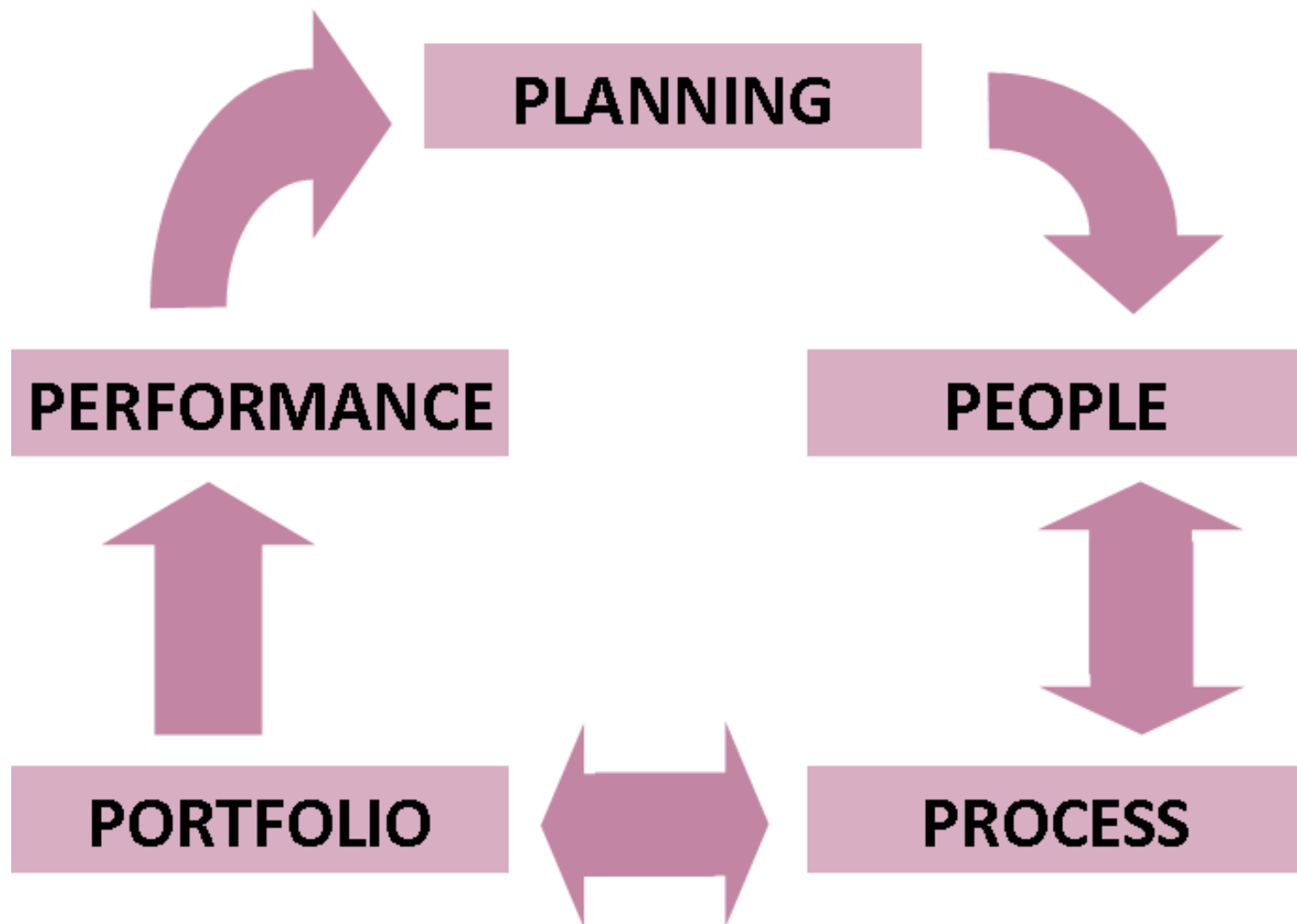


Using data as an asset management tool

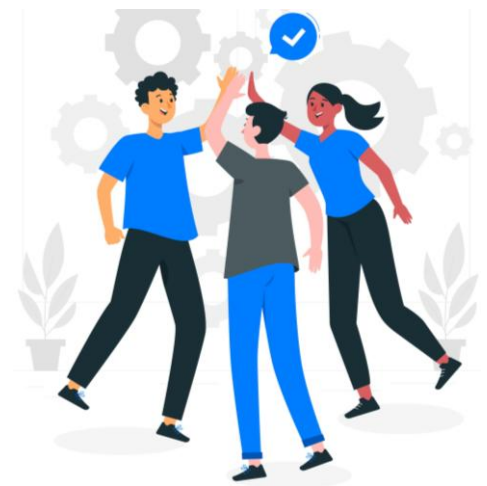


Planning

- Defined objectives
- Set clear goals
- Policy / strategy to achieve our goals

People

- Who is going to take responsibility?
- How are you going to complete it / methodology
- Who will help you (the team)?
- Contact them in advance / information / training
- Record your data sources and calculations



