

**COUNTY COUNCIL MEETING – 14 FEBRUARY 2019**

**Question to Helen Fisher  
Cabinet Member for Highways and Transport**

**By Charlotte Atkins**

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**Question**

How does the County Council monitor the performance of Amey and ensure it meets acceptable deadlines for repairs which impact on the safety of residents?

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**Reply**

Amey's operational performance is monitored through the governance arrangements of the Infrastructure+ contract.

A suite of operational performance measures is used to regularly report performance to the Operating Commissioning Board (OCB) and the Strategic Partnership Board (SPB). These include: Defect response times; and Quality.

Performance levels are determined and agreed against historic performance and industry benchmarking. Amey's performance, and the Infrastructure+ contract in general, compares very favourably across the sector.

However, without enough money do everything we'd like as quickly as we'd like repairs are prioritised in accordance with the level of risk they present to the public.