

Measuring Kent Highway Services Success – a report for the Alliance Board on performance @ February 2009

A report to the Alliance Board by the Alliance Executive with support from the Measuring Success Group on 24th March 2009

Summary of Decisions and Direction required from the Alliance Board

1. To note the progress on the issues/concerns identified by the Measuring Success Group that have been subsequently discussed at Executive with actions agreed by them to improve performance.

Good Progress

2. The new IT system is being installed to support the streetlighting service and even with this potential disruption there has been solid performance in fixing faults where KHS can repair them. A report has been published at Highways Advisory Board on the way forward with the relationship with EDF, and their performance.
3. Progress is being made in repairing small sections of damage to drainage pipes to ensure many gullies that have not previously been working effectively are now in full operation. This programme will continue into the next financial year.
4. A 100 callers who had made a service request via the Contact Centre were contacted this month and 74 of them were happy with the overall service provided. This despite the significant increase in calls (almost 20,000) and pressure this has placed on KHS service delivery teams
5. Despite one of the busiest months on record KHS attended 100% of the 2 hour emergency calls on time. There were over 1000 such calls which is a far higher than normal.

More Progress Needed

6. This month's performance is generally on par with the previous three months, so staying at a **RED/AMBER** overall assessment. There are some areas, set out in the table below, that the MSG have flagged to the Executive that require decisions and action by the Alliance Executive lead manager responsible for the service performance (shown in brackets in the right hand column of the table below):

Ref	Indicator and commentary from MSG	Key issue for Executive to address	Decision and actions agreed by the Executive
SP02	Complaints and Compliments – There were 18 'official' complaints have been recorded this month despite 113 logged 'complaints' via the contact centre (91 in January, 73 in December and 100 in November). There were 38 Compliments. Resources have updated the process for logging ALL complaints that meet KCC definition and the results should be seen next month.	Is the process now clear with KHS and the Contact Centre to ensure the correct logging of complaints?	<ul style="list-style-type: none"> ▪ The process has now been clarified and the Community Operations Customer Liaison Team Leaders will be ensuring compliance with KCC complaints definition and logging from CSM onto the Corporate reporting system (<i>Kim Hills</i>)
SP06	United (efficiency and innovation savings) – £20,000 worth of ideas logged in February making a total of £3.7 million	Is 'United' now being sufficiently promoted to raise the profile to ensure success next year?	<ul style="list-style-type: none"> ▪ On target for £4 million and a newsletter to raise the profile and describe recent examples is due in March. Ideas valued at £2m are already being reviewed for 2009/10. Reward vouchers for staff who have come up with approved ideas are to be issued this month (<i>Cliff Malone</i>)
SP13	Routine service requests outstanding after 21 days – due to the two previous months of bad weather this has increased to 4068 in February	Is sufficient resource available to reduce this figure over the next few weeks?	<ul style="list-style-type: none"> ▪ Reducing the backlog following the peak demand. Is a key priority No further additional resources are required and more work is being done each week than is coming in as new faults. (<i>Kim Hills</i>)
TS02	EDF streetlight performance – The average days to complete a fault/	When will the effects of the	<ul style="list-style-type: none"> ▪ April is the next formal meeting with EDF with quarterly monitoring against the agreed Service

