

# Roads & Lighting

These pages contain a range of performance information from across Inverclyde Council's Roads & Lighting Services which will allow you to assess how we are performing in this area.

The performance information that is provided here comes from a number of sources:

- Local Government Benchmarking Framework (LGBF)
- Service key performance indicators (KPIs)

Information has also been taken from the Audit Scotland report 'Maintaining Scotland's Roads: A follow up report' which was published in August 2016. You can read the Audit Scotland report here: [Maintaining Scotland's Roads](#)

You can also access more information on our roads and lighting services on our website: <https://www.inverclyde.gov.uk/environment/roads-lighting>

You can also view more information on the LGBF indicators on the Improvement Service website: <http://www.improvementservice.org.uk/benchmarking/>

The Council is looking at the feasibility of shared services where appropriate and collaborative working with neighbouring authorities is ongoing. Officers from East Renfrewshire, Renfrewshire and Inverclyde have completed nine separate scoping papers for roads related activities, such as gulley emptying/drainage, design and specification, flooding and procurement. Both Renfrewshire and Inverclyde Councils have joined forces to procure street lighting column surveys and testing which will lead to a business case for the introduction LED street lighting.

In early 2017 Inverclyde Council launched a new mobile phone app, Citizens' Mobile, to allow people to report road, pavement, fly tipping, graffiti, dog fouling and street lighting issues 24 hours a day. GPS can be used to identify a particular location and the app also allows residents to take and send images of the fault or issue they are reporting making it easier for services to identify what is wrong.

## Performance Overview 2017/18

The Council's own key performance information shows that performance improved in a number of areas in 2017/18 including the overall carriageway condition, the percentage of footways reconstructed or resurfaced and emergency pothole repairs made safe within 24 hours.

Performance in relation to the percentage of street light repairs completed within 7 days decreased slightly as did the percentage of carriageways reconstructed or resurfaced.

LGBF data shows that there has been an improvement in the percentage of A, B, C and U class roads that require maintenance treatment.

## Roads Carriageway Condition

Data relating to roads maintenance treatment is considered robust as it's calculated from machine based surveys; the vehicles are calibrated to meet a defined specification and all thirty-two Councils' surveys are carried out by the same contractor. Investment levels and costs of maintenance treatments will impact on overall roads condition and deterioration rates do vary depending on various factors e.g. weather conditions, traffic flows, age profile.

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This a priority area for the Council with significant investment earmarked. The Council has prepared and implemented a Roads Asset Management Plan and asset investment strategy and allocated £17million over 3 years as the first phase in dealing with the maintenance backlog on the four main asset groups (carriageways, footways, lighting and structures).

In 2016, Inverclyde Council was named the most improved performer in Roads, Highways and Winter Maintenance at the Association for Public Service Excellence (APSE) Performance Networks Awards 2016. The APSE Awards highlight the best and most improved local authorities in front line service delivery and recognise Councils that have taken part in sharing data to ensure they are delivering good local services using performance information on cost, quality and benchmarking. Benchmarking already takes place via SCOTS Group and APSE.

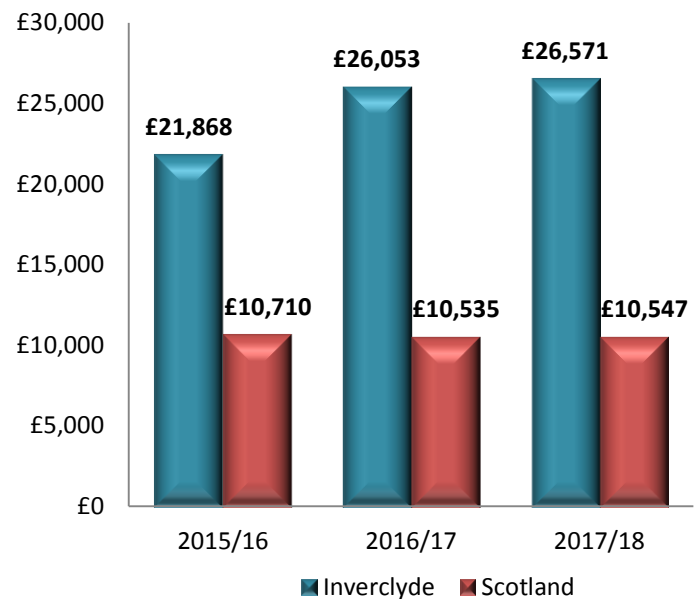
### Cost of Maintenance per km of Road (LGBF)

This indicator measures the cost of maintenance to the Council per kilometre of road. This performance indicator is part of the Local Government Benchmarking Framework (LGBF).

