

Appendix 3 - Performance Management Framework

Cheshire East Highways 2023/24 Performance Management Framework																
Indicator Reference	Indicator Name	Indicator Type	Reporting Frequency	Description of Indicator	Target %	Apr-23	May-23	Jun-23	Q1	Jul-23	Aug-23	Sep-23	Q2	Cumulative % score to date	Comments	
<b>Operational Performance Indicators</b>																
1.1	Safety Inspections	Asset Management	Monthly	This indicator measures the distance (in kilometres) of safety inspections carried out to timetable.	97.0%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	Measure on track.	
1.2	Category 'Emergency' Defects	Asset Management	Monthly	This indicator measures the restoration of the highway network to a safe condition within timeframe. 1 hour of notification ( 2 hours outside normal working hours of 8.00 hours - 17.00 hours Monday to Friday). 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.	96.0%	97.0%	100%	98.1%	98.1%	98.9%	96.9%	100%	98.6%	98.3%	Measure on track.	
1.3	Category 1-2H defects (2 - 5 working days)	Asset Management	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	96.0%	91.7%	95.4%	92.0%	93.1%	94.6%	96.0%	94.3%	95.0%	93.6%	Performance has improved and is now very close to getting back on track.	
1.4	Category 2M defects (20 working days)	Asset Management	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.	96.0%	95.3%	98.1%	95.3%	96.2%	95.3%	97.5%	98.0%	96.7%	96.5%	Measure on track.	
1.5	Number of annual sample inspections of utility works successfully completed	Asset Management	Quarterly	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	100.0%	99.6%			99.6%	99.9%			99.9%	99.7%	Measure on track.	
1.6	Structures - General Inspections	Asset Management	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 2023/24 financial year.	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	Measure on track.	
1.7	Emergency Response - Traffic signal emergencies	Asset Management	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.	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	Measure on track.	
1.8	Gully Programme - % of visits completed	Asset Management	Quarterly	This indicator is designed to monitor the delivery of the target gully cleanse programme within the contract year.	90.0%	94.1%			94.1%	101.2%			101.2%	98.8%	Measure on track.	
<b>Strategic Performance Indicators</b>																
2.1	Carbon Reduction within Highways Service Depots	Council Priorities	Quarterly	This indicator measures the energy usage (diesel usage for vehicles (Fleet) / electricity for depots and offices / waste data) within the Highway Service.	467.69 tonnes	92.35 tonnes			92.35 tonnes	88.90 tonnes			88.90 tonnes	181.25 tonnes	Measure on track.	
2.2	Recycling (Landfill)	Council Priorities	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.	97.0%	100%			100%	100%			100%	100.0%	Measure on track.	
2.3	Structures - Principal Inspections	Asset Management	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 2023/24 approved Business Plan.	100.0%	100%	100%	100%	100%	100%	100%	105%	101.6%	101.4%	Measure on track.	
2.4	Customer Journey Analysis	Customer	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.	75.0%	42.5%	54.5%	74.5%	57.2%	63.8%	75.9%	67.7%	69.1%	63.1%	The team is continuing to work towards the actions identified throughout the Performance Improvement Plan.	
<b>Service Indicators</b>																
3.1	LLFA Planning Applications (Flood)	Council Priorities	Quarterly	This indicator is designed to monitor the time taken to respond to statutory planning applications received by the LLFA within the contract year. The objective is to ensure that a statutory response is provided within the 21-day period.	70.0%	39.4%			39.4%	86.4%			86.4%	66.0%	Performance has improved and is now very close to getting back on track.	
3.2	Condition of Street Lighting - Structural	Asset Management	Quarterly	This indicator measures the percentage of Street Lighting 'structural' columns which are identified as in a good condition from successful inspections undertaken as part of the 6 year cycle. Inspections are carried out as part of Highway Infrastructure Asset Management Plan.	98.0%	98.5%			98.5%	98.5%			98.5%	98.5%	Measure on track.	
3.3	Condition of Street Lighting - Electrical	Asset Management	Quarterly	This indicator measures the percentage of Street Lighting 'electrical' columns which are identified as in a good condition from successful inspections undertaken as part of the 6 year cycle. Inspections are carried out as part of Highway Infrastructure Asset Management Plan.	80.0%	82.0%			82.0%	76.6%			76.6%	78.4%	We are currently on programme for completing the testing however we have now fallen below target. This is out of our control as it is asset condition.	
3.4	Condition of Illuminated signs - Structural	Asset Management	Quarterly	This indicator measures the percentage of Illuminated Signs 'structural' which are identified as in a good condition from successful inspections undertaken as part of the 6 year cycle. Inspections are carried out as part of Highway Infrastructure Asset Management Plan.	85.0%	100%			100%	94.7%			94.7%	96.1%	Measure on track.	
3.5	Condition of Illuminated signs - Electrical	Asset Management	Quarterly	This indicator measures the percentage of Illuminated Signs 'electrical' which are identified as in a good condition from successful inspections undertaken as part of the 6 year cycle. Inspections are carried out as part of Highway Infrastructure Asset Management Plan.	65.0%	66.7%			66.7%	60.7%			60.7%	62.5%	We are currently behind programme for testing and below target for condition.	
3.6	Condition of Traffic Signals - Average	Asset Management	Annual	This indicator measures the average condition of the Traffic Signal asset.	90.0%	Data to be uploaded April 2024								N/A	End of year sign off. Data due April 2024	
3.7	Condition of Principal Roads	Asset Management	Annual	This indicator identifies the percentage of principal roads (A road carriageways) where maintenance should be considered.	4.0%	Data to be uploaded February 2024								N/A	End of year sign off. Data due February 2024	
3.8	Condition of Non-Principal Roads	Asset Management	Annual	This indicator identifies the percentage of non-principal roads (B & C road carriageways) where maintenance should be considered.	5.0%	Data to be uploaded February 2024								N/A	End of year sign off. Data due February 2024	

3.9	Condition of Unclassified Roads	Asset Management	Annual	This indicator identifies the percentage of unclassified roads where maintenance should be considered.	12.0%	Data to be uploaded February 2024			N/A	End of year sign off. Data due February 2024	
3.10	Condition of Footways	Asset Management	Annual	This measure identifies the percentage of footways where maintenance should be considered.	32.0%	Data to be uploaded February 2024			N/A	End of year sign off. Data due February 2024	
3.11	Condition of Structures - Average	Asset Management	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).	90.0%	Data to be uploaded April 2024			N/A	End of year sign off. Data due April 2024	
3.12	Customer Satisfaction with Highways Service - NHT Survey	Customer	Annual	This indicator monitors the customer satisfaction within the Highway services by utilising the national NHT survey.	46.0%	Data to be uploaded February 2024			N/A	End of year sign off. Data due February 2024	
3.13	Customer Satisfaction with Highways Service - Members	Customer	Annual	This indicator monitors Cheshire East Members satisfaction within Highway services via the annual Members Survey.	46.0%	Data to be uploaded end of financial year			N/A	End of year sign off. Data due February 2024	
3.14	Customer Satisfaction with Highways Service - Town & Parish Councils	Customer	Annual	This indicator monitors Cheshire East Members satisfaction within Highway services via the annual Town & Parish Survey.	46.0%				Data to be uploaded February 2024		
3.15	Formal Correspondence & Complaints - % responded to within timeframe	Customer	Monthly	This indicator assesses the number and percentage of Formal Correspondence and Complaints received and responded to within timeframes.	90.0%	Under Review	Pending update	Under review	Pending update	Pending update	PIN submitted for Q1&Q2 performance data.