	connection this month is 68 days.	new SLA and 'rent a jointer' begin to come through in EDF repair times	level Agreement now in place. A report is programmed for the September Highways Advisory Board (<i>Norman Bateman</i>)
CI01	Schemes Completed – A total of 104 of 187 Integrated Transport Schemes (56%) are now complete together with 385 of 526 (73%) resurfacing and strengthening schemes. This is 69% of the overall programme.	What is the likely out-turn result and what will be the effects on the 2009/10 programme?	<ul style="list-style-type: none"> The likely overall programme completion will be 75% with almost 100% completion of the resurfacing and strengthening programme (including the additional programme pulled forward from 09/10) and c.65% completion of the IT programme. This is an improvement on previous years. An end of year report will be provided to the Board on lessons that can be learned and improvements that are being put in place for the 2009/10 programme (<i>Behdad Haratbar</i>)
CI02	Schemes completed with 98-102% of target price – of the 73 IT schemes where data is now available 8 are within target with a further 30 completed for less than 98% of the agreed target prices.	Is this data now robust at it suggests 48% projects are going over the agreed target?	<ul style="list-style-type: none"> Current Information indicates that 48% of projects are going over target with an average of 4% over the target price. Improvements have now been put in place to improve this for future projects (<i>Behdad Haratbar</i>)
NM07/ NM08	Traffic systems faults requiring 2 hr or 24 hr response – the number of faults have consistently been over target with the assumption that this is due to the LED replacement.	Are the technical issues that are causing faults at LED sites now resolved?	<ul style="list-style-type: none"> New software has now been installed at 10 trial sites and the test results will be available after 25th March. If successful this will be used at all sites to resolve the LED sites fault problems (<i>David Beaver</i>)
TD01	Old S38's adopted – A further 2 sites were adopted leading to a total of 51 of the 175 target now complete. But progress is being made on a number of others.	What is the update position for the end of March?	<ul style="list-style-type: none"> At year end there are likely to be 38 sites that are left un-adopted. Of these 29 could be adopted with further chasing in the new year regarding remedial works leaving 9 'problem' sites where we are having difficulty making progress with the developer. The next phase of 'chasing' for sites completed between 2002-2005 has just been initiated (<i>David Hall</i>)
TD02	% of 2009/2010 Integrated transport programme handover to Countywide Improvements – the programme appears to be shifting from between 30-71 schemes. .	Is the uncertainty over the size of the IT programme now resolved and is the handover process working?	<ul style="list-style-type: none"> The IT programme for 2009/10 has now been finalised with almost 70 schemes to be delivered. The handover process is being reviewed to ensure that schemes can be delivered in 2009/10 (<i>David Hall</i>)
BC01-03	Calls answered by the Contact Centre – A huge calls demand in February with 19,742 contacts and 14,077 service requests making this one of the busiest months on record. This has lead to increased call waiting times	Who from KHS is now managing the Business relationship with the contact centre and have lessons been learnt from this peak period to get performance back on track?	<ul style="list-style-type: none"> A plan to further improve performance is currently being developed within KHS to identify the business requirements for the service for discussion and implementation by E&R Resources. The Executive is concerned that this issue needs to be resolved as part of the bedding in of the E&R Resources re-structure to ensure that there is a clear business lead to work with the Contact Centre on operational delivery requirements (<i>Resources</i>)
BC04	% of calls 'first point resolution' – the target for this indicator is 65% and current performance is between 29-50% which results in a large demand pushed into KHS teams.	What is the progress on supporting the Contact Centre to increase the first point resolution %?	

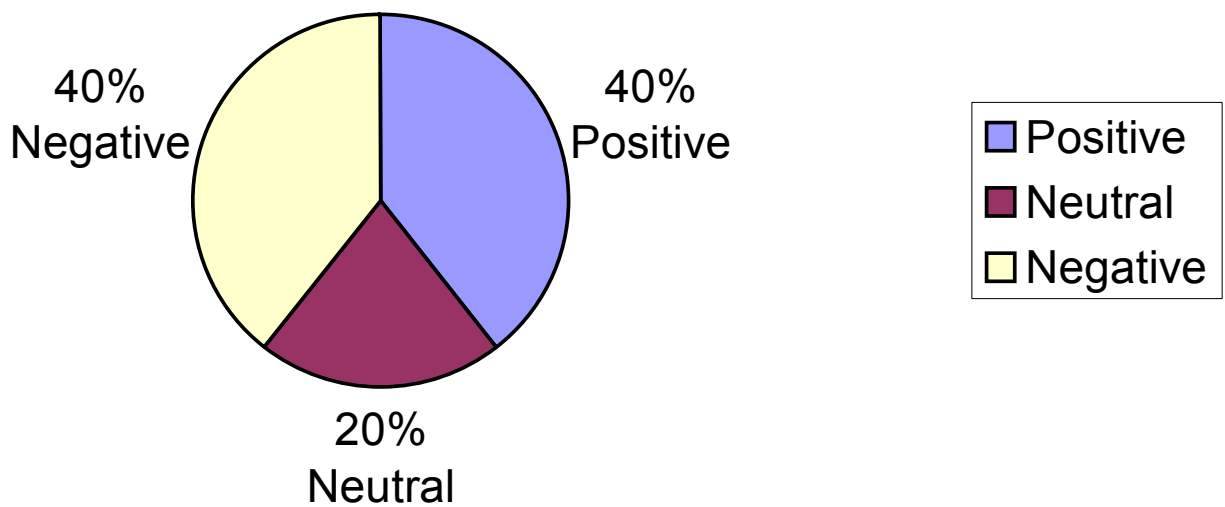
7. The Alliance Board KPI's this month have improved slightly and assessment is a **RED/AMBER** with limited chance now of meeting over 75% of our targets by year end. Current performance suggests achievement of 60%. This is required for commercial Alliance partners to access the financial 'gain' accrued when the net of all actual costs are lower than the agreed target prices.

Author details

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KENT HIGHWAY SERVICES

Tone of cutting	Last month's cuttings	This month's cuttings
<i>Positive</i>	55	52
<i>Neutral</i>	48	28
<i>Negative</i>	21	52
TOTAL	124	132



- From a total of 52 negative cuttings 6 were letters.

