

Delivering Performance within the new Code of Practice



Friday 5 October 2018

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UK ROADS LIAISON GROUP

WELL-MANAGED HIGHWAY INFRASTRUCTURE: A CODE OF PRACTICE



OCTOBER 2016



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
- 191 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

APSE / DMG project



- 115 Authorities registered : 54% of UK Highways Authorities
- 75 (36%) submitted data for 2017/18
- Incorporated the 21 Councils benchmarking through DMG administered by Dorset
- Non-members pay **£800** each for DMG comparison across a range of report types
- 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

Types of analysis

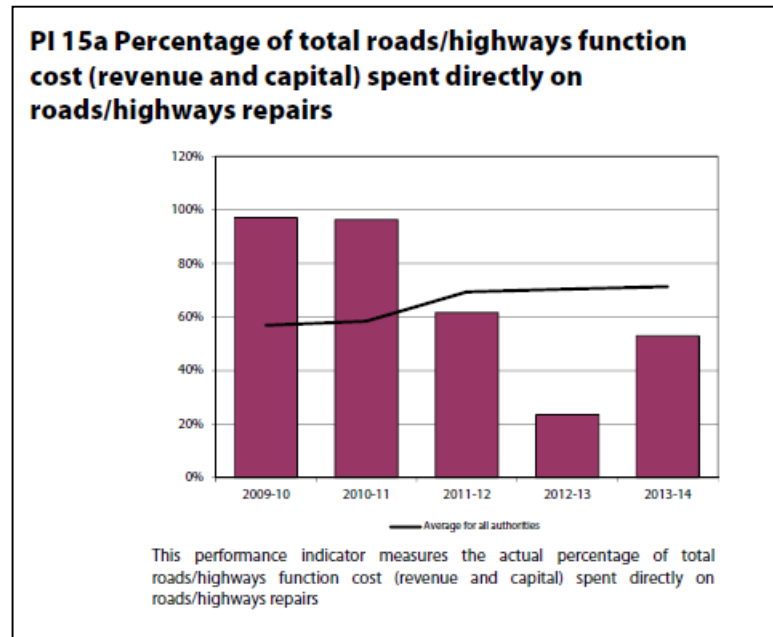


apse performance networks

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		





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

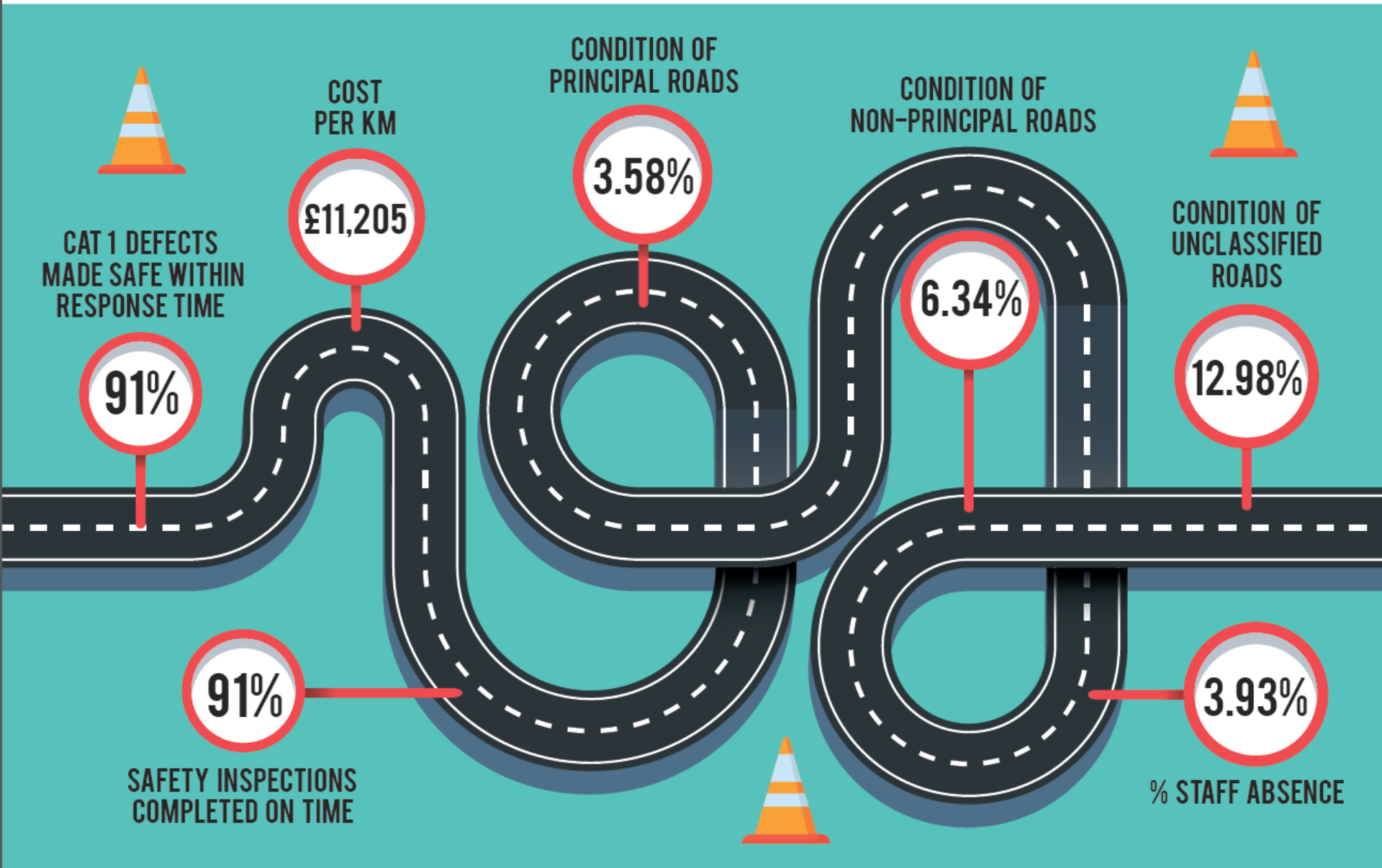


Performance awards

(Best Practice and Improvement Awards)



