



**BLACKBURN**  
*with*  
**DARWEN**  
BOROUGH COUNCIL

## Pothole Review

Ongoing performance measures that originated from DFT Level 3 question 10

Update 27/08/2019



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# I. Executive Summary

The Department of Transport commissioned a review to investigate potholes from an engineering perspective but to also explore the wider issues, including the impact of long term maintenance strategies, decision-making arrangements, the processes of reporting, prioritising and repairing, guidance and wider operational arrangements.

This document sets out the performance measures Blackburn with Darwen Borough Council have set to monitor ongoing performance. The Highways Safety Inspections Procedure has changed to clarify its compliance with the requirements of the well managed highways a code of practice. The highway operational specification has also changed to formalise current working practices. Additionally, the early partial termination of the Blackburn with Darwen and Capita service contract has removed the previous contractual KPI's.

Due to these events Highways are publishing a new performance management framework. The below measure will be added to the framework to embed these into the day to day running of the service. The results in section III are a snapshot at the time of this report.

- 1) Quality of repairs
- 2) Continual Highway Safety Surveillance (H7)
- 3) Response to reported defects
  - a. Emergency Response (2hrs)
  - b. Standard Response (10 days)
- 4) Repair of defects
  - a. Repair of dangerous defects once inspected from item 2 or 3 (H6)
  - b. Repair of safety defects once inspected from item 2 or 3 (H8)
- 5) Improvement in customer satisfaction

## II. Measure criteria

### 1) Quality of repairs

The quality of repairs has a fundamental effect to the whole life cost of the highway network. Good quality initial repairs are fundamental to the aims of the pothole review and recommendation 10 pushes for first time permanent repair. This should help manage cost, reduce disruption and feed into good customer perception.

Blackburn with Darwen Borough Council introduced a new procedure that aims to undertake first time permanent repairs. This was approved in October 2018. Due to the required implementation this became operational in July 2019.

Following a review triggered by the drop in the quality of repairs, the operational section of the Highways Authority formalised the internal repair specification for pot holes and undertook a tool box talk with the operational staff. This became effective from the first of August 2019. Defects audits have resumed from the start of September 2019.

### 2) Continual Highway Safety Surveillance

Blackburn with Darwen have routinely undertake safety inspections to maintain close monitoring of the highway network. Each street has been risk assessed to determine the maximum time required between inspections. This is set out in the Highways Inspection Procedure and listed below (Table 1) at the time of writing this report. The Inspectors carrying out Highways Safety Inspections are trained and certified by LANTRA and City and Guilds to undertake Highways Safety Inspections.

The performance measure is the measure of all inspections undertaken in the month that where within the required inspection frequency by trained and competent Inspectors in accordance with recommendation 11.

Table 1 - Inspection frequencies

<b>Category</b>	<b>Inspection Interval</b>	<b>Related Hierarchy Categories</b>	
		<b>Carriageway</b>	<b>Footway/Footpath</b>
<b>IC-1</b>	once every 4 weeks with a tolerance of +/- 3 working days		BwD 6
<b>IC- 2</b>	once every 13 weeks with a tolerance of +/- 5 working days.	BwD 1	BwD 7
<b>IC - 3</b>	once every 26 weeks with a tolerance of +/- 10 working days.	BwD 2	
<b>IC - 4</b>	once every 39 weeks with a tolerance of +/- 10 working days.	BwD 3	BwD 8
<b>IC - 5</b>	once every 52 weeks with a tolerance of +/- 10 working days.	BwD 4	BwD 9
<b>IC - 6</b>	on a reactive basis only	BwD 5	

### 3) Response to reported defects

Defects that get reported to the Highways Authority are often rapidly formed defects that have occurred between regular inspections. Blackburn with Darwen Borough Council aim to inspect these as soon as reasonably practicable but in any case emergency reports within two hours and all others within 10 working days.