Process

- Read the data collection notes
- Decide who needs to be involved (“the team”)
- Complete management and accounts data
- Follow the Guidance Notes
- Online training & support
- Comply with error checking and validation
- Review ‘Draft / Exclusion Reports’

Process

- Automated data checking (DCQs)
- Data validation group
- Draft Exclusion Reports
- PI Parameters
- Online validations
- Data usage analysis & data review sessions

Portfolio

- Physical assets (CIPFA Highways Network Asset Code 2016)
- Measurements / inventory
- Record keeping (inspections / maintenance / incidents / actions)

Performance

- the ultimate measure of success
- using your data / improving performance

Supported 'Data Usage & Analysis'

- Family Group, Whole Service & Regional PN reports
- Regional & bespoke reports (CSSW Report / BUC tools)
- How to interrogate your data
- Identifying strengths and weaknesses
- Verify source data
- Identifying and networking with good performing authorities
- Best performer / Most improved performer awards

Interrogating the data

What is my data telling me

- Assessing who is good and why
- Setting realistic improvement targets
- Setting improvement timescales
- Identifying action plans to achieve target goals
- Use PN to monitor progress
- Assess changing customer satisfaction



Roads, highways and winter maintenance

2023-24, Issue 2

Performance indicator standings

Whole service comparison

Roads, highways and winter maintenance performance indicator standings 2024/25

Name of authority	XYZ Council									
PIN	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
All asset types amalgamated performance indicators - Headline Financial										
PI 63b - Total investment expenditure by carriageway network length (excluding CEC)	50	£42,922.37	£10,781.81	£2,449.48	£11,026.73	-	-	-	-	N
Carriageway asset performance indicators - Safety										
PI 03a - Percentage of emergency (cat 1) defects made safe within response times	37	100.00%	85.75%	33.33%	98.96%	12	99.83%	2	100.00%	H
PI 03b - Percentage of emergency (cat 1) and "find & fix" defects made safe within response times	38	100.00%	93.76%	37.03%	98.96%	17	100.00%	2	100.00%	H
PI 39a - Percentage of safety inspections completed on time	45	100.00%	95.28%	63.48%	100.00%	1	100.00%	1	100.00%	H
PI 39b - Percentage of planned kilometres of safety inspections completed	35	100.00%	99.24%	86.90%	100.00%	2	100.00%	1	100.00%	H
PI 114 - Percentage of maintained network subject to salting regime	50	80.55%	42.91%	19.54%	39.74%	32	49.06%	3	53.85%	H
PI 62 - Kg of salt used per km of road treated	37	237.31	106.57	27.47	156.95	-	-	-	-	N

Notes:

- The Authority will only be ranked in service if it has shown an output / score within the set parameters for the performance indicator.
- Quartile / percentile marks are only shown for those performance indicators for which th

Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved
50	£42,922.37	£10,781.81	£2,449.48	£11,026.73	-	-	-
37	100.00%	85.75%	33.33%	98.96%	12	99.83%	2
38	100.00%	93.76%	37.03%	98.96%	17	100.00%	2
45	100.00%	95.28%	63.48%	100.00%	1	100.00%	1
35	100.00%	99.24%	86.90%	100.00%	2	100.00%	1
50	80.55%	42.91%	19.54%	39.74%	32	49.06%	3
37	237.31	106.57	27.47	156.95	-	-	-

