

**REPORT TO:** Policy, Performance and Review Committee

**MEETING DATE:** 28 April 2015

**BY:** Depute Chief Executive (Partnership and Services for Communities)

**SUBJECT:** Roads Asset Management Plan - APSE/SCOTS Performance Indicators Annual Report

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**1 PURPOSE**

- 1.1 To advise the committee of East Lothian Council's performance in the Association for Public Service Excellence (APSE) – Performance Networks for 2013/14 for Highways and winter maintenance and SCOTS Performance Indicator Report 2013/14.

**2 RECOMMENDATIONS**

- 2.1 To note the content of the report.

**3 BACKGROUND**

- 3.1 Road Services have participated in the APSE Performance Networks for the past sixteen years by providing performance information for a wide range of indicators.
- 3.2 Over the last 8 years East Lothian Council in conjunction with the Society for Chief Officers in Transportation Scotland (SCOTS) and laterally County Surveyors Society Wales (CSSW) have been developing a framework for Roads asset management planning, reporting and Performance monitoring. The current array of indicators is an amalgamation of APSE – SCOTS/CSSW indicators developed since 2011/12.
- 3.3 The development of these indicators follows Audit Scotland Report "Maintaining Scotland's Roads" in November 2004 and "An Audit update on Council progress" Report May 2013 where it is acknowledged that it is a fundamental requirement of councils' progress that authorities measure performance and undertake meaningful benchmarking work.
- 3.4 Additionally, the Scottish National Road Maintenance Review (NRMR) aims to identify how those responsible for, and working in, Scotland's roads maintenance sector can deliver efficiently managed roads for all

within the budgets available, and identify opportunities for innovation, collaborative working and the sharing of services. To assist with the aims of the Review, Option 26 of the report states that a consistent unit cost benchmarking methodology across all roads authorities should be developed and implemented by summer 2014.

- 3.5 The collection of performance information for financial year 2013-14 is considered by SCOTS and APSE to have been relatively successful in terms of the number of submissions made. Twenty eight (**28**) Scottish Councils made submissions and whilst this is down on the previous year (2012/13), every effort has been made to include all authorities.
- 3.6 The data collected allows road maintenance activities to be benchmarked in a number of ways: - in family groups (APSE); nationally; with CSS Wales authorities; year on year for individual authorities; and ultimately with the private sector to assess value for money in service provision.
- 3.7 The data collected will allow authorities to measure their performance against their own internal levels of service and to drive improvement where it is required.
- 3.8 Safety, serviceability and sustainability are key areas in terms of measuring performance in the road maintenance environment. Customer service, in terms of providing effective consultation and information; providing efficient enquiry and complaints management and delivering satisfaction in terms of timeliness and quality of work are all important performance measurement areas which are being looked at through the SCOTS Performance Management and Benchmarking Focus Group.
- 3.9 Please note that although the same data sources have been used for SCOTS performance reporting and the 2013/14 APSE performance networks reports, the outcomes including highest, lowest and average data may not correspond due to different parameters being applied to the reported data. Also, please note that the SCOTS Family Groups do not correspond with the APSE Family Groups. The various family group members are shown on Appendix A
- 3.10 The following indicators Table 1 have been brought to your attention as areas of good performance in the APSE family and whole service groups. A full list of indicators are provided in Appendix B – APSE Performance Networks
- 3.11 Table 2 represents performance in SCOTS family group and the change between financial years. Key points to note are:
  - **(PI 03a) – significant improvement in response to Cat 1 carriageway defects but improvements can still be made.**

- **1.2.01 (PI39) – the service is maintaining a very high standard for safety inspection.**
- **1.4.07 – reduction in total salt usage which is a consequence of milder winter weather conditions, although usage is what is considered normal**
- **2.1.01 (PI40) – the authority through investment is continuing to improve the overall condition of the local road network**
- **2.1.02 (PI41) – the length of carriageway treated through overlay/inlay, surface dressing has been reduced due to monies being diverted into routine permanent patching operations**
- **6.1.01 (PI42a) – the total carriageway maintenance expenditure by length = Total actual net expenditure on carriageways for year (including client costs and CEC) / carriageway length (km)**
- **6.1.02 (PI 57) – the total cost per Km of carriageway travelled for precautionary salting treatment is calculated as Total Winter actual spend carriageways (including client) x Number of precautionary treatment routes required to deliver CKMTR i.e. (Km of total carriageway network treated on a precautionary basis upon receipt of an adverse weather forecast) / Total number of precautionary treatment runs x Km travelled to achieve the above treatment. (i.e. include non-treated lengths)**
- **6.1.03 (PI 42b) – the total operational carriageway expenditure (client payment to DLO/STO + Total external payment) / Total network length**
- **11.1.01 (PI45a) – the sample is very small, however, room for improvement can be made.**
- **11.3.02 – significant drop in claims received can be attributed to good inspection regime arrangements**
- **32.3.02 – the assessment is undertaken over a 2 year period and depending on the schedule will reflect a 50% or 100% return. The failures are technical and do not present excessive conditional deterioration.**
- **21.2.01 (PI39) – the service is maintaining a very high standard for safety – structural and electrical testing**
- **22.2.02 - the expected service life age profile is being more reflective of stock age**
- **26.1.01 (PI35) – the annualised street lighting stock value is depreciating significantly above the level of investment, however, we are looking at strategies to address this.**
- **27.3.01 (PI37b) – Co2 emissions (tonnes) per street light is moving in the right direction and we are looking at strategies to further reduce this**

Table 1 – Highlighted good performance areas

	Score	Standing in group /service
<b>Carriageway performance indicators Family Group</b>		
<b>Safety - Carriageway</b>		
PI39 – Percentage of safety inspections completed on time.	100%	1in13(g) 2in44(s)
PI114 - Percentage of maintained network subject to salting regime	56.77%	1in18(g) 10in56(S)
<b>Condition/ Asset preservation</b>		
PI 02h - Condition of 'B' class carriageways (SRMCS type surveys – Scotland only)	34.07%	3in10(g) 18in31(s)
PI 02i - Condition of 'C' class carriageways (SRMCS type surveys – Scotland only)	28.69%	3in10(g) 9in31(s)
PI 02j - Condition of unclassified carriageways (SRMCS type surveys – Scotland only)	29.57%	2in10(g) 5in31(s)
<b>Third Party Claims</b>		
PI 31b - Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period	-21.74%	4in14(g) 12in43(s)
<b>Safety - Footways</b>		
P46 - Percentage of safety inspection completed on time	100%	1in9(g) 1in36(s)
PI 113 - Percentage of total footways where precautionary gritting undertaken	4.57%	3in14(g) 18in45(s)
<b>Traffic management system</b>		
PI 56 - Percentage of faults rectified on first visit:	98.51%	2in14(g) 7in42(s)
<b>Customer service</b>		
PI 38 - Percentage of abnormal load notifications dealt with in time	100%	1in12 (g) 1in38(s)
PI 61 - % of enquiries made under the Freedom of Information Act that were dealt with within the allowable time	94.32%	5in19(g) 17in48(s)
<b>All asset types - Third Party Claims</b>		
PI 31a - Percentage change in number of non repudiated third party claims in last 3 years compared to previous 3 year period	-17.76%	4in15(g) 16in45(s)

