

22 November 2012**Agenda Item:11****REPORT OF THE SERVICE DIRECTOR HIGHWAYS****PERFORMANCE REPORT – HIGHWAYS****Purpose of the Report**

1. This report provides information to the Committee on the performance of the Highways Division

Information and Advice

2. The Highways Division of Nottinghamshire County Council provides services to the County's residents, visitors, businesses and road users which directly affect lives, prosperity and wellbeing on a daily basis.
3. There are a range of performance measures which support performance management within the Division and these cover the large range of services provided, including road maintenance, casualty reduction, congestion and traffic management, street lighting, development control.
4. There are clear links with the County Council's strategic priorities of Promoting the economic prosperity of Nottinghamshire and safeguarding our environment, as well as making Nottinghamshire a safe place to live. Performance measures have been aligned with these strategic priorities.

Summary of Performance

5. Appendix 1 shows current levels of performance for the Highways service area and additional Highways action which align to the County Council's Strategic priorities which are not supported by specific performance measures. They are labelled for information.

Analysis

6. Progress with the delivery of major transport projects across the County is proceeding well. The County Council is contributing to both the Trunk Road projects for the A453 (£20M contribution) with preliminary works on site, main works to start in January 2013, and the A1 Elkesley junction improvements (£250k contribution) slightly delayed by the Highways Agency with works due to commence Autumn 2013. The County Council's own major schemes are on or ahead of schedule with Mansfield Bus Station due to open spring 2013, the

A614 Rose Cottage junction currently under construction and separate reports to this committee for approval to progress both the Hucknall Town Centre scheme (at the meeting on 18th October 2012) and the Worksop Bus Station Scheme (this meeting).

7. The performance indicators relating to the condition of principal and non-principal roads suggest these are in a reasonable condition. However, the indicators should be treated with some caution as they relate to the current condition of the road surface rather than its underlying condition. The principal road indicator target has been reviewed and is now 4% which is considered to a more sustainable target.
8. The performance indicator for unclassified roads, housing estate roads and rural lanes etc., gives cause for concern at 18.7% needing repair compared to the target of 17%. It is proposed to increase the surface dressing of principal and non-principal roads to preserve those surfaces longer so that in the future an increased investment can be made into the resurfacing of unclassified roads within the current budget levels.
9. Performance relating to street lighting repair times is currently under management review following the Q2 outcome figure of 11 days compared with the target of 7 days.
10. The customer satisfaction performance has been updated with the results of the annual National Highways and Transport survey. A good improvement has been achieved in customer satisfaction with Nottinghamshire's overall Highways and Transport service to a ranking of 2nd at 56.5% just half a percentage point behind the top score of 57% and customer satisfaction with the Nottinghamshire's road safety service also now ranked 2nd at 55% again just half a percentage point behind the top score of 55.5%.
11. Development work continues to bring greater detail in future performance reports regarding traffic congestion, minor repair performance times and complaints data.

Other Options Considered

12. None – this is an information report.

Reasons for Recommendations

13. None – this is an information report.

Statutory and Policy Implications

14. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are

described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

15. The monitoring of service performance will ensure that the Highways Budgets will be used efficiently and effectively.

Implications for Service Users

16. The continued monitoring and management of performance will ensure that quality standards are maintained and appropriate services provided to meet local needs.

Recommendation

17. That Committee note the contents of the report.

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For any enquiries about this report please contact:
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Constitutional Comments

18. None – report for information.

Background Papers

19. None

Electoral Divisions

20. All

