



10th December 2015

Agenda Item: 9

## **REPORT OF THE ACTING 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, 2015/16 (September 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 1A)
  - Highway Complaints Data (Appendix 1B)
  - Road Safety Performance Indicators (Appendices 2A & 2B)
  - Highways Claims Data (Appendix 3)
  - NHT Customer Satisfaction Data (Appendix 4)
  - Highway Development Control Indicators (Appendix 5)

#### **Performance Analysis**

5. The following analysis highlights key performance indicators.

##### **Highway Repairs & Enquiry Indicators (Appendices 1A & 1B)**

- 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 Q2 the figure for the average Street Lighting repair rate was 5.16 days compared against a target of 7 days.

- b. *Potholes and Repairs* – These are new indicators and as such more data is required before a comment can be made regarding the overall trend. The detail behind the time taken to resolve a ‘Category 1’ defect has been investigated since the last quarter report and the recent introduction of the “find and fix” teams undertaking repairs immediately has reduced the response time overall. For Q2 there were 3083 defects repaired compared with 4507 in the previous quarter. The repair of ‘Category 2’ repairs is well within the target time scale and has been relatively constant over the quarters measured.
- c. *Highways Recorded Complaints* – There has been a reduction in the number of complaints relating to the Highways Service. A further detailed breakdown of complaints is contained in Appendix 1B and compares the number of complaints to the number of service enquiries. A large proportion of complaints are not upheld as they relate to dissatisfaction in policy or factors out of our control.

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

- d. 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 Q2 2015-16 the figures indicate an in year 46.5% reduction has been achieved i.e. a reduction from 249 to 133 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 Q2 2015-16 the figures indicate a 54% reduction has been achieved, i.e. a reduction from 26 to 12 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 2015/16 indicates the claims to date and their respective position. As there are a high percentage of active claims the repudiation rate has not been calculated.

## **NHT Customer Satisfaction Data (Appendix 4)**

- f. *Customer Satisfaction Survey* – The County Council participates in the National Highways and Transport Customer Satisfaction Survey. The results for 2015 have been released, however the more meaningful national data for Shire Counties is currently being calculated and hence will be included in the Q3 Report.

## **Highway Development Control Indicators (Appendix 5)**

- 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. At Q1 the figures for both indicators are 94.4% and 92.0% 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**

11. 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