

Highway Services							
Levels of Service & Performance							
Indicator Title	Freq.	2021/22 Q4 Performance	Qtr. 1 Performance Apr- Jun 22	Qtr. 2 Performance July- Sept- 22	Qtr. 3 Performance Oct - Dec 22	Qtr. 4 Performance Jan- Mar 23	2022/23 Target
<b>Corporate / National Indicators</b>							
The % of the principal roads network in need of repair (SCANNER) R1001	Annual	2%	2%	2%	2%	0%	To achieve National Average - Latest DfT information available is 2022/23 - 4% (lower is better)
The % of the non principal road network in need of repair (SCANNER) R1001	Annual	2%	3%	3%	3%	0%	To achieve National Average- Latest DfT information available is 2022/23 - 6% (lower is better)
The % of unclassified roads in need of repair (CVI)	Annual	19%	15%	15%	14%	0%	To achieve a target below 21% by March 2023. 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%	37%	37%	0%	To achieve a target of 40% by March 2023. (lower is better)
<b>Management Information</b>							
To ensure any actionable (safety) defects are repaired within the appropriate timescales.	Monthly	97%	97%	96%	96%	0%	90% of actionable defects are completed within target timeframe.
Post works inspections carried out to assess quality of pothole repairs.	Quarterly	100%	100%	91%	92%	0%	90% of repairs are to an acceptable standard
Clear priority/urgent blocked road gullies to prevent flooding problems to properties and public highways. During normal working hours - excluding extreme weather events.	Quarterly	95%	100%	100%	100%	0%	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%	93%	93%	94%	0%	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	95%	97%	91%	92%	0%	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	78% 83% 99% 99%	98% 95% 97% 95%	89% 89% 100% 100%	93% 94% 90% 90%	0% 0% 0% 0%	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%	0%	Above 90% of overhanging trees are made safe within 24hrs
Trees obstructing the highway are cut back	Monthly	100.00%	100%	100%	100%	0%	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%	0%	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%	0%	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%	0%	Above 90% of missing covers made safe within 4 hours and informed owners