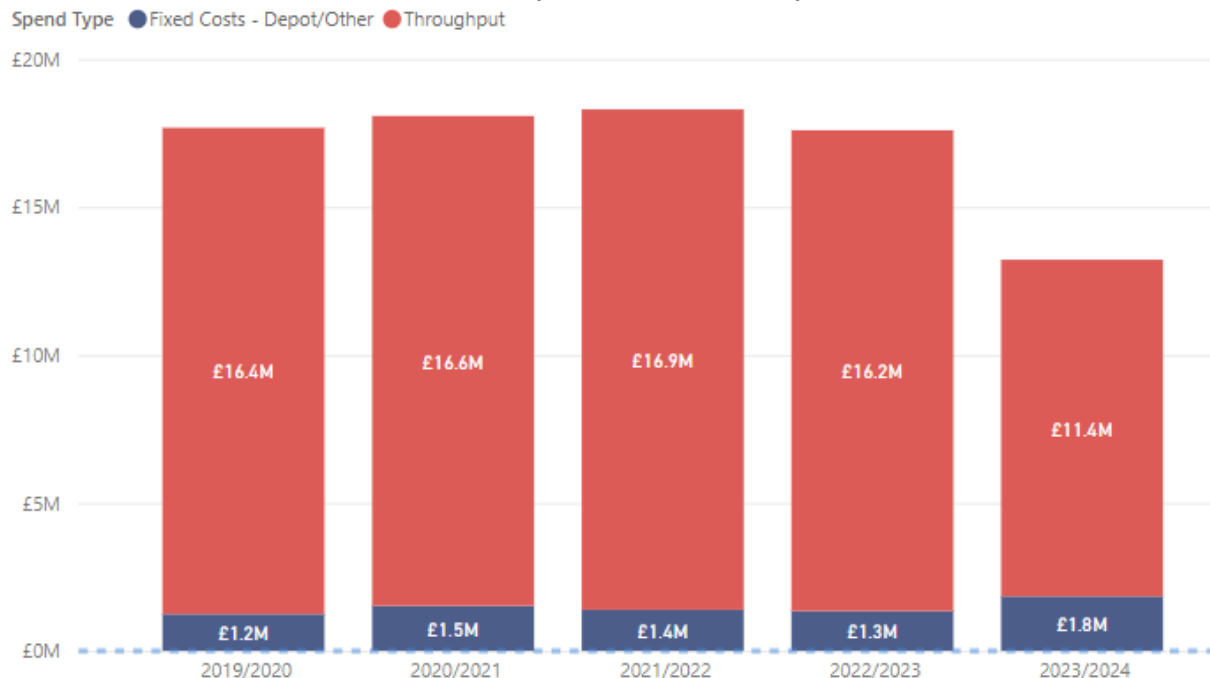
**All PA Works Unit Combined Costs – Expenditure for 2019/20-2022/23 and 2023/24 (Committed to date)**



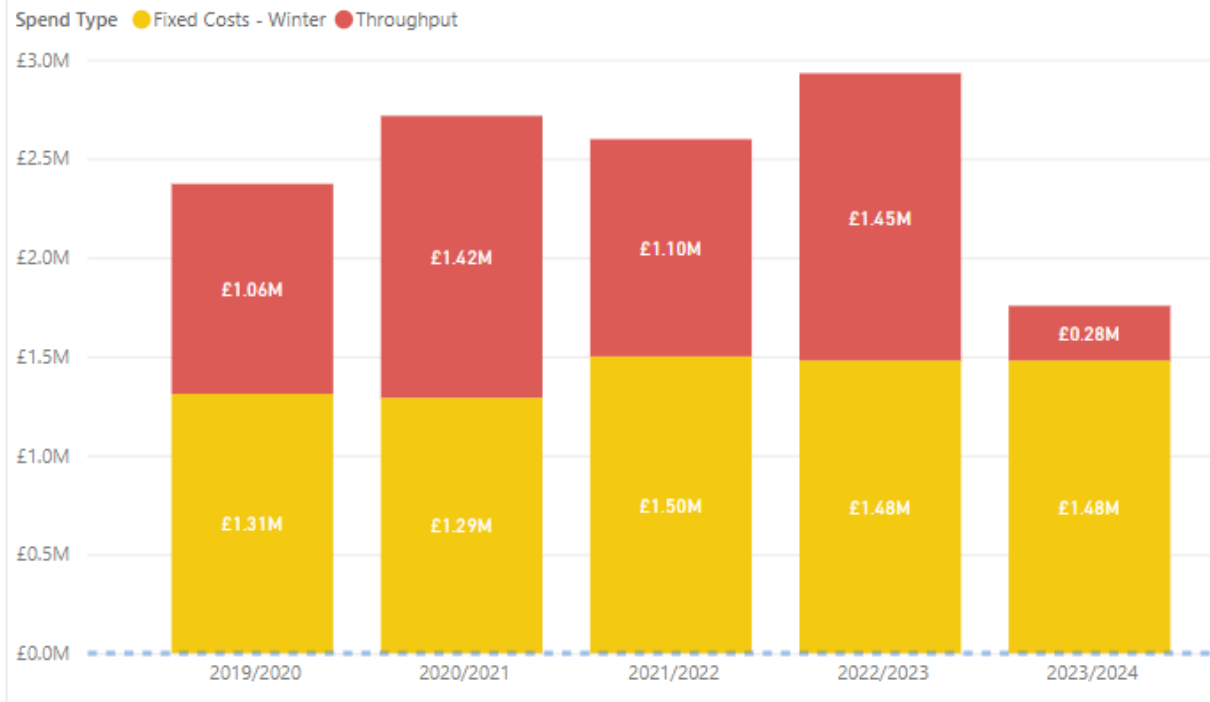
Note for info- increase in 23/24 fixed costs is primarily due to 22/23 extraordinary inflationary uplift of £523k

**Figure 4**

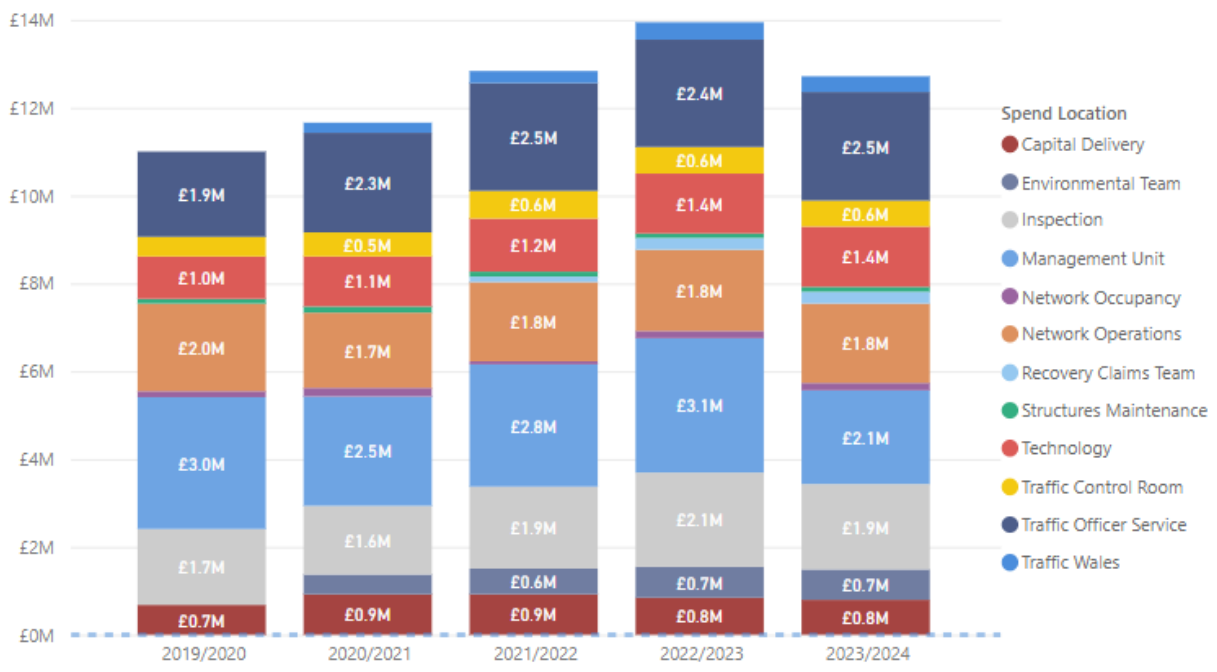
**PA Works Unit Costs Excluding Winter and Fee - Expenditure for 2019/20-2022/23 and 2023/24 (Committed to date)**



**Figure 5**  
**Winter Service - Expenditure for 2019/20-2022/23 and 2023/24 (Committed to date)**



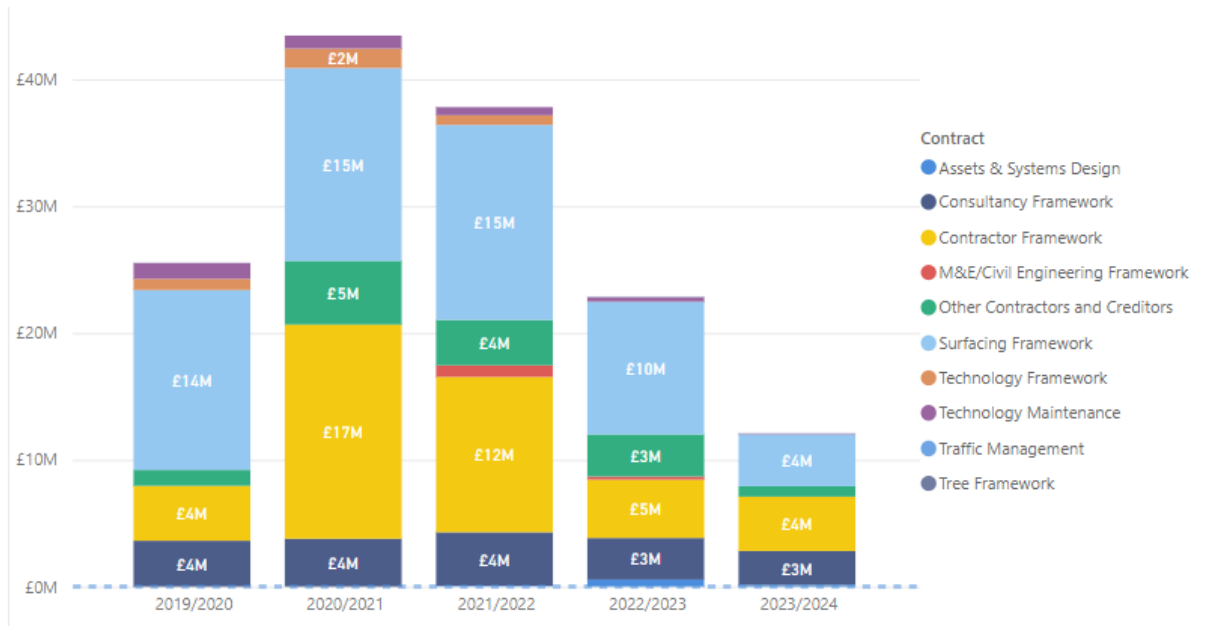
**Figure 6**  
**NMWTRA Direct Costs by Function 2019/20 to 2022/23 and 23/24 Committed to date**





**Figure 7**

**Capital Expenditure by Type for Framework and Other Contractors (excludes PA's) 2019/20 to 2022/23 and 2023/24(Committed to date)**



Contract	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024
Assets & Systems Design			£60,942.42	£552,100.10	£129,171.08
Consultancy Framework	£3,616,230.46	£3,775,579.57	£4,227,056.28	£3,286,408.01	£2,679,621.58
Contractor Framework	£4,331,100.31	£16,884,978.38	£12,245,347.51	£4,593,690.87	£4,278,103.14
M&E/Civil Engineering Framework			£918,368.52	£252,619.40	£3,894.08
Other Contractors and Creditors	£1,245,096.35	£5,021,156.79	£3,572,962.44	£3,301,419.38	£802,918.88
Surfacing Framework	£14,189,122.80	£15,203,390.35	£15,372,662.13	£10,460,018.13	£4,084,854.98
Technology Framework	£881,551.10	£1,538,076.35	£761,775.68		
Technology Maintenance	£1,255,360.17	£1,016,719.35	£635,474.45	£354,549.81	£56,568.70
Traffic Management	£7,687.68	£1,360.00	£2,880.00	£13,000.00	£9,404.82
Tree Framework		£3,341.39	£9,600.69	£21,286.85	£20,000.00
<b>Total</b>	<b>£25,526,148.87</b>	<b>£43,444,602.18</b>	<b>£37,807,070.12</b>	<b>£22,835,092.55</b>	<b>£12,064,537.26</b>

### **3. Partnership Arrangements**

3.1 The partnership continues to work well with good levels of collaboration and performance.

#### **3.3 Service Delivery Agreement (SDA) Implementation**

The SDA continues to provide the basis for assessing PA performance and compliance against defined performance criteria to implement the WGTRMM requirements. PAs are generally continuing to achieve good levels of compliance in most areas.

