



Place Overview Committee	<u>Item</u>
30 June 2022	<u>Public</u>

Shropshire Highways: Key performance indicators

Responsible officer

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1.0 Summary

1.1 This paper provides the committee with Shropshire Highways' key performance indicator scores for January, February, and March 2022.

2.0 Recommendations

2.1 Committee members to:

- scrutinise the performance indicator scores
- identify any areas of concern in the scores and
- make any appropriate recommendations for further scrutiny based on these scores.

3.0 Background

3.1 The Place Overview Committee met in May 2022 to consider a report on the performance of Shropshire Highways, the council's partnership with Kier to deliver highways and street scene services.

3.2 At the meeting, the committee members asked for the performance indicator scores for the months of January, February and March 2022. These are attached as **appendix 1** of this report.

List of background papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

None

Cabinet Member (Portfolio Holder)

All

Local Member

All

Appendices

None

Appendix 1 Shropshire Highways key performance indicator scores Jan-Mar 2022

Shropshire Highways - KPI Model Shropshire Council Score Card - January 2022			
		Target Performance Level	Final KPI Score
KPI 1a	Reactive & Routine Highway and Environmental Maintenance tasks completed in time. Reactive Highways Works	98.00%	100.0%
KPI 1b	Reactive & Routine Highway and Environmental Maintenance tasks completed in time. Street Lighting	98.00%	33.0%
KPI 1c	Reactive & Routine Highway and Environmental Maintenance tasks completed in time. Emergency Response	98.00%	100.0%
KPI 2	Reactive, Routine Highway and Environmental Maintenance tasks to required quality	98.00%	99.8%
KPI 3	Highway Project and scheme works completed on time and without defects	98.00%	100.0%
KPI 4	Up to date financial management information is provided on time and +/-10% of final cost	98.00%	100.0%
KPI 5	Provision of all forward works plans received on time and to correct quality	98.00%	100.0%
KPI 6	Monthly Performance Figures provided on time without errors	100.00%	100.0%
KPI 7	Applications for payment submitted on time correctly without errors. (5%)	95.00%	99.6%
KPI 8	Customers satisfied with the performance of Kier and its supply chain	80.00%	100.0%
KPI 9	Winter Maintenance - service completed on time	98.00%	100.0%

Shropshire Highways - KPI Model Shropshire Council
Score Card - February 2022



		Target Performance Level	Final KPI Score
KPI 1a	Reactive & Routine Highway and Environmental Maintenance tasks completed in time. Reactive Highways Works	98.00%	62.0%
KPI 1b	Reactive & Routine Highway and Environmental Maintenance tasks completed in time. Street Lighting	98.00%	31.0%
KPI 1c	Reactive & Routine Highway and Environmental Maintenance tasks completed in time. Emergency Response	98.00%	100.0%
KPI 2	Reactive, Routine Highway and Environmental Maintenance tasks to required quality	98.00%	99.7%
KPI 3	Highway Project and scheme works completed on time and without defects	98.00%	100.0%
KPI 4	Up to date financial management information is provided on time and +/-10% of final cost	98.00%	100.0%
KPI 5	Provision of all forward works plans received on time and to correct quality	98.00%	100.0%
KPI 6	Monthly Performance Figures provided on time without errors	100.00%	100.0%
KPI 7	Applications for payment submitted on time correctly without errors. (5%)	95.00%	99.3%
KPI 8	Customers satisfied with the performance of Kier and its supply chain	80.00%	100.0%
KPI 9	Winter Maintenance - service completed on time	98.00%	100.0%

**Shropshire Highways - KPI Model Shropshire Council
Score Card - March 2022**



		Target Performance Level	Final KPI Score
KPI 1a	Reactive & Routine Highway and Environmental Maintenance tasks completed in time. Reactive Highways Works	98.00%	100.0%
KPI 1b	Reactive & Routine Highway and Environmental Maintenance tasks completed in time. Street Lighting	98.00%	12.0%
KPI 1c	Reactive & Routine Highway and Environmental Maintenance tasks completed in time. Emergency Response	98.00%	100.0%
KPI 2	Reactive, Routine Highway and Environmental Maintenance tasks to required quality	98.00%	99.6%
KPI 3	Highway Project and scheme works completed on time and without defects	98.00%	100.0%
KPI 4	Up to date financial management information is provided on time and +/-10% of final cost	98.00%	100.0%
KPI 5	Provision of all forward works plans received on time and to correct quality	98.00%	100.0%
KPI 6	Monthly Performance Figures provided on time without errors	100.00%	100.0%
KPI 7	Applications for payment submitted on time correctly without errors. (5%)	95.00%	99.3%
KPI 8	Customers satisfied with the performance of Kier and its supply chain	80.00%	100.0%
KPI 9	Winter Maintenance - service completed on time	98.00%	100.0%