

Highways Asset Management Performance Dashboard

Our asset management mission

To provide a highway network that enables Shropshire to be a great place to live, learn, work by investing to give great value now and in the future and giving our customer's confidence in the decisions we make.

		Level of service	
		Rating	Assessment
Delivering the asset management mission			
Giving our customers confidence in the decisions we make		Fair	Improve
Investing to give great value now and in the future		Good	Improve
What we are doing		Measure	Trend
Percentage of customer enquiries responded to promptly		78%	↔
Total number of potholes repaired in last 12 months		21,866	↗
Percentage of potholes permanently repaired in last 12 months		77%	↗
What we are achieving		Rating	Assessment
Customer satisfaction with the condition of highways		Fair	Improve
Customer satisfaction with highways maintenance		Fair	Improve
Informing customers about actions taken to repair roads		Fair	Improve
Percentage of A class roads which should be considered for maintenance		Excellent	Exceeding
Percentage of B & C class roads which should be considered for maintenance		Fair	Acceptable
Percentage of unclassified roads which should be considered for maintenance		Fair	Acceptable
Percentage of footways which should be considered for maintenance		Good	Exceeding
Percentage of nights in which sufficient street lighting is working		Excellent	Acceptable
Mitigating high risk flood locations by schemes within three years		Fair	Improve

The dashboard shows the progress of the service is helping achieve the asset management mission. The performance measures are grouped into measures of what we are doing and what we achieving. Our progress is presented as a rating of where we currently are today compared to as assessment of where we aspire to be. The overall progress in achieving the two elements of our mission is calculated as an aggregate of what we are achieving. Our aims may be reviewed from time to time in light of our progress and changes in resources. The dashboard will be updated on a quarterly basis.

Legend

- ↗ Improvement
- ↘ Decline
- ↔ No significant change

Exceeding means the service provided is better than planned

Acceptable means the service provided is as planned

Improve means the service provided is not as planned