

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 18 June 2013

BY: Executive Director (Services for Communities)

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

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 2011/12 for Highways and winter maintenance.

2 RECOMMENDATIONS

- 2.1 To note the content of the report.

3 BACKGROUND

- 3.1.1 Road Network Management and Road Services have participated in the APSE Performance Networks for the past fourteen years by providing performance information for a wide range of indicators.
- 3.1.2 Over the last 6 years East Lothian Council in conjunction with the Society for Chief Officers in Transportation Scotland (SCOTS) have been developing a framework for Roads asset management planning, reporting and Performance monitoring; 2011/12 was the first year of a combined reporting facility.
- 3.1.3 All 32 Scottish Local Authorities have participated in the 2011/12 submission, 13 Welsh Authorities and 18 from England. 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'
- 3.1.4 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

3.1.5 The Highways and Winter Maintenance PI Standings Report 2011/12 is included for your information. The report is split into 8 sections covering 72 indicators.

3.1.6 The following indicators have been brought to your attention as areas of good performance in family and whole service groups

Carriageway performance indicators Family Group	Score	Standing in group /service
PI39 – Percentage of safety inspections completed on time.	100%	1in18(g) 1in42(s)
PI41 – Percentage of carriageway length treated	8.99%	
PI44 – Actual investment as % of steady state figure (Scotland only)	197.53%	
Footway Performance Indicators		
P46 - Percentage of safety inspection completed on time	100%	1in14(g) 1in34(s)
Bridges/Structures performance indicators		
PI301 - Percentage of general inspections carried out on time	100%	1in19(g)

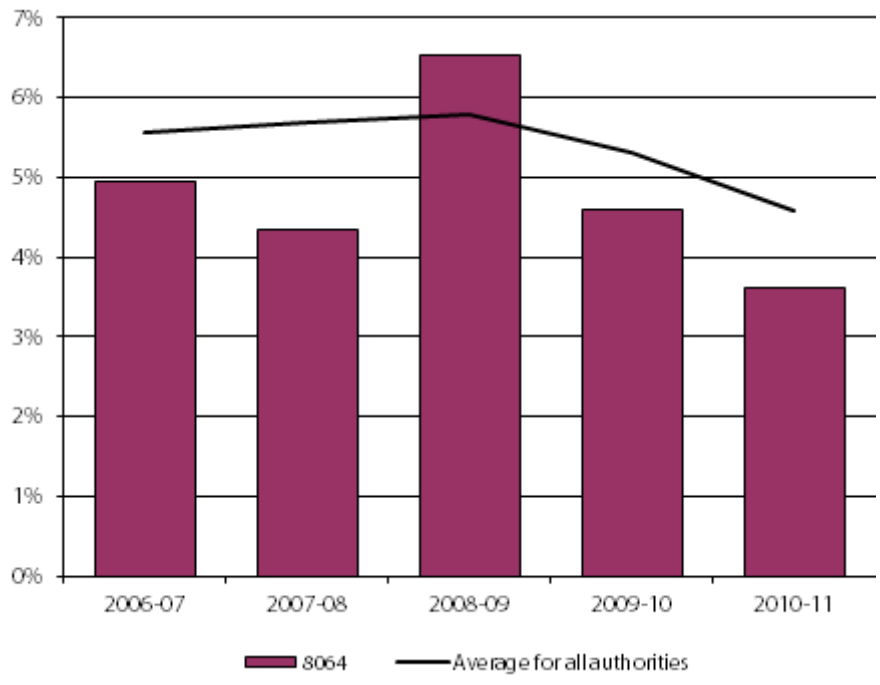
		1in52(s)
Carriageways, footways, bridges/structures amalgamated performance indicators		
PI16 Percentage of actual maintenance expenditure which is planned / proactive	88.88%	1in18(g) 3in52(s)
PI17 Percentage of actual maintenance expenditure that is reactive	6.8%	13in56 (s)
Customer services / quality performance indicators		
PI37 Percentage of customer enquiries / requests for service closed off within Council's own identified response times.	95.91%	2in10(g)
PI203a Community consultation and quality assurance		16in63 (s)
Winter Maintenance Process performance indicators		
PI 117 Average actual response time in hours (including allowed mustering time) for non planned salting (priority routes)	2.6	3in12(g) 6in48(s)
PI 113 Percentage of total footways where precautionary gritting undertaken	6.00%	2in14(g) 11in45(s)
PI114 Percentage of maintained network subject to salting regime	65.51%	1in17(g) 9in59(s)

