# AYRSHIRE SHARED SERVICE JOINT COMMITTEE 14 JUNE 2019

# AYRSHIRE ROADS ALLIANCE UPDATE ON PERFORMANCE SCORECARD

### Report by the Head of Roads - Ayrshire Roads Alliance

#### **PURPOSE OF REPORT**

1. The purpose of this Report is to advise the Joint Committee on progress made to date against the Performance Scorecard.

#### **BACKGROUND**

- 2. The purpose of the performance management and benchmarking is to work collaboratively to deliver tangible and sustained improvements within the Ayrshire Roads Alliance in order to manage the on-going development and delivery of benchmarking frameworks.
- Improved performance management is fundamental to supporting the Ayrshire Roads Alliance. This drives change and improvement within the fully integrated roads service and support improved outcomes, better performance, and more effective use of resources.
- The Performance Indicators are regularly refreshed when new useful performance measures are introduced by the Ayrshire Roads Alliance or there is an agreement to include a specific indicator. This is a regular item for the Ayrshire Shared Service Joint Committee to review.

#### MAIN REPORT/MAIN ISSUES

- 5. This scorecard is used to:
  - monitor the progress in meeting the Ayrshire Roads Alliance's objectives;
  - help managers to have performance-related conversations with staff; and
  - identify any problem areas that need addressed.
- Some indicators are collated at different frequencies and so these will be included as appropriate.
- 7 The Performance Scorecard is presented in Appendix 1. Commentary against the specific red and amber performance measures is included in Appendix 1. There are a number of green performance measures which should be highlighted, especially:

- <u>Finance</u> with respect to the percentage of invoices paid within 30 calendar days, this is currently at 99% for this financial year.
- <u>Principal Inspections</u> with respect in East Ayrshire, all 551 structures have been visited and inspections completed by Peter Brett Associates.
- <u>Traffic Light Repairs</u> with respect to the percentage of traffic lights repairs completed within timescale. This is currently above target for this financial year.
- <u>Category 1 to 4 Defects</u> with respect to the percentage of defects completed within timescale. This has been above target for this financial year for all types of repair.
- 8. The Process Improvement and Integration Plan continues to identify improvements to a number of existing processes for re-design within the Ayrshire Roads Alliance.

#### POLICY/COMMUNITY PLAN IMPLICATIONS

- A well maintained road network will contribute to achieving the Community Plan objectives in relation to Economy & Skills and Safer Communities to maintain good access to our communities within East Ayrshire.
- 10. The matters referred to in this report contribute to the South Ayrshire Council strategic objective of 'Enhanced Environment through Social, Cultural and Economic Activities' and within that to the outcome of 'Work with partners to improve roads and other infrastructure, to encourage house building and business investment that sustains local communities'.

#### **LEGAL IMPLICATIONS**

11. The Performance Scorecard summarises the pertinent Statutory Performance Indicators and this does not replace the existing statutory returns for performance information.

## **HUMAN RESOURCES IMPLICATIONS**

12. The Performance Scorecard has no direct impact on human resources.

#### **EQUALITY IMPACT IMPLICATIONS**

13. The Performance Scorecard complements the Equality Impact Assessment by ensuring that any issues arising are adequately prioritised, managed and either eliminated or mitigated.

#### FINANCIAL IMPLICATIONS

14. The Performance Scorecard facilitates the existing scrutiny arrangements to manage, prioritise, and review the budget provided by East Ayrshire Council and South Ayrshire Council to the Ayrshire Roads Alliance.

#### **RISK IMPLICATIONS**

15. The Performance Scorecard assists in the prioritisation of risks that need to be mitigated by the Ayrshire Roads Alliance in order to reduce the overall risk to either Council and to comply with the Community Plan/Council Plan in both partner bodies.

#### TRANSFORMATION STRATEGY

16. This report aligns with the following design principle stated in the Transformation Strategy 2017-2022 by maximising value for our communities by ensuring risk is well managed.

#### RECOMMENDATIONS

- 17. It is recommended that the Joint Committee:
  - i Notes the performance scorecard presented in this report;
  - ii Continues to receive the performance scorecard updates; and
  - iii Otherwise, notes the content of the report.

