

Report To: Environment & Regeneration Committee **Date:** 23 June 2021

Report By: Interim Service Director, Environment & Economic Recovery **Report No:** ENV012/21/GM

Contact Officer: Gail MacFarlane **Contact No:** 714828

Subject: Roads & Transportation – Performance Update

1.0 PURPOSE

- 1.1 The purpose of this report is to advise the Committee of the Inverclyde Council's Roads and Transportation Service's performance indicators detailed within the 19-20 Local Government Benchmarking Framework and the participation and successes with regards to Association for Public Service Excellence (APSE) Performance Networks for the Categories of Roads, Highways and Winter Maintenance and Street Lighting.

2.0 SUMMARY

- 2.1 The Improvement Service compile performance indicators for all the local authorities in Scotland and the 19/20 Local Government Benchmarking Framework data is now available. The Inverclyde Council Roads and Transportation Service submit service data and this is available to assess how the council is performing.
- 2.2 The Roads and Transport Service is a member of APSE and fully participates in the Performance Networks service. The Council's Roads & Transportation service inputs to the Performance Network service category of Roads, Highways and Winter Maintenance and Street Lighting by supplying benchmarking data on an annual basis.

3.0 RECOMMENDATIONS

- 3.1 Members are asked to note the following:

The Local Government Benchmarking Framework performance indicators and placing set out in item; and

The Council's participation and successes with regards to APSE Performance Networks and nominations in this year's awards ceremony on 8 June 2021.

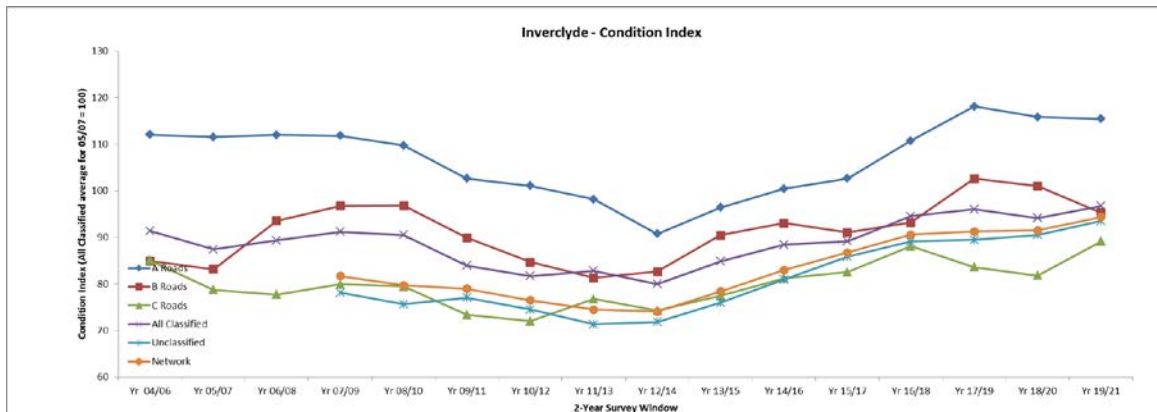
Gail MacFarlane
Head of Service – Roads & Environmental Services

4.0 BACKGROUND

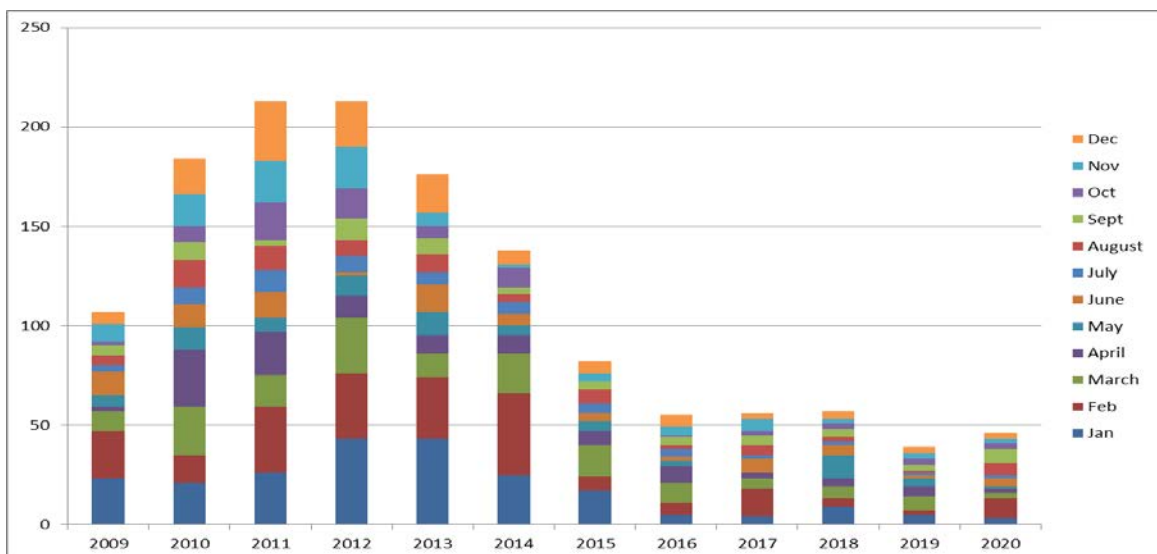
4.1 The Council has invested some £44m of capital funding its roads infrastructure over the 10 year period from 2013, and this is resulting in significant improvements in the condition of the roads network asset, and which is reflected in the outcomes of the Local Government Benchmarking Framework data and the APSE Performance Networks for Inverclyde Council.

