

Cheshire East Highways 2022/23 Performance Management Framework

Indicator Reference	Indicator Name	Indicator Type	Reporting Frequency	Description of Indicator	Target	Apr-22	May-22	Jun-22	Q1	Jul-22	Aug-22	Sep-22	Q2	Cumulative Result	Commentary
Council Priorities															
1.1	Recycling (Landfill)	Strategic Performance Indicator	Quarterly	This indicator measures the percentage of waste which is diverted from landfill. This percentage can be compared against other Ringway Jacobs contracts and could also be of interest to the Council in line with the 2025 carbon neutral aspirations	97%			100%	100%			100%	100%	100%	At the end of Q2, 100% of waste was either recycled or diverted from landfill. In total 7,296.14 tonnes of waste was recycled and 1,677.33 tonnes diverted from landfill.
1.2	Carbon Reduction within Highways Service Depots	Strategic Performance Indicator	Quarterly	This indicator measures the energy usage (diesel usage for vehicles (Fleet) / electricity for depots and offices / waste data) within the Highway Service	492.29			105 tonnes	105 tonnes			122 tonnes	122 tonnes	227 tonnes	By the end of Q2 227 tonnes of CO2 were produced across the two depots.
1.3	Carbon Reduction Programme - Traffic Signs and Bollards (over 2 years)	Strategic Performance Indicator	Monthly	This indicator measures the number of traffic signs and bollards replaced with either LED or solar as part of the Carbon Reduction Programme. This is year 2 of a 2 year programme. Within year one, the target is to replace 2,050 signs and bollards	3574	58	6	104	168	75	19	117	211	379	This is a two year programme upgrading traffic signs and bollards to either LED or solar. By the end of Q2, 379 upgrades have taken place. Additional external resources, as planned started to work on this programme from mid October so it is still expected for the programme to be completed within timeframe.
Asset Management															
2.1	Condition of Principal Roads	Strategic Performance Indicator	Annual	This indicator identifies the percentage of principal roads (A road carriageways) where maintenance should be considered	4%										Reportable at year end
2.2	Condition of Non-Principal Roads	Strategic Performance Indicator	Annual	This indicator identifies the percentage of non-principal roads (B & C road carriageways) where maintenance should be considered	5%										Reportable at year end
2.3	Condition of Unclassified Roads	Strategic Performance Indicator	Annual	This indicator identifies the percentage of unclassified roads where maintenance should be considered	12%										Reportable at year end
2.4	Condition of Footways	Strategic Performance Indicator	Annual	This measure identifies the percentage of footways where maintenance should be considered	32%										Reportable at year end
2.5	Safety Inspections	Operational Performance Indicator (Fee related)	Monthly	This indicator measures the distance (in kilometres) of safety inspections carried out to timetable	95%	8.75%	17.59%	26.36%	26.36%	35.55%	42.00%	49.67%	49.67%	49.67%	At the end of Q2 49.67% cumulative of the network's safety inspections were completed. 5,674.262km of the network was inspected within timeframe
2.6	Category 'Emergency' Defects	Operational Performance Indicator (Fee related)	Monthly	This indicator measures the restoration of the highway network to a safe condition within timeframe (1 hour between the hours of 7am and 5pm and 1.5 hours outside those working hours) following on from any non-traffic-signal emergencies. Due to the nature of the activity, this measure is reported as a percentage successfully attended and made safe within timeframe. This activity is in line with Well Managed Highway Infrastructure Code of Practice.	94%	98.78%	97.56%	100%	97.6%	97.56%	100.00%	98.96%	98.87%	98.87%	During Q2 526 out of 532 non-traffic-system emergencies have been responded to within timeframe
2.7	Category 1-2H defects (2 - 5 working day)	Operational Performance Indicator (Fee related)	Monthly	This indicator measures the repair of any Category 1 and 2H defects within timeframe (Cat 1 Defects made safe by the end of the second full working day and Cat 2H Defects made safe by the end of the fifth full working day). This indicator measures maintaining the highway network in a safe condition for all users and to reduce the potential for successful claims against the authority for non-compliance with statutory obligations. Due to the nature of the activity, this measure is reported as a percentage successfully attended and made safe within timeframe. This activity is in line with Well Managed Highway Infrastructure Code of Practice.	95%	98.09%	99.2%	95.86%	97.76%	98.76%	99.16%	99.17%	99.01%	98.21%	During Q2 13,551 out of 13,798 Cat 1 - 2H defects were made safe within timeframe
2.8	Category 2M defects (20 working day)	Operational Performance Indicator (Fee related)	Monthly	This indicator measures the repair of any Category 2M defects within timeframe (20 working days). This indicator measures maintaining the highway network in a safe condition for all users and to reduce the potential for successful claims against the authority for non-compliance with statutory obligations. Due to the nature of this activity, this measure is reported as a percentage successfully attended and made safe within timeframe.	95%	97.22%	100.0%	95.88%	97.01%	98.08%	100.0%	92.86%	97.12%	97.04%	During Q2 328 out of 338 Cat 2M defects were repaired within timeframe
2.9	Number of annual sample inspections of utility works successfully completed	Operational Performance Indicator (Fee related)	Monthly	This indicator measures the number of sample inspections of utility works completed in year. The target is based on 30% of the number of inspections completed in the previous three financial years. The 30% is broken down into 10% of inspections whilst works are in progress, 10% of inspections within 6 months of reinstatement and 10% inspections within 3 months preceding the end of the guarantee period. This approach is in line with national guidance and ensures compliance with the requirements of New Roads and Street Works Act (NRSWA).	99%	0	9.76%	17.85%	17.85%	23.79%	32.00%	45.68%	45.68%	45.68%	At the end of Q2 1,175 inspections were completed. This activity is on track.