APSE performance networks highways data

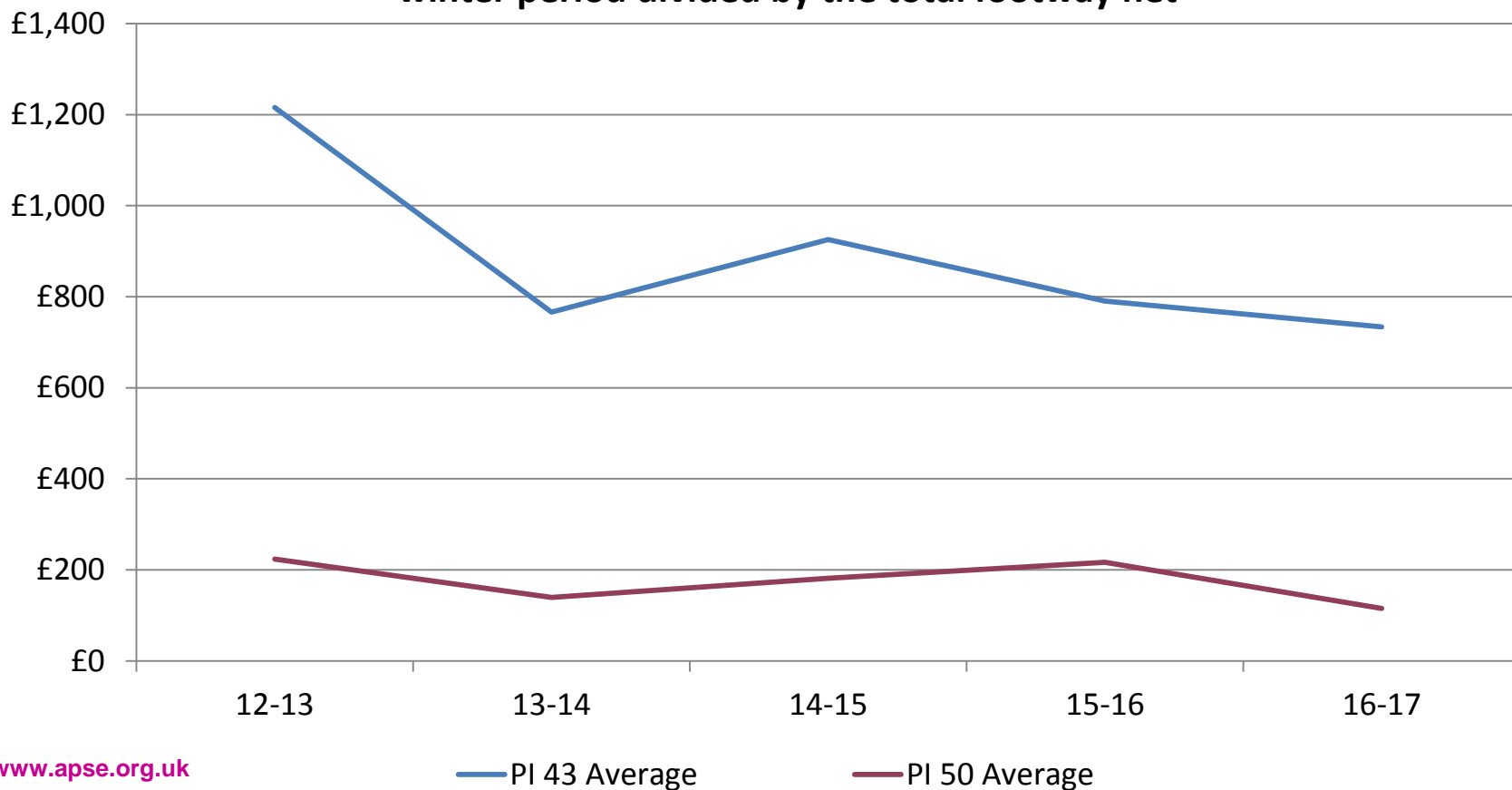


Performance trends



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

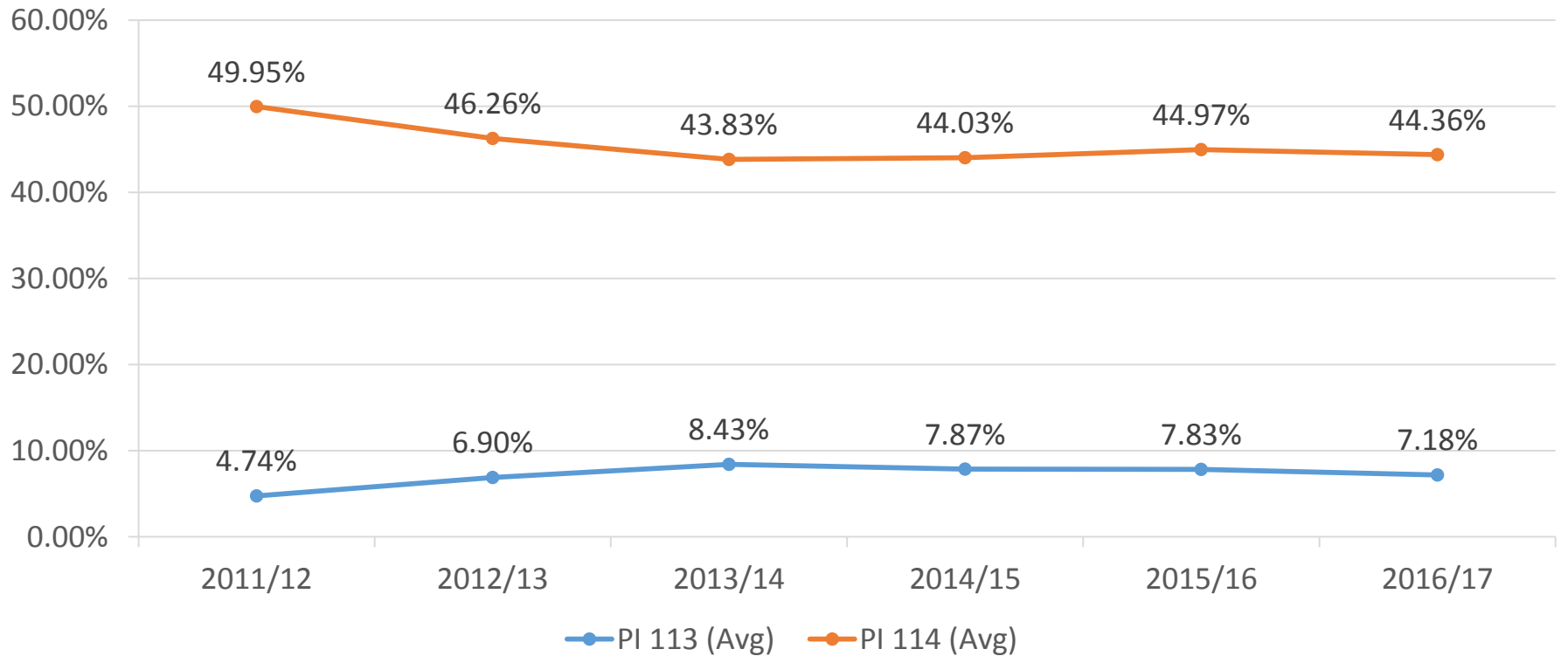
PI 50 Total cost for footway winter maintenance treatment over the entire winter period divided by the total footway net



