

**20<sup>th</sup> March 2014**

**Agenda Item:**

## **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 – specifically this report covers quarter 3 of 2013/14.

#### **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, 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* - Despite anticipated quarter on quarter variation, the overall trend in the numbers of people and children killed or seriously injured in road accidents is still downward 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 Q3 2013-14 the figures indicate a 40% reduction has been achieved i.e. a reduction from 392 to 237.

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 Q3 2013-14 the figures indicate a 53% reduction has been achieved, i.e. a reduction from 42 to 20

- b. *Street Lighting* - The average repair time for this quarter is 6.34 days compared with 5.77 days in the previous quarter, which remains below the target of 7 days. A marked improvement in the repair of street lighting faults from the average repair rate for 2012/13 at 8.91 days has been achieved by improving processes, for example introducing automatic email warning information sent direct to the engineer to allow prompt repairs. However, at present there are an unusually high number of fault reports in street lights, bollards and lit signs (there are about 107,000 of these across the County) which within the current financial framework does mean it is taking longer to get to the repairs than usual. This is also not helped by again an unusually high demand to divert some funding to address urgent replacement of some columns found to be severely corroded. Whilst working hard to catch up with the repairs, and having introduced better ways of working to also speed up the repairs, the cause of these pressures is under investigation to determine how best to address them in the future.
- 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 Q3 the figures for both indicators is 97%
- d. *Customer Satisfaction Survey* – The County Council participates in the National Highways and Transport Customer Satisfaction Survey. The annual results for 2013 are shown on the Appendix Scorecard. As the figures indicate the County Council achieved an exceptionally positive result in 2012, with 2013 indicators closer to previous years. Improvement of the customer focus of the Division continues with improving provision of information on the website from winter gritting routes, street light fault reporting and environmental maintenance schedules. Work is well under way to provide current highway works progress updates on the web site 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. *Annual Indicators* – 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) and data is ready for reporting the following spring.
- f. *Road Condition* – These are annual indicators which are produced utilising condition data for the highway network collated from a number of sources and this was reported in detail in the previous performance report (THC 3/10/13). The targets for next year are currently being reviewed given the continued deterioration of the highway network and the reductions in financial settlement.

## **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