

Performance Management Framework Report - Quarter 2 - 2016 - A Prosperous & Vibrant Economy					
↑	Trending up				Annual Results - recorded from 2012 (where information is available)
↓	Trending down				Quarterly Results - recorded from Q1 2015 (where information is available)
■	No Result to display				Monthly Results - recorded from April 2016 (where information is available)
A green arrow shows a positive trend					
A red arrow shows a negative trend					
PMF Number	Measure	Result	Date of Result	Trend Direction	Comments
1	Percentage of A roads where maintenance should be considered	2.50%	2016 (Annual)	↑	Result is 3-year average over 2014-2016. 2013-15 result was 2.2% and 2012-14 was 2.5%
2	Percentage of B and C roads where maintenance should be considered	5.20%	2016 (Annual)	↓	Result is 3-year average over 2014-2016. 2013-15 result was 6.0% and 2012-14 was 7.3%
3	Percentage of unclassified roads where maintenance should be considered	25.40%	2016 (Annual)	↓	Result is 3-year average over 2014-2016. 2013-15 result was 28.9% and 2012-14 was 31.0%
4	Number of blocked gullies	829 Blocked Gullies	Q2 2016 (Quarterly)	↑	Improvement plan in place following appointment of new drainage subcontractor
5	Number of bridges not meeting acceptable condition index threshold	0 BCIAv<80 and BCICrit<80	2016 (Annual)	↑	Not due till April 2017. However, previous data suggests greater investment required - 675 & 945 (2015); 627 & 905 (2014); 581 & 879 (2013); 518 & 843 (2012); 489 & 831 (2011)
6	Public perception of the The condition of pavements (NHT - WC02)	56 %	2016 (Annual)	↑	1% above average Ranked 11 out of 28 -3% on the 2015 result
7	Public perception of the Condition of cycle routes (NHT - WC10)	57 %	2016 (Annual)	↑	1% below average Ranked 14 out of 28 -3% on the 2015 result
8	Public perception of the Condition of Rights of Way (NHT - WC20)	54 %	2016 (Annual)	↑	4% below average Ranked 24 out of 28 -1% on the 2015 result
9	Public perception of the Condition of road surfaces (NHT - HM01)	39 %	2016 (Annual)	↑	0% above average Ranked 9 out of 28 -2% on the 2015 result
10	Public perception of the Condition of road markings (NHT - HM03)	57 %	2016 (Annual)	↑	1% below average Ranked 16 out of 28 -2% on the 2015 result
11	Public perception of the Condition and cleanliness of road signs (NHT - HM04)	55 %	2016 (Annual)	↓	5% below average Ranked 22 out of 28 -2% on the 2015 result
12	Public perception of the Quality of repair to damaged roads/Pavement (NHT - HM08)	39 %	2016 (Annual)	↑	0% above average Ranked 5 out of 28 -1% on the 2015 result
13	Public perception of the Undertakes cold weather gritting (NHT - HM17)	67 %	2016 (Annual)	↑	8% above average Ranked 1 out of 28 +2% on the 2015 result
14	Percentage of public responding to survey satisfied with completed works	27 %	Q2 2016 (Quarterly)	↓	Q1 result was calculated using a similar question to the indicator. Q2 result is from the actual question 'I am satisfied with the completed works'
15	Public perception of the Time taken to complete roadworks (NHT - TC03)	45 %	2016 (Annual)	↓	0% above average Ranked 21 out of 28 -1% on the 2015 result
16	Public perception of the Speed of repair to street lights (NHT - HM06)	58 %	2016 (Annual)	↑	2% below average Ranked 20 out of 28 0% on the 2015 result
17	Public perception of the Speed of repair to damaged roads/pavements (NHT - HM07)	29 %	2016 (Annual)	↑	3% below average Ranked 14 out of 28 -2% on the 2015 result
18	Public perception of the Deals with mud on the road (NHT - HM20)	49 %	2016 (Annual)	↑	3% below average Ranked 17 out of 28 -1% on the 2015 result
19	Percentage of queries responded to within the designated 20 day timescale	72.83 %	Q2 2016 (Quarterly)	↓	Action already under way - being addressed through Suffolk Highways reorganisation - creating customer liaison officers
20	Public perception of the Advanced warning of roadworks (NHT - TC01)	63 %	2016 (Annual)	↓	2% above average Ranked 13 out of 28 +3% on the 2015 result
21	Public perception of the Provides information on Gritting (NHT - HM18)	50 %	2016 (Annual)	↑	5% above average Ranked 3 out of 28 +2% on the 2015 result
22	Number of hits to forward scheduling webpages	5413 Hits	October 2016 (Monthly)	↑	Grass cutting - 133 Weed control - 71 Highways drainage - 145 Roadworks in Suffolk - 5064
23	Number of abandoned/overrun notices	1 Notices	Q2 2016 (Quarterly)	↓	Quarter 1 was 24 notices compared to 1 notice in Quarter 2
24	Number of Suffolk Highways TTRO requests for road closures	202 TTRO Requests	Q2 2016 (Quarterly)	↓	July - 92 August - 62 September - 48
25	Public perception of the Efforts to reduce delays to traffic (NHT - TC02)	52 %	2016 (Annual)	↓	1% below average Ranked 17 out of 28 -3% on the 2015 result
26	Public perception of the Signposting of road diversions (NHT - TC04)	55 %	2016 (Annual)	↓	2% below average Ranked 22 out of 28 -2% on the 2015 result
27	Public perception of the Waiting time at permanent traffic lights (NHT - TC10)	58 %	2016 (Annual)	↑	5% below average Ranked 28 out of 28 -2% on the 2015 result

