

Performance networks



Highways and Street Lighting - How are we performing?

Thursday 7 June 2018

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Performance management



Recommendation 26 – Performance management framework

A performance management framework should be developed that is clear and accessible to stakeholders as appropriate and supports the asset management strategy

Recommendation 27 – Performance monitoring

The performance of the Asset Management Framework should be monitored and reported. It should be reviewed regularly by senior decision makers and when appropriate, improvement actions should be taken.



Performance networks

- The largest public sector benchmarking service in the UK
- 185 UK local authorities registered
- 20th year of data collection
- 15 service areas
- Developed and reviewed by practitioners
- Confidentiality and terms of membership
- Range of cost, quality, productivity and outcome measures
- Like-for-like comparisons through profiling
- Independently validated
- Flexibility in comparisons
- Robust data validation processes including parameters, exclusion reports as well as practitioner checks and an audit process
- Partnership working with SCOTS and CSS Wales
- Asset management approach to performance measurement (2009)
- Carriageways, footways, winter maintenance, street furniture, traffic management systems, road drainage, gullies, street lighting and bridges & structures

Types of analysis



apse performance networks

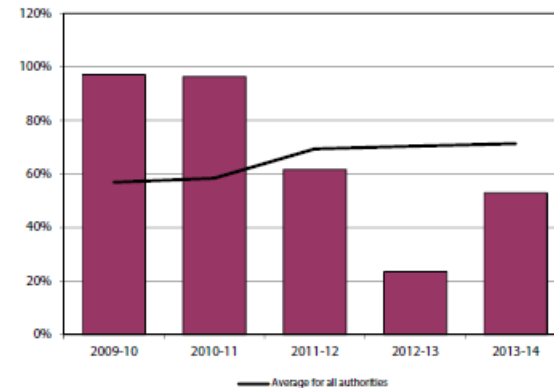
Roads/highways performance at a glance

Sample Authority

These pages show your authority's performance for each performance indicator against the 2015/16 average performance of your family group. Whether your result has improved or not from 2014/15 is also shown. Icons are used to display this information and the idea of this report is that authorities can see 'at a glance' where improvements may need to be made. Where the box is blank, this indicates that there is no authority score available for this performance indicator or that there were less than three participants in this PI, meaning we are unable to produce a meaningful average score. The key to the icons are displayed below each table.

Performance indicators	Performance in 2015/16	Improved since 2014/15?^
Carriageway asset performance indicators		
Safety		
PI 03a Percentage of CAT1 defects made safe within response times	●	—
PI 39a Percentage of safety inspections completed on time	●	—
PI 39b Percentage of planned kilometres of safety inspections completed	●	—
PI 114 Percentage of maintained network subject to salting regime	●	—
Condition / Asset preservation		
PI 02b Condition of principal roads (TRACS type surveys - England and Wales only)	●	▲
PI 02c Condition of all non principal roads (England and Wales only)	●	
PI 02e Condition of non principal roads (Class B - England and Wales only)		
PI 02f Condition of non principal roads (Class C - England and Wales only)		
PI 02g Condition of unclassified roads (England and Wales only)	▲	▼
PI 02d Condition of 'A' class carriageways (principal roads)		
PI 02h Condition of 'B' class carriageways (SRMCS type surveys - Scotland only)		
PI 02i Condition of 'C' class carriageways (SRMCS type surveys - Scotland only)		
PI 02j Condition of unclassified carriageways (SRMCS type surveys - Scotland only)		
PI 28 Number of category one defects per km of maintained road	◆	
PI 29 Percentage change in number of category one defects	●	▲
PI 34 Percentage of category 2 repairs repaired within timescale	●	—
Third party claims		
PI 31b Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period	◆	▼
Financial		
PI 32 Service costs per gully		

PI 15a Percentage of total roads/highways function cost (revenue and capital) spent directly on roads/highways repairs



This performance indicator measures the actual percentage of total roads/highways function cost (revenue and capital) spent directly on roads/highways repairs



Roads/highways maintenance performance indicator standings 2015/16 : Family group report

Name of authority

PIN

Family group

Example authority

8999

H5

Performance indicator

Carriageway asset performance indicators

Safety

PI 03a - Percentage of CAT1 defects made safe within response times

13 100.00% 89.38% 36.17% **99.24%**

PI 39a - Percentage of safety inspections completed on time

11 100.00% 85.74% 38.79% **90.72%**

PI 39b - Percentage of planned kilometre of safety inspections completed

5 100.00% 91.38% 57.43%

PI 114 - Percentage of maintained network subject to salting regime

14 79.62% 49.44% 36.02% **43.56%**

PI 62- Kg of salt used per km of road treated

10 191.45 91.11 9.90 **106.34**

Condition/Asset preservation

PI 40 - Percentage of carriageway length to be considered for maintenance treatment (Scotland only)

9 46.90% 37.24% 33.20%

PI 41a - Percentage of carriageway length treated

13 10.23% 3.79% 1.25% **4.68%**

PI 41b - Percentage of carriageway length treated (calculated from treatment types)

13 11.65% 4.23% 1.26% **4.68%**

PI 41c - Percentage of carriageway square metres treated (calculated from treatment types)

14 11.42% 4.07% 1.06% **5.73%**

PI 02b - Condition of principal roads (TRACS type surveys - England and Wales only)

5 5.30% 3.12% 1.00% **1.00%**

PI 02c - Condition of all non principal roads (England and Wales only)

5 39.88% 13.17% 4.00% **4.00%**

PI 02e - Condition of non principal roads (Class B - England and Wales only)

5 11.74% 5.45% 1.90% **4.10%**

PI 02f - Condition of non principal roads (Class C - England and Wales only)

5 21.75% 9.47% 4.30% **4.30%**

PI 02g - Condition of unclassified roads (England and Wales only)

5 58.55% 19.31% 3.01% **11.00%**

Best practice case studies 2016

Best and most improved performer award winners 2016

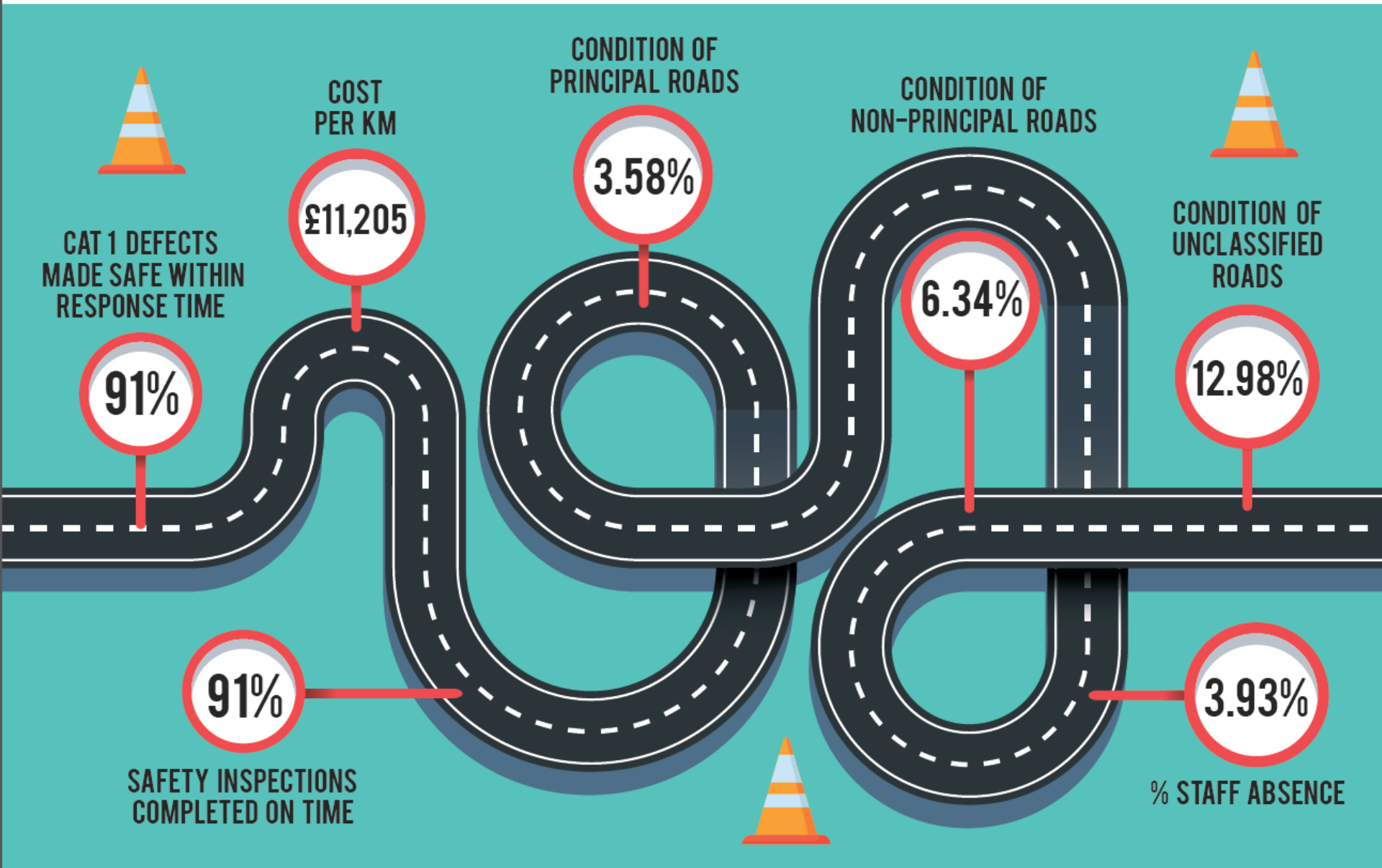


Performance awards

(Best Practice and Improvement Awards)



