

Environment and Regeneration Policy Overview Committee

Kent Highway Services Alliance Board Measuring Success Report
A report by the Director of Kent Highway Services 3rd July 2007

Introduction

1. In the summer of 2006 the following three new highway contracts commenced:
 - Professional and Highway Consultancy Term Services with **Jacobs**
 - Network Management Term Maintenance with **Ringway**
 - Intelligent Transport Systems Term Services with **TSUK**
2. These contracts are initially for a 5 year term but can be extended up to 10 years. The most up to date, nationally recognised best practice form of contract was used for all three contracts and the New Engineering Contract (NEC) has enabled an alliance approach to be taken to service delivery.
3. The alliance principle is that all four organisations, including KCC, work together to deliver all highway services in a seamless way, whether this is a pot hole report to fix or from a request for a new pedestrian crossing to construction of the project. All organisations are fully integrated into the single Kent Highway Services delivery team so the public see only KHS branded vans and workers in yellow jackets with KHS logos.
4. In order to manage the 'Alliance' an Alliance Board has been created and this comprised the Cabinet Member for Environment, Highways & Waste, Managing Director for Environment and Regeneration, Director Kent Highway Service and national Managing Directors from Jacobs, Ringway and TSUK. The Board set strategic direction and policy for KHS, develop the vision and culture and monitor efficiency and performance.
5. The Alliance Board meet on a monthly basis and has developed a set of key performance indicators to monitor service delivery from a wide range of perspectives. The indicators, presented in a report entitled 'Measuring Success', include measures of public satisfaction, operational delivery and efficiency. This is the first stage of the 'connected performance' process where through the transformation of KHS we plan to ensure that a joined up performance management culture exists throughout all levels of the organisation. Where all members of staff can see how their contribution links to service outcomes and performance. There is still work to be done to manage performance effectively throughout the Alliance and ensure that it reflects the service as seen through the eyes of those receiving it.
6. The Alliance Board KPI's are used to incentivise the three contracts. Payments and extensions to the contract period for up to 10 years, for Ringway, Jacobs and TSUK are linked to the achievement of the KPI's.

Measuring Success Report

7. A copy of the latest Measuring Success Report is attached as Appendix 1 and this reflects latest performance data. The report presents the available

monthly, quarterly and annual indicators together with a comparison of last years results and annual average results to date.

8. The report also includes more detailed context information on press coverage, complaints and the nature of the calls received by the KHS Contact Centre.
9. The Measuring Success Report is compiled by officers from all organisations in the Alliance who have the following responsibilities;
 - to identify areas for improvement and submit recommendations to the Alliance Board designed to contribute to the enhancement of the service
 - to drive the performance culture in partnership with other mechanisms, ensuring that other management teams and groups are aware of their responsibilities for performance
 - to clearly define what each KPI represents and how to measure them
 - to audit data for accuracy and compliance to agreed monitoring standards, including benchmarking with other authorities where possible
 - to demonstrate to staff the importance of measuring success and encourage them to participate in evaluating their own performance
 - to identify areas for improvement and contribute to the enhancement of the service
 - to ensure the correct mechanisms are in place to deal with poor performance
10. The Measuring Success Report is shared with management teams across the Alliance and uses a visual 'red, amber, green' reporting mechanism to identify key areas of good performance and those of concern, where improvement is needed.

Further improvements

11. A key driver for performance management in KHS is the clear understanding by all staff that it is not the measures/KPI's that make the difference it is the actions that the Board, managers and individuals take. The data should enable decisions to be made or improvements to process that lead to improved performance.
12. Currently the Measuring Success report has enabled a focus on some key outcome measures and is driving improvement in areas such as streetlighting repairs and letter answering. However the biggest gains will be achieved when team managers and their staff regularly apply a performance planning and review system to their particular area of service and establish connected performance see how this aligns to the Alliance Board KPI's. We plan to implement this performance management culture as the new teams become fully operational early in the new year.