In 2017/18, Inverclyde's costs were the second highest in Scotland. This is to be expected given the level of investment in roads in recent years. There is some relationship between costs and performance although some factors are subject to constraints outwith the direct control of the Council e.g. winter maintenance costs are subject to winter conditions. The inclusion of winter maintenance costs will skew the data according to the severity of the winter period in question; the costs are also skewed in terms of a comparison to other Councils by the geographical location of each Council within Scotland.

This indicator has been affected by previous severe winters as the condition resulted in an increased number of defects in the road surface and the costs associated with their repair. The defects may not appear immediately and this can have an effect on subsequent years.

### Cost of maintenance per km of road



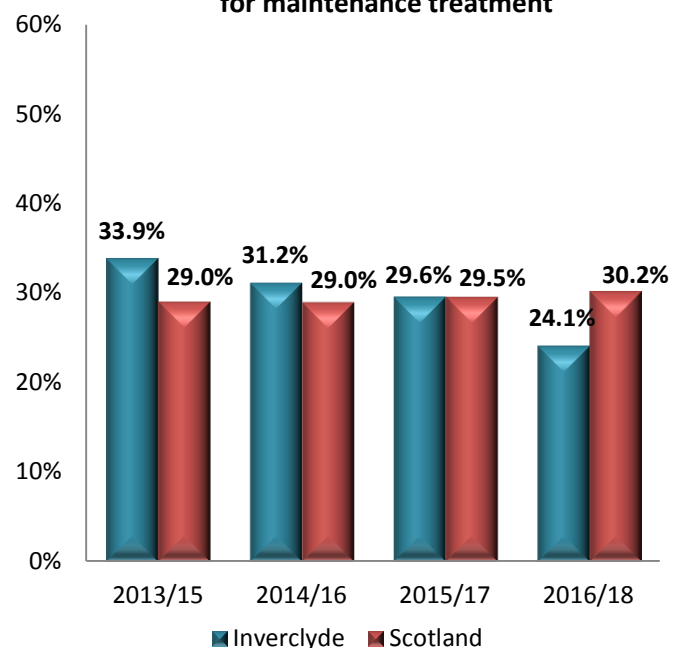
### Roads Carriageway Condition (A Class Roads) (LGBF)

This indicator measures the percentage of A class roads that should be considered for maintenance treatment. A percentage increase represents deterioration in the condition of A class roads whilst a percentage decrease represents an improvement in the condition of A class roads.

There was a further improvement in Inverclyde's performance over the period 2016/18. The target for this indicator is 27%.

In 2016/18 we ranked in 12<sup>th</sup> position relative to all 32 Councils in Scotland. The ranking was an improvement of 12 places from 2015/17. Performance is now better than the Scottish average for the first time.

### % A class roads that should be considered for maintenance treatment



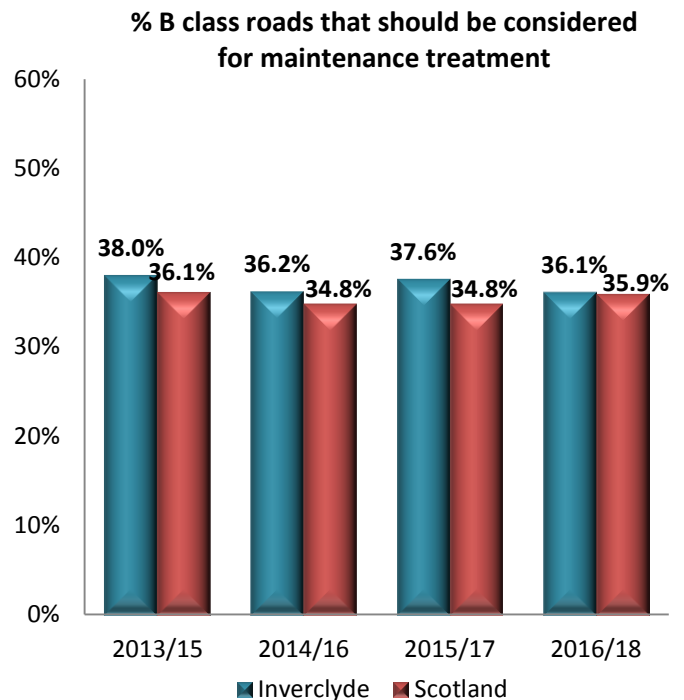
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### Road Carriageway Condition (B Class Roads) (LGBF)

This indicator measures the percentage of B class roads that should be considered for maintenance treatment. A percentage increase represents deterioration in the condition of B class roads whilst a percentage decrease represents an improvement in the condition of B class roads.

