

City of York Council Performance Management Framework

Performance measures:

Performance of all highways schemes are managed through monthly Transport Board meetings, all schemes are programmed and the delivery of the programme to time, cost and quality are considered by the board. Where necessary actions are agreed by the board to ensure the effective delivery of the priority schemes across this program. The Transport Board monitors all work programmes against the approach and ideals outlined in our Transport Asset Management Plan.

The board's actions ensure that the service delivers against the City of York Council Plan priority to deliver Effective Front line Services.

All highway assets are regularly inspected and the outputs of inspections are used to identify reactive and long term renewal maintenance programmes, our Asset Management Policy identifies how we approach highway inspection and repairs, an overview is provided at annex 1.

City of York Council measure performance and provide outputs across a wide range of areas including Asset Valuation, Alarm Survey and APSE benchmarking. Local and National Performance Indicators are gathered and reported in the Annual Highways Maintenance Report and all communications are managed in accordance with the CYC Highways Maintenance Communications Strategy.

Monthly reports are collated identifying performance across highway inspection targets, repair timescales and wider measures relating to customer contact and complaints performance.

Performance targets:

All Highways Asset capital projects are monitored in the Transport Board against cost, quality and time, redemptive measures are placed on projects in accordance with RAG rating assessments.

Revenue and capital funded highways activities are monitored across a suite of performance measures, examples of performance targets and the management tools used to measure these are provided in annex 2.

Performance reporting:

Annual performance is reported to the Director of Economy and Place via the Annual Highway Maintenance Report, this is approved and ratified by the Executive Member Highways and Planning Decision Session meeting in public.

City of York Council submits data annually, this can be viewed alongside other Highway Authority data at the below link:

<https://www.gov.uk/government/statistical-data-sets/rdc01-roads-where-maintenance-sould-be-considered>

Former NI 168 the % of principal roads network in need of repair

This is a measure of the condition of the Principal (A) road network.

The percentage of the Principal (A) road network that is at or above 100 condition index (RED) using the SCANNER vehicle

Former NI 169 the % of non-principal roads network in need of repair

This is a measure of the condition of the Non-Principal (B&C) road network.

The percentage of the Non-Principal (B&C) road network that is at or above 100 condition index (RED) using the SCANNER vehicle

Former NI 224b the % of unclassified roads network in need of repair

This is a measure of the condition of the Principal (A) road network.

The percentage of the Unclassified (U) road network that is at or above 85 condition index (RED) using the CVI survey.