Responding quickly to reported defects contributes to keeping the public as safe as is reasonably practicable, gathers information, feeds into good communication and should contribute to positive public opinion. This will not on its own satisfy recommendations 2,3 and 7 but is an essential building block for them.

### 4) Repair of defects

Undertaking prompt action with a first time permanent repair approach demonstrates to customers the highways authority's commitment to public safety.

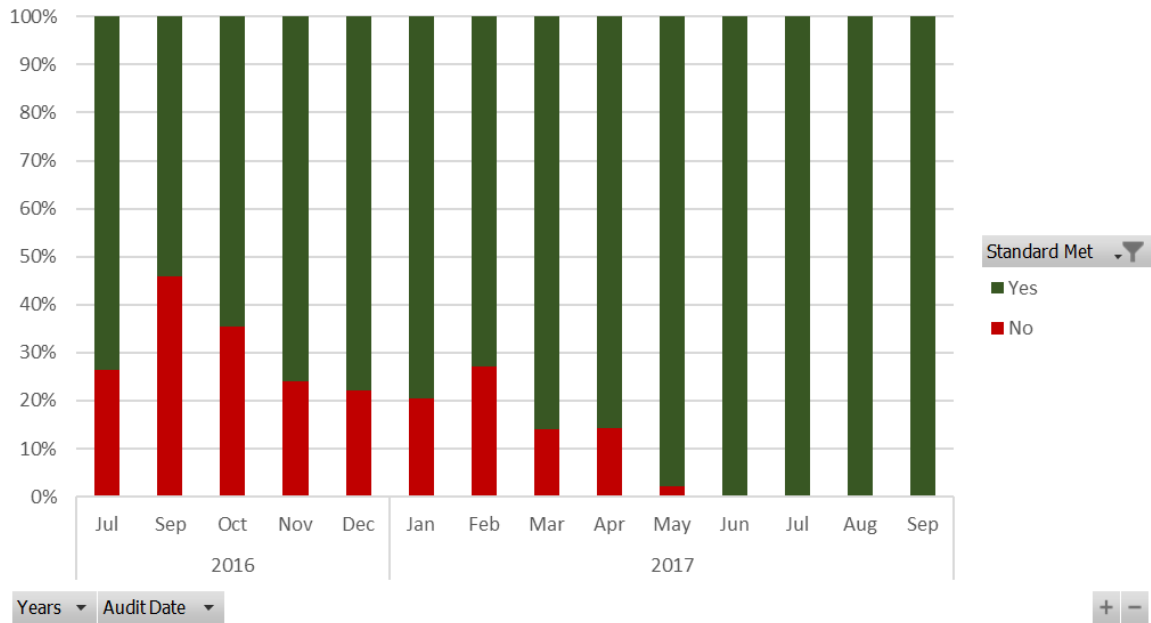
### 5) Public satisfaction

Gathering information on public satisfaction is part of the NHT data set. This report concentrates on pothole review and aligns to HMBI 13.