Over the period 2016/18 there was an improvement in performance of 1.5%, placing Inverclyde in 23<sup>rd</sup> position relative to all 32 Councils in Scotland. The target for this indicator is 36%.

Whilst performance is not as good as the Scottish average, the gap between the two has narrowed.

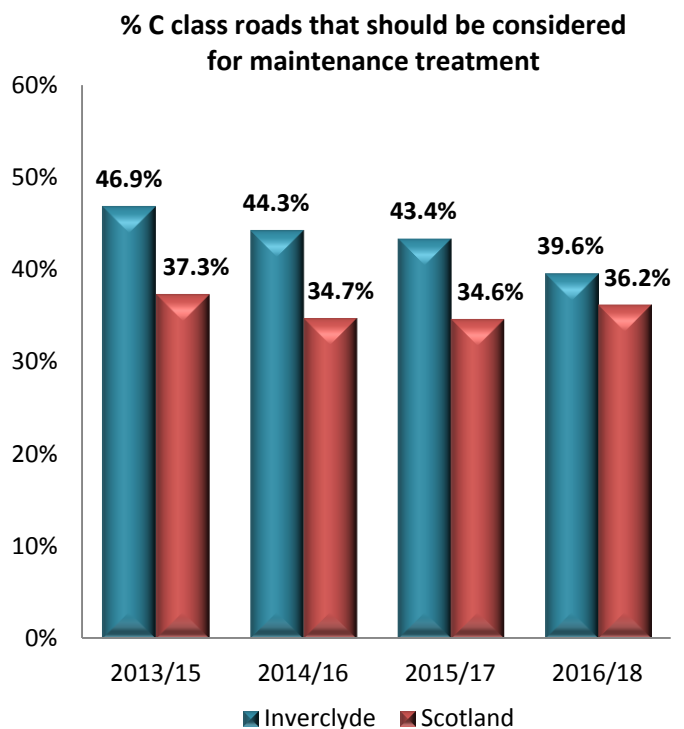


### Road Carriageway Condition (C Class Roads) (LGBF)

This indicator measures the percentage of C class roads that should be considered for maintenance treatment. A percentage increase represents deterioration in the condition of C class roads whilst a percentage decrease represents an improvement in the condition of C class roads.

In 2016/18 there was a small improvement in the percentage of C class roads that should be considered for maintenance treatment. Despite this, Inverclyde ranked in 21<sup>st</sup> place out of 32 local authorities. The target for this indicator is 49% and this has been achieved.

Performance is not as good as the Scottish national average however with continued investment we would expect this gap to narrow in coming years.



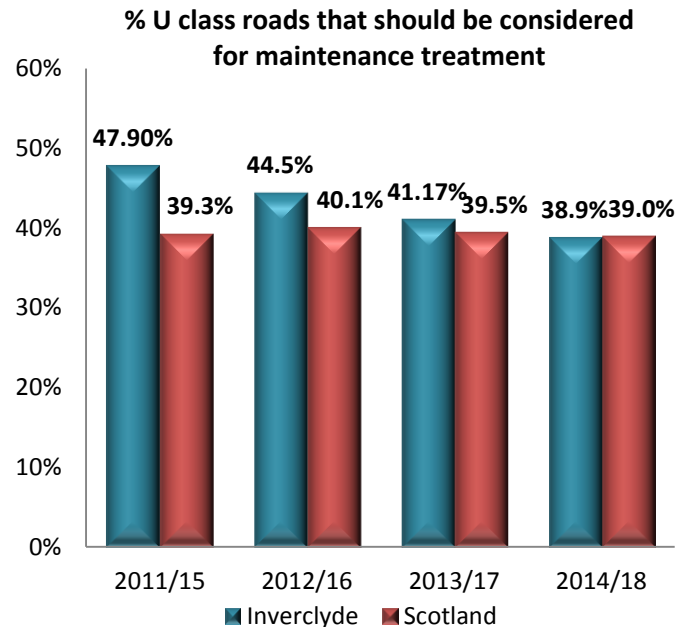
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## Roads Carriageway Condition (Unclassified Roads) (LGBF)

This indicator measures the percentage of unclassified roads that should be considered for maintenance treatment. A percentage increase represents deterioration in the condition of unclassified roads whilst a percentage decrease represents an improvement.

Over the period 2014/18, 38.9% of Inverclyde's Unclassified roads were in need of maintenance treatment. This was a continued improvement on previous years. The target for this indicator is 47%. Our ranking in 2014/18 was 20<sup>th</sup> relative to all 32 Councils, an improvement of 8 places from 2010/14.

Performance is on a par with the Scottish average.