Carriageway asset performance indicators - Condition/Asset preservation

PI 41a - Percentage of carriageway length treated	48	10.40%	2.83%	0.48%	5.07%	-	-	-	-	N
PI 41b - Percentage of carriageway length treated (calculated from treatment types)	51	7.15%	2.61%	0.16%	2.54%	-	-	-	-	N
PI 41c - Percentage of carriageway square metres treated (calculated from treatment types)	51	6.16%	2.49%	0.11%	2.65%	-	-	-	-	N
PI 02b - Condition of principal roads (England and Wales only)	21	6.69%	2.92%	0.00%	2.30%	8	2.00%	2	1.00%	L
PI 02c - Condition of all non principal roads (England and Wales only)	23	19.21%	5.71%	1.00%	2.00%	3	2.80%	1	2.00%	L
PI 02e - Condition of non principal roads (Class B - England and Wales only)	23	8.20%	3.59%	1.10%	1.80%	3	2.30%	1	1.80%	L
PI 02f - Condition of non principal roads (Class C - England and Wales only)	23	9.00%	4.33%	0.22%	1.80%	4	1.99%	1	1.10%	L
PI 02g - Condition of unclassified roads (England and Wales only)	21	39.00%	16.41%	0.00%	13.00%	9	6.75%	2	5.64%	L
PI 28 - Number of emergency (cat 1) defects per km of maintained carriageway	40	0.95	0.22	0	0.09	18	0.02	2	0.01	L
PI 29 - Percentage change in number of emergency (cat 1) defects	36	113.79%	2.27%	-95.00%	-27.82%	9	-27.82%	1	-52.94%	L
PI 34 - Percentage of urgent (cat 2 high) defects repaired within timescale	46	100.00%	76.65%	16.65%	95.03%	14	96.40%	2	100.00%	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)	45	137.61%	4.17%	-58.04%	49.23%	41	-19.18%	4	-40.00%	L
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Carriageway asset performance indicators - Financial

PI 15b - Percentage of total carriageways investment (revenue and capital) spent directly on carriageway repairs	43	95.90%	73.84%	10.00%	89.21%	-	-	-	-	N
PI 15e - Percentage of total carriageways investment (revenue and capital) spent directly on carriageway repairs (excluding CEC)	43	95.90%	73.84%	10.00%	89.21%	-	-	-	-	N
PI 42a - Total carriageway maintenance investment expenditure by carriageway network length	47	£11,963	£5,700	£521	£5,123	-	-	-	-	N
PI 42d - Total carriageway maintenance investment expenditure by carriageway network length (excluding CEC)	47	£11,608	£5,562	£521	£5,123	-	-	-	-	N
PI 42b - Carriageway contractor maintenance investment expenditure by carriageway network length	46	£11,560	£5,204	£110	£4,821	-	-	-	-	N
PI 42c - Total carriageway maintenance investment expenditure by square metres of carriageway area treated	46	£165.37	£47.03	£1.62	£31.79	-	-	-	-	N
PI 42e - Total carriageway maintenance investment expenditure by square metres of carriageway area treated (excluding CEC)	46	£165.37	£46.09	£1.62	£31.79	-	-	-	-	N
PI 23 - Percentage of roads/highways fabric maintenance expenditure that was spent on carriageways	43	99.46%	86.77%	63.80%	73.75%	-	-	-	-	N
PI 32 - Service cost per gully	39	£48.36	£16.64	£6.09	£6.12	2	£8.46	1	£6.45	L
PI 43 - Total cost for carriageway winter maintenance treatment over the entire winter period divided by the total carriageway network length	50	£2,923.80	£972.52	£221.61	£104.80	-	-	-	-	N
PI 57a - Total cost per kilometre of carriageway travelled for precautionary treatment	42	£198.42	£37.00	£5.49	£45.75	34	£12.20	4	£8.99	L
PI 57b - Total cost per kilometre of carriageway treated for precautionary salting	44	£356.68	£58.25	£8.53	£27.92	20	£19.93	2	£12.66	L
PI 36b - Ratio of annual carriageway claims costs to structural investment expenditure (pence per £)	43	4.25	0.5	0	0.31	27	0.03	3	0.01	L
PI 63a - Total investment expenditure by carriageway network length	50	£43,049.85	£11,004.71	£2,820.29	£11,026.73	-	-	-	-	N
PI 63b - Total investment expenditure by carriageway network length (excluding CEC)	50	£42,922.37	£10,781.81	£2,449.48	£11,026.73	-	-	-	-	N

