

Information from Lancashire County Council Customer Services

The table below is the breakdown of types of enquiries we received in July. The 'top ten' tends to remain the same heading wise throughout the year, however the order changes dependant on the time of year. During the winter months 'gritting' joins the top ten. Year to date the most enquires we receive are regarding 'street lighting'.

Highways Call Types

Highways Enquiries	Interactions Logged
Highways - Flooding on the Highway	502
Highways Repeat Calls/Compliments and Back-up	485
Street Lighting	360
Highways - Potholes	311
Verges	190
Parking	173
Dropped kerb	137
Parking Bays (Disabled)	116
Trees	116
Road Works & Traffic Regulation Orders	115
Road Markings and Signage - Road Signs	111

Drains	106
Pavements	97
Road Markings and Signage - Yellow Lines	87
Highways - Adoption of Private Streets	85
Adoption standards and estate roads specification	76
Highways - New Roads and Street Works Act	75
Advertising on the highway	74
Personal Injury on the Highway	63
Spillage on Roads	61
Highways - Skip Permits	50
Highways - Scaffolding and Hoarding Licences	48
Floods	41
Road Markings and Signage - Speed Humps	39
Roads and Highways - Speed Limits	33
Highways - Footway Obstructions	29
Gritting	27
Pedestrian Crossings	26
Highways - District Services	20
Cycling - reporting defects on cycle routes	14
Culvert	12
Food Vans on the Highway	12
Travellers on the Highway	12
Highways - Retaining Walls, Fences, Embankments & Pedestrian Guards/Rails	11
Highways - Access Ramps to Buildings	4
Bridleways	3
Motorways	2
Highways - Policy & Standards Highways Maintenance	1
Major Road Schemes	1

Highways Service Specific Performance Dashboard 2009-10

Service Centre Metrics

PERFORMANCE MEASURES		Units	Week Target	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	YTD	
Type	Measurement Details			Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
SKPI1	Calls offered to service	No.	0	5341	4007	4469	6456	4961	0	0	0	0	0	0	0	0	25234
SKPI2	Calls answered by service	No.	0	4942	3884	4290	6069	4724	0	0	0	0	0	0	0	0	23909

Highways Service Specific Performance Dashboard 2008-09

Service Centre Metrics

PERFORMANCE MEASURES		Units	Week Target	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	YTD
Type	Measurement Details			Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
SKPI1	Calls offered to service	No.	0	7107	5001	5537	7391	6098	7061	7276	5473	15267	7249	6774	4862	85096
SKPI2	Calls answered by service	No.	0	5954	4268	4753	5584	4465	5447	6810	5177	6531	6764	6235	4600	66588

CSC Highways Service Delivery

The CSC take the calls and emails for the Highways service on behalf of the Environment Directorate, the main part of our role is to take the appropriate details from callers and log them on the PEM system. This system is accessed by Highways engineers across the County, dependant on the nature of the fault and whether any 3rd parties are involved (e.g. United Utilities), will inform when and how the faults are responded to and prioritised.

Chorley Council Customer Services

On average around 600 calls are received per month, these are mainly street lighting, general highways issues, blue badge scheme, and verges. The numbers of calls are not specifically recorded or monitored.