

| Highway Services | | | | | | | |
|--|-----------|----------------------------|--------------------------------|-----------------------------------|---------------------------------|--------------------------------|--|
| Levels of Service & Performance | | | | | | | |
| Indicator Title | Freq. | 2020/21 Performance | Qtr. 1 Performance Apr- Jun 21 | Qtr. 2 Performance July- Sept- 21 | Qtr. 3 Performance Oct - Dec 21 | Qtr. 4 Performance Jan- Mar 22 | 2021/22 Target |
| Corporate / National Indicators | | | | | | | |
| The % of the principal roads network in need of repair (SCANNER) R1001 | Annual | 2% | 2% | 2% | 2% | | To achieve National Average - Latest DfT information available is 2018/19 - 3% (lower is better) |
| The % of the non principal road network in need of repair (SCANNER) R1001 | Annual | 2% | 3% | 3% | 3% | | To achieve National Average- Latest DfT information available is 2018/19 - 6% (lower is better) |
| The % of unclassified roads in need of repair (CVI) | Annual | 19% | 18% | 18% | 17% | | To achieve a target below 21% by March 2021. The ultimate target is 17% (national average) by the end of the £24m investment (March 2024) |
| The % of footways in need of repair (CVI) | Quarterly | 37% | 36% | 36% | 36% | | To achieve a target of 40% by March 2021. (lower is better) |
| Management Information | | | | | | | |
| To ensure any actionable (safety) defects are repaired within the appropriate timescales. | Monthly | 97% | 99% | 98% | 98% | | 90% of actionable defects are completed within target timeframe. |
| Post works inspections carried out to assess quality of pothole repairs. | Quarterly | 91% | 94% | 92% | 91% | | 90% of repairs are to an acceptable standard |
| Clear priority/urgent blocked road gullies to prevent flooding problems to properties and public highways. | Quarterly | 100% | 100% | 100% | 100% | | 90% of blocked gullies causing flooding are actioned within 4 hours for properties and severely flooded public highways; 1 working day for flooded highways or at risk of flooding |
| Response to resident reports of street lighting not working. | Quarterly | 94% | 94% | 95% | 94% | | 90% attendance of street lighting faults within 3 days |
| To inspect the highway network (Carriageways, Footways and Footpaths) for safety on a cyclic basis and on or before the inspection due date | Monthly | 93% | 97% | 97% | 96% | | 95% of the highway network is inspected before the inspection due date. |
| Customer satisfaction surveys about recent highway maintenance schemes; Satisfied with pre-start information about the works Did the works start on time Satisfied with the quality of the work carried out Was the site left clean and tidy | Quarterly | 91% 84% 100% 100% | 95% 96% 100% 97% | 95% 97% 100% 97% | 100% 86% 100% 100% | | Target over 90%. Average for 1st three quarters for works starting on |
| Make safe dangerous overhanging trees/vegetation on highway land. | Monthly | 100.00% | 100% | 100% | 100% | | Above 90% of overhanging trees are made safe within 24hrs |
| Trees obstructing the highway are cut back | Monthly | 100.00% | 100% | 100% | 100% | | Above 90% of overhanging trees are cut back within 5 days |
| Make safe dangerous overhanging trees/vegetation from private land. | Monthly | 100.00% | 100% | 100% | 100% | | Above 90% of overhanging trees are made safe within 24hrs |
| Private trees obstructing the highway are cut back by landowner. | Monthly | 100.00% | 100% | 100% | 100% | | Above 90% of private trees are cut back by landowner - within 14 days of written notice. |
| Make safe missing cover e.g. public and private sewers, gas, water or BT apparatus. | Monthly | 100.00% | 100% | 100% | 100% | | Above 90% of missing covers made safe within 4 hours and informed owners |