

Asset Management Strategy Performance Measures

Theme	Indicator Description	Vital Sign	Frequency of reporting	Service Level to inform backlog	LTP	14-15	Context	15-16	Context	16-17	17-18	18-19	19-20	Which is better?	Aim	
Safety	Number of people killed and seriously injured on Norfolk's roads	✓	Monthly							369				Higher	Improve	
	Repudiation Rate of Highway Insurance Claims		Annual			80%		81%		81%				Higher	Maintain	
	Winter gritting - % of actions completed within 3 hours	✓	Monthly							100%	100%	100%	100%	Higher	Maintain	
	Highway Safety Inspection carried out on time		Monthly			98.50%		97.76%						Higher	Maintain	
	% Priority A defects attended within response timescale (2 hours)		Monthly			96%		96%						Higher	Maintain	
	% Priority B defects attended within response timescale (Up to 4 hours)		Monthly			97%		98%						Higher	Maintain	
Serviceability	Roads		Annual	2006-7 treatments	4.2%	3.4	marginally better than national average	2.50%		2.80%	3.10%	3.40%	3.80%	Lower	Slight decline	
			Annual	2006-7 treatments		10.7	marginally worse than national average	6.48%		7.49%	8.34%	9.24%	10.12%	Lower	Slight decline	
			Annual	2006-7 treatments		22%	marginally worse than national average	17%		18%	20%	21%	23%	Lower	Slight decline	
	Footways		Annual	12.50%		13.20%		16.10%		19%	22%	25%	27%	Lower	Slight decline	
			Annual	25%		26.88		32.70%		36%	39%	41%	42%	Lower	Slight decline	
			Annual	30%		29.30%		28.90%		29%	30%	31%	32%	Lower	Slight decline	
			Annual	30%		30%		29.50%		30%	31%	32%	33%	Lower	Slight decline	
	Structures		Annual	Bridge Condition Index Score HGV		91.92		89.82		89.92	89.3	88.8	88.2	87.8	Higher	Slight decline
			Annual	Bridge Condition Index Score Non-HGV		88.93		90.92		91.23	91	90.5	90	89.5	Higher	Slight decline
			Annual	Bridge Strengthening number of bridges requiring strengthening		2				2	1	0	0	0	Lower	Improve
	Traffic Signals		Annual	Traffic Signals controller age no more than 20 years		20 yrs.				6	3	0	0	0	Lower	Improve
	Street Lighting		Monthly	% Street Lighting working as planned (lights in light)			99.62%		99.63%		99%				Higher	Maintain
Customer Satisfaction	NHT Overall		Annual	KBI 01 - Overall (local)		56.1	3rd best County	56.2	2nd best County	56.2				Higher	Maintain	
			Annual	KBI 11 - Pavements & Footpaths		57	9th best County	58.8	5th best County	58.8				Higher	Maintain	
	NHT Walking & Cycling		Annual	KBI 13 - Cycle routes and facilities		51.5	10th best County	53.8	3rd best County	53.8				Higher	Maintain	
			Annual	KBI 15 - Rights of Way		58.3	14th best County	58	17th best County	58				Higher	Maintain	
	NHT Highway Maintenance & Enforcement		Annual	KBI 23 - Condition of highways		40.6	2nd best County	43.6	3rd best County	43.6				Higher	Maintain	
			Annual	KBI 24 - Highway maintenance		50.5	6th best County	55.8	4th best County	55.8				Higher	Maintain	
Sustainability (Economic & Environment)			Annual	KBI 25 - Street lighting		62.5	16th best County	62.6	18th best County	62.6				Higher	Maintain	
		✓	Annual	Street lighting – CO2 reduction (tonnes)						647				Higher	Improve	