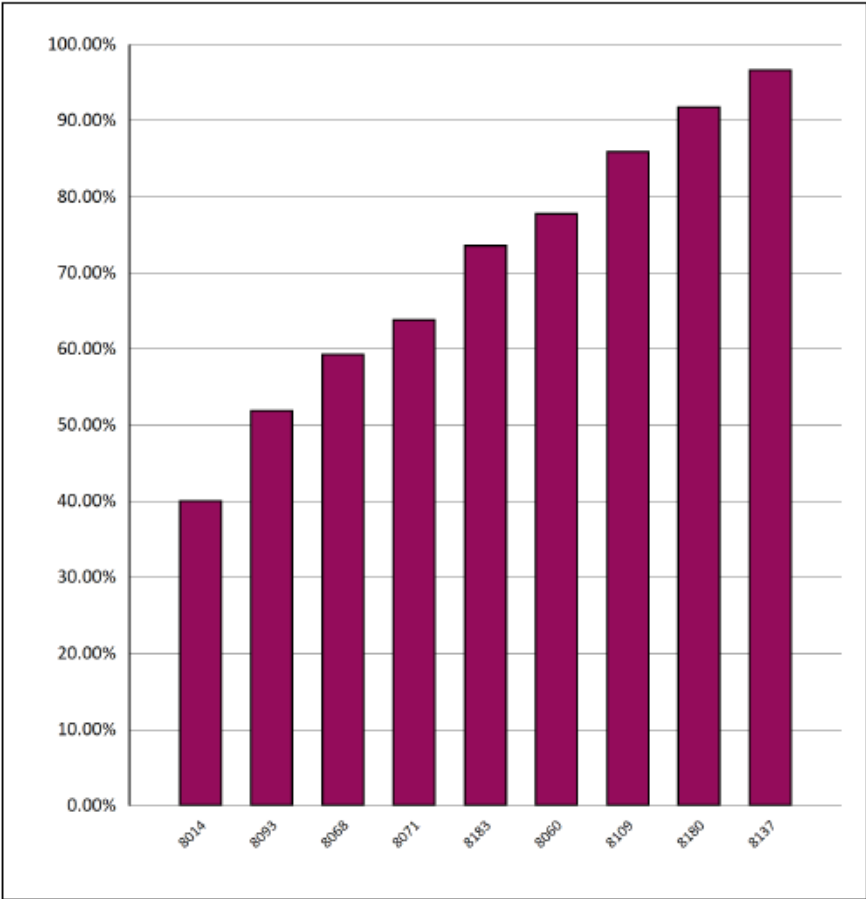
Notes:

- a. The Authority will only be ranked in service if it has shown an output / score within the set parameters for the performance indicator.
b. Quartile / percentile marks are only shown for those performance indicators for which th

PI 34 Percentage of urgent (cat 2 high) defects repaired within timescale

Family group H2

	Response time for urgent (cat 2 high) defects (working days)	Percentage within timescale
Average	6	71.30%
Lowest	1	40.14%
Highest	20	96.77%



Source data

[PTTCW]

Acceptable parameters: >0% and <=100%



CSS Wales Highway Asset Management Report 2023-24

Performance Data



County Surveyors' Society
(Cymru)

[Click HERE to start](#)



