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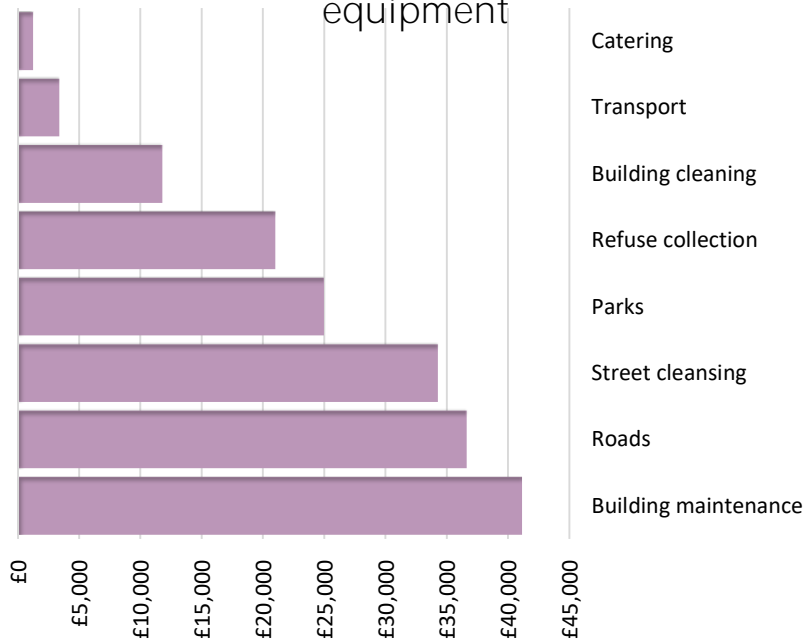



@APSE - Association for  
Public Service Excellence

# **Assessing the impact of Covid-19 on your service through data collection**

Debbie Johns, Head of Performance Networks

### Additional spend on Covid-19 related equipment

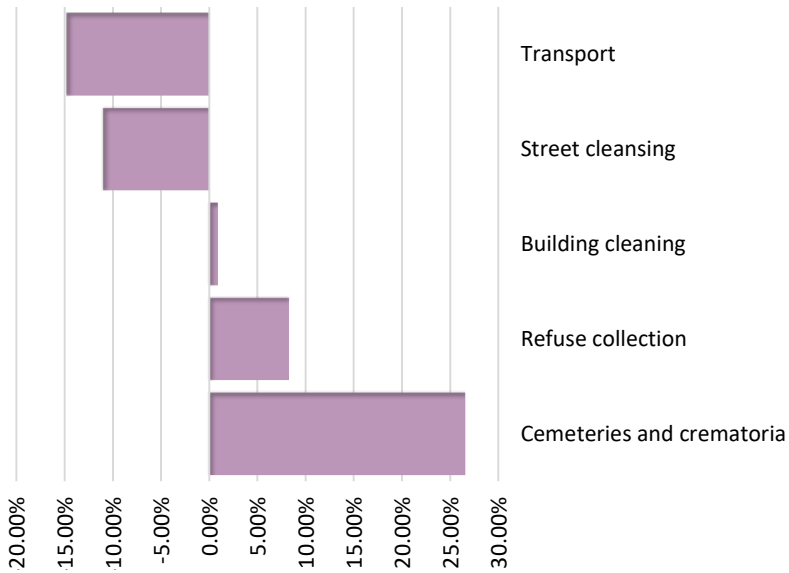


	
Cost of additional specification for building cleaning	<b>£41,105</b>
Refuse additional cost of agency/overtime to cover	<b>£37,728</b>
Additional vehicles hired in by the Transport section	<b>8.50</b>