## Performance Management Framework Report - Quarter 2 - 2016 - Creating the Greenest County

PMF Number.	Measure	Result.	Date of Result	Trend Direction	Comments
↑	Trending up				Annual Results - recorded from 2012 (where information is available)
↓	Trending down				Quarterly Results - recorded from Q1 2015 (where information is available)
■	No Result to display				Monthly Results - recorded from April 2016 (where information is available)
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28	Percentage converted to LED (Street Lights, Signs, Bollards and Traffic Signals)	18.5 %	October 2016 (Monthly)	↑	Increase from 17.84% in September and 17.51% in August
29	Energy usage (Street lighting /Traffic signal/Traffic sign and bollards)	1646931 kWh	October 2016 (Monthly)	↑	Increase in monthly usage due to lengthier nights but overall consumption is less than in October 2015.
30	Depot energy usage		Q2 2016 (Quarterly)	■	Data being verified
31	Average number of operational works miles per revenue spend	91.1 Miles	Q2 2016 (Quarterly)	↑	69.1 miles in Quarter 1 compared with 91.1 miles in Quarter 2
32	Miles saved by number of voice and video conferences	180 Miles	Q2 2016 (Quarterly)	↑	180 miles recorded on the Saving Register
33	Percentage of fleet using alternative fuel (LGP/Hybrid/Electric)		2016 (Annual)	■	First result not due till April 2017
34	Total miles travelled by non-operational staff	70073 Miles	Q2 2016 (Quarterly)	↓	91,765 miles travelled in Quarter 1; reduced to 70,073 miles in Quarter 2
35	Temporary repairs vs permanent % (Total No. carriageway repairs)	5 %	October 2016 (Monthly)	↓	760 Cat 3-6 repairs completed, 41 of these were temporary (excluding 7 requested temporary repairs) but increase from 3% in September due to large number of edge deteriorations
36	Percentage of funding used on reactive maintenance		October 2016 (Monthly)	■	In-year figures yet to be determined due to timelag in confirmed payments
37	Total area of surface dressing		2016 (Annual)	↑	2,484,194 square metres completed in 2016 compared to circa 1 million square metres in 2015
38	Total area of slurry sealing		2016 (Annual)	■	First result not due till April 2017
39	Area of anti-skid surface replaced by high PSV surfacing		2016 (Annual)	■	First result not due till April 2017
40	Number of road signs permanently removed		2016 (Annual)	■	First result not due till April 2017
41	Total length of pedestrian guardrail and vehicle restraint system permanently removed		2016 (Annual)	■	First result not due till April 2017
42	Public perception of Keeping drains clear and working (NHT - HM12)	46 %	2016 (Annual)	↓	5% below average Ranked 21 out of 28 -4% on the 2015 result
43	Public perception of Deals with flooding on roads and pavements (NHT - HM22)	41 %	2016 (Annual)	↑	7% below average Ranked 25 out of 28 -7% on the 2015 result
44	Overall carbon consumption		2016 (Annual)	■	First result not due till April 2017
45	Tonnage of road planings recycled within reconstituted highway	584.3 Tonnes	October 2016 (Monthly)	↓	Reduction from peak of 3152 tonnes due to seasonal impact (with less resurfacing/recycling undertaken during autumn and winter months). No comparable data for 2015
46	Total percentage of materials recycled		October 2016 (Monthly)	■	Data being verified but generally 96% to 98% per calendar month for April to June 2016

