

**MILESTONE**  
INFRASTRUCTURE

A part of **MGroup** Services



**SOMERSET**  
County Council

# Somerset Highways & Fleet Contracts

**ANNUAL REPORT 2021**

An overview of service delivery provided by  
Milestone Infrastructure to Somerset County Council in 2021



# CONTENTS

<b>Introduction</b> .....	<b>01</b>
<b>Safety Defects</b> – Keeping the Somerset Highway Network Safe .....	<b>03</b>
<b>Major Works</b> – Delivering Major Projects across the county .....	<b>05</b>
<b>Minor Works</b> – Delivering those minor improvements that make a huge difference .....	<b>07</b>
<b>Road Surfacing</b> – Improving road surfaces across the county .....	<b>08</b>
<b>Fleet Maintenance</b> – Delivering great value vehicle maintenance .....	<b>09</b>
<b>Health and Safety</b> - Keeping everyone safe .....	<b>10</b>
<b>Innovation</b> – Developing new, innovative ways of working .....	<b>11</b>
<b>Social Value</b> – Making a difference to our local communities .....	<b>12</b>
<b>Environment</b> - Looking after the Somerset environment .....	<b>13</b>



## Introduction

reduce congestion and boost the local economy, as well as how we integrate with local community groups to provide additional social value in the county and how we ensure that the county's fleet of vehicles are well maintained.

issue of a reduced resource pool. I am extremely proud of the team, in particular the resilience that they have shown and the continued desire to deliver a high quality and value for money service for the people of Somerset.

I am delighted to introduce to you the Milestone Infrastructure Somerset Highways and Fleet Contracts Annual Report for 2021. In this report we have provided a snapshot of some of the works that the Milestone team has delivered on behalf of Somerset County Council in 2021. This will include examples of how we ensure the highway network remains safe for all highway users and some of the improvement projects that we have constructed that help

2021 has been a challenging time for the contract team. This has included successfully working alongside County Council colleagues in managing the novation of the contract from Skanska to the new Milestone Infrastructure business, as well as continuing to successfully deliver services despite difficulties brought on by the ongoing COVID-19 pandemic together with the highways industry-wide

I hope that you find this document of interest, and if it does nothing else, it provides you with a greater insight into the works that are undertaken by Milestone Infrastructure in maintaining and improving the highway infrastructure in Somerset on behalf of the County Council.

**Mike Eggleton**  
Business Director

## Milestone and M Group Services

A significant change for both the Somerset Highways and Fleet contracts in 2021 was the divestment of Skanska's Infrastructure Services business to M Group Services in May, resulting in the formation of Milestone Infrastructure. Although Milestone is a new name within the highways industry, it is the same group of people within the business who are managing the various highways contracts across the UK.

However, being part of M Group Services provides Milestone and its clients with additional capabilities and resources, such as in-house fleet management, specialist drainage cleansing (through our sister company IWJS) and additional civil engineering capabilities through Dyer & Butler.



# Keeping the Somerset Highway Network Safe

One of our key responsibilities is to ensure the roads and pavements in Somerset are safe for the public to use. This involves carrying out numerous small repairs across the county, responding to emergency situations, and gritting the main roads during the cold winter months to stop ice and snow from settling.

## Managing Emergencies

Our Customer Service Centre and maintenance teams are on standby 24/7 for 365 days a year, ready to respond to emergency situations. Between April and December 2021, the team dealt with 433 emergencies, including a major flooding emergency at Chard and severe storms, such as Storm Arwen, where we dealt with 88 incidents within a 24-hour period.

## Chard Event – June 2021

Torrential rain in the South Somerset area on Monday 28 June 2021 saw roads damaged and properties flooded in Chard and the surrounding area. The severity of the flood water caused extreme damage to some of the local county roads. Key works undertaken by Milestone included:

- Over 1,000 tonnes tarbound waste removed from site and disposed (similar to the weight of 9 average blue whales or 3 Boeing 747's)
- 100 tonnes contaminated soil removed and disposed
- 100 tonnes gully waste removed and disposed
- 7 weeks gully emptying undertaken immediately following flooding event, whilst maintaining BAU gully emptying programmes
- 900 tonnes of type 1 material imported to site in preparation for resurfacing works
- Milestone have worked alongside Somerset CC and resurfaced a number of roads across the area. In addition, numerous ditching, grip cutting and jetting works were undertaken across the local area



## Carrying out safety repairs

Our maintenance teams, based out of our depots in Glastonbury, Frome, Yeovil, Taunton, Minehead and Bridgwater undertake repairs across all publicly maintained roads in Somerset (except for the M5, A303 and A36 which are maintained by National Highways), ensuring that the roads and pavements are kept safe. Between April and December 2021, our teams dealt with:

- 2,751 defects in 24 hours
- 2,510 defects in 7 days
- 11,343 in 28 days

## Winter 2020/21 Statistics



**7,500**  
tonnes  
of salt used  
(excl. road side salt)



The **lowest** recorded road temp in Somerset was **-6.1 degrees**.