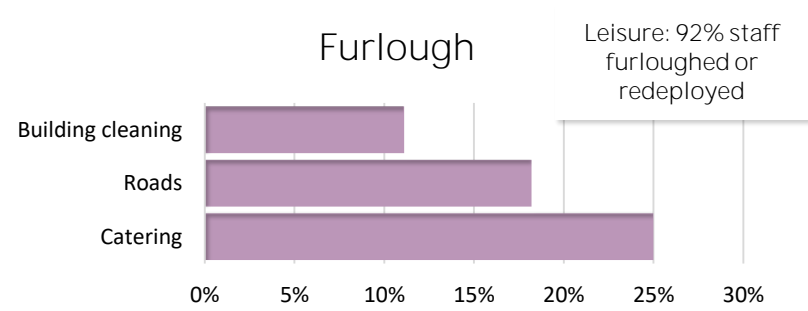


# Impact on employees

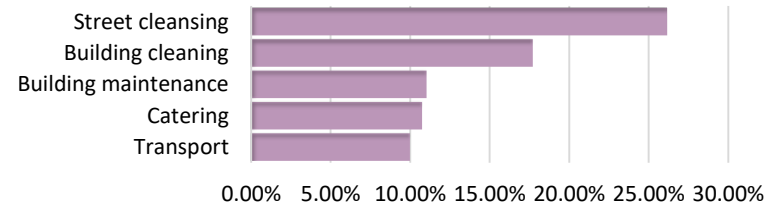
### Employee numbers



### Furlough



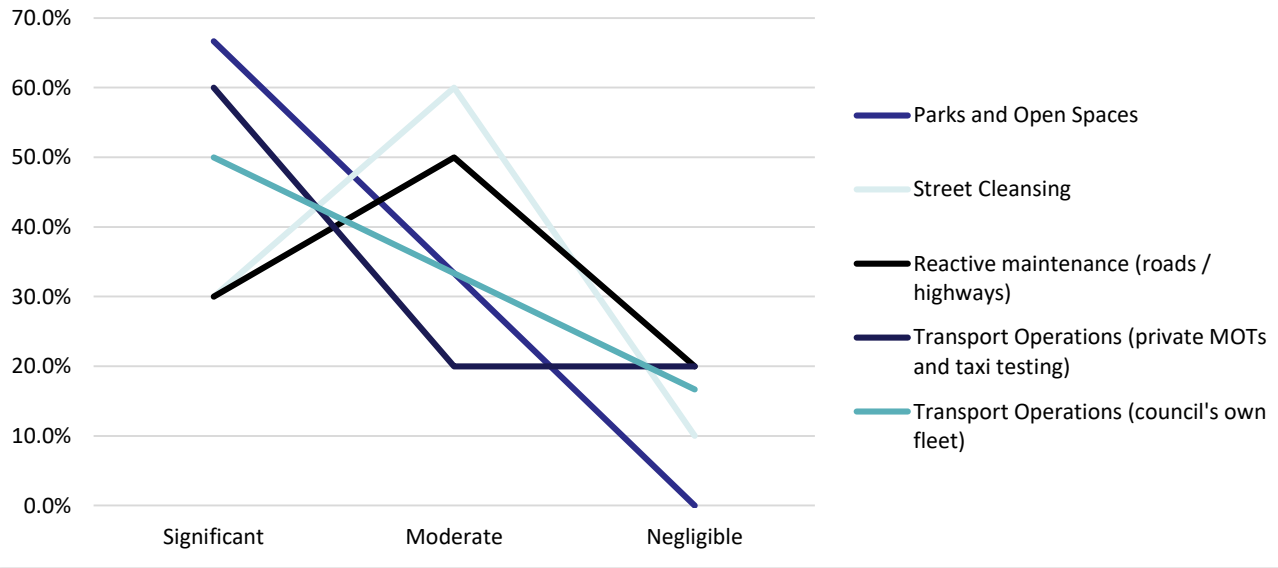
### Staff absence due to Covid-19





# Service Standards

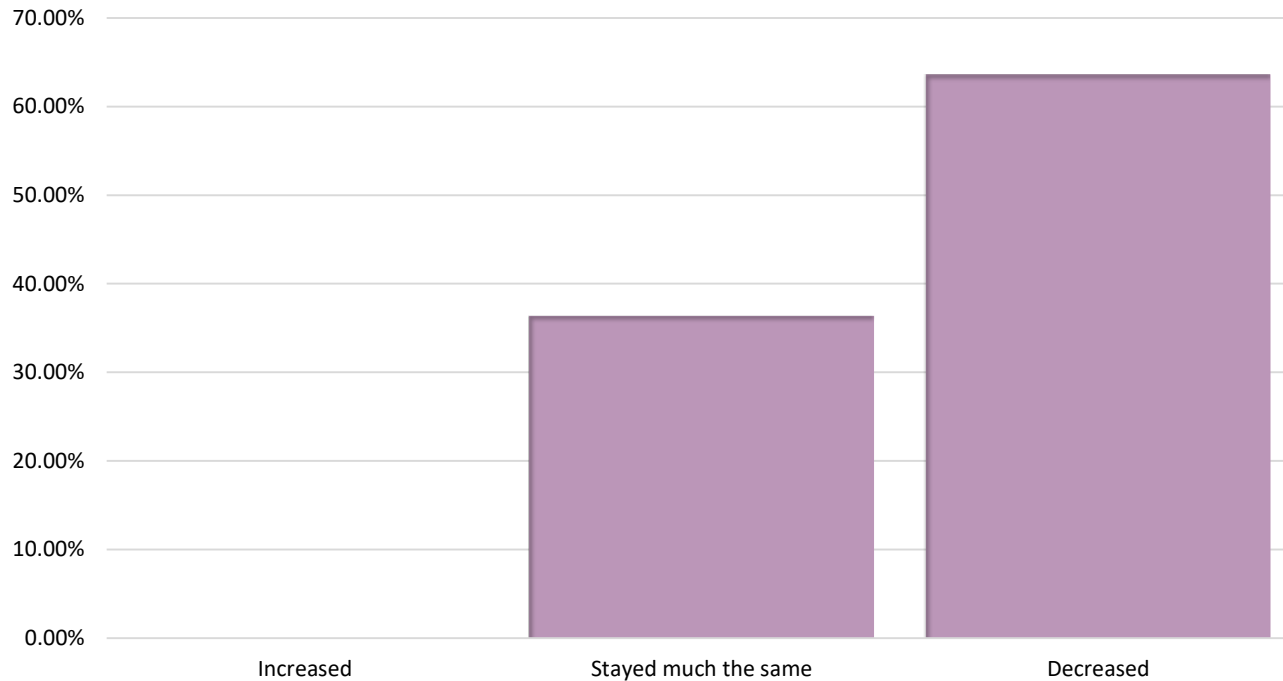
Impact at the end of the first quarter





# Service Requests

Roads: change in the number of requests for service/public enquiries





# Works Data

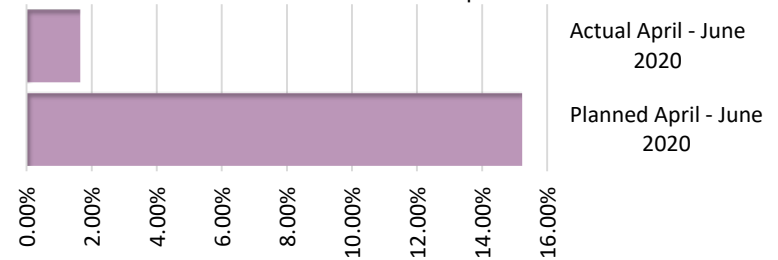
Roads average percentage of capital programme anticipated to be uncompleted by the end of the financial year

