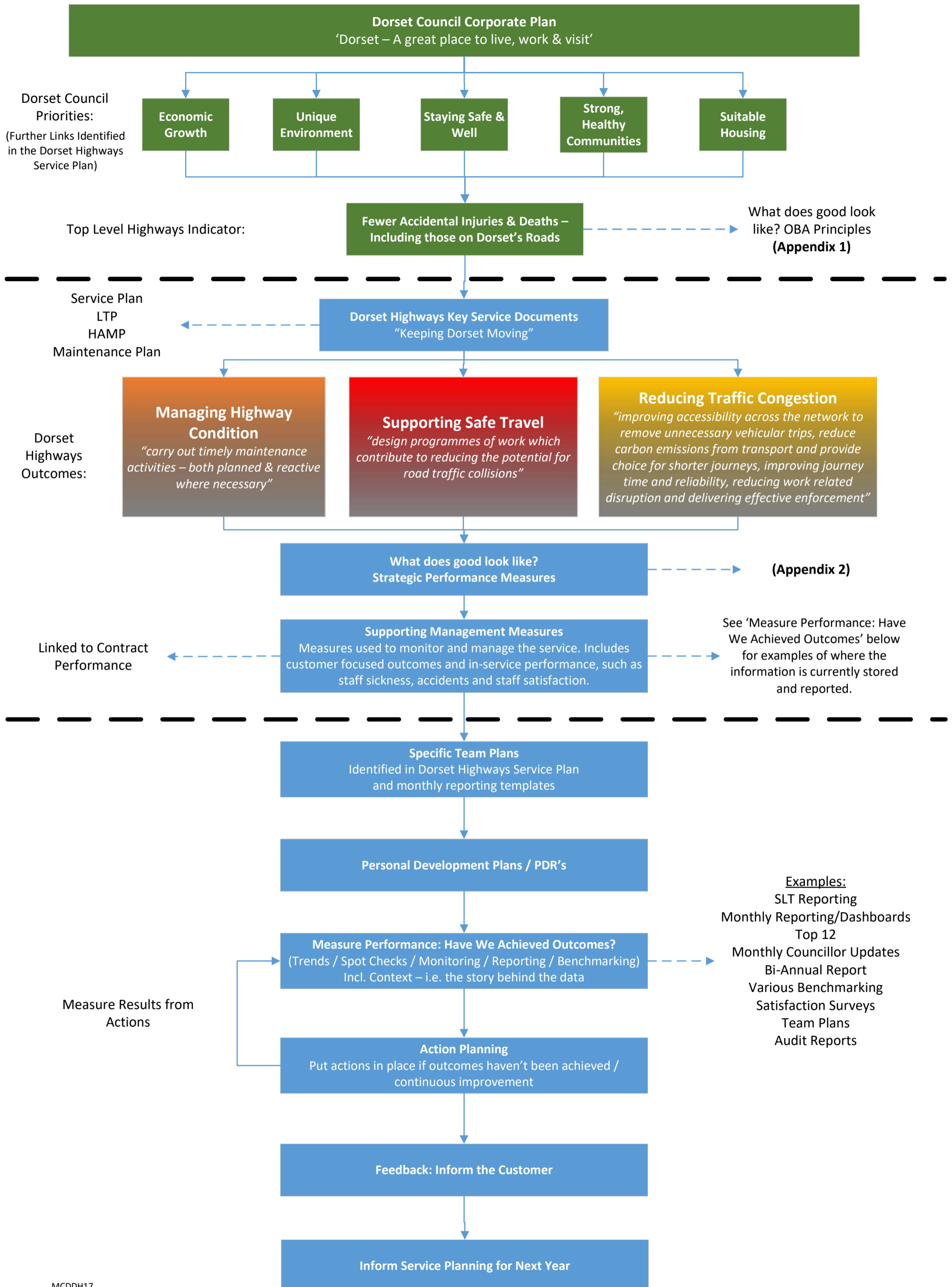


# Dorset Highways Performance Framework

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.).