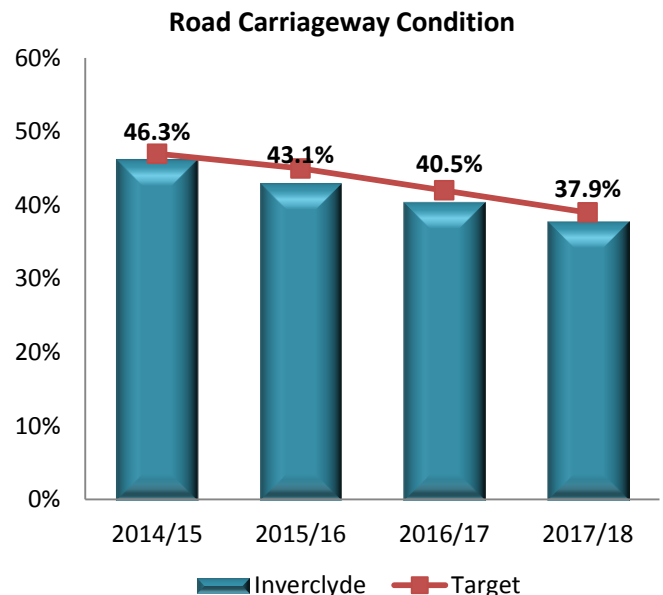


## Roads Carriageway Condition (Overall) (KPI)

This indicator is a service key performance indicator and measures the overall percentage of the road network that requires maintenance treatment. A percentage decrease represents an overall improvement in the roads carriageway condition.

The percentage of the road network that requires maintenance treatment fell again in 2017/18 and is now better than target for the third year. This reflects the significant recent investment in roads that has been made.

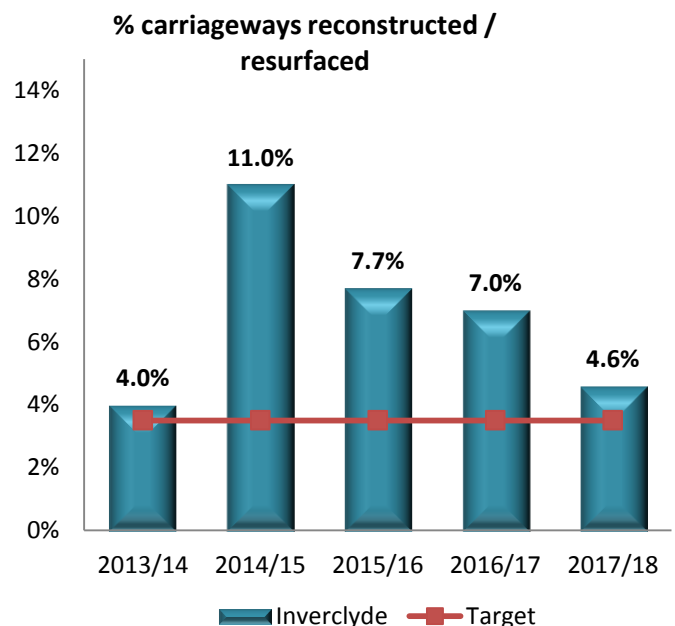
As the road network improves, the target for this will be changed to reflect the fact that less of the road network should require maintenance treatment.



## Percentage of carriageways reconstructed / resurfaced (KPI)

The percentage of carriageways reconstructed / resurfaced in 2017/18 fell again but was still better than the target set (3.5%).

The extent of carriageways resurfaced / reconstructed is determined largely by the budget availability, and competing technical priorities. The decline in performance is because the final year of the five year Roads Asset Management Programme's (RAMP) budget concentrated on footway resurfacing, as planned.