3.1.7 General improvements can be seen in PI 31, which shows a downward trend in the percentage change in third party claims, which is opposed to the National situation and PI 201 highlights the improving trend of absenteeism of manual operatives. However, PI 29 shows the number of category 1 defects in slowly increasing year on year with the exception of 2009/10, which highlighted the effect of the severe winter on road conditions. PI 107 also illustrates the impact of winter weather as costs associated with gritting the network have been rising.

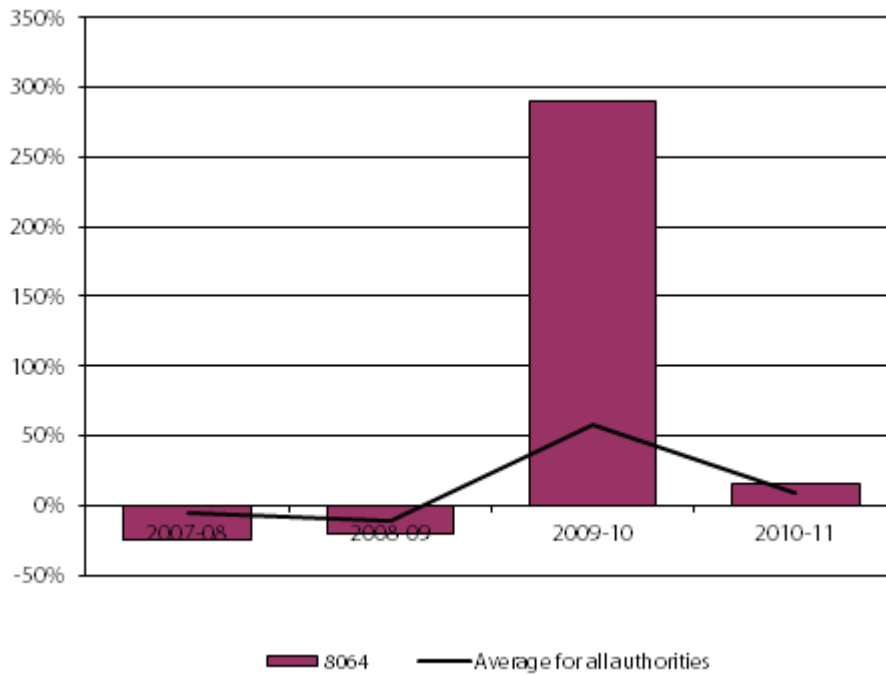
PI 31 - Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period