13. Improvement to the presentation of the data will be developed. It will be important that teams can see their own performance outcomes in specific team 'dashboards' as well as how well KHS is performing as a whole. Such dashboards can display data in a number of ways including tables, charts, maps, speedometers or traffic lights. It will be important that this data is available for a wide audience including Members and the Public to ensure openness on performance and the actions being taken as well as to engage end users in the development of other measures they feel better reflect the service outcomes.
14. Whilst some of the Measuring Success report KPI's are national indicators that allow comparison we are actively seeking links with other local authorities to enable us to further compare KHS performance. However a key role of the Alliance Board is to drive continuous improvement through the key indicators that the Board has identified as these reflect the key service outcomes for KHS and the people of Kent.

'Measuring Kent Highway Services Success – a decisions and direction report by the Alliance Executive

A report to the Alliance Board by Caroline Bruce on 26th June 2007

Summary of Decisions and Direction required from the Alliance Board

1. The Alliance Board is asked to;
 - note the progress on the delivery of KPI's results against the target for 2007/8 and approve the actions by the Measuring Success Group (Appendix 1)

Background and Discussion

2. This report is a regular monthly update of the Alliance Board key performance indicators (ABKPI's) designed to demonstrate performance through a set of key indicators that see the service through the eyes of those receiving it. The Board have agreed that a number of the ABKPI's have a higher weighting than others and these are shown in blue in Appendix 1. In respect of the end of year review of performance these indicators will have a weighting value of twice that of the other ABKPI's. Therefore a 100% achievement of all targets will be if 54 points are achieved.
3. Whilst this is critical for the success of Kent Highway Services it is also equally important that managers and staff who deliver the service are able to sign up to the performance measurement and see the value that they add to the service.
4. This months results are presented in Appendix 1 and include a traffic light assessment of achievement of target by March 2008, where GREEN is on target, AMBER is likely to achieve target and RED is not on track to achieve target without intervention. Comments and actions from the Measuring Success Group are also included.
5. The service requests for last month, recorded by the KHS Contact Centre, are presented in Appendix 2. This shows the trends for the year for categories of calls. A review of press cuttings is set out in Appendix 3 and complaints are presented in Appendix 4.

Linkage to the Seven Strategic Objectives and Performance Model

6. The Alliance Key Performance Indicators fit into the seven strategic objectives.
7. The result of Transformation will be to put control and accountability for a function in the one place for each service or function. This, and other initiatives planned during Transformation, will help drive the performance culture within the Alliance that is missing at the moment.
8. However, the Measuring Success Group will be seeking improvements in performance before this and ask that the Alliance Board supports them in this. With immediate effect the Measuring Success Group will be expecting information and remedial action on a proactive basis from KPI owners where performance has dropped and will chase this if it is not provided. Performance statistics should be reported and discussed at operational management teams on a monthly basis and remedial action agreed and the Measuring Success Group asks that the Board supports them in this.

Efficiency savings and innovation

9. This report provides an update on performance progress. Efficiency savings and innovation will be reported through the strategic objective leads but the Measuring Success Group will manage the 'Unite' process that seeks to record innovation and efficiency across the Alliance.

Financial and Budget Implications

10. The Measuring Success Group made up with representatives from all parts of the Alliance has now been set up to drive performance management. This is funded from within the annual budget.