Table 2 SCOTS PERFORMANCE INDICATORS

Ref	INDICATOR	PI /STAT	Ideal Position	Group Average	2013/14 Score	2012-13 Score	Change
	<b>Customer Service</b>						
3.1.01 (PI 37)	% of customer enquiries/requests for service closed off within Council's own identified response times.	PI	↑	82.32%	79.70%	No data	
3.2.01 (PI 38)	% of abnormal load notifications dealt with in time.	PI	↑	99.74%	100.00%	No data	
3.3.01 (PI 61)	% of enquiries made under the Freedom of Information Act that were dealt with within the allowable time	Stat	↕	92.04%	94.32%	73.33%	↑
3.3.02	Total number of enquiries received under the Freedom of Information Act	Stat	↕	160	88	60	↑
	<b>Carriageways</b>						
	<b>Safety</b>						
1.1.01 (PI 03a)	% of Cat 1 defects made safe within response times.	PI	↑	88.88%	82.99%	54.60%	↑
1.2.01 (PI 39)	% of safety inspections completed on time.	PI	↑	87.30%	100.00%	100.00%	↕
1.3.01	Total number of Cat 1 defects	Stat	↓	383	335	315	↑
1.3.02	Total number of 3 <sup>rd</sup> party claims	Stat	↓	110	69	70	↕
1.3.03	Total number of 3 <sup>rd</sup> party claims per Km of carriageway	Stat	↓	0.08	0.08	0.08	↕
1.4.01 (PI 114)	% of carriageway network subject to precautionary salting treatment	Stat	↕	50.88%	56.77%	56.77%	↕
1.4.02	% carriageway network deemed top priority	Stat	↕	56.64%	56.77%	56.77%	↕
1.4.03	Route efficiency	Stat	↓	86.84%	160.49%	160.49%	↕
1.4.04	Average route length	Stat	↕	63.12	21.60	No data	
1.4.05	Total actual length treated with precautionary treatment	Stat	↕	52,280	520	520	↕
1.4.06	% top priority routes completed on time	Stat	↕	97.26%	100.00%	100.00%	↕
1.4.07	Total salt usage by total network length	Stat	↓	5.28	3.57	77.74	↓
1.4.08	Total salt usage by total actual precautionary treated length	Stat	↓	0.97	6.29	136.92	↓
1.4.09	Average salt usage (tonnes) per precautionary run	Stat	↓	19.84	76.80	259.33	↓
1.4.10	The stated (policy) time for completion of treatment of your highest priority routes (new Stat for 13-14)	Stat	↕	2.64	2.00		
1.4.11	The stated (policy) time for mustering (new Stat for 13-14)	Stat	↕	0.89	1.50		
	<b>Condition/Asset Preservation</b>						

<b>2.1.01 (PI 40)</b>	% of carriageway length to be considered for maintenance treatment	<b>PI</b>	↓	36.31%	<b>30.00%</b>	31.60%	↓
<b>2.1.02 (PI 41)</b>	% of carriageway length treated	<b>PI</b>	⬇	3.20%	<b>2.39%</b>	5.02%	↓
<b>2.3.01</b>	% of carriageway area – surface dressed	<b>Stat</b>	⬇	1.15%	<b>2.39%</b>	4.68%	↓
<b>2.3.02</b>	% of carriageway area – thin/micro surface (up to 25mm)	<b>Stat</b>	⬇	0.11%	<b>0.24%</b>	0.00%	↑
<b>2.3.03</b>	% of carriageway area – thin overlay (>25mm – 60mm)	<b>Stat</b>	⬇	0.77%	<b>0.22%</b>	0.68%	↑
<b>2.3.04</b>	% of carriageway area – moderate overlay (>60mm – 100mm)	<b>Stat</b>	⬇	0.13%	<b>0.00%</b>	0.00%	⬇
<b>2.3.05</b>	% of carriageway area – structural overlay (>100mm)	<b>Stat</b>	⬇	0.03%	<b>0.00%</b>	0.00%	⬇
<b>2.3.06</b>	% of carriageway area – thin inlay (up to 60mm)	<b>Stat</b>	⬇	0.69%	<b>1.47%</b>	0.62%	↑
<b>2.3.07</b>	% of carriageway area – moderate inlay (>60mm – 100mm)	<b>Stat</b>	⬇	0.34%	<b>0.04%</b>	0.08%	↓
<b>2.3.08</b>	% of carriageway area – structural inlay (>100mm)	<b>Stat</b>	⬇	0.03%	<b>0.00%</b>	0.00%	⬇
<b>2.3.14</b>	% of carriageway area – planned patching (new Stat for 13-14)	<b>Stat</b>	⬇	0.10%	<b>0.11%</b>		
<b>2.3.09</b>	% of carriageway area – fully reconstructed	<b>Stat</b>	⬇	0.06%	<b>0.02%</b>	0.05%	↓
<b>2.3.10 (PI 02d)</b>	% of “A” Class roads to be considered for maintenance treatment	<b>Stat</b>	↓	28.78%	<b>28.00%</b>	26.20%	↑
<b>2.3.11</b>	% of “B” Class roads to be considered for maintenance treatment	<b>Stat</b>	↓	35.74%	<b>34.07%</b>	33.34%	↑
<b>2.3.12</b>	% of “C” Class roads to be considered for maintenance treatment	<b>Stat</b>	↓	40.60%	<b>28.69%</b>	29.65%	↓
<b>2.3.13</b>	% of “U” Class roads to be considered for maintenance treatment	<b>Stat</b>	↓	38.70%	<b>29.57%</b>	33.15%	↓
	<b>Financial</b>						
<b>6.1.01 (PI 42a)</b>	Total carriageway maintenance expenditure by carriageway network length	<b>PI</b>	⬇	£5,780	<b>£7,198</b>	£5,209	↑
<b>6.1.02 (PI 57)</b>	Total cost per Km of carriageway travelled for precautionary salting treatment	<b>PI</b>	↓	£354.36	<b>£2,976.89</b>	£4,631.72	↓
<b>6.1.03 (PI 42b)</b>	Total carriageway contractor maintenance expenditure by carriageway network length (excluding client cost)	<b>PI</b>	⬇	£5,320	<b>£6,933</b>	£3,641	↑
<b>6.1.04 (PI 42c)</b>	Total carriageway maintenance expenditure by carriageway length treated (new PI for 13-14)	<b>PI</b>	⬇	£31.30	<b>£31.66</b>		
<b>6.3.01</b>	Total cost of addressing total backlog by road length	<b>Stat</b>	⬇	£39,097	<b>£28,325</b>	£85,183	↓
<b>6.3.02</b>	Total cost of reactive maintenance	<b>Stat</b>	↓	£1,321,179	<b>£1,375,590</b>	£219,781	↑
<b>6.3.03</b>	Total settled cost of 3 <sup>rd</sup> party public liability claims	<b>Stat</b>	↑	£1,671,227	<b>£13,370</b>	£18,870	↓
<b>6.3.04</b>	Expenditure per km of planned maintenance	<b>Stat</b>	⬇	£3,861	<b>£3,732</b>	£3,069	↑
<b>6.3.05</b>	Expenditure per km of reactive maintenance	<b>Stat</b>	⬇	£1,036	<b>£1,502</b>	£240	↑
<b>6.3.06</b>	Expenditure per km of routine maintenance	<b>Stat</b>	⬇	£809	<b>£620</b>	£477	↑
<b>6.3.08</b>	% of budget spent on planned maintenance	<b>Stat</b>	↑	66.29%	<b>63.75%</b>	81.07%	↓