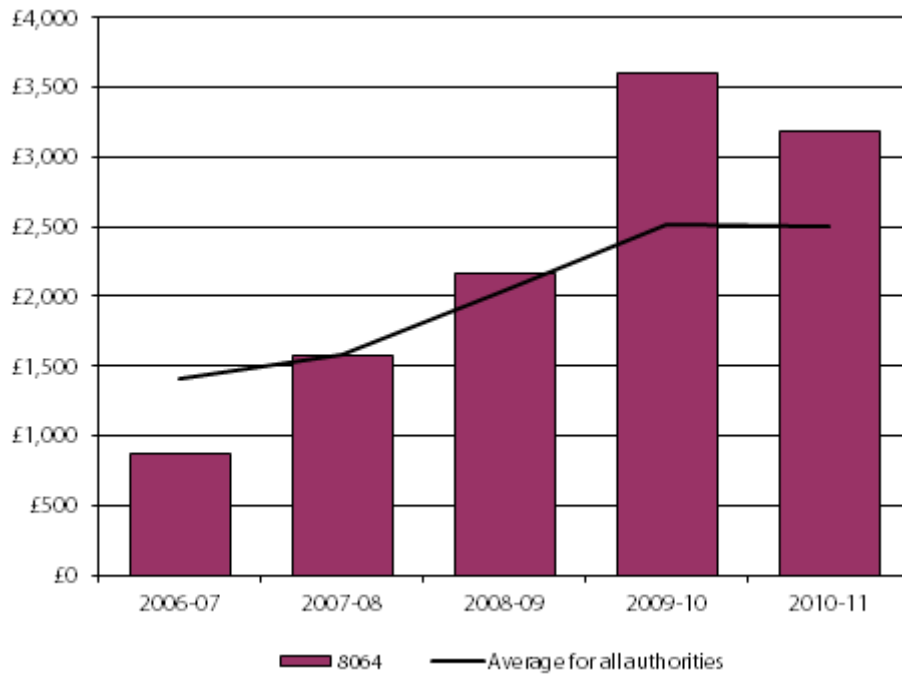
PI 201 - Percentage staff absence front line manual operatives



PI 29 - Percentage change in number of category one defects



PI 107 - Annual cost of salting per km of network salted



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

AUTHOR'S NAME	Peter Forsyth
DESIGNATION	Senior Area Officer
CONTACT INFO	Peter Forsyth
DATE	31 May 2013

Roads/highways maintenance performance indicator standings 2011/12 : Family group report

Name of authority East Lothian Council
PIN 8064
Family group H3

Performance indicator

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
Carriageways performance indicators									
PI 03a - Percentage of CAT1 defects made safe within response times	14	100.00%	76.69%	21.15%			100.00%		100.00%
PI 39 - Percentage of safety inspections completed on time	18	100.00%	86.46%	47.48%	100.00%	1	100.00%	1	100.00%
PI 33 - The percentage of reported incidents regarded as dangerous and repaired within 24 hours	4	100.00%	64.96%	0.51%	0.51%	4			100.00%
PI 03b - Percentage of CAT1 defects made safe within 24 hours	6	100.00%	68.76%	1.39%	1.39%				
PI 03c - Damaged carriageways and footways made safe within target time	17	100.00%	79.72%	21.15%			98.32%		100.00%
PI 40 - Percentage of carriageway length to be considered for maintenance treatment	12	58.81%	37.14%	21.40%	29.00%				
PI 41 - Percentage of carriageway length treated	16	11.23%	5.51%	1.43%	8.99%				
PI 02b - Condition of principal roads (TRACS type surveys - England and Wales only)	8	8.60%	5.10%	2.60%			4.20%		3.23%
PI 02c - Condition of all non principal roads (England and Wales only)	5	22.35%	14.42%	9.39%					10.31%
PI 02d - Condition of principal roads (SRMCS type surveys - Scotland only)	12	47.66%	28.38%	4.71%	23.00%	4	23.00%	2	18.37%
PI 28 - Number of category one defects per km of maintained road	18	2.74	0.36	0.01	0.17	12	0.06	3	0.01
PI 29 - Percentage change in number of category one defects	13	11.06%	-37.84%	-91.01%	-59.54%	5	-67.39%	2	-75.97%
PI 34 - Percentage of category 2 repairs repaired within timescale	9	100.00%	71.60%	11.62%			100.00%		100.00%
PI 15b - Percentage of total carriageways function cost (revenue and capital) spent directly on carriageway repairs	18	93.43%	72.49%	47.90%	72.05%				

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 2011/12 : Family group report

