

INTRODUCTION

If you cannot see these notes in full please click on [View → Zoom to Selection \(Excel 2007 / 16\)](#).

Background

The Audit Scotland "Maintaining Scotland's Roads" report, recommend in August 2016 in their "Follow-up Report" that "Councils should implement methods for assessing and comparing councils' roads maintenance efficiency with the aim of identifying and learning from councils delivering services more efficiently". It is a fundamental requirement of the Audit Scotland Report 2011 "Maintaining Scotland's Roads: A follow-up report" and the Audit Scotland Report 2013 "Maintaining Scotland's Roads: An audit update on councils' progress" that authorities measure performance and undertake meaningful benchmarking work. Additionally, the "SCOTS RAMP Project: National Audit/Review RAMP Practices, 2015" makes the following recommendation "continue to support the efforts of the Performance Group in trying to improve the reliability and use of the PI data collected in conjunction with APSE".

Additionally, the Scottish National Road Maintenance Review (NRMR) aims to identify how those responsible for, and working in, Scotland's roads maintenance sector can deliver efficiently managed roads for all within the budgets available, and identify opportunities for innovation, collaborative working and the sharing of services. To assist with the aims of the Review, Option 26 of the report states that a consistent unit cost benchmarking methodology across all roads authorities should be developed and implemented and Option 30 states that the optimal delivery of road maintenance services should be explored including joint collaboration/working arrangements/operational collaboration between all roads authorities. A SRRB grant has facilitated work to be undertaken in relation to the development of unit cost rates and Phase 2 of this development work is now underway.

Introduction

The collection of performance information for financial year 2016-17 is considered by SCOTS and APSE to have been very successful in terms of the number of submissions made. 32 Councils made full submissions and the majority of Councils took part in Family Group workshops to validate and verify data. It is recognised through the quality and quantity of data provided that some authorities are more proactive than others in taking part in the benchmarking opportunities that this task provides. It is hoped that there will be 100% attendance at future Family Group workshops in recognition of the emphasis that SOLACE and the Improvement Service are putting on measuring and managing performance.

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The data collected will allow road maintenance activities to be benchmarked in a number of ways:- in family groups; nationally; year on year for individual authorities; and ultimately with the private sector to assess value for money in service provision.

The data collected will allow authorities to measure their performance against their own internal levels of service and to set targets and drive improvement where it is required. The Year on Year report is beneficial in this respect, allowing data for several years to be displayed at once and used in the management of the road maintenance service.

Safety, serviceability and sustainability are key areas in terms of measuring performance in the road maintenance environment. Customer service, in terms of providing effective consultation and information; providing efficient enquiry and complaints management and delivering satisfaction in terms of timeliness and quality of work are all important performance measurement areas which are being looked at through the SCOTS Performance Management and Benchmarking Focus Group.

APSE

The SCOTS Performance Management and Benchmarking Focus Group would like to acknowledge the help and support that has been provided by APSE (Association for Public Service Excellence) in collecting, processing and validating the data required for the performance measurement and driving improvement.

Please note that although the same data sources have been used for this task and the 2016-17 APSE performance networks reports, the outcomes including highest, lowest and average data may not correspond due to different parameters being applied to the reported data. Also, please note that the SCOTS Family Groups do not correspond with the APSE Family Groups.

Timetable for 2017-18 data submissions

The timetable for the performance data submission exercise for 2017-18 is as follows:-

May 2018 - Performance measurement task issued to Scottish Authorities.

27 July 2018 - Final deadline for return of data collection template for full error checking by APSE and SCOTS

end September 2018 - Dispatch of SCOTS reports for use in Annual Status and Options Report

Performance results should be summarised for use in the Annual Status and Options Report detailing progress in delivering the standards specified. The Annual Status and Options Report should use the performance information to assist in summarising the status of each asset group in terms of its condition, compliance with meeting repair standards, level of public complaint/contact etc. The report should describe the result of the previous year's investment in terms of meeting the target service standards.

Notes

1 You may be contacted by the SCOTS Performance Management and Benchmarking Group at various times throughout the year with questions to which your answers will aid with improving performance and service delivery. Questions will generally be channelled through the Family Group Benchmarking Workshops.

2 If you feel you have a contribution to make to the work of the Group and are interested in joining please contact Dorothy Reid, Falkirk Council, dorothy.reid@falkirk.gov.uk, 01324 501130.

Additions, updates and amendments

If you have any queries on using the enclosed data templates or if you use a different spreadsheet package then please contact SCOTS or APSE (amendments should be e-mailed to performance.networks@apse.org.uk).

Go to Results

The table, below shows how this task fits in with the timescale for other RAMP tasks in 2017-18:-

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