#### **3.4 The Partnership Risk Register**

This has been reviewed and updated to identify risks to the NMWTRA Partnership and to demonstrate that on-going actions are being implemented to manage and mitigate risks wherever possible. The Partnership Risk Register is attached as Appendix A.

### **4. Welsh Government Traffic Wales Service (TWS)**

4.1 The Traffic Wales Service (TW) covers the whole of Wales reporting on both Trunk Road Agent areas (NMWTRA and SWTRA). TW continues to provide a highly effective communications service informing the public of travel restrictions and safety messages.

4.2 Data illustrating the half year service delivery performance and coverage is included in Appendix B this shows continued growth and improved effectiveness of the service.

### **5. Welsh Government Traffic Officer Service (TOS)**

5.1 The Traffic Officer Service continues to provide enhanced resilience to the A55/A494 and A483 dual carriageway corridors with typically more than 10,000 incidents being dealt with annually.

Summary half year performance data for the service is included in Appendix C.

### **6. Department's Representative to the Welsh Government's A55 Design Build Finance and Operate (DBFO) Contract**

6.1 NMWTRA continues to provide this service to Welsh Government using in house staff resources. The DBFO contract between Welsh Government and UK Highways Ltd applies until December 2028. NMWTRA are continuing to work with UK Highways (UKH) to deliver the complex hand back process that needs to be concluded prior to the end of contract at which point operational and maintenance responsibilities will pass to WG and NMWTRA. Atkins consulting engineers are progressing with the assessment of residual life aspects of all assets on the project road in order to agree a

programme of remedial measures with UK highways to ensure contractual residual life is achieved at handover.

- 6.2 During the reporting period Menai suspension bridge has been operating with a 7.5 T weight restriction. There have been a number of non-compliance issues with the restriction and WG/NMWTRA/UKH have been developing measures to try and improve compliance and reduce risk to the bridge. UKH are progressing with a scheme to replace the permanent hangers with works due to commence early autumn 2023. Works will also include full refurbishment of the bridge in advance of its bicentenary in 2026.

## **7. Satisfying WG Requirements with regard to the Agency Agreement**

- 7.1 The Trunk Road Management Unit (TRMU) is responsible for ensuring that WG requirements as specified in the Agency Agreement (WGMAA) are satisfied. No issues regarding delivery of WGMAA requirements have been raised by WG in the reporting period with very positive comments being received from WG and Ministers regarding the way NMWTRA and its Local Authority partners are performing.

## **8. Agency Steering Group**

- 8.1 An Agency Steering Group meeting was held on the 23<sup>rd</sup> of May 2023. Topics discussed included:

### **8.2 Financial and Programme Update 2022/23 / Financial Update 23/24**

Update provided by WG on budgets. Revenue pressures remain. £60m for SRN. Safety related NTPD Schemes are prioritised and can proceed. No indication of any additional budget. 23/24 Financial Update Next financial year looks similar. WG currently drafting report for Portfolio Board for approval. Agents to continue to work to the draft programme until informed further by WG.

### **8.3 Roles and Responsibilities / Functions Review Update.**

Work is continuing with the Agents. The findings of the outfacing review will be tested with internal WG branches by end of June to see whether this will work - Further engagement will be undertaken with both Agents thereafter. The IDD interface in terms of elements in the way WG deliver schemes will be reviewed to ensure a more consistent approach.

### **8.4 MAR Programme/Roads Review**

WG Portfolio Board now set up and chaired by Peter McDonald (Director of Transport) which includes all departments and TFW. Overarching budgeting linked to transport strategy, WSP have been commissioned to look at prioritising the MAR programme. Draft expected w/c 28/5/23. WG to set up meetings in July and October to discuss further with Agents

### **8.5 Resources – WG/SWTRA/NMWTRA**

Both Agents confirmed the recruitment process was still very challenging. NMWTRA confirmed that they were in a slightly better position than 6 months ago due to work

undertaken to develop existing staff for future leadership roles and implementation of the apprentice scheme.

## **9. TRMU Quality Management Systems (QMS)**

- 9.1 The Agent's continued compliance with ISO 9001 (Quality Management System), ISO 14001 (Environmental Management Systems) and 45001 (Occupational Health & Safety) will be tested by BSI during audits to be conducted in September 2023.
- 9.2 During the reporting period the Agent also successfully retained its ISO 27001 (Information Security Management Systems) accreditation for the Traffic Wales IT Infrastructure service provision. One minor nonconformity was identified during the Audit. The next ISO 27001 BSI audit scheduled in July 2024.

## **10. Partner Authority Performance**

### **10.1 PA Works Units**

Performance against Category 1 Defects (CAT1), which are those defects that present an immediate hazard to the travelling public, continues to be under scrutiny due to this being a high-risk activity for WG, NMWTRA and its PA's. This is particularly relevant to the 24hr period required to "Make Safe" the defect. The performance statistics continue to demonstrate that performance targets are being met consistently and this has reduced the associated risks to WG, NMWTRA and PA's. PA Works Unit performance reporting for 2023/24 to 19<sup>th</sup> September is shown in Appendix D.

## **11. PA Consultancies**

- 11.1 Consultancy half year progress and performance reporting for 2022/23 is included in **Appendix E.**

## **12. Private Sector Frameworks**

- 12.1 NMWTRA framework contracts continue to work well with good performance being achieved by contractors and consultants. A summary report outlining the status of the NMWTRA Frameworks is included in Appendix F.

## **13. Continuous Improvement**

- 13.1 A number of continuous improvement initiatives have been progressed during the reporting period to include:

13.2 NMWTRA has now completed an updated five-year business plan for 2023 to 2028. The plan has been developed in collaboration with NMWTRA staff and the Agency management Team (AMT). The plan focusses on four main themes as follows:

- People
- Environment
- Function
- External Opportunities and Threats.

13.3 A copy of the plan is included with the Joint Committee documentation. NMWTRA/WG have undertaken surfacing trials with Hogan's utilising Recovered Asphalt Planings (RAP) as a method of recycling planing arisings from resurfacing projects. Early indications are that the trials have been succesful and this will enable a reduction in the use of virgin aggregates improving the sustainabiliy of surfacing operations across Wales.

13.4 NMWTRA are preparing to undertake a trial 'Condition Survey' of the network in North Wales. These will be video surveys using high definition cameras mounted to existing inspection vehicles. The proposals will reduce risk and improve efficiency within the NMWTRA Inspection Team, provide WG with road surface condition gradings that will allow them to prioritise maintenance interventions.

13.5 Working with WG, NMWTRA has improved the recording of roadkill of animals on the SRN. Records are now held in the WG IRIS system and will help to inform new environmental risk, mitigation measures or improvements on the network.

#### **14. Disputes under Clause 9.6 of the Partnership Agreement**

14.1 Clause 9.6 of the Partnership Agreement sets out an escalation process for the resolution of disputes that may arise between the TRMU and PA's. Such disputes may be referred to the Joint Committee for determination if they remain unresolved.

14.2 There are currently no issues, which have been escalated under this process for the Joint Committee's consideration.

## **APPENDIX A**

### **NMWTRA Partnership Risk Register**

No	RISK	Probability	Impact	Risk Score: Prob x Impact	EFFECT OF RISK	RISK OWNER	RISK ACTION	MITIGATION TO DATE	Probability	Impact	Risk score following mitigation Prob x Impact
1	Failure to meet WG service delivery requirements.	4	4	16	1. Dependent upon the nature and extent of failure, potential WG actions are :- a) Agency to implement corrective action plan b) Change of service provider for underperforming service areas c) Termination of Agency.	Lead and Partners	1. Maintain performance within required WG target levels.	1. Regular monitoring of performance by TRMU and WG. 2. Agency/WG Steering Group identifies and addresses potential problems. 3. Maintain compliance with Quality Management Systems. 4. Joint Committee scrutiny role. 5. Audit regime implemented. 6. Revised SOR implemented and confirmed as preferred procurement model by WG. 7. Robust inter PA and private sector benchmarking. 8. Fixed-fee commissioning implemented for consultancy services with appropriate market testing. 9. Satisfactory performance confirmed by external WG auditors. 10. Implementation of SDA 2016 improves clarity of requirements 11. Routine reporting at Head of Service Meetings against SDA performance criteria. Identified issues being addressed. 12. Development of performance dashboard and monthly performance reporting 13. NMWTRA's Business Development system now matured and being used proactively to manage business development and continuous improvement 14. Improved risk management processes and system implemented	1	3	3
2	Failure to meet WG Financial management requirements.	4	4	16	1. Failure to meet WG budgetary requirements 2. Potential significant reputational damage to Agency and PA's which could threaten the future of the Agency. 3. Inability to optimise budgets 4. Detrimental effect on PA cash flow 5. Diminishing opportunity for additional in-year funding from WG due to perceived underspend of existing budget.	Lead and Partners	1. Maintain performance within required WG target levels. 2. Address Works Ticket backlog and improve completions to achieve 80% target within 10 days	1. Commitment Accounting system established by TRMU 2. New SOR implemented combined with monthly invoicing. 3. Surety of cost in Schedule of Rates and priced briefs. 4. Audit regime implemented. 5. Implemented fixed-fee commissioning basis for consultancy services with payment on milestone completion. 6. Revised Technical Administration SDA implemented 7. Works Ticket backlog raised with PA Heads of Service. 8. Works ticket completion levels significantly improved. 9. Performance dashboard and Power BI being used to monitor and report against service delivery performance	1	4	4
3	Termination of Agency by WG as a result of political decision.	3	5	15	1. Termination of Partnership. 2. Potential significant loss of income. 3. Potential significant staffing implications. 4. Potential significant loss to local economy.	Lead and Partners	1. Sustain performance and reputation of Agency and PA provision. 2. Continuous improvement to demonstrate value for money. 3. Harmonisation of Schedule of Rates and delivery processes. 4. Adoption of best practice methods of working to improve efficiency of operations. 5. Deliver NMWTRA April submission cost reduction business cases. 6. Deliver WG stretched target cost savings. 7. Evidence and report cost savings to WG Auditors to be	1. Major WG review completed... 2. NMWTRA April 2015 submission and business cases accepted by WG. 3. Key Agency Model change Business Cases have been implemented successfully April 2016 4. Secondary efficiency savings linked to Model Change now being realised. 5. Cost savings assessed against 2016/17 outturn costs demonstrate target savings have been achieved subject to WG audit. 6. Final cost savings 2017/18 achieved and report submitted by Agents for Ministerial Advice	1	5	5