Name of authority

East Lothian Council

PIN

8064

Family group

H3

Performance indicator

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
Carriageways performance indicators continued									
PI 42 - Total carriageway maintenance expenditure by carriageway length	19	£9,081.93	£4,343.80	£1,264.98	£8,968.54				
PI 44 - Actual investment as % of steady state figure (Scotland only)	12	197.53%	75.24%	36.27%	197.53%				
PI 23 - Percentage of roads/highways fabric maintenance expenditure that was spent on carriageways	18	97.66%	88.72%	66.03%	85.97%				
Footways performance indicators									
PI 45a - Percentage of CAT1 defects made safe within response times	12	100.00%	85.04%	16.33%			100.00%		100.00%
PI 46 - Percentage of safety inspections completed on time	14	100.00%	90.68%	47.48%	100.00%	1	100.00%	1	100.00%
PI 45b - Percentage of CAT1 defects made safe within 24 hours	9	100.00%	91.90%	70.46%			100.00%		100.00%
PI 47 - Percentage of footway length to be considered for maintenance treatment	9	10.34%	6.16%	0.18%	10.10%				
PI 48 - Percentage of footway length treated	16	6.78%	1.57%	0.00%	3.72%				
PI 15c - Percentage of total footways function cost (revenue and capital) spent directly on footway repairs	16	99.64%	71.04%	14.25%	77.39%		0.00%		0.00%
PI 49 - Total footway maintenance expenditure by footway length	16	£3,901.21	£1,463.34	£177.67	£2,889.56				
PI 24 - Percentage of roads/highways fabric maintenance expenditure that was spent on footways	18	33.97%	11.28%	2.34%	14.03%				
Bridges/structures performance indicators									
PI 300 - Percentage of principal inspections carried out on time	16	100.00%	77.96%	2.27%			100.00%		100.00%
PI 301 - Percentage of general inspections carried out on time	19	100.00%	91.98%	9.63%	100.00%	1	100.00%	1	100.00%
PI 302 - Bridge stock indicator - average BSCLav	16	95.00	86.61	73.00	86.98	10	92.00	3	92.26
PI 303 - Bridge stock indicator - average BSCcrit	15	94.50	78.24	16.00	78.30	11	87.91	3	90.42
PI 304 - Percentage of council owned bridges failing European standards	19	12.97%	4.59%	0.00%	3.59%	9	1.61%	2	0.35%
PI 305 - Percentage of council owned bridges with unacceptable height, weight or width restriction	21	11.56%	2.20%	0.00%	3.59%	19	0.66%	4	0.00%
PI 306 - Annual budget allocated as percentage of cost of identified work (from AMP - Scotland only)	6	210.80%	61.96%	3.44%					
PI 307 - Percentage of allocated budget spent per annum (Scotland only)	10	361.46%	121.82%	36.08%	56.27%				
PI 308 - Cost of identified potential work as percentage of total structures valuation (Scotland only)	6	19.27%	5.75%	0.39%					

Roads/highways maintenance performance indicator standings 2011/12 : Family group report