Authorities in red have NOT returned data

<div><div><div><div></div><div>apse</div></div></div><div>CSS Wales Highway Asset Management Project</div><div>Performance Indicator Results 2023-24</div><div>Authorities in red have NOT returned data</div></div>		Wales Data Unit indicator		Confidence rating (H, M, L)		PI / Stat		Ideal Position Authority		PIN									
										8004	8026	8048	8052	8054	8068	8085	8089	8093	8102
										XYZ Council	XYZ Council	XYZ Council	XYZ Council	XYZ Council	XYZ Council	XYZ Council	XYZ Council	XYZ Council	XYZ Council
Ref	Indicator																		
	Carriageways																		
	Safety																		
1.01 (PI 03a)	% of Cat 1 defects made safe within response times (carriageways)	Y	M	PI	↑					98.96%	No data	97.42%	93.61%	80.82%	96.22%	86.96%	No data	89.94%	85.1%
1.02 (PI 39b)	% of planned KM of safety inspections completed (carriageways)	Y	H	PI	↑					100.00%	No data	97.58%	100.00%	100.00%	100.00%	91.11%	No data	100.00%	No d
1.03 (PI 28)	Number of Cat 1 defects per KM of maintained carriageway		M	PI	↓					0.16	No data	0.18	0.55	0.53	0.27	0.01	No data	0.45	0
1.04	Number of 3rd party claims per KM of maintained carriageway		H	PI	↓					0.04	No data	0.04	0.09	0.04	0.02	0.01	No data	0.09	0
1.05 (PI 31b)	% change in number of non repudiated 3rd party claims in last 3 years compared to previous 3 year period		H	PI	↑					-44.68%	No data	-44.68%	-40.74%	-44.68%	-31.25%	-22.22%	No data	-40.74%	4.2
1.06 (PI 114)	% of carriageway network subject to precautionary salting treatment	Y	H	Stat	↓					41.46%	No data	41.46%	42.53%	41.46%	19.61%	23.57%	No data	42.53%	42.8
1.07	% carriageway network deemed top priority		L	Stat	↓					41.46%	No data	41.46%	42.53%	23.57%	19.61%	23.57%	No data	42.53%	21.0
1.08	Route efficiency		M	Stat	↓					75.60%	No data	75.60%	60.10%	61.06%	61.14%	61.06%	No data	60.10%	57.1
1.09	Average route length		M	Stat	↓					80.41	No data	80.41	131.17	104.69	99.57	104.69	No data	131.17	77
1.10	% top priority routes completed on time		L	Stat	↓					100.00%	No data	100.00%	100.00%	No data	No data	No data	No data	100.00%	100.0
	Condition / Asset Preservation																		
1.11 (PI 02b)	Condition of principal roads (TRACS type surveys)	Y	H	PI	↓					3.00%	No data	3.00%	4.60%	3.20%	3.90%	4.10%	No data	4.60%	5.9
1.12 (PI 41a)	% of carriageway length treated	Y	H	PI	↓					2.64%	No data	2.64%	4.51%	1.09%	7.45%	2.27%	No data	4.51%	No d
1.13 (PI 02e)	Condition of non principal roads (Class B)	Y	H	PI	↓					2.40%	No data	2.40%	4.20%	2.60%	4.10%	3.40%	No data	4.20%	9.2
1.14 (PI 02f)	Condition of non principal roads (Class C)	Y	H	PI	↓					4.90%	No data	4.90%	6.20%	18.90%	8.50%	12.00%	No data	6.20%	11.2
1.15 (PI 02g)	Condition of unclassified roads	Y	H	PI	↓					No data	No data	No data	8.80%	19.50%	8.70%	No data	No data	8.80%	0.0
	Financial																		
1.16 (PI 42a)	Total carriageway maintenance expenditure by carriageway network length		M	PI	↓					£4,152	No data	£4,152	No data	£483	£3,409	£1,046	No data	No data	£3,
1.17 (PI 42b)	Carriageway contractor maintenance expenditure by carriageway network length		H	PI	↓					£3,479	No data	£3,479	No data	£482	£3,124	£1,046	No data	No data	£4,
1.18 (PI 57b)	Total cost per Km of carriageway treated for precautionary salting	Y	M	PI	↓					£15.82	No data	£15.82	No data	No data	No data	No data	No data	No data	£3
1.19	Cost per km of planned maintenance		M	Stat	↓					£2,161	No data	£2,161	No data	£2,430	£2,025	£620	No data	No data	£2,
1.20	Cost per km of reactive maintenance		M	Stat	↓					£879.00	No data	£879.00	No data	No data	£121.00	£180.00	No data	No data	£1,336
1.21	Cost per km of routine maintenance		M	Stat	↓					£439.00	No data	£439.00	No data	No data	£1,007.00	£689.00	No data	No data	No d
1.22	% of budget spent on planned maintenance		M	Stat	↑					62.11%	No data	62.11%	No data	100.00%	64.23%	41.67%	No data	No data	64.4
1.23	% of budget spent on reactive maintenance		M	Stat	↓					25.27%	No data	25.27%	No data	No data	3.83%	12.06%	No data	No data	35.6
1.24	% of budget spent on routine maintenance		M	Stat	↓					12.62%	No data	12.62%	No data	No data	31.94%	46.27%	No data	No data	No d
	Footways																		
	Safety																		
2.01 (PI 45a)	% of Cat 1 defects made safe within response times (footways)	Y	M	PI	↑					100.00%	No data	100.00%	89.70%	No data	86.80%	100.00%	No data	89.70%	64.2
2.02 (PI 46b)	% of planned KM of safety inspections completed (footways)	Y	H	PI	↑					100.00%	No data	100.00%	100.00%	No data	100.00%	No data	No data	100.00%	No d
2.03	Number of Cat 1 defects per KM of maintained footway		L	PI	↓					0.02	No data	0.02	0.23	No data	0.33	0.01	No data	0.23	No d
2.04	Number of 3rd party claims per KM of maintained footway		H	PI	↓					0.01	No data	0.01	0.03	No data	No data	0.03	No data	0.03	No d



CSS Wales Highway Asset Management Project

Carriageways Performance Indicator Results 2023-24

[Go to 'Carriageways' Summary](#)

