# Highways Levels of Service & Performance

## Corporate and/or National Indicators

**The % of the principal roads network in need of repair (Scanner) R1001**

The target for 2023/24 is to achieve the national average. Based on the current information provided by the department for transport this stands at 4%.

Frequency: Annually

* Performance for 2022/2023 Quarter 4 was: 2%
* Performance for 2023/2024 Quarter 1 is: 2%

**The % of non-principal road network in need or repair (Scanner) R1001**

The target for 2023/2024 is to achieve the national average. The latest Department for Transport information for 2023/2024 has this as 6%

Frequency: Annually

* Performance for 2022/2023 Quarter 4 was: 3%
* Performance for 2023/2024 Quarter 1 is: 3%

**The % of unclassified roads in need of repair (CVI)**

The target for 2023/2024 is to be below 21% by March 2024. With a further target of being below 17% (The national average) by the end of the £24m investment (March 2024).

Frequency: Annually

* Performance for 2022/2023 Quarter 4 was: 14%
* Performance for 2023/2024 Quarter 1 is: 14%

**The % of footways in need of repair (CVI)**

The target for 2023/2024 is to achieve a target of 40% by March 2024.

Frequency: Quarterly

* Performance for 2022/2023 Quarter 4 was: 38%
* Performance for 2023/2024 Quarter 1 is: 39%

## Management Information

**To ensure any actionable (safety) defects are repaired within the appropriate timescales**

The target for 2023/2024 is to achieve 90% of actionable defected to be completed within the target time frame.

Frequency: Monthly

* Performance for 2022/2023 Quarter 4 – 98%
* Performance for 2023/2024 Quarter 1 – 98%

**Post work inspections to be carried out to assess the quality of pothole repairs**

The target for 2023/2024 is for 90% of pothole repairs to be carried out to an acceptable standard

Frequency: Quarterly

* Performance for 2022/2023 Quarter 4 was: 91%
* Performance for 2023/2024 Quarter 1 is: 95%

**Clear priority/urgent blocked road gullies to prevent flooding problems to properties and public highways. During normal working hours - excluding extreme weather events.**

The target for 2023/2024 is that 90% of blocked gullies causing flooding are actioned within 4 hours for properties and severely flooded public highways or 1 working day for flooded highways or highways at risk of flooding.

Frequency: Quarterly

* Performance for 2022/2023 Quarter 4 was: 100%
* Performance for 2023/2024 Quarter 1 is: 100%

**Response from residents for street lighting that is not working.**

The target for 2023/2024 is 90% attendance of street lighting faults within 3 days.

Frequency: Quarterly

* Performance for 2022/2023 Quarter 4 was: 94%
* Performance for 2023/2024 Quarter 1 is: 97%

**To inspect the highway network (Carriageways, Footways and Footpath) safety inspections (SHI) and on or before the inspection due date**

The target for 2023/2024 is 95% of the highways network is inspected before the inspection due date.

Frequency: Monthly

* Performance for 2022/2023 Quarter 4 was: 91%
* Performance for 2023/2024 Quarter 1 is: 95%

Customer Satisfaction Surveys about recent highways maintenance scheme.

The target for 2023/2024 is over 90%. This is an Average for the first 3 quarters for works starting on…

Frequency: Quarterly

Satisfied with pre-start information about the works

* Performance for 2022/2023 for Quarter 4 was 100%
* Performance for 2023/2024 for Quarter 1 is 95%

Did the work start on time

* Performance for 2022/2023 Quarter 4 was 100%
* Performance for 2023/2024 Quarter 1 is 92%

Satisfied with the quality of the work carried out

* Performance for 2022/2023 Quarter 4 was 100%
* Performance for 2023/2024 Quarter 1 is 95%

Was the site left clean and tidy

* Performance for 2022/2023 Quarter 4 was 100%
* Performance for 2023/2024 Quarter 1 is 97%

**Make safe dangerous overhanging trees/vegetation on highway land**

The target for 2023/2024 is that over 90% of overhanging trees are made safe within 5 days.

Frequency: Monthly

* Performance for 2022/2023 Quarter 4 was 100%
* Performance for 2023/2024 Quarter 1 is 100%

**Trees obstructing the highway are cut back**

The target for 2023/2024 is that over 90% of overhanging trees are cut back within 5 days.

Frequency: Monthly

* Performance for 2022/2023 Quarter 4 was 100%
* Performance for 2023/2024 Quarter 1 is 95%

**Make safe dangerous overhanging trees/vegetation from private land**

The target for 2023/24 is that over 90% of overhanging tress are made safe within 24 hours.

Frequency: Monthly

* Performance for 2022/2023 Quarter 4 was 100%
* Performance for 2023/2024 Quarter 1 is 100%

**Private trees obstructing the highway are cut back by landowner.**

The target for 2023/2024 is that over 90% of private tress are cut back by landowner - within 14 days of written notice.

Frequency: Monthly

* Performance for 2022/2023 Quarter 4 was 100%
* Performance for 2023/2024 Quarter 1 is 93%

**Make safe missing cover e.g. public and private sewers, gas, water or BT apparatus.**

The target for 2023/2024 is that over 90% of missing covers will be made safe within 4 hours and owners informed.

Frequency: Monthly

* Performance for 2022/2023 Quarter 4 was 100%
* Performance for 2023/2024 Quarter 1 is 100%