APSE performance networks highways data

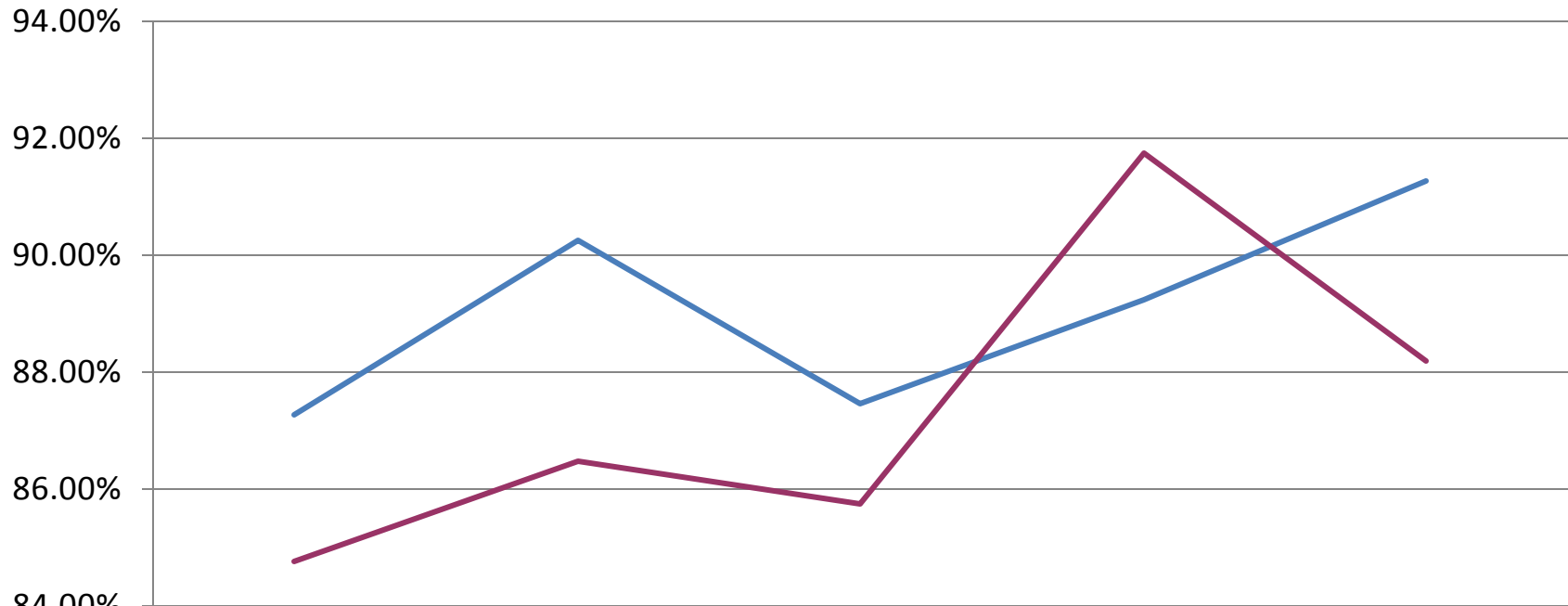


Performance trends



PI 03a Percentage of damaged roads made safe in target times (2012-17)

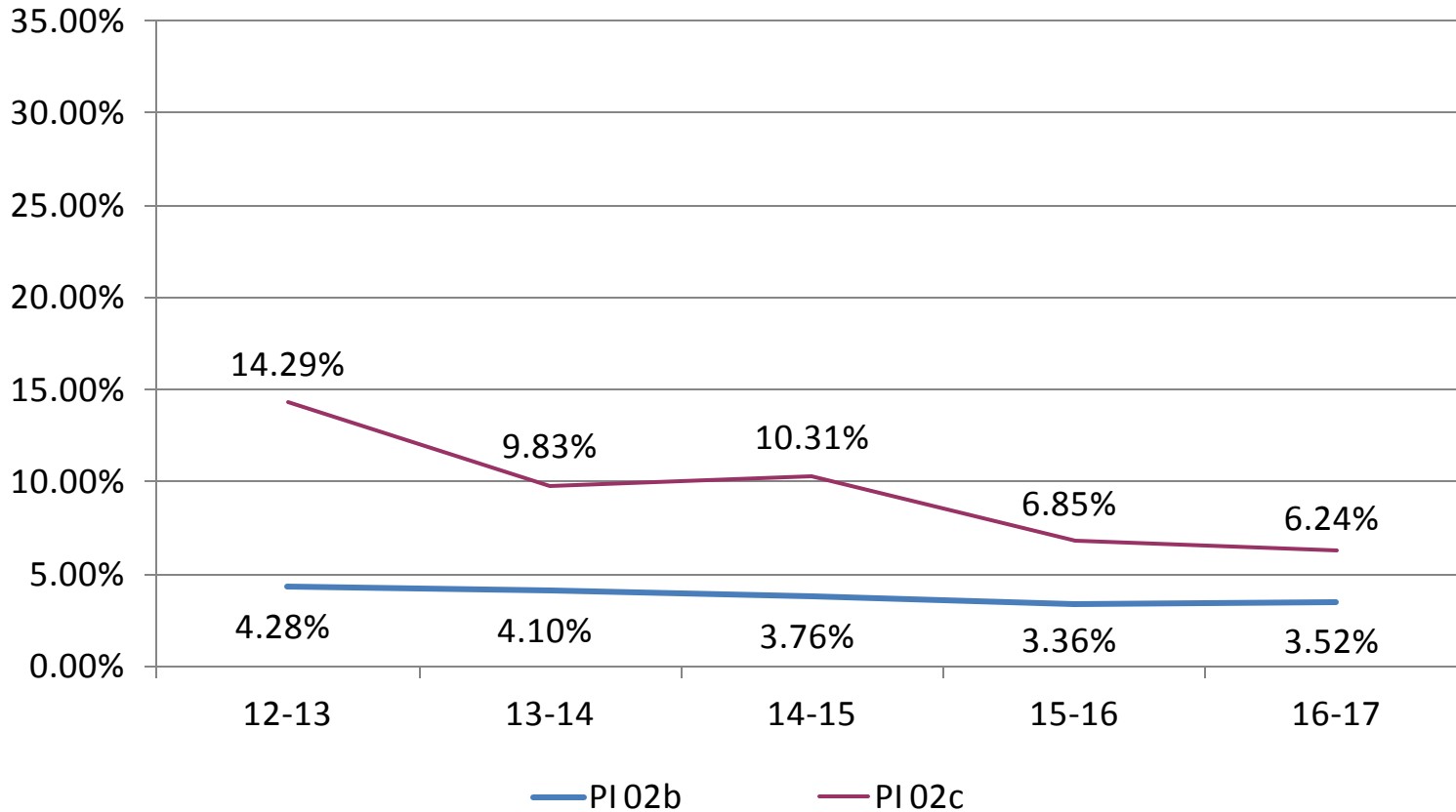
PI 45a Percentage of damaged footways made safe in target times (2012-17)



	12-13	13-14	14-15	15-16	16-17
— PI 03a	87.26%	90.25%	87.46%	89.25%	91.26%
— PI 45a	84.76%	86.45%	85.75%	91.75%	88.20%