Stewart Turner Head of Roads - Ayrshire Roads Alliance 20 May 2019

### **APPENDICES**

1. Performance Scorecard

#### **Background papers**

None

**Members requiring further information should contact** Stewart Turner, Head of Roads – Ayrshire Roads Alliance on 01563 503164 or at <a href="mailto:stewart.turner@ayrshireroadsalliance.org">stewart.turner@ayrshireroadsalliance.org</a>

# AYRSHIRE ROADS ALLIANCE PERFORMANCE SCORECARD DETAILED MONITORING REPORT

**UPDATE: JOINT COMMITTEE - 14 JUNE 2019** 

| ANNUAL PERFORMANCE INDICATORS (CALENDAR YEAR)   |                    |         |         | AYRSHIRE ROADS ALLIANCE |         |         |         |         |          |                        |         |         |         |         |         |  |  |
|---|--------------------|---------|---------|-------------------------|---------|---------|---------|---------|----------|------------------------|---------|---------|---------|---------|---------|--|--|
| ANTONE I EN ONWANCE INDICATORS (CALLINDAY TEAR)                                       |                    |         |         |                         | 2015    | 2016    | 2017    | 2018    | Comments |                        |         |         |         |         |         |  |  |
| Number of people killed or seriously injured in road accidents per 100,000 population |                    |         |         |                         |         | 29      | 33      | 59      |          |                        |         |         |         |         |         |  |  |
| Number of slightly injured casualties per 100,000 population                          |                    |         |         |                         |         | 138     | 150     | 181     |          |                        |         |         |         |         |         |  |  |
| ANNUAL PERFORMANCE INDICATORS   | APSE               |         | E       | EAST AYRSHIRE COUNCIL   |         |         |         |         |          | SOUTH AYRSHIRE COUNCIL |         |         |         |         |         |  |  |
| (FINANCIAL YEAR)  | Average<br>2015/16 | 2011/13 | 2012/14 | 2013/15                 | 2014/16 | 2015/17 | 2016/18 | 2017/19 | 2011/13  | 2012/14                | 2013/15 | 2014/16 | 2015/17 | 2016/18 | 2017/19 |  |  |
| % of A Class roads that should be considered for maintenance                          | 27.06%             | 29.70%  | 26.20%  | 24.60%                  | 21.30%  | 19.10%  | 19.80%  | 21.20%  | 38.40%   | 41.60%                 | 42.20%  | 40.50%  | 38.60%  | 38.20%  | 36.10%  |  |  |
| % of B Class roads that should be considered for maintenance                          | 31.89%             | 37.80%  | 37.80%  | 36.90%                  | 34.20%  | 34.00%  | 35.70%  | 32.20%  | 47.90%   | 49.70%                 | 50.40%  | 48.90%  | 43.90%  | 40.70%  | 38.10%  |  |  |
| % of C Class roads that should be considered for maintenance                          | 34.22%             | 42.10%  | 46.50%  | 45.50%                  | 40.30%  | 38.50%  | 40.50%  | 40.60%  | 43.20%   | 48%                    | 49.50%  | 43.90%  | 40.20%  | 41.40%  | 42.40%  |  |  |
| % of unclassified roads that should be considered for maintenance                     | 39.84%             | 43.60%  | 45.00%  | 44.10%                  | 44.90%  | 45.60%  | 44.00%  | 43.70%  | 44.90%   | 46.20%                 | 42.00%  | 43.30%  | 43.30%  | 41.40%  | 42.90%  |  |  |
| Overall % of road network that should be considered for maintenance                   | -                  | 40.60%  | 41.70%  | 40.80%                  | 39.40%  | 39.10%  | 39.00%  | 38.40%  | 44.50%   | 46.80%                 | 45.00%  | 44.10%  | 42.30%  | 41%     | 41.30%  |  |  |

