

Appendix 2 – Data Included in Customer Charter

Service Area	Item	Measure	Value	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
Roads and Footpaths	Count of hazardous potholes or other immediate highway surface safety issue on the highway network	Number	Number	928	703	545	513	515	388	399	676	969	1,302
Roads and Footpaths	Repair hazardous potholes or other immediate highway surface safety issue within 24 hours	% reported and treated within 24 hours	%	99.89	99.86	100.00	100.00	100.00	100.00	97.99	100.00	100.00	100.00
Customer Services	Aim to resolve complaints where possible within 3 WD or 28 days if further investigation is needed	% completed within timescales	%	68.44	70.76	75.16	66.67	59.88	52.63	62.92	72.56	82.58	86.47
Environment	Remove reported fly tipping on highway within 5WD	% reported and cleared within 5 WD	%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

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