

Family group comparison

Roads, highways and winter maintenance PI standings

Name of authority
PIN
Family group

Sample authority
8999
H2

Performance indicator

Carriageway asset performance indicators Safety

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark	High/Low/Neutral
PI 03a - Percentage of emergency (cat 1) defects made safe within response times	8	100.00%	90.90%	61.02%	100.00%	1	100.00%	1	100.00%	H
PI 03b - Percentage of emergency (cat 1) and "find & fix" defects made safe within response times	8	100.00%	91.86%	61.02%	100.00%	1	100.00%	1	100.00%	H
PI 39a - Percentage of safety inspections completed on time	10	100.00%	93.24%	75.97%	100.00%	1	100.00%	1	100.00%	H
PI 39b - Percentage of planned km of safety inspections completed	6	100.00%	90.42%	45.29%	100.00%	1	-	-	100.00%	H
PI 114 - Percentage of maintained network subject to salting regime	11	80.67%	48.13%	32.84%	32.84%	11	52.99%	4	55.60%	H
PI 62 - Kg of salt used per km of road treated	8	151.54	104.79	64.81	141.46	-	-	-	-	N

Carriageway asset performance indicators Condition/Asset preservation

PI 40 - Percentage of carriageway length to be considered for maintenance treatment (Scotland only)	5	37.30%	34.70%	30.60%	36.58%	-	-	-	-	N
PI 41a - Percentage of carriageway length treated	12	8.01%	3.42%	0.61%	3.32%	-	-	-	-	N
PI 41b - Percentage of carriageway length treated (calculated from treatment types)	12	6.73%	3.78%	1.31%	3.18%	-	-	-	-	N
PI 41c - Percentage of carriageway square metres treated (calculated from treatment types)	12	12.50%	3.86%	0.84%	2.47%	-	-	-	-	N
PI 02b - Condition of principal roads (England and Wales only)	7	5.90%	2.51%	0.23%	-	-	-	-	0.23%	L
PI 02c - Condition of All non principal roads (England and Wales only)	6	15.90%	6.79%	1.10%	-	-	-	-	1.10%	L
PI 02e - Condition of non principal roads (Class B -England and Wales only)	7	9.20%	3.84%	1.00%	-	-	-	-	1.00%	L
PI 02f - Condition of non principal roads (Class C -England and Wales only)	7	11.20%	5.66%	1.10%	-	-	-	-	1.10%	L
PI 02g - Condition of unclassified roads (England and Wales only)	7	51.80%	17.26%	0.00%	-	-	-	-	0.00%	L
PI 02d - Condition of 'A' class carriageways (Scotland only)	5	29.13%	22.25%	15.50%	28.70%	4	-	-	15.50%	L
PI 02h - Condition of 'B' class carriageways (Scotland only)	5	31.70%	26.66%	20.30%	31.70%	5	-	-	20.30%	L
PI 02i - Condition of 'C' class carriageways (Scotland only)	5	43.94%	32.87%	25.15%	34.23%	4	-	-	25.15%	L
PI 02j - Condition of unclassified carriageways (Scotland only)	5	39.90%	37.64%	35.58%	39.15%	4	-	-	35.58%	L
PI 28 - Number of emergency (cat 1) defects per km of maintained carriageway	10	1.14	0.35	0.01	0.01	1	0.09	1	0.01	L
PI 29 - Percentage change in number of emergency (cat 1) defects	11	258.33%	23.71%	-96.26%	-	-	-37.35%	-	-77.68%	L
PI 34 - Percentage of urgent (cat 2 high) defects repaired within timescale	10	100.00%	81.47%	29.69%	100.00%	1	96.67%	1	98.76%	H

Carriageway asset performance indicators 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 (carriageways)	8	18.04%	-13.23%	-35.28%	-9.80%	5	-27.27%	3	-35.28%	L
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Carriageway asset performance indicators Financial

PI 15b - Percentage of total carriageways function cost (revenue and capital) spent directly on carriageway repairs	9	100.00%	81.08%	61.35%	67.90%	-	-	-	-	N
PI 42a - Total carriageway maintenance expenditure by carriageway network length	11	£13,910	£7,343	£534	£4,833	-	-	-	-	N
PI 42b - Carriageway contractor maintenance expenditure by carriageway network length	9	£9,203	£6,310	£2,033	£3,282	-	-	-	-	N
PI 42c - Total carriageway maintenance expenditure by square metres of carriageway area treated	11	£54.33	£31.03	£4.50	£27.05	-	-	-	-	N
PI 44 - Actual investment as a percentage of steady state figure (Scotland only)	5	139.84%	90.57%	32.31%	32.31%	-	-	-	-	N
PI 23 - Percentage of roads/highways fabric maintenance expenditure that was spent on carriageways	9	95.00%	80.82%	57.60%	82.87%	-	-	-	-	N
PI 32 - Service cost per gully	8	£26.84	£11.75	£4.81	£9.07	5	£5.40	3	£4.81	L