Name of authority

East Lothian Council

PIN

8064

Family group

H3

Performance indicator

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
Carriageways, footways, Bridges/structures amalgamated performance indicators									
PI 15a - Percentage of total roads/highways function cost (revenue and capital) spent directly on roads/highways repairs	17	91.96%	72.37%	46.98%	72.75%	7	79.56%	2	87.49%
PI 16 - Percentage of actual maintenance expenditure which is planned/proactive	18	88.88%	70.87%	47.96%	88.88%	1	81.43%	1	83.19%
PI 17 - Percentage of actual maintenance expenditure that is reactive	21	48.69%	14.65%	0.23%	6.80%	7	6.26%	2	3.53%
PI 52 - Percentage of actual maintenance expenditure (carriageways and footways) that is routine	18	51.66%	20.72%	0.93%	4.32%		0.00%		0.00%
PI 35 - Commissioner cost ratio	0	0.00%	0.00%	0.00%					
PI 32 - Service costs per gully	10	£21.63	£12.29	£5.38	£17.45	9	£7.98	4	£5.91
PI 36 - Ratio of annual claims cost to structural expenditure	6	838.63%	264.11%	1.34%					
Customer services / quality performances indicators									
PI 37 - Percentage of customer enquiries / requests for service closed off within council's own identified response times	10	97.65%	83.13%	59.67%	95.91%	2	93.51%	1	96.09%
PI 38 - Percentage of abnormal load notifications dealt with in time	14	100.00%	99.52%	94.26%			100.00%		100.00%
PI 203a - Community consultation and quality assurance	21	123	55.00	5	82	7	85.00	2	93.00
PI 208a - Customer satisfaction surveys	1	1	0.53	1					0.53
PI 31 - Percentage change in number of non repudiated third party claims in last 3 years compared to previous 3 year period	16	46.00%	0.53%	-38.91%			-21.43%		-33.15%
PI 201a - Percentage of staff absence front line manual operatives	13	8.30%	4.35%	1.77%	4.12%	9	3.00%	3	2.59%
PI 202a - Percentage of staff absence - all staff	15	8.88%	3.92%	0.13%	4.50%	12	3.00%	3	2.20%
PI 205a - Staff absence - front line manual operatives (excluding long - term absence)	13	3.00%	1.88%	0.76%			1.52%		1.09%
PI 206a - Staff absence - all employees (excluding long term absence)	14	5.17%	1.80%	0.13%			1.46%		0.84%
PI 204a - Human resources and people management	17	78	49.29	27	27	17	55.00	4	61.80
PI 207a - Number of days lost through reportable accidents per FTE employee	13	2.63	0.58	0.00			0.12		0.00
PI 30 - Number of accidents reported to HSE per 100 FTE employees	16	14.29	4.71	0.00	3.57	6	3.03	2	0.00

Roads/highways maintenance performance indicator standings 2011/12 : whole service report

Name of authority
PIN

East Lothian Council
8064

Performance indicator

	Number in service	Highest in service	Average for service	Lowest in service	Your score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
Carriageways performance indicators									
PI 03a - Percentage of CAT1 defects made safe within response times	36	100.00%	85.02%	21.15%			100.00%		100.00%
PI 39 - Percentage of safety inspections completed on time	42	100.00%	88.33%	33.33%	100.00%	1	100.00%	1	100.00%
PI 33 - The percentage of reported incidents regarded as dangerous and repaired within 24 hours	14	100.00%	86.10%	0.51%	0.51%	14	100.00%	4	100.00%
PI 03b - Percentage of CAT1 defects made safe within 24 hours	21	100.00%	87.81%	1.39%	1.39%				
PI 03c - Damaged carriageways and footways made safe within target time	44	100.00%	85.73%	21.15%			100.00%		100.00%
PI 40 - Percentage of carriageway length to be considered for maintenance treatment	32	58.81%	37.06%	21.40%	29.00%				
PI 41 - Percentage of carriageway length treated	49	11.23%	4.13%	0.70%	8.99%				
PI 02b - Condition of principal roads (TRACS type surveys - England and Wales only)	26	11.00%	5.44%	1.90%			3.50%		2.80%
PI 02c - Condition of all non principal roads (England and Wales only)	18	22.35%	12.70%	5.66%			9.02%		6.89%
PI 02d - Condition of principal roads (SRMCS type surveys - Scotland only)	32	47.66%	27.89%	4.71%	23.00%	8	23.67%	1	21.31%
PI 28 - Number of category one defects per km of maintained road	51	3.07	0.44	0.01	0.17	22	0.10	2	0.01
PI 29 - Percentage change in number of category one defects	39	50.00%	-26.45%	-91.01%	-59.54%	7	-53.85%	1	-69.38%
PI 34 - Percentage of category 2 repairs repaired within timescale	27	100.00%	73.15%	11.62%			97.00%		100.00%
PI 15b - Percentage of total carriageways function cost (revenue and capital) spent directly on carriageway repairs	51	96.48%	68.20%	21.65%	72.05%				

Notes:

- The authority will only be ranked in service 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 2011/12 : whole service report

