

REPORT OF CORPORATE DIRECTOR, PLACE PERFORMANCE REPORT – HIGHWAYS

Purpose of the Report

1. This report provides information to the Committee on the performance of the Highways Service provided by Via EM and the County Council – updated to the end of quarter 3 2016/17.

Information and Advice

2. The Highways Service is delivered primarily through a joint venture company Via EM to the County Council for the benefit of the County's residents, visitors, businesses and highway users, with some key strategic functions retained by NCC e.g. development control.
3. There is a range of performance measures which support performance management for the company and County Council and these cover the large range of services provided, including road maintenance, casualty reduction, congestion and traffic management, street lighting and development control. This report covers Q3 of 2016/17 which is the second quarter of Via's operation.
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 Safety Indicators (Appendices 2A & 2B)
 - Highway Claims Data (Appendix 3)
 - Highway Development Control Indicators (Appendix 4)
 - Road Condition Indicators (Appendix 5)
 - NHT Customer Satisfaction Data (Appendix 6)

Performance Analysis

5. The following analysis highlights key performance indicators.

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

- a. *Street Lighting* – The time taken to repair a street light continues to reflect good performance. At Q3 the figure for the average Street Lighting repair rate was 6.93 days compared against a target of 7 days.
- b. *DNO Street Lights* – Additional data was requested on the average time taken by the District Network Operator to rectify faults under its control. That figure for Q3 was 30.24 days, which is within the target of 35 calendar days. Discussions with the DNOs are ongoing to reduce these repair times.
- c. *Potholes and Repairs* – For Q3 there were 4447 defects repaired compared with 3626 in the same quarter in 2015/16. The average repair time for all categories of repair is well within the target timescales.
- d. *Highways Recorded Complaints* – A breakdown of complaints is contained in Appendix 1B and compares the number of complaints (47) to the number of service enquiries (12,958). A large proportion of complaints are not upheld as they relate to dissatisfaction in policy or factors out of the service's control.

With regards to the number of enquiries received, since the first quarter of 2016/17 the NCC public website has provided online details of enquiries already received. This service allows users to link to an existing enquiry and obtain updates on the status change through automated messaging. This improvement appears to have resulted in a reduction in the number of enquiries as the service is not receiving as many multiple enquiries about the same matter. This change was expected but will continue to be verified over the coming months. The knock on effect of the number of enquiries reducing is that the proportion of enquiries that are complaints has increased.

Road Safety Indicators (Appendices 2A & 2B)

- e. Part A of this Appendix illustrates the annual change over the 10-year review period, whilst Part B details the in-year quarterly change compared with the previous 4 quarters.

Highway Safety - Despite quarter on quarter variation, the overall trend in the numbers of people and children killed or seriously injured in road accidents is still on target 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% from the 2005-09 average (the baseline). Overall the figures for 2016/17 indicate an in year 42% reduction has been achieved, i.e. a reduction to 228, from the baseline figure of 392.

The 2020 target is also to reduce the number of children killed or seriously injured in road accidents by 40% from the 2005-09 average (the baseline). Overall the figures for 2016/17 indicate an in year 62% reduction has been achieved, i.e. a reduction to 16, from the baseline figure of 42.

Highway Claims Data (Appendix 3)

- e. *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 may change as further claims 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 2016/17 appears to show a reduction in the number of claims.

Highway Development Control & Flood Risk Management Indicators (Appendices 4A & 4B)

- f. *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 Q3 the figures for both indicators are 94% and 95% respectively.
- g. *Flood Risk Management* - These quarterly indicators monitor the processing of flood risk management planning applications with the targets set at 95% of all enquiries being dealt with within 21 days. At Q3 the figures are 97.2% for all applications and 96.9% for major and bespoke applications.

National Road Condition Indicators (Appendix 5)

- h. *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 1.3% of the A Road Network should be considered for repair compared with a target of 4%. The condition of the B & C road network shows that 3.2% should be considered for repair compared with a target of 9%. Given the good performance on these road types, an element of funding has been redirected into preventative treatments on the unclassified network. The marginal increase in the condition indicator this year suggests that this has not had a significantly adverse effect.

The condition of the unclassified road network results shows that 20.5% should be considered for repair compared with a target of 19%. This is a slight improvement since last year, but it will take an additional two or three years for the preventative maintenance treatments referred to above to have any significant impact on these figures.

NHT Customer Satisfaction Data (Appendix 6)

- i. *Customer Satisfaction Survey* – The County Council participates in the National Highways and Transport Customer Satisfaction Survey. The results for 2016 have been released and the national data for Shire Counties has been calculated. The results show that the service is generally in line with, or above, the national mean for Shire Counties. In particular, overall satisfaction is the joint national highest for a Shire County.

Via EM Performance Management

- j. A suite of key performance management indicators is being prepared for the management of the contract between Via EM and the County Council. Many of these indicators are existing ones that have been reported to this committee previously with the addition of specific measures for service standards. This draws on extensive work with the Midland Highway Alliance and other authorities and introduces a set of indicators that focus on the delivery of the whole service. These measures also review

the collaborative health of the contractual relationship between Via EM and the County Council and include the option to introduce a set of service credits, where the achievement criteria have not been met. This system is being introduced by agreement of all parties involved including the target values.

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.

Gary Wood
Group Manager, Environment & Highways

For any enquiries about this report please contact:
Gary Wood Group Manager Environment and Highways 0115 9774270

Constitutional Comments

None – report for information.

Background Papers

None

Electoral Divisions

All