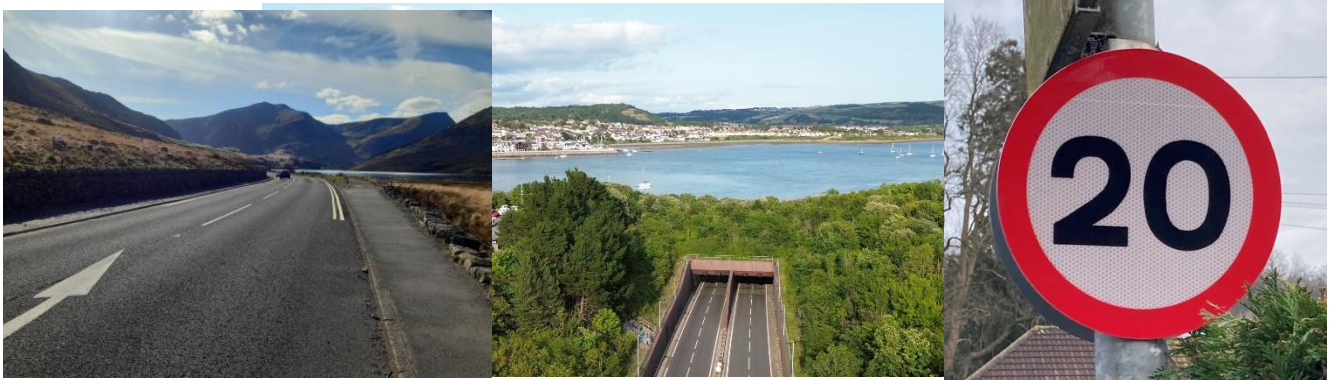
No	RISK	Probability	Impact	Risk Score: Prob x Impact	EFFECT OF RISK	RISK OWNER	RISK ACTION	MITIGATION TO DATE	Probability	Impact	Risk score following mitigation Prob x Impact
							undertaken - pending WG decision				
4	One PA withdraws from Partnership	2	3	6	Threat to service provision on Trunk Road network within the affected county.	Lead and Partners	1. Revised Partnership Agreement would be needed. 2. Would need to review extent of service provision by the departing PA. 3. Would need to reallocate work to other PAs or Private Sector supply chain. 4. TRMU would need to maintain continuity of service 5. Address Denbighshire partial withdrawal	1. Partnership Agreement Clause 12 covers this risk - revised Partnership Agreement can be agreed by the remaining Authorities. 2. Partnership Agreement Clause 6 covers cross border working. 3. Private Sector supply arrangements in place via Frameworks if needed. 4. Successful re-allocation of DCC network by agreement with Partners	2	3	6
5	Significant dispute between Lead Authority and Partners	2	2	4	Threat to service delivery	Lead and Partners	1. Follow escalation process	1. Partnership Agreement Clause 9 defines escalation process.	1	2	2
6	Welsh Government requirements for local government regional partnerships / collaboration.	4	4	16	1. Potential change to supply chain structure and size and associated change processes may affect future service delivery 2. Potential impact on business continuity	Lead Authority and Partners	1. Monitor proposals with Partner Authorities	1 Revised NMWTRA model is compatible with regional arrangements	4	2	8
7	Compliance with Service Delivery Agreement	4	4	16	1. Risk from HSE/Police Road Deaths investigation following fatal incident. 2. Risk of environmental prosecution. 3. Reputational risk to WG, NMWTRA and PA. 4. Non-compliance with SDA.	Lead Authority and Partners	1. Establish accredited quality management systems for ISO9001, ISO14001, OHSAS18001 and relevant Sector Scheme accreditations.	1. All PA's fully compliant. 2. NMWTRA providing assistance through working group and NMWTRA Health and Safety Manager 3. Refer to 2P above. 4. All PA's now compliant with accredited QMS systems in place 5. Use of performance dashboard	1	4	4
8	NMWTRA and PA staff resource succession planning	3	4	12	Increasing difficulty in recruiting and retaining suitable professional and technical staff and skilled operatives	Lead and Partners	Establish training and apprentice posts within staffing structure to generate future staff resources. Improve recruitment processes	1. NMWTRA have initiated apprentice scheme across all service delivery areas. Also now recruiting into trainee technician posts with support for further education and vocational training. 2. Recruitment process now utilising web based services (Linked in and Jobs websites)	3	3	9
9	Sustain Ministerial Cost Savings	3	4	12	Threat to public sector delivery model if continued value for money cannot be demonstrated	Lead Authority and Partners	Maintain appropriate level of cost management through Schedule of Rates payment mechanism. Effective benchmarking of key functional areas to be further developed and implement best practice and efficiency improvement opportunities	1. SoR review due for completion to streamline and improve usability 2. Update benchmarking exercise being undertaken 3. Regular meetings with PA operational and senior staff to address delivery, performance and cost management issues. 4. Additional WG requirements and associated costs separated from cost saving baseline	3	3	9



No	RISK	Probability	Impact	Risk Score: Prob x Impact	EFFECT OF RISK	RISK OWNER	RISK ACTION	MITIGATION TO DATE	Probability	Impact	Risk score following mitigation Prob x Impact
10	Outcome of the WG Roads Review may impact capital delivery programme	3	4	12	May reduce Partner Authority consultancy workload in the short to medium term pending alternative active travel and climate change projects being commissioned.  Resources may be diverted or lost which may reduce capability and capacity to undertake alternative commissions	WG /Lead Authority and Partners	NMWTRA to track outcome of the Roads Review and inform PA's. PA's to develop skills / capability in line with Welsh Transport strategy objectives regarding active travel, climate change and asset major maintenance renewals.	<ol style="list-style-type: none"> <li>1. Early reporting on Roads Review outcomes being sought from WG</li> <li>2. PA's being advised on changes to project type in line with WTS</li> <li>3. Forums with CECA Wales and WG being established to determine nature of projects that may be taken forwards</li> </ol>	3	3	9
11	Outcome of Major Asset Renewal (MAR) Programme Review	3	3	9	An increase in a risk-based approach to maintenance functions may potentially reduce some workstreams for PA's	NMWTRA/WG	NMWTRA to assist WG in developing new Trunk Road Maintenance Requirements (WGTRMM) to ensure correct balance between safety, cost and environment is achieved. Any changes to maintenance regimes to be managed through a transition process with alternative workstreams being identified e.g. increased environmental works.	<ol style="list-style-type: none"> <li>1. NMWTRA in discussion with WG and awaiting content of the Lugg Report</li> <li>2. Meeting scheduled with WG to discuss implementation of Lugg report recommendations and MAR for Sept 2023</li> </ol>	3	3	9

## **APPENDIX B**

### **Traffic Wales Service Highlights and Data Analysis 2023/24**



**Communications Highlights**

**2023 May to August**

**6.5k calls answered**

**Approximately 266 emails dealt with on average per month**

**63k social media followers**

**710k website visits 7% increase compared with same period in previous year**

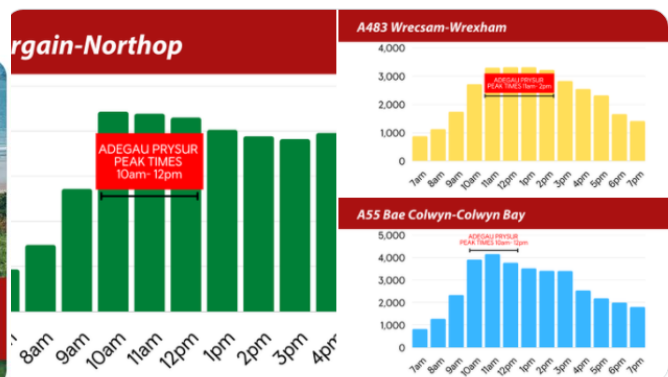
**Summer Campaigns**

We launched our summer safety campaigns to influence driver behaviour from April throughout summer.

The Traffic Wales team have been utilising traffic flow and congestion data to better predict traffic hotspots in advance of bank holiday weekends to try and improve network capacity. This information is then shared with the public so that they can avoid the busiest times.

☀️ We're aware that travelling during the **summer** heat can sometimes be very uncomfortable, especially if you get stuck in traffic! Here are our **summer safety** driving tips to stay cool when travelling across the network. 🇬🇧

[bit.ly/3lCkLq0](https://bit.ly/3lCkLq0) #PlanAhead #StaySafe



**Preparing for 20mph rollout**

From May onwards we've been working closely with project teams from across Wales to keep the public up to date about the roadworks required to prepare the trunk road infrastructure. Most of the works took place during the summer months to be ready for the September and to lower the traffic impact on schools.



We published the timings of works and the types of traffic management necessary at each site in advance so that the public could plan ahead, and disruption could be minimised as much as possible.

We collaborated closely with colleagues in the Welsh Government to create a suite of communication assets that explained the speed limit change to the

public and internal partners.

### Collaborating with partners to improve parking issues at Ogwen

We worked with Eryri NPA, local authority colleagues and community organisations in the Ogwen area to promote sustainable travel and tourism by introducing innovative measures which included improving public transport links, installing further parking restrictions and car park sensors to improve the visitor experience for locals and tourists.



