

**Report to** Norwich Highways Agency Committee  
29 November 2012

**Report of** Head of city development services

**Subject** Performance monitoring of the highways agency agreement

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**Item**  
**10**

### **Purpose**

This report describes the performance of the Highways Agency Agreement, for the financial year 2012/2013 up to the end of October 2012.

### **Recommendations**

That the Committee receives and notes the available performance results.

### **Financial Consequences**

Good performance affects local authorities' performance assessments (e.g. via the Local Transport Plan) and hence has a bearing on the levels of government funding available.

### **Strategic Objective/Service Priorities**

The report helps to achieve the corporate priorities of a strong and prosperous city, safe and healthy neighbourhoods and opportunities for all. It helps achieve the service plan priority to deliver the 2012/13 LTP/NATS maintenance and capital improvement programmes.

### **Contact Officer**

Joanne Deverick, transportation and network manager      01603 212461

### **Background Documents**

None

## Background

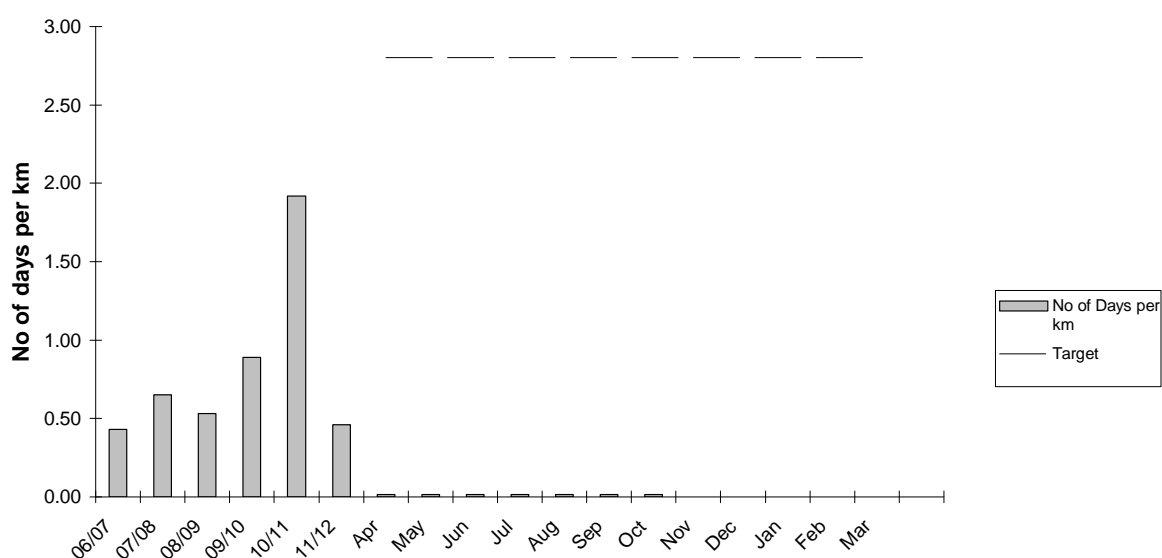
The City Council discharges highway duties in Norwich on behalf of the County Council, through an agency agreement.

## Performance indicators

Data is collected monthly for a number of national “Best Value” Performance Indicators (BVPIs).