PIN	Name of Authority	Safety	Safety										Condition/Asset Preservation					Financial				
			% of Cat 1 defects made safe within response times (carriageways)	% of planned KM of safety inspections completed (carriageways)	Number of Cat 1 defects per KM of maintained carriageway	Number of 3rd party claims per KM of maintained carriageway	% change in number of non-reputed 3rd party claims in last 3 years compared to previous 3 year period	% of carriageway network subject to precautionary salting treatment	% carriageway network deemed top priority	Route efficiency	Average route length	% top priority routes completed on time	Condition of principal roads (TRACS type surveys)	% of carriageway length treated	Condition of non principal roads (Class B)	Condition of non principal roads (Class C)	Condition of unclassified roads	Total carriageway maintenance expenditure by carriageway network length	Carriageway contractor maintenance expenditure by carriageway network length	Total cost per km of carriageway treated for precautionary salting	Cost per km of planned maintenance	Cost per km of reactive maintenance
			1.01 (PI 03a)	1.02 (PI 39b)	1.03 (PI 28)	1.04	1.05 (PI 31b)	1.06 (PI 114)	1.07	1.08	1.09	1.10	1.11 (PI 02b)	1.12 (PI 41a)	1.13 (PI 02e)	1.14 (PI 02f)	1.15 (PI 02g)	1.16 (PI 42a)	1.17 (PI 42b)	1.18 (PI 57b)	1.19	1.20
			M	H	M	H	H	H	L	M	M	L	H	H	H	H	H	M	H	M	M	M
			PI	PI	PI	PI	PI	Stat	Stat	Stat	Stat	Stat	PI	PI	PI	PI	PI	PI	PI	PI	Stat	Stat
Confidence rating (H, M, L)		↑	↑	↓	↓	↑	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	
PI / Stat																						
Ideal Position																						
8004 XYZ Council		98.96%	100.00%	0.16	0.04	-44.68%	41.46%	41.46%	75.60%	80.41	100.00%	3.00%	2.64%	2.40%	4.90%	No data	£4,152	£3,479	£15.82	£2,161	£879	
8026 XYZ Council		No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	
8048 XYZ Council		97.42%	97.58%	0.18	0.04	-44.68%	41.46%	41.46%	75.60%	80.41	100.00%	3.00%	2.64%	2.40%	4.90%	No data	£4,152	£3,479	£15.82	£2,161	£879	
8052 XYZ Council		93.61%	100.00%	0.55	0.09	-40.74%	42.53%	42.53%	60.10%	131.17	100.00%	4.60%	4.51%	4.20%	6.20%	8.80%	No data	No data	No data	No data	No data	
8054 XYZ Council		80.82%	100.00%	0.53	0.04	-44.68%	41.46%	23.57%	61.06%	104.69	No data	3.20%	1.09%	2.60%	16.90%	19.50%	£483	£482	No data	£2,430	No data	
8068 XYZ Council		96.22%	100.00%	0.27	0.02	-31.25%	19.61%	19.61%	61.14%	99.57	No data	3.90%	7.45%	4.10%	8.50%	8.70%	£3,409	£3,124	No data	£2,025	£121	
8085 XYZ Council		86.96%	91.11%	0.01	0.01	-22.22%	23.57%	23.57%	61.06%	104.69	No data	4.10%	2.27%	3.40%	12.00%	No data	£1,046	£1,046	No data	£620	£180	
8089 XYZ Council		No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	
8093 XYZ Council		89.94%	100.00%	0.45	0.09	-40.74%	42.53%	42.53%	60.10%	131.17	100.00%	4.60%	4.51%	4.20%	6.20%	8.80%	No data	No data	No data	No data	No data	
8102 XYZ Council		85.11%	No data	0.05	0.24	4.26%	42.80%	21.06%	57.12%	77.19	100.00%	5.90%	No data	9.20%	11.20%	0.00%	£3,746	£3,178	£4.77	£2,417	£1,336	
8105 XYZ Council		No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	
8127 XYZ Council		96.09%	100.00%	0.27	0.02	-31.25%	19.61%	19.61%	61.14%	99.57	No data	3.90%	7.45%	4.10%	8.50%	8.70%	£3,409	£3,124	No data	£2,025	£121	
8138 XYZ Council		No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	
8160 XYZ Council		No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	
8167 XYZ Council		No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	
8168 XYZ Council		91.19%	No data	0.14	0.03	-28.57%	35.58%	35.58%	64.39%	92.80	100.00%	3.89%	1.09%	4.75%	No data	No data	£2,553	£3,194	£8.20	No data	No data	
8169 XYZ Council		No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	
8172 XYZ Council		No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	
8174 XYZ Council		75.68%	100.00%	0.09	No data	No data	35.36%	35.36%	184.91%	45.20	No data	4.60%	2.19%	3.80%	8.50%	14.30%	No data	No data	No data	No data	No data	
8176 XYZ Council		No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	
8178 XYZ Council		90.85%	99.81%	0.16	0.04	-44.68%	41.46%	41.46%	75.60%	80.41	100.00%	3.00%	2.64%	2.40%	4.90%	No data	£4,152	£3,479	£15.82	£2,161	£879	
8181 XYZ Council		No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	
Wales Average		90.24%	98.85%	0.24	0.06	-33.57%	35.62%	32.32%	74.82%	93.94	100.00%	3.97%	3.50%	3.96%	8.61%	9.83%	£3,011	£2,732	£12.09	£2,000	£628	
Wales - High		98.96%	100.00%	0.55	0.24	4.26%	42.80%	42.53%	184.91%	131.17	100.00%	5.90%	7.45%	9.20%	18.90%	19.50%	£4,152	£3,479	£15.82	£2,430	£1,336	
Wales - Low		75.68%	91.11%	0.01	0.01	-44.68%	19.61%	19.61%	57.12%	45.20	100.00%	3.00%	1.09%	2.40%	4.90%	0.00%	£483	£482	£4.77	£620	£121	