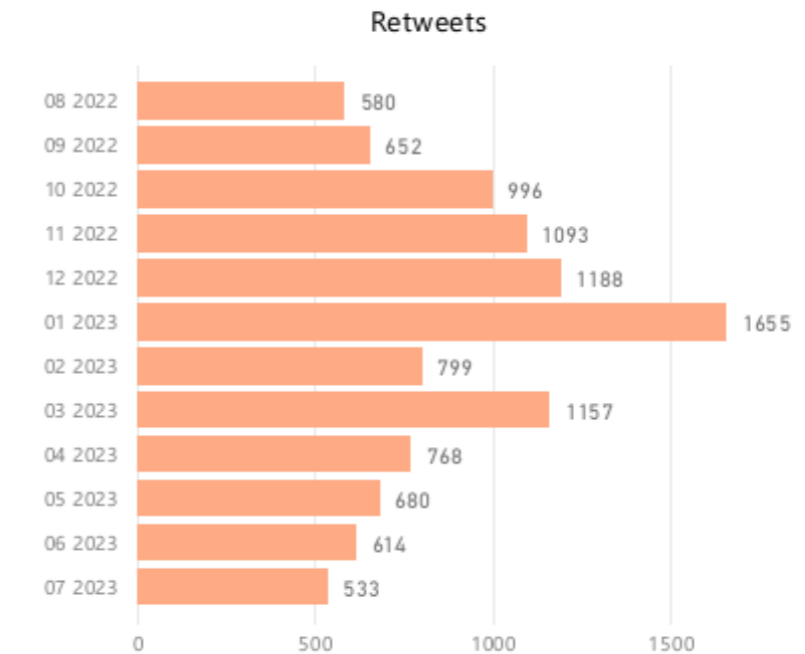
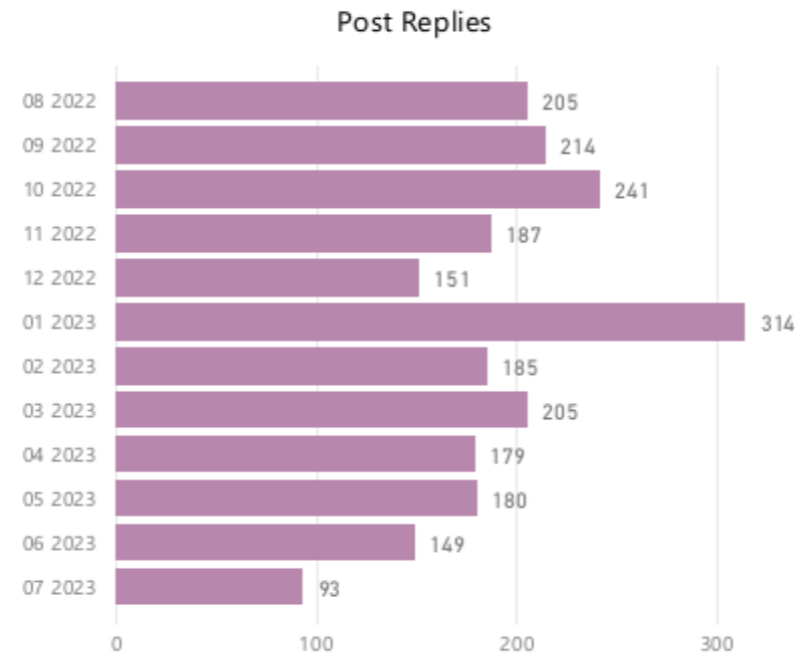
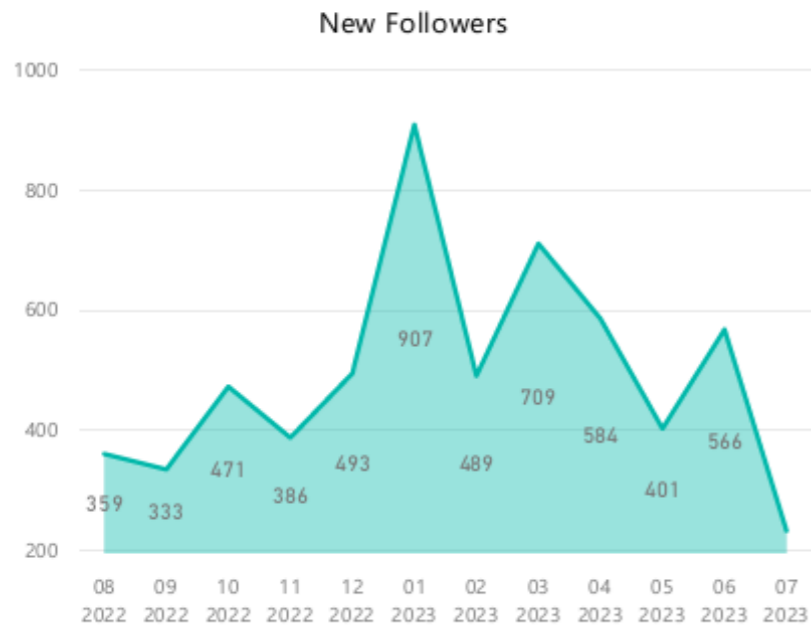
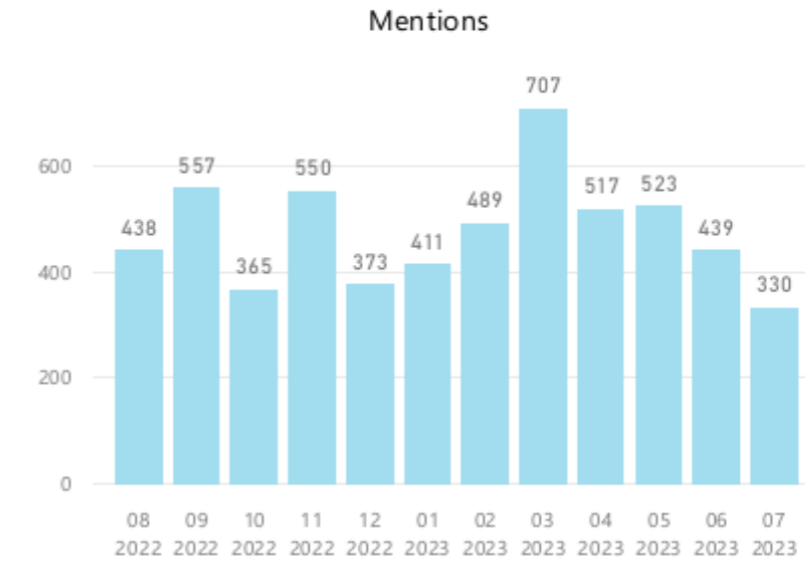
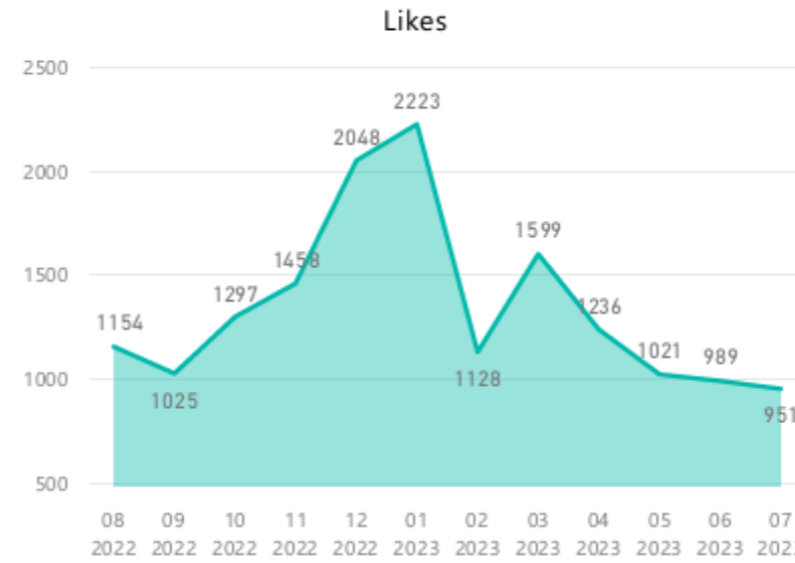
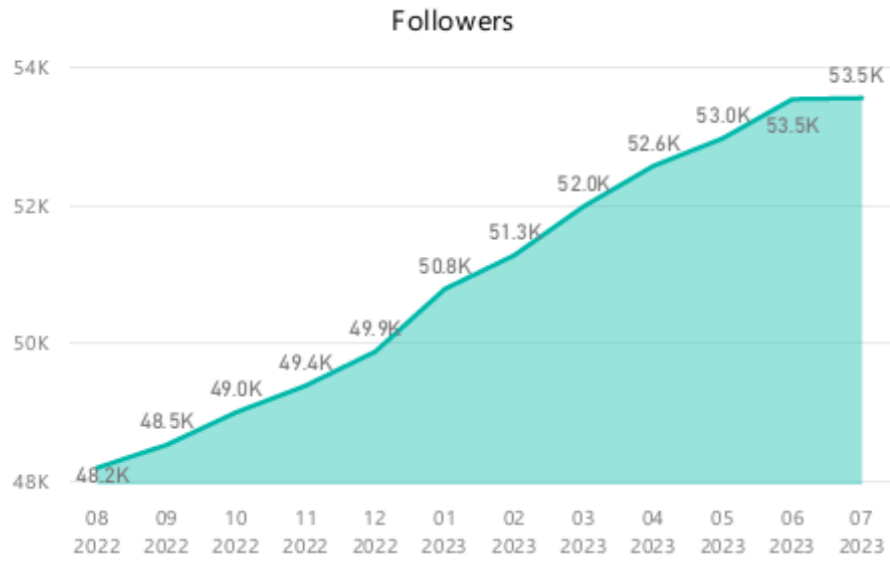
show clearly where parking is restricted in problematic areas, particularly during the peak season to ensure visitors can find the area to enjoy the stunning scenery and outdoor activities.

North and Mid Wales Trunk Road Agent said:

Working closely with partners to address irresponsible parking at Ogwen. We hope that these measures, together with last year's parking improvements, will ensure that everyone can enjoy this area. We encourage those travelling in the area to plan ahead and to park responsibly."

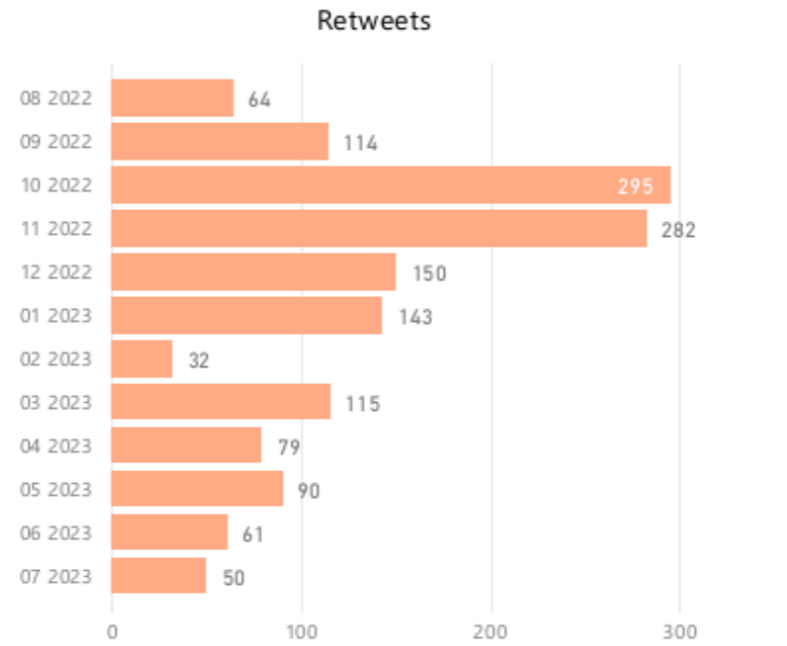
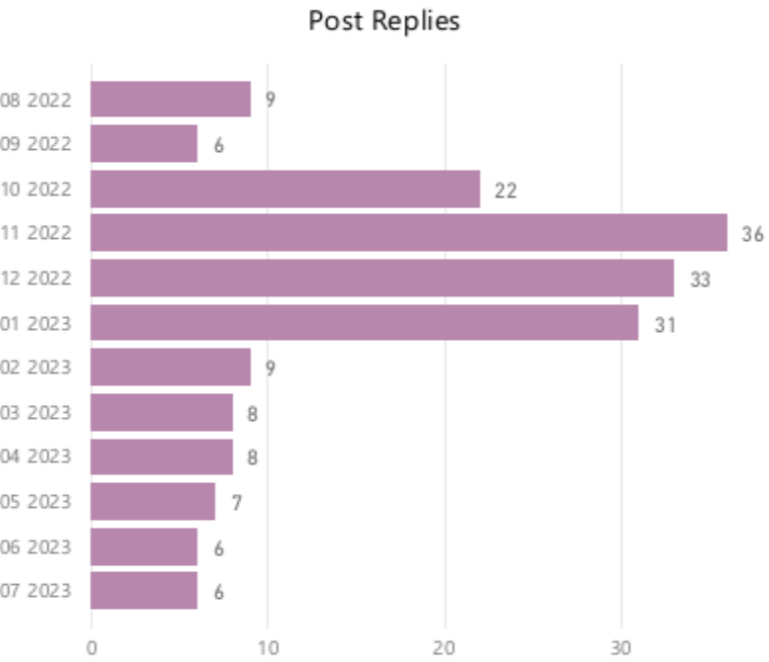
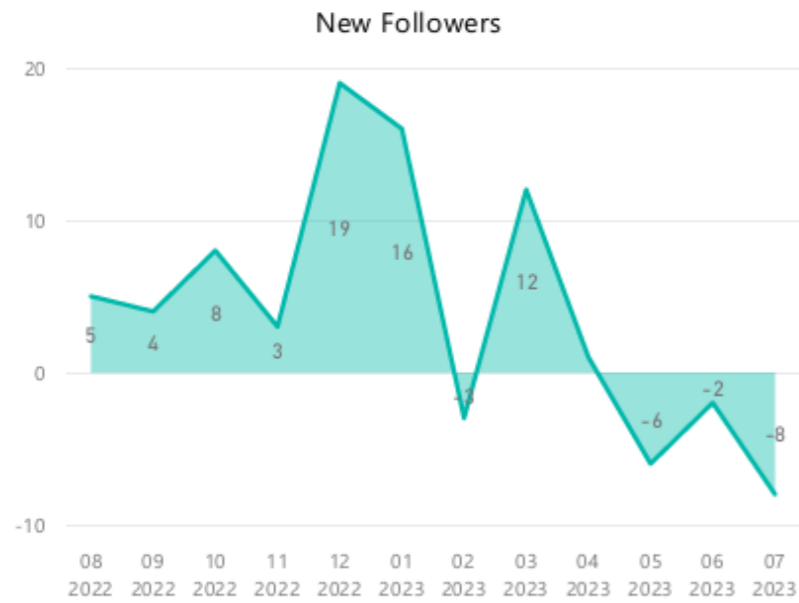
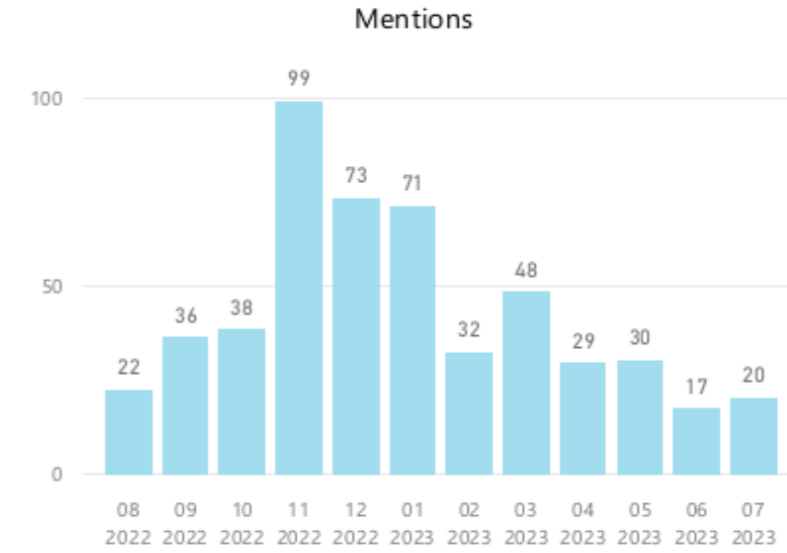
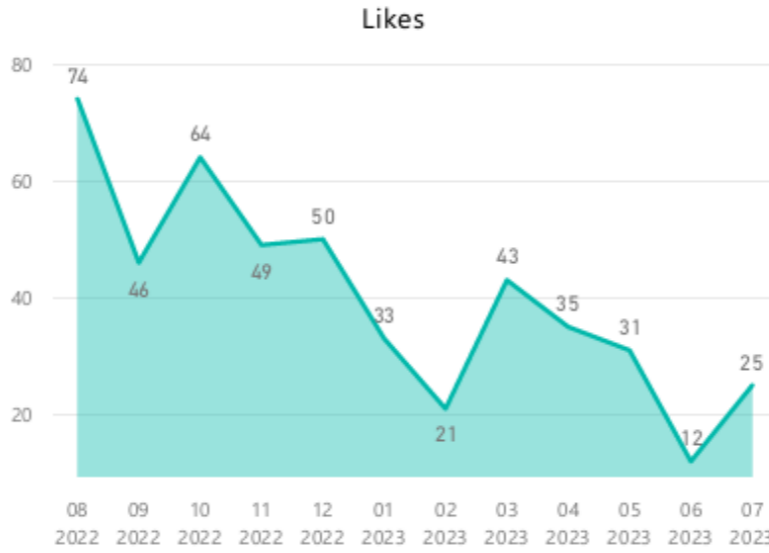
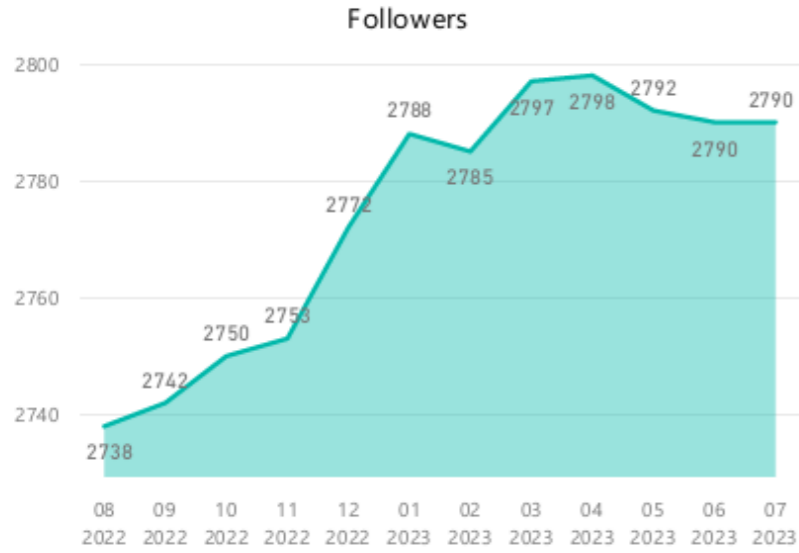