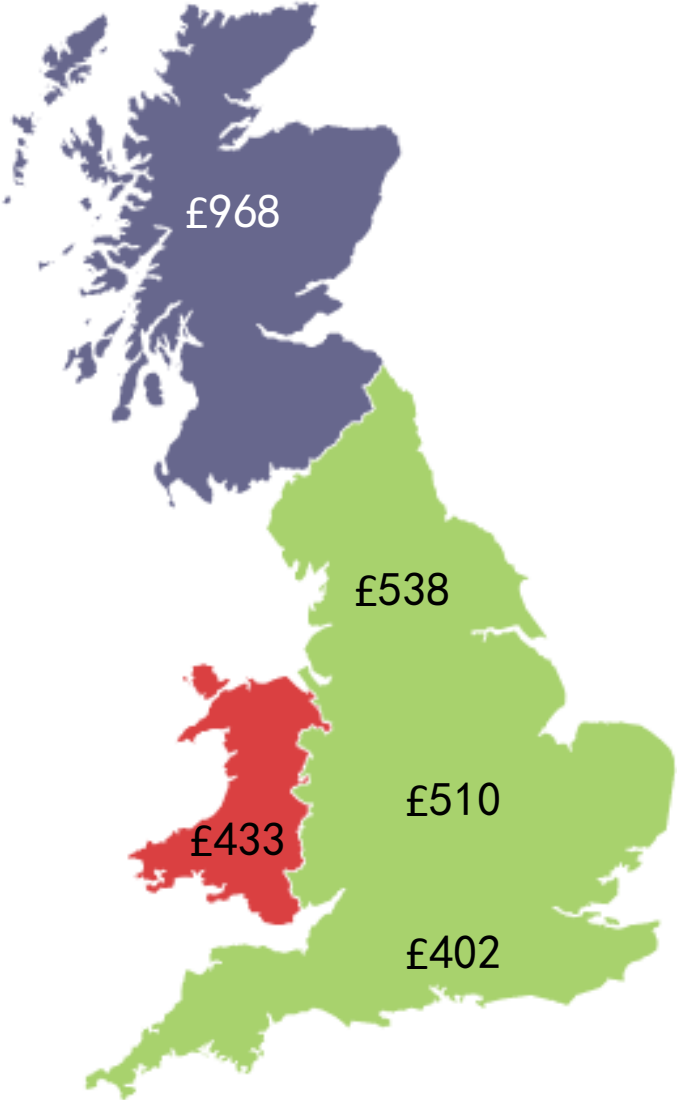
What is the evidence saying on coverage?



PI 113 - Percentage of footways subject to precautionary salting treatment
PI 114 - Percentage of maintained network subject to salting regime



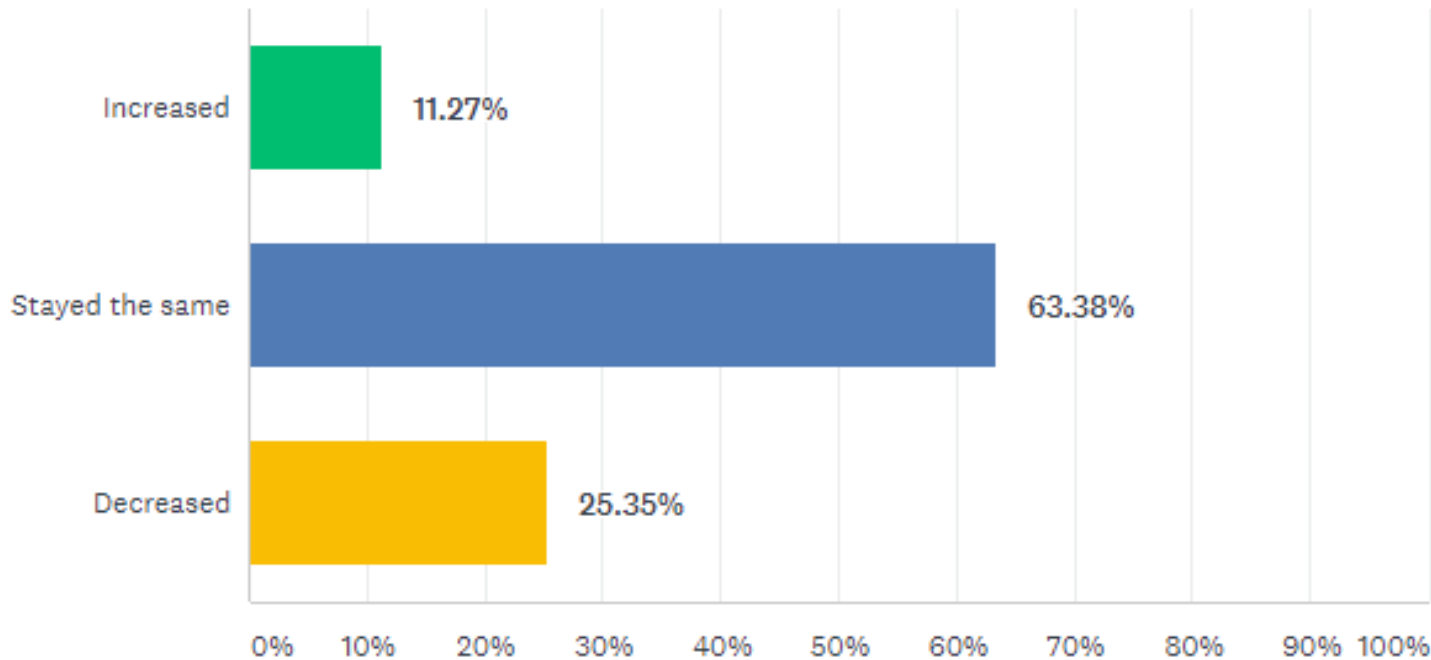
Average cost over the winter period (carriageways)



