

**HERTFORDSHIRE COUNTY COUNCIL**  
**HIGHWAYS CABINET PANEL**  
**WEDNESDAY 7 MARCH 2018 AT 10.00 AM**  
**HIGHWAYS PERFORMANCE MONITOR**

Agenda Item No.

**5**

*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 third quarter of this year (September-December 2017).

**2. Summary**

- 2.1 This report (Appendix A attached) summarises the performance of the Highways service for the third quarter of 2017/18.
- 2.2 The report comprises 60 individual measures which have been grouped 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) evaluation system.
- 2.4 Overall performance for this quarter was given a score of 2.05 with a RAG rating of 32 Green measures, 18 Amber, and 10 Red.

**3. Recommendation**

3.1 The Cabinet Panel is invited to note the report and comment on the performance monitor for the Highways service for Q3 2017-18.

**4. Service Performance Summary**

- 4.1 Overall performance is marginally down, with a score of 2.05 compared to 2.14 for Q2.
- 4.2 Of the 10 themes 2 have improved (Network Management and People) 5 have remained stable (Asset condition, Data Management & Systems Development, Efficiency and Value for Money, Financial and Network

Safety) and 3 have reduced (Customer Journey, Locality and Operational Delivery).

- 4.3 The main reasons for score reduction in the 3 themes above were:
1. Customer Journey – the percentage of stage 1 complaints upheld increased in Q3 compared to Q2 (8 out of 13 in Q3 and 4 out of 13 in Q2);
  2. Locality – the percentage of member enquiries responded to in time dropped below the target;
  3. Operational Delivery – a reduction in process application audit scores where operatives aren't closing down defects correctly on the system.
- 4.3 The reasons behind these falls in performance have been investigated and actions taken to address them. These measures will be monitored to ensure improvements during Q4.
- 4.4 A notable improvement in performance has been recorded in our ability to respond to exposed electrical wiring within 2 hours, which finished this quarter at target level after falling performance was identified as a concern in the Q2 report.
- 4.5 Due to the commencement of the Winter Service during Q3, measures relating to the salting of routes and filling of salt bins are reported for the first time in 17/18, both showing the Winter Service to be performing well.

## **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.