

TITLE OF REPORT: OPERATIONAL PERFORMANCE INDICATORS

REPORT OF THE NORTH HERTS DISTRICT MANAGER

1. PURPOSE OF REPORT

1.1 To report details of the performance of Hertfordshire Highways, for the six month period March to August 2008 inclusive. This report includes data for the North Hertfordshire area and also countywide.

2. BACKGROUND

2.1 Performance indicators are part of a mechanism for monitoring performance against agreed and published performance standards. The Joint Member Panel has a role in monitoring performance in the local context.

2.2 As part of the Best Value Initiative, it is necessary to demonstrate that an appropriate level of service is being provided at optimum cost. The indicators used for the highway service have been developed with regard to advice from the Department of Environment Transport and the Regions (DETR) and are drawn from three sources:

- The Audit Commission
- Charter Mark guidance
- Best Value

3. ISSUES

3.1 The data set contained in the Appendix A attached to this report relates to performance for the six months from March to August 2008 inclusive.

3.2 **Potholes:** The Charter Mark promise is to address these within 24 hours. Performance in North Herts shows a small decline in August due to the mobilisation of the new permanent repair regime. It is expected that this effect will be overcome during the last quarter of 2008.

3.3 **Hazardous pavements:** These hazardous footway trips are also to be addressed within 24 hours. Performance for this service area shows an isolated dip in June but July and August returned figures of 100% and 95% respectively.

3.4 **Exposed wiring (in street lighting units):** The charter promise is to deal with these in 24 hours. For over a year the performance achievement has been 100%.

3.5 **Customer reported street lighting faults:** Performance is now consistently at or above 99%.

3.6 **Customer letters answered within 3 days:** Response to customer letters has suffered due to staff absences during the reporting period but all letters received a response within five working days.

4. LEGAL IMPLICATIONS

4.1 None.

5. FINANCIAL AND HUMAN RESOURCE IMPLICATIONS

5.1 No financial resource implications arise from this report.

5.2 All human resource requirements are met within the existing Hertfordshire Highways contractual arrangements.

6. CONSULTATION WITH EXTERNAL ORGANISATIONS AND WARD MEMBERS

6.1 Via the Joint Member Panel.

7. RECOMMENDATIONS

7.1 That the Panel notes the supplied data and continues to receive an update report at each future meeting.

8. REASONS FOR RECOMMENDATIONS

8.1 To ensure that Members continue to be informed of the performance on key service activities.

9. APPENDICES

9.1 Appendix A –Performance In North Herts March to August 2008.

10. CONTACT OFFICERS

10.1 Steve Greenhill, District Manager (North Herts), Hertfordshire Highways.

11. BACKGROUND PAPERS

11.1 None.

APPENDIX A

Customer Performance Indicators March to August 2008 - North Herts District

		Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08
Streetlights working as planned		99%	99%	99%	98%	99%	99%
Potholes repaired	% resolved in time	99%	100%	99%	95%	96%	87%
Hazardous Pavements repaired	% resolved in time	100%	100%	100%	87%	100%	95%
Exposed wiring repaired	% resolved in time	100%	100%	100%	100%	100%	100%
5 Day Lighting faults repaired	% resolved in time	99%	100%	99%	100%	100%	99%
Customer letters answered within 3 days		100%	97%	93%	92%	86%	94%