Family group comparison

Roads, highways and winter maintenance PI standings

Name of authority

PIN

Family group

Sample authority

8999

H2

Performance indicator

Carriageway asset performance indicators Financial continued

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark	High/Low/Neutral
PI 43 - Total cost for carriageway winter maintenance treatment over the entire winter period divided by the total carriageway network length	10	£1,862.85	£988.58	£439.06	£684.36	-	-	-	-	N

PI 57a - Total cost per kilometre of carriageway travelled for precautionary treatment	9	£273.63	£58.46	£10.00	£18.79	6	£12.63	3	£10.00	L
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PI 57b - Total cost per kilometre of carriageway treated for precautionary salting	9	£479.05	£98.23	£13.37	£23.25	5	£22.06	2	£13.37	L
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PI 36b - Ratio of annual carriageway claims costs to structural expenditure (pence per £)	7	1.96	0.8	0.01	0.05	2	-	-	0.01	L
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PI 63 - Total expenditure by carriageway network length	11	£30,081.73	£13,565.58	£1,529.38	£9,814.94	-	-	-	-	N
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Footway asset performance indicators Safety

PI 45a - Percentage of emergency (cat 1) defects made safe within response times	7	100.00%	90.39%	50.00%	100.00%	1	-	-	100.00%	H
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PI 46a - Percentage of safety inspections completed on time	6	100.00%	84.97%	65.85%	82.14%	4	-	-	100.00%	H
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PI 46b - Percentage of planned kilometres of safety inspections completed	5	100.00%	98.57%	92.85%	100.00%	1	-	-	100.00%	H
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PI 113 - Percentage of total footways subject to precautionary salting treatment	8	33.05%	9.19%	0.00%	9.81%	3	12.54%	2	33.05%	H
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Footway asset performance indicators Condition/Asset Preservation

PI 47 - Percentage of footway length to be considered for maintenance treatment	10	72.25%	20.11%	2.50%	5.32%	-	-	-	-	N
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PI 48a - Percentage of footway length treated	11	1.58%	0.76%	0.00%	0.24%	-	-	-	-	N
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PI 48b - Percentage of footway length treated (calculated from treatment types)	11	1.58%	0.72%	0.00%	0.24%	-	-	-	-	N
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PI 48c - Percentage of footway square metres treated (calculated from treatment types)	10	1.69%	0.85%	0.00%	0.31%	-	-	-	-	N
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Footway asset performance indicators Third party claims

PI 31c - Percentage change in number of non repudiated third party claims in last 3 years compared to previous 3 year period (footways)	7	50.00%	-4.21%	-30.43%	-30.43%	1	-	-	-30.43%	L
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Footway asset performance indicators Financial

PI 15c - Percentage of total footways function cost (revenue and capital) spent directly on footway repairs	9	100.00%	83.38%	51.48%	74.05%	-	-	-	-	N
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PI 49a - Total footway maintenance expenditure by footway network length	7	£2,026.48	£957.87	£381.66	£702.48	-	-	-	-	N
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PI 49b - Total footway contractor maintenance expenditure by footway network length	8	£2,291.62	£932.42	£326.81	£520.19	-	-	-	-	N
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PI 49c - Total footway maintenance expenditure by square metres of footway area treated	8	£249.24	£98.54	£12.54	£145.95	-	-	-	-	N
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PI 24 - Percentage of roads/highways fabric maintenance expenditure that was spent on footways	9	42.40%	19.18%	5.00%	17.13%	-	-	-	-	N
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PI 50 - Total cost for footway winter maintenance treatment over the entire winter period divided by the total footway network length	6	£312.70	£136.38	£18.95	£167.98	-	-	-	-	N
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PI 58 - Total cost per km of footway travelled for precautionary treatment	4	£1,721.48	£502.76	£52.90	£74.46	2	-	-	£52.90	L
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PI 36c - Ratio of annual footway claims costs to structural expenditure (pence per £)	6	7.55	4.2	0.21	0.96	2	-	-	0.21	L
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Traffic management system performance indicators Safety

