

Highway Services							
Levels of Service & Performance							
Indicator Title	Freq.	2018/19 Performance	Qtr. 1 Performance Apr- Jun 19	Qtr. 2 Performance July- Sept- 19	Qtr. 3 Performance Oct - Dec 19	Qtr. 4 Performance Jan- Mar 20	2018/19 Target
Corporate / National Indicators							
The % of the principal roads network in need of repair (SCANNER) R1001	Annual	2%	Data Expected February 2020				To achieve National Average - Latest DfT information available is 2017/18 - 3%
The % of the non principal road network in need of repair (SCANNER) R1001	Annual	5%	Data Expected February 2020				To achieve National Average- Latest DfT information available is 2017/18 - 6%
The % of unclassified roads in need of repair (CVI)	Annual	23%	23%				To achieve a target of below 24% by March 2020. (National Average- Latest DfT information available is 2017/18 - 17%
The % of footways in need of repair (CVI)	Quarterly	40%	40%				To achieve a target of 42% by March 2020.
Local Indicators							
To ensure any actionable (safety) defects are repaired within the appropriate timescales.	Monthly	91%	99%				90% of actionable defects are completed within target timeframe.
Post works inspections carried out to assess quality of pothole repairs.	Quarterly	97%	94%				90% of repairs are to an acceptable standard
Clear priority/urgent blocked road gullies to prevent flooding problems to properties and public highways.	Quarterly	99%	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	92%	94%				90% attendance of street lighting faults within 3 days
Management Information							
To inspect the highway network (Carriageways, Footways and Footpaths) for safety on a cyclic basis and on or before the inspection due date	Monthly	100%	99%				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	94% 94% 95% 96%	97% 100% 97% 97%				Achieve above 90% performance for all individual elements
Make safe dangerous overhanging trees/vegetation on highway land.	Monthly	100.00%	100%				Above 90% of overhanging trees are made safe within 24hrs
Trees obstructing the highway are cut back	Monthly	99.00%	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%				Above 90% of overhanging trees are made safe within 24hrs
Private trees obstructing the highway are cut back by landowner.	Monthly	100.00%	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%				Above 90% of missing covers made safe within 4 hours and informed owners