End of 2020 – 21 financial year **24.63%**

Average number of safety inspections

Percentage carried out **94.4%**

LED upgrade programme (capital)  
within the three month period



72.50%  
Completion by  
March 31st 2021

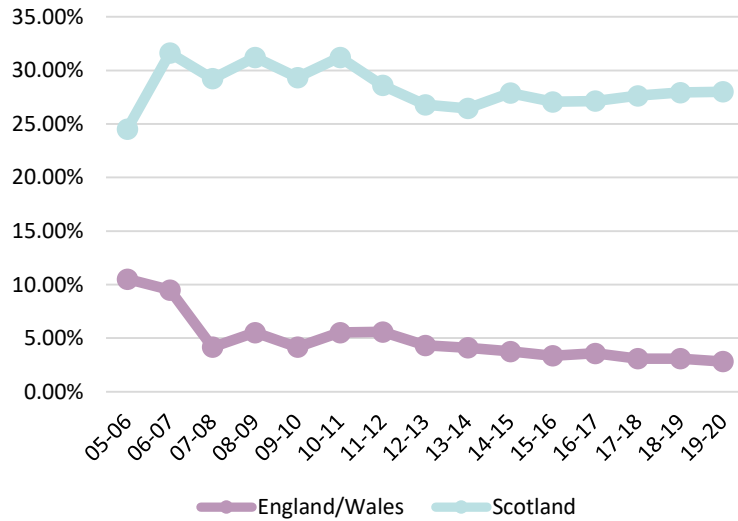


# Roads and Street Lighting

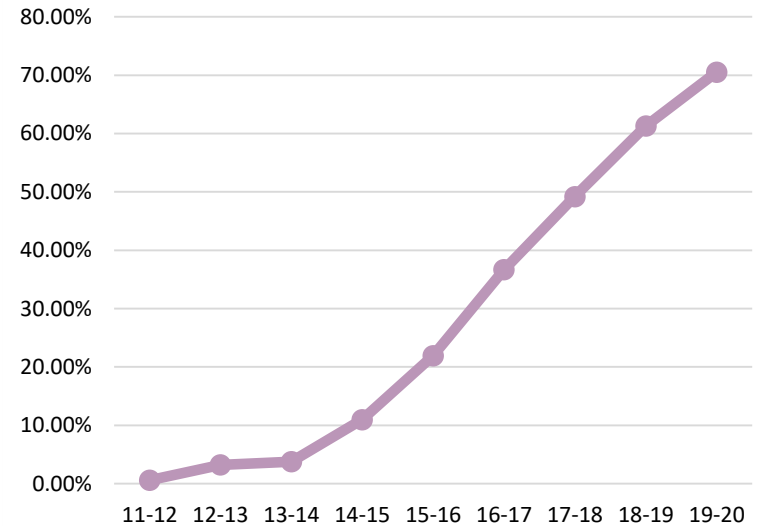
performance networks

## Lighting

### Road Condition



### %LED for street lighting

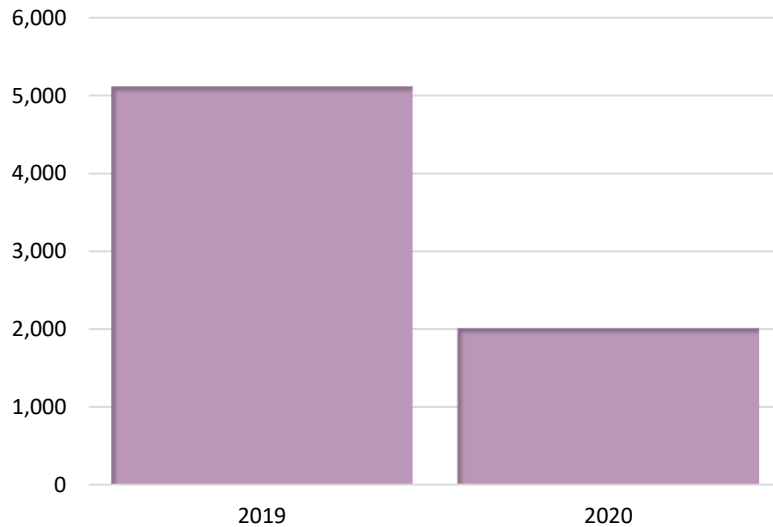




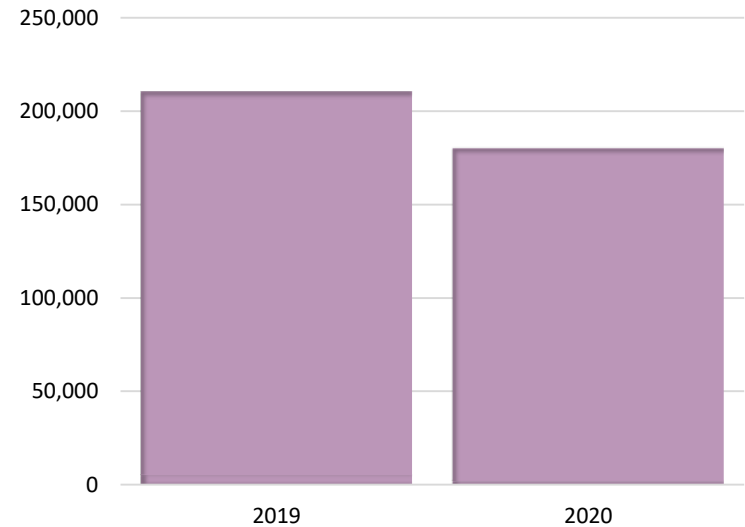


# Fuel Consumption

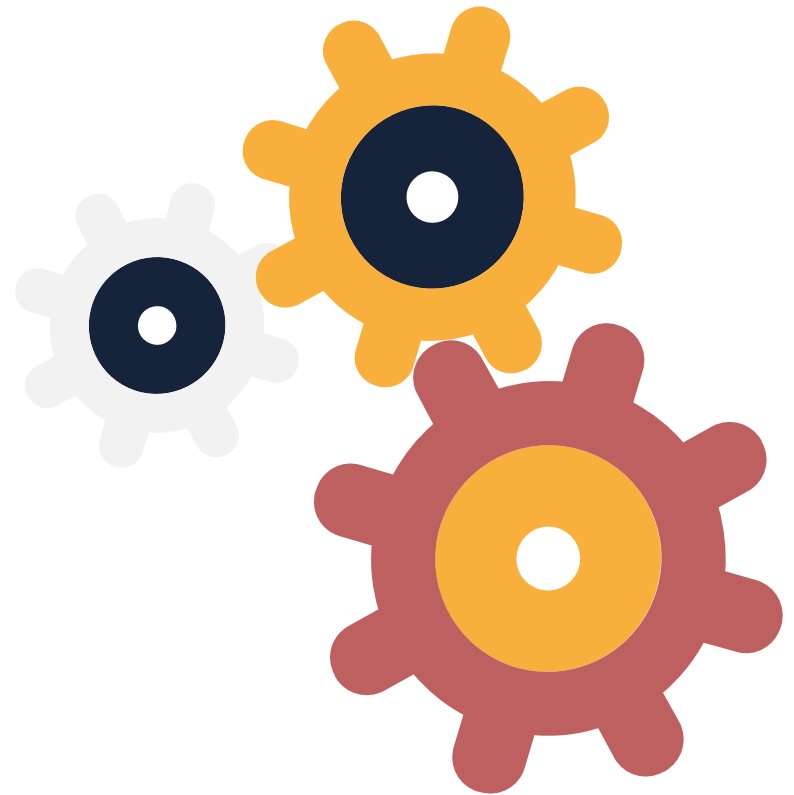
Fuel consumption - petrol (litres)



Fuel consumption - diesel (litres)



# Working groups 2021



# Main changes: 2020-21

- A new tab has been introduced (Covid-19 impact) following discussions at the working group in March 2021 to capture the impact of Covid-19 on the service with staff, costs, transport, planned maintenance completion, and budget achievements
- New sections on coal tar testing & removal has been added to the carriageways and footways tabs
- New questions on Carriageways and Footways tabs asking if you record emergency defects
- Following agreement at the working group, the staff absence question on the Profile tab has been suppressed along with it's reporting for Year 23
