

Service Level	Ref	Description	Measurement Criteria	Report Frequency	Levels of Risk			Performance - January 2018			Team Responsible
					Low	Medium	High	Trend	Current	Target	
1. Ensure resilience on the network	1.1	% of carriageways within the resilient network in good condition	'Good' is the % of the network where maintenance is not considered as defined by the national indicator. Carriageway length and hierarchy as reported for WGA purposes. 'Resilient network' as published on the SBC web-site.	Annually	>90%	80-90%	<80%	↓	73.40%	85.00%	HIAM
	1.2	% of gullies within the resilient network operating as required	'Resilient network' as published on the SBC web-site. Measure records the percentage of gullies which were attended during the reporting period, were able to be cleaned and did not surcharge when flushed.	Annually	>95%	85-95%	<85%	↑	99.80%	95.00%	HCS
2. Promote sustainable solutions	2.1	% of excavated material from carriageway resurfacing works being recycled	Measure records materials which have been removed during carriageway resurfacing works. 'Recycled' includes excavated materials which have been re-used using in-situ and ex-situ methods, together with material transported to a licensed transfer station for use elsewhere.	Bi-Annually							HCW / HPPD
	2.2	% of lighting stock using energy efficiency lighting measures	'Stock' is the number of lanterns maintained by the highway authority, irrespective of mounting type or proximity to the adopted highway. 'Energy efficiency lighting measures' includes LED lights and control measures such as dimming and trimming.	Annually	>50%	25-50%	<25%	↑	7.00%	35.00%	HIAM
3. Sustain a safe & working network	3.1	No. of insurance claims paid	Total number of claims citing poor condition of the highway network which are paid during the reporting period.	Annually	<15%	15-30%	>30%	↓	26.00%	15.00%	Insurance
	3.2	No. of reported killed and seriously injured road casualties	Incidents as recorded on the STATS 19 Police reports	Monthly	<5	5-10	>10	↔	4	4	Traffic
	3.3	% of carriageway network in good condition	'Good' is the % of the network where maintenance is not considered as defined by the national indicator, irrespective of road class. Carriageway length and hierarchy as reported for WGA purposes.	Annually	>80%	70-80%	<70%	↑	77.40%	75.00%	HIAM
	3.4	% of footway network in good condition	Measure is the aggregated length of functionally impaired and structurally unsound footways as recorded against UKPMS FNS criteria.	Annually	>90%	80-90%	<80%	↔	81.70%	85.00%	HIAM
	3.5	% of structures in good condition	Measurement in accordance with BCI system of Inspections. Good condition where BClav score >80	Annually	>90%	80-90%	<80%	↓	84.90%	85.00%	HIAM
	3.6	% of lighting columns which have not reached their estimated lifespan	Number of assets and estimated lifespan as defined for WGA calculations.	Annually	<25%	25-50%	>50%		62.00%	35.00%	HIAM
	3.7	% of traffic signals which have not reached their estimated lifespan	Number of assets and estimated lifespan as defined for WGA calculations. Calculations for traffic signals per approach and pedestrian crossings per site.	Annually	>85%	85-75%	<75%		85.65%	80.00%	HIAM
4. Provide an accessible network	4.1	% of street works completed on time	'Street works' include works carried out by Statutory Undertakers and major council highway projects. 'On time' is in accordance with the programme approved by the street works team.	Quarterly							Street-Works
	4.2	% of highway structures without formal restrictions	The term 'restrictions' includes restriction to the width, weight or height of vehicles who may wish to traverse the structure.	Annually	>95%	95-85%	<85%		100.00%	100.00%	HIAM
5. Engage with stakeholders	5.1	No. of subscribers to SBC 'Highways News'	The measure records subscribers who receive the highways newsletter by email.	Monthly	>1750	1750-1250	<1250	↑	1769	2000	HPPD
	5.2	Level of customer satisfaction with condition of roads	Satisfaction criteria as defined within the national NHT survey question 6.01	Annually	>50%	49-40%	<40%	↑	40.00%	50.00%	HIAM

Appendix 1: Performance Measures

Risk Categories Key	
RISK	HIGH LIKELIHOOD OF:
LOW	Some minor impact on service OR less than £50k financial loss OR interest contained within the department OR litigation claims £5k to £50k OR minor personal injury
MED	Disruption to service OR £50k to £500k financial loss OR local public or press interest OR litigation claims £50k to £500k OR major personal injury
HIGH	Serious disruption to service OR greater than £500k financial loss OR national public or press interest OR litigation claims greater than £500k OR serious personal injury

- Notes
- Base date for completion of annual reports is 1 month before the LTP Annual Implementation Plan is presented to the Leadership team for approval.
- Bi-annual and quarterly reports to be made at 3 monthly and 6 monthly intervals from the base date.
 - Monthly reports will be collated by the Highway Asset Manager for discussion at the Service Manager meeting as appropriate.