

REPORT OF THE INTERIM 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 4 2014/15 (March 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 as set out in the Appendix Scorecard to this report.

Performance Analysis

4. The following analysis highlights key performance indicators.
 - a. *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 Q4 2014-15 the figures indicate an in year 33.6% reduction has been achieved i.e. a reduction from 517 to 343 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 Q1 2014-15 the figures indicate a 62.7% reduction has been achieved, i.e. a reduction from 55 to 20 against the baseline figure.

- b. *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 the year. At Q4 the figure for the average Street Lighting repair rate was 4.42 days compared against a target of 7 days. This is the best quarterly performance of the year, following the re-introduction of bulk clean and change. Overall for the year the average performance for street lighting repairs equates to 12.15 days.
- c. *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 Q4 the figures for both indicators are 92.5% and 95% respectively, showing good performance. Overall for the year the average performance processing of development control applications and pre-applications equates to 94% and 96.5% respectively. This is set in the context of rising planning application numbers ie 2188 in 2013 and 3495 in 2014.
- d. *Customer Satisfaction Survey* – The County Council participates in the National Highways and Transport Customer Satisfaction Survey. The latest annual results for 2014 are shown on the Appendix Scorecard. As the figures indicate the County Council maintained its position compared to 2013 with some minor movement. The Overall Service satisfaction has improved slightly along with Road Safety. Improvement of the customer focus of the Division continues, with improving provision of information on the web site. Provision of current highway works progress updates on the web site including resurfacing works, improvement schemes and street lighting column replacement projects. Development and investment in technology is progressing for future provision of feedback to customer reports of minor defects.
- e. *Road congestion* – Road congestion performance is monitored through journey times which are determined using Traffic Master Journey time data (Provided by the DfT) for each of the market towns and for the Greater Nottingham area (excluding the City). Performance against the targets is monitored on an academic year basis (September to July), with the results for this year being 3.24mins (journey time/ mile in am peak) compared with a target of 3.29mins.
- f. *Road Condition* – These are annual indicators which are produced utilising condition data for the highway network collated from a number of sources. The condition of the A road network has shown a steady improvement since 2012 due to ongoing maintenance. The results show that 1.5% of the A Road Network needs repair compared with 1.7% previously and a target of 4%. The condition of the B & C road network results show that 4.1% of the B & C Road Network needs repair compared with 8.1% previously and a target of 9%. This marked improvement is partly due to the way these roads are surveyed (50% per year) and year on year steady investment. The condition of the Unclassified road network results show that 19.2% of the Unclassified Road Network needs repair compared with 20.8% previously and a target of 19%.

- g. *Potholes and Repairs* – Over £6.7 million was spent during 2014/15 on filling potholes, patching roads and footways, patching roads in preparation for surface dressing or resurfacing those roads where it would have been uneconomic to fill individual potholes. A further £600k was spent on small drainage schemes to reduce highway flooding which is a major cause of potholes, particularly in freezing conditions. Pioneering new methods for filling potholes and patching roads using “find and fix” teams and new materials have led to quicker response times for more serious “Category 1” potholes. For Q4 there were 5624 defects repaired compared with 4719 in Q4 of the previous year. In total, 17142 defects were repaired in 2014/15 compared with 17756 in 2013/14.

Other Options Considered

5. None – this is an information report.

Reasons for Recommendations

6. None – this is an information report.

Statutory and Policy Implications

7. 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

8. The monitoring of service performance will ensure that the Highways Budgets will be used efficiently and effectively.

Implications for Service Users

9. The continued monitoring and management of performance will ensure that quality standards are maintained and appropriate services provided to meet local needs.

Recommendation

10. 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