6.3.09	% of budget spent on reactive maintenance	Stat	↓	20.00%	<b>25.66%</b>	6.34%	↑
6.3.10	% of budget spent on routine maintenance	Stat	↕	15.43%	<b>10.59%</b>	12.59%	↓
	<b>Footways</b>						
	<b>Safety</b>						
11.1.01 (PI 45a)	% of Cat 1 defects made safe within response times	PI	↑	62.92%	<b>37.50%</b>	27.78%	↑
11.2.01 (PI 46)	% of safety inspections completed on time	PI	↑	67.50%	<b>100.00%</b>	100.00%	↕
11.3.01	Total number of Cat 1 defects	Stat	↓	48	<b>8</b>	18	↓
11.3.02	Total number of 3 <sup>rd</sup> party claims	Stat	↓	29	<b>13</b>	29	↓
11.3.03	Total number of 3 <sup>rd</sup> party claims per Km of footway	Stat	↓	0.02	<b>0.03</b>	0.07	↓
11.4.01 (PI 113)	% of footway subject to precautionary salting treatment	Stat	↕	17.08%	<b>4.57%</b>	5.09%	↓
11.4.02	% of footway network deemed top priority	Stat	↕	18.35%	<b>1.66%</b>	1.85%	↓
11.4.03	Tonnes of salt used	Stat	↓	119	<b>200</b>	398	↓
11.4.04	Total actual length treated with precautionary salting treatment (new Stat for 13-14)	Stat	↕	117.62	<b>0.00</b>		
11.4.05	Number of grit bins per Km of footway network (new Stat for 13-14)	Stat	↕	0.82	<b>1.75</b>		
	<b>Condition/Asset Preservation</b>						
12.1.01 (PI 47)	% of footway length to be considered for maintenance treatment	PI	↓	8.03%	<b>9.17%</b>	10.10%	↓
12.1.02 (PI 48)	% of footway length treated	PI	↕	0.70%	<b>2.72%</b>	No data	
12.2.01	% of footway area – surface treated	Stat	↕	0.32%	<b>1.94%</b>	0.00%	↑
12.2.02	% of footway area – resurfaced	Stat	↕	0.16%	<b>0.07%</b>	0.00%	↑
12.2.04	% of footway area – planned patching (new Stat for 13-14)	Stat	↕	0.02%	<b>0.09%</b>		
12.2.03	% of footway area – reconstructed	Stat	↕	0.11%	<b>0.19%</b>	0.37%	↓
	<b>Financial</b>						
16.1.01 (PI 49a)	Total footway maintenance expenditure by footway network length	PI	↕	£1,292	<b>£2,513</b>	£4,095	↓
16.1.02 (PI 58)	Cost per Km of footway travelled for salting treatment	PI	↓	£725	<b>No data</b>	No data	
16.1.03 (PI 49b)	Total footway maintenance expenditure by footway network length (excluding client cost)	PI	↕	£971	<b>£2,216</b>	£3,689	↓
16.1.04 (PI	Total carriageway maintenance expenditure by square metres of	PI	↕	£118.57	<b>£54.72</b>		

49c)	carriageway area treated (new PI for 13-14)						
16.3.01	Total cost of reactive maintenance	Stat	↓	£129,265	£111,703	£103,405	↑
16.3.02	Total settled cost of 3 <sup>rd</sup> party public liability claims	Stat	↓	£30,086	£21,200	£14,546	↑
16.3.03	Expenditure per km of planned maintenance	Stat	↕	£798	£1,326	£2,827	↓
16.3.04	Expenditure per km of reactive maintenance	Stat	↕	£147	£232	£239	↕
16.3.05	Expenditure per km of routine maintenance	Stat	↕	£129	£299	£421	↓
16.3.07	% of budget spent on planned maintenance	Stat	↑	80.94%	71.39%	81.05%	↓
16.3.08	% of budget spent on reactive maintenance	Stat	↓	14.10%	12.50%	6.86%	↑
16.3.09	% of budget spent on routine maintenance	Stat	↕	7.54%	16.12%	12.09%	↑
	<b>Structures</b>						
	<b>Safety</b>						
31.1.01 (PI 300)	% of principal inspections carried out on time	PI	↑	82.00%	No data	No data	
31.1.02 (PI 301)	% of general inspections carried out on time	PI	↑	97.29%	98.18%	100.00%	↓
	<b>Condition/Asset Preservation</b>						
32.1.01 (PI 302)	Bridge Stock Condition Indicator - average BSCLav	PI	↑	87.68	86.98	86.98	↕
32.1.02 (PI 303)	Bridge Stock Condition Indicator - critical BSCcrit	PI	↑	78.55	78.30	78.30	↕
32.3.01	% of bridges subject to monitoring/special inspection regimes	Stat	↓	4.04%	2.02%	No data	
32.3.02	No of Council owned bridges failing assessment	Stat	↓	24	16	2	↑
32.3.03	No of privately owned bridges failing assessment on Council road network	Stat	↓	6	2	9	↓
	<b>Functionality</b>						
34.1.01 (PI 304)	% of Council owned bridges failing European standards	PI	↓	4.74%	3.59%	0.45%	↑
34.2.01 (PI 305)	% of Council road bridges with unacceptable weight, height or width restriction	PI	↓	2.06%	3.59%	3.59%	↕
34.3.01	No of Council bridges weight restricted (excluding acceptable weight restrictions)	Stat	↓	5	0	0	↕
34.3.02	No of Council bridges with imposed width restriction	Stat	↕	5	16	16	↕



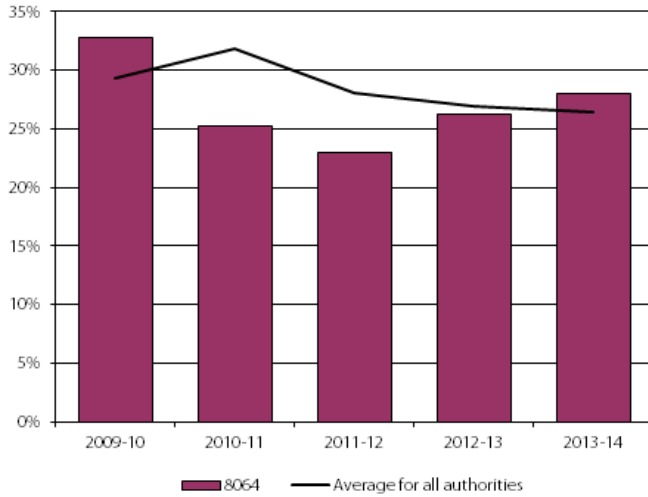
	<b>Financial</b>						
36.1.01 (PI 306)	Annual budget allocated as a % of cost of identified work (from AMP)	PI	↑	40.19%	59.86%	No data	
36.2.01 (PI 307)	% of allocated budget spent per annum	PI	↑	88.19%	115.84%	66.27%	↑
36.2.02 (PI 308)	Cost of identified potential work as a % of total structures valuation	PI	↓	4.61%	0.86%	No data	
36.3.01	% of budget spent repairing 3 <sup>rd</sup> party damage	Stat	↓	2.42%	0.64%	No data	
36.3.02	Cost to remove unacceptable restrictions by weight/height/width	Stat	↕	£4,085,222	£0	£0	↕
	<b>Traffic Management Systems</b>						
	<b>Safety</b>						
41.1.01 (PI 55)	% of faults rectified within target time	Stat	↑	96.45%	97.76%	85.12%	↑
41.1.02 (PI 56)	% of faults rectified on first visit	Stat	↑	89.22%	98.51%	No data	
	<b>Financial</b>						
46.1.01	% of Traffic Management Systems expenditure which is planned maintenance spend	Stat	↕	37.48%	63.38%	No data	
	<b>Street Furniture</b>						
	<b>Financial</b>						
56.1.01	% of total Roads & Lighting expenditure which is spent on Street Furniture	Stat	↕	2.09%	1.69%	No data	
	<b>All assets service delivery</b>						
	<b>Safety</b>						
61.1.01 (PI 60)	Km inspected per Safety Inspector (carriageways & footways)	Stat	↕	2,085.97	No data	No data	
	<b>Street Lighting</b>						
	<b>Safety</b>						
21.2.01 (PI 39)	% of columns with a valid Structural Test Certificate	PI	↑	26.20%	100.00%	100%	↕
21.2.02 (PI 40)	% of street lights with a valid Electrical Test Certificate	PI	↑	82.56%	100.00%	100%	↕
	<b>Condition/Asset Preservation</b>						