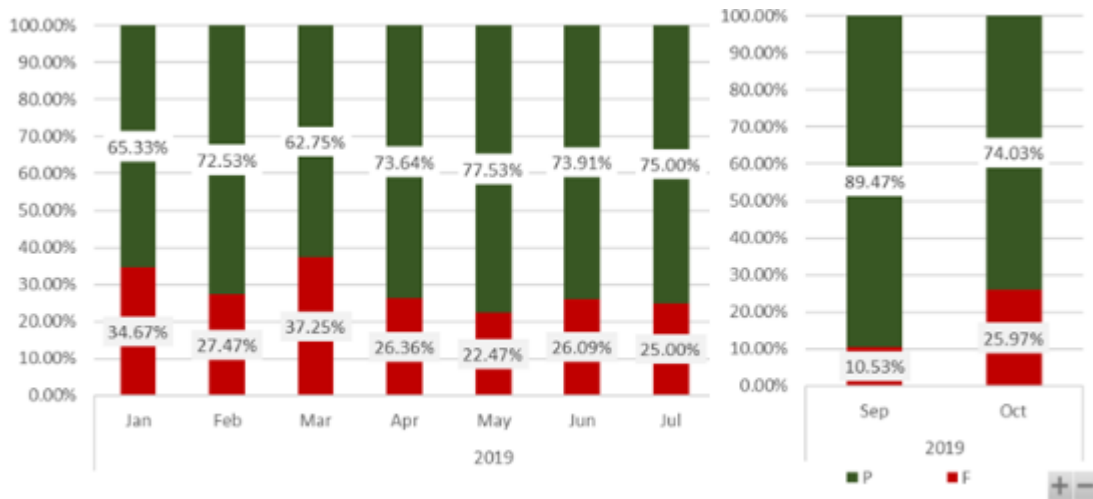
### III. Performance Measures Results

#### 1) Quality of repairs

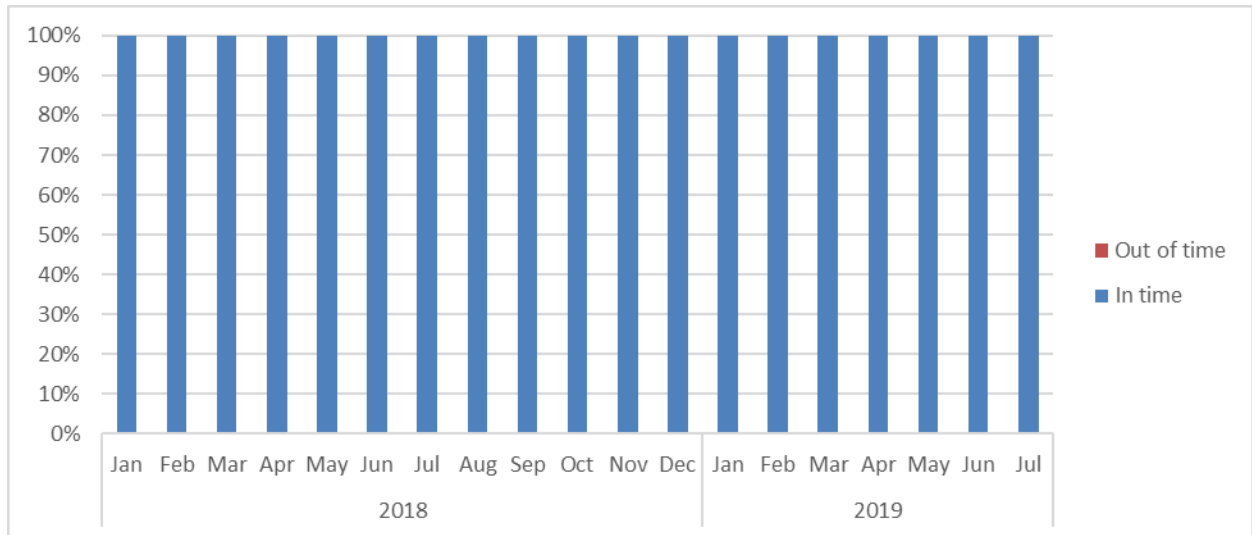
Audits were undertaken from July 2016. This identified a number of failures. Training was undertaken in April 2017 to refocus the need for good quality repairs. Following four consecutive months with zero failures it was decided that the defect audits could be relaxed and left to the operational supervisor.



Leading up to January 2019 the inspection team had received a number of complaints of defects that had already been inspected. It was decided that 10% of defects should be inspected to test the quality of repairs. This showed a 34.7% failure rate one week from repair. The defect audits have continued and results triggered a need to formalise the repair methodology and the induction of the repair teams to this practice. Audits were stopped while this was implemented and are due to resume one month after the implementation.