- Financial guidance has been updated asking to exclude spend from an allocation of funding from "Spaces for People, Places for Everyone" or "Active Travel Fund" schemes launched during the Covid-19 pandemic

# About the process

- One-to-one online training (free of charge)
- Deadline for draft reports 27 August 2021
- Prioritising data collection
- Encouraging members who didn't submit last year to do so, so they have a baseline
- Assess the impact of Covid-19
- Data more important than ever – evidence
- PI standings reports will show 19-20 against 20-21

# Timetable

Service Area	Deadline for exclusion reports	Deadline for final reports
Core Highways (DMG)	27/08/2021	17/09/2021
Markets	03/09/2021	30/09/2021
Transport	03/09/2021	26/10/2021
Building cleaning	03/09/2021	27/10/2021
Building maintenance	03/09/2021	23/10/2021
Cems & crems	03/09/2021	22/10/2021
Roads / Highways	27/08/2021	21/10/2021
SCOTS	27/08/2021	30/09/2021
Refuse collection	03/09/2021	27/10/2021
Sports and leisure	03/09/2021	22/10/2021
Street lighting	27/08/2021	21/10/2021
Catering	03/09/2021	18/10/2021
Parks	03/09/2021	28/10/2021
Street cleansing	03/09/2021	28/10/2021
Environmental health	03/09/2021	25/10/2021

Already registered?