22.2.01 (PI 29a)	Faults as a % of street lighting stock	PI	↓	19.27%	17.66%	16.01%	↑
22.2.02	% of columns which have exceeded their Expected Service Life	Stat	↓	31.59%	38.42%	6.36%	↑
22.2.03	% of lanterns which have exceeded their Expected Service Life	Stat	↓	29.24%	43.97%	40.14%	↑
22.3.01 (PI 29b)	Mean time between failures (MTBF) - Years	Stat	↑	5.0	5.7	6.2	↓
22.3.02	% of columns replaced	Stat	↕	1.84%	1.87%	2.14%	↓
22.3.03	% of lanterns replaced	Stat	↕	3.56%	2.60%	2.16%	↑
<b>Customer Service</b>							
23.1.01 (PI 03)	% of repairs within 7 days	PI	↑	90.34%	96.10%	98.45%	↓
23.2.01 (PI 20)	Average time taken to repair (days)	PI	↓	4.88	4.08	4.74	↓
23.2.02 (PI 27)	Public calls as a % of faults	PI	↕	57.78%	94.23%	103.66%	↓
23.2.03 (PI 28)	Public calls as a % of street lights	PI	↕	11.18%	16.64%	16.60%	↕
23.3.01	% of street lights giving modern white light	Stat	↑	17.26%	30.51%	26.77%	↑
<b>Availability</b>							
24.1.01 (PI 02b)	% of lights dark on any one evening	PI	↓	8.20%	9.03%	8.21%	↑
24.3.01	Number of night inspections annually	Stat	↕	9	0	No data	
<b>Financial</b>							
26.1.01 (PI 35)	Actual capital investment as a % of annual depreciation (from AMP)	PI	↑	86.23%	29.93%	31.36%	↓
26.1.02 (PI 36)	Depreciated Replacement Cost (DRC) as a % of Gross Replacement Cost (GRC)	PI	↓	51.99%	42.45%	97.53%	↓
26.2.01 (PI 33)	Average cost (client) of repairing routine faults (eg component replacement)	PI	↓	£68.57	£77.46	£107.26	↓
26.2.02 (PI 34b)	Individual cost of night inspecting a street light per light	PI	↓	£0.06	No data	No data	
26.2.03 (PI 42)	Revenue allocation per street light excluding electricity costs	PI	↓	£36.05	£52.51	£20.42	↑

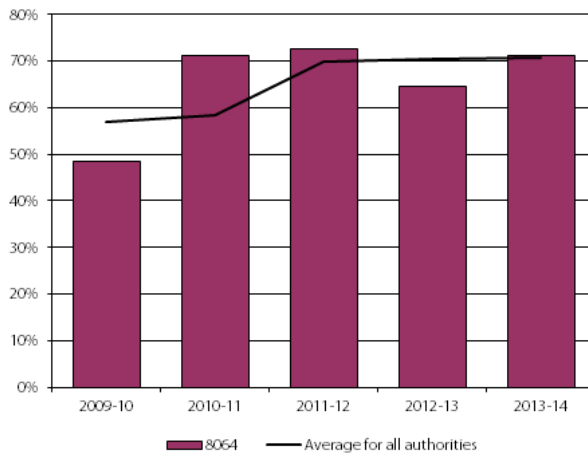
26.2.04 (PI 43)	Capital allocation per street light – replacement	PI	↓	£40.29	<b>£24.46</b>	£28.10	↓
26.2.05 (PI 01c)	Total investment in infrastructure per street light	PI	↓	£66.27	<b>£76.97</b>	£48.53	↓
26.3.01	% Capital allocated to previously unlit areas	Stat	↕	0.13%	<b>0.00%</b>	0.00%	↕
	<b>Environmental</b>						
27.1.01 (PI 18b)	Average annual electricity consumption per street light (kwHrs)	PI	↓	396.80	<b>315.92</b>	322.27	↓
27.3.01 (PI 37b)	Co2 emissions (kg) per street light	Stat	↓	214.671	<b>170.910</b>	173.057	↓
27.3.02 (PI 38)	% of street lights dimmable or part night lit	Stat	↑	3.78%	<b>0.21%</b>	0.21%	↕
27.3.03	Change in energy consumption from year to year (kWH) (new Stat for 13-14)	Stat	↕	-0.43%	<b>-0.79%</b>		

3.7 The following graphs give a sample of direction of travel with respect to key indicators over a 5 year period.

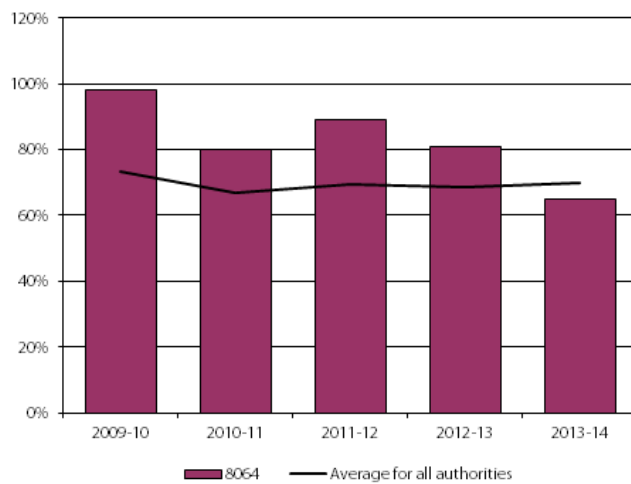
**PI 02d - Principal condition of 'A' class carriageways roads (SRMCS type surveys - Scotland only)**



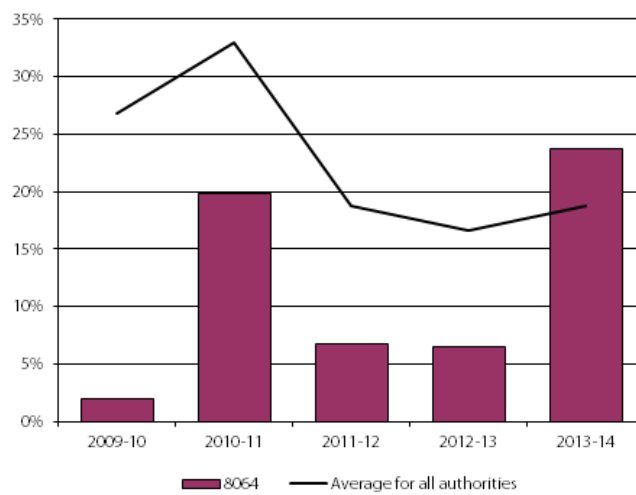
**PI 15a - Percentage of total roads / highways function cost (revenue and capital) spent directly on roads / highways repairs**