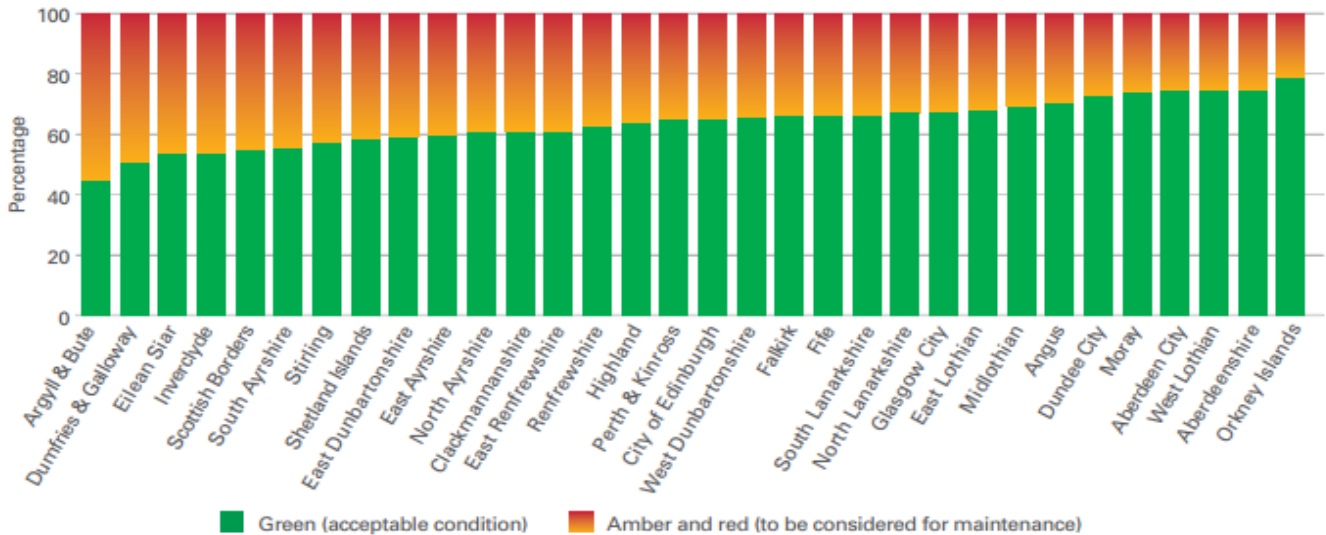
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## Maintaining Scotland's Roads

In August 2016, Audit Scotland published a report called 'Maintaining Scotland's Roads, A Follow-Up Report'. The report found that there is significant variation in road condition among individual councils as shown in the graph. The green area on the bar chart represents roads that are in an acceptable condition whilst the amber / red represents roads that are requiring maintenance.

The graph shows that Inverclyde had the 4<sup>th</sup> lowest percentage of roads in an acceptable condition in 2014/15.

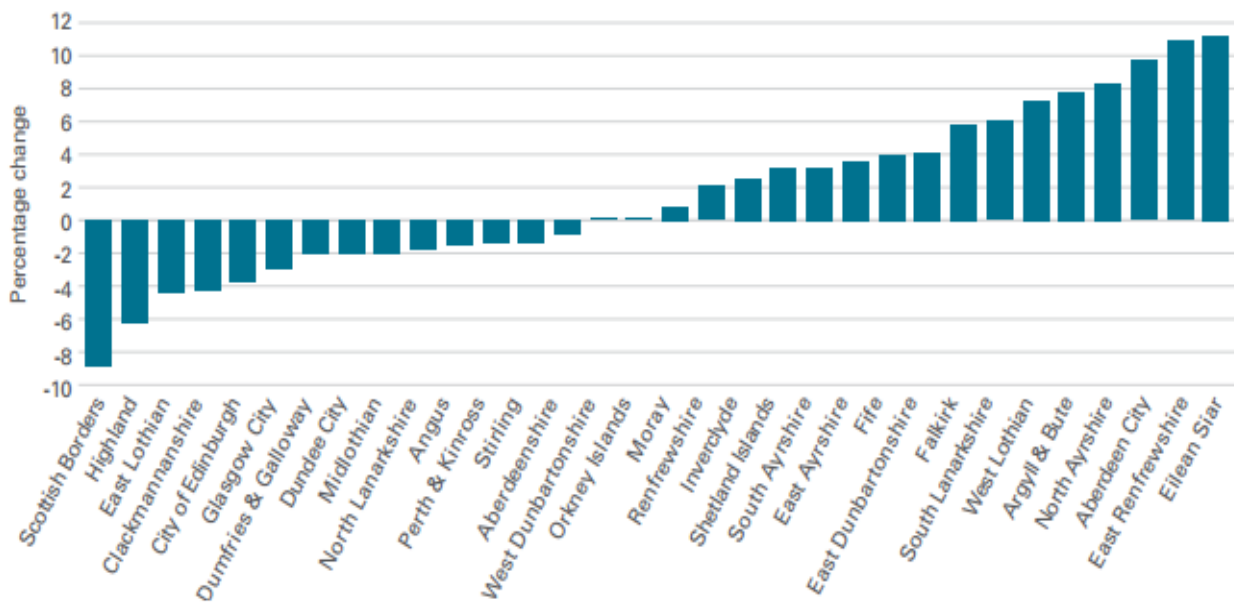
**Comparison of roads in acceptable condition by Council for 2014/15**



The report also looked at changes in road condition between 2011/12 and 2014/15 and found a significant variation across Scottish Councils.

The graph below shows that Inverclyde Council is one of 18 Councils with an improvement in the proportion of local roads in an acceptable condition.