Appendix 1 – KHS KEY PERFORMANCE INDICATOR RESULTS

	Strategic / Policy KPI s	RESULTS 2006/7	TARGET for 2007/8	This months results				MEASURE	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS	
				Apr 07	May 07	Jun 07	July 07		Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08				
				West	Mid	East	HQ													
1	% NET positive press coverage about KHS (positive coverage minus negative coverage)	+19%	+ 15%	n/a	n/a	n/a	n/a	2007/8 Monthly result	+29%	-3%										
								2007/8 Average result	+29%	13%										
								2006/7 Monthly result	+29%	+24%	+29%	-6%	+11%	+10%	+23%	+30%	+24%	+19%	+7%	+31%
								12 Month rolling average	19.2%	18.3%										
2a	Number of complaints received (in the month)	197	N/A	4	0	2	2	2007/8 Monthly result	19	8										
								2007/8 Total result	19	27										
								2006/7 Monthly result	11	11	7	13	6	20	19	26	19	19	21	25
								12 Month rolling average	18.6	16.8										
2b	Number of compliments received (in the month)	680	N/A	18	7	8	9	2007/8 Monthly result	60	42										
								2007/8 Total result	60	102										
								2006/7 Monthly result	41	44	42	66	44	49	65	81	48	65	63	72
								12 Month rolling average	58.2	58.1										
2c	Ratio of compliments to combined number of complaints & compliments	77.5%	+60%	82%	100%	80%	82%	2007/8 Monthly result	76%	84%										
								2007/8 Average result	76%	77.3%										
								2006/7 Monthly result	74.6%	80%	85.8%	83.6%	88%	71.1%	77.4%	75.8%	71.7%	77.4%	75%	74.3%
								12 Month rolling average	78%											
3	% users happy with service provided by KHS (from contact centre survey of service requests)	62.3%	+60%	n/a	n/a	n/a	n/a	2007/8 Monthly result	81%	89%										
								2007/8 Average result	81%	85%										
								2006/7 Monthly result	49%	75%	56%	82%	64%	54%	50%	67%	73%	52%	60%	66%
								12 Month rolling average	65%	66.1%										
4	Number of leavers (excl disciplinary, including contact centre staff)	NEW	10-15%	n/a	n/a	n/a	n/a	2007/8 Quarterly Result	Qtrly	Qtrly										
								2007/8 Average result	Qtrly	Qtrly										
5	PSA2 – Total number of road casualties killed on KHS highway	NEW	716	n/a	n/a	n/a	n/a	2007/8 Quarterly Result	Qtrly	Qtrly										
								2007/8 Total result	Qtrly	Qtrly										
6	Number of loss time accidents involving KHS staff	NEW	0	n/a	n/a	n/a	n/a	2007/8 Quarterly Result	Qtrly	Qtrly										
								2007/8 Total result	Qtrly	Qtrly										

Comments:

KPI1 – reduction in positive press coverage, 87 articles in total is a lower than normal number and new press officer in Corporate Press Office will help increase positive numbers we push out. Similar number of negative press articles but many more neutral cuttings rather than positive.

KPI3 – a second good month of the new form of contact centre call back survey with results consistent with the first months survey. More data still needed.

	Strategic / Policy KPI s	RESULTS 2006/7	TARGET for 2007/8	MEASURE	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS
					Apr 07	May 07	Jun 07	July 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08
7	Value of 'efficiency gains' and number of service innovations actually delivered	£5.4m	£7.5m	2007/8 Quarterly Result	Qtrly	Qtrly										
8	% of staff who think KHS is a good organisation to work for	33%	+ 50%	2007/8 Six Monthly result	Half yr	Half yr	-									
				2006/7 Results	51%	51%	51%	51%	51%	51%	51%	33%	33%	33%	33%	
9a	NET annual satisfaction with the condition of KHS roads	+5%	+ 10%	2007/8 Annual result	Annual	Annual	-	-	-	-	-					
				2006/7 Annual result	-22%	-22%	-22%	-22%	-22%	-22%	-22%	+5%	+5%	+5%	+5%	
9b	NET annual satisfaction with the condition of KHS pavements	+4%	+ 8%	2007/8 Annual result	Annual	Annual	-	-	-	-	-					
				2006/7 Annual result	-15%	-15%	-15%	-15%	-15%	-15%	-15%	+4%	+4%	+4%	+4%	
9c	NET annual satisfaction with the condition of KHS streetlights	+31%	+ 40%	2007/8 Annual result	Annual	Annual	-	-	-	-	-					
				2006/7 Annual result	37%	37%	37%	37%	37%	37%	37%	31%	31%	31%	31%	
10	% overhead cost of delivering KHS service compared to total budget for the service	NEW	<16.2%	2007/8 Annual result	Annual	Annual										

Comments:

No monthly data set for this page

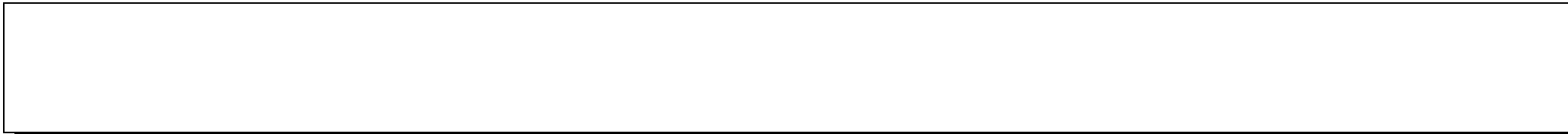
Appendix 1 – KHS KEY PERFORMANCE INDICATOR RESULTS

	Relevant Alliance National BVPIs		RESULTS 2006/7	TARGET for 2007/8	This months results				MEASURE	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS
					West	Mid	East	HQ		Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sept 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08
11	BV12	Staff sickness days lost per FTE	6.7	7 days	n/a	n/a	n/a	n/a	2007/8 Monthly result	0.67	0.69										
									2007/8 Cumulative result	0.67	1.39										
12	BV215a	Average number of days taken to repair streetlighting fault (KHS control)	15.90	7 days	17.59	17.27	15.17	n/a	2007/8 Monthly result	17.76	16.31										
									2007/8 Average result	17.76	17.69										
									2006/7 Monthly result	17.63	10.89	20.78	16.8	11.55	13.7	12.98	13.16	15.39	19.2	20.2	19.57
									12 Month rolling average	16.11	16.51										
13	BV215b	Average number of days taken to repair streetlighting fault (EDF control)	38.99	30 days	17.3	17.25	70.19	n/a	2007/8 Monthly result	64.74	41.6										
									2007/8 Average result	64.74	58.0										
									2006/7 Monthly result	30.63	74.31	23.67	44.11	46.82	28.89	40.96	34.73	19.3	28.96	112.33	40.03
									12 Month rolling average	46.11	42.27										
14	BV 99 a	% reduction in casualties – killed or seriously injured (KSI)	-9.77%	- 5 %	n/a	n/a	n/a	n/a	2007/8 Annual result	Annual	Annual										
14	BV 99 b	% reduction in casualties – children KSI	-41.35%	- 7 %	n/a	n/a	n/a	n/a	2007/8 Annual result	Annual	Annual										
14	BV 99 c	% reduction in casualties – slight injuries	-1.34%	- 1 %	n/a	n/a	n/a	n/a	2007/8 Annual result	Annual	Annual										
15	BV 100	No days traffic control put out on traffic sensitive streets at traffic sensitive times (peak hrs) - utilities & KHS work per 100km traffic sensitive highway	0.59 days	0.5 per 100km					2007/8 Quarterly Result	Qtrly	Qtrly										
									2007/8 Average result	Qtrly	Qtrly										
16	BV 187	% high use footways that are in need of repair	23%	26 %					2007/8 Annual result	Annual	Annual										
17	BV 223	Condition of principal roads - % of KHS network to consider for maintenance	6%	8 %					2007/8 Annual result	Annual	Annual										
18	BV 224a	Condition of B & C roads - % of KHS network to consider for maintenance	10%	13 %					2007/8 Annual result	Annual	Annual										
19	BV 224b	Condition of unclassified roads - % of KHS network to consider for maintenance	10%	25 %					2007/8 Annual result	Annual	Annual										

Comments:

BV12 Compiled from KCC = 0.71 days lost per FTE. Ringway = 0.90 days lost per FTE. Jacobs = 0.61 days lost per FTE. TSUK= 0.38 days lost per FTE and KHS Contact Centre = 2.5 days lost per FTE. The BV result will be the March 08 cumulative figure.