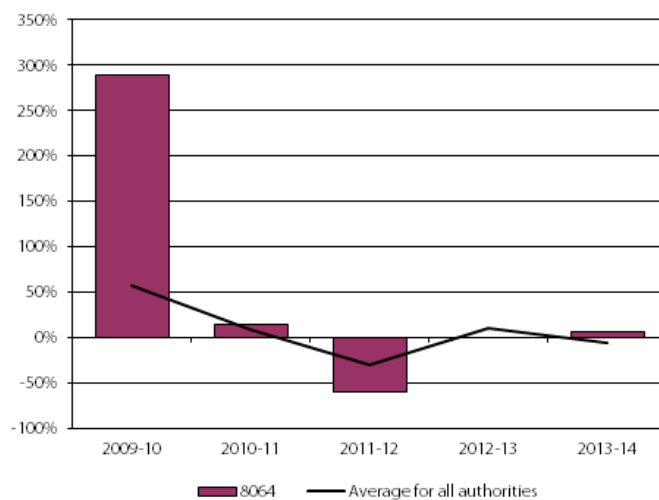
**PI 16 - Percentage of actual maintenance expenditure (carriageways and footways) which is planned**



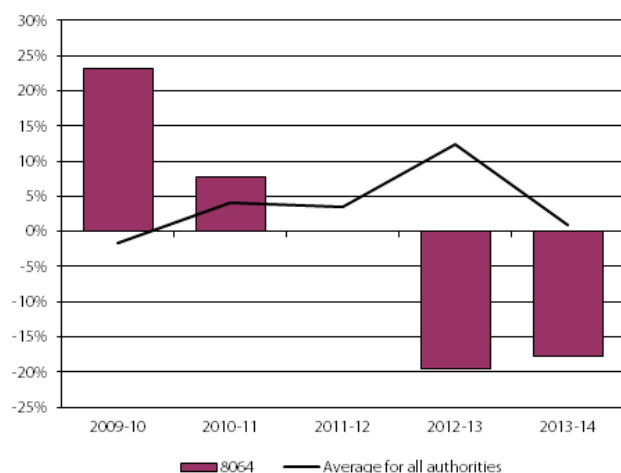
**PI 17 - Percentage of actual maintenance (carriageways and footways) expenditure that is reactive**



**PI 29 - Percentage change in number of category one defects**



**PI 31a - Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period**



**4. POLICY IMPLICATIONS**

4.1 None

**5 EQUALITIES IMPACT ASSESSMENT**

5.1 This report is not applicable to the well being of equalities groups and an Equalities Impact Assessment is not required.

**6 RESOURCE IMPLICATIONS**

6.1 Financial – None

6.2 Personnel - None

6.3 Other – None

**7 BACKGROUND PAPERS**

7.1 None

<b>AUTHOR'S NAME</b>	Peter Forsyth
<b>DESIGNATION</b>	Asset and Regulatory Manager
<b>CONTACT INFO</b>	Peter Forsyth – Ext 7724
<b>DATE</b>	2 October 2014

## Appendix A – APSE Family Member Groups

Authorities are categorised into 3 groups, which are known as ‘family groups’. These groups have been formed to ensure a ‘like-for-like’ fair comparison of performance is made. This system draws on factors such as local policy, demography and size and type of operation. East Lothian is categorised H3 ‘Highway Maintenance’ and W3 ‘winter maintenance’

Participating family group members for Highway and winter maintenance are:

Aberdeenshire Council H3, W3	East Lothian Council H3, W3
Angus Council H3	East Riding of Yorkshire Council H3, W3
Argyll and Bute Council H3, W3	Isle of Anglesey County Council (WU) H3, W3
Bridgend County Borough Council W3	Moray Council H3, W3
Ceredigion County Council H3, W3	Orkney Islands Council H3
City of York Council W3	Perth and Kinross Council H3,W3
Conwy County Borough Council H3, W3	Scottish Borders Council H3
Denbighshire County Council H3,W3	Shetland Islands Council H3
Dumfries and Galloway Council H3,W3	South Ayrshire Council H3, W3
Durham County Council H3, W3	Vale of Glamorgan BC H3
East Ayrshire Council H3, W3	Wrexham County Borough Council H3, W3

## Appendix A – SCOTS Family Group Members

<b>Family Group 3 (Semi Urban)</b>
East Ayrshire Council
East Lothian Council
Fife Council
Midlothian Council
North Ayrshire Council
South Ayrshire Council
South Lanarkshire Council
Stirling Council
West Lothian Council

## Appendix B – APSE Performance Networks



### Roads/highways maintenance performance indicator standings 2013/14 : Family group report

**Name of authority** East Lothian Council  
**PIN** 8064  
**Family group** H3

#### Performance indicator

	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentil mark
<b>Carriageway asset PIs</b>									
<b>Safety</b>									
PI 03a - Percentage of CAT1 defects made safe within response times	14	100.00%	87.80%	46.67%	<b>82.99%</b>	<b>12</b>	100.00%	<b>4</b>	100.00%
PI 39 - Percentage of safety inspections completed on time	13	100.00%	92.79%	51.56%	<b>100.00%</b>	<b>1</b>	100.00%	<b>1</b>	100.00%
PI 114 - Percentage of maintained network subject to salting regime	18	56.77%	38.50%	21.85%	<b>56.77%</b>	<b>1</b>	43.92%	<b>1</b>	47.71%
<b>Condition/Asset preservation</b>									
PI 40 - Percentage of carriageway length to be considered for maintenance treatment (Scotland only)	10	57.70%	38.06%	20.10%	<b>30.00%</b>				
PI 41a - Percentage of carriageway length treated	20	8.15%	3.91%	1.19%	<b>2.39%</b>				
PI 41b - % of carriageway length treated (calculated from treatment types)	14	8.15%	3.78%	1.26%	<b>3.85%</b>				
PI 02b - Condition of principal roads (TRACS type surveys - England and Wales only)	10	6.00%	3.77%	2.00%			2.81%		2.54%
PI 02c - Condition of all non principal roads (England and Wales only)	10	19.37%	11.51%	7.00%			9.60%		7.90%
PI 02e - Condition of non principal roads (Class B - England and Wales only)	8	8.80%	6.02%	4.63%			5.40%		4.75%
PI 02f - Condition of non principal roads (Class C - England and Wales only)	8	23.97%	16.57%	11.00%			14.50%		11.28%
PI 02g - Condition of unclassified roads (England and Wales only)	8	27.02%	16.10%	7.10%			12.00%		8.43%
PI 02d - Condition of 'A' class carriageways (principal roads) (Scotland only)	10	44.50%	29.48%	16.83%	<b>28.00%</b>	<b>5</b>	21.08%	<b>2</b>	18.33%
PI 02h - Condition of 'B' class carriageways (SRMCS type surveys - Scotland only)	10	65.00%	37.40%	20.95%	<b>34.07%</b>	<b>3</b>	34.07%	<b>1</b>	21.97%
PI 02i - Condition of 'C' class carriageways (SRMCS type surveys - Scotland only)	10	62.60%	36.33%	11.52%	<b>28.69%</b>	<b>3</b>	28.69%	<b>1</b>	22.13%
PI 02j - Condition of unclassified carriageways (SRMCS type surveys - Scotland only)	10	60.40%	42.51%	23.90%	<b>29.57%</b>	<b>2</b>	30.50%	<b>1</b>	29.00%
PI 28 - Number of category one defects per km of maintained road	12	0.88	0.34	0.01	<b>0.37</b>	<b>7</b>	0.11	<b>3</b>	0.03
PI 29 - Percentage change in number of category one defects	13	100.00%	-2.58%	-88.39%	<b>6.35%</b>	<b>7</b>	-21.62%	<b>2</b>	-71.97%
PI 34 - Percentage of category 2 repairs repaired within timescale	11	91.00%	59.47%	8.93%			78.00%		88.00%

#### Notes:

- The authority will only be ranked in family group if it has shown an output / score within the set parameters for the performance indicator.
- Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.
- Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.



