











Highways Repairs and Enquiry Indicators

Appendix 1A

Highway Repair & Enquiry Indicators	Performance Measures							Comments
	Q2 Actual	Q3 Actual	Q4 Actual	Q1 Actual	Q2 Actual	Target	Status	
	14/15	14/15	14/15	15/16	15/16			
The average number of days taken to repair a street light fault, which is under the control of the Local Authority	12.60 Days	11.60 Days	4.42 Days	4.76 Days	5.16 Days	7 Days		The number of faults handled is down from the same quarter in the previous financial year, showing that the Bulk Clean and Change programme is starting to have an impact. However, the summer quarter is traditionally a 'quieter' period for fault reporting and figures are expected to rise as the clocks go back and the level of fault reporting increases.
Number of defects identified/reported			5,624	4507	3083	NA		The summer quarter is traditionally a 'quieter' period for defect reporting.
Average number of days to repair a category 1 (urgent) defect			2 Days	2 Days	1 Day	1 Day		The repair time for Category 1 defects is now on target due to a higher proportion of potholes being filled by the Highway Inspectors and Assistants at time of inspection..
Average number of days to repair a category 2 (high) defect			12 Days	13 Days	12 Days	28 Days		The slight improvement in repair time for Category 2 defects is due to concentration of conventional patching gangs on this type of defect rather than Category 1 defects which are mainly filled by the Highway Inspectors and Assistants at time of inspection.
Average number of days to repair a category 2 (low) defect			18 Days	16 Days	16 Days	90 Days		This is the lowest Category of defect and is still well within the Target.
Highways Recorded Complaints	81	94	105	134	61	NA		See Appendix 1B

Key symbols table:

Status	Indicators	Status	Indicators
	Below target by more than 10%		On or above target
	Below target by up to 10%		No reported data or no target