BV215a and b = Total number of faults repaired for 215a = 3924 and 215b = 35



	Operational/Business KPIs	RESULTS 2006/7	TARGET for 2007/8	This months results				MEASURE	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS	
				Apr 07	May 07	Jun 07	Jul 07		Aug 07	Sept 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08				
				West	Mid	East	HQ													
20	KHS insurance (red/amber/green assessment)Traffic light assessment includes % response in 25 days or less, work order info and inspection reports where red is bad and green is good.	NEW	No red	2 Red	3 Red	0 Red	n/a	2007/8 Monthly result	4 red	5 red										
								2007/8 Average result	4 red	4.5 red										
								2006/7 Monthly result	3 red	2 red	5 red	3 red	1 red	6 red	6 red	5 red	5 red	5 red	5 red	3 red
								12 Month rolling average	4.1 red	4.4 red										
21 a	No schemes delivered against agreed published program for year (HAB+Alliance Exec approved)	NEW	526	7	63	11	n/a	2007/8 Monthly result	62	81										
								2007/8 total result	62	143										
21 b	% schemes delivered between 98-102% of their target price & overall cost-profile of value of schemes within target range compared with total value of program	NEW		nya	nya	nya	n/a	2007/8 result	Half yr	Half yr										
								2007/8 Average result	Half yr	Half yr										
22 a	% emergency repairs (2hr response, Ringway) attended on time & completed to required quality	98.4%	99.5 %	100%	99.4%	100%	n/a	2007/8 Monthly result	100%	99.8%										
								2007/8 Average result	100%	99.9%										
								2006/7 Monthly result	99.6%	99.4%	100%	99%	95.2%	96.1%	99%	99%	96.5%	96.3%	99%	99.3%
								12 Month rolling average	98.2%	98.2%										
22 b	% hazard repairs (3 day response, Ringway) attended on time & completed to required quality	98.4%	95 %	100%	100%	100%	n/a	2007/8 Monthly result	100%	100%										
								2007/8 Average result	100%	100%										
								2006/7 Monthly result	94.6%	93.9%	97.8%	98.1%	96.3%	100%	100%	100%	100%	100%	100%	100%
								12 Month rolling average	98.8%	99.3%										
23 a	% urgent sites (traffic signals) attended on time (2 hours)	98.2%	99.5 %	n/a	n/a	n/a	77.8%	2007/8 Monthly result	94%	93.7%										
								2007/8 Average result	94%	93.8%										
								2006/7 Monthly result	n/a	n/a	96.5%	97%	100%	100%	97.1%	100%	98.4%	96.6%	100%	96.5%
								12 Month rolling average	97.8%	96%										
23 b	% non-urgent sites (traffic signals) attended on time (24 hours)	97.7%	95 %	n/a	n/a	n/a	95.8%	2007/8 Monthly result	91.5%	95.8%										
								2007/8 Average result	91.5%	93.7%										
								2006/7 Monthly result	n/a	n/a	96.5%	95.1%	98.7%	97.2%	97.3%	99.6%	100%	99.5%	97.1%	96.8%
								12 Month rolling average	97.2%	97.1%										
24	% Letters dealt with in agreed/published timescales	57.9%	90 %	48.4%	65.1%	83.2%	86%	2007/8 Monthly result	80.8%	78.6%										
								2007/8 Average result	80.8%	79.8%										
								2006/7 Monthly result	n/a	n/a	n/a	n/a	n/a	50%	58%	60.3%	50.5%	65%	61.5%	60.3%
								12 Month rolling average	59.9%	62.8%										
25 a	Contact Centre: % call answered	96%	95 %	n/a	n/a	n/a	n/a	2007/8 Monthly result	94.7%	96%										
								2007/8 Average result	94.7%	95.3%										
								2006/7 Monthly result	97%	93%	93%	94%	98%	98%	98%	97%	96%	96%	96%	94%
								12 Month rolling average	95.6%	95.8%										
25 b	Contact Centre: % call answered within 20 seconds	78%	80 %	n/a	n/a	n/a	n/a	2007/8 Monthly result	72%	76%										
								2007/8 Average result	72%	74%										
								2006/7 Monthly result	83%	66%	65%	71%	90%	86%	86%	86%	84%	76%	80%	67%