Inverclyde has improved its ranking in the National Scottish Road Condition Indicator from 31st place from 32 Scottish Council's in 2012 to 19th based on the latest data available from SCOTS.

The chart below is taken from the SCOTS WDM survey data showing the network was deteriorating but has steadily improved since the RAMS strategy and RAMP investment.



The level of public liability claims has also fallen by 78% during the period 2012 – 2020 in line with improvement in the condition of the road network as shown below:



4.2 The Local Government Benchmarking Framework Information is a high-level benchmarking tool designed to support senior management teams and elected members to ask questions about key council services.

It reflects a commitment by SOLACE (Scotland) and COSLA to develop better measurement and comparable data as a catalyst for improving services, targeting resources to areas of greatest impact and enhancing public accountability.

The framework provides high-level data which are designed to focus questions on why variations in cost and performance are occurring between similar councils. They do not supply the answers. That happens as councils engage with each other to investigate and explore why these variations

are happening.

The LGBF helps councils compare their performance against a suite of efficiency, output and outcome indicators that cover all areas of local government activity. The framework now has 8 years of data. Publication of the LGBF forms part of each council's statutory requirements for public performance reporting, replacing the previous SPI regime.

The LGBF voluntarily applies the high standards for statistical rigour set out in the three pillars of the UK Statistics Authority Code of Practice – trustworthiness, quality, and value.

The Roads and Transportation Services have 5 performance indicators:

- How much does my Council spend on roads (£ per kilometre)
- How many of my local A class roads are in need of repair
- How many of my local B class roads are in need of repair
- How many of my local C class roads are in need of repair
- How many of my local unclassified roads are in need of repair

Inverclyde Council's performance for Roads and Transportation is as follows:

Performance Indicator	Inverclyde PI	Scottish Average	Placing
Spend on Roads/km	£22,562	£9,707	3
A class roads	21%	31%	6
B class roads	31%	35%	17
C class roads	44%	35%	29
Unclassified	38%	38%	20

- 4.3 The Association for Public Service Excellence (APSE) is a networking community that assists local authorities who are striving to improve their frontline services.

APSE works with more than 300 local authorities across the UK to advise and share information and expertise on a broad range of frontline public services. These councils are supported by a team of experts, who draw upon a wealth of knowledge in areas such as policy and practice, as well as in vital frontline service areas.

Inverclyde Council is a member of APSE and fully participates in the Performance Networks service. The Council's Roads & Transportation service inputs to the Performance Network service categories of Roads, Highways and Winter Maintenance and Street Lighting by supplying benchmarking data as follows:

This service has been developed with the Society of Chief Officers in Scotland (SCOTS) and County Surveyors Society Wales (CSS Wales). As standard for all the benchmarking services, the following data is provided:

- Cost of service
- Productivity
- Staff absence
- Customer satisfaction
- Human resources and people management
- Quality assurance and community consultation

The following data is also provided for roads, highways and winter maintenance:

- Carriageway
- Footway
- Traffic management

- Bridges and structures

The following data is also provided for street lighting:

- Percentage of street lamps not working as planned
- Average time to restore lamps to working order
- Cost of maintaining street lights
- Energy cost per street lamp
- Routine faults as a percentage of street lighting stock

This information is used to generate performance indicators and reports.

4.4 The Council has been nominated in the following categories in respect of APSE Performance Networks for the Roads & Transportation Service:

Year	Nomination	Final Position
2016	Best Performer - Street Lighting	Finalist
2016	Most Improved Performer - Roads, Highways and Winter Maintenance	Winner
2017	Most Improved Performer - Street Lighting	Winner
2019	Most Improved Performer - Street Lighting	Winner
2021	Best Performer - Roads, Highways and Winter Maintenance	Finalist
2021	Best Performer - Street Lighting	Finalist

5.0 IMPLICATIONS

Finance

5.1 There are no financial implications arising from this report.

Legal

5.2 There are no legal implications arising from this report.

Human Resources

5.3 There are no HR implications arising from this report.

Equalities

Equalities

(a) Has an Equality Impact Assessment been carried out?

	YES
✓	NO – This report does not introduce a new policy, function or strategy or recommend a substantive change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required

(b) Fairer Scotland Duty

If this report affects or proposes any major strategic decision:-

- (c) Has there been active consideration of how this report's recommendations reduce inequalities of outcome?

	YES – A written statement showing how this report's recommendations reduce inequalities of outcome caused by socio-economic disadvantage has been completed.
✓	NO

Data Protection

Has a Data Protection Impact Assessment been carried out?

	YES – This report involves data processing which may result in a high risk to the rights and freedoms of individuals.
✓	NO

Repopulation

- 5.5 There are no repopulation implications arising from this report.

6.0 CONSULTATIONS

- 6.1 The Chief Financial Officer and the Head of Legal Services have been consulted on the contents of this report.

7.0 LIST OF BACKGROUND PAPERS

- 7.1 None.