2.10	Condition of Structures - Average	Strategic Performance Indicator	Annual	This indicator measures the average condition ratio for Cheshire East Highways structural assets. The target of 89% is considered as good to very good in accordance with Chartered Institute of Public Finance and Accountancy (CIPFA)	90%										Reportable at year end
2.11	Structures - Principal Inspections	Strategic Performance Indicator	Monthly	This indicator measures the number of principal inspections undertaken to all structural aspects of highway structures assets covered under Well Managed Highways Infrastructure Code of Practice and in line with the 2022/23 approved Business Plan.	100%	3%	0	0	3%	3%	7%	6%	16%	19%	For the 100 (100%) Principal Inspections for 2022/23 these have been allocated to the relevant subcontractor to complete within the year, 19 have been completed on site.
2.12	Structures - General Inspections	Operational Performance Indicator (Fee related)	Monthly	This indicator measures the number of general inspections undertaken for all highway structures within the prescribed frequencies. 400 general inspections are due to be completed within the 2022/23 financial year.	100%	35	35	35	105	35	35	35	105	210	At the end of Q2, 210 structures have received their General Inspections. This measure is well on track for its annual target.
2.13	Condition of Street Lighting - Structural	Strategic Performance Indicator	Quarterly	This indicator measures the percentage of Street Lighting structural columns which are identified as in a good condition from inspections undertaken as part of the 6 year cycle. Inspections are carried out as part of Highway Infrastructure Asset Management Plan.	95%			0%	0%			94.91%	94.91%	94.91%	Q1 of this financial year was spent revisiting and replacing any assets that were not deemed as in good condition during previous inspections. With this in mind, the programme for this year commenced in September and will be closely monitored over the coming months.
2.14	Condition of Street Lighting - Electrical	Strategic Performance Indicator	Quarterly	This indicator measures the percentage of the street lighting columns electrical components which are identified as in a good condition from inspections undertaken as part of the six year cycle. Inspections carried out as part of Highway Infrastructure Asset Management Plan.	95%			0%	0%			84.93%	84.93%	84.93%	Q1 of this financial year was spent revisiting and replacing any assets that were not deemed as in good condition during previous inspections. With this in mind, the programme for this year commenced in September and will be closely monitored over the coming months.
2.15	Condition of Illuminated signs - Structural	Service Indicator	Quarterly	Percentage of Illuminated Sign Electrical inspection in good condition as part of the 6 year cyclic inspections carried out as part of HIAMP.	90%			0%	0%			74.67%	74.67%	74.67%	Q1 of this financial year was spent revisiting and replacing any assets that were not deemed as in good condition during previous inspections. With this in mind, the programme for this year commenced in September and will be closely monitored over the coming months.
2.16	Condition of Illuminated sign - Electrical	Service Indicator	Quarterly	Percentage of Illuminated Sign Structural columns which are in good condition from inspections undertaken as part of the 6 year cycle. Inspections carried out as part of HIAMP.	90%			0%	0%			93.33%	93.33%	93.33%	Q1 of this financial year was spent revisiting and replacing any assets that were not deemed as in good condition during previous inspections. With this in mind, the programme for this year commenced in September and will be closely monitored over the coming months.
2.17	Condition of Traffic Signals - Average	Strategic Performance Indicator	Quarterly	This indicator measures the average condition of the Traffic Signal asset.	90%			81.62%	81.62%			81.78%	81.78	81.78%	This is the second year that this measure has been included within the service's Performance Management Framework. As a service indicator, this indicator is still being benchmarked for future performance consideration.
2.18	Emergency Response - Traffic signal emergencies	Operational Performance Indicator (Fee related)	Monthly	This indicator measures the response time to attend to any traffic signal related emergencies within 2 hours of logging onto the Traffic Signal system. Due to the nature of the activity, this measure is reported as a percentage successfully attended within timeframe.	100%	100%	100%	100%	100%	100%	96.70%	100%	99.2%	99.53%	During Q2 210 out of 211 traffic-system emergencies have been responded to within timeframe
Customer															
3.1	Customer Satisfaction with Highways Service	Strategic Performance Indicator	Annual	This indicator monitors the customer satisfaction within the Highway services by utilising the national NHT survey	46%										Reportable at year end
3.2	Customer Journey Analysis	Service Indicator	Monthly	This indicator measures monthly audits completed within the Highway service. The audit involves a random sample of enquiries being examined and our current processes challenged as a way to understand and improve our customer's journeys and experiences	75%	43.8%	53.0%	66.0%	52.4%	64.0%	46.1%	59.2%	56.47%	54.08%	The Highway Service carries out customer journey audits to understand and improve customer experience. From the Customer Journey Audits completed so far within Q2, the cumulative results equate to an overall score of 2,033 out of a potential 3,600. This is one of many activities being undertaken to improve customer satisfaction within the Highway Service