N

Complete the form with contact details and which service areas you need to access.

APSE will then email the service contact for authorisation to add you as a report or data contact.

Once authorisation is received, your account will be set up.

You will receive an email from [webportal@apse.org.uk](mailto:webportal@apse.org.uk) with instructions to set your account up

Y

If you have been registered but have not accessed the portal before, you may need to reset your password.

Login to the portal [pn.apse.org.uk](http://pn.apse.org.uk) and click on forgot your password. You will immediately be sent a reset link. If this does not arrive check your firewall settings as it may have been sent to your junk email folder.

Hurray! You can log on to the portal and access data templates and view your reports\*

\*if you have the correct level of access.

Report contact – can access the data templates AND view the reports

Data contact – can only access the data templates, they cannot view the reports

**I don't know if I'm registered?**  
That's fine! Just check with the APSE staff at the registration desk today and they can tell you. Alternatively, you can email [webportal@apse.org.uk](mailto:webportal@apse.org.uk) and we can tell you.

## How to... access the performance networks web portal

From January 1 2020 the old PN web portal will no longer be accessible so you need to make sure you are registered on the brand new portal

## Family group comparison

### Roads, highways and winter maintenance PI standings

Name of authority

PIN

Family group

Performance indicator

Sample authority

8999

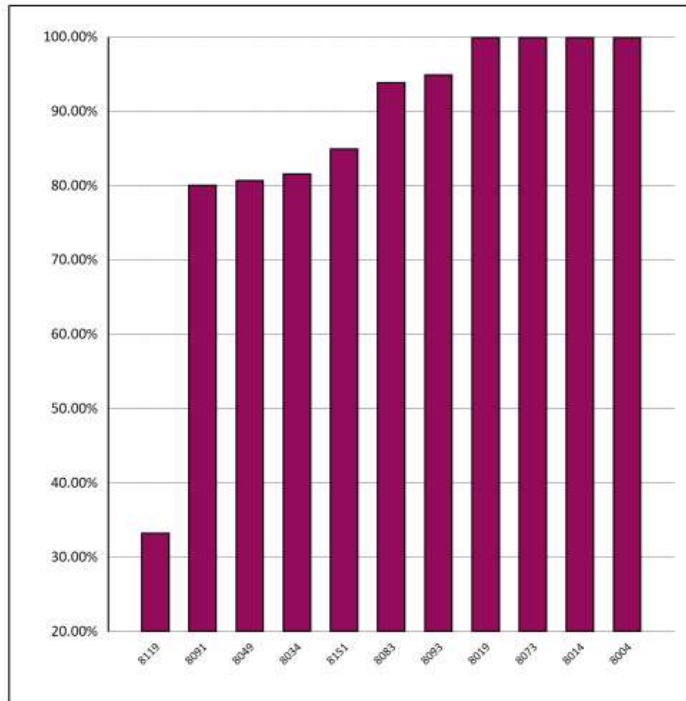
M2

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Year output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark	High/Low Neutral
<b>Carriageway asset performance indicators Safety</b>										
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
<b>Carriageway asset performance indicators Condition/Asset preservation</b>										
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
<b>Carriageway asset performance indicators Third party claims</b>										
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
<b>Carriageway asset performance indicators Financial</b>										
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

### PI 03a Percentage of emergency (cat 1) defects made safe within response times

Family group H1

	Number of emergency defects	Incidents made safe	Percentage made safe
Average	342	306	86.35%
Lowest	3	2	33.33%
Highest	949	807	100.00%



Source data

[CAT1T] / [CAT1D]

Acceptable parameters: >20% and <=100% (Defects per km <2)

### Roads, highways and winter maintenance performance at a glance

Sample authority

8999

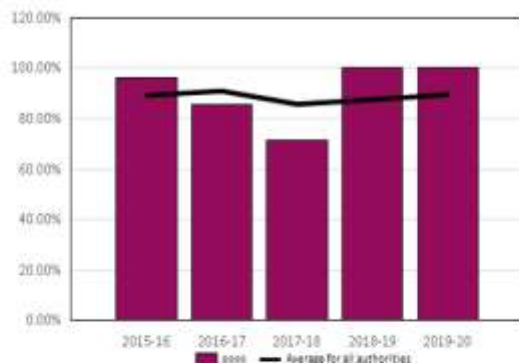
These pages show your authority's performance for each performance indicator against the current year average performance of your family group. Whether your result has improved or not from previous year is also shown. Icons are used to display this information and the idea of this report is that authorities 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.