Name of authority
PIN

East Lothian Council
8064

Performance indicator

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
Footways performance indicators									
PI 42 - Total carriageway maintenance expenditure by carriageway length	54	£38,146.89	£7,598.26	£1,264.98	£8,968.54				
PI 44 - Actual investment as % of steady state figure (Scotland only)	27	261.07%	91.57%	24.12%	197.53%				
PI 23 - Percentage of roads/highways fabric maintenance expenditure that was spent on carriageways	51	98.69%	84.91%	52.59%	85.97%				
Footways performance indicators									
PI 45a - Percentage of CAT1 defects made safe within response times	37	100.00%	86.32%	16.33%			100.00%		100.00%
PI 46 - Percentage of safety inspections completed on time	34	100.00%	87.29%	16.67%	100.00%	1	100.00%	1	100.00%
PI 45b - Percentage of CAT1 defects made safe within 24 hours	28	100.00%	90.18%	31.71%			100.00%		100.00%
PI 47 - Percentage of footway length to be considered for maintenance treatment	32	69.30%	13.65%	0.18%	10.10%				
PI 48 - Percentage of footway length treated	43	6.78%	1.37%	0.00%	3.72%				
PI 15c - Percentage of total footways function cost (revenue and capital) spent directly on footway repairs	44	99.64%	70.01%	14.25%	77.39%				
PI 49 - Total footway maintenance expenditure by footway length	48	£4,343.64	£1,266.63	£125.31	£2,889.56				
PI 24 - Percentage of roads/highways fabric maintenance expenditure that was spent on footways	51	47.41%	15.09%	1.31%	14.03%				
Bridges/structures performance indicators									
PI 300 - Percentage of principal inspections carried out on time	44	100.00%	75.45%	2.00%			100.00%		100.00%
PI 301 - Percentage of general inspections carried out on time	52	100.00%	89.85%	9.63%	100.00%	1	100.00%	1	100.00%
PI 302 - Bridge stock indicator - average BSCLav	50	97.70	83.42	0.80	86.98	23	89.21	2	92.02
PI 303 - Bridge stock indicator - average BSCcrit	49	94.50	74.91	0.70	78.30	25	84.41	2	88.95
PI 304 - Percentage of council owned bridges failing European standards	53	31.29%	4.73%	0.00%	3.59%	30	0.82%	3	0.00%
PI 305 - Percentage of council owned bridges with unacceptable height, weight or width restriction	59	14.38%	3.00%	0.00%	3.59%	42	0.57%	3	0.00%
PI 306 - Annual budget allocated as percentage of cost of identified work (from AMP - Scotland only)	22	210.80%	64.46%	2.51%					
PI 307 - Percentage of allocated budget spent per annum (Scotland only)	27	361.46%	124.72%	34.07%	56.27%				
PI 308 - Cost of identified potential work as percentage of total structures valuation (Scotland only)	22	19.27%	3.02%	0.09%					