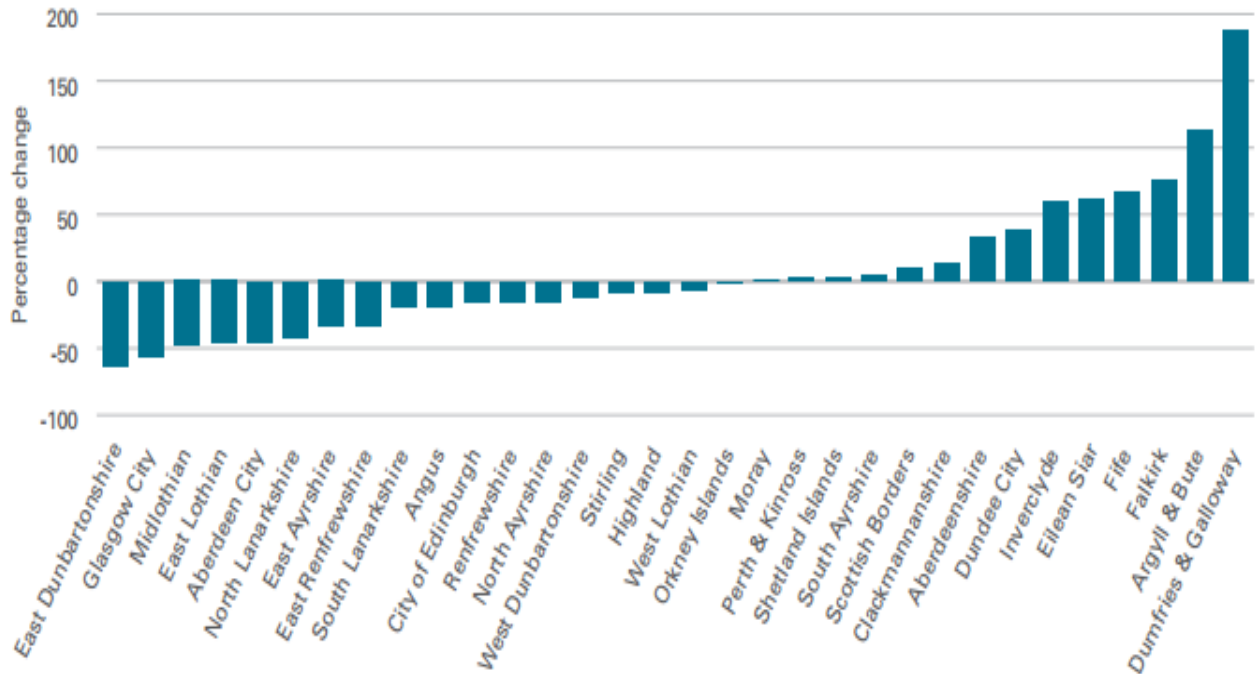
**Change in the percentage of council maintained roads in acceptable condition from 2011/12 to 2014/15**



## Roads & Lighting

The Audit Scotland report also found a wide variation in roads maintenance spending across Councils. The graph below shows that Inverclyde Council was one of fourteen Councils that increased its spending on roads maintenance between 2011/12 and 2014/15.

**Change in councils' roads maintenance spending from 2011/12 to 2014/15**

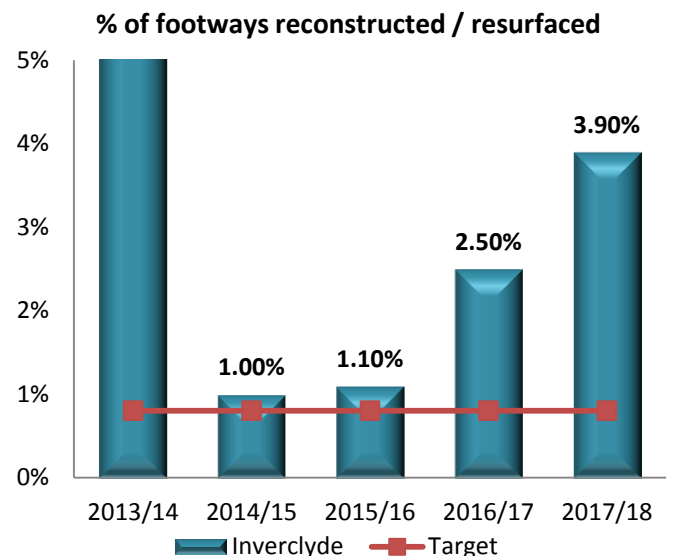


### Percentage of footways reconstructed / resurfaced (KPI)

The percentage of footways reconstructed or resurfaced increased by 1.4% in 2017/18. The extent to which footways are resurfaced / reconstructed is also largely determined by the budget availability and technical priorities.