## Roads/highways maintenance performance indicator standings 2013/14 : Family group report

**Name of authority**  
**PIN**  
**Family group**

**East Lothian Council**  
**8064**  
**H3**

### Performance indicator

#### Third party claims

PI 31b - Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period

	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
PI 31b - Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period	14	114.29%	13.26%	-41.93%	<b>-21.74%</b>	<b>4</b>	-21.74%	<b>1</b>	-29.87%
<b>Financial</b>									
PI 15b - Percentage of total carriageways function cost (revenue and capital) spent directly on carriageway repairs	14	94.10%	80.09%	39.13%	<b>81.33%</b>				
PI 42 - Total carriageway maintenance expenditure by carriageway length	19	£7,198	£3,666	£677	<b>£7,198</b>				
PI 44 - Actual investment as % of steady state figure (Scotland only)	10	162.54%	90.12%	32.03%	<b>131.47%</b>				
PI 23 - Percentage of roads/highways fabric maintenance expenditure that was spent on carriageways	18	99.74%	88.09%	71.54%	<b>86.47%</b>				
PI 32 - Service costs per gully	15	£16.82	£8.97	£3.03	<b>£16.82</b>	<b>15</b>	£6.30	<b>4</b>	£5.26
PI 43 - Total cost for carriageway winter maintenance treatment over the entire winter period divided by the total carriageway network length	18	£1,367.14	£685.34	£264.00	<b>£1,053.07</b>				
PI 57 - Total cost per kilometer of carriageway travelled for precautionary treatment	14	£43.68	£9.49	£0.35			£0.61		£0.44

## Roads/highways maintenance performance indicator standings 2013/14 : Family group report

Name of authority

East Lothian Council

PIN

8064

Family group

H3

### Performance indicator

	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
<b>Footway asset PIs</b>									
<b>Safety</b>									
PI 45a - Percentage of CAT1 defects made safe within response times	10	100.00%	75.84%	13.64%	<b>37.50%</b>	<b>9</b>	100.00%	<b>4</b>	100.00%
PI 46 - Percentage of safety inspections completed on time	9	100.00%	86.55%	50.00%	<b>100.00%</b>	<b>1</b>	100.00%	<b>1</b>	100.00%
PI 113 - Percentage of total footways where precautionary gritting undertaken	14	26.87%	4.01%	0.00%	<b>4.57%</b>	<b>3</b>	3.91%	<b>1</b>	15.18%
<b>Condition/Asset Preservation</b>									
PI 47 - Percentage of footway length to be considered for maintenance treatment	14	45.33%	14.89%	0.80%	<b>9.17%</b>				
PI 48a - Percentage of footway length treated	16	3.83%	1.27%	0.00%	<b>2.72%</b>				
PI 48b - Percentage of footway length treated (calculated from treatment types)	15	3.83%	1.37%	0.00%	<b>2.54%</b>	<b>12</b>	0.16%	<b>3</b>	0.06%
<b>Third party claims</b>									
PI 31c - Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period	14	170.00%	5.54%	-60.00%	<b>6.67%</b>	<b>11</b>	-28.57%	<b>3</b>	-48.93%
<b>Financial</b>									
PI 15c - Percentage of total footways function cost (revenue and capital) spent directly on footway repairs	12	100.00%	79.12%	48.94%	<b>73.90%</b>				
PI 49 - Total footway maintenance expenditure by footway length	17	£3,149.65	£1,210.04	£287.66	<b>£2,513.03</b>				
PI 24 - Percentage of roads/highways fabric maintenance expenditure that was spent on footways	18	28.46%	11.91%	0.26%	<b>13.53%</b>				
PI 50 - Total cost for footway winter maintenance treatment over the entire winter period divided by the total footway network length	7	£218.23	£88.25	£1.09	<b>£35.31</b>				
PI 58 - Total cost per km of footway travelled for precautionary treatment	2	£104.30	£64.84	£25.37					£33.26

## Roads/highways maintenance performance indicator standings 2013/14 : Family group report

**Name of authority**  
**PIN**  
**Family group**

**East Lothian Council**  
**8064**  
**H3**

### Performance indicator

	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
<b>Traffic management system PIs</b>									
<b>Safety</b>									
PI 55 - Percentage of faults rectified within target time	15	100.00%	94.01%	83.33%	<b>97.76%</b>	<b>5</b>	100.00%	<b>2</b>	100.00%
PI 56 - Percentage of faults rectified on first visit:	14	100.00%	89.52%	33.33%	<b>98.51%</b>	<b>2</b>	95.03%	<b>1</b>	98.34%
<b>Bridges and structures PIs</b>									
<b>Safety</b>									
PI 300 - Percentage of principal inspections carried out on time	13	100.00%	69.82%	0.00%			100.00%		100.00%
PI 301 - Percentage of general inspections carried out on time	19	100.00%	71.03%	0.00%	<b>98.18%</b>	<b>10</b>	100.00%	<b>2</b>	100.00%
<b>Condition/Asset Preservation</b>									
PI 302 - Bridge stock indicator - average BSCLav	15	94.60	86.81	80.00	<b>86.98</b>	<b>10</b>	89.45	<b>3</b>	91.11
PI 303 - Bridge stock indicator - average BSCcrit	15	88.78	77.65	25.00	<b>78.30</b>	<b>11</b>	84.81	<b>3</b>	86.97
<b>Functionality</b>									
PI 304 - Percentage of council owned bridges failing European standards	17	12.77%	3.87%	0.00%	<b>3.59%</b>	<b>11</b>	1.48%	<b>3</b>	0.11%
PI 305 - Percentage of council owned bridges with unacceptable height, weight or width restriction	20	9.34%	1.47%	0.00%	<b>3.59%</b>	<b>19</b>	0.43%	<b>4</b>	0.00%
<b>Financial</b>									
PI 306 - Annual budget allocated as percentage of cost of identified work (from AMP - Scotland only)	7	544.03%	154.23%	3.47%	<b>59.86%</b>				
PI 307 - Percentage of allocated budget spent per annum (Scotland only)	10	137.02%	88.49%	24.36%	<b>115.84%</b>				
PI 308 - Cost of identified potential work as percentage of total structures valuation (Scotland only)	7	8.29%	3.60%	0.03%	<b>0.86%</b>				

## Roads/highways maintenance performance indicator standings 2013/14 : Family group report

Name of authority

East Lothian Council

PIN

8064

Family group

H3

### Performance indicator

Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
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#### All asset types amalgamated PIs