Carriageway asset performance indicators Safety	Performance in current year	Improved since previous year?*
PI 03a Percentage of emergency (cat 1) defects made safe within response times	●	■
PI 03b Percentage of emergency (cat 1) and "find & fix" defects made safe within response times	●	
PI 39a Percentage of safety inspections completed on time	●	▲
PI 39b Percentage of planned km of safety inspections completed	●	■
PI 234 Percentage of maintained network subject to salting regime	◆	▼
<b>Carriageway asset performance indicators Condition/Asset preservation</b>		
PI 020 Condition of 'A' class carriageways (Scotland only)	◆	▼
PI 02h Condition of 'B' class carriageways (Scotland only)	▲	▲
PI 02i Condition of 'C' class carriageways (Scotland only)	▲	▲
PI 02j Condition of unclassified carriageways (Scotland only)	▲	■
PI 28 Number of emergency (cat 1) defects per km of maintained carriageway	●	▼
PI 34 Percentage of urgent (cat 2 high) defects repaired within timescale	●	■
<b>Carriageway asset performance indicators Third party claims</b>		
PI 31b Percentage change in number of non repudiated third party claims in last 3 years compared to previous 3 year period (carriageways)	◆	▲
<b>Carriageway asset performance indicators Financial</b>		
PI 32 Service cost per gully	●	■
PI 57a Total cost per kilometre of carriageway travelled for precautionary treatment	●	▲
PI 57b Total cost per kilometre of carriageway treated for precautionary salting	●	▲
PI 38b Ratio of annual carriageway claims costs to structural expenditure (pence per £)	●	▲
<b>Footway asset performance indicators Safety</b>		
PI 45a Percentage of emergency (cat 1) defects made safe within response times	●	■
PI 45b Percentage of safety inspections completed on time	▲	▼
PI 40b Percentage of planned kilometres of safety inspections completed	●	■
PI 333 Percentage of total footways subject to precautionary salting treatment	●	■



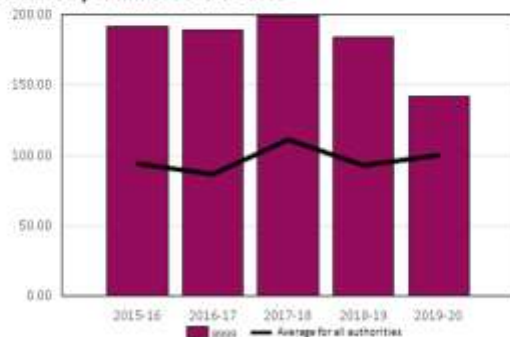
Roads, highways and winter maintenance

**PI 03a Percentage of emergency (cat 1) defects made safe within response times**



This performance indicator measures the percentage of category one defects relating to carriageways made safe within the target time, from the time that the Authority first became aware of the damage.

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



This performance indicator calculates the Kilograms of salts used by total length of carriageway treated in the winter season. The length of carriageway treated was measured in kilometres.