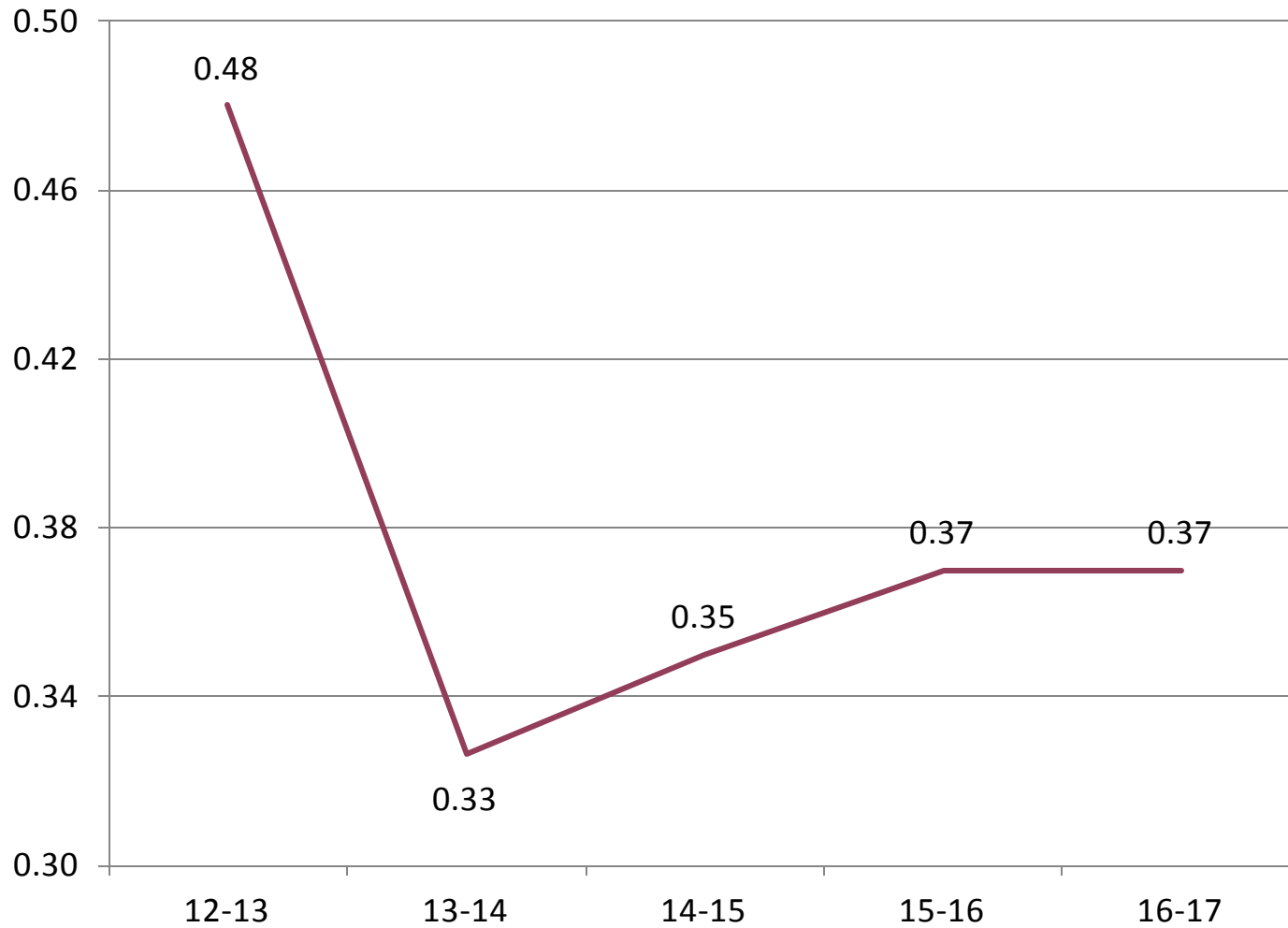


Condition of roads
PI 02b principal - England/Wales
PI 02c non principal- England/Wales



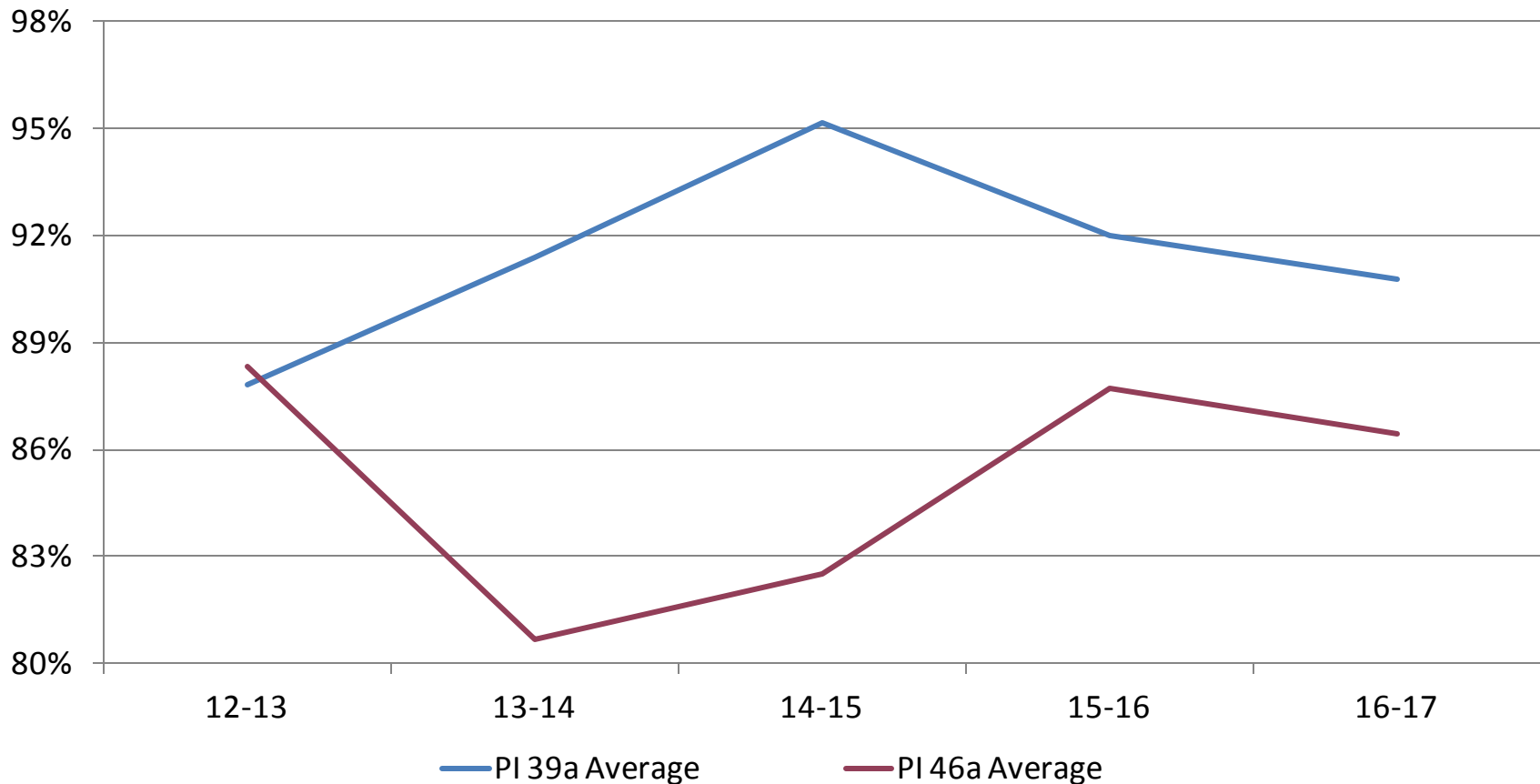


PI 28 Number of Cat 1 defects per Km of maintained road



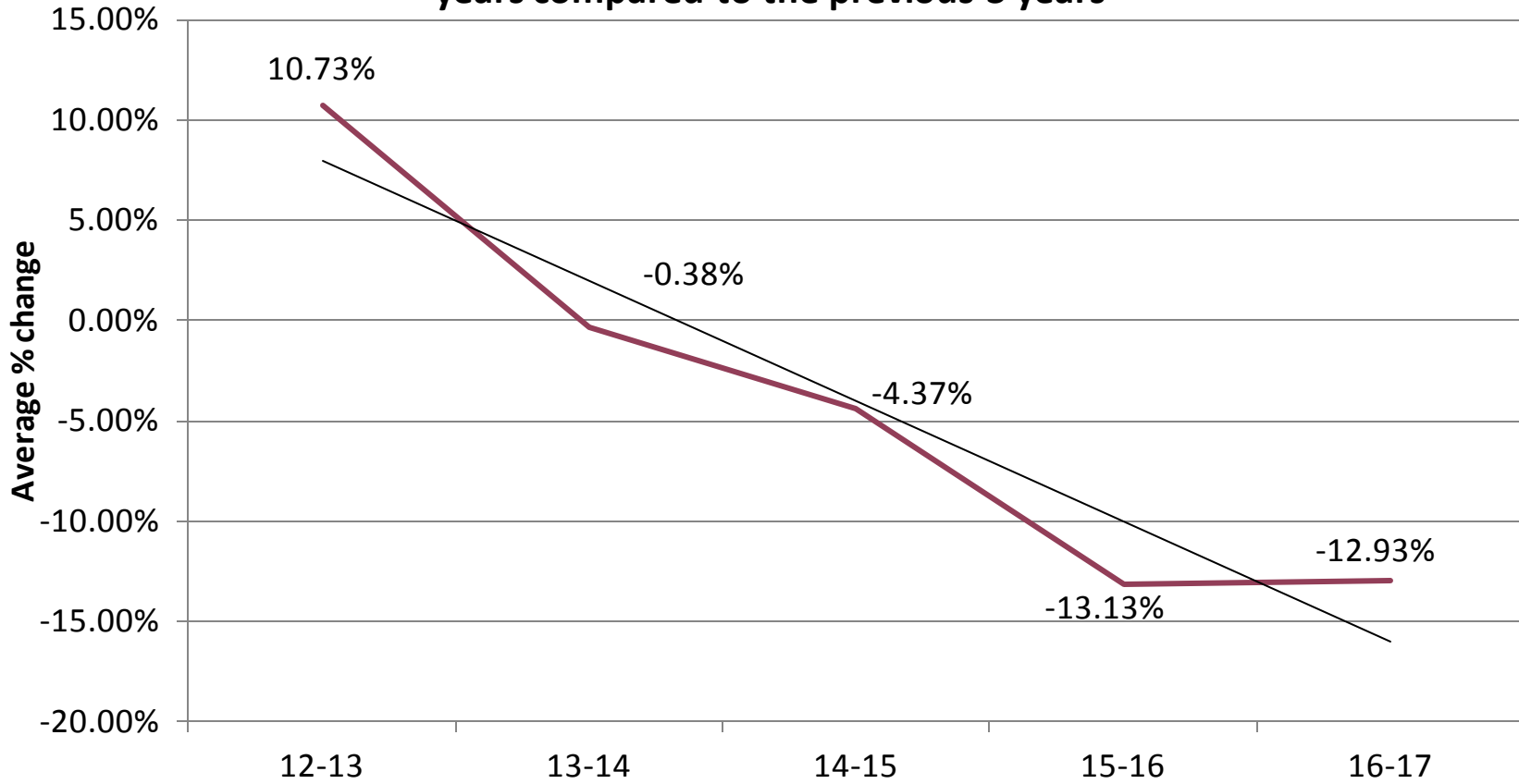


PI 39a Percentage of safety inspections completed on time (carriageways)
PI 46a Percentage of safety inspections completed on time (footways)