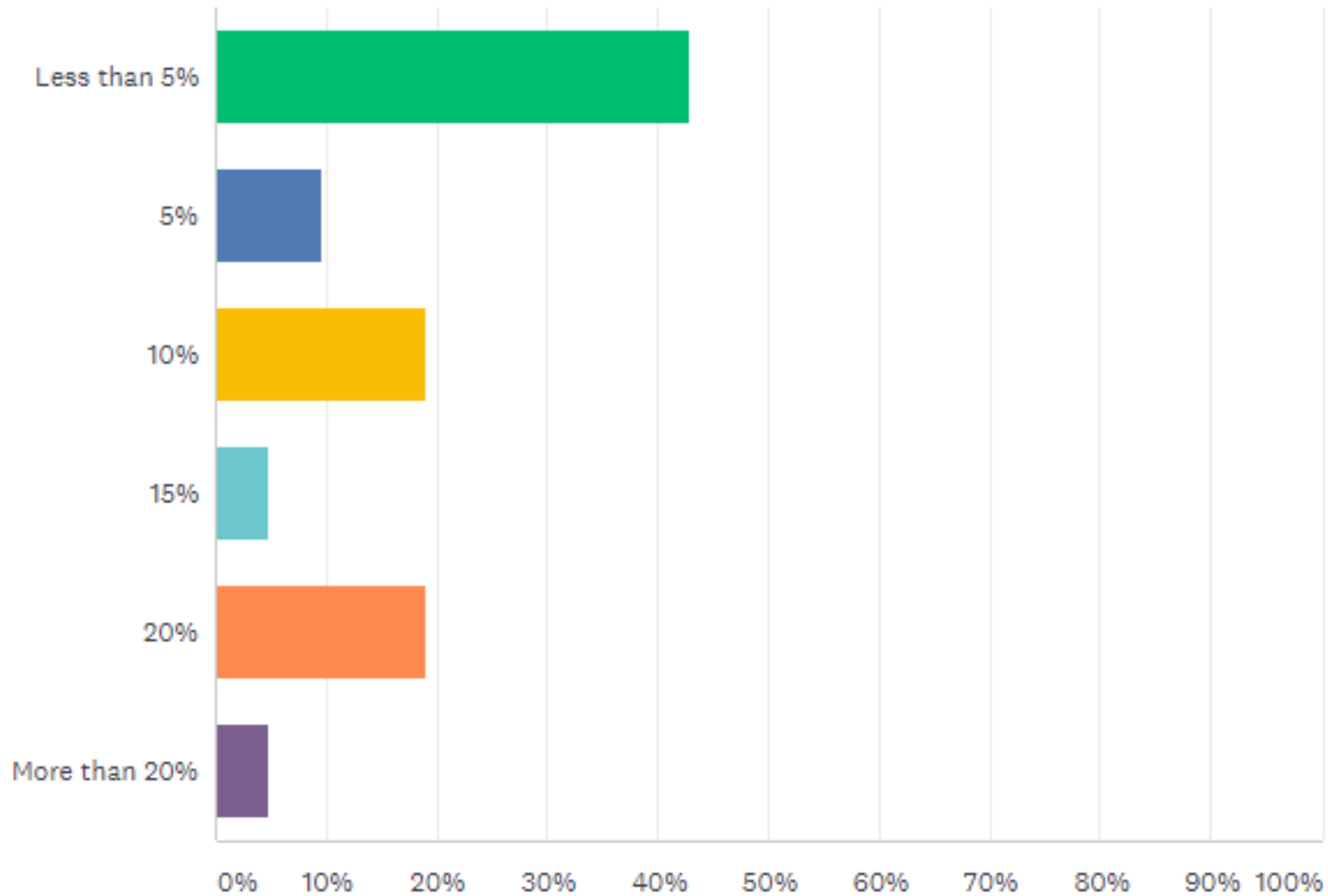


State of the Market 2018

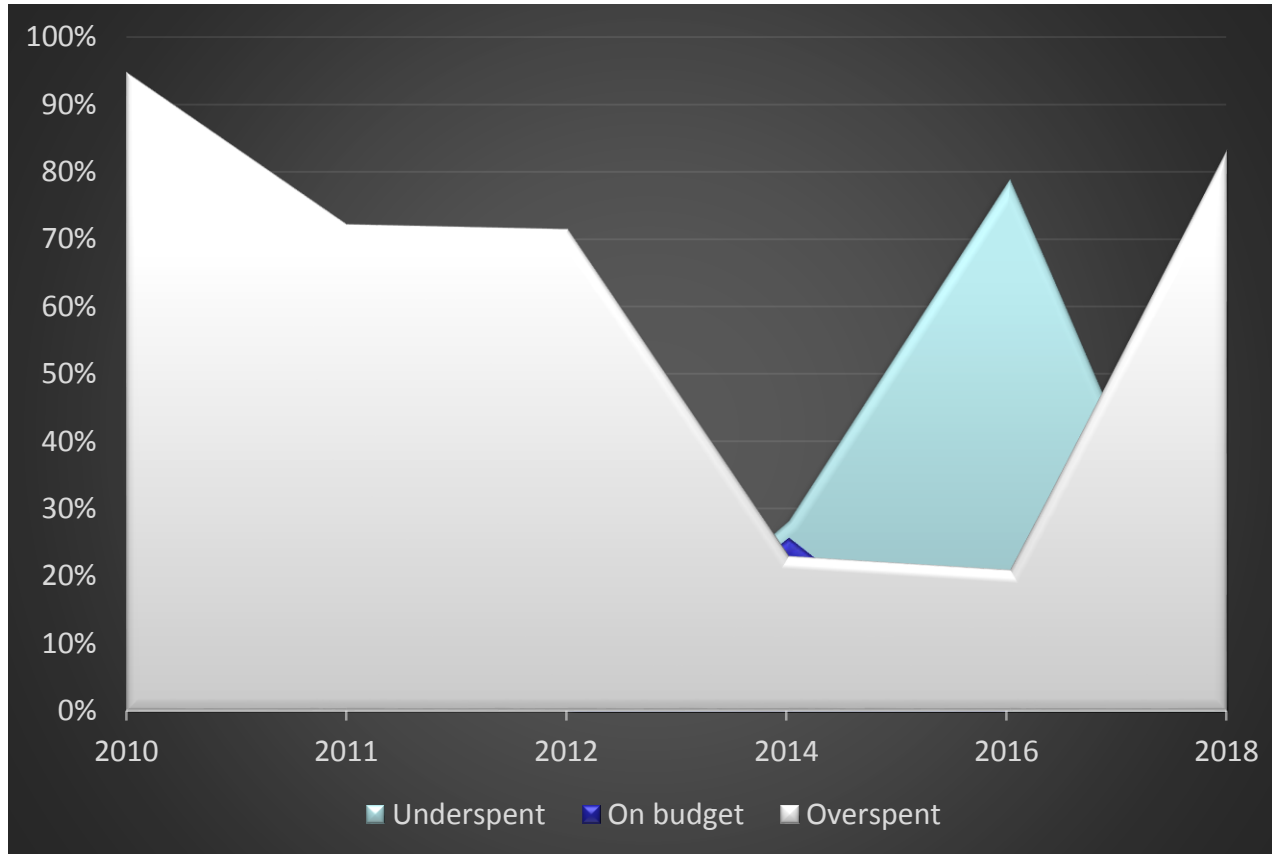
How has the budget for the winter maintenance service changed from 2017-18 to 2018-19?



If your budget has decreased from 2017-18 to 2018-19, how much has it decreased by?



Impact of weather on budget

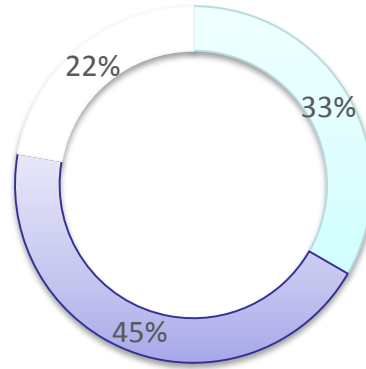


With regard to your road network, which of the following are salted?