The increase in the percentage of footways resurfaced was due to an increase in capital spend. At present, we would expect footways to be resurfaced every 133 years.

The target for this indicator is 0.8% and this was achieved in 2017/18.



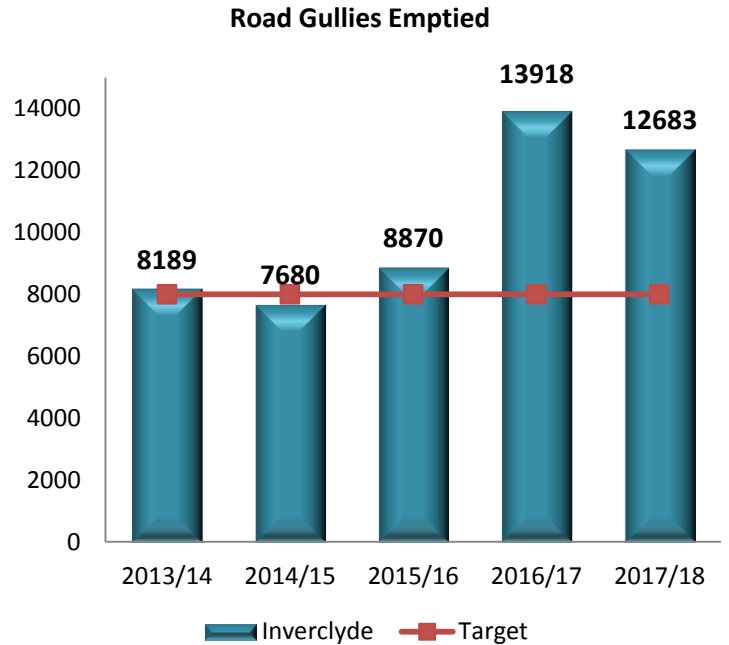
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## Road Gullies emptied per year (KPI)

There was a decrease in the number of road gullies emptied between 2016/17 and 2017/18. Performance remains high and is still above target. The target for this indicator is 8000.

Flooding can have a detrimental impact on local people and businesses and can be caused by a number of factors including blocked gullies.

We programme and aim to clean our road gullies annually, however, there are some locations which require additional attention.



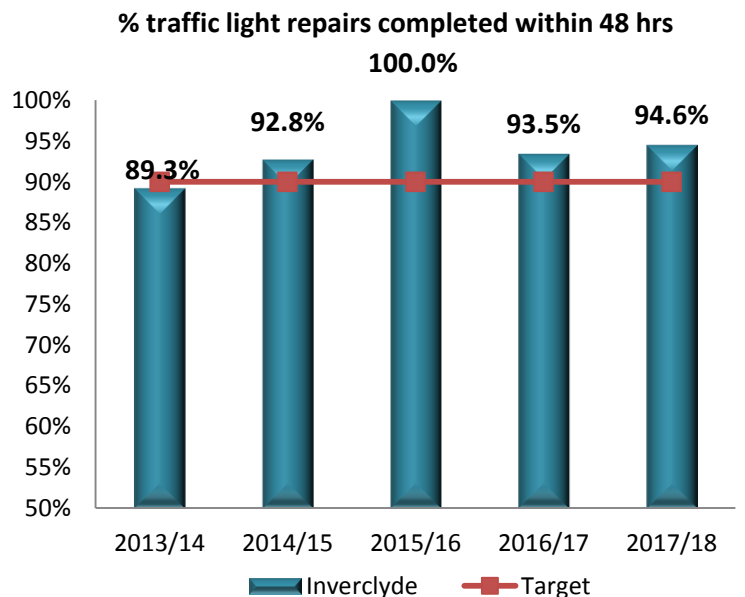
## Percentage of traffic light repairs completed within 48 hours (KPI)

The data shows that there was an increase in the percentage of traffic light repairs completed within 48 hours in 2017/18.

94.6% of traffic light repairs were completed within the timescale, exceeding the target of 90%.

There are only a small number of traffic lights and variations in performance are largely due to the small statistical sample size which can create significant variations from year to year.

During 2017/18 only four repairs to traffic lights were not completed within 48 hours out of 74 repairs completed.