Roads/highways maintenance performance indicator standings 2011/12 : 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 score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
Carriageways, footways, Bridges/structures amalgamated performance indicators									
PI 15a - Percentage of total roads/highways function cost (revenue and capital) spent directly on roads/highways repairs	47	96.46%	69.85%	34.70%	72.75%	20	80.00%	2	87.88%
PI 16 - Percentage of actual maintenance expenditure which is planned/proactive	52	94.48%	68.77%	39.50%	88.88%	3	79.28%	1	83.66%
PI 17 - Percentage of actual maintenance expenditure that is reactive	56	50.53%	19.30%	0.23%	6.80%	13	8.23%	1	4.51%
PI 52 - Percentage of actual maintenance expenditure (carriageways and footways) that is routine	44	51.66%	16.75%	0.26%	4.32%				
PI 35 - Commissioner cost ratio	0	0.00%	0.00%	0.00%					
PI 32 - Service costs per gully	34	£27.34	£10.49	£4.20	£17.45	30	£5.75	4	£5.25
PI 36 - Ratio of annual claims cost to structural expenditure	12	885.48%	326.07%	1.34%					
Customer services / quality performances indicators									
PI 37 - Percentage of customer enquiries / requests for service closed off within council's own identified response times	29	100.00%	82.24%	33.48%	95.91%	9	96.92%	2	100.00%
PI 38 - Percentage of abnormal load notifications dealt with in time	34	100.00%	96.44%	39.43%			100.00%		100.00%
PI 203a - Community consultation and quality assurance	63	129	54.11	5	82	16	82.00	1	105.40
PI 208a - Customer satisfaction surveys	1	53.48%	53.48%	53.48%					53.48%
PI 31 - Percentage change in number of non repudiated third party claims in last 3 years compared to previous 3 year period	37	66.92%	3.30%	-38.91%			-15.66%		-33.49%
PI 201a - Percentage of staff absence front line manual operatives	37	9.98%	4.92%	0.58%	4.12%	16	3.21%	2	2.46%
PI 202a - Percentage of staff absence - all staff	40	8.88%	4.28%	0.13%	4.50%	23	3.21%	3	2.15%
PI 205a - Staff absence - front line manual operatives (excluding long - term absence)	37	4.62%	2.07%	0.18%			1.47%		0.90%
PI 206a - Staff absence - all employees (excluding long term absence)	38	5.17%	1.77%	0.13%			1.18%		0.77%
PI 204a - Human resources and people management	44	86	53.41	16	27	43	63.00	4	74.00
PI 207a - Number of days lost through reportable accidents per FTE employee	35	2.63	0.72	0.00			0.07		0.00
PI 30 - Number of accidents reported to HSE per 100 FTE employees	41	19.74	5.21	0.00	3.57	15	2.80	2	0.00

Winter maintenance performance indicator standings 2011/12 : Family group report

Name of authority East Lothian Council
PIN 8064
Family group W3

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
Process performance indicators									
PI 116 - Average actual response time in hours for completion of planned pre-salting	16	4.00	2.49	1.25	2.25	5	2.25	2	1.92
PI 117 - Average actual response time in hours (including allowed mustering time) for non planned salting (priority routes)	12	5.00	3.39	2.25	2.60	3	2.83	1	2.51
PI 110 - Actual number of planned pre-salting runs per annum	17	239	92.88	50	104				
PI 111 - Actual days per annum where non - planned winter maintenance was carried out	13	11	2.08	0	4				
PI 112 - Km length of footways where precautionary gritting was undertaken	15	324.00	45.83	0.00	22.00	5	55.80	2	143.20
PI 113 - Percentage of total footways where precautionary gritting undertaken	14	20.00%	2.28%	0.00%	6.00%	2	2.00%	1	4.88%
PI 114 - Percentage of maintained network subject to salting regime	17	65.51%	40.61%	20.86%	65.51%	1	44.56%	1	48.03%

Notes:

a. The authority will only be ranked in family group if it has shown an output / score within the set parameters for the performance indicator.

b. Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.

c. Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.

Winter maintenance performance indicator standings 2011/12 : Family group report

Name of authority

East Lothian Council

PIN

8064

Family group

W3

Performance indicator

Financial performance indicators

PI 43 - Total cost for carriageway winter maintenance treatment over the entire winter period divided by total carriageway length

Number in group	Highest in group	Average for group	Lowest in group	Your score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
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15	£1,708	£735	£320	£1,708				
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PI 50 - Total cost for footway winter maintenance treatment over the entire winter period divided by total footway length

5	£338	£138	£39	£338				
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PI 107 - Annual cost of salting per km of network salted

15	£3,321	£1,845	£808	£2,851	13	£1,327	4	£1,056
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PI 115 - Cost of salting per km of road treated (planned routes)

15	£65.71	£20.41	£7.40	£21.80	10	£11.62	3	£9.79
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Quality and human resources performance indicators

PI 203b - Community consultation and quality assurance

17	123	50.88	5	82	4	56.00	1	97.40
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PI 208b - Customer satisfaction surveys