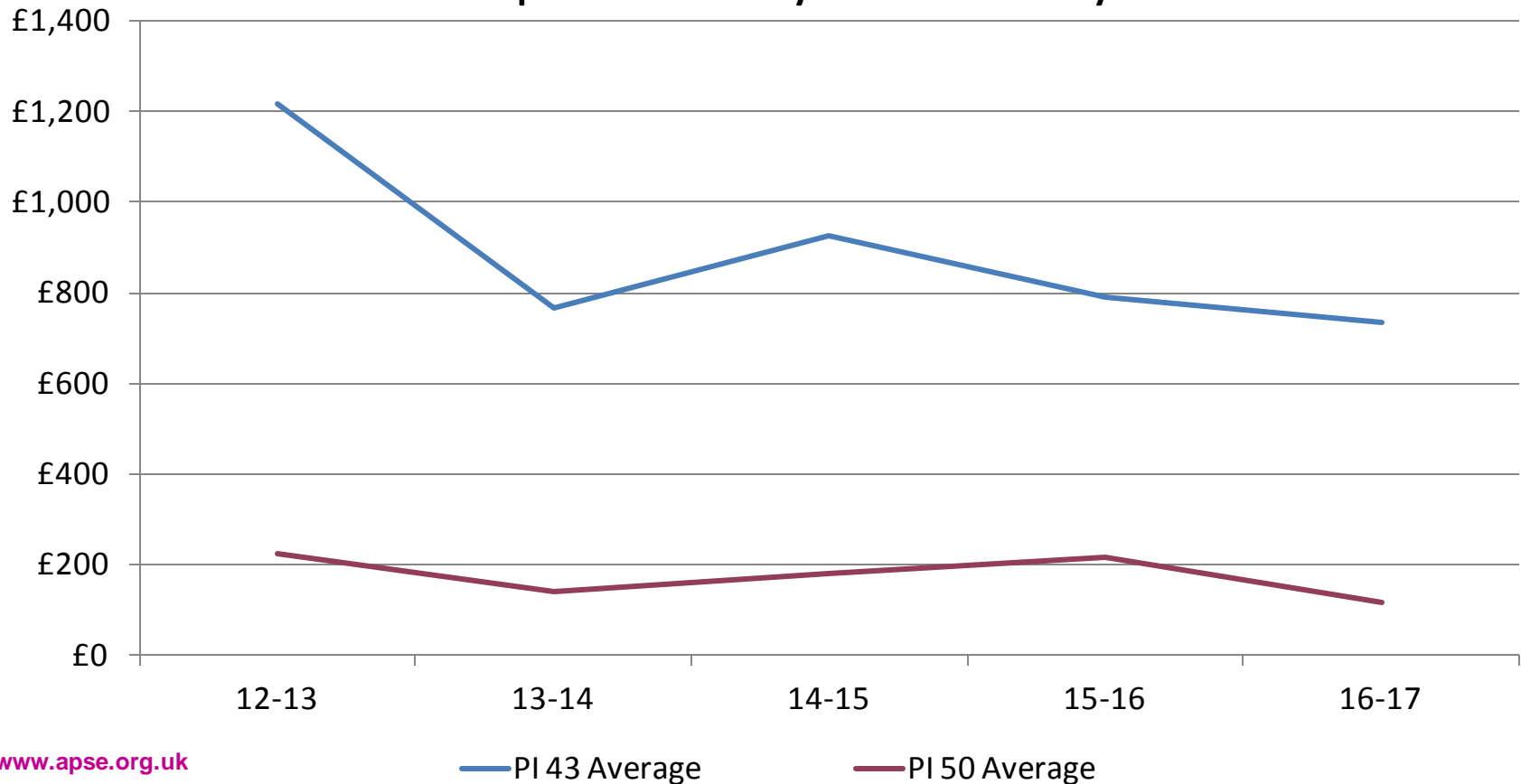


PI 31 Percentage change in the number of 3rd party claims in last 3 years compared to the previous 3 years



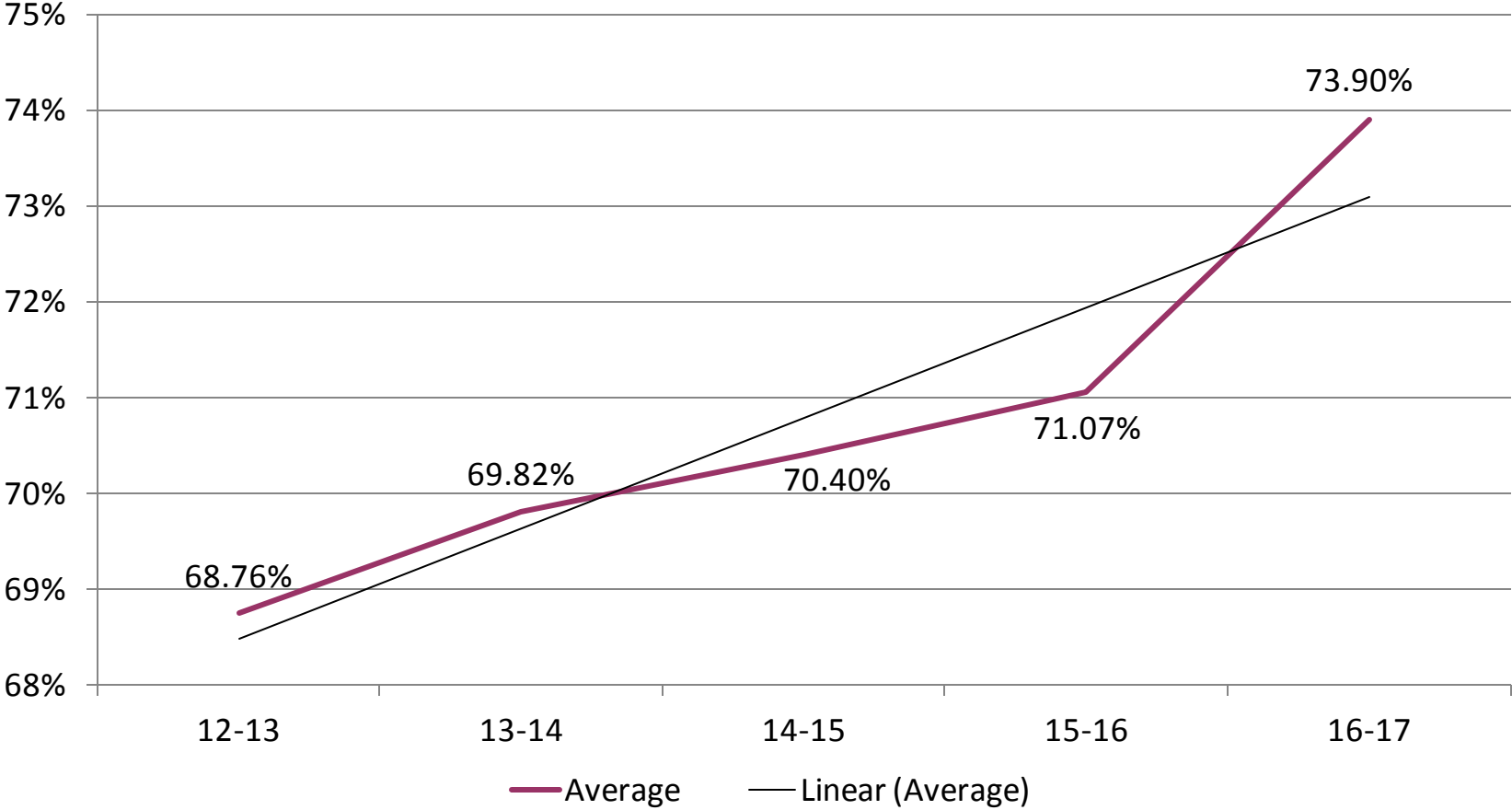


PI 43 Total cost for carriageway winter maintenance treatment over entire winter period divided by the total carriageway network length
PI 50 Total cost for footway winter maintenance treatment over the entire winter period divided by the total footway net





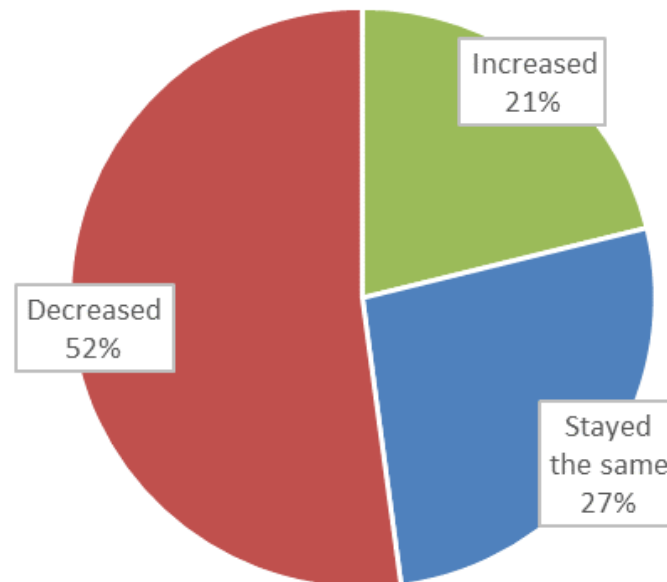
PI 16 percentage of maintenance expenditure planned/proactive



