

15th December 2016

Agenda Item: 7

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 2 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 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, congestion and traffic management, street lighting and development control. This report covers Q2 of 2016/17 which is the first 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)
 - Highway Development Control Indicators (Appendix 4)

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 Q2 the figure for the average Street Lighting repair rate was 5.25 days compared against a target of 7 days.

- b. *Potholes and Repairs* – For Q2 there were 4308 defects repaired compared 3083 in the same quarter in 2015/16. The repair time for all Categories of repair is well within the target time scale.
- c. *Highways Recorded Complaints* – A detailed breakdown of complaints is contained in Appendix 1B and compares the number of complaints (89) to the number of service enquiries (13,389). A large proportion of complaints are not upheld as they relate to dissatisfaction in policy or factors out of the services control. Whilst the number of complaints has increased slightly, the data does need to be reviewed to ensure it only covers the service area. An update will be provided as part of the next quarterly review.

With regards to the number of enquiries received. During the first two quarters of 2016/17, the NCC public website reporting system has been changed to provide online details of enquiries already received and their status through a map based display. This revised service allows users to link to an existing enquiry and obtain updates on the status change through automated messaging. This improvement would appear 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 be verified over the coming months. The knock on effect of the number of enquiries reducing and the number of complaints increasing is that the percentage figure comparing enquiries to complaints has increased. In real terms the actual increase is very small but appears to be greater due to the enquiry reduction.

Road Safety Indicators (Appendix 2)

- d. 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 - 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). Overall the figures for 2016/17 indicate an in year 40.5% reduction has been achieved i.e. a reduction from 249 to 148 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). Overall the figures for 2016/17 indicate a 40% reduction has been achieved, i.e. a reduction from 26 to 7 against the baseline figure.

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 will change as further claims may 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 has no discernible trends at this early stage.

Highway Development Control Indicators (Appendix 4)

- 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 Q2 the figures for both indicators are 93% and 95.0% respectively.

Via EM Performance Management

- g. 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.

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For any enquiries about this report please contact:
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Constitutional Comments

None – report for information.

Background Papers

None

Electoral Divisions

All