##### Customer service

PI 37 - Percentage of customer enquiries / requests for service closed off within council's own identified response times	10	100.00%	78.02%	56.25%	<b>79.70%</b>	<b>4</b>	92.90%	<b>2</b>	96.90%
PI 38 - Percentage of abnormal load notifications dealt with in time	12	100.00%	99.23%	93.08%	<b>100.00%</b>	<b>1</b>	100.00%	<b>1</b>	100.00%
PI 61 - % of enquiries made under the Freedom of Information Act that were dealt with within the allowable time	19	100.00%	86.12%	41.94%	<b>94.32%</b>	<b>5</b>	94.32%	<b>1</b>	97.21%
PI 208a - Customer satisfaction surveys	—	—	—	—		—	—	—	—

##### Safety

PI 59 - % of Cat 1 defects made safe within response times (carriageways and footways)	11	100.00%	90.85%	62.19%	<b>81.92%</b>	<b>10</b>	100.00%	<b>4</b>	100.00%
PI 60 - Km inspected per Safety Inspector (carriageways and footways)	11	2,260.00	980.03	188.52			1,100.00		2,241.10

##### Financial

PI 15a - Percentage of total roads/highways function cost (revenue and capital) spent directly on roads/highways repairs	17	98.14%	71.69%	42.22%	<b>71.05%</b>	<b>8</b>	85.10%	<b>2</b>	91.13%
PI 16 - Percentage of actual maintenance expenditure which is planned/proactive	17	100.00%	69.75%	46.12%	<b>64.84%</b>	<b>13</b>	76.77%	<b>3</b>	81.90%
PI 17 - Percentage of actual maintenance expenditure that is reactive	17	45.21%	19.96%	1.09%	<b>23.78%</b>	<b>12</b>	12.03%	<b>3</b>	8.10%
PI 52 - Percentage of actual maintenance expenditure (carriageways and footways) that is routine	15	22.94%	11.61%	3.16%	<b>11.38%</b>				
PI 35 - Client cost ratio	0	0.00%	0.00%	0.00%					
PI 36 - Ratio of annual claims cost to structural expenditure	16	1587.16%	245.62%	0.41%	<b>55.26%</b>	<b>9</b>	11.16%	<b>3</b>	0.86%

##### Staff absence

PI 54a - Percentage staff absence - all staff	7	6.52%	3.83%	1.02%					1.54%
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##### Third party claims

PI 31a - Percentage change in number of non repudiated third party claims in last 3 years compared to previous 3 year period	15	175.00%	21.56%	-42.29%	<b>-17.76%</b>	<b>4</b>	-17.76%	<b>1</b>	-29.67%
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## Roads/highways maintenance performance indicator standings 2013/14 : whole service report

Name of authority

East Lothian Council

PIN

8064

### Performance indicator

#### Carriageway asset PIs

##### Safety

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
PI 03a - Percentage of CAT1 defects made safe within response times	44	100.00%	89.87%	46.67%	<b>82.99%</b>	<b>36</b>	100.00%	<b>4</b>	100.00%
PI 39 - Percentage of safety inspections completed on time	44	100.09%	91.64%	31.59%	<b>100.00%</b>	<b>2</b>	100.00%	<b>1</b>	100.00%
PI 114 - Percentage of maintained network subject to salting regime	52	66.99%	43.78%	21.85%	<b>56.77%</b>	<b>10</b>	51.43%	<b>1</b>	58.43%

##### Condition/Asset preservation

PI 40 - Percentage of carriageway length to be considered for maintenance treatment (Scotland only)	31	57.70%	37.02%	20.10%	<b>30.00%</b>				
PI 41a - Percentage of carriageway length treated	54	8.41%	3.82%	0.91%	<b>2.39%</b>				
PI 41b - % of carriageway length treated (calculated from treatment types)	49	8.41%	3.66%	0.41%	<b>3.85%</b>				
PI 02b - Condition of principal roads (TRACS type surveys - England and Wales only)	25	9.00%	4.31%	2.00%			3.00%		2.00%
PI 02c - Condition of all non principal roads (England and Wales only)	25	19.37%	10.20%	1.54%			7.00%		5.03%
PI 02e - Condition of non principal roads (Class B - England and Wales only)	22	14.40%	6.41%	2.10%			5.10%		4.72%
PI 02f - Condition of non principal roads (Class C - England and Wales only)	22	23.97%	12.21%	3.70%					6.77%
PI 02g - Condition of unclassified roads (England and Wales only)	20	27.02%	13.88%	6.00%					7.09%
PI 02d - Condition of 'A' class carriageways (principal roads) (Scotland only)	31	44.50%	25.84%	2.80%	<b>28.00%</b>	<b>18</b>	21.08%	<b>3</b>	16.54%
PI 02h - Condition of 'B' class carriageways (SRMCS type surveys - Scotland only)	31	65.00%	31.38%	3.49%	<b>34.07%</b>	<b>18</b>		<b>3</b>	21.88%
PI 02i - Condition of 'C' class carriageways (SRMCS type surveys - Scotland only)	31	62.60%	34.47%	3.47%	<b>28.69%</b>	<b>9</b>		<b>2</b>	16.23%
PI 02j - Condition of unclassified carriageways (SRMCS type surveys - Scotland only)	31	60.40%	38.09%	5.71%	<b>29.57%</b>	<b>5</b>		<b>1</b>	26.30%
PI 28 - Number of category one defects per km of maintained road	36	0.97	0.32	0.00	<b>0.37</b>	<b>23</b>	0.08	<b>3</b>	0.03
PI 29 - Percentage change in number of category one defects	42	100.00%	-6.34%	-88.39%	<b>6.35%</b>	<b>26</b>	-44.99%	<b>3</b>	-74.34%
PI 34 - Percentage of category 2 repairs repaired within timescale	39	100.00%	73.32%	8.93%			94.00%		99.93%

##### Notes:

- The authority will only be ranked in family group if it has shown an output / score within the set parameters for the performance indicator.
- Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.
- Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.

## Roads/highways maintenance performance indicator standings 2013/14 : whole service report

Name of authority

East Lothian Council

PIN

8064

### Performance indicator

Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
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#### Third party claims

PI 31b - Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period

43	114.29%	-1.73%	-76.42%	<b>-21.74%</b>	<b>12</b>	-23.03%	<b>2</b>	-35.63%
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#### Financial

PI 15b - Percentage of total carriageways function cost (revenue and capital) spent directly on carriageway repairs

41	100.00%	80.04%	9.98%	<b>81.33%</b>				
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PI 42 - Total carriageway maintenance expenditure by carriageway length

52	£13,843	£5,558	£7	<b>£7,198</b>				
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PI 44 - Actual investment as % of steady state figure (Scotland only)

29	390.26%	110.57%	4.47%	<b>131.47%</b>				
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PI 23 - Percentage of roads/highways fabric maintenance expenditure that was spent on carriageways

51	99.74%	86.19%	61.19%	<b>86.47%</b>				
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PI 32 - Service costs per gully

44	£30.03	£9.82	£3.03	<b>£16.82</b>	<b>38</b>	£6.30	<b>4</b>	£4.95
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PI 43 - Total cost for carriageway winter maintenance treatment over the entire winter period divided by the total carriageway network length

52	£1,836.32	£786.52	£188.71	<b>£1,053.07</b>				
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PI 57 - Total cost per kilometer of carriageway travelled for precautionary treatment

