

Cabinet Committee on Performance Improvement

Meeting to be held on 9 June 2014

Part I

Electoral Division affected:

All

Highway Defects Performance Report

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Executive Summary

One of the Environment Directorate's current performance indicators is:

'To repair 90% of carriageway and footway potholes, Identified by regular Highway Safety Inspections (HSI), within 30 days'

During 2013/14 61,035 potholes were identified by HSIs, of which 59,304 (97%) were repaired within 30 days. However this measure does not include those defects reported by the public.

To provide a more comprehensive measurement of service delivery in relation to road repairs, the directorate is proposing to change the current performance indicator to the following;

'To repair 90% of all carriageway and footway defects reported within 20 working days'

Recommendation

The Cabinet Committee on Performance Improvement is recommended to note the contents of this report and the proposed action to ensure that the County Council has the most robust performance management approach possible.

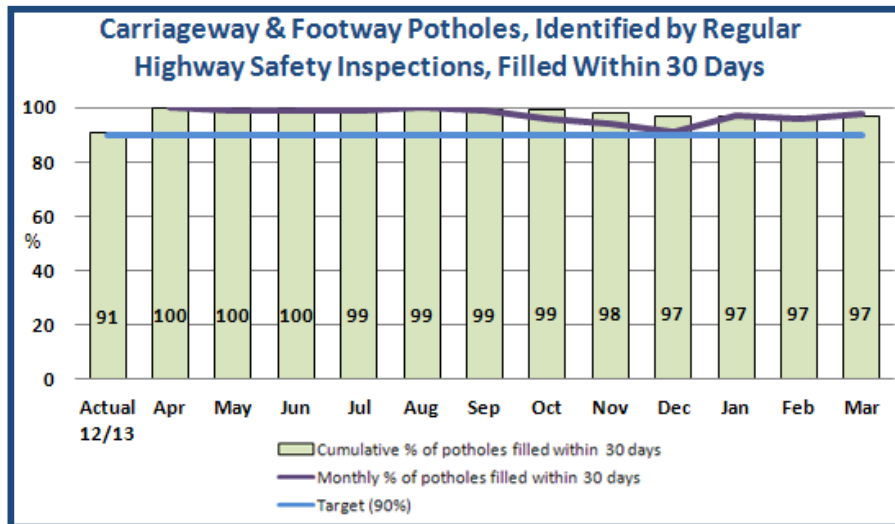
Background and Advice

2013/4 Performance Monitoring

The Environment Directorate agreed to report performance against the following indicator and target during 2013/14;

'To repair 90% of carriageway and footway potholes, Identified by regular Highway Safety Inspections (HSI), within 30 days'

A total of 61,035 potholes were identified during 2013/14, of which 59,304 (97%) were repaired within 30 days. Therefore the target has been achieved. The table below shows both the cumulative and monthly performance against this indicator and the improvement made against performance recorded in 2012/13.



During 2013/14 it was noted by the Cabinet Committee that this indicator did not include defects reported by the public.

Improved Approach

Over the summer of 2013 officers within Lancashire Highway Services (LHS) considered ways to change working practices and improve LHS performance on the delivery of timely and effective defect repairs. This has looked at all defects reported that reach intervention level, rather than the current focus on Highway Safety Inspection (HSI) carriageway and footway potholes.

An outcome of this work is that Highway Operations within LHS now manage all of the operational teams dealing with repairs. This provides the greatest potential for efficiencies and increased productivity through the co-ordination of all work requirements. The service now combines all HSI defects and those reported by the public on a single, map based, management system for footways and carriageways. This enables us to group repairs, delivering increased productivity. HSI and public reported defects are treated in a consistent way under the new system.

Actions – Performance Monitoring

To compliment the improved approach noted above, the Directorate is proposing to change the current performance indicator to the following:

"To repair 90% of all carriageway and footway defects reported within 20 working days"

This will provide the following benefits:

- The indicator will provide performance assessment for defects identified by both Highway Safety Inspections and those reported by the public. For the purpose of this measurement, a report from the public will only be considered a 'defect' should it meet our prescribed intervention level.
- Performance trends for potholes specifically can be assessed against previous year performance.
- Monitoring against working days is standard practice by most comparable authorities and therefore may allow for improved benchmarking

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

The County Council's policy for the management of highway defects is designed to mitigate risk to both the public and the authority.

List of Background Papers

Paper	Date	Contact/Directorate/Tel
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N/A

Reason for inclusion in Part II, if appropriate

N/A