| AYRSHIRE ROADS ALLIANCE   |                            |            |                   |       |    |    |   |           |  |  |  |
|---|----------------------------|------------|-------------------|-------|----|----|---|-----------|--|--|--|
| MONTHLY PERFORMANCE INDICATORS  | APSE<br>Average<br>2015/16 | Target     | Current<br>Status | P1    | P2 | Р3 | Comments  |           |  |  |  |
| <u>FINANCE</u>  |                            |            |                   |       |    |    |   |           |  |  |  |
| No of invoices paid within 30 days  |                            |            |                   | 686   |    |    |   |           |  |  |  |
| No of invoices Received   |                            |            |                   | 691   |    |    |   |           |  |  |  |
| % of invoices paid within 30 days   | -                          | 98%        | _                 | 99%   |    |    |   |           |  |  |  |
| Average Year to date of Number of Invoices paid within 30 days                  |                            |            |                   | 99%   |    |    |   |           |  |  |  |
| HEALTH AND SAFETY   |                            |            |                   |       |    |    |   |           |  |  |  |
| Number of ARA Safety Inspections Completed within Timescale                     |                            |            |                   | 51    |    |    |   |           |  |  |  |
| Number of ARA Safety Inspections Scheduled                                      | 1                          |            |                   | 51    |    |    |   |           |  |  |  |
| % of ARA Safety Inspections Completed within timescale                          | 92.02%                     | 90%        |                   | 100%  |    |    |   |           |  |  |  |
| Average Year to Date of ARA Safety Inspections Completed within timescale       | ]                          |            |                   | 100%  |    |    |   |           |  |  |  |
| Number of Health and Safety Incidents Reported to the Health and Safety Section |                            | 5          |                   | 3     |    |    |   |           |  |  |  |
| Average Number of days to report an incident to the Health and Safety Section   | ]                          |            |                   | 1.3   |    |    |   |           |  |  |  |
| ABSENCE MONITORING  | -                          |            |                   |       |    |    |   |           |  |  |  |
| Average days lost per employee  | -                          | -          | 1                 | 0.44  |    |    | Four weekly meetings take place with HF all absences and adhere to the Sickness Management Policy. The acceptable absence is 0.62 days. | s Absence |  |  |  |
| WELL ENGAGED  |                            |            |                   |       |    |    |   |           |  |  |  |
| Visits to the ARA Website every month   |                            | 49,000 per |                   | 4,148 |    |    |   |           |  |  |  |
| Number of Visits to the ARA Website Year to date                                |                            | annum      |                   | 4,148 |    |    |   |           |  |  |  |
| No of Twitter Followers every month   |                            |            | _                 | 2,656 |    |    |   |           |  |  |  |
|   |                            | •          | •                 |       |    |    |   |           |  |  |  |

|  |                 | -                  | -           |           |              |    |        |         |               |                 |    | ]   |  |
|--|-----------------|--------------------|-------------|-----------|--------------|----|--------|---------|---------------|-----------------|----|---|--|
| Number of Twitter Followers Year to date   |                 |                    |             | 2,656     |              |    |        |         |               |                 |    |   |  |
| Monthly visits to the website from social media  |                 | 1,800 per<br>annum |             | 447       |              |    |        |         |               |                 |    |   |  |
| Number of visits to the website year to date   |                 |                    |             | 447       |              |    |        |         |               |                 |    |   |  |
| MONTHLY PERFORMANCE INDICATORS   | APSE<br>Average | Target             | Current     | SHIRE CO  | OUNCIL<br>P2 | P3 | Target | SOUTH A | YRSHIRE<br>P1 | E COUNCII<br>P2 | P3 | Comments  |  |
| 2015/16 Target Status P1 P2 P3 Target Status P1 P2 P3 Target Status P1 P2 P3 F3 Target Status P1 P2 P3 F3 F4 |                 |                    |             |           |              |    |        |         |               |                 |    |   |  |
|  | T               |                    | EAG         | <u>ER</u> |              |    |        |         |               |                 |    | Τ   |  |
