



Nottinghamshire  
County Council

## Report for the Communities and Place Committee

22<sup>nd</sup> June 2017

Agenda Item: 14

### REPORT OF THE 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 East Midlands and the County Council – updated to the end of quarter 4 2016/17.

##### Information and Advice

2. The Highways Service is delivered primarily through a joint venture company, Via East Midlands, 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 are 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, street lighting and development control. This report covers Q4 of 2016/17 which is the third 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 & B)
  - Highway Claims Data (Appendix 3)
  - Planning Application Indicators (Appendices 4A & B)

##### 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 Q4 the figure for the average Street Lighting repair rate was 6.59 days compared against a target of 7 days. This figure typically falls further in Q1, after the switch back to British Summer Time.

- b. *DNO Street Lights* –The average time taken by the District Network Operator to rectify faults under its control in Q4 was 33.2 days, which is within the target of 35 calendar days.
- c. *Potholes and Repairs* – For Q4 there were 6,167 defects repaired compared with 5,852 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 (40) to the number of service enquiries (15,234). A large proportion (78%) of complaints are not upheld, many because they relate to dissatisfaction in policy or factors out of the service’s control.

Since the first quarter of 2016/17 the NCC website has provided details of enquiries already received, and allows users to receive updates 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. One effect of the number of enquiries reducing is that the proportion of enquiries that are complaints has increased.

The total number of Highways related customer enquiries in 2016/17 was 55,229.

### **Road Safety Indicators (Appendices 2A & 2B)**

- e. Part A of this appendix illustrates the annual change over a 10-year review period, whilst Part B details the 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 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 in 2016 a 38% reduction has been achieved, i.e. a reduction to 323 from the baseline figure of 517.

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 in 2016/17 a 63% reduction has been achieved, i.e. a reduction to 20 from the baseline figure of 54.

### **Highway Claims Data (Appendix 3)**

- f. *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, and cases are settled, relating to previous years.

The data for 2016/17 nonetheless appears to show a continuing reduction in the number of claims, and the data for 2015/16 (the latest year for which a significant number of cases have been settled) shows repudiation rates steady at around 80%.

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

- g. *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. For Q4 the figures for both indicators are 92%.
- h. *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. For Q4 the figures are 91.6% for all applications and 96.3% for major and bespoke applications.

### **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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## **Constitutional Comments**

None – report for information.

## **Background Papers**

None

## **Electoral Divisions**

All