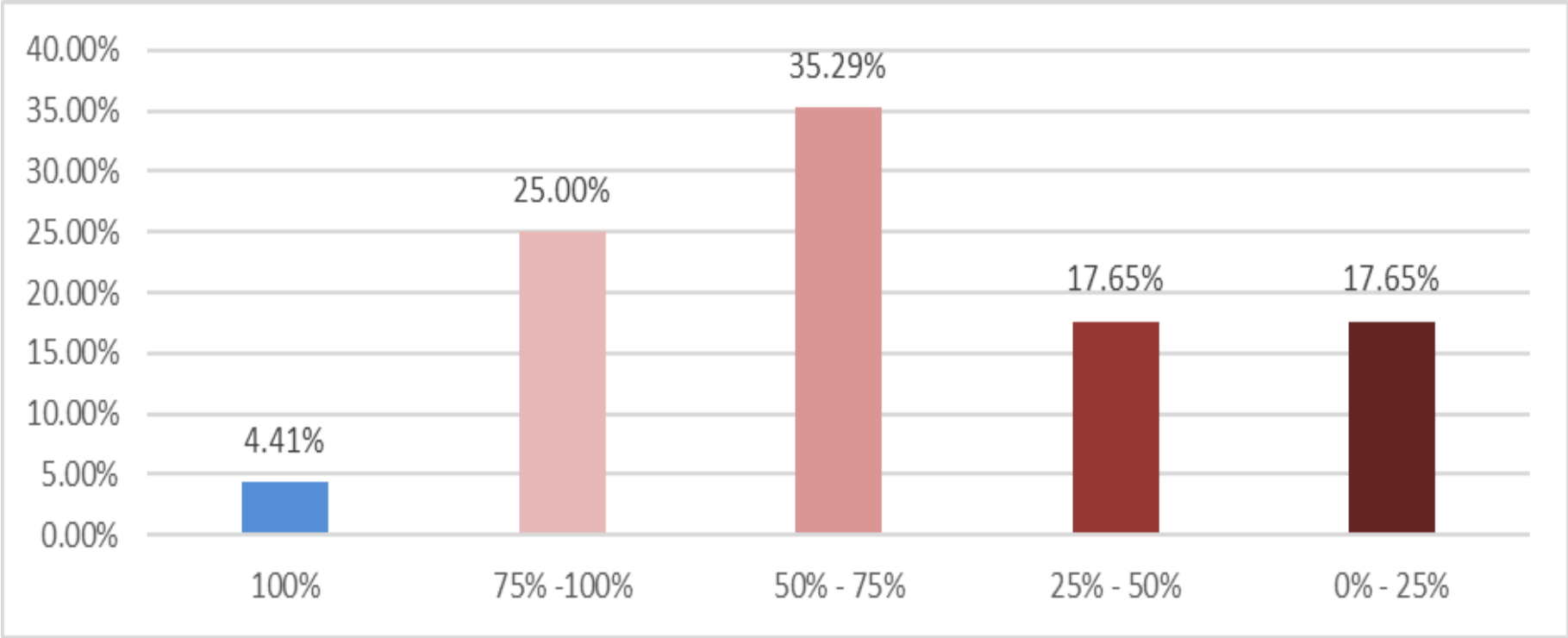
Emerging changes to approaches in service management



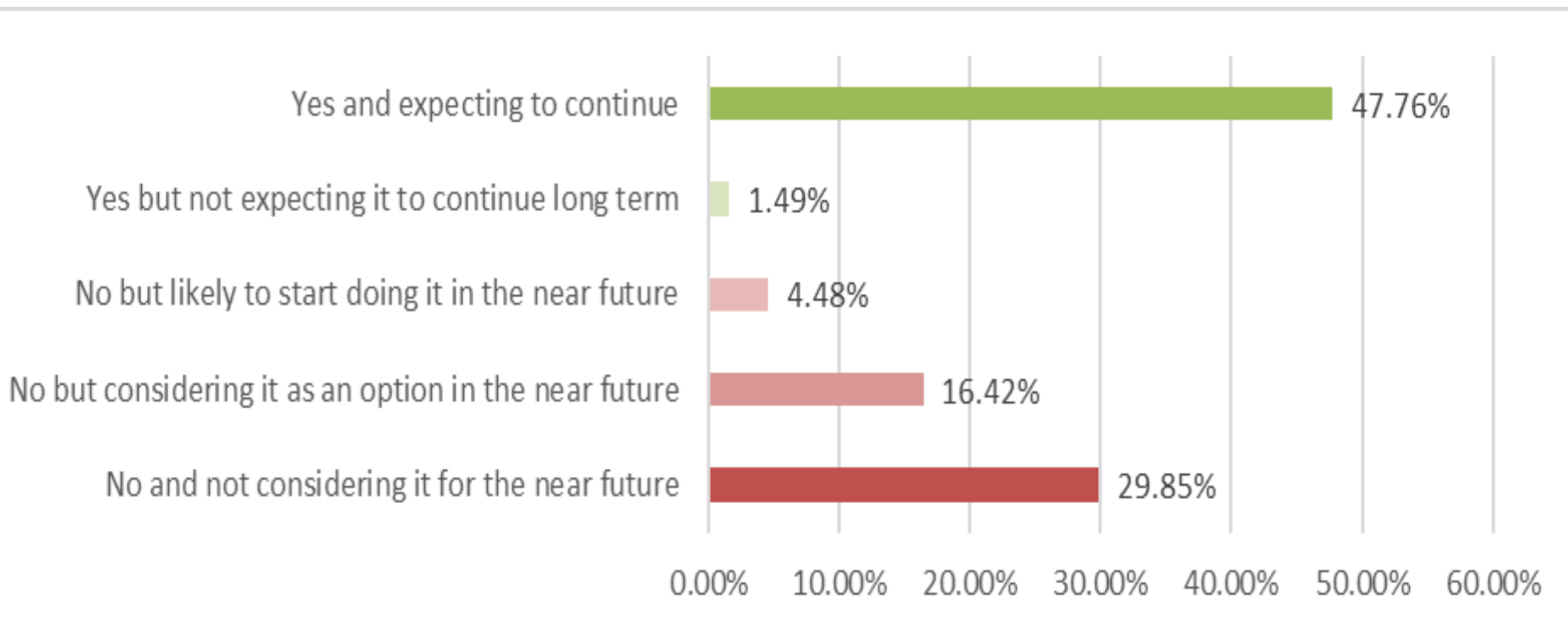
How has the budget for the highways service changed from 2016-17 to 2017-18?



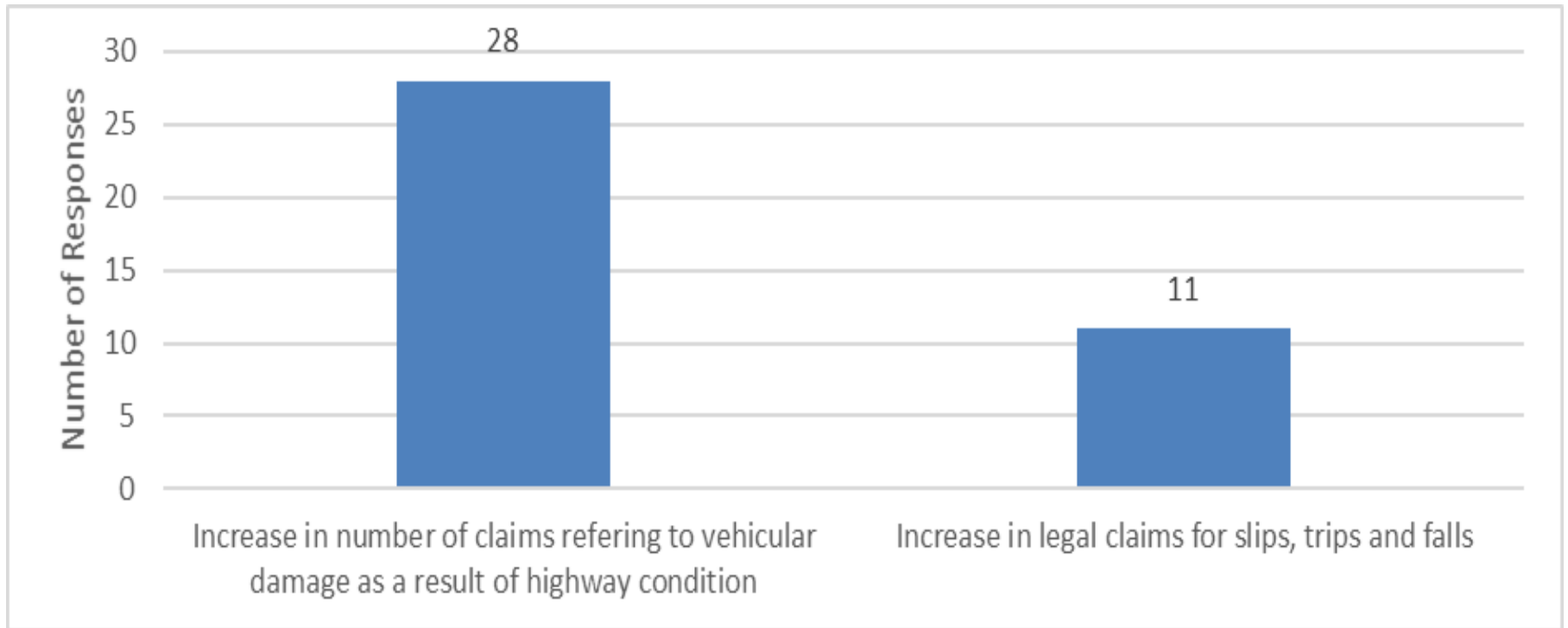
To what extent will your 2017/18 budget for highways maintenance meet the need to fill potholes and resurface where necessary?