All primary routes and some other routes	71.88%
All primary routes	25.00%
Some primary routes by region based on geographical domains	4.69%
Some primary routes	3.13%
Some primary routes and some other routes	3.13%
Some primary routes by region dependent on weather	1.56%

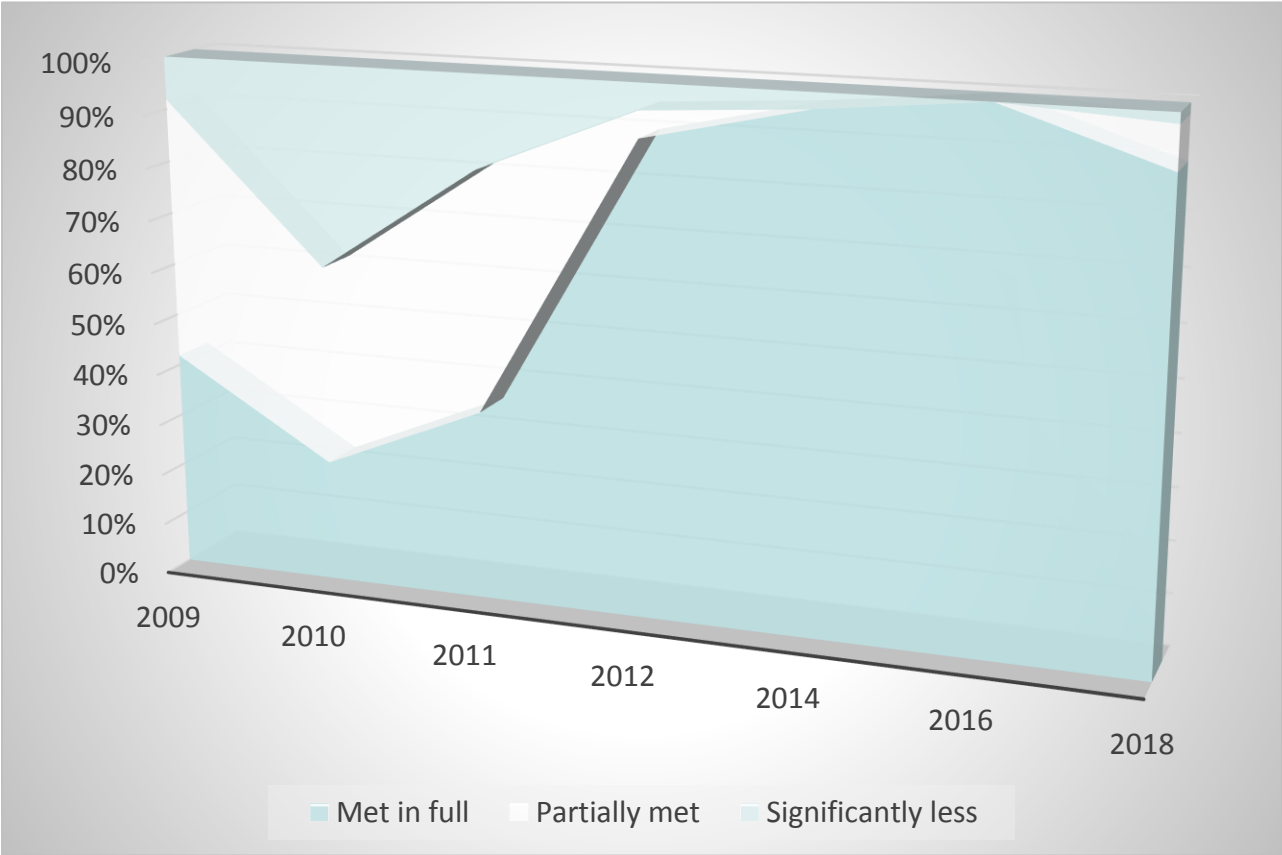
Salting footways



■ Yes precautionary ■ Yes after ice has formed ■ No

Facilities	Percentage
Town/city centre streets	74%
Shopping centres	71%
Council premises	49%
Police stations, medical centres and hospitals	45%