**Highways network**

	2018/19 highest	2018/19 average	2018/19 lowest
Population density	36.48	7.45	0.09
Total annual expenditure	£36,330,772	£10,057,081	£1,089,535

**Carriageways**

	2018/19 highest	2018/19 average	2018/19 lowest
Total length of network maintained (km)	6,752	1,770	292
Total length of principal network maintained (km)	1,400	216	24
Number of category one defects identified / reported during year	7,300	672	1
Percentage of incidents above made safe within target time (from the time that the authority first became aware of the damage).	100%	87%	25%

**Footways**

	2018/19 highest	2018/19 average	2018/19 lowest
Total length (km)	4,500	1,400	117
Total length treated (km)	1,004	71	0.11
Number of category one defects identified / reported during year	920	126	1
Percentage of incidents above made safe within target time (from the time that the authority first became aware of the damage).	100%	87%	11%

## **Case study report 2019**

Best and most improved performer  
award finalists and winners



# SCOTS reports

PI data report

Indicator														
<b>SCOTS headline financial PI</b>														
Total expenditure by carriageway network length (£ per Km)						Y	H	PI	↓	£4,975	£8,865	£8,007	£4,602	£4,234
<b>Customer Service</b>														
% of customer enquiries/requests for service closed off within Council's own identified response times.							H	PI	↑	No data	No data	No data	94.82%	No data
% of enquiries made under the Freedom of Information Act that were dealt with within the allowable time							H	Stat	↓	98.48%	No data	86.00%	100.00%	No data
Total number of enquiries received under the Freedom of Information Act							H	Stat	↓	66	No data	50	34	No data
<b>Carriageways</b>														
<b>Safety</b>														
% of Cat 1 defects made safe within response times.							M	PI	↑	No data	100.00%	No data	No data	100.00%
% of safety inspections completed on time.							H	PI	↑	81.00%	100.00%	No data	No data	97.87%
Total number of Cat 1 defects							M	Stat	↓	No data	16	No data	No data	10
Total number of 3rd party claims							H	Stat	↓	251	59	100	231	192
Total number of 3rd party claims per Km of carriageway							H	Stat	↓	0.06	0.03	0.04	0.06	0.06
% of carriageway network subject to precautionary salting treatment						Y	H	Stat	↑	30.94%	33.19%	52.74%	38.79%	36.00%
% carriageway network deemed top priority (Winter Maintenance operations)							H	Stat	↓	12.37%	33.19%	No data	38.79%	48.36%
Route efficiency (Winter Maintenance operations)							M	Stat	↓	66.84%	64.45%	48.37%	57.82%	74.44%
Average route length (Winter Maintenance operations)							H	Stat	↓	79.60	93.40	80.35	71.29	111.94
Total actual length treated with precautionary treatment (Winter Maintenance operations)							M	Stat	↑	320,241	113,176	146,680	176,809	152,161
% top priority routes completed on time (Winter Maintenance operations)							H	Stat	↓	99.53%	100.00%	99.87%	99.37%	100.00%
Total salt usage by total network length							H	Stat	↓	10.15	10.81	10.06	11.74	4.44

Year on year report

Year on year summary					
2013/14	2014/15	2015/16	2016/17	2017/18	
		£4,775	£4,747	£4,975	
86.30%	81.43%	86.76%	95.96%	98.48%	
73	70	68	99	66	

# Optional extras

- Regional reports
  - Customised reports
  - Customer satisfaction surveys
  
- Training and development
  - Using the data training
  - Validation training

Local authority roads and transport within Falkirk Council

Please tick the most appropriate response to each applicable question within the survey. (You may choose to leave some questions blank)

Please note, the questions in this survey relate to local public, council adopted roads only but excluding trunk roads and motorways (if applicable).

1. How important, if at all, do you consider each of the following?

	Don't know / doesn't apply	Very important	Fairly important	Not very important	Not at all important
Good pavements / footpaths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Good cycle facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safe roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Good street lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roads being in good condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Now thinking about roads locally, how satisfied or dissatisfied are you with these services?

	Doesn't apply / don't know	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Pavements/ footpaths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycle facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety on roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The condition of roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
And taking everything into account, how satisfied or dissatisfied are you overall with the service provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# Useful contacts

## Enquiries / training / reports

Cheryl Walker	cwalker@apse.org.uk
Jennifer Stanley	jstanley@apse.org.uk
Andy Derbyshire	aderbyshire@apse.org.uk

## Data processing support / error checking help

Ryan McNally	rmcnally@apse.org.uk
Alistair Holcroft	aholcroft@apse.org.uk

General e-mail :	performance.networks@apse.org.uk
Telephone :	0161 772 1810

# **NEW MUNICIPALISM**

Delivering for local people and local economies

# Contact details

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