16129 Likes  
2303 Post Replies  
5699 Mentions  
10715 Retweets  
5929 New Followers





483 Likes  
181 Post Replies  
515 Mentions  
1475 Retweets  
49 New Followers



## **APPENDIX C**

### **Traffic Officer Service Report**

**Operations Unit (WG Traffic Officer & Control Room Functions)**

In January 2023 the Agent undertook a review of the Operations Unit and identified potential for improvements to Control Room staffing arrangements. A business case was submitted to Welsh Government in June to increase Control Room full time staffing numbers from 9.5 to 12, thereby providing 3 staff on each of the 4 teams. This improved Service resilience, management of increased service demand, and associated welfare benefits was achieved at neutral revenue cost through a reduction in overtime cover. Welsh Government approved the business case and four new members of staff have been recruited and are currently undertaking training.

Work continues to improve cross-border capabilities which will provide Welsh Government Traffic Officers with the power to operate within England and better manage events affecting or with the potential to affect our Trunk Road Network.

Improvements in prevention of animal incursions, particularly around the A55 Penmaenbach area, have been made. New fence lines and CCTV with Artificial Intelligence which alarms when sheep are approaching the trunk road network have been implemented. This allows for faster recognition and response times to events, thereby enhancing safety and reducing network disruption.

**Data Comparisons for CY 21/22 to 22/23**

Chart One shows traffic counts for Fiscal Year (FY) 22/23 compared to FY 23/24 (to date). For the first 5 months of FY 23/24 there was a net increase of approximately 6.2 million vehicles using the Trunk Road Network than recorded for the same months FY 22/23.

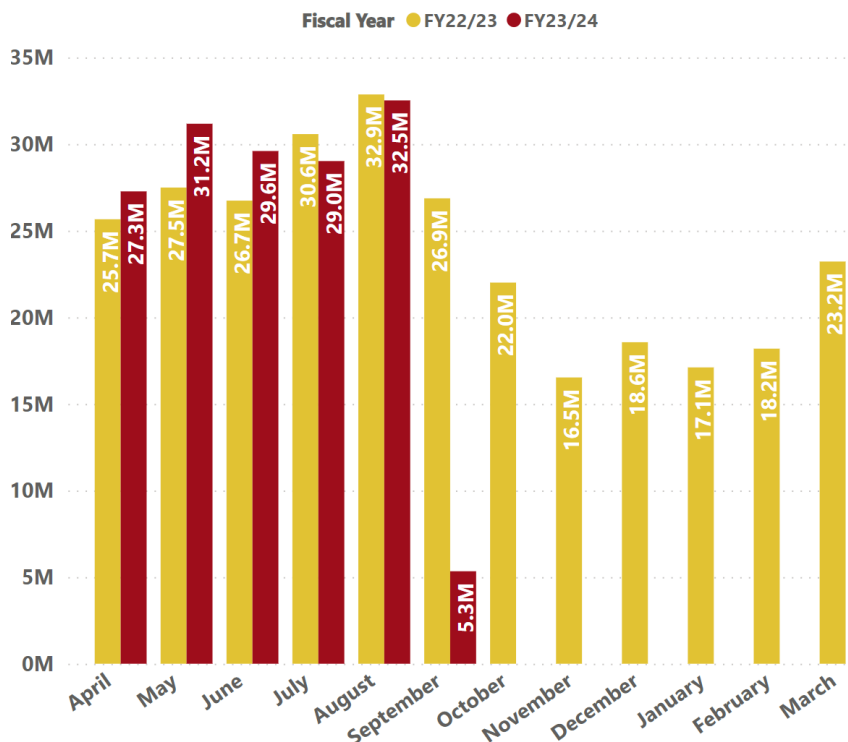


Chart One: Traffic Count (Millions) by Month, Fiscal Year 22/23 to 23/24 (to date), showing a net increase of 6.2million vehicles for the first 5 months of FY 23/24.



Chart Two is a comparison of traffic counts for FY 18/19 to FY 23/34 which shows a step-change increase of traffic counts on the Trunk Road in the past 5-years. For the first 5 months of FY 23/24 there is an approximate 43.3 million increase as compared to FY 18/19, with 9.8 million vehicles more recorded in August. This uplift was seen following the lifting of government restrictions on travel during the coronavirus pandemic and the trend has continued.

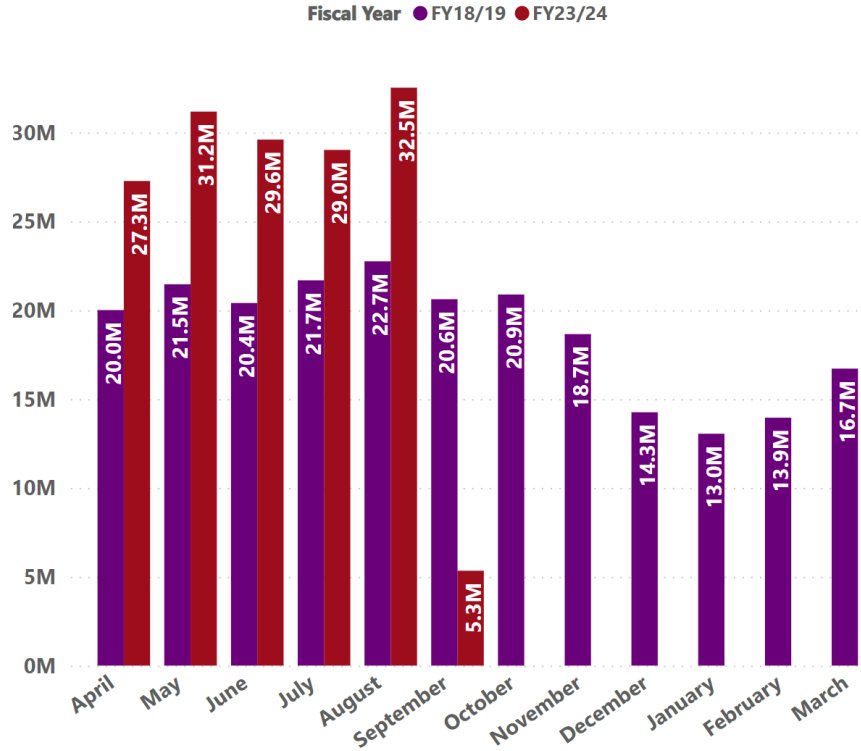


Chart Two: Traffic Count (Millions) by Month, showing a step-change increase of Traffic Counts on the Trunk Road Network in the past 5-years.

Fiscal Year ● FY23/24

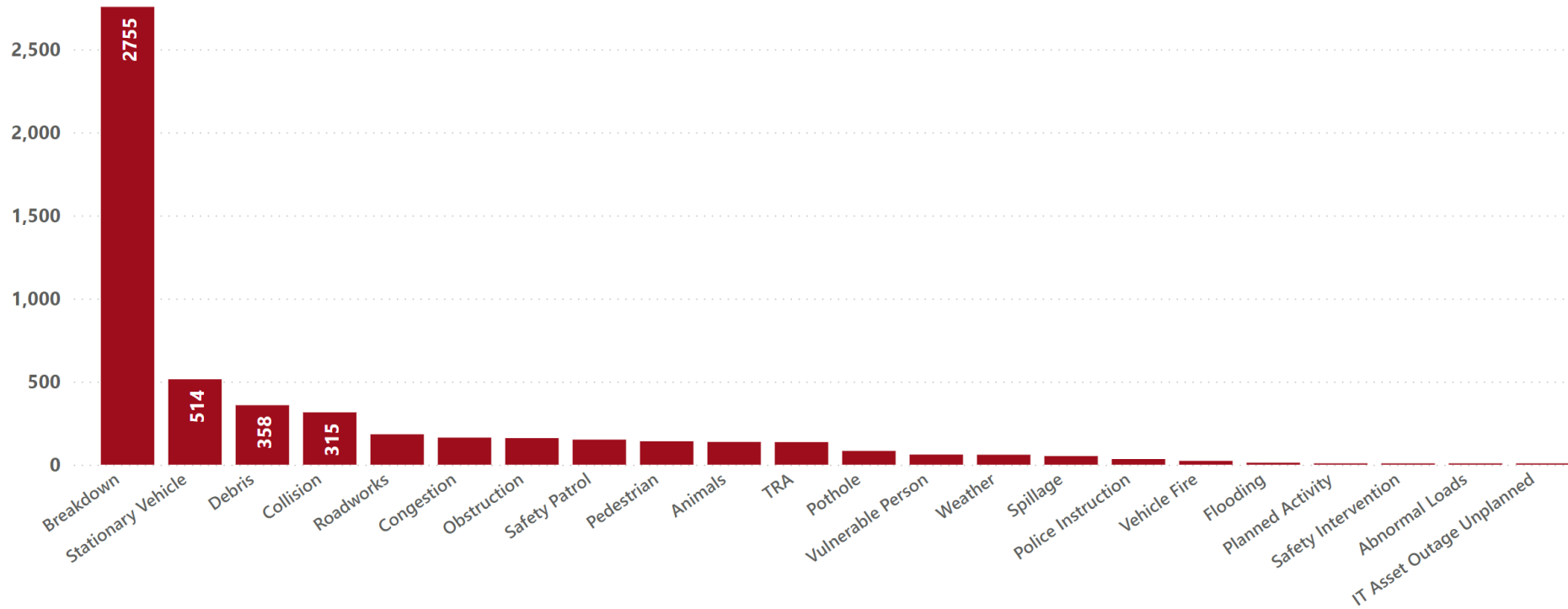


Chart Three: Events recorded by type for FY 23/24 (to date).