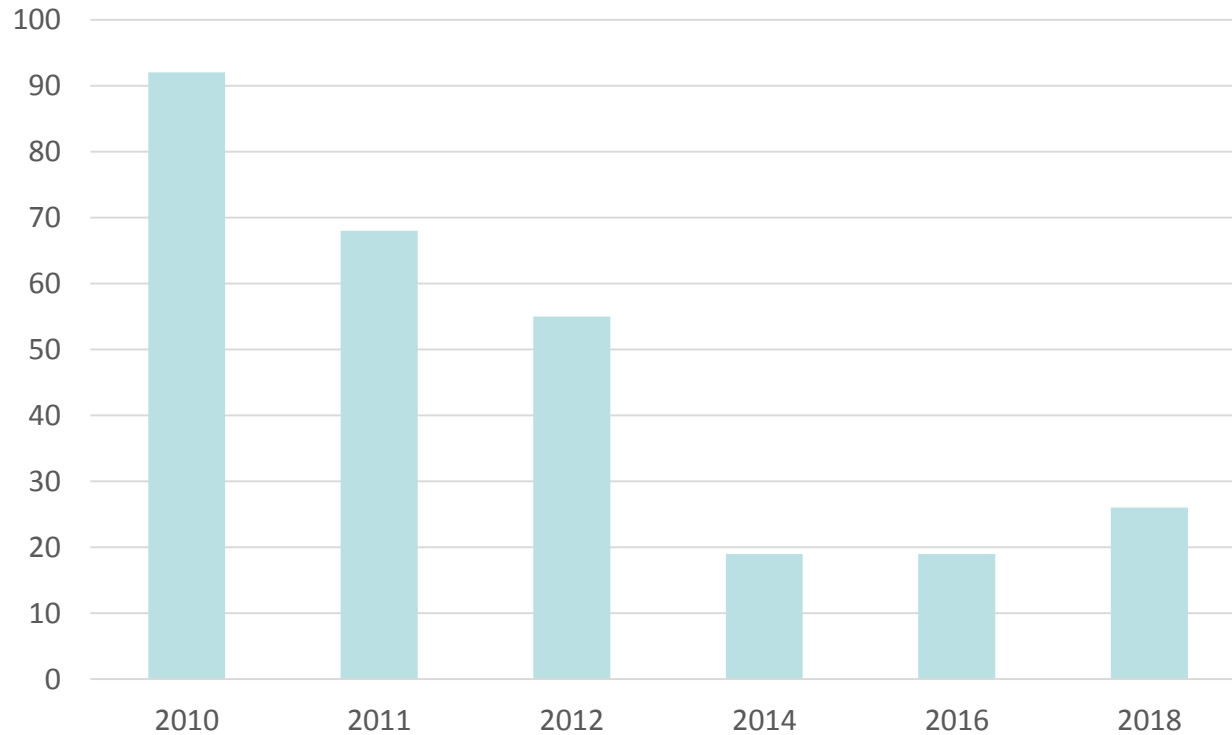
Salt provision by suppliers



Impact of severe weather



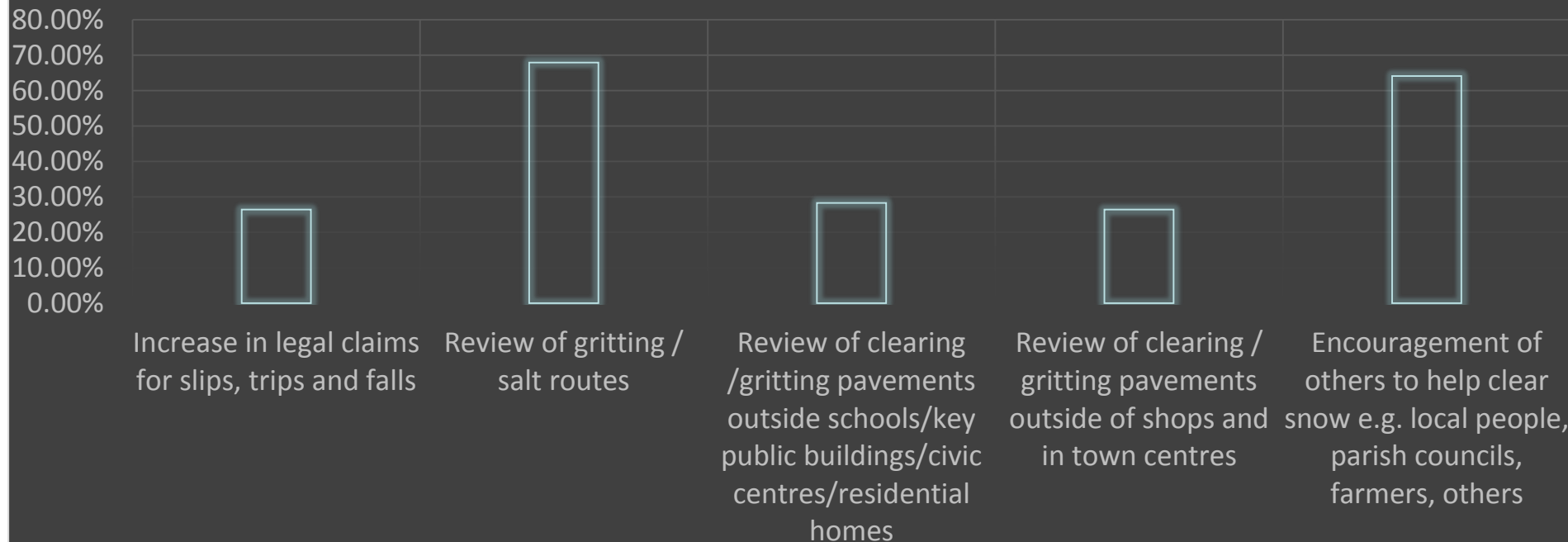
Increase in legal claims



Impact of severe weather



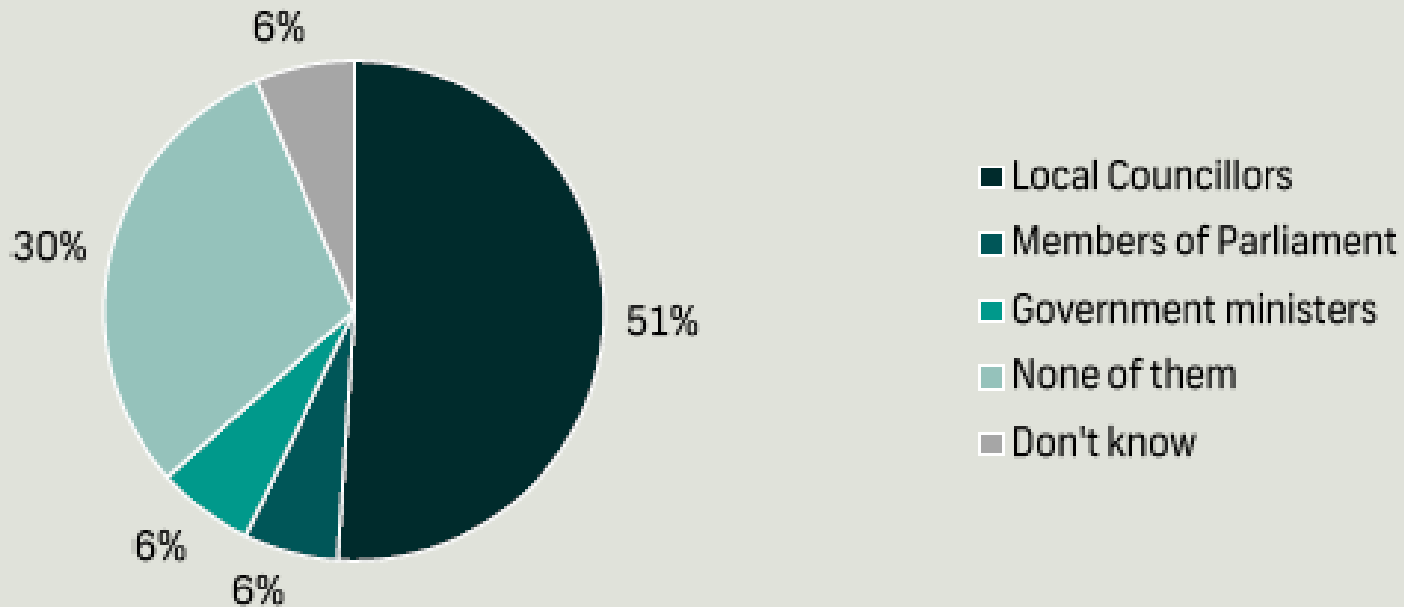
Has the severe weather over the recent years led to any of the following?



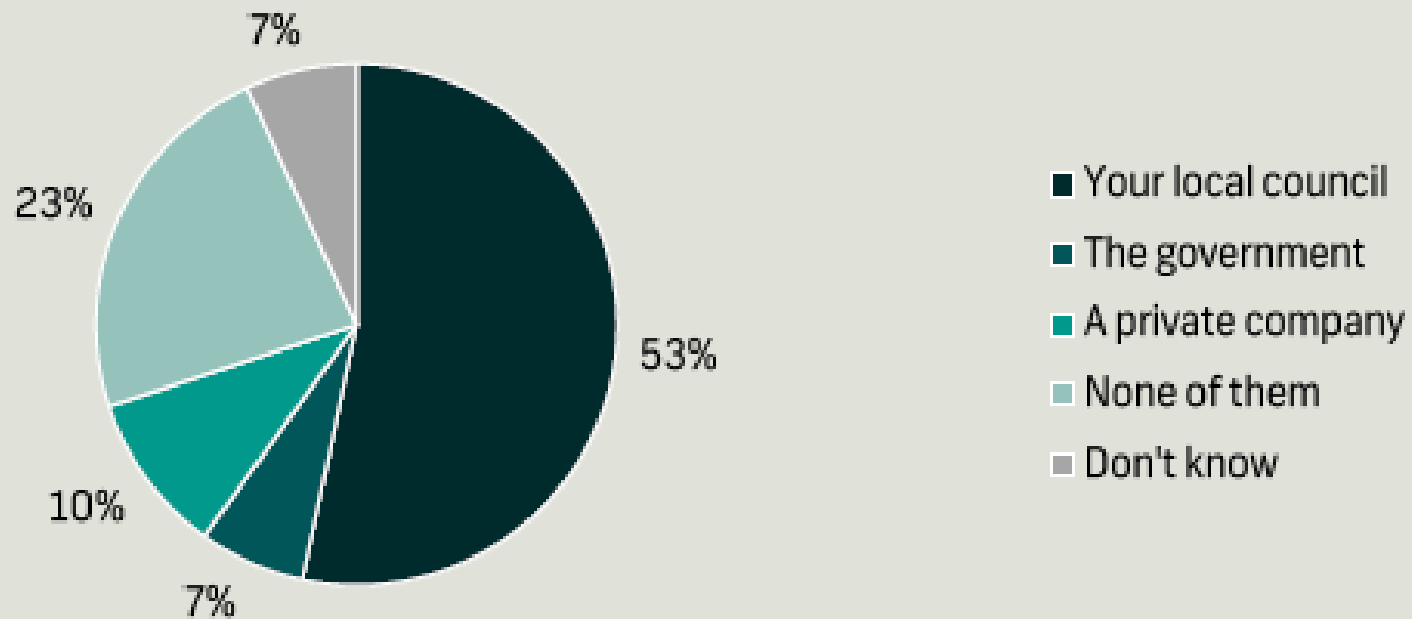
What do the public think?