**66**  
DAYS

**66 individual days** of winter treatments since 15 October



**1842 routes** equating to more than **70,200 miles**. That is almost **three times** around planet Earth.

**1842 route actions** in **total**



Additional gritter and dedicated driver sourced and implemented in February for covid vaccination and testing sites not on the pre-treated network



# Delivering Major Projects Across the County

Working alongside Somerset CC, our designers and engineers help deliver a variety of exciting projects across the county. Below are just a few that we delivered in 2021.

## Improving the Heart of Shepton Mallet

This town centre refurbishment project was a complex and challenging scheme delivered by the joint Milestone and County Council Asset Delivery and New Assets Teams and involved close consultation with numerous stakeholders including Shepton Mallet Town Council.

Value engineering throughout the scheme meant that new and innovative materials were coupled with traditional stone to meet the Town Council's expectations within the limited budget available.

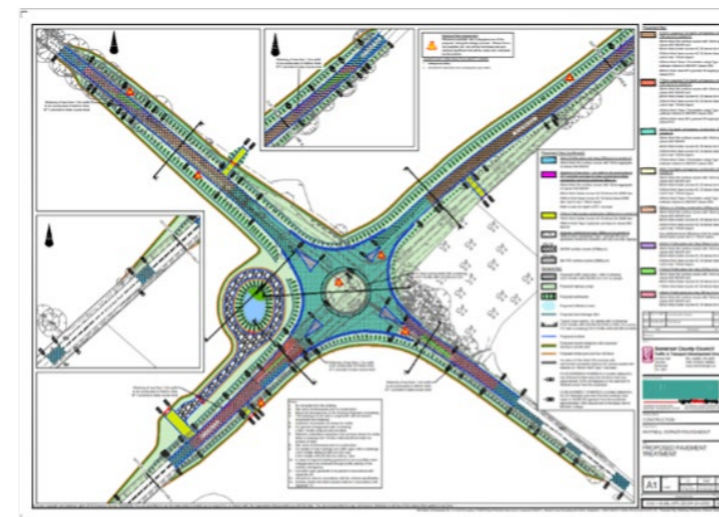
Milestone's Designers were able to add value by updating the drainage system throughout the scheme as well as incorporating a new underground electrical supply for the weekly market and lighting the town's annual Christmas Tree!



## Providing New Routes for Safer Travel in Bridgwater

Milestone delivered a major new pedestrian and cycle route from Stockmoor to Wills Road which was officially opened in September 2021. This shared-use route links up with existing cycling and walking infrastructure, helping to ensure residents have more choice about how they get around the town.

The new route included the construction of a new river footbridge and links Stockmoor, cutting across the corner of Wilstock Country Park running alongside the rhyne, before joining Wills Road in Hamp. Cllr Woodman, SCC's Cabinet Member for Highways and Transport, said: "It's really satisfying to see another section of cycling infrastructure added to the network in Bridgwater – it's a great partnership effort."



## Designing Safer Roads

Milestone's design teams have supported Somerset in the development and delivery of a number of improvement schemes this year.

This has included the design for a new roundabout at Whitnell Corner Junction on the Mendip Hills. This is an important scheme which is expected to significantly improve road safety at this accident site.

## Wheddon Cross to Bridgetown Rd Dulverton Earthworks

This scheme was delivered by our Minehead team, involving carriageway improvements due to subsidence, requiring gabion baskets. As the works developed it became clear that the road construction had also been affected by further water ingress. Additional safety measures were put in place to enable safe excavation and additional road haunching repairs were undertaken to allow the works to be completed.



## A39 Carhampton Improvements

In November we carried out a number of drainage and footway improvements at Carhampton, resulting in the following comments from the Parish Council:

"On behalf of Parish Council we would like to thank you and your team for the great work undertaken over the recent weeks. The team were professional and carried the work out in all weather conditions whilst helping with locals requests and needs."



## Delivering Minor Improvements That Make A Huge Difference To Local Communities

Since April 2021, the team have undertaken a total of 1,310 minor works projects across the county (incorporating 22 different activities) ranging from ditching to footway improvements. Examples of works delivered are shown below.