| Number of staff who have received annual EAGER/PDR review  | _               |                    |             | 113       |              |    |        |         | 78            |                 |    |   |  |
| % of staff who have received annual EAGER / PDR review   |                 | 100%               |             | 94%       |              |    | 100%   | -       | 93%           |                 |    |   |  |
| % of EAGERS completed Year to Date   |                 |                    |             | 94%       |              |    |        |         | 93%           |                 |    |   |  |
|  |                 |                    | <u>Park</u> | ing       |              |    |        |         |               |                 |    |   |  |
| Number of parking appeals accepted   |                 |                    |             | 20        |              |    |        |         | 24            |                 |    |   |  |
| Number of parking appeals received   | _               | _                  |             | 35        |              |    | _      | _       | 81            |                 |    |   |  |
| % of parking appeals accepted  |                 | -                  |             | 57%       |              |    | _      |         | 30%           |                 |    |   |  |
| Number of parking appeals accepted Year to Date  |                 |                    |             | 57%       |              |    |        |         | 30%           |                 |    |   |  |
| Roadworks Programme  |                 |                    |             |           |              |    |        |         |               |                 |    |   |  |
| Physical % of Roadworks Programme Completed  |                 |                    |             | 0%        |              |    |        | •       | 0%            |                 |    | Roadworks Programme for 2019 commenced  |  |
| Physical % of Roadworks Programme Year to date   | -               | 100%               |             | 0%        |              |    | 100%   |         | 0%            |                 |    | on 13/5/19  |  |
|  | <u>Bridges</u>  |                    |             |           |              |    |        |         |               |                 |    |   |  |
| Number of General Bridge Inspections   |                 | 435                |             | 56        |              |    | 448    |         | 161           |                 |    |   |  |
| Number of General Bridges Inspected Year to Date   |                 | 433                |             | 56        |              |    | 440    | _       | 161           |                 |    |   |  |
| Number of Special Bridge Inspections   |                 | 0.70               |             | 10        |              |    | 450    |         | 6             |                 |    |   |  |
| Number of Special Bridge Inspections Year to Date  |                 | 372                |             | 10        |              |    | 150    |         | 6             |                 |    |   |  |
| Number of Principal Bridge Inspections   |                 |                    |             | 0         |              |    |        |         | 18            |                 |    | Peter Brett carried out 551 Principal<br>Inspections in East area over the previous 12                            |  |
| Number of Principal Bridge Inspections Year to Date  | - 88            |                    |             | 0         |              |    | 56     |         | 18            |                 |    | months. 280 reports submitted to ARA to review. The remaining reports are at variou stages of completion          |  |
| Category 1 Defects   |                 |                    |             |           |              |    |        |         |               |                 |    |   |  |
| Number of Category 1 Road Emergency defect repairs made safe within 2 hours  |                 |                    |             | 4         |              |    |        |         | 1             |                 |    |   |  |
| Number of Category 1 Repair Lines issued   | 91.20%          |                    |             | 4         |              |    |        | •       | 1             |                 |    | The new Code of Practice - Well Managed Highway Infrastructure was approved at Joint Committee on 7 December 2018 |  |
| % of Category 1 Road Emergency defect repairs made safe within 2 hours   |                 | 75%                | •           | 100%      |              |    | 75%    |         | 100%          |                 |    |   |  |
|  |                 |                    |             | . 50 70   |              |    |        |         | . 50 /0       |                 |    |   |  |
| Running Average Year to date of Category 1 Lines made safe within 2 hours  |                 |                    |             | 100%      |              |    |        |         | 100%          |                 |    |   |  |
|  |                 |                    | Category 2  | Defects   |              |    |        |         |               |                 |    |   |  |