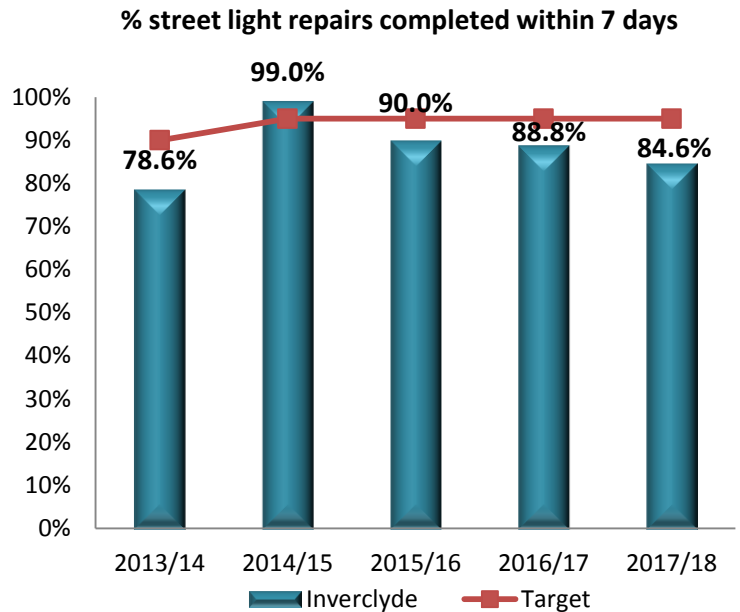
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## Percentage of street lighting repairs completed within 7 days (KPI)

There was a decrease in the percentage of street lighting repairs that were completed within 7 days in 2017/18. 84.6% of street lighting was repaired within 7 days, performance however is below the target of 95%. There were 1,919 repairs completed in 2017/18, 1,624 of which were completed within 7 days.

The reduced performance of the street lighting indicator has been due to our contractor delivering the LED street lighting replacement capital programme which has placed an increased burden on their resources; we will however improve and reduce the variance as we progress the LED programme. However, it should be noted that, for the third consecutive year, there was a significant reduction in carbon emissions from street lighting in Inverclyde.

Emissions from this source reduced by a third; this was achieved as a result of a combination of replacing existing lamps with much more efficient LED (light-emitting diode) ones and more flexibility in design to meet the required specification.



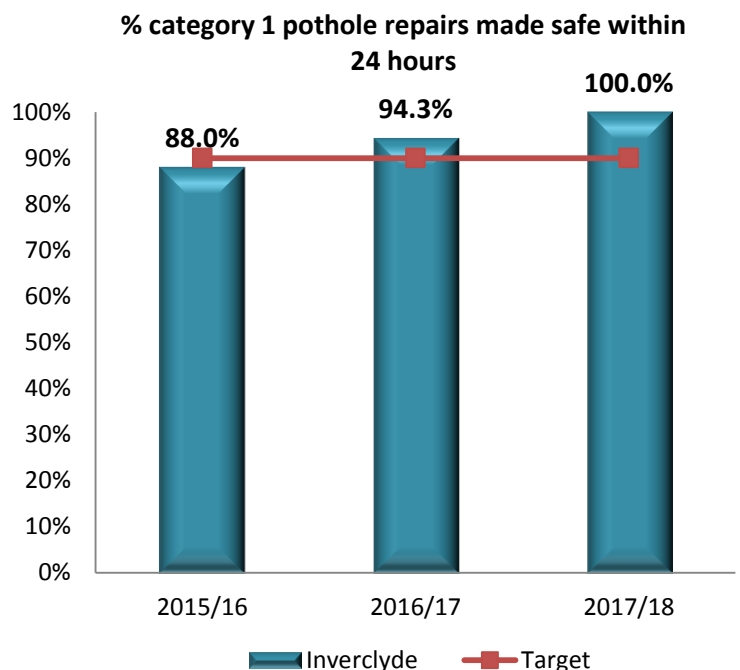
## % of Category 1 potholes made safe within 24 hours of identification (KPI)

This is a key performance indicator that is reported annually in the Environment, Regeneration and Resources Corporate Directorate Improvement Plan.

A category 1 pothole refers to emergency defects that should be corrected or made safe at the time of inspection, where this is practicable. Where this is not possible, such defects should be repaired on a temporary or permanent basis within 24 hours.

In 2017/18 there were 28 potholes classed as category 1, all of which were completed within 24 hours.

Overall performance for 2017/18 has exceeded the target of 90%.





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## % of Category 2 potholes made safe within 7 days of identification (KPI)

This is a key performance indicator that is reported annually in the Environment, Regeneration and Resources Corporate Directorate Improvement Plan.

A category 2 pothole refers to a high risk repair that requires to be made safe within 7 days of identification

In 2017/18 there were 218 potholes classed as category 2. 215 of these were completed within 7 days. Performance improved significantly in 2017/18 and was better the target of 80% that has been set.