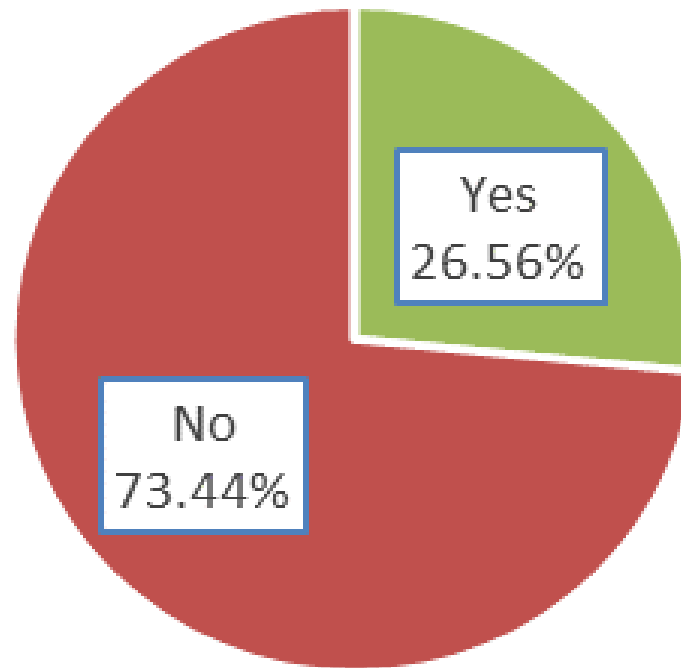
Do you currently sell your services to organisations external to the council?



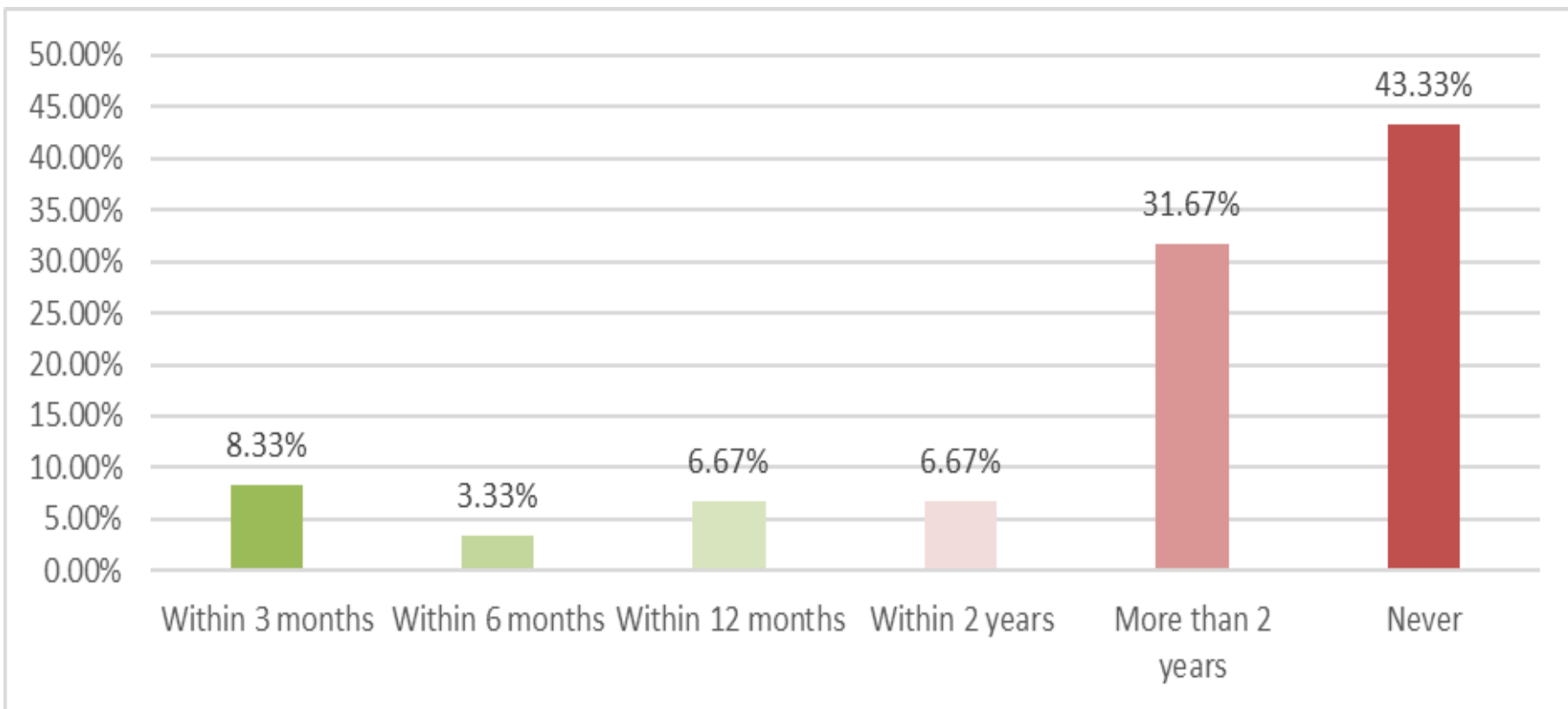
Has the severe weather over the past 3 years led to any of the following (you may answer more than one)



Have you recently taken a more aggressive approach to defending claims?



When do you estimate the existing damage to roads in your council area will be repaired to an acceptable standard by?



Where do you see growth areas for the service over the next 12 months?



- External Income Streams
- Asset Management
- Air Quality
- Sustainable drainage
- Collaboration with other authorities
- Town Centre Regeneration
- Charging for Specialist Knowledge
- Housing and Industrial Development sites
- Surface Dressing Road Network
- Design and Build using Section 278 and 38

Where do you see areas where work may decrease over the next 12 months?

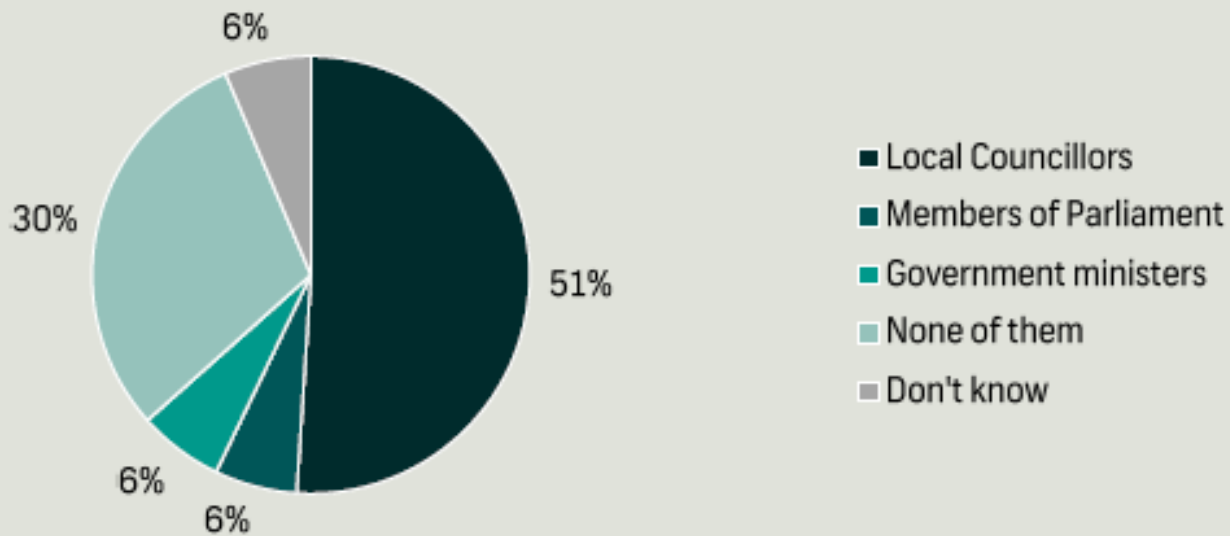


- Pothole Repairs
- Structural Highway Maintenance
- Long Term Maintenance
- Cyclic & Routine Maintenance
- Carriageway Surfacing
- Road Reconstruction
- Major Resurfacing
- Street Light Maintenance
- Winter Service