| Number of Category 2 Road Emergency defect repairs made safe within 5 working days  Number of Category 2 Road Emergency defect repairs made safe within 5 working days  76.23%  59%  64.20%  76.23%  59%  64.20%  76.23%  59%  64.20%  76.23%  76.23%  59%  64.20%  76.23%  76.23%  59%  64.20%  76.23%  77.53%  77.53%  77.63 |   | APSE               |            | EAST AYR | SHIRE CO | UNCIL |        |        | SOUTH A | YRSHIRE | COUNCI | _      |  |  |  |
|--|---|--------------------|------------|----------|----------|-------|--------|--------|---------|---------|--------|--------|--|--|--|
| Number of Category 2 Report Lines required within 5 working days  14   | MONTHLY PERFORMANCE INDICATORS  | Average<br>2015/16 | Target     |          | P1       | P2    | Р3     | Target |         | P1      | P2     | P3     | Comments   |  |  |
| 14. of Cartiageney Category 2 Defects repaired within 5 working days  Secret Lighting  Number of Category 3 Repair Lines issued  148  Secret Lighting  Category 4 Defects  Category 4 Repair Lines issued  150  Size of Lines proy, darker repaired within 58 working days  Category 4 Defects  Category 4 Repair Lines issued  150  Size of Lines proy, darker repaired within 58 working days  Category 4 Defects  Category 4 Repair Lines issued  150  Size of Category 4 Repair Lines issued  150  Size of Lines proy, darker repaired within 58 working days  Category 4 Defects  Category 4 Repair Lines issued  150  Size of Lines proy, darker repaired within 58 working days  150  Size of Lines proy Category 4 Defects repaired within 52 days  Number of Category 4 Repair Lines issued  151  The new Code of Practice - Well Manager  152  Size of Lines proy Category 4 Defects repaired within 52 days  150  Size of Lines proy Category 4 Defects repaired within 52 days  150  Size of Lines proy Category 4 Lines shade and within 52 days  Size of Lines proy Category 4 Lines shade and within 52 days  150  Size of Lines proy Category 4 Lines shade and within 52 days  Size of Lines proy Category 4 Lines shade and within 52 days  Size of Lines proy Category 4 Lines shade and within 52 days  Size of Lines proy Category 4 Lines shade and within 52 days  Size of Lines proy Category 4 Lines shade and within 52 days  Size of Lines proy Category 4 Lines shade and within 52 days  Size of Lines proy Category 4 Lines shade and within 52 days  Size of Lines proy Category 6 Lines proy 6 Lines proy Category 6 Lines proy Catego | Number of Category 2 Road Emergency defect repairs made safe within 5 working days  |                    |            |          | 9        |       |        |        |         | 6       |        |        |  |  |  |
| Landing Average Year to date of Category 2 Lines made sate within 5 working days  Number of Category 3 Road Emergency defect repairs made sate within 45 working days  Number of Category 3 Road Emergency defect repairs made sate within 45 working days  Number of Category 3 Road Emergency defect repairs made sate within 45 working days  Number of Category 3 Road Emergency defect repairs made sate within 45 working days  Number of Category 3 Road Emergency defect repairs made sate within 45 working days  Number of Category 4 Defects  Category 4 Defects  Number of Category 3 Lines made sate within 45 working days  Category 4 Defects  Number of Category 4 Road Emergency defect repairs repaired and made within 28 days  Number of Category 4 Repair Lines Issued  120  118  120  118  121  122  The name Code of Practice - Wall Manage Repairs  Category 4 Defects  Number of Category 4 Repair Lines Issued  138  159  160  170  180  180  180  180  190  180  180  190  180  18  | Number of Category 2 Repair Lines issued  | 76.23%             |            |          | 14       |       |        |        |         | 8       |        |        | The new Code of Practice - Well Managed  |  |  |
| Category 3 Defects  Number of Category 3 Road Emergency defect regains made safe within 45 working days  140  24  28  The new Code of Practice. Will Manage  161  29  The new Code of Practice. Will Manage  162  29  The new Code of Practice. Will Manage  162  29  The new Code of Practice. Will Manage  163  29  The new Code of Practice. Will Manage  164  29  The new Code of Practice. Will Manage  165  165  167  167  167  167  167  167  | % of Carriageway Category 2 Defects repaired within 5 working days                  |                    | 50%        |          | 64.20%   |       |        | 50%    |         | 75%     |        |        |  |  |  |
| Number of Category 3 Repair Lines issued  Number of Category 3 Repair Lines issued  148  | Running Average Year to date of Category 2 Lines made safe within 5 working days    |                    |            |          | 64.20%   |       |        |        |         | 75%     |        |        |  |  |  |
| Number of Category 4 Repair Lines issued  161  250  161  250  161  250  161  250  161  250  250  250  250  250  250  250  25   | Category 3 Defects  |                    |            |          |          |       |        |        |         |         |        |        |  |  |  |
| Solid Carriageway Category 3 Defects repaired within 45 working days  Category 4 Defects  Number of Category 4 English Insess issued  Street Lighting Repair Lines issued  Number of Street Lighting Repairs completed within 7 working days  Street Lighting Repairs Completed within 7 working days  Number of Street Lighting Repairs Completed within 7 working days  Traffic  Number of Street Lighting Repairs completed within 7 working days  Traffic  Number of Street Lighting Repairs completed within 7 working days  Traffic  Number of Street Lighting Repairs completed within 8 hours  Number of Street Lighting Repairs completed within 8 hours  Number of Street Lighting Repairs completed within 8 hours  Number of Street Lighting Repairs completed within 8 hours  Number of Street Lighting Repairs completed within 8 hours  Number of Street Lighting Repairs incess issued  Number of Street Lighting Repairs completed within 8 hours  Number of Street Lighting Repairs  Traffic  Number of Street Lighting Repairs incess issued  Number of Street Lighting Repairs incess issued  Number of Street Lighting Repairs  Number of Street Lighting Repairs incess of since size of Street Lighting Repairs  Number of Street Lighting Repairs incess issued  Number of Street Lighting Repairs incess of size of Street Lighting Repairs  Number of Street Lighting Repairs incess of size of Street Lighting Repairs incess incess of size of Street Lighting Re | Number of Category 3 Road Emergency defect repairs made safe within 45 working days |                    |            |          | 149      |       |        |        |         | 24      |        |        |  |  |  |