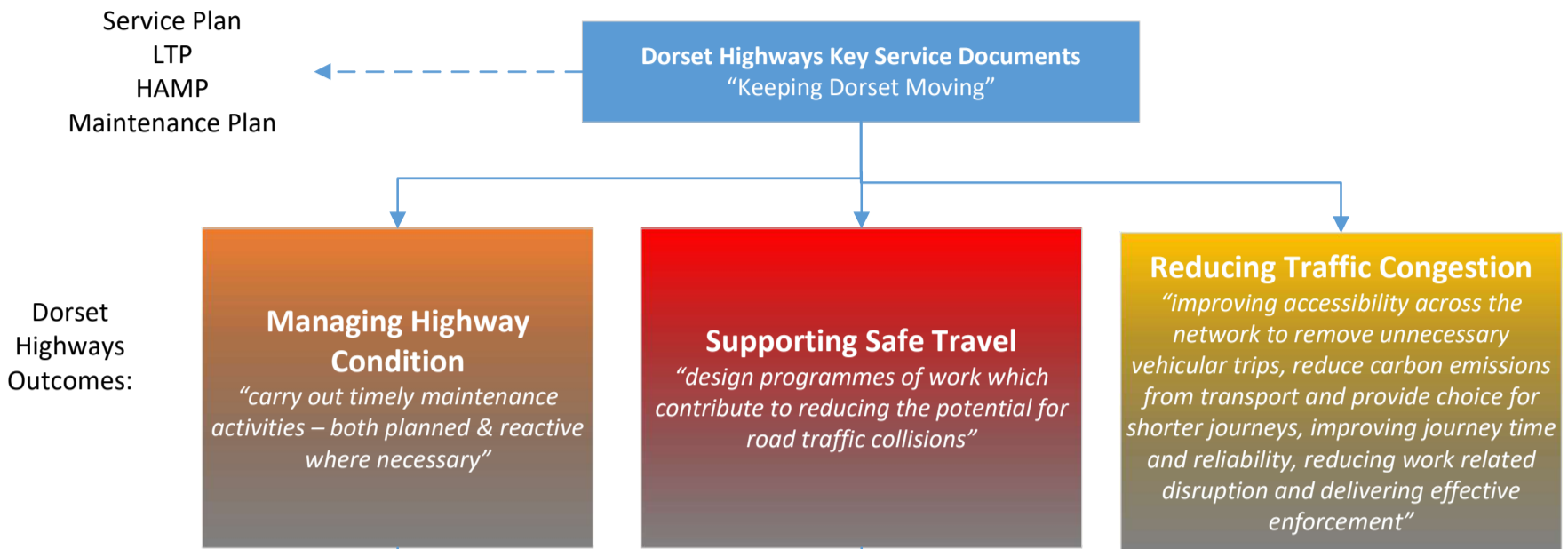
Dorset Highways management and performance information can be found here:  
<https://www.dorsetcouncil.gov.uk/roads-highways-maintenance/maintenance/road-maintenance/dorset-highways-management-and-performance.aspx>

<b>Effort</b>	<p style="text-align: center;"><b><u>Quantity – How Much Did We Do?</u></b></p> <ul style="list-style-type: none"> <li>Number of Safety Defects Repaired/Made Safe</li> <li>Number of Road Safety Improvement Schemes Delivered Major schemes &amp; Small Cluster Sites</li> <li>Number of Highway Inspections Carried Out</li> <li>Number of Winter Salting Actions &amp; Tonnes of Salt Used</li> </ul>	<p style="text-align: center;"><b><u>Quality – How Well Did We Do It?</u></b></p> <ul style="list-style-type: none"> <li>% Road Condition in need of Maintenance</li> <li>% Defects Made Safe On Time</li> <li>Average Defect Repair Times</li> <li>% Road Safety Schemes Completed On Time &amp; Specification</li> <li>% Inspections Completed On Time</li> <li>% Improvement in Skid Resistance (SCRIM)</li> <li>% Salting Routes Completed On-Time</li> </ul>
<b>Effect</b>	<p style="text-align: center;"><b><u>Is Anyone Better Off?</u></b></p> <ul style="list-style-type: none"> <li>% Change in KSI Casualties</li> <li>% Road Safety Schemes Achieving Objectives (Post Project Appraisals)</li> <li>% Population Feeling Safer On Roads</li> <li>% Satisfaction with Schemes Delivered</li> </ul>	

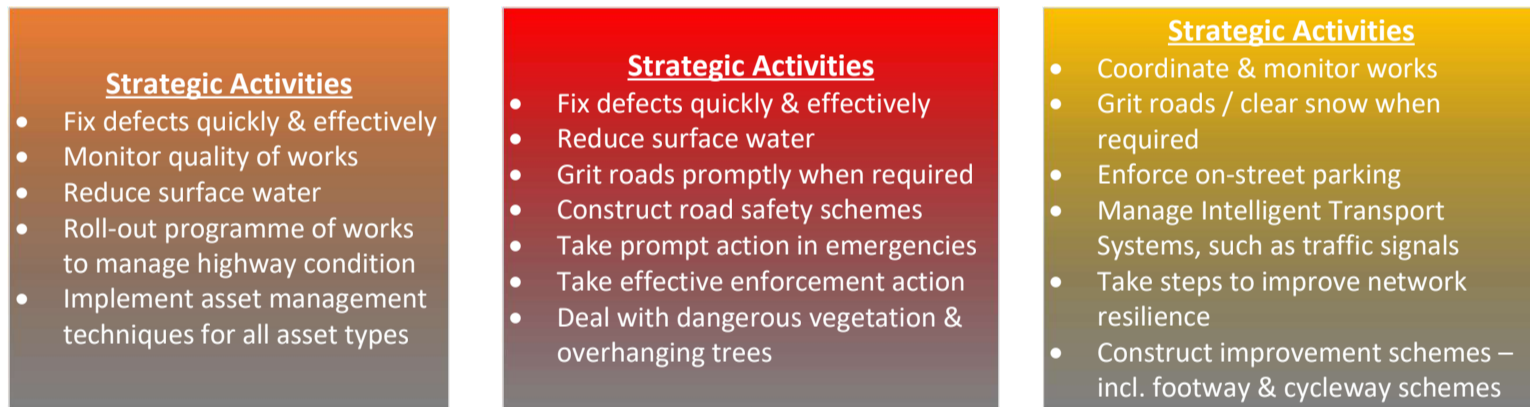
# Appendix 2

## What Does Good Look Like?

### Dorset Highways Strategic Performance Measures



**Strategic Activities:** These are some of the key highway activities that help the service deliver our Dorset Highways Outcomes.



**Strategic Measures by Level of Service:** These measures give an indication of how the service is performing overall in meeting both Dorset Council and Highways Outcomes. Levels of Service are defined by the Well Managed Highways Code of Practice.



**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 currently stored and reported.