Authorities in red have NOT returned data

Carriageway Baseline Unit Cost (BUC) Tool 23-24

Purpose : This tool generates baseline unit costs for the different carriageway treatment types
Revision: v1

Navigation Guide:

BUC Last 5 years	Presents a summary of the BUCs over the last 5 years both graphically and in a table.
LA & BUC Comparison 2023-24	Presents a comparison of the generated BUCs (median rates) for each carriageway treatment type to each LA's unit cost submission for the current financial year. Enter the PIN for an individual local authority to compare its unit costs against the most recent BUCs for the different carriageway treatments.
LA & BUC Comparison 2022-23	Presents a comparison of the generated BUCs (median rates) for each carriageway treatment type to each LA's unit cost submission for the 2022-23 year. Enter the PIN for an individual local authority to compare its unit costs against the generated BUCs for the different carriageway treatments.
Rates (included)	Presents historical rates (5 years worth) for carriageway unit costs for each local authority extracted from APSE returns for each financial year. The most recent returns (unit costs) are inputted in this tab to generate median rates (BUCs).
Rates (excluded)	Presents excluded rates (5 years worth) for carriageway unit costs based on set parameters to remove outlier results not fitting with expected ranges.
Guidance Notes	Presents a methodology on how to use this tool to generate BUCs / median rates, how to compare BUCs to each individual LA's unit cost for each financial year and how to interpret the data.

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Baseline Unit Costs Year-on Year Comparison

Treatment Types	Baseline Unit Cost (BUC) 2019/20	Baseline Unit Cost (BUC) 2020/21	Baseline Unit Cost (BUC) 2021/22	Baseline Unit Cost (BUC) 2022/23	Baseline Unit Cost (BUC) 2023/24
Surface dressing only	£3.31	£3.63	£3.87	£4.71	£4.84
Surface dressing (including prep works)	£15.62		£26.09	£12.92	£19.69
Thin / micro surface (up to 25 mm)	£13.74	£18.71	£9.86	£11.92	£11.02
Thin over-lay (>25 mm and less than 60	£26.15	£20.53	£24.96	£25.76	£26.70
Moderate over-lay (60 mm to 100 mm)	£23.51	£28.01	£26.79	£31.84	£34.60
Structural over-lay (>100 mm)	£31.01	£42.85	£27.85	£45.75	£70.94
Thin in-lay (less than 60 mm)	£26.65	£24.28	£26.49	£29.95	£33.83
Moderate in-lay (60 mm to 100 mm)	£31.01	£37.65	£30.87	£34.25	£37.95
Structural in-lay (>100 mm)	£53.80	£49.78	£57.66	£58.88	£64.12
Planned patching	£33.95	£39.08	£40.49	£36.58	£50.98
Reconstruction	£103.84	£93.57	£70.11	£98.55	£135.06
Coal tar removal		£60.81		£48.56	£22.35

Interrogating data ..



POWER BI

Regions

Size and scope / network characteristics

Urban / rural

Management arrangements

Systems used (IT / RCI / CMS)

Climate change initiatives & policies

Recruitment, retention, training & pay grades

Planned, reactive & routine maintenance

Customer satisfaction, customer services

Carriageways - Maintenance

More options

Filters

Carriageways - Maintenance

Carriageways - Repairs

Carriageways - Claims

Footways - Maintenance

Footways - Repair

Footways - Claims

Combined - Claims

PIN

All

Pease Select a Performance indicator

PI 42a - Total carriageway maintenance investment expenditure by carriageway network length

PI 42a - Total carriageway maintenance investment expenditure by carriageway network length