| Screet Lighting repairs completed within 7 working days  Street Lighting repairs completed within 8 flays.  Street Lighting repairs completed within 8 flays.  Street Lighting repairs completed within 8 flays.  Street Lighting repairs completed within 7 working days  Street Lighting repairs completed within 8  | Number of Category 3 Repair Lines issued  | 1                  |            |          | 161      |       |        |        |         | 29      |        |        | The new Code of Practice - Well Managed  |  |  |
| Category 4 Poefects  Number of Category 4 Road Emergency defect repairs repaired and made within 28 days  Number of Category 4 Repair Lines issued  120  118  152  The new Code of Practice - Will Manage Highway Infestructure was approved a Joint Committee on 7 December 2018  Running Average Year to date of Category 4 Lines made safe within 28 days  Street Lighting  Number of Street Lighting repairs completed within 7 working days  Number of Street Lighting Repair Lines issued  102  95%  Street Lighting repairs completed within 7 working days  114  Lighting performance for East area marginally fell below the target of of Fault for the year. Of the 6 late repair few were for remote footspaths which new footspaths  | % of Carriageway Category 3 Defects repaired within 45 working days                 | <del>-</del>       | 50%        | _        | 92.50%   |       |        | 50%    |         | 82.76%  |        |        |  |  |  |
| Number of Category 4 Road Emergency defect repairs repaired and made within 28 days  Number of Category 4 Road Emergency defect repairs repaired and made within 28 days  120  138  152  The new Code of Practice - Well Manage Highway Infrastructure was approved a Joint Committee on 7 December 2018  Running Average Year to date of Category 4 Lines made safe within 28 days  Street Lighting  Number of Street Lighting repairs completed within 7 working days  Number of Street Lighting Repair Lines issued  102  95%  114  Lighting performance for East area marginally fell below the target of 95%, wo marginally fell below the target of 95%, which is this time of the year. Of the 6 late repair five were for remote footpaths which are footpath which footpaths and footpaths which footpaths  | Running Average Year to date of Category 3 Lines made safe within 45 working days   |                    |            |          | 92.50%   |       |        |        |         | 82.76%  |        |        |  |  |  |
| Number of Category 4 Repair Lines issued  138  152  The new Code of Practice - Well Manage % of Carriageway Category 4 Defects Repaired within 28 days  Running Average Year to date of Category 4 Lines made safe within 28 days  Street Lighting  Number of Street Lighting repairs completed within 7 working days  Number of Street Lighting repairs completed within 7 working days  % Street Lighting repairs completed within 7 working days  ### Street Lighting repairs completed within 7 working days  ### Street Lighting repairs completed within 7 working days  ### Street Lighting repairs completed within 7 working days  ### Taffic  Number of Traffic light repairs completed within 48 hours  Number of Traffic light repairs completed within 48 hours  #### Number of Traffic light repair ines issued  ##### Number of Traffic light repair ines issued  ##### Number of Traffic light repair ines issued  ##### Number of Traffic light repair ines issued  ####### Number of Traffic light repair ines issued  ###################################   | Category 4 Defects  |                    |            |          |          |       |        |        |         |         |        |        |  |  |  |
| Number of Street Lighting repairs completed within 7 working days  Street Lighting repairs completed within 7 working days  88.97%  Street Lighting repairs completed within 7 working days  Traffic  Number of Traffic light repairs completed within 48 hours  Number of Traffic light repairs completed within 48 hours  Number of Traffic light repair lines issued  88.23%  95%  Street Lighting repairs completed within 48 hours  Number of Traffic light repair lines issued  | Number of Category 4 Road Emergency defect repairs repaired and made within 28 days |                    |            |          | 120      |       |        |        |         | 118     |        |        |  |  |  |
| % of Carriageway Category 4 Defects Repaired within 28 days  Running Average Year to date of Category 4 Lines made safe within 28 days  Street Lighting  Number of Street Lighting repairs completed within 7 working days  Number of Street Lighting Repair Lines Issued  88.97%  95%  114  Lighting performance for East area marginally fell below the target of 95% ow much to the lower overall the bias time of the year. Of the year of the year. Of the year of the year. Of the year of the year of the year. Of the year of the year of the year. Of the year of the year of the year. Of the year of the year. Of the year of the year. Of the year of the year. Of the year of ye | Number of Category 4 Repair Lines issued  |                    |            |          | 138      |       |        |        |         | 152     |        |        | The new Code of Practice - Well Managed  |  |  |
| Street Lighting  Number of Street Lighting repairs completed within 7 working days  Number of Street Lighting Repair Lines Issued  102 102 115 115 115 115 115 115 115 115 115 11  | % of Carriageway Category 4 Defects Repaired within 28 days                         |                    | 50%        |          | 86.96%   |       |        | 50%    |         | 77.63%  |        |        | Highway Infrastructure was approved at   |  |  |
