

**By:** Mr Keith Ferrin, Cabinet Member, Environment, Highways & Waste  
Mr Richard Pascoe, Chairman of E&R POC  
Caroline Bruce, Interim Director, Kent Highway Services

**To:** Environment & Regeneration Policy Overview Committee  
20 January 2009

**Subject: Kent Highway Services – Performance Management – Measuring Success**

Classification: Unrestricted

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Summary: As requested by members of the Policy Overview Committee, this report provides details of current levels of performance in Kent Highway Services.

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**1. Introduction**

- 1.1. As members are aware, the highway service in Kent is delivered through a private and public sector Alliance comprising KCC, Ringway, Jacobs and Telent. This Alliance team delivers the service from a call being handled at the contact centre to the repair being carried out on the ground.
- 1.2. To reflect this full end to end service the Alliance has developed a set of performance indicators that cover the wide and varied service it delivers. These indicators are measured and reported each month to an Alliance Board, chaired by Keith Ferrin, Cabinet Member, Environment, Highways & Waste and attended by national Directors of the commercial Alliance partners.
- 1.3. The indicators are presented in a 'Measuring Success' report, attached as Appendix 1. This officer report is now published to POC Members each month.
- 1.4. Current performance remains below standard although positive progress is being made on a number of indicators such as the number of old outstanding service requests made by the public.

**2. Recommendations**

- 2.1. Members are invited to review the Measuring Success report and comment on the indicators used to track progress of the highway service and make any suggestions, amendments or recommendations they feel appropriate.
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