Chart Three shows the Operations Unit has during the first 5 months of FY23/24, managed over 2,700 breakdowns, 500 stationary vehicles and 300 road traffic collisions across the network. They have also dealt with a number of pedestrians and animal events across the network which help to keep the Trunk Road Network in North & Mid Wales safe and reliable.

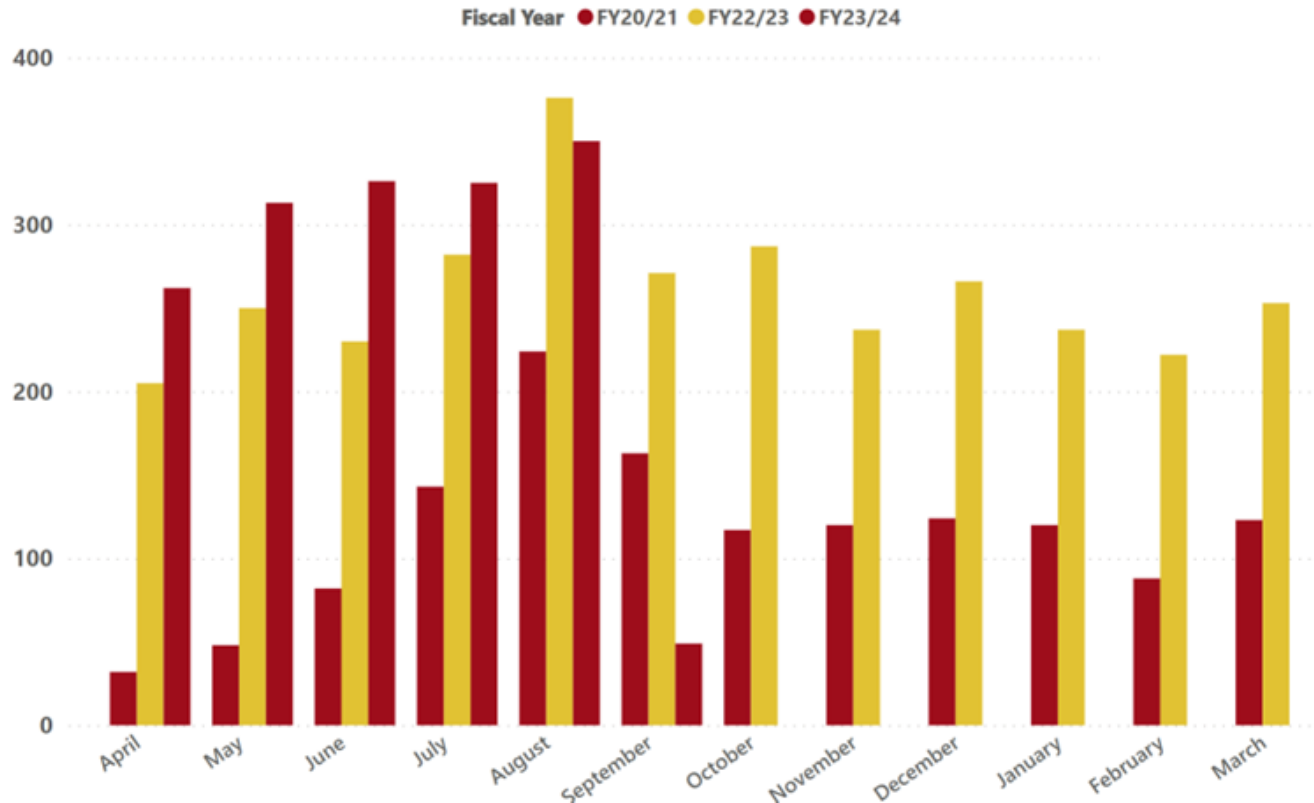


Chart Four: Vehicles Removed by Traffic Officers (Towing / Escorting) FY 21/22, 22/23 & 23/24 (to date).

Chart Four shows a net uplift in vehicles removed (without charge) by Traffic Officers from the Trunk Road Network. The new operational practices implemented August 2022 are now embedded and vehicles broken down on hardstanding areas and closed laybys are now being removed to recognised places of safety, such as service stations and junctions off the network.

**WGTO Service Key Performance Indicators 2023/24**

NMWTRA have the following Key Performance Indicators for the Operations unit.

1. Average time to attend events (Dispatched to Arrive) of less than 20 minutes.
2. 95% of events to be attended (Dispatched to Arrive) within 20 minutes.
3. Average event total time (Dispatched/Arrive to Leaving) of less than 60 minutes.
4. 95% of event total time (Dispatched/Arrive to Leaving) within 60 minutes.

For comparative purposes, National Highways (Highways England) 2020 KPI for Incident Clearance was 85%, achieving 89.1% (ORR February 2021 Benchmarking Report<sup>1</sup>).

***KPI1: Average time to attend events (Dispatched to Arrive) of less than 20 minutes***

**Avg time (m) to attend by month**

Month	FY23/24
April	00:06:51
May	00:08:14
June	00:06:52
July	00:08:55
August	00:10:46
September	00:07:41
October	::
November	::
December	::
January	::
February	::
March	::
<b>Total</b>	<b>00:08:20</b>

Chart Five: ‘Average time (minutes) to attend events by month, FY 23/24’

Chart Five shows WGTO Service **average time to attend to events as significantly lower** than the 20-minutes for KPI1 at 8 minutes 20 seconds for FY 23/24.

***KPI2: 95% of events to be attended (Dispatched to Arrive) within 20 minutes***

For FY23/24 the WGTO Service has **attended to 93% of events** within 20 minutes, which is **2% lower** than the **95% KPI target**. Analysis of data is being undertaken to identify where potential improvements in reduction of response times can be achieved.

**KPI 3: Average event total time (Dispatched/Arrive to Leaving) of less than 60 minutes**

**Total time (m) on Call by Month**

Month	FY23/24
April	00:23:34
May	00:25:26
June	00:25:09
July	00:26:31
August	00:28:23
September	00:29:50
October	::
November	::
December	::
January	::
February	::
March	::
<b>Total</b>	<b>00:25:59</b>

Chart Six: 'Average event total time (minutes), FY 23/24'

Chart Six shows WGTO Service **average event total time** at **less than half of the 60-minute KPI**, at around 26 minutes for FY 23/24.

**KPI 4: 95% of event total time (Dispatched/Arrive to Leaving) within 60 minutes.**

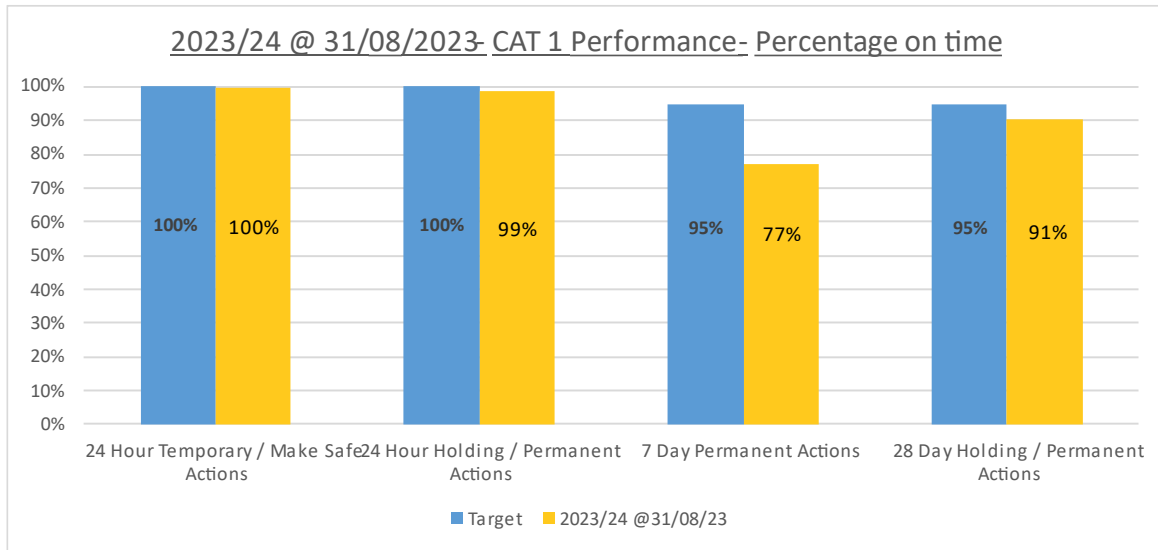
For FY22/23 the WGTO Service has **managed 92% of events** within 60 minutes, **which is 3% lower** than the **95% KPI target**. Analysis of data is being undertaken to identify where potential improvements in reduction of total event times can be achieved.

<sup>1</sup> <https://www.orr.gov.uk/sites/default/files/2021-02/benchmarking-highways-england-2020-progress-report.pdf>