PI 55 - Percentage of faults rectified within target time	6	100.00%	98.96%	95.60%	98.67%	5	-	-	100.00%	H
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PI 56 - Percentage of faults rectified on first visit	6	93.75%	82.77%	59.93%	88.89%	2	-	-	93.75%	H
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Bridges and structures performance indicators Safety

PI 300 - Percentage of principal inspections completed on time	11	100.00%	72.18%	0.42%	51.79%	8	100.00%	3	100.00%	H
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PI 301 - Percentage of general inspections completed on time	11	100.00%	88.61%	21.33%	100.00%	1	100.00%	1	100.00%	H
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Bridges and structures performance indicators Condition/Asset Preservation

PI 302 - Bridge stock condition indicator - average BSCLav	11	96.5	85.38	78	78	11	89	4	91.04	H
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PI 303 - Bridge stock condition indicator - critical BSCLcrit	11	82.77	73.69	66	66	11	78.59	4	79.01	H
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Family group comparison

Roads, highways and winter maintenance PI standings

Name of authority
PIN
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Sample authority
8999
H2

Performance indicator

Bridges and structures performance indicators Functionality

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark	High/Low/Neutral
PI 304 - Percentage of council owned bridges failing European standards	10	4.16%	1.39%	0.00%	1.77%	7	0.41%	3	0.00%	L
PI 305 - Percentage of council road bridges with unacceptable height, weight or width restrictions	7	3.66%	1.86%	0.69%	-	-	-	-	0.69%	L

Bridges and structures performance indicators Financial

PI 306 - Annual budget Allocated as percentage of cost of identified work (from AMP) - Scotland only	3	63.05%	38.69%	2.77%	-	-	-	-	-	N
PI 307 - Percentage of Allocated budget spent per annum (Scotland only)	5	108.34%	91.00%	80.30%	87.23%	-	-	-	-	N
PI 308 - Cost of identified potential work as percentage of total structures valuation - Scotland only	4	8.69%	2.70%	0.15%	0.15%	-	-	-	-	N

All asset types amalgamated performance indicators Customer service

PI 37 - Percentage of customer enquiries / requests for service closed off within council's own identified response times	6	98.35%	91.11%	76.87%	90.39%	5	-	-	98.35%	H
PI 61 - Percentage of enquiries made under the Freedom of Information Act that were dealt with within the Allowable time	8	99.44%	93.29%	79.07%	92.31%	6	98.95%	3	99.44%	H
PI 208a - Taking everything into account, % of respondents satisfied overall with the service provided	3	30.30%	23.84%	15.76%	25.47%	2	-	-	30.30%	H

All asset types amalgamated performance indicators Safety

PI 59 - Percentage of emergency (cat 1) defects made safe within response times (carriageways and footways)	9	100.00%	88.39%	60.66%	100.00%	1	99.46%	1	100.00%	H
PI 60 - Km inspected per Safety Inspector (carriageways and footways)	4	2,438.08	1,366.76	529.65	1,009.97	3	-	-	2,438.08	H

All asset types amalgamated performance indicators Financial

PI 15a - Percentage of total roads/highways function cost (revenue and capital) spent directly on roads/highways repairs	9	98.30%	73.64%	46.22%	59.04%	7	83.99%	3	98.30%	H
PI 16 - Percentage of actual maintenance expenditure (carriageways and footways) which is planned	9	95.00%	73.26%	48.33%	64.31%	7	79.58%	3	95.00%	H
PI 17 - Percentage of actual maintenance expenditure (carriageways and footways) that is reactive	9	37.85%	17.45%	1.65%	21.57%	7	12.46%	3	1.65%	L
PI 52 - Percentage of actual maintenance expenditure (carriageways and footways) that is routine	5	14.12%	6.28%	2.47%	14.12%	-	-	-	-	N
PI 35 - Client cost ratio	10	60.74%	34.16%	19.96%	43.07%	-	-	-	-	N
PI 36a - Ratio of annual claims costs to structural expenditure (pence per £)	7	3.24	1.56	0.04	0.18	2	-	-	0.04	L

All asset types amalgamated performance indicators Staff absence

PI 54a - Percentage staff absence - All staff	1	8.00%	8.00%	8.00%	-	-	-	-	8.00%	L
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All asset types amalgamated performance indicators Third party claims

PI 31a - Percentage change in number of non repudiated third party claims in last 3 years compared to previous 3 year period	9	9.00%	-23.11%	-100.00%	-16.36%	5	-27.03%	2	-100.00%	L
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Whole service comparison