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

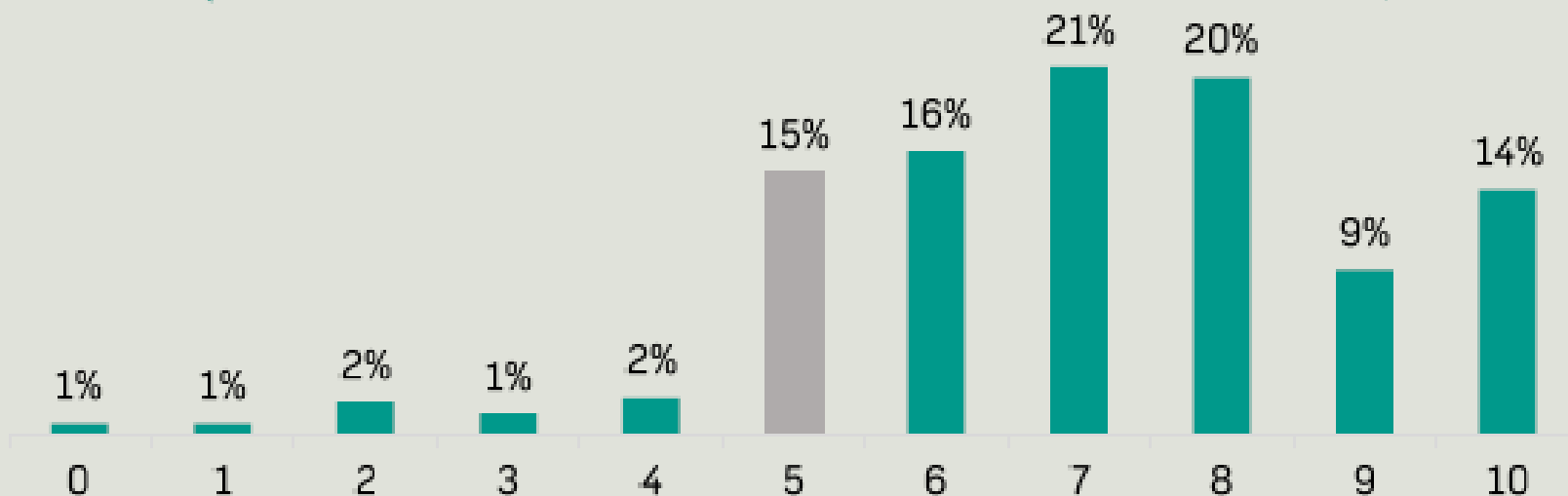


Who do you trust most to deliver services to your local area?



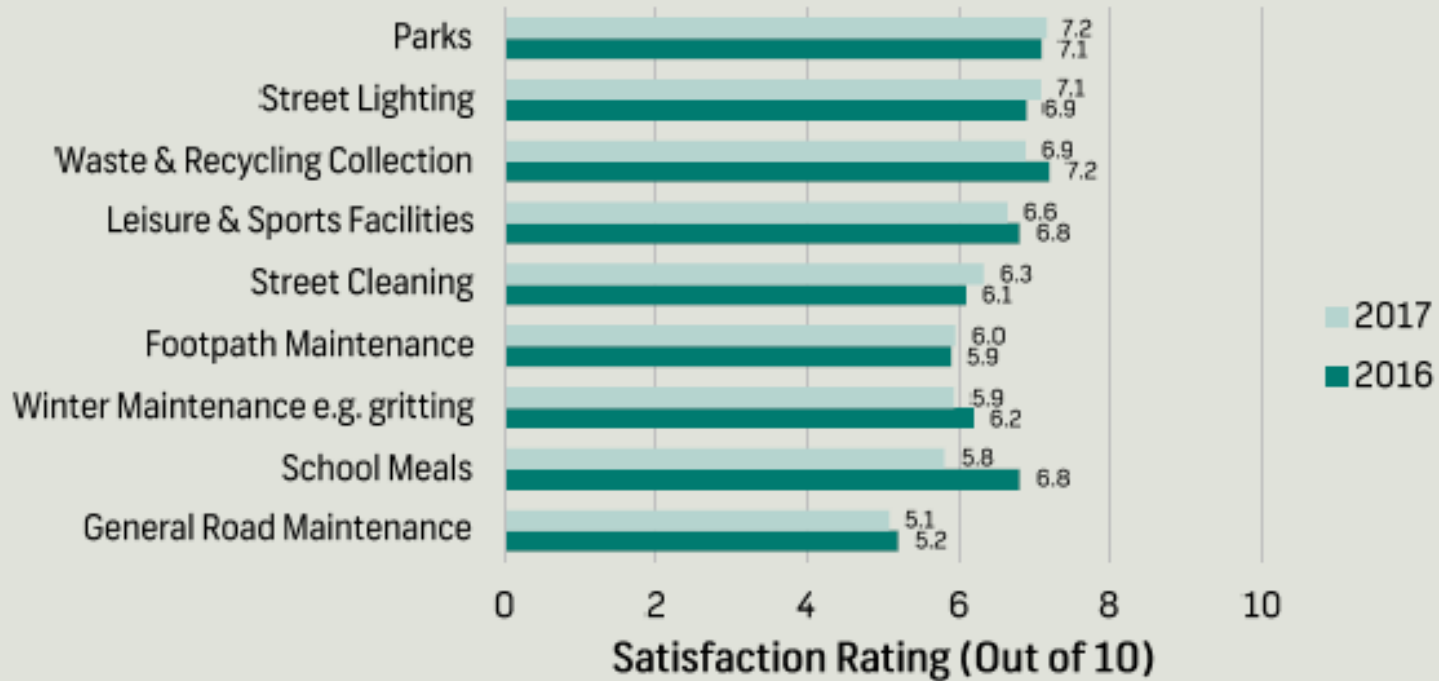
Would you like to see the government keep more money than it currently gives to local councils to spend at national level or should it give more money to local councils to spend at the local level?