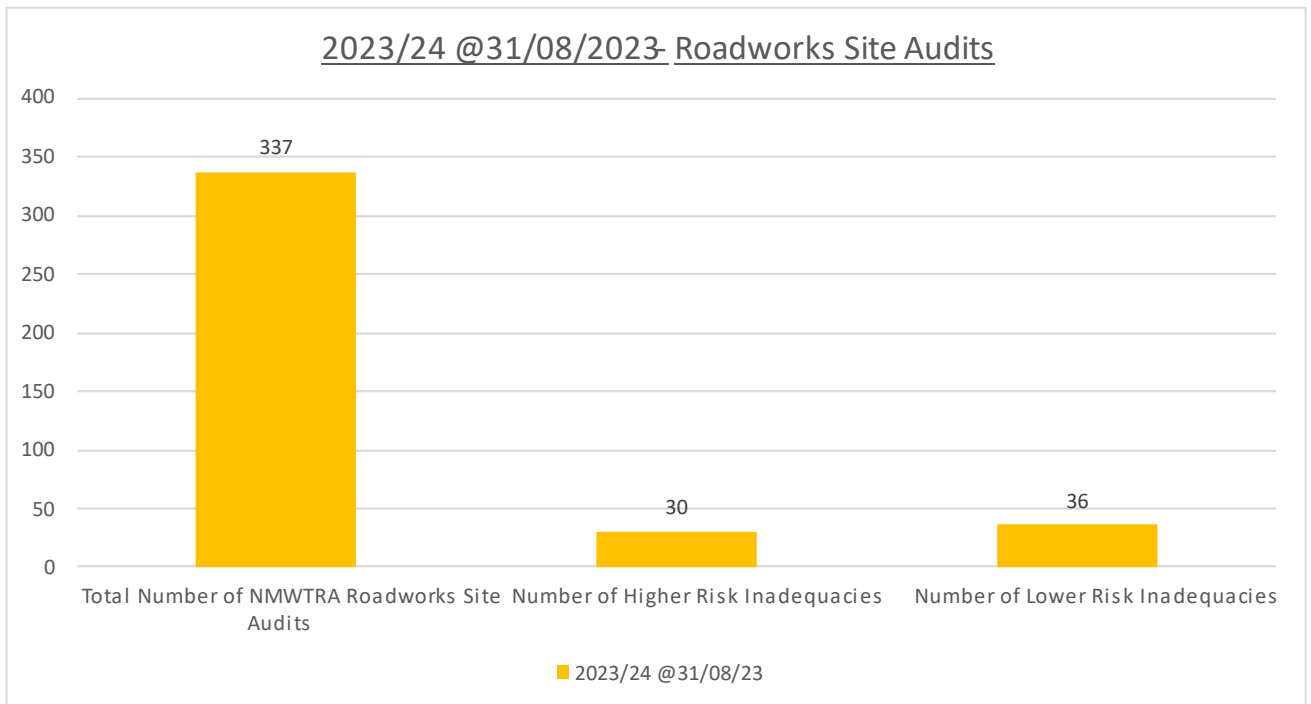
## **APPENDIX D**

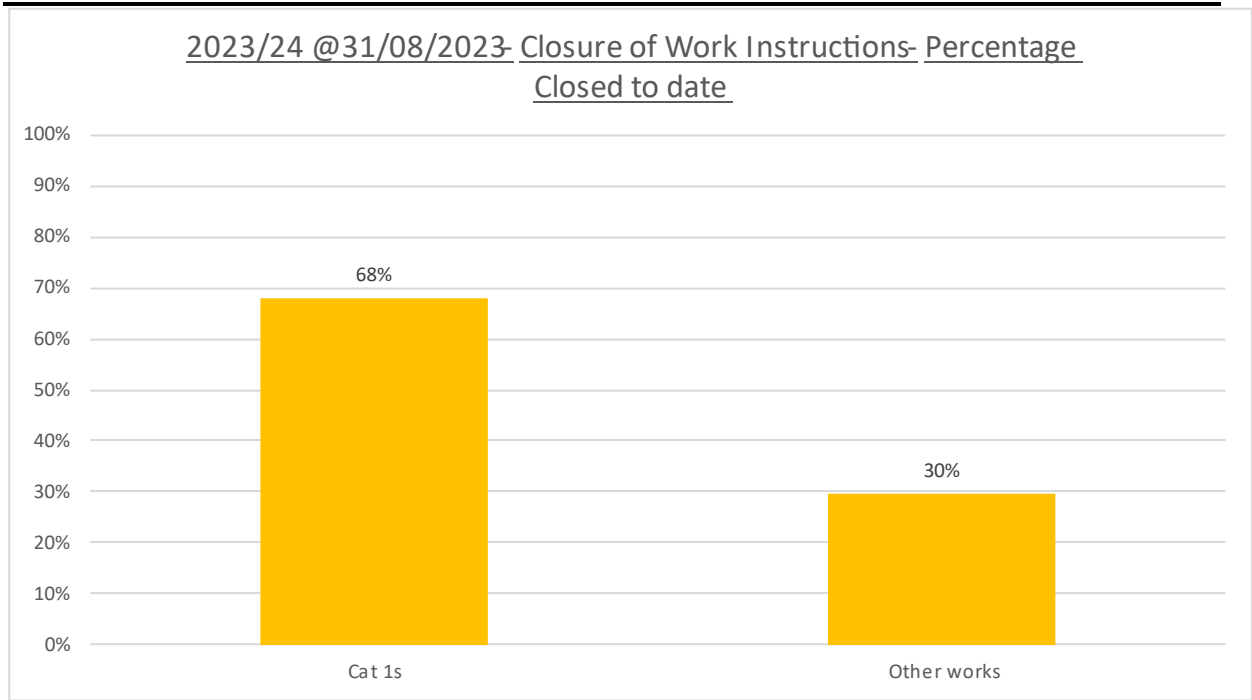
### **NMWTRA 2023/24 Partner Authority Works Performance**

**D1 - Partner Authority Works Performance**



Target	%
24 Hour Temporary / Make Safe Actions	100%
24 Hour Holding / Permanent Actions	100%
7 Day Permanent Actions	95%
28 Day Holding / Permanent Actions	95%







## **APPENDIX E**

### **Partner Authority Consultancy – Progress and Performance Report**

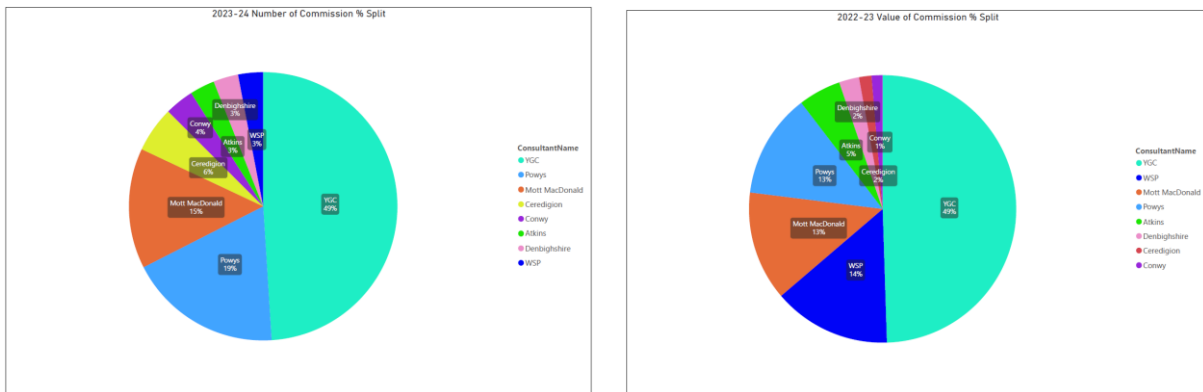
**E1 Capital Delivery Project Review**

**E1.1 2023/24 FY**

NMWTRA have commissioned a total of **200** projects to our Partner Authority and External Consultant supply chain during the first half of 2023/24, with a cumulative value of **£7,303,878.78**; split between the consultants as follows:

ConsultantName	No. Of Commissions	Project Total
Atkins	6	377,119.30
Ceredigion	11	110,079.44
Conwy	7	96,325.84
Denbighshire	6	177,420.79
Mott MacDonald	29	966,091.47
Powys	37	920,815.69
WSP	6	1,041,137.40
YGC	98	3,614,888.85
<b>Total</b>	<b>200</b>	<b>7,303,878.78</b>

**Figure E1.1:** Table shows the No. of commissions and project total value for each consultant to date.



**Note:** YGC’s current project total includes £463k of costs associated with the Welsh Government major project - A55 Abergwyngregyn to Tai’r Meibion Improvement scheme.

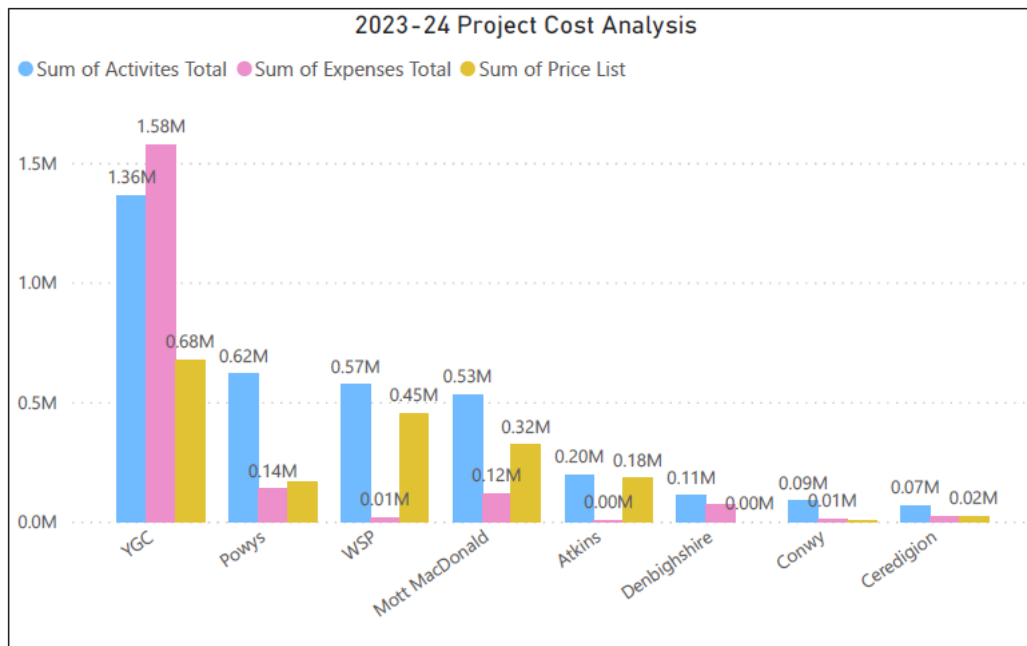
**E2 Project Cost Status**

**E2.1 2023/24 FY**

The cumulative project cost for the first half of 2023/24 includes a split of both internal consultancy cost and external third-party cost that’s associated with each commission. The split between internal and external costs can be seen in the analysis below:

ConsultantName	Sum of Activites Total	Sum of Expenses Total	Sum of Price List	Sum of Project Total
Atkins	196,518.60	600.00	180,000.70	377,119.30
Ceredigion	67,368.54	21,795.00	20,915.90	110,079.44
Conwy	86,528.89	9,427.50	369.45	96,325.84
Denbighshire	108,954.70	68,466.09	0.00	177,420.79
Mott MacDonald	529,449.68	115,767.32	320,874.47	966,091.47
Powys	617,795.19	136,203.48	166,817.02	920,815.69
WSP	572,720.12	14,816.08	453,601.20	1,041,137.40
YGC	1,363,657.48	1,575,943.76	675,287.61	3,614,888.85
<b>Total</b>	<b>3,542,993.20</b>	<b>1,943,019.23</b>	<b>1,817,866.35</b>	<b>7,303,878.78</b>

**Figure E2.1:** Table shows project cost analysis in 2023/24.



**Note:** YGC’s current project total includes £463k of costs associated with the Welsh Government major project - A55 Abergwyngregyn to Tai’r Meibion Improvement scheme.

### E3 Tender Opportunities

#### E3.1 2023/24 FY: Market Testing

NMWTRA have not undertaken any market test during the first half of 2023/24 due to the renewal of the Consultancy Framework in September 2022, and in anticipation of the updated Service Delivery Agreement (SDA) being accepted by the Partner Authorities. Market testing will resume in Q3 and Q4.

#### E3.2 2023/24 FY: Mini-Competition

NMWTRA are undertaking tender assessments of **3 No.** tenders that have been returned recently following a mini-competition exercise, details of which will be shared during the next reporting period.

The tenders were for a range of multidiscipline projects that had an estimated value of £50k and was tendered through NMWTRA’s Consultancy Framework under Lot 2 and/or Lot 3.

### E4 Performance Monitoring

#### E4.1 2023/24 FY

NMWTRA Project Sponsors hold regular project review meetings with consultant Project Managers at various stages of scheme development; these meetings are invaluable to monitor progress, programme, and performance on each commission.

