



# PERFORMANCE MATTERS; ANALYSING WORKS ON THE ROAD NETWORK

The UK Highway Authorities and Utilities Committee (HAUC(UK)) have introduced a quarterly performance scorecard to analyse works on the road network. This initiative is extremely important in giving the true picture of what is happening on UK roads, it indicates how utilities and local authorities are performing, and helps identify major issues that need addressing in England & Wales.

HAUC(UK) brings highway authorities, utilities and government together with the aim of working safely and smartly to reduce the impact of street and road works on members of the public throughout the UK whilst continuing to maintain the essential services that the utility companies and local authorities provide.

The performance scorecard initiative is a prime example of how HAUC(UK) is doing this. HAUC(UK) has gained the full support of the Department of Transport, whose former Parliamentary Under Secretary of State when the scorecards were introduced, Norman Baker MP,

stated "I remain keen to encourage this kind of self-regulatory approach, and believe that this initiative can yield substantial dividends for local authorities and utility companies. The more authorities that take part, the more data that becomes available, and the more evidence there will be for the sector to drive improvements."

HAUC(UK) has also partnered with GeoPlace to carry out the administration, consolidation and production of the Scorecards. As the Joint Authorities Group UK (JAG(UK)), a partner of HAUC(UK) sits under the GeoPlace umbrella, it gives the project a strong platform on which to grow and provides access to the GeoPlace statisticians and experts.

## BASING LEGISLATION ON FACT NOT FICTION

To manage the road network properly requires verified information on 'what's happening on the ground'. How can informed decisions be made without the proper data? Until now, there has been a lack of detailed analysis to determine what might qualify as good or bad performance.

The idea behind the scorecards is to provide an evidence base of the works and activities of utility companies and local authorities and support self-regulation and good practice.

The scorecard will help works promoters to;

- Benchmark Performance
- Identify Strengths and Weaknesses
- Monitor trends overall
- Robust evidence for policy making or intervention



## THE DATA

The measures are a summary of statistical information relating to both utility and highway authority works. The data collected is based on five different categories giving a total of 19 different indicators;

- Occupancy – 8 different indicators
- Coordination and Noticing Quality – 5 different indicators
- Inspections – 2 different indicators
- Reinstatement – 2 different indicators
- Safety – 2 different indicators

## MINIMISING CONGESTION AND DISRUPTION

This initiative is based on one key principle; to reduce the impact of street and road works on members of the public whilst continuing to maintain the essential services that the utility companies and local authorities provide.

The beauty of the scorecard is in its simplicity. By gaining the support of the DfT and partnering with GeoPlace, HAUC(UK) has developed a process to gather together existing information from local authorities which can be analysed regionally and as England & Wales to make informed decisions and monitor trends. It will also allow authorities to assess their own performance and the performance of works promoters working within their area.

For this project to be a success, local authorities need to submit their data in accordance with the agreed timescales. To do this, all that is required is to click a button to extract already existing information within systems and email it to GeoPlace on a quarterly basis.

The end result is to provide a platform for continuous improvement in both utility and local authority performance.

## THE PROCESS

The data required for the scorecard is from information already held within systems at local authorities; the initiative does not require any extra data to be collected.

Extracts will be run on a quarterly basis from the local authorities' street works management systems, as developed by the Electronic Transfer of Notification (EToN) developers. The software suppliers have provided a simple script that produces data for the 19 measures at the touch of a button which detail the sets of street works that are taking place across the county and how disruptive they are on a daily basis. The data is then emailed to GeoPlace who validate and populate the scorecard template.

Utility companies are not required to submit any additional data as data about their works will already be contained within highway authority systems currently held in EToN software systems.

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HIGHWAY AUTHORITIES & UTILITIES COMMITTEE