	Operational/Business KPIs	RESULTS 2006/7	TARGET for 2007/8	This months results				MEASURE	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS	KHS	
				Apr 07	May 07	Jun 07	Jul 07		Aug 07	Sept 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08				
				West	Mid	East	HQ													
25	Contact Centre: % calls resolved as d once and done by contact centre	55.7%	65 %	n/a	n/a	n/a	n/a	2007/8 Monthly result	59%	59%										
								2007/8 Average result	59%	59%										
								2006/7 Monthly result	60%	57.5%	60.2%	60.7%	57%	56%	55%	57%	50%	44%	55%	56%
								12 Month rolling average	55.6%	55.7%										
26	Kent Messaging System (KMS): No of service requests outstanding after 28 days	1738	1000	581	917	689	n/a	2007/8 Monthly result	2187	1906										
								2007/8 Average result	2187	2046										
								2006/7 Monthly result	1468	1644	2136	2745	2579	3332	1578	1177	1187	1333	1115	1725
								12 Month rolling average	1894	1916										
27	% sites passing the site safety audit for safety, signs & traffic management	73.5%	78 %	100%	90%	84%	n/a	2007/8 Monthly result	83.1%	86.8%										
								2007/8 Average result	83.1%	85.2%										
								2006/7 Monthly result	78%	88.1%	63.6%	62%	84.2%	80.9%	77%	70%	71%	61%	73%	75%
								12 Month rolling average	74%	74%										
28	% of material diverted from landfill	NEW	75%	n/a	n/a	n/a	n/a	2007/8 Monthly result	87%	82.2%										
								2007/8 Average result	87%	84.6%										
29	% operations budget committed for planned and programmed work per month	NEW	+ / - 5 % of profile	nya	nya	nya	n/a	2007/8 Monthly result	nya	nya										
								2007/8 Average result	nya	nya										
30	% defective sites (quality of reinstatement) found by Highway Inspectors	7.5%	7 %	nya	nya	nya	n/a	2007/8 Quarterly Result	Qtrly	Qtrly										
								2007/8 Average result	Qtrly	Qtrly										
								2006/7 Quarterly result	9.5%	9.5%	9.5%	5.0%	5.0%	5.0%	8.0%	8.0%	8.0%	7.5%	7.5%	7.5%
								12 Month rolling average	7.5%	7.5%										

Comments:

KPI20 – MK are on the case to manage the decreasing performance in Insurance claims processing.

KPI22a - Number of emergencies dealt with in agreed timescales EK 133/133, MK 133/133, WK 188/189 = Total 454/455

KPI22b - Number of hazards dealt with in agreed timescales EK 158/158, MK 0/0, WK 150/150 = Total 308/308

KPI24 - Number of letters dealt with in agreed timescales = HQ 574/667, EK /, MK 127/195 , WK 86/187 = Total 985/1287

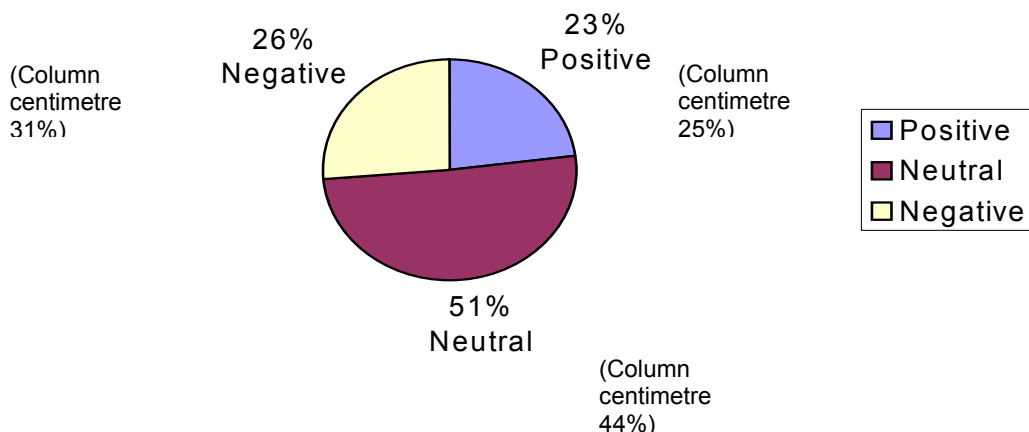
KPI28 - 88.2% waste diverted from landfill and 0% gully waste diverted from landfill

KPI26 – Targeted resource is now in place to manage the backlog of 28 day KMS messages

KPI29 – data not yet available. We are experiencing difficulty in working to the monthly gang profiles agreed between KCC and Ringway managers – April and part of May has not followed the agreed work plan. Also, it is likely that cost data will be well in arrears due to problems with Red Sky and knock-on effects on WAMS and MIDAS. Implementation flaws such as those with ‘target costing’ still persist, though progress is being made. Profiling of work should be on track for next month, but cost information could well be later. More work in this area is required.