| Number of Street Lighting repairs completed within 7 working days  Number of Street Lighting Repair Lines Issued  Number of Street Lighting Repair Lines Issued  88.07%  95%  95%  114  Lighting performance for East area marginally fell below the target of 95% ow much to the lower overall number of faults this time of the year. Of the 6 late repair five were for remote tootpaths which require the use of mobile scaffold  Traffic  Number of Traffic light repairs completed within 48 hours  Number of Traffic light repair lines issued  88.23%  95%  96  114  115  Lighting performance for East area marginally fell below the target of 95% ow much to the lower overall number of area for the year. Of the 6 late repair five were for remote tootpaths which require the use of mobile scaffold  Traffic  Number of Traffic light repairs completed within 48 hours  29  23  24  24  24  | Running Average Year to date of Category 4 Lines made safe within 28 days           |                    |            |          |          | 8     | 86.96% |        |         |         |        | 77.63% |  |  |  |
| Number of Street Lighting Repair Lines Issued  88.07%  95%  95%  95%  115  Lighting performance for East area marginally fell below the target of 95% ow much to the lower overall number of faults this time of the year. Of the 6 late repair five were for remote footpaths which require the use of mobile scaffold  Running Average Year To date of Street Lighting Repairs  Traffic  Number of Traffic light repairs completed within 48 hours  88.23%  95%  95%  95%  23  24  24  | Street Lighting   |                    |            |          |          |       |        |        |         |         |        |        |  |  |  |
| Number of Street Lighting Repair Lines Issued  88.07%  88.07%  95%  95%  102  94%  95%  115  marginally fell below the target of 95% ow much to the lower overall number of fare pairs this time of the year. Of the 6 late repairs five were for remote footpaths which require the use of mobile scaffold  Traffic  Number of Traffic light repairs completed within 48 hours  Number of Traffic light repair lines issued  88.23%  95%  88.23%  95%  95%  102  94%  115  marginally fell below the target of 95% ow much to the lower overall number of 95% ow much to the lower overall number of 95% ow much to the lower overall number of 95% ow much to the lower overall number of 95% ow much to the lower overall number of 95% ow much to the lower overall number of 15% ow much to the lower overall number of 95% ow much to the lower overall number of 95% ow much to the lower overall number of 15% ow much to the lower overall number over 15% ow much to the lower over 15% ow much to the | Number of Street Lighting repairs completed within 7 working days                   |                    |            |          | 96       |       |        |        |         | 114     |        |        |  |  |  |
| % Street Lighting repairs completed within 7 working days  Running Average Year To date of Street Lighting Repairs  Traffic  Number of Traffic light repair scompleted within 48 hours  Number of Traffic light repair lines issued  88.07%  99%  this time of the year. Of the 6 late repairs five were for remote footpaths which requires the use of mobile scaffold  Traffic  29  23  Number of Traffic light repair lines issued  | Number of Street Lighting Repair Lines Issued                                       |                    |            | _        | 102      |       |        |        |         | 115     |        |        | Lighting performance for East area<br>marginally fell below the target of 95% owing<br>much to the lower overall number of faults at |  |  |
| Number of Traffic light repairs completed within 48 hours  Number of Traffic light repair lines issued  88.23% 95% 29 95% 24   | % Street Lighting repairs completed within 7 working days                           | 88.07%             | 88.07% 95% | •        | 94%      |       |        | 95%    |         | 99%     |        |        | this time of the year. Of the 6 late repair five were for remote footpaths which requ  |  |  |
| Number of Traffic light repairs completed within 48 hours  Number of Traffic light repair lines issued  88.23%  95%  29  23  24  24  95%   | Running Average Year To date of Street Lighting Repairs                             |                    |            | 94%      |          |       |        |        | 99%     |         |        |        |  |  |  |
| Number of Traffic light repair lines issued  88.23%  95%  29  24  24   | <u>Traffic</u>  |                    |            |          |          |       |        |        |         |         |        |        |  |  |  |
| 88.23% 95% 95% 95%   | Number of Traffic light repairs completed within 48 hours                           |                    |            |          | 29       |       |        |        |         | 23      |        |        |  |  |  |
|  | Number of Traffic light repair lines issued   | 88.23% 95%         | 059/       |          | 29       |       |        | 050/   |         | 24      |        |        |  |  |  |
|  | % of Traffic light repairs completed within 48 hours                                |                    | 95%        | 100%     |          |       | 95%    |        | 96%     |         |        |        |  |  |  |
| Running Average Year to date of Traffic Light repairs completed within 48 hours  | Running Average Year to date of Traffic Light repairs completed within 48 hours     |                    |            |          | 100%     |       |        |        |         | 96%     |        |        |  |  |  |
| <u>Complaints</u>  |   |                    |            | Compl    | aints    |       |        |        |         |         |        |        |  |  |  |
| Number of Stage 1 Complaints responded to within allotted timescales   | Number of Stage 1 Complaints responded to within allotted timescales                |                    |            |          | 2        |       |        |        |         | 1       |        |        |  |  |  |