44	£63.59	£9.44	£0.03			£1.07		£0.50
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## Roads/highways maintenance performance indicator standings 2013/14 : whole service report

Name of authority

East Lothian Council

PIN

8064

### Performance indicator

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
<b>Footway asset PIs</b>									
<b>Safety</b>									
PI 45a - Percentage of CAT1 defects made safe within response times	35	100.00%	84.95%	13.64%	<b>37.50%</b>	<b>33</b>	100.00%	<b>4</b>	100.00%
PI 46 - Percentage of safety inspections completed on time	36	100.00%	77.72%	0.00%	<b>100.00%</b>	<b>1</b>	100.00%	<b>1</b>	100.00%
PI 113 - Percentage of total footways where precautionary gritting undertaken	45	87.56%	8.40%	0.00%	<b>4.57%</b>	<b>18</b>	11.63%	<b>2</b>	20.14%
<b>Condition/Asset Preservation</b>									
PI 47 - Percentage of footway length to be considered for maintenance treatment	40	74.00%	19.41%	0.80%	<b>9.17%</b>				
PI 48a - Percentage of footway length treated	48	5.82%	1.06%	0.00%	<b>2.72%</b>				
PI 48b - Percentage of footway length treated (calculated from treatment types)	49	6.02%	1.02%	0.00%	<b>2.54%</b>	<b>44</b>	0.27%	<b>4</b>	0.05%
<b>Third party claims</b>									
PI 31c - Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period	43	170.00%	-2.22%	-75.00%	<b>6.67%</b>	<b>35</b>	-28.57%	<b>4</b>	-45.24%
<b>Financial</b>									
PI 15c - Percentage of total footways function cost (revenue and capital) spent directly on footway repairs	42	100.00%	76.58%	9.01%	<b>73.90%</b>				
PI 49 - Total footway maintenance expenditure by footway length	49	£20,674.00	£1,489.53	£199.84	<b>£2,513.03</b>				
PI 24 - Percentage of roads/highways fabric maintenance expenditure that was spent on footways	51	38.81%	13.81%	0.26%	<b>13.53%</b>				
PI 50 - Total cost for footway winter maintenance treatment over the entire winter period divided by the total footway network length	27	£492.54	£139.14	£1.09	<b>£35.31</b>				
PI 58 - Total cost per km of footway travelled for precautionary treatment	14	£219.23	£66.33	£1.79			£19.01		£8.25

## Roads/highways maintenance performance indicator standings 2013/14 : whole service report

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### Performance indicator

	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
<b>Traffic management system PIs</b>									
<b>Safety</b>									
PI 55 - Percentage of faults rectified within target time	47	100.00%	93.09%	31.00%	<b>97.76%</b>	<b>18</b>	98.82%	<b>2</b>	100.00%
PI 56 - Percentage of faults rectified on first visit:	42	100.00%	88.67%	4.62%	<b>98.51%</b>	<b>7</b>	97.48%	<b>1</b>	99.12%
<b>Bridges and structures PIs</b>									
<b>Safety</b>									
PI 300 - Percentage of principal inspections carried out on time	42	100.00%	77.27%	0.00%			100.00%		100.00%
PI 301 - Percentage of general inspections carried out on time	52	100.00%	82.55%	0.00%	<b>98.18%</b>	<b>32</b>	100.00%	<b>3</b>	100.00%
<b>Condition/Asset Preservation</b>									
PI 302 - Bridge stock indicator - average BSCLav	49	97.70	85.85	69.00	<b>86.98</b>	<b>24</b>	89.22	<b>2</b>	91.52
PI 303 - Bridge stock indicator - average BSCcrit	49	90.01	77.00	25.00	<b>78.30</b>	<b>28</b>	83.00	<b>3</b>	85.69
<b>Functionality</b>									
PI 304 - Percentage of council owned bridges failing European standards	52	32.11%	4.51%	0.00%	<b>3.59%</b>	<b>33</b>	0.65%	<b>3</b>	0.00%
PI 305 - Percentage of council owned bridges with unacceptable height, weight or width restriction	56	11.43%	2.22%	0.00%	<b>3.59%</b>	<b>45</b>	0.55%	<b>4</b>	0.00%
<b>Financial</b>									
PI 306 - Annual budget allocated as percentage of cost of identified work (from AMP - Scotland only)	26	594.13%	117.37%	2.61%	<b>59.86%</b>				
PI 307 - Percentage of allocated budget spent per annum (Scotland only)	27	177.36%	89.74%	15.30%	<b>115.84%</b>				
PI 308 - Cost of identified potential work as percentage of total structures valuation (Scotland only)	26	19.27%	3.33%	0.03%	<b>0.86%</b>				



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### Performance indicator

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
<b>All asset types amalgamated PIs</b>									
<b>Customer service</b>									
PI 37 - Percentage of customer enquiries / requests for service closed off within council's own identified response times	30	100.00%	84.32%	56.25%	<b>79.70%</b>	<b>20</b>	95.19%	<b>3</b>	99.72%
PI 38 - Percentage of abnormal load notifications dealt with in time	38	100.00%	99.27%	86.76%	<b>100.00%</b>	<b>1</b>	100.00%	<b>1</b>	100.00%
PI 61 - % of enquiries made under the Freedom of Information Act that were dealt with within the allowable time	48	100.00%	87.53%	41.94%	<b>94.32%</b>	<b>17</b>	96.51%	<b>2</b>	100.00%
PI 208a - Customer satisfaction surveys	0	0.00%	0.00%	0.00%					
<b>Safety</b>									
PI 59 - % of Cat 1 defects made safe within response times (carriageways and footways)	39	100.00%	91.47%	45.93%	<b>81.92%</b>	<b>34</b>	100.00%	<b>4</b>	100.00%
PI 60 - Km inspected per Safety Inspector (carriageways and footways)	30	3,066.43	1,348.03	188.52			2,151.00		2,388.19
<b>Financial</b>									
PI 15a - Percentage of total roads/highways function cost (revenue and capital) spent directly on roads/highways repairs	48	98.14%	70.76%	10.34%	<b>71.05%</b>	<b>28</b>	82.39%	<b>3</b>	90.99%
PI 16 - Percentage of actual maintenance expenditure which is planned/proactive	50	100.00%	69.71%	43.44%	<b>64.84%</b>	<b>33</b>	78.37%	<b>3</b>	82.73%
PI 17 - Percentage of actual maintenance expenditure that is reactive	52	45.21%	19.16%	1.09%	<b>23.78%</b>	<b>37</b>	12.04%	<b>3</b>	7.31%
PI 52 - Percentage of actual maintenance expenditure (carriageways and footways) that is routine	42	22.94%	10.31%	0.84%	<b>11.38%</b>				
PI 35 - Client cost ratio	0	0.00%	0.00%	0.00%					
PI 36 - Ratio of annual claims cost to structural expenditure	42	1587.16%	243.02%	0.23%	<b>55.26%</b>	<b>20</b>	11.16%	<b>2</b>	2.20%
<b>Staff absence</b>									
PI 54a - Percentage staff absence - all staff	20	6.52%	3.86%	1.02%			2.99%		1.24%
<b>Third party claims</b>									
PI 31a - Percentage change in number of non repudiated third party claims in last 3 years compared to previous 3 year period	45	175.00%	0.83%	-75.13%	<b>-17.76%</b>	<b>16</b>	-20.75%	<b>2</b>	-33.96%