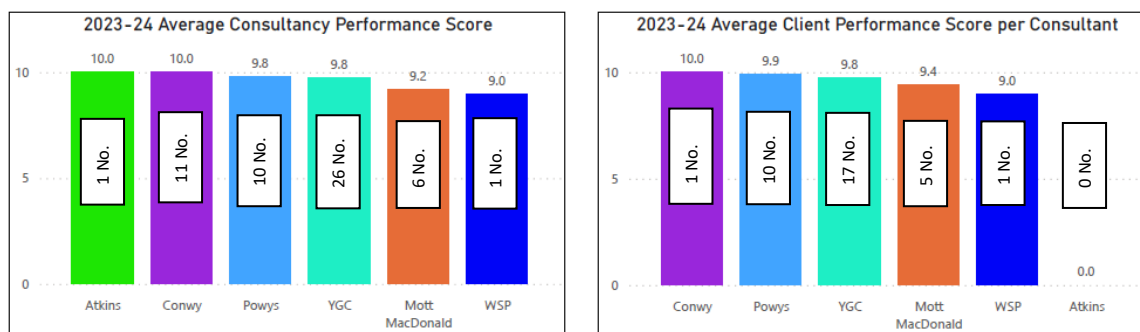
NMWTRA Project Sponsors in conjunction with the consultant Project Managers have completed interim Key Performance Indicator (KPI) assessments for current live projects during the first half of 2023/24, using PMS and its KPI assessment tool, details of which is shown in the analysis below.

The following analysis is based on **45 KPI** assessments being completed by NMWTRA Project Sponsors and **34 KPI** assessment by Consultant Project Managers during the first half of 2023/24:

ConsultantName	No. of KPI Assessments by Client	No. of KPI Assessments by Consultant
Atkins	1	0
Conwy	1	1
Mott MacDonald	6	5
Powys	10	10
WSP	1	1
YGC	26	17
<b>Total</b>	<b>45</b>	<b>34</b>

**Figure E4.1:** Table showing number of interim KPI assessments completed in 2023/24.

Below shows the overall average consultancy and client KPI scores in 2023/24:



All KPI assessments were scored in accordance with the following definitions:

Definition	Scores
Totally satisfied – Performance related to this KPI could not have been bettered	9 - 10
Good - Performance is such that at least 50% of the KPI requirements have been bettered	7 - 8
Neither satisfied nor dissatisfied – the minimum requirements of the commission related to this KPI have been met	4 - 6
Poor - Performance is such that not all of the minimum requirements related to this KPI have been met	2 - 3
Totally dissatisfied – Performance is such that all requirements related to this KPI have failed to be achieved	1
Not Applicable – This was not applicable to the project	N/A

## E5 NMWTRA Capital Delivery – Significant Projects

An update on all Capital projects that are of a strategic and ministerial importance to the Strategic Road Network (SRN) in Wales which are currently being delivered by NMWTRA on behalf of Welsh Government is included below:

### **A494 River Dee Bridge Improvement (NMWTRA/Motts)**

The publication of the orders has been further delayed whilst the scheme is reviewed against each of the four purpose/test as set out in Welsh Government’s response to the Roads Review. Scheme included in Welsh Government’s ‘National Transport Delivery Plan 2022 to 2027’ ref. **SRN 3b**.

### **A55 Junction 19 to Glan Conwy (NMWTRA/WSP)**

The extension to the active travel route along A547 Conway Road has been delayed until January 2025. Scheme included in Welsh Government’s ‘National Transport Delivery Plan 2022 to 2027’ ref. **SRN 5d**.

### **A483 Wrexham J3 – J6 Improvement - KS2 (NMWTRA/Motts)**

All Key Stage 2 activities have now been completed. Scheme renamed as ‘Wrexham A483 multi-modal corridor improvement and city centre connectivity’ and included in Welsh Government’s ‘National Transport Delivery Plan 2022 to 2027’ ref. **SRN 6a**. Scheme is to be delivered between Welsh Government and Wrexham Council.

### **NMWTRA projects subject to the Roads Review:**

Following the publication of the ‘The Future of Road Investment in Wales’ report in February 2023, and the Welsh Government’s ‘National Transport Delivery Plan 2022 to 2027’ commitment to programme and project delivery in Wales (see NTDP Annex 2) would see projects align to the tests set out in Welsh Government’s response to the Roads Review.

The Welsh Government have released 2 No. projects that were included in the ‘National Transport Delivery Plan 2022 to 2027’ to NMWTRA for continuation in 2023/24:

- A470 Caersws - NTDP ref. **SRN 7c**
- A40 Mill Brook Farm, Brecon – NTDP ref. **SRN 7b**

Below is a list of all projects that were subject to the Roads Review and are included in Welsh Government’s ‘National Transport Delivery Plan 2022 to 2027’:

<b>Project Title:</b>	<b>NTDP ref:</b>
A494 Aston Hill	SRN 6h
A487 Dorglwyd Commins Coch	SRN 7a
A40 Mill Brook Farm, Brecon	SRN 7b
A470 Caersws	SRN 7c
A487 Rhiwstaerdywyll	SRN 7d
A487 Llwyn Mafon Reappraisal	SRN 7e
A494 Maesgamedd Road Junction	SRN 7j
A494 Lon Fawr, Ruthin	SRN 7l
A44 Llangurig to Aberystwyth	SRN 7o

Furthermore, NMWTRA had the opportunity to provide comments and feedback on the ‘North Wales Transport Commission - Interim Report’ (June 2023) led by Lord Burns GCB, as well as the ‘Maintaining strategic roads in Wales – The Lugg Review’ (June 2023) led by Matthew Lugg OBE.

The independent reviews/reports will inform other projects included in Welsh Government’s ‘National Transport Delivery Plan 2022 to 2027’, namely:

- Develop and deliver a Major Asset Renewal (MAR) Programme for SRN in Wales – NTDP ref. **SRN 3a**
- A55, A494 and other SRN routes in line with any relevant recommendations of North Wales Transport Commission – NTDP ref. **SRN 6f**

## **APPENDIX F**

### **NMWTRA Framework Contracts Status Report**

**NMWTRA Frameworks, contract procurement  
Status report, September 2023**

<b>1</b>	<b>NMWTRA Frameworks, current status (in chronological order of intended end dates)</b>			
	<b>Framework</b>	<b>NEC contract</b>	<b>Contract Award date</b>	<b>End date</b>
	<b>Traffic Management</b>	NEC4	11 June 2019	11 December 2023* <i>*(term extended into 4<sup>th</sup> and final year, extended by an additional 6 months)</i>
	<b>*Traffic Management Services</b>	NEC4	<i>*currently in tender period</i> Anticipated December 2023	December 2027
	<b>Contractor</b>	NEC4	27 April 2020	27 April 2024* <i>*(term extended into 4<sup>th</sup> and final year)</i>
	<b>Tree Works</b>	NEC4	12 October 2020	12 October 2023* <i>*(+1yr)</i>
	<b>Surfacing and Ancillary Works</b>	NEC4	01 April 2021	31 March 2025* <i>*(+ 1yr + 1yr)</i>
	<b>Highway Assets and System Design</b>	NEC4	08 November2021	30 October 2025* <i>*(+1yr + 1yr)</i>
	<b>Mechanical, Electrical and Civil Works</b>	NEC4	08 November2021	30 October 2025* <i>*(+1yr + 1yr)</i>
	<b>Consultancy Professional Services</b>	NEC4	07 September 2022	06 September 2026* <i>*(+1yr + 1yr)</i>



<b>2</b>	<b>Key Headlines in period (2023 / 2024) and next period (2024 / 2025)</b>
2.1	<p><b>Temporary Traffic Management Framework Contract 2019</b></p> <p>We have extended the current NMWTRA Temporary Traffic Management Framework (due to expire on 11 June 2023) for a further 6 months. End date is 11 December 2023.</p> <p>This is to ensure continuity of services prior to award of the new Framework (para 2.2).</p>
2.2	<p><b>Traffic Management Services Framework Contract 2023</b></p> <p>Currently in tender period, date of tender return is 27 October 2023.</p> <p>Anticipated award date in December 2023.</p>
2.3	<p><b>Consultancy Professional Services Framework Contract 2022</b></p> <p>Start Date is 7 September 2022. The term of the Framework Contract is 2 years, with potential of two 12-month extension periods at the discretion of the Client.</p> <p>The end date of the Framework period is September 2024, extending up to September 2025 or September 2026, if the Client extends the Framework Period.</p>
2.4	<p><b>Surfacing and Ancillary Works Framework Contract, exception increases in prices</b></p> <p>The surfacing industry is experiencing exceptional fluctuation in prices and material supply issues since early 2022.</p> <p>We have applied an exceptional adjustment of the Framework Prices at monthly intervals between April 2022 and September 2023, using the relevant Monthly Bulletin of Indices published by the Building Cost Information Service (BCIS) for all Work Orders called off through the Surfacing Framework.</p> <p>We are to continue to apply an adjustment of the Framework Prices at monthly intervals from October 2023 using the relevant Monthly Bulletin of Indices (BCIS), and apply the % adjustment to Framework Prices for all Work Orders called off through the Surfacing Framework, until the next contractual date in April 2024.</p>
2.5	<p><b>Contractor Framework 2020</b></p> <p>The NMWTRA Contractor Framework has been extended into its 4<sup>th</sup> and final year of the Framework term. End date is April 2024.</p>
2.6	<p><b>Construction Works Framework Contract 2024</b></p> <p>The date of tender issue to renew the Contractor Framework will be in October 2023.</p> <p>Planned date of award in March 2024.</p>
2.7	<p><b>Framework and Term Contracts, Prices adjustment for inflation</b></p> <p>Prices adjusted for inflation on all Frameworks and Term Contracts at end of March 2023. Framework Prices adjusted for year 2023/2024.</p>

## **APPENDIX G**

### **Joint Committee Terms of Reference (Extract from Partnership Agreement 2012)**

**9 The Joint Committee**

- 9.1 The Authorities shall form a joint committee (The North and Mid Wales Trunk Road Agency Joint Committee) for the purpose set out in clause 9.2
- 9.2 The Joint Committee shall be responsible for supporting the Lead Authority and Service Provider Units in meeting the requirements of the Agency Agreement and its terms of reference shall be:-
- 9.2.1 to monitor work allocation to Service Provider Units
- 9.2.2 to ensure that the TRMU satisfies Welsh Government requirements with regard to the Agency Agreement
- 9.2.3 to monitor performance of Service Provider Units
- 9.2.4 to receive reports on the management of the Partnership arrangements, and to take any necessary action to ensure that the operation of the Partnership is satisfactory
- 9.2.5 to monitor arrangements and proposals to enable continuous improvement of the service provided to the Welsh Government under the Agency Agreement
- 9.2.6 to consider issues referred to the Joint Committee under clause 9.6.
- 9.3 Meetings of the Joint Committee
- 9.3.1 The Inaugural Meeting shall take place as soon as practicable following the signing of this Agreement. The Joint Committee shall thereafter meet at intervals agreed by the Joint Committee but at least once in every Financial Year and
- 9.3.2 the first meeting of the Joint Committee in any Financial Year shall take place before 30<sup>th</sup> September in that year
- 9.3.3 the time and venue for meetings of the Joint Committee shall be determined by the Chairman.
- 9.3.4 the provisions of paragraph 3 of Part 1 of Schedule 12 to the 1972 Act (calling of extraordinary meetings) shall apply to this Agreement subject to the variation that references to “five members” in that paragraph shall be construed as references to “Four Authorities”
- 9.4 Constitution of the Joint Committee
- 9.4.1 The Joint Committee shall consist of eight (8) councillors one (1) from each of the Authorities. Deputies will be allowed when the appointed member for an authority is unable to attend.
- 9.4.2 Each Authority shall have one vote. Unless otherwise stated decisions shall be made by simple majority of votes. The quorum shall be at least one member from each of five Authorities.
- 9.4.3 Save as varied by this Agreement the Standing Orders of the Lead Authority shall apply to the proceedings of the Joint Committee and that Authority shall be responsible for the administrative arrangements in connection with the convening of meetings of the Joint Committee.
- 9.4.4 The proper officer of the Joint Committee for the purposes of the 1972 Act shall be the Chief Executive of the Lead Authority and the Scheme of Delegation of the Lead Authority shall apply so far as it is relevant.
- 9.5 Chairman and Vice-Chairman
- 9.5.1 The Chairman and Vice-Chairman of the Joint Committee in any year shall not be from the same Authority.
- 9.5.2 The Chairman and Vice-Chairman may be consulted on amendments or variations to the Agency Agreement and on the entering into of further Agency Agreements