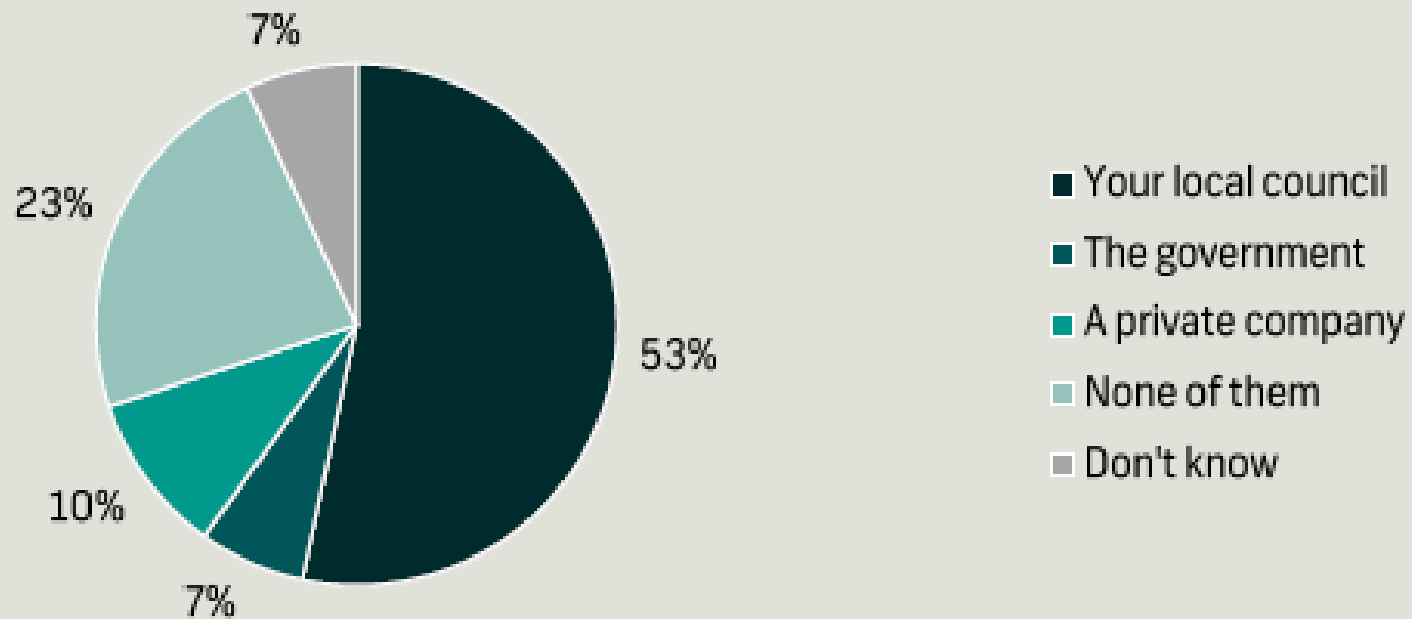
What do the public think?



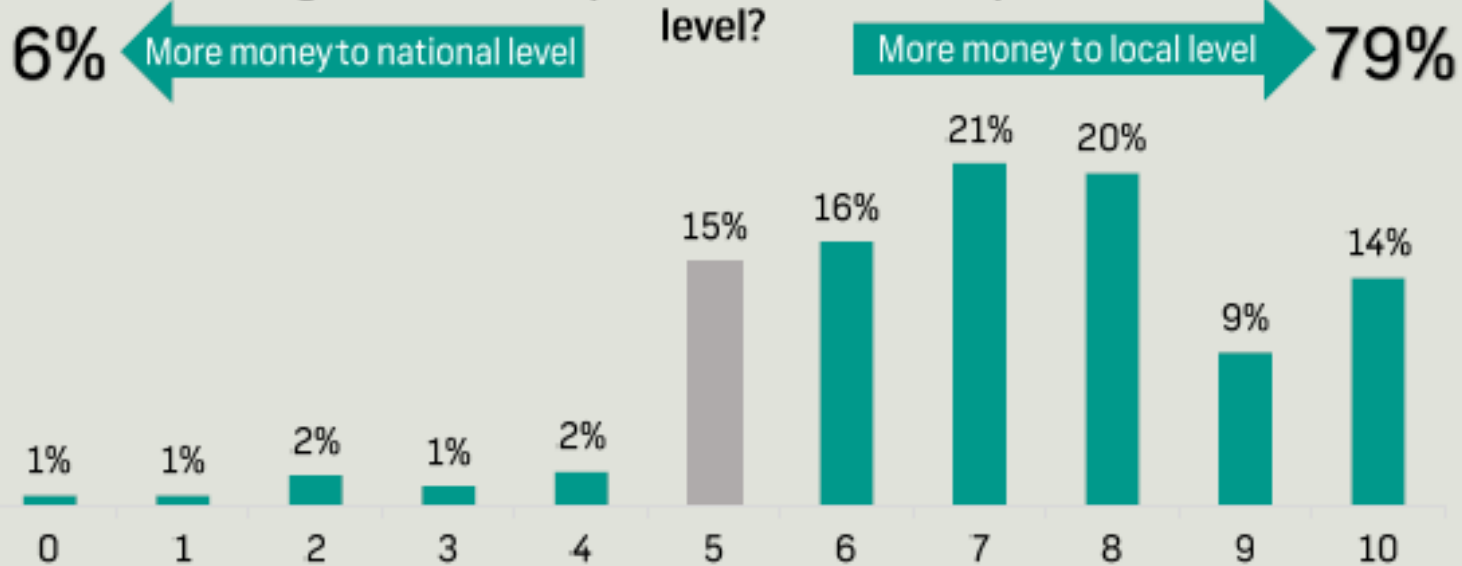
Who do you trust the most to make decisions about how services are provided in your local area?



Who do you trust most to deliver services to your local area?

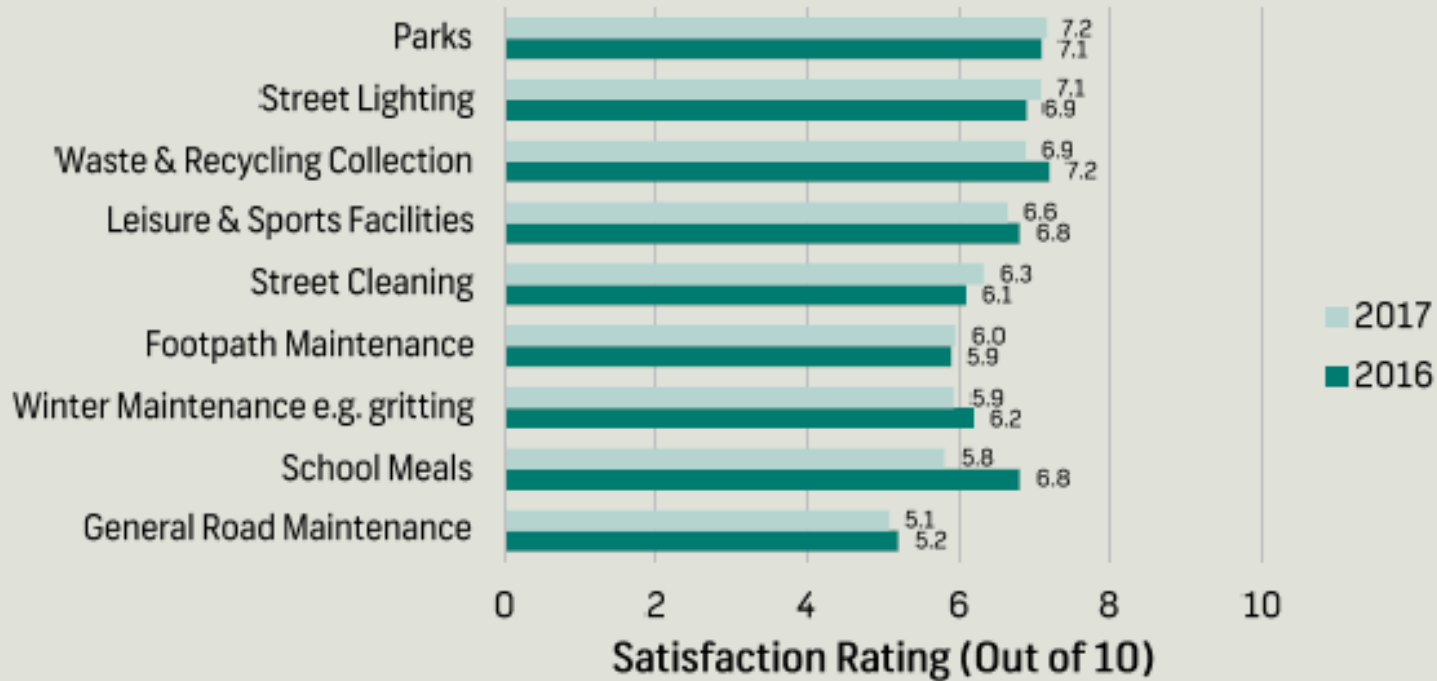


Would you like to see the government keep more money than it currently gives to local councils to spend at national level or should it give more money to local councils to spend at the local level?

