

COMMITTED TO QUALITY – THE BUCKINGHAMSHIRE APPROACH TO BEST VALUE

Service Plans 2001 – 2002

Name of Service Plan Area Area Highway Management Teams Service Plan Ref: ES7

Part 1 Description of Service

Purpose of service

To provide the focus for the delivery of all relevant services which are the responsibility of Environmental Services

What are the statutory parameters that regulate how the service operates?

- The 1980 Highways Act and the 1991 New Roads and Street Works Act place duties on the Council as Highway Authority regarding maintenance and the management of those who open the public highway
- Highway maintenance is an mandatory duty but no minimum levels are prescribed.
- It is mandatory to collect road safety data and to investigate injury sites; no standards for remedial action are prescribed.
-

Chairman of Policy & Resources 2001/02 Policy Steer(s) relevant to the service

Beyond seeking efficiency gains the Council will maintain – and if possible – expand its current support for Highways Maintenance, Safety and Traffic Management Schemes.

Resource Summary	2001-02
Budget £m	£1,529,557

Volume of service (2001/02)

Number of customers/users	All members of the travelling public, particularly local residents, statutory undertakers, emergency services and District/Parish/Town Councils
Number of location of sites	3017 km of roads
Number of staff (FTE)	3 Area Offices, 46.5 FTE

Part 2 Performance of Service

Current performance (in relation to 2000-01 Service Plan outcomes and targets)

THREE YEAR OUTCOME	MEASURE OR INDICATOR	PERFORMANCE 2000/01	TARGET 2001/02	TARGET 2003/04
1. The Area office is recognised as being the first point of contact for the delivery of Environmental Services at local level 1(a), 2(a), 2(b), 4(b), 10(a), 10(d)	1. Percentage customer satisfaction established through a sample number of parishes in each area.	94%	80%	95%
	2. Percentage member satisfaction with the work of Area Offices measured by survey to agreed criteria	93%	96%	95%
	3. Percentage increase in contact with Area Offices		5% (increase)	
	4. Percentage reduction in number of recorded complaints		5% (decrease)	

Portfolio Flagship Projects:

Project Outcome	Key Stages	By When
Leading: Planning & Transportation 1 There is a visible improvement in the quality of roads by targeting of resources to priority areas to ensure long-term life of the highway network. 10 (a) – (d)	<ul style="list-style-type: none"> Annual total commitment of available budgets. Measured objective improvement in the condition of A roads. Measured objective improvement in the condition of non A roads including pedestrian facilities. 	April 2001 August & November 2001 August & November 2001

Portfolio Flagship Projects:		
Project Outcome	Key Stages	By When
Contributing to: Planning & Transportation 3 The reduction of road traffic accidents and improved safety. 10 (b)	<ul style="list-style-type: none"> • Annual production and implementation of programmes of work for casualty reduction, road safety, traffic calming, cycling, walking schemes. • Measurable casualty reductions working to national and local rate of 40% by 2010. 	April 2001 - March 2002

Part 3 For more information

Associated County Council Business Plans, and links with other Service Plans or Statutory Plans

Environmental Services Department Plan
 Service Plans for Winter Maintenance, Structural Maintenance, Routine Maintenance, Traffic and Road Safety
 Local Transport Plan

When is the service due for a Best Value Root and Branch Review?

Root and Branch Review of Highways Maintenance – Attached is the Agreed Action Listing together with the position as at March 2000
 The Best Value Review “Roads” embraces this area. This review will not be concluded until mid-2001.

Accountable Officer: John Currell 01296 382420