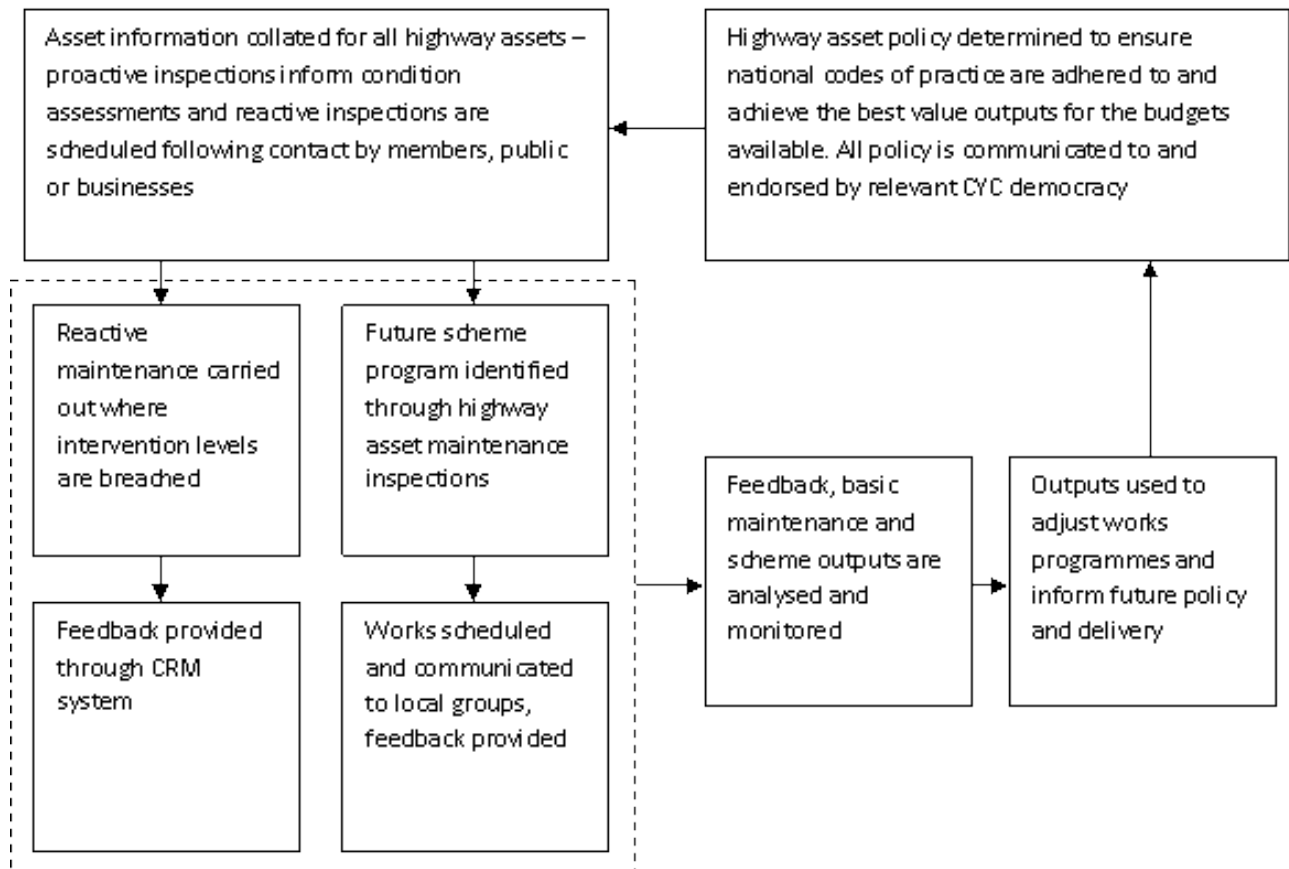
The range of metrics that are gathered to assess the effectiveness of the delivery of the highways maintenance programmes are provided to managers in a range of dashboard outputs, examples can be seen at annex 2. Managers utilise the outputs to adapt works programmes and deliver the available highway maintenance budgets.

City of York Council participates annually in the Asphalt Industry Alliance independently commissioned ALARM survey which aims to take a snapshot of the general condition of the local road network.

<http://www.asphaltuk.org/alarm-survey-page/>

City of York Council also contributes data to the Association for Public Service Excellence (APSE) Performance Networks for Street Lighting, Highways and Winter Maintenance and Street Cleansing Services. The APSE Performance Networks database provides performance comparisons on a like for like basis with data from over 200 authorities across the UK. Family Groups are created by identifying characteristics that define the context in which the service is provided. Different family groups are established for each service being measured. Data is collected and reported annually.

<http://www.apse.org.uk/apse/index.cfm/performance-networks/performance-reports-indicators/#>



Highways

Supervisor Checks

| Supervisor | Scheme | Length Of Scheme (weeks in current month) | No. Weekly Inspections Completed | Manager Actions/Comments |
|----------------------------------------------|--------|----------------------------------------------|-------------------------------------|-------------------------------|
| Customer Feedback Highways | | | | This Months Feedback Analysis |
| Positive Example | | | | |
| Negative Example | | | | |
| Customer Feedback Design Team | | | | This Months Feedback |
| Positive Example | | | | |
| Negative Example | | | | |
| Emergency Officer Data | | Month | YTD | |
| Number of Emergency Officer Call Outs: | | | | |
| Number of Call Out Hours Recharged:INTERNAL | | | | |
| Number of Call Out Hours Recharged: EXTERNAL | | | | |

