

11th December 2014

Agenda Item: 5

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 – updated at the end of quarter 2 2014/15 (September 2014).

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 as set out in the Appendix Scorecard to this report.

Performance Analysis

4. The following analysis highlights key performance indicators.
 - a. *Highway Safety* - Within quarter on quarter variation, the overall trend in reducing 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% of the 2005-09 average (baseline). At Q1 2014-15 the figures indicate a 42.1% reduction has been achieved i.e. a reduction from 249 to 144.

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). At Q1 2014-15 the figures indicate a 67.2% reduction has been achieved, i.e. a reduction from 26 to 9.

- b. *Street Lighting* - Following the reintroduction of the Bulk Clean and Change programme, the time taken to repair a street light has reduced compared with performance at the beginning of the year. As the programme continues to be rolled out, it is expected that response time will fall further.
- c. *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 Q2 the figures for both indicators is 94% and 98% respectively, for 773 formal applications and 174 informal applications, showing a satisfactory performance level.
- d. *Customer Satisfaction Survey* – The County Council participates in the National Highways and Transport Customer Satisfaction Survey. The latest annual results for 2014 are shown on the Appendix Scorecard. As the figures indicate the County Council maintained its position compared to 2013 with some minor movement. The Overall Service satisfaction has improved slightly along with Road Safety. Improvement of the customer focus of the Division continues, with improving provision of information on the website. Current highway works progress updates are on the website 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.
- e. *Road congestion* – 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), with the results for this year being 3.24mins compared with a target of 3.29mins.
- f. *Road Condition* – These are annual indicators which are produced utilising condition data for the highway network collated from a number of sources including annual surveys and will be updated later this year.

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 crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working 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.

Andrew Warrington
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