

# HEREFORDSHIRE PUBLIC REALM Strategic Performance Indicators

## Outcomes 2016/17 Summary report

The Strategic Performance indicators are set to encourage Balfour Beatty Living Places to deliver Herefordshire Council's objectives. By linking Strategic Performance Indicators to contract extension, BBLP are incentivised to design and deliver the service in order to maximise the achievement of Herefordshire Council's Strategic Outcomes.

**This paper provides a snapshot/summary of achievement against the 16 Strategic Performance Indicators for 2016/2017. For full details please see the appendix to the report.**

### PERFORMANCE SUMMARY

Overall performance is positive with 15 of the 16 indicators achieving or exceeding the lower threshold of acceptable performance with 10 achieving over the higher threshold and only 1 indicator not achieving threshold. This indicator relates to Killed and Seriously Injuries on the highways network including the trunk roads, which are managed by Highways England. Whilst public realm works have an influence on accident rates there are a number of other outside factors which contribute eg driver behaviour, weather etc.

**Performance has been achieved within the period whilst working with significant constraints within government funding.**

**STRATEGIC PERFORMANCE INDICATOR POSITION STATEMENT**

	<b>Indicator</b>	<b>Detail</b>	<b>Performance</b>
S1	Killed and Seriously Injured	Accidents on the highway that results in a fatality or serious injury	<b>RED</b>
S2	Principal Road Condition	A roads where technical surveys show that repair should be considered	<b>GREEN</b>
S3	Non Principal B Road Condition	B roads where technical surveys show that repair should be considered	<b>GREEN</b>
S4	Non Principal C Road Condition	C roads where technical surveys show that repair should be considered	<b>GREEN</b>
S5	Unclassified Road Condition	Unclassified roads where technical surveys show that repair should be considered	<b>GREEN</b>
S6	Footways condition	Footways where surveys show that repair should be considered	<b>GREEN</b>
S7	Bridge Condition	Bridges which have been inspected and rated as fair, good or very good	<b>GREEN</b>
S8	Third party claims repudiation	Claims received which are repudiated	<b>GREEN</b>
S9	Flood Resilience	Properties at risk of flooding as a result of problem with the highway	<b>GREEN</b>
S10	Skills and employability	Meeting a range of skills and employability outcomes aligned to the Employers Skills Academy outcomes	<b>GREEN</b>
S11	Local spend	Work delivered by suppliers or direct employees who have a base or live in Herefordshire	<b>GREEN</b>
S12	CO2 reductions	Reduction in Self-Delivery CO2 ( e ) emissions	<b>GREEN</b>
S13	Reuse and recycling	Waste that is reused and recycled (excluding street arisings)	<b>GREEN</b>
S14	Community Projects	No of days of support provided through community engagement or staff volunteering	<b>GREEN</b>
S15	Customer Satisfaction	Customers satisfaction based on number of questions from the annual National highways and public transport satisfaction (IPSOS MORI) Survey	<b>GREEN</b>
S16	Continuous improvement	Level of savings from implementation of projects & initiatives	<b>GREEN</b>