

Response to Request for Information

Reference FOI 000122
Date 9 May 2016

Highways

Request:

Do you have a direct labour organisation that maintains highways within the local authority?

Yes

If you do, can you provide me with any Key Performance Indicators you use to measure team performance?

- Sickness
- Reportable Accidents
- Cat 1 street lighting repairs (1hr) – illuminated signs & street lighting
- Cat 2 street lighting repairs (24hrs) – illuminated signs & street lighting
- Cat 3 street lighting repairs (3 days) – illuminated signs & street lighting
- Cat 4 street lighting repairs (5 days) – illuminated signs & street lighting
- Percentage of street lights and illuminated signage out at any time
- Average time to repair Street Light (working days) illuminated sign (working days)
- Highway maintenance Cat 1a repair (2 hr)
- Highway maintenance cat 1B repair (next day)
- Winter Service (seasonal KPI) grit available/actions completed within the timescale