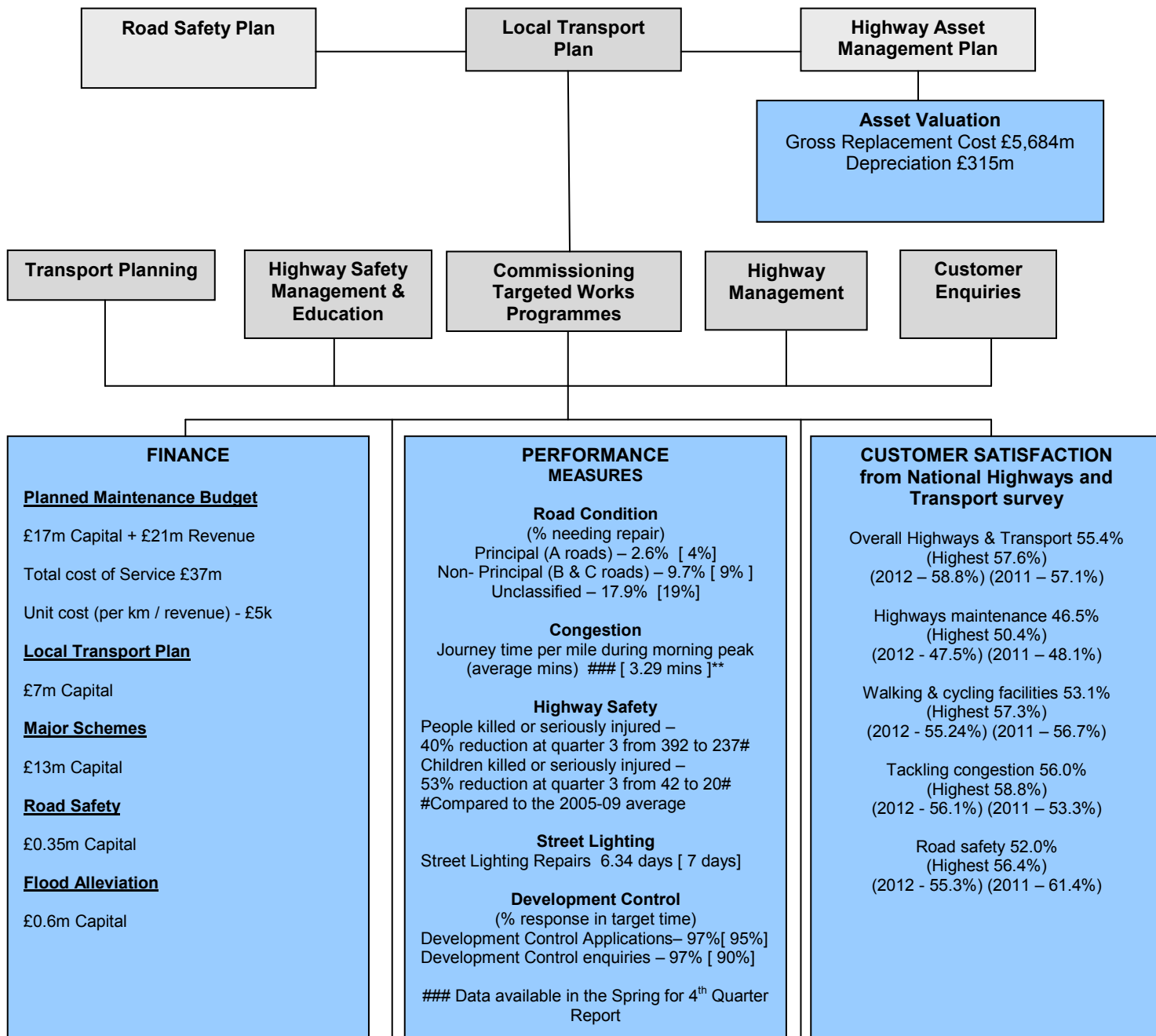


Appendix

Highways Division



MAJOR SCHEME DELIVERY

- A453 (T) Road Improvement
Main contract started January 2013
- A1 Elkesley (Trunk Road)
Work has commenced with expected completion Jan 2015
- Hucknall Town Centre
Planning Consent Granted December 2013
- Worksop Bus Station
Scheme in development
Subject to Planning Consent: aim to start work Summer 2014 and open Spring 2015

RISK MANAGEMENT

Safety Inspections

Number of defects identified*

Average Number of days to repair a Category 1 (urgent) defect *

Average Number of days to repair a Category 2 (high) defect*

Average Number of days to repair a Category 2 (low) defect*

Highways Insurance Claims

	2009-10	2010-11	2011-12	2012-13	2013-14
Number of claims occurring	753	762	518	679	378
Of above number settled	744	731	470	549	73
Settled Claims Repudiated	577	561	360	420	41
% of Claims Settled Repudiated	78%	77%	77%	77%	56%

Q3 2013/14 141 Highways claims received
Q2 2013/14 163 Highways claims received
Q1 2013/14 208 Highways claims received

Note as more claims are settled, the repudiation rates will change. Also, further claims may occur related to previous years; claims can be made up to 3 years from the date of the accident.

Complaints data

2012/13 Q4 75 recorded complaints
2012/13 Q3 70 recorded complaints
2012/13 Q2 77 recorded complaints
2012/13 Q1 87 recorded complaints
2013/14 Q3 61 recorded complaints
2013/14 Q2 100 recorded complaints
2013/14 Q1 33 recorded complaints

*indicates being developed or data currently unavailable