Roads, highways and winter maintenance PI standings

Name of authority
PIN

Sample authority
8999

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark	High/Low/Neutral
Carriageway asset performance indicators Safety										
PI 03a - Percentage of emergency (cat 1) defects made safe within response time	42	100.00%	89.58%	29.41%	100.00%	1	100.00%	1	100.00%	H
PI 03b - Percentage of emergency (cat 1) and "find & fix" defects made safe within response times	42	100.00%	92.45%	29.41%	100.00%	1	99.99%	1	100.00%	H
PI 39a - Percentage of safety inspections completed on time	45	100.00%	93.42%	59.03%	100.00%	1	100.00%	1	100.00%	H
PI 39b - Percentage of planned km of safety inspections completed	35	100.00%	97.13%	45.29%	100.00%	2	100.00%	1	100.00%	H
PI 114 - Percentage of maintained network subject to salting regime	54	82.16%	44.15%	19.66%	32.84%	50	49.25%	4	56.56%	H
PI 62 - Kg of salt used per km of road treated	37	262.39	100.14	15.15	141.46	-	-	-	-	N
Carriageway asset performance indicators Condition/Asset preservation										
PI 40 - Percentage of carriageway length to be considered for maintenance treatment (Scotland only)	30	54.17%	34.98%	21.20%	36.58%	-	-	-	-	N
PI 41a - Percentage of carriageway length treated	53	8.01%	3.50%	0.11%	3.32%	-	-	-	-	N
PI 41b - Percentage of carriageway length treated (calculated from treatment types)	56	9.77%	3.79%	0.63%	3.18%	-	-	-	-	N
PI 41c - Percentage of carriageway square metres treated (calculated from treatment types)	56	12.50%	4.00%	0.79%	2.47%	-	-	-	-	N
PI 02b - Condition of principal roads (England and Wales only)	29	5.90%	2.79%	0.00%	-	-	2.00%	-	1.00%	L
PI 02c - Condition of All non principal roads (England and Wales only)	28	15.90%	5.65%	1.00%	-	-	2.20%	-	1.70%	L
PI 02e - Condition of non principal roads (Class B -England and Wales only)	30	21.85%	4.16%	0.00%	-	-	2.17%	-	1.36%	L
PI 02f - Condition of non principal roads (Class C -England and Wales only)	29	27.73%	6.50%	0.00%	-	-	2.40%	-	1.10%	L
PI 02g - Condition of unclassified roads (England and Wales only)	28	51.80%	17.17%	0.00%	-	-	8.75%	-	4.00%	L
PI 02d - Condition of 'A' class carriageways (Scotland only)	30	41.59%	27.77%	15.50%	28.70%	17	22.59%	3	17.32%	L
PI 02h - Condition of 'B' class carriageways (Scotland only)	30	61.73%	30.62%	18.45%	31.70%	18	24.08%	3	20.30%	L
PI 02i - Condition of 'C' class carriageways (Scotland only)	30	57.25%	33.40%	13.80%	34.23%	17	25.76%	3	18.98%	L
PI 02j - Condition of unclassified carriageways (Scotland only)	30	58.40%	38.01%	21.30%	39.15%	19	32.01%	3	30.10%	L
PI 28 - Number of emergency (cat 1) defects per km of maintained carriageway	46	1.27	0.30	0.00	0.01	3	0.03	1	0.01	L
PI 29 - Percentage change in number of emergency (cat 1) defects	51	258.33%	3.96%	-99.69%	-	-	-49.52%	-	-77.68%	L
PI 34 - Percentage of urgent (cat 2 high) defects repaired within timescale	46	100.00%	74.80%	13.05%	100.00%	1	95.05%	1	98.94%	H
Carriageway asset performance indicators 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 (carriageways)	41	75.00%	-4.13%	-56.52%	-9.80%	16	-23.92%	2	-28.66%	L
Carriageway asset performance indicators Financial										
PI 15b - Percentage of total carriageways function cost (revenue and capital) spent directly on carriageway repairs	49	100.00%	79.85%	26.05%	67.90%	-	-	-	-	N
PI 42a - Total carriageway maintenance expenditure by carriageway network length	55	£13,910	£5,612	£534	£4,833	-	-	-	-	N
PI 42b - Carriageway contractor maintenance expenditure by carriageway network length	53	£9,995	£4,798	£751	£3,282	-	-	-	-	N
PI 42c - Total carriageway maintenance expenditure by square metres of carriageway area treated	53	£67.80	£27.09	£4.50	£27.05	-	-	-	-	N
PI 44 - Actual investment as a percentage of steady state figure (Scotland only)	24	139.84%	73.47%	26.16%	32.31%	-	-	-	-	N
PI 23 - Percentage of roads/highways fabric maintenance expenditure that was spent on carriageways	47	99.22%	85.61%	52.85%	82.87%	-	-	-	-	N
PI 32 - Service cost per gully	44	£59.17	£15.77	£4.81	£9.07	19	£7.05	2	£5.40	L