|  | APSE            |              | EAST AYRSHIRE COUNCIL |          |           |    |        | SOUTH A           | YRSHIRI | E COUNCI | L  |          |
|--|-----------------|--------------|-----------------------|----------|-----------|----|--------|-------------------|---------|----------|----|----------|
| MONTHLY PERFORMANCE INDICATORS   | Average 2015/16 | Target       | Current<br>Status     | P1       | P2        | Р3 | Target | Current<br>Status | P1      | P2       | P3 | Comments |
| Number of Stage 1 Complaints received  | -               |              |                       | 2        |           |    |        |                   | 1       |          |    |          |
| % of Stage 1 Complaints responded to within allotted timescales                            |                 | 100%         |                       | 100%     |           |    | 100%   |                   | 100%    |          |    |          |
| Running Average Year to date of Stage 1 Complaints responded to within allotted timescales |                 |              |                       | 100%     |           |    |        |                   | 100%    |          |    |          |
| Number of Stage 2 complaints responded to within allotted timescales                       |                 |              |                       | -        |           |    |        |                   | 1       |          |    |          |
| Number of Stage 2 complaints received  |                 |              |                       | 0        |           |    |        |                   | 1       |          |    |          |
| % of Stage 2 complaints responded to within allotted timescales                            | -               | 100%         |                       | -        |           |    | 100%   | 1                 | 100%    |          |    |          |
| Running Average Year to date of Stage 2 Complaints responded to within allotted timescales |                 |              |                       | ,        |           |    |        |                   | 100%    |          |    |          |
|  | Enquiries       |              |                       |          |           |    |        |                   |         |          |    |          |
| Number of enquiries responded to within allotted timescales                                | 83.44%          |              |                       | 137      |           |    | 80%    | •                 | 55      |          |    |          |
| Number of enquiries received   |                 | 80%          | •                     | 147      |           |    |        |                   | 62      |          |    |          |
| % of enquiries responded to within allotted timescales                                     |                 | <b>30</b> /8 |                       | 93%      |           |    |        |                   | 88%     |          |    |          |
| Running Average Year to date of enquiries responded to within allotted timescales          |                 |              |                       | 93%      |           |    |        |                   | 88%     |          |    |          |
|  |                 | <u>Fr</u>    | eedom of I            | nformati | <u>on</u> |    |        |                   |         |          |    |          |
| Number of FOI & EIR requests responded to within 20 working days                           |                 |              |                       | 11       |           |    | 100%   | •                 | 12      |          |    |          |
| Number of FOI & EIR requests received  |                 |              |                       | 11       |           |    |        |                   | 12      |          |    |          |
| % of FOI & EIR requests responded to within 20 working days                                | 88.52%          | 100%         |                       | 100%     |           |    |        |                   | 100%    |          |    |          |
| Running Average Year to date of FOI & EIR requests responded to within 20 working days     |                 |              |                       | 100%     |           |    |        |                   | 100%    |          |    |          |
| Public Liability Claims  |                 |              |                       |          |           |    |        |                   |         |          |    |          |
| Number of Public Liability claims closed   | -               |              |                       | 22       |           |    | -      |                   | 12      |          |    |          |
| Number of Public Liability claims received   |                 |              |                       | 13       |           |    |        |                   | 0       |          |    |          |
| Total number of open claims  |                 |              |                       | 0        |           |    |        | -                 | 17      |          |    |          |
| Running Average Year to date of open claims  |                 | -            | -                     | 0        |           |    |        |                   | 5       |          |    |          |
| Number of Public Liability Claims that were successful                                     |                 |              |                       | 1        |           |    |        |                   | 0       |          |    |          |
| % of Public Liability Claims that were successful  |                 |              |                       | 11%      |           |    |        |                   | 0%      |          |    |          |
| Running Average Year to date of Public Liability Claims that were successful               |                 |              |                       | 11%      |           |    |        |                   | 0%      |          |    |          |