## Performance Management Framework Report - Quarter 2 - 2016 - Safe, Healthy & Inclusive Communities

PMF Number.	Measure	Result.	Date of Result	Trend Direction	Comments
↑	Trending up				Annual Results - recorded from 2012 (where information is available)
↓	Trending down				Quarterly Results - recorded from Q1 2015 (where information is available)
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47	Public perception of the Safety of walking (NHT - RS04)	62 %	2016 (Annual)	↑	3% below average Ranked 18 out of 28 +1% on the 2015 result
48	Public perception of the Safety of cycling (NHT - RS05)	53 %	2016 (Annual)	↑	1% below average Ranked 11 out of 28 +1% on the 2015 result
49	Number of third party claims	36 Claims	October 2016 (Monthly)	↓	62 claims in August, 41 claims in September and 36 in October, compared with 75 in both March and April 2016.
50	Percentage of claims successfully defended	87 %	October 2016 (Monthly)	↑	45 highways claims closed during month of which 39 were repudiated - performance was at 49.3% in April 2016
51	Percentage of highway carriageway inspections undertaken to programme	90.1 %	October 2016 (Monthly)	↑	Inspection rate as low as 79% in January 2016
52	Percentage of highway footway inspections undertaken to programme	97.4 %	October 2016 (Monthly)	↑	Inspection rate as low as 68% in January 2016
53	Percentage of general bridge inspections undertaken to programme	62 %	October 2016 (Monthly)	↑	8% in July, 24% in August, 40% in September and 62% in October
54	Percentage of parish/town councils engaged in looking after the highway network		2016 (Annual)	■	First result not due till April 2017
55	Value of work carried out		2016 (Annual)	■	First result not due till April 2017
56	Percentage of parish/town councils maintaining their own grit bins		2016 (Annual)	■	First result not due till April 2017
57	Public perception of the Direction signposts for pedestrians (NHT - WC04)	63 %	2016 (Annual)	↑	0% above average Ranked 14 out of 28 0% on the 2015 result
58	Public perception of the Drop kerb crossing points (NHT - WC06)	63 %	2016 (Annual)	↑	0% above average Ranked 12 out of 28 0% on the 2015 result
59	Public perception of the Cycle route information e.g. maps (NHT - WC14)	52 %	2016 (Annual)	↑	1% below average Ranked 19 out of 28 -2% on the 2015 result
60	Public perception of the Signposting of Rights of Way (NHT - WC19)	60 %	2016 (Annual)	↑	0% above average Ranked 12 out of 28 +1% on the 2015 result
61	Attendance at community activities (e.g. school visits, youth groups, parades, local fayres)	0 Events	Q2 2016 (Quarterly)	↑	Improvement Plan in place
62	Community days - Volunteering Days by staff	27 Days	Q2 2016 (Quarterly)	↑	Staff constructing new footpath at Lound Lakes with Suffolk Wildlife Trust

## Performance Management Framework Report - Quarter 2 - 2016 - Learning and Skills for the Future

PMF Number.	Measure	Result.	Date of Result	Trend Direction	Comments
63	Percentage of staff undertaking development reviews		2016 (Annual)	■	First result not due till April 2017
64	Percentage of staff receiving 5 or more learning/training days		2016 (Annual)	■	First result not due till April 2017
65	Percentage of staff responding to engagement surveys		2016 (Annual)	■	First result not due till April 2017
66	Number of proactive external press releases	2 Press Releases	Q2 2016 (Quarterly)	↑	Only one achieved in Quarter 1. Being addressed through reinvigorated joint meetings between Suffolk Highways communication team and SCC Communications Team
67	Number of Suffolk Highways webpages hits	681 Hits	October 2016 (Monthly)	↓	Majors corner - 61 Princes St - 80 How we're working for you - 103 Nacton Road - 139 Ipswich forecourt - 298
68	Number of internal newsletters to County Councillors parish/town councils	2 newsletters	Q2 2016 (Quarterly)	↓	3 'Highways Matters' from Councillor James Finch in Quarter 1, reducing to 2 editions in Quarter 2
69	Number of customer enquiries (processed through the contact centre)	3028 Customer Enquiries	October 2016 (Monthly)	↓	2016 peak at 5,510 in January and 5,277 in March.
70	Ratio of compliments vs complaints (processed through the contact centre)	0.909 Ratio	October 2016 (Monthly)	↑	20 compliments - 22 complaints YTD - 3 Stage 2 Complaints - No complaints upheld by Ombudsman
71	Number of staff pursuing qualifications (NVQ, HNC, HND, BEng, MEng)		2016 (Annual)	■	First result not due till April 2017
72	Number of trainees (operatives/technicians/graduates)	7	2016 (Annual)	↑	The distribution of technical trainees is 3 Kier employees and 4 SCC employees. This is Kier's first year for engaging trainees
73	Number of apprentices	16	2016 (Annual)	↑	The distribution is 9 civil engineering apprentices (5 Kier, 4 SCC), 1 street lighting apprentice, 1 business support apprentice and 5 roadworkers. At the start of the contract, there were only
74	Number of staff with professional qualifications (HNC,HND etc.)		2016 (Annual)	↑	This information has yet to be accumulated but there have been in-year completions of engineering degree courses
75	Number of works processes reviewed		2016 (Annual)	■	First result not due till April 2017
76	Number of staff ideas generated		2016 (Annual)	■	First result not due till April 2017
77	Percentage of staff ideas implemented		2016 (Annual)	■	First result not due till April 2017
78	Number of new maintenance techniques and materials proposed for review		2016 (Annual)	■	First result not due till April 2017 but Green Apple award for Elveden footway recycling scheme (using hydraulically bound material) and ov 2016 Roadmender trial presentation to DfT
79	Percentage of new maintenance techniques and materials implemented		2016 (Annual)	■	First result not due till April 2017
80	Number external events for which information is then shared		2016 (Annual)	■	First result not due till April 2017
81	Percentage of the Contractor's employees on this contract based defined as being based in Suffolk	82.1 %	2016 (Annual)	↑	
82	Percentage of non-surfacing subcontracted work by value that is delivered through local Subcontractors	43 %	2016 (Annual)	↑	