

<b>SUBJECT</b>	<b>Highways Performance Update</b>
	<b>Full Council Briefing</b>
<b>DATE</b>	<b>March 2016</b>
<b>PURPOSE OF REPORT</b>	To update members on current performance of the Highways service
<b>AUTHOR</b>	Cllr Vernon Smith – Cabinet Member Highways and Flooding

**Colleagues,**

In this report I have highlighted a number of recent highways successes as well as provided you an update on Highways Local progress and the latest key performance data. Officers are currently reviewing how highways performance data is shared with members and will be taking a draft report to the cross party Highways Advisory Group to consider our current approach to reporting highways data and seek member input into the process.

### **Current Highways Successes**

- Member and parish newsletters were sent out in February and featured information about how Amey are currently managing highway drainage maintenance. The work Amey are doing with subcontractor EEG on the electronic recording of gully asset data and the management of cleaning/clearing of gullies has been highlighted in a bid to the CIHT (Chartered Institution of Highways and Transportation) Innovation Awards.
- 49,195 potholes have been repaired to date (by end of February) and an additional 13,394 non-safety defects were picked up through the jet patching programme earlier this year. Pothole numbers have gone up significantly in February following a period of wet and cold (freeze/thaw) days as is normal for this time of year. Amey have brought in additional resources to tackle the high number of 28 day defects on the network. In addition, we have commissioned a jet patching machine to start work in mid-March and continue into April to put an additional £100k of work into the network to help recover the network from the winter damage. As weather conditions improve and more gang resources come on line the backlog of 28 day defects should reduce over the coming months.
- Amey have now filled seven of the eight Apprentice positions; Danielle Jones in the Customer Contact Centre, Tom Averiss in the Operations Team as an apprentice Project Manager, Lauren Burke in Finance, Frank Dorrington-Ward in PROW, Josie Gustaffson in the AHR team and Arran Little and Alexander Crick in Operational Delivery Team. The diversity of the Apprentices will add resilience across the workforce for the future. Each year Amey Gloucestershire takes on eight apprentices into the business.

# Highways Key Performance Indicators

	Ref	Indicator Description	SMART Target 15/16	Result to date	Comments	
Environment - Strategic	E5	Reduce Carbon Footprint of the Service	tbc	40,981 Kg of CO2	Establishing baseline; target to be set for future years	
	E10	Gully emptying programme	85.00%	97.00%		
Environmental Operational	E12	Bridge Load Capacity Indicator	3.08%	3.85%	Reported annually, target has not been agreed yet	
	S1	Public Satisfaction Survey (NHT)	Maintain 2013 result (50.3%)	51.70%	Improved position	
Social - Strategic	S2	Parish Council satisfaction with service	Maintain 2013 result (3.73)	2.41	Rating system 1 to 5	
	S3	Member satisfaction with service	Maintain 2013 result (3.83)	2.95	Rating system 1 to 5	
	S4R	Meeting Fair Payment Charter Agreement	Method of measurement in development			
	S9	Safe Workforce - AIR	4 RIDDORs	0		
	S11	Emergency Response	96%	97.07%		
Social Operational	S12	24 hour defects	96%	98.63%		
	S13	28 day defects	95%	93.05%	Slight fall due to high numbers, additional resources secured to assist	
	S14	Winter salting routes completed on time	99%	73%	59 runs, 43 completed to 100%, 16 runs completed over time	
	S15	Emails acknowledged within 3 working days and responded to within 10 working days	85%	86.73%		
	S16	Letters acknowledged within 5 working days and responded to within 10 working days	85%	90.18%		
	S17	Complaints closed out in time	85%	91.67%		
	S20	Telephone calls answered within SLA timescales - 20 seconds - (08000 514514 calls)	85%	87.57%		
	S22	Customer rating of the quality of work carried out (PWQ)	3 (Good)	No data	Data from summer capital programme schemes currently being collated, should be able to report on this indicator next month	
	S23	3 month defects	95%	68.33%	All resources have been put on 28 day defects, additional resources secured to resolve backlog	
	S24	Compliments to Complaints Ratio	6 to 1	4 to 1		
	S26	Delivery of Highways Local - 2015 - 16	85%	83.00%	On target to achieve 85% (100% of in-year schemes delivered, approx 25 schemes have agreed longer term delivery timescales as they involve consultations and TRO's.	
	Economic Strategic	M1	Delivery of capital improvement programme	85%	60.00%	309 jobs committed out of 514
		M2	Delivery of capital maintenance programme	85%	93.00%	Substantially complete
M5		NI168 - Principal road condition	4.0%	Annual Result	Data available after Q4	
M6		NI169 - Non-principal road condition	10%	Annual Result	Data available after Q4	
M7		BVPI 224B - Unclassified road condition	18%	Annual Result	Data available after Q4	
M10		Streetworks notices served correctly	1.04 x 13/14 result	92%		
M11		Schemes starting and finishing on time	85%	Software system being updated in order for data to be provided in future		
M12	Accruals within 5% of Actuals and 95% Accruals cleared within 3 months	x = 10% y = 90%	Annual Result	Annual result		
M13	Green Claim Recovery	tbc	£40,830	Nov - 13 Finalised Claims - £7,666.41 since last payment. YTD Total - £32,942.73		