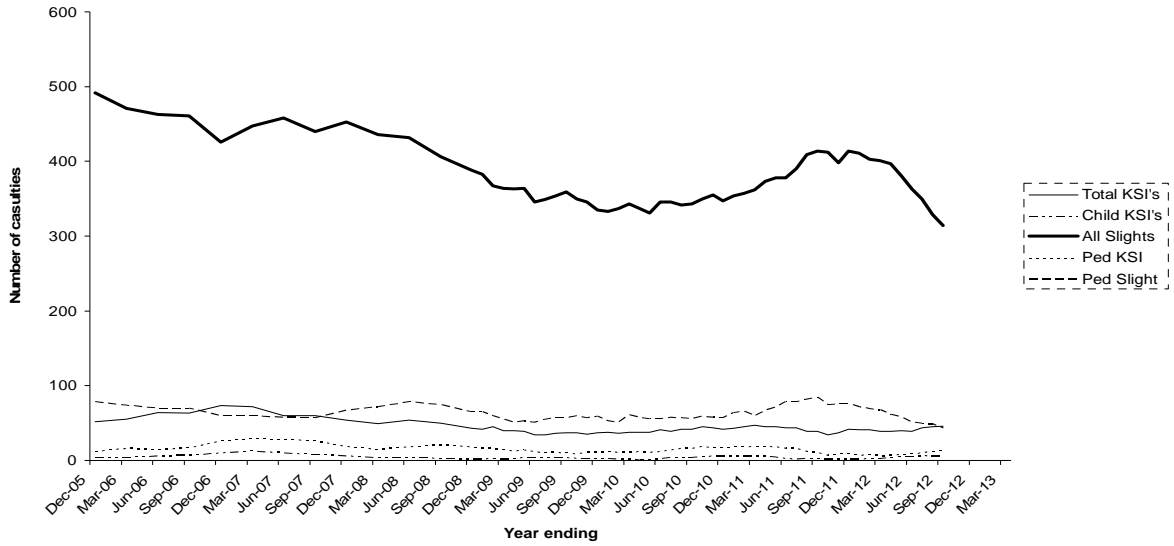
- ‘Local PI (formerly BVPI 100) - Number of days temporary traffic controls or road closure on traffic sensitive roads caused by local authority roadworks per km of traffic sensitive road’: The figure is 0.01 to the end of October, whereas the end of year figure for the City should be no greater than 2.80;

**Number of Days of Temporary Traffic Controls or Road Closures on Traffic Sensitive Roads Caused by Highway Authority Streetworks per Km of Traffic Sensitive Roads**

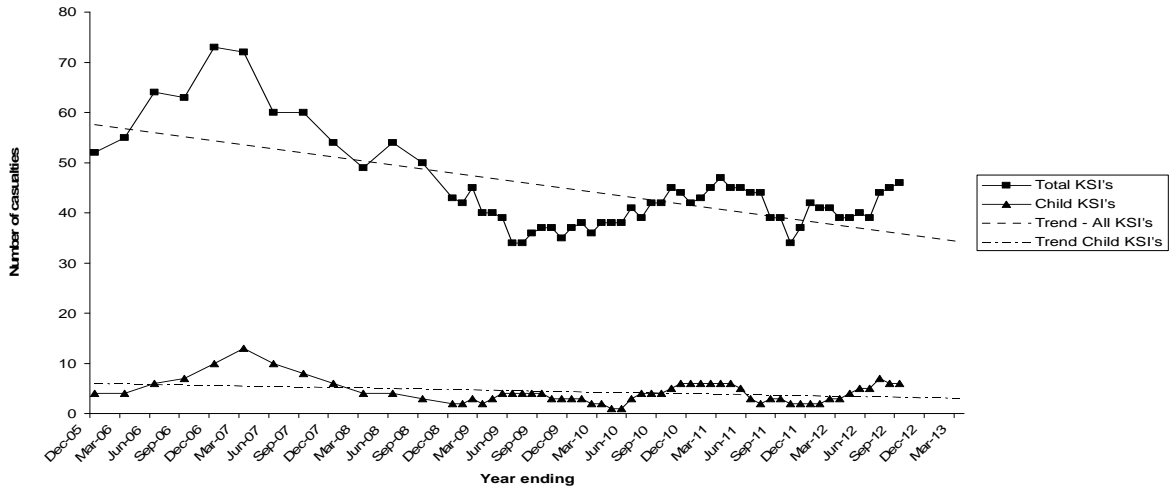


- ‘BVPI 165 – Percentage of pedestrian crossings with facilities for disabled people’ the City figure is currently 100%.
- ‘BVPI 99 – Road accident casualty reduction’ –The overall long term trend in all cases remains downward.

