

HERTFORDSHIRE COUNTY COUNCIL
HIGHWAYS CABINET PANEL
WEDNESDAY 31 JANUARY 2018 AT 10.00AM
HIGHWAYS PERFORMANCE MONITOR

Agenda Item No: 4

Report of the Chief Executive & Director of Environment

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Executive Member: Ralph Sangster, Highways

1. Purpose of report

1.1 To allow the Panel to review the performance of Highways service for the second quarter of this year (July to September 2017).

2. Summary

2.1 This report (appendix A to the report) summarises the performance of the Highways service for the second quarter of 2017/18.

2.2 The report comprises 59 individual measures which have been group under 10 themes designed to demonstrate the overall performance of the highway service.

2.3 Each of these themes has an overall 'score', showing its health this quarter, with performance indicated via a Red (failing) - Amber (review) - Green (performing) (RAG) status.

2.4 Overall service performance for this quarter was Green (performing) with a score of 2.14.

3. Recommendation

3.1 The Cabinet Panel is invited to note the report and comment on the performance monitor for the Highways service for Q2 2017-18.

4. Service Performance Summary

4.1 Overall performance is stable compared to Q1.

4.2 Of 59 measures, 31 are in the performing zone, 22 in the review zone with 6 in the failing zone, giving an overall score of 2.14.

- 4.2 Notable improvements in performance have been observed in 'Response to MP enquiries', 'Process application audit (Cat 1)', and 'Safety inspections quality audit'.
- 4.2 The service's largest and most visible theme, 'Operational Delivery', has seen an improvement compared to Q1 with the overall score in the performing zone.
- 4.3 Performance for 'VXOs (dropped kerbs) constructed in 8 weeks' has dropped this quarter, due to health and safety issues with one of the sub-contractors. The sub-contractor has now been replaced and it is anticipated that performance will soon return to target levels.

5. Financial Implications

- 5.1 There are no financial implications arising from this report.

6. Equalities Implications

- 6.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equality implications of the decision that they are making.
- 6.2 Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EQiA) produced by officers.
- 6.3 The Equality Act 2010 requires the County Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.
- 6.4 No equality implications have been identified in relation to this report although Panel will not make a decision in respect of its contents.