

**Cheshire East Highways 2022/23 Performance Management Framework - Quarter 3 Update**

Indicator Reference	Indicator Name	Indicator Type	Reporting Frequency	Description of Indicator	Oct-22	Nov-22	Dec-22	Cumulative Result	Target	Commentary
<b>Sign off</b>										
<b>Council Priorities</b>										
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			100%	100%	97%	Within Q3 100% of waste was either recycled or diverted from landfill. In tonnage this equated to 1,607.12 tonnes of waste recycled and 430.32 tonnes of contaminated waste 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			173.52 tonnes	400.518	492.29	Within Q3 173.52 tonnes of CO2 were produced across the two Highway depots. This tonnage was made up of 124.83 tonnes from Brunswick Depot and 48.69 tonnes of CO2 from the Wardle Depot.
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	18	708	567	1672	3002	Within December 567 signs and bollards were upgraded to either LED or solar. At the end of Q3, the total number of signs and bollards upgraded equated to 1,672. This programme is on track to meet its target by the end of the financial year.
<b>Asset Management</b>										
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%	Annual measure to be reported in Q4.
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%	Annual measure to be reported in Q4.
2.3	Condition of Unclassified Roads	Strategic Performance Indicator	Annual	This indicator identifies the percentage of unclassified roads where maintenance should be considered					12%	Annual measure to be reported in Q4.
2.4	Condition of Footways	Strategic Performance Indicator	Annual	This measure identifies the percentage of footways where maintenance should be considered					32%	Annual measure to be reported in Q4.
2.5	Safety Inspections	Operational Performance Indicator (Fee related)	Monthly	This indicator measures the distance (in kilometres) of safety inspections carried out to timetable	58.13%	66.71%	75.53%	75.53%	95%	Within December 1,011.86km of the network was due to be inspected, of which 1,009.89kms were completed within timeframe. At the end of Q3, 99.56% of the programmed inspections, planned to take place between April 2022 and December 2022 had been completed within timeframe. This measure is on track.
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.	95.24%	99.11%	98.75%	98.44%	94%	Within Q3, 318 emergency calls were reported, with 307 responses responded to within timeframe. At the end of Q3, 98.44% of all reported non-traffic-related defects were reported 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.	98.93%	97.92%	97.75%	98.32%	95%	Within Q3, 5,700 Cat 1 and 2H defects were reported, with 5,597 attended and made safe or repaired within timeframe. At the end of Q3, a total of 98.32% of all Cat 1-2H defects have been attended and made safe or repaired 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.	100.0%	91.1%	100.00%	97.24%	95%	Within Q3, 209 Cat 2M defects were reported, of which 205 were attended and repaired within timeframe. At the end of Q3, a total of 97.24% of all Cat 2M defects were attended and 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).	56.88%	65.51%	77.43%	77.43%	99%	Within December 322 annual sample inspection were completed, resulting in 77.43% of the annual inspection programme being completed by the end of Q3. This performance measure is currently ahead of the annual programme.
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%	Annual measure to be reported in Q4.

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.	44	76	89	89	100%	At the end of Q3, 92 Principal Inspections have been completed, 89 of which have been uploaded onto the Structure Team's reporting tool, Bridgestation. Some of the remaining inspections planned for Q4 will require special access, railway possessions and traffic management however the programme is currently on track to completed within the financial year.
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.	245	280	311	311	100%	At the end of Q3, 311 (78%) structures had General Inspections and these reports have been uploaded onto the Structure Team's reporting tool Bridgestation. 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.			95.18%	95.18%	95%	At the end of Q3 3,981 lighting columns have been inspected of which 95.18% are in a good condition (structurally)
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.			75.61%	75.61%	95%	At the end of Q3 3,981 lighting columns have been inspected of which 75.61% are in a good condition (electrical)
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.			76.09%	76.09%	90%	At the end of Q3 138 illuminated signs and bollards have been inspected with 76.09% identified as in good condition (structurally).
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.			47.83%	47.83%	90%	At the end of Q3 138 illuminated signs and bollards have been inspected with 47.83% in good condition (electrical)
2.17	Condition of Traffic Signals - Average	Strategic Performance Indicator	Quarterly	This indicator measures the average condition of the Traffic Signal asset.			82.99%	82.99%	90%	At the end of Q3 the average condition of the traffic signals asset is 82.99%.
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.	91%	100%	100%	99%	100%	During Q3, 51 out of 52 traffic signal emergencies have been attended within timeframe. By end of Q3, 176 traffic signal emergencies out of 178 (99%) had been attended within timeframe.
<b>Customer</b>										
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%	Annual measure to be reported in Q4.
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	73%	59.5%	44.7%	56%	75%	The customer Journey analysis audits identify areas where customer experience is not at the levels expected by the Council. The Highway Service have developed an improvement plan looking at where improvements should be made.