Refurbishing Lyng Floodgate



Drainage improvements at Winsford



Junction improvements at Rudge Lane, Beckington



Edge Repairs at Lympsham



## Improving Road Surfaces Across The County

Milestone have renewed 20km of carriageway and 15km of footways in the year. There have been many notable and challenging schemes carried out both day and night to reduce congestion whilst we improve the network.

Working with the Somerset CC Communications Team, we have increased and improved publicity and information updates surrounding our works and customer satisfaction scores from our post works surveys remain high.

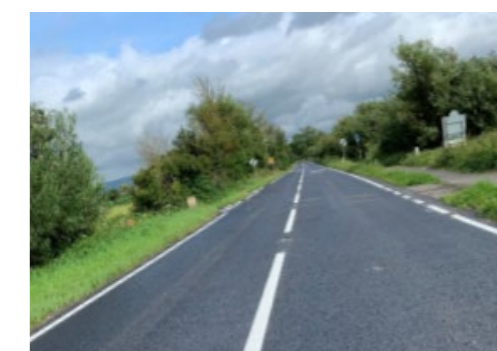
We have completed essential schemes on many principal routes throughout the County, including major overnight repairs on the main access route to Hinkley Point C construction site which will ensure the smooth passage of workers and materials to the site for years to come.

We have also designed and delivered over 700,000 M2 of Surface Dressing and Micro-Surfacing across the county which is an equivalent area to 100 Wembley Stadium Pitches.

We continue to improve whole life maintenance costs by exploring new and innovative treatments such as recycling of existing materials and using geotextiles to reduce construction depths.



Nightworks on the C182 (access road to Hinkley Point C)



Resurfacing on the A39 Hartlake



Use of geotextile at Meare Road, Glastonbury



## Delivering Great Value Vehicle Maintenance

We deliver a vehicle maintenance service for the county, operating from seven workshops, ensuring county-wide support. In 2021 we achieved the following:

- Servicing and maintaining over 400 assets for SCC
- Servicing and maintaining over 150 vehicles for local schools, charities and community transport
- Communication of all scheduled maintenance to ensure total compliance and nothing is missed
- First Time MOT pass rate 8% above the national average
- Winter plough locations now fully mapped to reduce down-time for a critical service
- Over 10% of our technicians are apprentices – providing real opportunities for young people in the county



## Keeping Everyone Safe

Keeping our people safe has remained a key focus for everyone within the business throughout 2021. There has been a drive to increase the reporting of cases of verbal abuse that the teams are subjected to when working out on the network. This has included looking at producing heatmaps to identify trends and locations of repeat incidents to help review the controls that are put in place.

Overall incident rates have continued to decline throughout the year, resulting in a RIDDOR rate of 1.90 at the end of December down from 6.60 in January. This is testament to the team's strong approach and attitude to health and safety on the contract.

Engagement visits by the management team have remained a high priority throughout 2021 with a schedule in place to record the visits that occur. Joint visits between the Business Director, Health and Safety Advisor and the contract Environmental Advisor take place monthly, which has provided opportunity to see the issues that the workforce encounter first-hand, as well as the positive approach to Health and Safety implemented by the teams.

As a business, Milestone have launched the platform MiLife, which will form the Health and Safety Cultural Heartbeat. This will continue to be the foundation for the culture on the contract going into 2022.





## Developing New, Innovative Ways Of Working

Milestone prides itself in applying innovative solutions to how we deliver services. Below are two examples of innovations brought to Somerset in 2021.

### Dragon Patcher (Pothole Repairs)

2021 saw a further successful trial of a new and innovative approach to pothole repairs. Trials of this no-dig/zero waste repair process were carried out across the county on a variety of roads and defect types. Initial findings suggest notable savings in costs and carbon emissions as well as improved response and reaction times to defect repairs.

### Mobile Tablets Improve Efficiency and Information Sharing

Maintenance Engineers have developed their mobile tablet devices to allow real time information sharing on site and improve access to plans and site records whilst mobile. This allows staff to review testing/investigation data/stats/scheme briefs live on site, reducing the need for office visits, printing and delays in the transfer of data.



## Making A Difference To Our Local Communities

How we deliver our services, how we engage with our customers and how we run our sites can have a lasting impact on local communities. For this reason, our ethos is to engage with our local community partners and to become part of the local fabric, contributing to the long-term wellbeing and resilience of individuals, communities and society in general. Despite restrictions imposed by the COVID pandemic, during 2021 the Milestone team have continued to embrace social value initiatives in the county, as evidenced below.