Whole service comparison

Roads, highways and winter maintenance PI standings

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Carriageway asset performance indicators Financial continued										
PI 43 - Total cost for carriageway winter maintenance treatment over the entire winter period divided by the total carriageway network length	53	£2,102.31	£828.55	£106.70	£684.36	-	-	-	-	N
PI 57a - Total cost per kilometre of carriageway travelled for precautionary treatment	44	£281.54	£47.16	£0.77	£18.79	25	£10.22	3	£6.57	L
PI 57b - Total cost per kilometre of carriageway treated for precautionary salting	43	£479.05	£58.25	£1.28	£23.25	21	£17.36	2	£10.20	L
PI 36b - Ratio of annual carriageway claims costs to structural expenditure (pence per £	42	5.83	0.72	0.00	0.05	9	0.07	1	0.01	L
PI 63 - Total expenditure by carriageway network length	56	£30,081.73	£9,936.54	£1,529.38	£9,814.94	-	-	-	-	N
Footway asset performance indicators Safety										
PI 45a - Percentage of emergency (cat 1) defects made safe within response time	37	100.00%	90.28%	27.78%	100.00%	1	100.00%	1	100.00%	H
PI 46a - Percentage of safety inspections completed on time	37	100.00%	89.17%	41.32%	82.14%	28	100.00%	3	100.00%	H
PI 46b - Percentage of planned kilometres of safety inspections completed	28	100.00%	97.66%	75.00%	100.00%	1	100.00%	1	100.00%	H
PI 113 - Percentage of total footways subject to precautionary salting treatment	49	33.05%	5.89%	0.00%	9.81%	14	10.86%	2	16.91%	H
Footway asset performance indicators Condition/Asset Preservation										
PI 47 - Percentage of footway length to be considered for maintenance treatment	44	72.25%	20.69%	0.00%	5.32%	-	-	-	-	N
PI 48a - Percentage of footway length treated	45	8.09%	0.97%	0.00%	0.24%	-	-	-	-	N
PI 48b - Percentage of footway length treated (calculated from treatment types	50	3.25%	0.71%	0.00%	0.24%	-	-	-	-	N
PI 48c - Percentage of footway square metres treated (calculated from treatment types	52	8.04%	1.02%	0.00%	0.31%	-	-	-	-	N
Footway asset performance indicators Third party claims										
PI 31c - Percentage change in number of non repudiated third party claims in last 3 years compared to previous 3 year period (footways)	35	61.90%	-12.40%	-70.59%	-30.43%	6	-28.33%	1	-41.03%	L
Footway asset performance indicators Financial										
PI 15c - Percentage of total footways function cost (revenue and capital) spent directly or footway repairs	48	100.00%	78.73%	34.52%	74.05%	-	-	-	-	N
PI 49a - Total footway maintenance expenditure by footway network length	47	£2,026.48	£835.94	£264.32	£702.48	-	-	-	-	N
PI 49b - Total footway contractor maintenance expenditure by footway network length	46	£2,291.62	£755.37	£168.60	£520.19	-	-	-	-	N
PI 49c - Total footway maintenance expenditure by square metres of footway area treated	47	£334.73	£93.06	£9.35	£145.95	-	-	-	-	N
PI 24 - Percentage of roads/highways fabric maintenance expenditure that was spent on footways	47	47.15%	14.39%	0.78%	17.13%	-	-	-	-	N
PI 50 - Total cost for footway winter maintenance treatment over the entire winter period divided by the total footway network length	27	£509.29	£142.10	£0.70	£167.98	-	-	-	-	N
PI 58 - Total cost per km of footway travelled for precautionary treatment	14	£1,721.48	£486.57	£22.87	£74.46	5	£52.90	2	£23.37	L
PI 36c - Ratio of annual footway claims costs to structural expenditure (pence per £	34	12.91	2.19	0.00	0.96	22	0.00	3	0.00	L
Traffic management system performance indicators Safety										
PI 55 - Percentage of faults rectified within target time	38	100.00%	95.27%	72.99%	98.67%	15	99.73%	2	100.00%	H
PI 56 - Percentage of faults rectified on first visit	35	100.00%	89.71%	59.93%	88.89%	23	96.15%	3	99.17%	H
Bridges and structures performance indicators Safety										
PI 300 - Percentage of principal inspections completed on time	46	100.00%	73.14%	0.00%	51.79%	34	100.00%	3	100.00%	H
PI 301 - Percentage of general inspections completed on time	50	100.00%	86.09%	0.00%	100.00%	1	100.00%	1	100.00%	H

