





















Highways Repairs and Enquiry Indicators Q3 Period

Appendix 1A

Highway Repair & Enquiry Indicators	Performance Measures									Comments
	Q3	Q4	Q1	Q2	Q3	Target	Status	Trend from Q3 last year	Trend from previous quarter	
	15/16	15/16	16/17	16/17	16/17					
The average number of days taken to repair a street light fault, which is under the control of the Local Authority	7.44 Days	6.77 Days	6.74 Days	5.25 Days	6.93 days	7 days				The figure of 6.93 days is below the Authority's target figure of 7 days and represents a good performance for the 3 rd quarter period. The changes of the clocks and longer duration of darkness around commuting/travelling periods exposes faults and results in an increase of reporting. Along with the wintery weather conditions and the increase volume of faults has resulted in slightly increased repair times, however this remains within the target of 7 days. It has also been identified the higher volume of faults are located within areas where minimal replacement of lanterns to LED have been carried out.
The average number of days taken by the District Network Operator (DNO) to rectify street light faults under the DNO's control, following notification of the fault to the DNO	-	-	-	-	30.24	35 days		N/A	N/A	The national target is 25 working days, equating to 35 calendar days.
Number of defects identified/reported	3,626	5,852	5,243	4,308	4,447	N/A	N/A	N/A	N/A	The number of defects raised for the quarter 3 period is 4,447.

Average number of days to repair a category 1 (urgent) defect	2 Days	1 Day	1 Day	<1 Day	<1 day	1Day				The repair time for Category 1 urgent defects is <1 day. The number of repairs completed in Q3 is 661. A large proportion of these defects are 'filled when found' as part of our first time fix approach by the highways Inspectors and Assistants at the time of inspection. This approach was established just over 12 months ago and is now embedded in our working practices.
Average number of days to repair a category 2 (high) defect	17 Days	13 Days	11 Days	4 Days	16 Days	28 Days				The repair time for Category 2 high defect is 16 days. The number of repairs completed in Q3 is 1875. The repair time for Category 2 (high) defects has increased although the overall performance is still well within the target of 28 days.
Average number of days to repair a category 2 (low) defect	16 Days	37 Days	18 Days	11 Days	21 Days	90 Days				The repair time for Category 2 Low defect is 21 days. The number of repairs completed in Q3 is 1564. This is the lowest Category of defect and, like the Category 2 (high) defects, repair time has increased although the overall performance is still well within the target.

Key symbols table:

Status	Indicators	Trend	
	Below target by more than 10%		Improving trend
	Below target by up to 10%		Deteriorating trend
	On or above target		No change
	No reported data or no target		