### Virtual Careers fair

In November we took part in the Somerset Virtual Careers fair, where we had an online Milestone booth, opening up opportunities to pupils from schools and colleges in Somerset to better understand Milestone Infrastructure and the highways service being delivered. Our booth provided job advertisements and case studies of the work being delivered by Milestone in Somerset.



### Talent Ed

We have engaged with Talent Ed, helping young people to discover career opportunities with Milestone Infrastructure and within the Highways Sector. The first phase of the Talent Ed programme was an industry insight delivered virtually allowing Milestone Infrastructure to showcase access routes into the business, roles that exist in the highways business and the pathways to progressions.



### Lunch and learns

A series of lunch and learn events for Milestone and SCC staff have been arranged with the aim of raising the profile of how our actions as a business and highways service impact on those vulnerable people in the community. Events in 2021 have included MenCap and Somerset Works, which lead to opportunities for volunteering and to provide surplus materials for use at a 'pop-up' shop in Taunton.





# Looking After The Somerset Environment

Like Somerset CC, Milestone are committed to providing a more environmentally focused and sustainable highways maintenance and improvements service. In the last year we have introduced and trialled the following sustainable initiatives:

## Warm Mix Asphalt

Milestone have been working with Somerset CC and our supply chain partner, Tarmac, to extend the use of warm mix asphalt (WMA) in the county. Key benefits of the product include:

- Lower mixing and paving temperatures reduce fume and odour emissions creating cooler, healthier and safer working conditions for asphalt workers and the public
- WMA needs less energy when being mixed and laid. Energy consumption at the point of mixing can be reduced by up to 30%, and as a result, less fuel is needed
- Reduction in build time and the associated congestion costs; WMA gets to ambient temperatures quicker allowing roads to be opened for traffic earlier
- Lower asphalt temperatures result in less hardening of the bitumen/binder during manufacture increasing material durability and improving performance
- Lower production temperatures reduce the thermal stress on the plant components
- Fully compatible with the use of recyclable asphalt products (RAP)
- WMA can be compacted at a lower temperature than conventional HMA for an equivalent degree of compaction



The LEVC van at Glastonbury Depot

## Designing Safer Roads

In October, the Milestone Somerset team looked at a selection of electric vehicles for potential future use on the contract. Two types of vehicle were trialled, the smaller Renault Zoe van, and the larger London Electric Vehicle Company van. Data from the trials is now being evaluated and a future EV strategy is now being developed.



## Recycling Footway Surfacing

Trials in the use of recycled materials in the reconstruction of footways have continued across Somerset. As well as diverting waste materials away from landfill these trials have resulted in reduced carbon emissions and cost savings of up to 30% on traditional reconstruction methods.

## Elastomac

Elastomac is a fast, non-invasive road repair process where, rather than being excavated, defects are simply filled before being covered with a durable fast setting layer of Mastic Rubber that forms a permanent textured wearing course over the patch that also eliminates any potential for the ingress of water. Roadmender Mastic Rubber is a Carbon Negative material that contains 9 end-of-life waste tyres recycled into every ton. Initial trials were undertaken in 2021 and in 2022 further extensive trials will be undertaken and monitored by the Milestone and SCC team.



## Pothole Pro

Trialled by the contract in 2021, the Pothole Pro cuts, crops and cleans patches without the operative having to leave the cab. Feedback following the pilot of the Pothole Pro unit in South Somerset from both Milestone and SCC teams has been very positive. We are currently awaiting further information back from JCB and Milestone Fleet Management in order to take further steps.







# Putting The Customer First!

“

The work at Rudge Lane to protect and reinforce the bank where one of the mains electric poles for the hamlet and the finger post are located here have been completed today. The work was done efficiently, carefully, neatly and with minimal traffic disruption. It will no doubt help to minimise further erosion and damage to this hedge bank caused by the large tractors and trailers that use this route. So a big thank you!

”

Rudge Lane, Beckington



“

Please accept my sincere thanks to you and your team who have completed the excellent job of removing the build-up soil and stone from the pavement. The overall result is a pavement that appears so much wider and back to its designed specification. Please pass on my thanks to your staff/contractors for a job well done!

”

Upper New Rd Cheddar footpath



“

I would like to acknowledge the excellent work done by Kevin Bridgwater and colleagues in the Highways Team as well as the contractors who attended to carry out the works.

”

Carriageway support works at Hartford Bottom