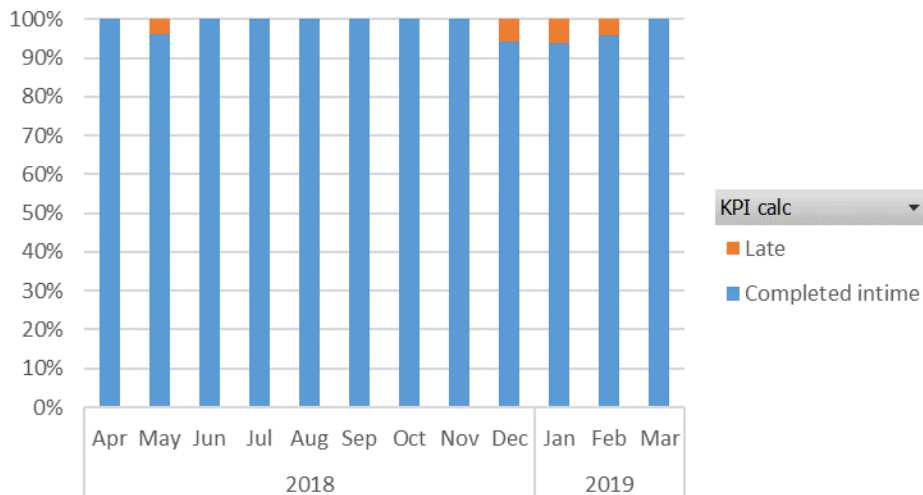
## 2) Continual Highway Safety Surveillance (KPI H7)



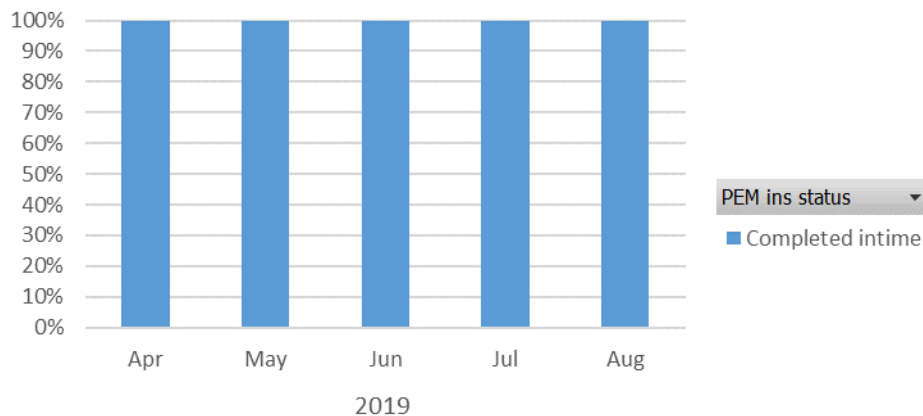
## 3) Response to reported defects (KPI H6)

Due to a system configuration change the report stops in March 2019 and a new report continues from April 2019.

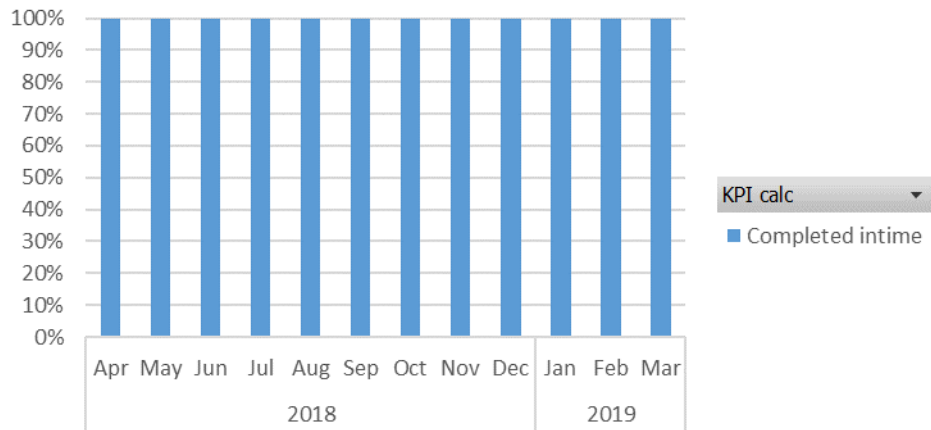
a. Emergency Response up to March 2019 (2hrs)



