



## **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 1 2015/16 (June 2015).

#### **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 1)
  - National Road Condition Indicators (Appendix 2)
  - Road Safety Performance Indicators (Appendix 3 – (1) & (2))
  - Highway Claims Data (Appendix 4)
  - NHT Customer Satisfaction Data (Appendix 5)
  - Highway Development Control Indicators (Appendix 6)

#### **Performance Analysis**

5. The following analysis highlights key performance indicators.

##### **Highway Repairs & Enquiry Indicators (Appendix 1)**

- a. *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

last year. At Q1 the figure for the average Street Lighting repair rate was 4.76 days compared against a target of 7 days.

- b. *Potholes and Repairs* – These are new indicators and as such we need more data before we can comment fully on the overall trend. We are investigating the detail behind the time taken to resolve a ‘Category 1’ defect as the “find and fix” teams undertake repairs immediately, therefore, we need to understand why the response time is being skewed. For Q1 there were 4507 defects repaired compared with 5624 in Q4 of the previous year. The repair of ‘Category 2’ repairs is well within the target timescale and seems to be at a similar level for both quarters.
- c. *Highways Recorded Complaints* – There has been a steady increase in complaints regarding the highway service over the last 12 months. Q1 shows a marked increase compared with the same quarter last year. A large proportion of complaints are not upheld as they relate to dissatisfaction in policy or factors out of our control. A breakdown and further analysis will be undertaken for future reports to determine the nature and service areas associated with these figures.

### **National Road Condition Indicators (Appendix 2)**

- d. *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 1.5% of the A Road Network needs repair compared with 1.7% previously and a target of 4%. The condition of the B & C road network results show that 4.1% of the B & C Road Network needs repair compared with 8.1% previously and a target of 9%. This marked improvement is partly due to the way these roads are surveyed (50% per year) and year on year steady investment. The condition of the Unclassified road network results show that 19.2% of the Unclassified Road Network needs repair compared with 20.8% previously and a target of 19%.

### **Road Safety Performance Indicators (Appendix 3 – (1) & (2))**

- e. Part 1 of this Appendix illustrates the annual change over the 10 year review period, whilst Part 2 details the quarterly change compared with the previous 4 quarters.

*Highway Safety* - Within 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% of the 2005-09 average (baseline). At Q1 2015-16 the figures indicate an in year 56% reduction has been achieved i.e. a reduction from 123 to 54 against the baseline figure.

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 2015-16 the figures indicate a 84% reduction has been achieved, i.e. a reduction from 12 to 2 against the baseline figure.

### **Highway Claims Data (Appendix 4)**

- f. *Highways Claims Data* – This data illustrates the variation in the number of claims over the last 5 years and the current 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. The data for 2015/16 purely indicates the claims to date and therefore will change as we progress through the year. 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.

### **NHT Customer Satisfaction Data (Appendix 5)**

- g. *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. There are now current highway works progress updates 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.

### **Highway Development Control Indicators (Appendix 6)**

- 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 Q1 the figures for both indicators are 95.2% and 97.1% respectively, showing good performance.

### **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**

That Committee note the contents of the report.

**Neil Hodgson**  
**Interim Service Director Highways**

For any enquiries about this report please contact:  
Don Fitch Team Manager Highway Assets & Developments

## **Constitutional Comments**

None – report for information.

## **Background Papers**

None

## **Electoral Divisions**

All