Work Orders

| Current Month | | | | | |
|---------------|-------------|----------|--------|--------|-------|
| Item | Blacksmiths | Drainage | Masons | Tarmac | Total |
| Bench | | | | | |
| Barrier | | | | | |
| Bollard | | | | | |
| Bus Stop | | | | | |
| Carriageway | | | | | |
| Fence | | | | | |
| Footway | | | | | |
| Gully | | | | | |
| Kerb | | | | | |
| Manhole | | | | | |
| Shelter | | | | | |
| Sign | | | | | |
| SNP | | | | | |
| verge | | | | | |
| Wall | | | | | |
| Total | | | | | |

| Work Orders 2016/17 | | | | | |
|---------------------|-------------|----------|--------|--------|-------|
| Month | Blacksmiths | Drainage | Masons | Tarmac | Total |
| Apr-16 | | | | | |
| May-16 | | | | | |
| Jun-16 | | | | | |
| Jul-16 | | | | | |
| Aug-16 | | | | | |
| Sep-16 | | | | | |
| Oct-16 | | | | | |
| Nov-16 | | | | | |
| Dec-16 | | | | | |
| Jan-17 | | | | | |
| Feb-17 | | | | | |
| Mar-17 | | | | | |
| Total | 0 | 0 | 0 | 0 | 0 |

| Highways Performance 2016/17 | | Breakdown of Breached SLA Cases by Team - YTD | | | | | |
|-------------------------------------------------------------------------|-----------------|-----------------------------------------------|------------|----------|-------|--------|-----------|
| Indicator | YTD Performance | Total Breached Cases YTD | Blacksmith | Drainage | Mason | Tarmac | Other Sub |
| G13: Pre-works letter sent out within 7 days of work commencing - (YTD) | % | | | | | | |
| G14: % highway inspections carried out within 4 working days - (YTD) | % | | | | | | |
| G15: % highways emergency work carried out within 1 working day - (YTD) | % | | | | | | |
| G16: % highways serious work carried out within 3 working days - (YTD) | % | | | | | | |
| G17: % highway general repairs within 20 working days - | % | | | | | | |

| Open Cases | | | | | |
|-------------|-------------|----------|--------|--------|-------------|
| Month | Blacksmiths | Drainage | Masons | Tarmac | Grand Total |
| Apr | | 15 | 6 | 1 | 22 |
| May | | 16 | 13 | 1 | 30 |
| Jun | | 8 | 11 | 3 | 22 |
| Jul | | 12 | 21 | 13 | 46 |
| Aug | | 14 | 31 | 16 | 61 |
| Sep | | 4 | 25 | 19 | 48 |
| Oct | 7 | 9 | 33 | 97 | 146 |
| Grand Total | 7 | 78 | 140 | 150 | 375 |

Scheme Monitoring

| Week Commencing | Supervisor Checks & Comments | Supervisor Comments & Remedial Action |
|-----------------|------------------------------|---------------------------------------|
| | | |

Customer Feedback Returns

| Scheme: % return | | | | |
|--------------------------------------------------------------------|-------------|--------|-----------|--------|
| Did you get a 7 day notice prior to commencement of work? | Yes % | No % | | |
| How would you describe the conduct of the workforce? | Excellent % | Good % | Average % | Poor % |
| During the construction period was the site kept clean? | Yes % | No % | | |
| Were you able to safely pass the works when they were in progress? | Yes % | No % | | |
| How would you rate the standard of the finished job? | Excellent % | Good % | Average % | Poor % |
| Comments | | | | |

Street Lighting

Fault Data

| | No. Faults Reported | % Repaired in SLA | Average Time Taken (Working Days) | LED Complaints |
|-------|---------------------|-------------------|-----------------------------------|----------------|
| Month | | % | | |
| YTD | | % | | |