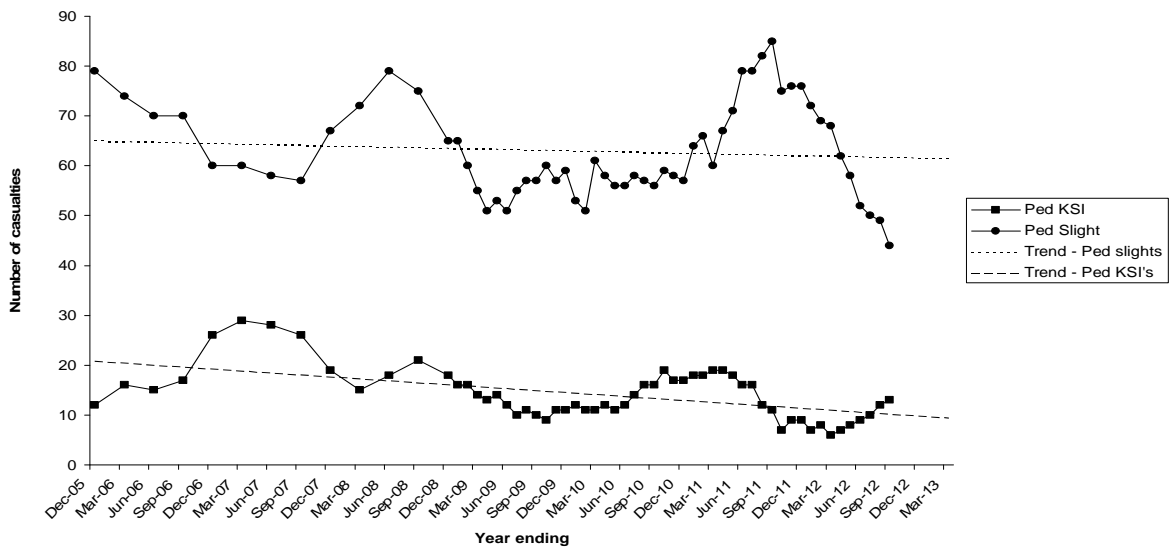
### All Norwich Casualties



### Killed or seriously injured casualties



### Pedestrian Casualties

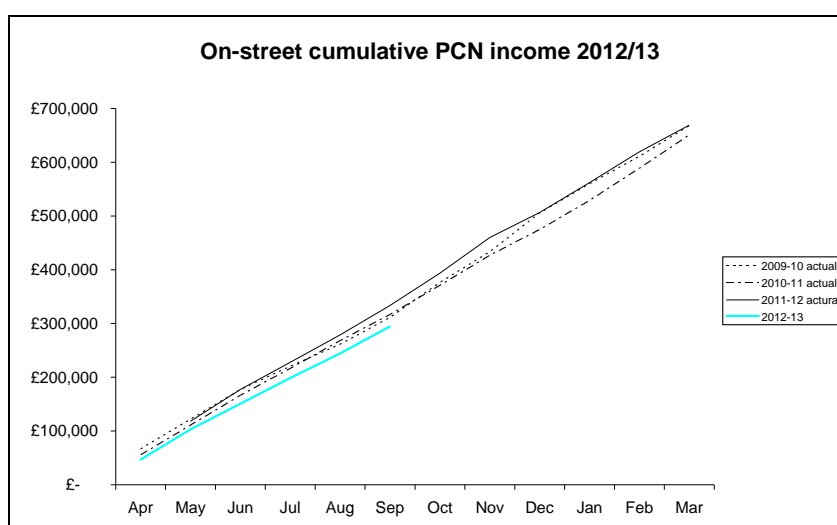


Data is also collected monthly for the following local performance indicators (LPIs) to contribute towards the councils' service plans.

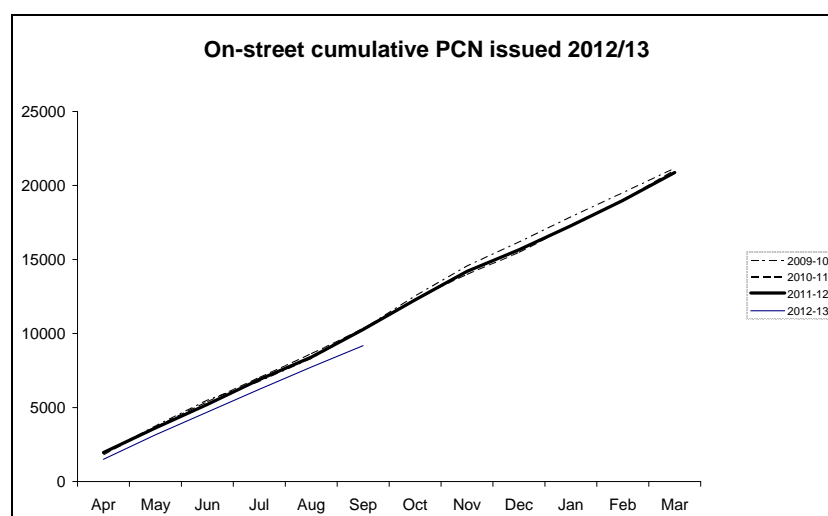
- 'The percentage of repairs to dangerous damage to roads or footways which were carried out within 24 hours' is 100% for 2012/13 to the end of October. 439 emergency works orders were made in the period 1 April to the end of October.