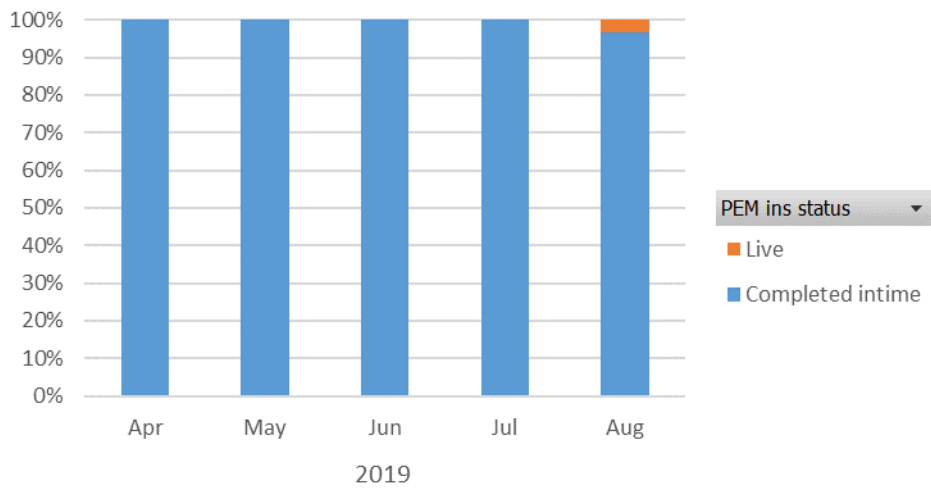
a. Emergency Response from April 2019 (2hrs)



b. Standard Response up to March 2019 (10 days)



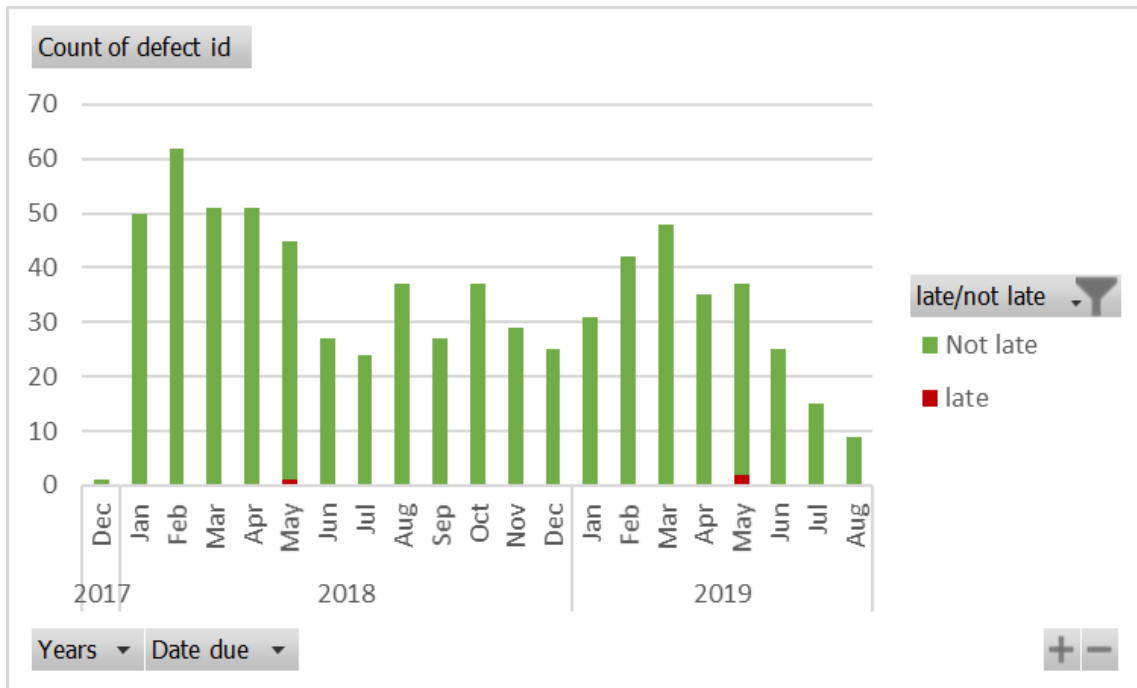
a. Standard Response from April 2019 (10 days)