Comments: Monthly performance review meetings are now taking place with the Contact Centre. High levels of sickness amongst highways agents and high staff attrition rates have meant poor performance for the last few months and this is not expected to dramatically improve before August when a new team of agents will "go live"
Top 3 categories for service requests in May 2006 were Streetlights (13.8%), Roads inc potholes (11.6%) and Requests for call back from Divisions (9.7%)

Tone of cutting	Last month's cuttings	This month's cuttings	This month's column centimetres
Positive	48	20	708
Neutral	23	44	1,218
Negative	21	23	868
TOTAL	92	87	2,794



- From a total of 23 negative cuttings 6 were letters.

Positive

Bridge and Patricbourne school launch their walking bus.
 A road safety competition allowed youngsters to drive home the road safety message.
 KHS are taking steps to repair pavements in Shepway.
 £7.2 Million road safety package and congestion package.

Neutral

Fears that the post bus service could be lost.
 A Southern Water sewer caused a hole to appear in Broad Street, Sheerness
 Car diverted from Bower Place, Maidstone in peaceful protest to try and prevent the road being used as a rat run.
 Villagers at Faussett Hill battle to keep lower speed limit in place after a speed limit trail.

Negative

Lines drawn for battle by CPRE over Highways depot in Wrotham.
 Lamppost slips and brings down a wall in Darlington Drive, Minster.
 Another victim of killer road – crash on the A26

Note: A review of column centimetres was carried out for the first time this month. The review measured the length in cm's of the standard column width of text and included images.
 Our recommendation is to continue to measure the number of articles that have appeared, in some pieces KHS is mentioned but is not the main focus of the article, by measuring the entire article it could provide incorrect impression. In our view the number of articles is also a better measure for the number of individual people that could be influenced by positive press coverage.

Appendix 4 – KHS MONTHLY COMPLAINTS SUMMARY – May 07

Summary of Complaints Received during the Month: **May 2007**

Division/ HQ	Subject	Description	Type *	Resolving Action	Comments
HQ	Unacceptable behaviour	Complainant cut up by Ringway driver on St Michael's Road, Sittingbourne followed by verbal abuse.	Staff conduct	John Martin identified driver, interviewed him and warned of his future conduct.	
HQ	Misleading information	'That the Council misled complainants to believe they would be entitled to compensation under terms of Land Compensation Act and Council delayed unreasonably in adopting the road thus avoiding making compensation payments'	Service delivery failure	Awaiting John Farmer's reply to Stuart Ballard's letter 18/05/07.	
MK	NIL				
EK	Tree	Request for tree to be cut back	Delay in responding	Awaiting report from Jacobs' Senior Arboriculturist	
EK	Resurfacing	Request for road to be resurfaced	Quality of service	Awaiting decision from Keith Ferrin	
WK	Crossover	Dissatisfaction with application process of a crossover	Policy/process query	In future only admin fee needed until site has been checked and there will be a revision of C2 form	
WK	Speeding	Speeding issues on A26	Policy/process query	Crash records will be monitored and enforcement via Speedwatch / mobile safety cameras	
WK	Streetlight	Delay in installing streetlight in Cheviot Cl	Service delivery failure	Customer told work programmed for 21/05/07	
WK	Crossover	Crossover material marking wheelchair wheels and driveway	Quality of service provided	Crossover to be reconstructed using concrete material and block paving will be cleaned	
		Total: 8			

* Type:

- Service delivery failure
- Quality of service provided
- Delay in responding to communication or contact problems
- Lack of information or progress update
- Policy/Process query
- Staff Conduct
- Claim for compensation

Distributed to: Kay Groves
David Thomas
Alliance Executive
Alliance Board