Positive

Salt stock piled before icy snap
 Keeping the way clear for cyclists – new rangers scheme
 Traffic calming team to hit roads

Neutral

Heavy rain brings more road chaos in Tunbridge Wells
 Study focuses on reducing speed through village – survey of A274 through Headcorn
 Shared Space scheme proves more popular

Negative

Pothole reports – KM campaign for members of the public to report potholes
 Storm brews over parking – KCC want money for parking that Districts currently collect
 Traders pay the price for road repairs in Tunbridge Wells

This month's total cuttings figures have decreased from last year's February figures (169 previously), the positive number of cuttings has fallen (81 previously), and the negative number of cuttings has risen (39 cuttings last year), the number of neutral cuttings has also fallen (49 cuttings last year). The topic with the single most amount of cuttings, which this month were negative, related to potholes.

Appendix 4 – KHS MONTHLY COMPLAINTS SUMMARY:

Summary of Complaints					
Reference	Service Area	Subject	Description	Type *	Resolving Action
KHSCMT001	Community Operations	Dropped Kerb	Dispute over dropped crossing decision over additional kerb	Disputed Decision	Agreement for dropped kerbs to remain
KHSCMT006	Community Operations	State of the roads	Initial complaint about the state of the roads and subsequent delay in responding	Lack of action	Delay was from the corporate centre, apology given and response to initial queries provided
KHSCMT009	Community Operations	Gritting	Lack of gritting in Woodchurch Parish	Disputed Decision	Explanation for decision taken at time of ice emergency
KHSCMT011	Community Operations	KHS driving	KHS branded vehicle driving erratically and driver displaying aggressive behaviour	Staff Conduct	Senior Manager spoke to customer and apologised. Staff member spoken to. Incident involved a private vehicle with KHS branded magnetic strips, being driven home out of hours
KHSCMT013	Community Operations	Insurance Claim	Ongoing insurance claim – decision disputed	Disputed Decision	Passed to the claims department to handle directly
KHSCMT016	Community Operations	Stopping up order	MP has written on behalf of constituent about a stopping up order	Other	Information awaited from the Customer Liaison Team Leader
KHSCMT017	Community Operations	Insurance Claim	No information received about a previous insurance claim	Lack of action / delay	Telephoned caller – explained previous letter not received and new letter sent.
KHSCMT020	Community Operations	Streetlighting	No action or update despite several telephone calls	Lack of action / delay	Apology for incorrect information given. Advised that work has now been done. Further investigations ongoing.
KHSCMT021	Community Operations	Staff Conduct	Complaint about an offensive email received by a parish clerk from a KHS member of staff	Staff conduct	Information awaited from the Customer Liaison Team Leader
KHSCMT022	Community Operations	Potholes	Despite letter, emails and phone calls, no response other than CSM log number	Lack of action / delay	Information awaited from the Customer Liaison Team Leader
KHSCMT007	Transport & Development	Various	Streetlighting, Roadworks and parking	Other	Information awaited from the Customer Liaison Team Leader

KHSCMT010	Transport & Development	Roadworks and Street Furniture	Dissatisfied with the lack of concern for pedestrian safety when roadworks are carried out and on the placing of street furniture / bus shelters etc	Lack of action / delay	Explanation of procedure for pedestrian safety and confirmation that this is taken extremely seriously. Also gave advice about street furniture
KHSCMT014	Transport & Development	Disabled Access	Incorrect information given regarding bus stops and disabled access	Other	Information awaited from the Customer Liaison Team Leader
KHSCMT015	Transport & Development	Parking	Query re parking in new development	Other	Information awaited from the Customer Liaison Team Leader
KHSCMT008	Technical Services	Drainage	Complaint about lack of action of drainage / flooding issue	Lack of action / delay	Thanks for patience and update of works to be completed
KHSCMT018	Technical Services	Streetlighting	Dissatisfied with lack of progress on defective street light	Quality of service provided	Explanation for delay. This is a parish light
KHSCMT019	Technical Services	Streetlighting	Lack of action to repair streetlight	Lack of action / delay	Information awaited from the Customer Liaison Team Leader
KHSCMT023	Technical Services	Streetlighting	Complaint about the delay to repair a streetlight	Lack of action / delay	Apology given for delay and to inform that lamp has now been replaced
KHSCMT012	Network Management	Staff driving	Complaint about the driving of a RASWA employee	Staff conduct	Information awaited from the Customer Liaison Team Leader

Summary		
Community Operations	9 complaints -	Disputed decisions, quality of service, staff conduct and claim for compensation
Transport & Development	4 complaints -	Lack of action / other
Technical Services	4 complaints -	Lack of action / delay / quality of service
Network Management	1 complaint -	Staff Conduct
Countywide Improvements	No complaints	