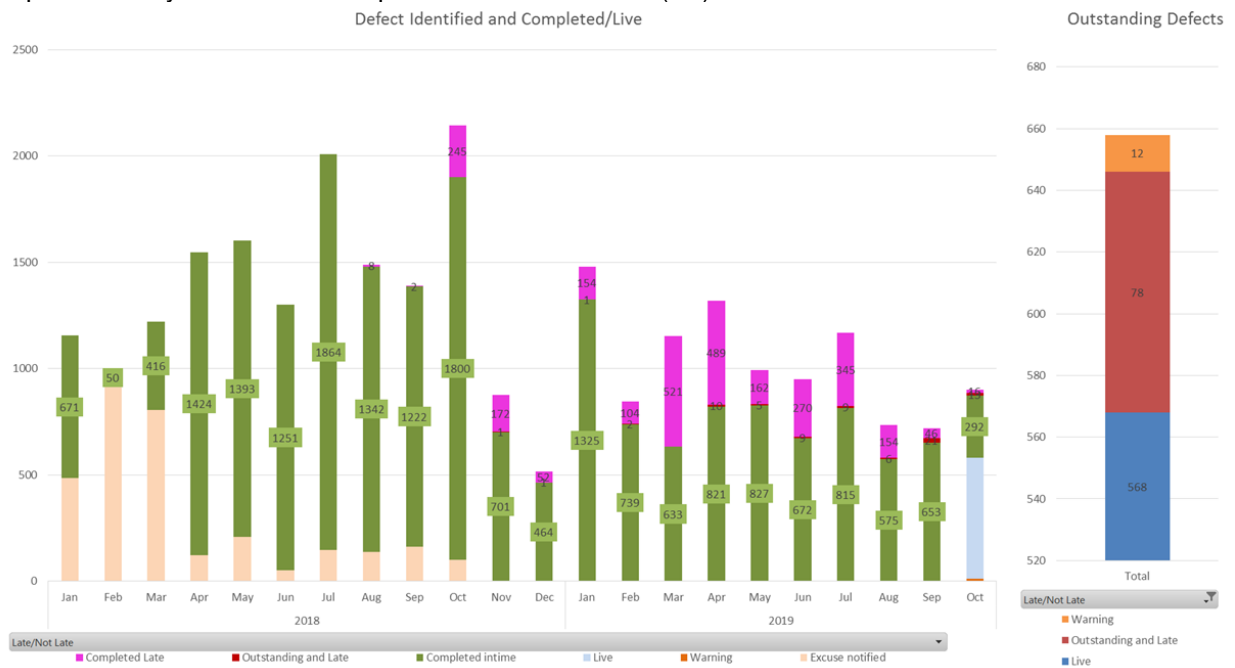


#### 4) Repair of defects

Repair of dangerous defects once inspected from item 2 or 3 (H6)



#### Repair of safety defects once inspected from item 2 or 3 (H8)



## 5) Public satisfaction

### 1) NHT survey, HMBI 13- Deals with Potholes and damaged roads

	2015	Ave	2017	Ave	2018	Ave
HMBI 13- Deals with Potholes and damaged roads	36		35	37	26	31

