Dorset Highways Performance Framework

PLEASE NOTE: CORPORATE PLAN AND PRIORITIES FOR 2020-2024 CURRENTLY IN DRAFT FORMAT. HIGHWAYS SERVICE PLAN AND OUTCOMES CURRENTLY LINK TO FORMER COUNTY COUNCIL PRIORITY/OUTCOMES (SAFE, HEALTHY, INDEPENDENT, PROSPEROUS).





Appendix 1: What Does Good Look Like? (OBA Principles) Fewer Accidental Injuries & Deaths – Including those on Dorset's Roads

The performance framework is based on 'Outcomes Based Accountability' (OBA) principles, which looks at delivery of good outcomes and that performance management/measures focus on achieving those outcomes. A top level indicator has been set, looking at the overall outcome for the service, with shared accountability on delivery with other key partners.

The Dorset Highways Service Plan links to all Dorset Council priorities and outcomes. However, we have particularly strong accountability towards ensuring the public stay safe and well on Dorset's roads. Accountability is shared with others, such as other Dorset Council services, Dorset Police, local communities, the media and the road users themselves.

Our accountability and how we monitor this has been outlined below. Further information is held within this framework and our Service Plan. Throughout the year we will also consider initiatives and, if introduced, will analyse their effectiveness. Top level performance is reported corporately, with further reporting taking place at a local level via various methods. This includes monthly and quarterly reports which are reported online.

Context information is included as it's important to understand the story behind the data. This includes trends and further explanations/reasons behind the data (i.e. breakdown of specific causes, user groups, demographics, etc.).

Dorset Highways management and performance information can be found here: <u>https://www.dorsetcouncil.gov.uk/roads-highways-maintenance/maintenance/road-maintenance/dorset-highways-management-and-performance.aspx</u>

Quantity – How Much Did We Do?

Number of Safety Defects Repaired/Made Safe

Number of Road Safety Improvement Schemes Delivered Major schemes & Small Cluster Sites

Number of Highway Inspections Carried Out

Number of Winter Salting Actions & Tonnes of Salt Used

Quality – How Well Did We Do It?

% Road Condition in need of Maintenance

% Defects Made Safe On Time

Average Defect Repair Times

% Road Safety Schemes Completed On Time & Specification

% Inspections Completed On Time

% Improvement in Skid Resistance (SCRIM)

% Salting Routes Completed On-Time

Is Anyone Better Off?

% Change in KSI Casualties

% Road Safety Schemes Achieving Objectives (Post Project Appraisals)

% Population Feeling Safer On Roads

% Satisfaction with Schemes Delivered

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Appendix 2 What Does Good Look Like? **Dorset Highways Strategic Performance Measures**



Deal with dangerous vegetation & overhanging trees

techniques for all asset types

- resilience
- Construct improvement schemes incl. footway & cycleway schemes

Strategic Measures by Level of Service: These measures give an indication of how the service is performing overall in meeting both Dorset Council and

 Serviceability Number of safety defects made safe/repaired % of category 2 defects repaired/made safe on- time Average repair times for category 2 defects % Asset stock condition (various measures & asset groups) Customer satisfaction – NHT & Councillors surveys Demand/Enquiry data 	 Sustainability % of highway network where maintenance should be considered (carriageway/footway/ cycleway) % of available material recycled back into DCC schemes 	 <u>Safety</u> Number of Killed or Seriously Injured (KSI) casualties Total number of casualties % of category 1 defects repaired/made safe on- time % of highway network with skid resistance below investigatory level % of winter gritting routes completed on time Number of emergency call outs 	 <u>Accessibility</u> % of Fixed Penalty Notices/Non- Conformances issued for works Number of Penalty Charge Notices (PCN's) issued for on-street parking Number of snow event days 	Financial • Expenditure vs Budgets • Cost/Number of public liability claims received repudiated • CQC efficiency rating • Self-Assessment band achieved
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MCDDH17	Supporting Management Measures Measures used to monitor and manage the service. Includes customer focused outcomes and in-service performance, such as staff sickness, accidents and staff satisfaction.			See 'Measure Performance: Have We Achieved Outcomes' for examples of where the information is currentl stored and reported.

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