### Civil Parking Enforcement

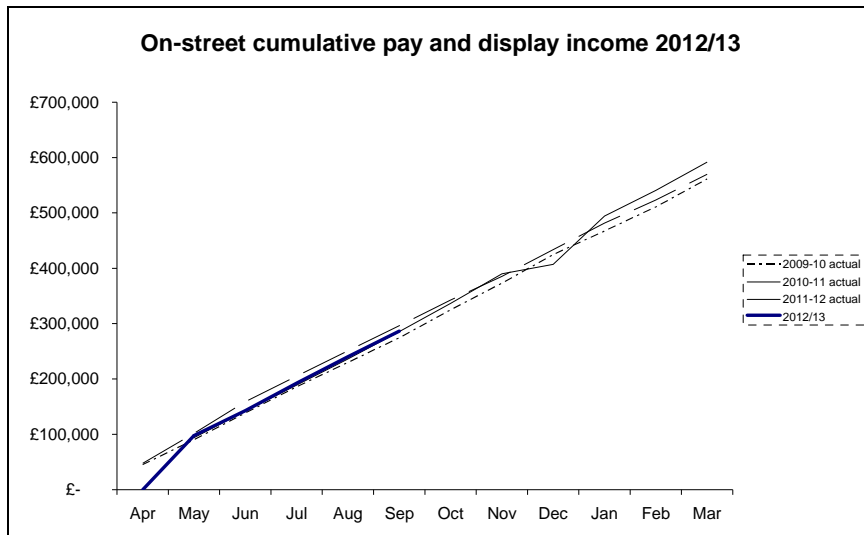
8. The city council carries out the all aspects of on street parking enforcement in Norwich on behalf of the County Council.
9. Penalty Charge Notice (PCN) income (see below): income is 11.7% below previous year for the same period



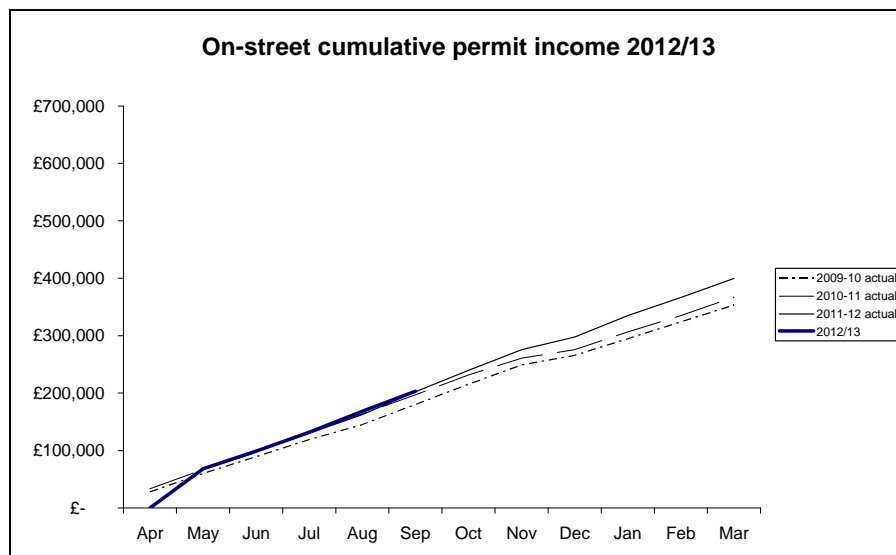
10. PCN tickets issued:- the number of on-street PCNs issued is down on last year 15%. This is due to staff shortages, 5 new CEO's have been employed and are being trained to bring the staffing levels up to 25 FT CEO's. They are expected to be come operational by the end of December 12.



11. On Street Pay and Display Income (see below):- income as at September 2012 is slightly above previous year for the same period. There was a drop in income during the June – August 12 due to road resurfacing schemes in the city around Barrack Street and the Colegate area.



12. Residents Permit income (see below): income as at September 2012 is £1000 above previous year for the same period



13. Balance of income versus costs: this shows a potential projected surplus of £146,289 at the end of September 2012. However, this uses the projected recharge figures which may vary for 2012/13 financial year end.

