

REPORT OF THE SERVICE DIRECTOR HIGHWAYS

PERFORMANCE REPORT – HIGHWAYS

Purpose of the Report

1. This report provides information to Committee on performance of the Highways Division – specifically this report covers quarter 2 of 2013/14.

Information and Advice

2. The Highways Division of the County Council provides services to the County's residents, visitors, businesses and road users.
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 as set out in the Appendix Scorecard to this report.

Performance Analysis

4. The following analysis highlights key performance indicators.
 - i.) *Highway Safety* - Despite anticipated quarter on quarter variation, the overall trend in the numbers of people and children killed or seriously injured in road accidents is still downward and long term the Council is well on course to achieve the 2020 target.
The 2020 target is to reduce the number of people killed or seriously injured in road accidents by 40% of the 2005-09 average (baseline) i.e. to reduce from 517 to 310. At Q2 2013 -14 the figures indicate a 41% reduction has been achieved.
The 2020 target is to reduce the number of children killed or seriously injured in road accidents by 40% from the 2005-09 average (baseline), i.e. to reduce from 54 to 32. At Q2 2013-14 the figures indicate a 50% reduction has been achieved.
 - ii.) *Street Lighting* - The average repair time for this quarter is 5.77 days compared with 5.6 days in the previous quarter, which remains below the target of 7 days. Overall there has been a marked improvement in the repair of street lighting faults from the average repair rate for 2012/13 at 8.91 days. Automatic email warning information is now sent to the engineer to allow prompt repairs.

- iii.) *Highway Development Control* – These quarterly indicators monitor the processing of development control applications and pre-applications with targets set at 95% and 90% of all enquiries being dealt with within 21 days. Results for both indicators are on or above target and improvement from the previous quarter.
- iv.) *Customer Satisfaction Survey* – The County Council participates in the National Highways and Transport Customer Satisfaction Survey. The annual results for 2013 are shown on the Appendix Scorecard. The figures indicate the County Council achieved an exceptionally positive result in 2012 with 2013 indicators closer to previous years. Improvement of the customer focus of the Division continues with improving provision of information on the Web Site from winter gritting routes, street light fault reporting and environmental maintenance schedules. Work is well under way to provide current highway works progress updates on the web site including resurfacing works, improvement schemes and street lighting column replacement projects. Development and investment in technology is progressing for future provision of feedback to customer reports of minor defects.
- v.) *Annual Indicators* – Road congestion performance is monitored through journey times which are determined using Traffic Master journey time data (Provided by the DfT) for each of the market towns and for the Greater Nottingham area (excluding the City). Performance against the targets is monitored on an academic year basis (September to July) and data is ready for reporting the following spring. Road condition indicators are based on annual surveys to national standards and were reported in detail in the previous performance report (THC3/10/13)

Other Options Considered

- 5. None – this is an information report.

Reasons for Recommendations

- 6. None – this is an information report.

Statutory and Policy Implications

- 7. 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

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

Implications for Service Users

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

Recommendation

10. That Committee note the contents of the report.

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Service Director Highways

For any enquiries about this report please contact:
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Constitutional Comments

None – report for information.

Background Papers

None

Electoral Divisions

All