Whole service comparison

Roads, highways and winter maintenance PI standings

Name of authority
PIN

Sample authority
8999

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark	High/Low/Neutral
Bridges and structures performance indicators Condition/Asset Preservation										
PI 302 - Bridge stock condition indicator - average BSCLav	52	98.66	85.26	67.80	78.00	47	90.05	4	91.04	H
PI 303 - Bridge stock condition indicator - critical BSCLcrit	52	96.79	75.32	59.10	66.00	47	81.70	4	83.21	H
Bridges and structures performance indicators Functionality										
PI 304 - Percentage of council owned bridges failing European standard:	49	12.09%	2.59%	0.00%	1.77%	26	0.35%	3	0.00%	L
PI 305 - Percentage of council road bridges with unacceptable height, weight or width restrictions	44	8.70%	1.71%	0.00%	-	-	0.26%	-	0.00%	L
Bridges and structures performance indicators Financial										
PI 306 - Annual budget Allocated as percentage of cost of identified work (from AMP) - Scotland only	20	100.00%	26.44%	1.03%	-	-	-	-	-	N
PI 307 - Percentage of Allocated budget spent per annum (Scotland only)	26	147.78%	77.47%	22.66%	87.23%	-	-	-	-	N
PI 308 - Cost of identified potential work as percentage of total structures valuation - Scotland only	21	35.00%	6.15%	0.15%	0.15%	-	-	-	-	N
All asset types amalgamated performance indicators Customer service										
PI 37 - Percentage of customer enquiries / requests for service closed off within council's own identified response times	31	100.00%	80.15%	37.14%	90.39%	14	96.54%	2	98.35%	H
PI 61 - Percentage of enquiries made under the Freedom of Information Act that were dealt with within the Allowable time	45	100.00%	92.78%	52.94%	92.31%	29	100.00%	3	100.00%	H
PI 208a - Taking everything into account, % of respondents satisfied overall with the service provided	8	34.74%	23.51%	15.22%	25.47%	4	30.30%	2	34.74%	H
All asset types amalgamated performance indicators Safety										
PI 59 - Percentage of emergency (cat 1) defects made safe within response times (carriageways and footways)	48	100.00%	88.35%	22.22%	100.00%	1	99.80%	1	100.00%	H
PI 60 - Km inspected per Safety Inspector (carriageways and footways)	25	3,537.57	1,350.16	192.80	1,009.97	14	1,986.99	3	2,910.32	H
All asset types amalgamated performance indicators Financial										
PI 15a - Percentage of total roads/highways function cost (revenue and capital) spent directly on roads/highways repairs	49	99.09%	71.29%	9.78%	59.04%	38	84.12%	4	87.74%	H
PI 16 - Percentage of actual maintenance expenditure (carriageways and footways) which is planned	47	100.00%	73.68%	39.44%	64.31%	35	84.01%	3	92.55%	H
PI 17 - Percentage of actual maintenance expenditure (carriageways and footways) that is reactive	50	50.00%	18.70%	0.38%	21.57%	35	10.53%	3	2.70%	L
PI 52 - Percentage of actual maintenance expenditure (carriageways and footways) that is routine	38	21.81%	7.90%	1.80%	14.12%	-	-	-	-	N
PI 35 - Client cost ratio	55	71.31%	26.54%	2.61%	43.07%	-	-	-	-	N
PI 36a - Ratio of annual claims costs to structural expenditure (pence per £	38	9.34	1.12	0.01	0.18	12	0.12	2	0.03	L
All asset types amalgamated performance indicators Staff absence										
PI 54a - Percentage staff absence - All staff	16	16.33%	5.15%	0.00%	-	-	2.50%	-	1.61%	L
All asset types amalgamated performance indicators Third party claims										
PI 31a - Percentage change in number of non repudiated third party claims in last 3 years compared to previous 3 year period	43	60.00%	-9.17%	-100.00%	-16.36%	16	-23.93%	2	-32.18%	L