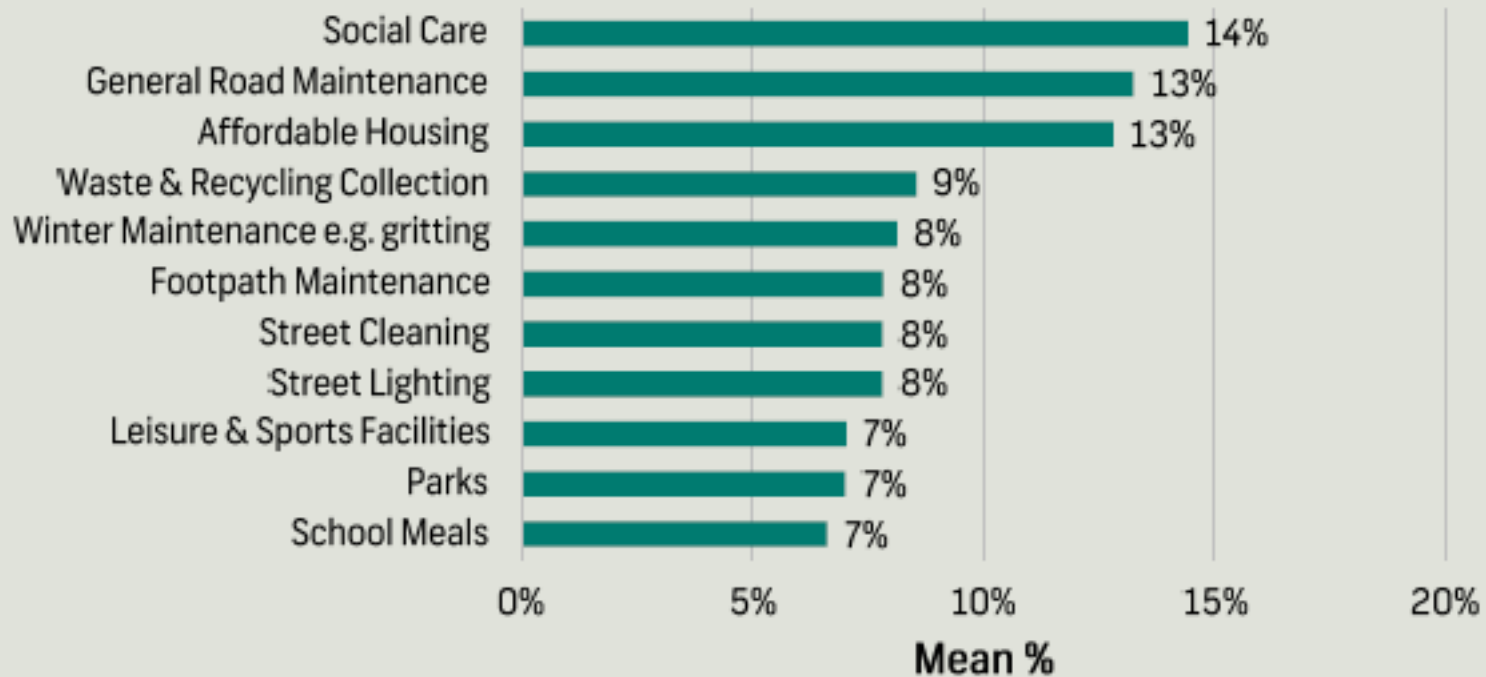




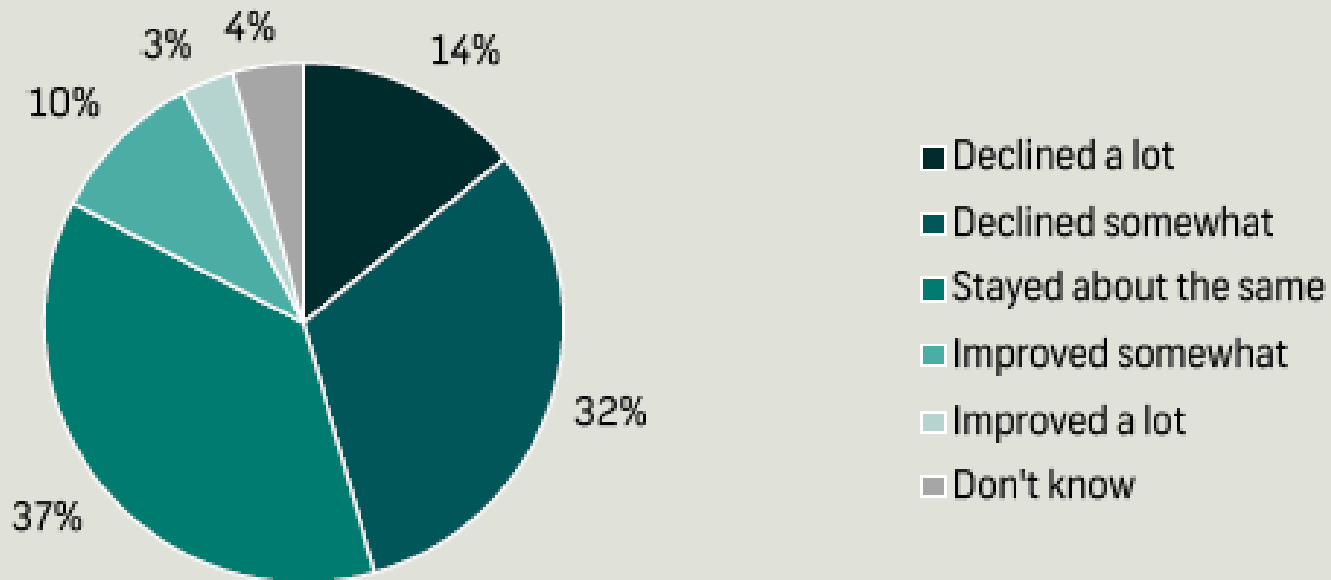
Satisfaction With Services



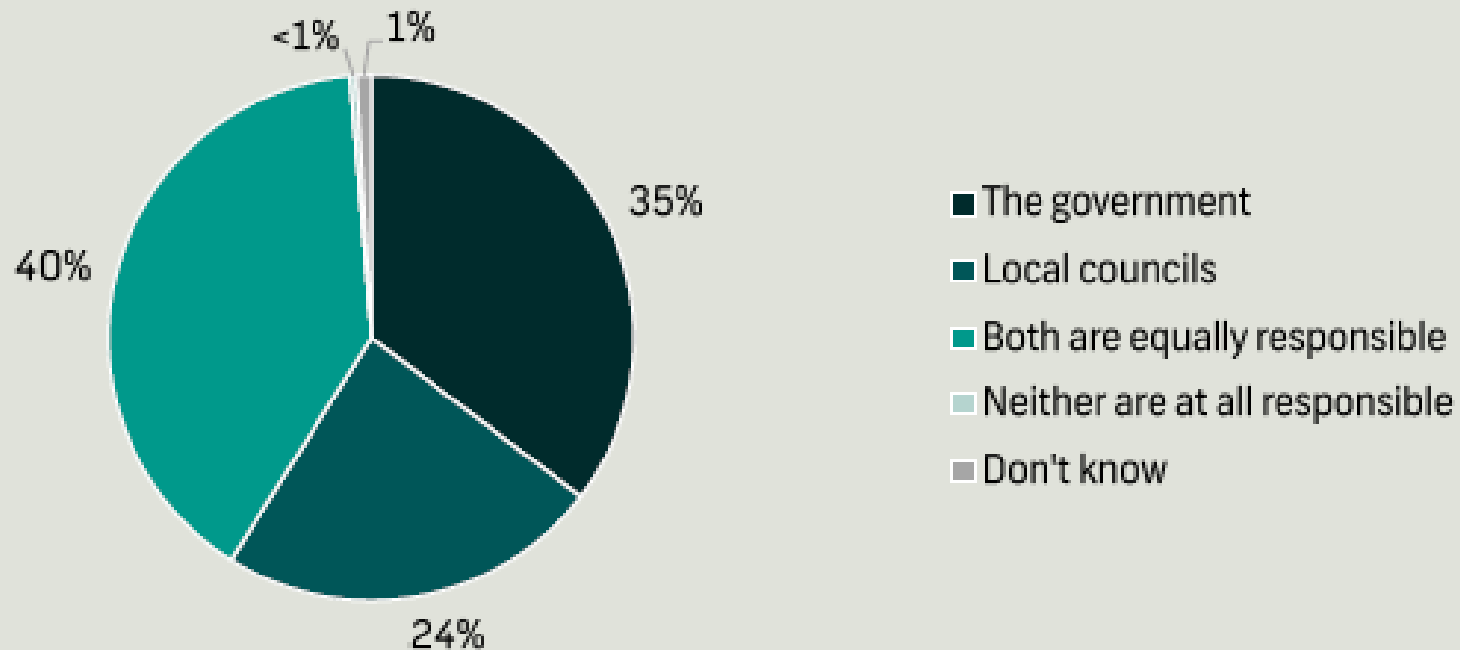
What percentage of the extra money would be spent on each of the 11 services below?



Do you think that local services have declined or improved in your local area in recent years?



Who do you think is the most responsible for the declining services in your local area?



Our survey said



- Roads maintenance and winter maintenance given comparatively lower satisfaction ratings but are rated high for new government spending, obviously seen as a priority
- The public have seen a decline in local services but..
- Don't fully relate that easily to central government cuts '*Its the council*'
- Public are starting to see the impact of austerity
- APSE will continue to provide intelligence on front line services

APSE / DMG project



- 21 English Councils
- Benchmarking between county councils and others (3 years) through DMG – Dorset CC were administering this
- APSE managing the project
- Steve Berry, DfT:

"Effective Benchmarking is a key component in any performance management framework and the Department has been following the Direct Management Group's initiative with interest. We fully support this proposed alignment with APSE's Performance Networks and believe this will ensure members will be able to demonstrate best practice in accordance with the local highways maintenance Incentive Fund self-assessment principles."

APSE / DMG project



Reduced set of data collection and indicators:

- Asset condition
- Maintenance costs
- Third party claims
- Defects completed within timescale
- Street lighting
- Winter maintenance
- Bridges / structures



What's included in the project?

- Performance at a Glance
- PI standings
- Performance reports
- Direction of travel
- Case studies
- Infographics



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