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PI 201b - Staff absence (front line manual operatives)

12	8.30%	3.89%	1.77%	4.12%	9	3.00%	3	2.14%
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PI 202b - Staff absence (all staff)

13	8.88%	4.05%	2.00%	4.50%	10	3.05%	3	2.19%
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PI 204b - Human resources and people management

14	78	47.86	6	27	13	61.00	4	71.40
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PI 207b - Number of days lost through reportable accidents per FTE employee

10	2.63	0.66	0.00			0.33		0.00
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PI 205b - Staff absence - front - line manual operatives (excluding long - term absence)

12	2.55%	1.60%	0.76%			1.28%		1.01%
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PI 206b - Staff absence - all employees (excluding long - term absence)

12	5.17%	1.73%	0.77%			1.18%		1.01%
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Winter maintenance performance indicator standings 2011/12 : whole service report

Name of authority

East Lothian Council

PIN

8064

Performance indicator

Process performance indicators

	Number in service	Highest in service	Average for service	Lowest in service	Your score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
PI 116 - Average actual response time in hours for completion of planned pre-salting	55	5.32	2.75	1.25	2.25	16	2.00	2	2.00
PI 117 - Average actual response time in hours (including allowed mustering time) for non planned salting (priority routes)	48	5.66	3.50	1.60	2.60	6	3.00	1	2.57
PI 110 - Actual number of planned pre-salting runs per annum	56	239	74.14	22	104				
PI 111 - Actual days per annum where non - planned winter maintenance was carried out	44	39	6.23	0	4				
PI 112 - Km length of footways where precautionary gritting was undertaken	50	354.00	61.69	0.00	22.00	25	70.00	2	214.10
PI 113 - Percentage of total footways where precautionary gritting undertaken	45	37.00%	4.74%	0.00%	6.00%	11	5.41%	1	17.50%
PI 114 - Percentage of maintained network subject to salting regime	59	99.99%	49.95%	20.86%	65.51%	9	55.46%	1	75.87%

Notes:

a. The authority will only be ranked in service if it has shown an output / score within the set parameters for the performance indicator.

b. Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.

c. Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.

Winter maintenance performance indicator standings 2011/12 : whole service report

Name of authority
PIN

East Lothian Council
8064

Performance indicator

Financial performance indicators

PI 43 - Total cost for carriageway winter maintenance treatment over the entire winter period divided by total carriageway length

Number in service	Highest in service	Average for service	Lowest in service	Your score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
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54	£2,921	£961	£183	£1,708				
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PI 50 - Total cost for footway winter maintenance treatment over the entire winter period divided by total footway length

29	£550	£180	£4	£338				
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PI 107 - Annual cost of salting per km of network salted

53	£5,129	£1,896	£639	£2,851	45	£1,110	4	£801
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PI 115 - Cost of salting per km of road treated (planned routes)

36	£65.71	£25.41	£7.40	£21.80	19	£15.99	3	£9.97
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Quality and human resources performance indicators

PI 203b - Community consultation and quality assurance

63	129	54.11	5	82	16	82.00	1	105.40
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PI 208b - Customer satisfaction surveys

0	0.00%	0.00%	0.00%					
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PI 201b - Staff absence (front line manual operatives)

37	9.98%	4.92%	0.58%	4.12%	16	3.21%	2	2.46%
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PI 202b - Staff absence (all staff)

40	8.88%	4.28%	0.13%	4.50%	23	3.21%	3	2.15%
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PI 204b - Human resources and people management

52	86	47.25	6	27	44	61.00	4	73.50
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PI 207b - Number of days lost through reportable accidents per FTE employee

35	2.63	0.72	0.00			0.07		0.00
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PI 205b - Staff absence - front - line manual operatives (excluding long - term absence)

37	4.62%	2.07%	0.18%			1.47%		0.90%
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PI 206b - Staff absence - all employees (excluding long - term absence)

38	5.17%	1.77%	0.13%			1.18%		0.77%
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