

Wiltshire Council

Council

26 February 2019

From Councillor Ian Thorn, Calne Central Division

To Councillor Bridget Wayman, Cabinet Member for Highways, Transport and Waste

Question (19-21)

What are the current key performance indicators for the filling of pot holes in urban and rural areas in the county?

Response

The response to pot hole reports are covered by the Ringway Highway Contract.

The contractor is scored monthly on achieving a suite of deliverables.

The response to pot holes is measured against the council's Risk Based Approach to Highway Defects and can be found @

<https://cms.wiltshire.gov.uk/documents/s149074/Enc.%201%20for%20Well%20Managed%20Highway%20Infrastructure%20Review.pdf>

The guidance stipulates the types of pot holes and the council's expected response. Pot holes have four main criteria which are:

- P1 Repair or provide signing and guarding by 23:59 on the next day.
- P2 Repair by 23:59 of the 14th day
- P3 Repair by 23:59 of the 28th day
- P5 Defects referred to the local highways manager/highway engineer/head of service for further consideration and logged in HIAMS

During times of severe weather including snow, flooding and high winds, it may not be possible to meet all of the response times, and the duty engineer will prioritise resources as considered appropriate on operational and safety grounds.