6% ← More money to national level More money to local level → 79%

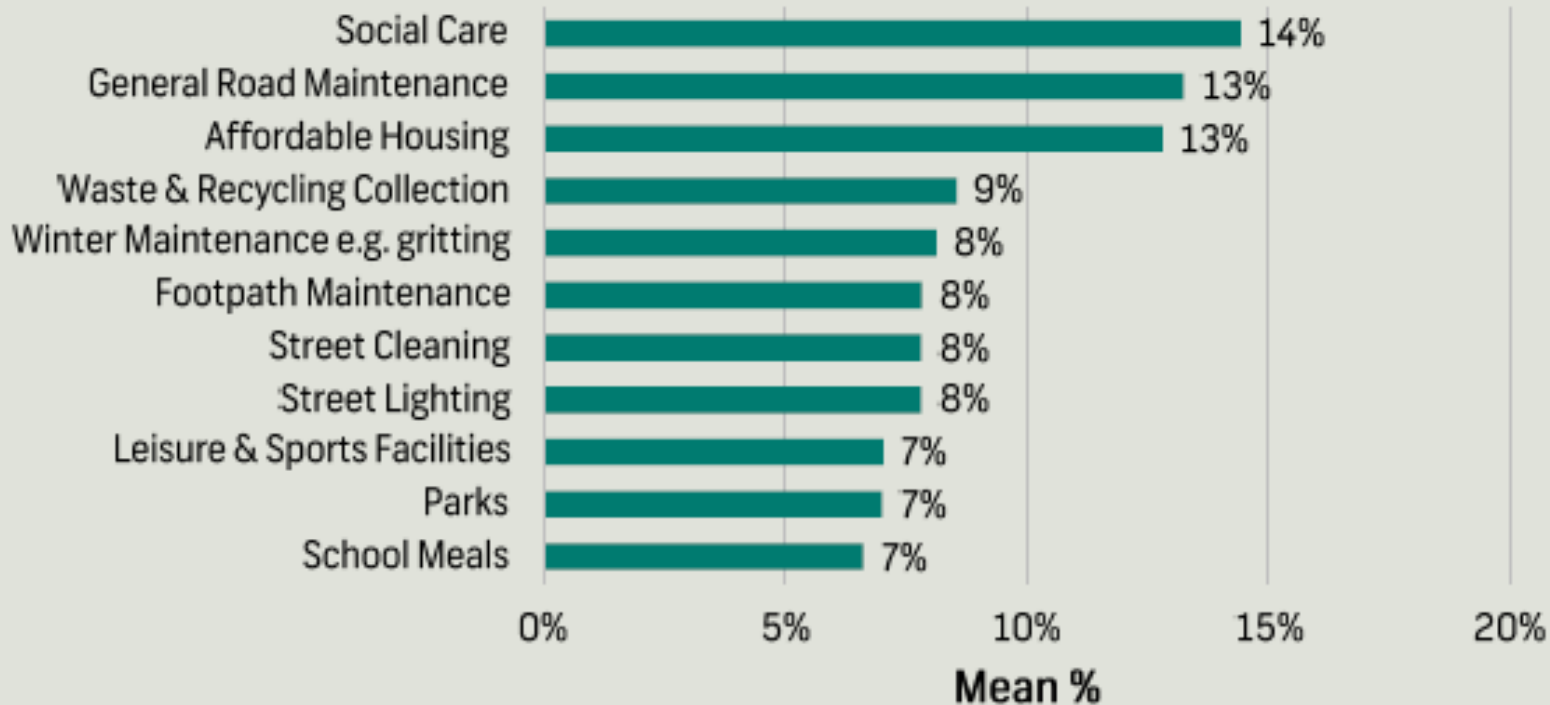




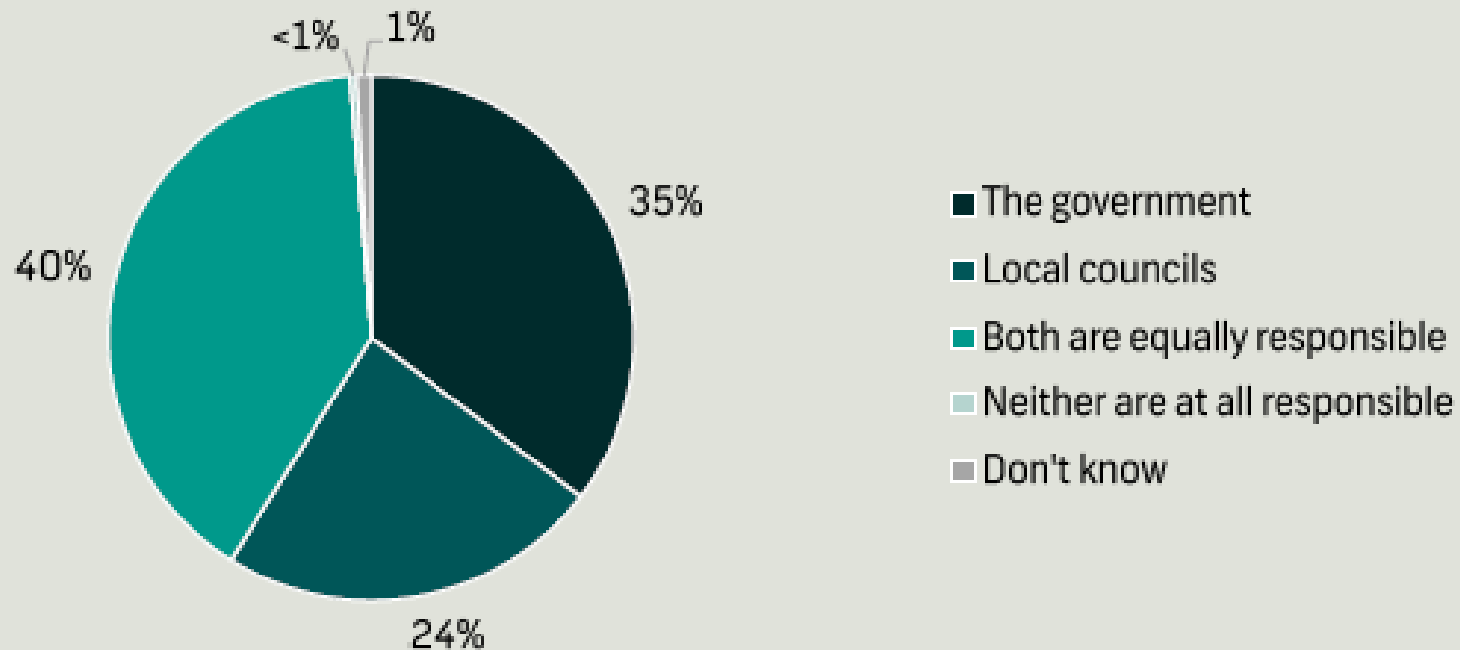
Satisfaction With Services



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



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



Key conclusions



- Importance of data and performance management
- Variety of ways to participate
- Most budgets have stayed the same for this coming year but overspent last year
- Reduction in costs up to 2016-17
- 2017-18 data results yet to come!
- Review of routes and engagement of local people
- Relatively high on public's priorities for extra spend



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