Average by Financial Year

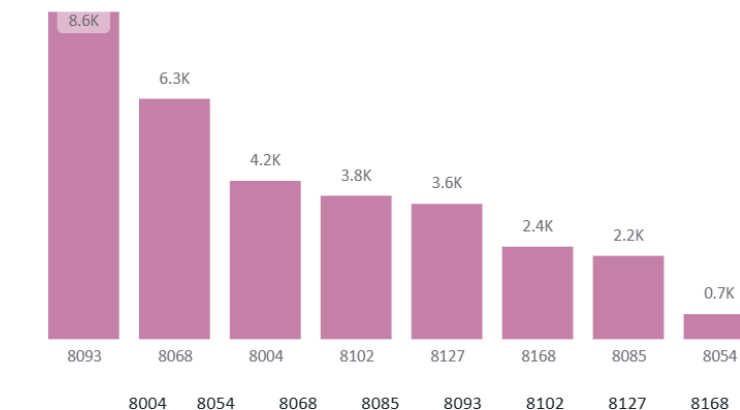
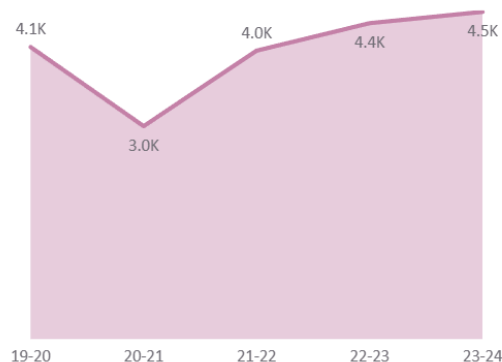
Average by Pin

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Performance Indicator

This performance indicator measures the total actual, net expenditure on carriageways for year divided by the total Km of principal and non-principal carriageways maintained.

[CTOTSP] / [TKPNM]



	19-20	20-21	21-22	22-23	23-24
Max	8,335.98	5,286.04	5,550.08	9,417.59	8,905.01
Average	4,050.95	2,953.57	4,000.70	4,381.69	4,539.09
Min	751.27	482.67	3,343.72	743.95	2,444.83

	8004	8054	8068	8085	8093	8102	8127	8168
Max	5,655.20	751.27	9,417.59	3,343.72	8,905.01	4,479.45	4,576.24	2,553.17
Average	4,169.07	659.29	6,331.04	2,194.78	8,620.50	3,777.51	3,563.83	2,436.02
Min	3,601.72	482.67	5,286.04	1,045.83	8,335.98	3,205.76	2,919.65	2,349.35

Roads, street lighting and winter maintenance

Customer satisfaction survey report

Name of authority

PIN 8999

Period covered by survey 18/05/24 to 15/03/25

PNYear 27

Respondents

Number of survey respondents 1,549

Regarding roads locally, how satisfied or dissatisfied are respondents with these services?

Percentage of those respondents who gave an answer to the question

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Total responses	Very / fairly satisfied	Dissatisfied / very dissatisfied	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Very / fairly satisfied	Dissatisfied / very dissatisfied
Pavements/ footpaths	27	422	197	491	356	1,493	449	847	1.8%	28.3%	13.2%	32.9%	23.8%	30.1%	56.7%
Cycle facilities	58	269	376	272	161	1,136	327	433	5.1%	23.7%	33.1%	23.9%	14.2%	28.8%	38.1%
Safety on roads	49	411	278	441	336	1,515	460	777	3.2%	27.1%	18.3%	29.1%	22.2%	30.4%	51.3%
Street lighting	236	687	320	132	58	1,433	923	190	16.5%	47.9%	22.3%	9.2%	4.0%	64.4%	13.3%
The condition of roads	11	57	35	336	1,097	1,536	68	1,433	0.7%	3.7%	2.3%	21.9%	71.4%	4.4%	93.3%

Taking everything into account, how satisfied or dissatisfied are respondents overall with the service provided?

Percentage of those respondents who gave an answer to the question

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Total responses	Very / fairly satisfied	Dissatisfied / very dissatisfied	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Very / fairly satisfied	Dissatisfied / very dissatisfied
Overall satisfaction with the service provided	9	150	157	602	616	1,534	159	1,218	0.6%	9.8%	10.2%	39.2%	40.2%	10.4%	79.4%

5 Ps - back to the start

Planning

Service Improvement Plans

- Analyse reports & data
- Benchmark / network
- Assess progress
- Review targets / timescales / implementation strategies
- Use data to influence policy

5 Ps - back to the start

People

- Involve the whole team
- Share the outputs
- Invite ideas

5 Ps - back to the start

Process

- Learn from the exercise
- Improve future data (data capture / validation)
- Publish
- Promote
- Inform

NEW MUNICIPALISM

Delivering for local people and local economies

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