



Nottinghamshire
County Council

Report for the Transport and Highways Committee

23rd June 2016

Agenda Item:

REPORT OF THE ACTING 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 – updated to the end of quarter 4 2015/16 (March 2016).

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 and development control.
4. The attached appendices focus on the following key service areas and should be read in combination with this report:
 - Highway Repairs & Enquiry Indicators (Appendix 1A)
 - Highway Complaints (Appendix 1B)
 - Road Condition Indicators (Appendix 2)
 - Highway Claims Data (Appendix 3)
 - Highway Development Control Indicators (Appendix 4)

Performance Analysis

5. The following analysis highlights key performance indicators.

Highway Repairs & Enquiry Indicators (Appendix 1A & 1B)

- a. *Street Lighting* – The time taken to repair a street light has reduced significantly compared with 2014/15. At Q4 the figure for the average Street Lighting repair rate was 6.77 days compared against a target of 7 days.

- b. *Potholes and Repairs* – For Q4 there were 5852 defects repaired compared with 3626 in the previous quarter. The repair time for all Categories of repair and are well within the target time scale
- c. *Highways Recorded Complaints* – The number of complaints relating to the Highways Service has remained the same as Q3. A further detailed breakdown of complaints is contained in Appendix 1B and compares the number of complaints to the number of service enquiries. A large proportion of complaints are not upheld as they relate to dissatisfaction in policy or factors out of the services control. When compared to the same period last year the complaints are significantly lower.

Road Condition Indicators (Appendix 2)

- e. *Road Condition* – These are annual indicators which are produced utilising condition data for the highway network collated from a number of sources. The condition of the A road network has shown a steady improvement since 2012 due to ongoing maintenance. The results show that 1.2% of the A Road Network needs repair compared with 1.5% previously and a target of 4%. The condition of the B & C road network results show that 2.9% of the B & C Road Network needs repair compared with 4.1% previously and a target of 9%. The condition of the Unclassified road network results show that 20.7% of the Unclassified Road Network needs repair compared with 19.2% previously and a target of 19%.

Pothole Funding

- f. The DfT issued a statement earlier in the year regarding additional funding being made available to Local Authorities nationally for the repair of potholes. Nottinghamshire's allocation totalled £839,000 which is for the repair of approximately 15,830 potholes or their prevention. The proposal is that this funding should predominately be spent on the unclassified road network, with a focus on roads which can be surface dressed in the future but should also include areas of larger scale patching and small resurfacing works.

A list of roads identified utilising asset management principals is currently being reviewed to determine how this additional funding will be spent. Once the exact details of this proposal are finalised the associated roads will be inspected and the necessary work organised. Whilst the network condition will drive the maintenance strategy behind the identified repairs, the network length will also be considered to ensure that the district split is reflected in the allocations.

Highway Claims Data (Appendix 3)

- g. *Highways Claims Data* – This data illustrates the variation in the number of claims over the last 5 years and the associated repudiation rates. As a claim can be received up to 3 years after the date of the accident, the data will change as further claims may occur relating to previous years. Please note as more claims are settled the repudiation rates per year will change, however, the percentage rate is a good measure of the overall defence process. The data for 2015/16 indicates the claims to date and their respective position.

Highway Development Control Indicators (Appendix 4)

- h. *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. At Q4 the figures for both indicators are 86.75% and 93.7% respectively.

Other Options Considered

- 6. None – this is an information report.

Reasons for Recommendations

- 7. None – this is an information report.

Statutory and Policy Implications

- 8. 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

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

Implications for Service Users

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

Recommendation

- 11. That Committee note the contents of the report.

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Interim 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