**Cheshire East Highways 2022/23 Performance Management Framework - Q4**

Indicator Reference	Indicator Name	Indicator Type	Reporting Frequency	Description of Indicator	Jan-23	Feb-23	Mar-23	Cumulative Result	Target	Commentary
<b>Sign off</b>										
<b>Council Priorities</b>										
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			92%	97%	97%	Within Q4 92% of waste was either recycled or diverted from landfill with 4,543.6 tonnes recycled and 17.41 tonnes of contaminated waste were diverted from landfill. At year end, this measure had achieved 97.38% of recycled waste from landfill, which exceeds the 97% target for the year.
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			80.11 tonnes	480.51	492.29	Within Q4 81 tonnes of CO2 were produced across the two depots this is made up of 55 tonnes from Brunswick and 26 tonnes from Wardle. For the summer months Wardle was producing more energy than was being used at the depot. This measure exceeded the target set.
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	451	772	803	3698	3002	By year end, 3,698 signs and bollard replacements had taken place during 2022/23. This measure over achieved due to additional resource made available through our supply chain partner which allowed us to change additional signs/bollards to increase carbon savings.
<b>Asset Management</b>										
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%	4%	In the latest annual condition report from the Department of Transport the average Principal network in England that should be considered for maintenance is 4%. Based on Cheshire East's current figures, it shows that the authority's road network is currently in line with the current average for authorities in England. The highway service performance indicator target set for 2022/23 was 4%.
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%	5%	In the latest annual condition report from the Department of Transport the average Non Principal network in England that should be considered for maintenance is 5%. Based on Cheshire East's current figures, it shows that the authority's road network is currently in line with the current average for authorities in England. The highway service performance indicator target set for 2022/23 was 5%.
2.3	Condition of Unclassified Roads	Strategic Performance Indicator	Annual	This indicator identifies the percentage of unclassified roads where maintenance should be considered				13%	12%	The condition of the unclassified network within the Borough where maintenance is to be consider over the next 12 months currently stands at 13% in 2022/23. The average over the last 3 years for the local authority is 13%. In the latest annual condition report from the Department of Transport the average for the unclassified network in England that should be considered for maintenance in the next 12 months is 15%. Based on Cheshire East's current figures it shows that the authority's road network is currently below the current average for authorities in England.
2.4	Condition of Footways	Strategic Performance Indicator	Annual	This measure identifies the percentage of footways where maintenance should be considered				33%	32%	The condition of the authority's high and medium usage footways within the Borough where maintenance is to be consider over the next 12 months currently stands at 33% for 2022/23. This is an increase of 1% in comparison to 32% in 2021/22. The average over the last 3 years for the local authority is 32%. As part of the government's pothole funding allocation for the Cheshire East, the authority will investment some additional funding from this grant into the footway network.
2.5	Safety Inspections	Operational Performance Indicator (Fee related)	Monthly	This indicator measures the distance (in kilometres) of safety inspections carried out to timetable	84.80%	98.90%	100.00%	95%	95%	During March, 838.1 km of the network was inspected, which is 100% of the monthly programme of inspections completed. At year end, 94.52% of the programmed inspections were completed on time (95% when rounded up to 2 decimal places).
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.	98.35%	97.80%	97.11%	98.27%	94%	At end of year, 98.27% of Emergency Defects had 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.	98.88%	94.09%	89.22%	97.25%	95%	By year end, 97.25% of all Cat 1-2H defects had been responded to within timeframe. A Performance Information Notice was submitted to the Client regarding adverse weather impact in January and March 2023.
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.	99.3%	96.9%	89.4%	96.72%	95%	By year end, 96.72% of all Cat 2M defects had been responded to within timeframe. A Performance Information Notice was submitted to the Client regarding adverse weather impact in January and March 2023.
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).	84.88%	91.83%	100.00%	100.00%	99%	At year end, 2,572 annual sample inspections were completed, this means that 100% of the annual total have been completed.

2.10	Condition of Structures - Average	Strategic Performance Indicator	Annual	(ALL INDICATORS) 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)			91%	91%	90%	At year end, the average Structure Condition was 91%.
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.	91	96	102	100%	100%	At year end, 102 Principal Inspections have been completed by the relevant subcontractor.
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.	308	339	420	420	100%	At year end, 420 General Inspections have been completed on site.
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.			94.36%	94.36%	95%	Throughout the year, 5,599 columns have been inspected. At year end, 94.36% were deemed as in a good condition (structurally), slightly below the target of 95%.
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.			73.87%	73.87%	95%	Throughout the year, 5,599 columns have been inspected. At year end, 73.87 % were deemed as in a good condition (electrical). This is below the target of 95%.
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.			69.64%	69.64%	90%	Throughout the year, 705 illuminated signs and bollards have been inspected, with 69.64% in Good Condition (structurally). This is below the 90% target.
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.			38.16%	38.16%	90%	Throughout the year, 705 illuminated signs and bollards have been inspected with 38.16% in Good Condition (electrical). This is below the 90% target.
2.17	Condition of Traffic Signals - Average	Strategic Performance Indicator	Quarterly	This indicator measures the average condition of the Traffic Signal asset.			89.77%	89.90%	90%	Although this measure fell slightly below the target of 90%, it was still within the tolerance level of two decimal places (89.90%). This was achieved through additional funding from DfT in the region £500k, which ensured an increase in condition.
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%	98.98%	100%	Overall for 2022/23, 225 out of 227 emergency traffic signal call outs were responded to within timeframe, a cumulative result of 99% (98.98%).
<b>Customer</b>										
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				42.40%	46%	This indicator monitors the customer satisfaction within the Highway services by utilising the National Highways and Transport (NHT) survey. The overall result for this measure in 2022/23 is 42.4% satisfaction. The survey was sent to 5,000 households across Cheshire East Council area, whereby 1,351 members of the public responded. Although there has been a decline in the satisfaction rate, there is a general reduction in satisfaction rates across the country.
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	39.7%	39.8%	59.6%	53%	75%	Based of the year end total, a Performance Improvement Plan has now been developed, identifying a number of actions for improvement.