

HERTFORDSHIRE COUNTY COUNCIL

**HIGHWAYS AND ENVIRONMENT CABINET PANEL
12 JULY 2018 AT 10.00AM**

HIGHWAYS PERFORMANCE MONITOR

Agenda Item No.

6

Report of the Chief Executive

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Executive Member: Phil Bibby, Highways and Environment

1. Purpose of report

1.1 To allow the Panel to review the performance of Highways service for the fourth quarter of 2017-18 (January-March 2018).

2. Summary

2.1 This report summarises the performance of the Highways service for the fourth 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 Highways 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 2.10 with a RAG rating of 31 Green measures, 22 Amber, and 7 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 Q4 2017-18.

4. Service Performance Summary

4.1 Overall performance is up, with a score of 2.10 compared to 2.05 for Q3.

4.2 Of the 10 themes 4 have improved (Customer Journey; Efficiency & Value for Money; Network Safety; Operational Delivery), 3 have remained stable (Asset Condition; Locality; Network Management) and 3 have reduced (Data Management & Systems Development; Financial; People).

- 4.3 The main reasons for score reduction in the 3 themes above were:
1. Data Management & Systems Development – The percentage of traffic counts achieved in Q4 fell to 70%, primarily owing to bad weather impeding the ability to both conduct counts and repair count sites;
 2. Financial – Several areas of the service generated greater income than originally predicted, reducing the theme’s score despite indicating that the service is effectively in a more favourable position financially than expected;
 3. People – Staff turnover in the Hertfordshire County Council part of the service has fallen to 2.4% on a rolling 12 month basis, below the target level of 5-9.99%.
- 4.4 Despite the Operational Delivery theme seeing an increase in overall performance, the ‘Cat 1 quality audit’ measure fell below target level, with all audit failures escalated to the Operations Manager for resolution.
- 4.5 Notable improvements in performance have been recorded in the service’s ability to construct vehicle crossovers within 8 weeks, finishing the quarter at 95% and similarly high scores expected next quarter.
- 4.6 The service also recorded a steady increase in faults reported online this quarter (as opposed to those reported via telephone), indicating continuous efforts to incentivise customers to self-serve are proving successful.

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.