

Highway Infrastructure Contract KPI Scoring Year 3 (August 2019 - July 2020)

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Theme/KPI Description	Target	August	September	October	November	December	January	February	March	April	May	June	July
Operation of the Contractors Quality Management System													
RIDDOR reportable incidents	Business Performance Indicator.	0	0	0	0	0	0	0	0	0	0	0	0
All injuries and accidents reported or recorded by the Contractor	Business Performance Indicator.	0	0	0	0	0	0	0	0	0	0	0	0
Accident Frequency Rate AFR (see Note 1 below)	Business Performance Indicator.	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Minor Injury Rate (IFR) (see Note 1 below)	Business Performance Indicator.	1.47%	1.18%	0.89%	0.89%	0.89%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Monthly Performance Reports delivered to the Service Manager on time.	Business Performance Indicator.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Percentage of orders that were completed within the reporting period that comply with specification (no defect or non-conformance notice served)	95%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Non-Compliances recorded by the Contractor's own internal Audits	Business Performance Indicator.	8	5	4	14	15	10	10	16	5	18	33	34
Adherence to Programme													
Percentage of activities delivered to agreed cyclic plan for each activity (gully emptying) with the reported period	95%	95.00%	98.00%	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Percentage of completed emergency orders that were completed on time within the reporting period	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Percentage of completed 24hr orders that were completed on time within the reporting period	98%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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Percentage of completed 28 calendar day orders that were completed on time within the reporting period	95%	93.30%	95.10%	95.60%	99.80%	99.20%	96.20%	97.12%	97.16%	97.50%	100.00%	96.00%	97.00%
Fixed Penalty Notices Issued within the reporting period	Business Performance Indicator.	4	8	6	3	5	1	9	20	3	2	2	4
Percentage of Permits penalised within the reporting period	3%	1.70%	2.82%	2.65%	1.05%	1.84%	0.40%	2.72%	3.00%	1.35%	0.76%	0.55%	1.15%
Winter Service – Percentage of precautionary treatments started within the instructed time within the reporting period	98%	N/A	N/A	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	N/A	N/A	N/A	N/A
Winter Service - Percentage of precautionary salting treatments completed within time as instructed within the reporting period	98%	N/A	N/A	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	N/A	N/A	N/A	N/A
Financial													
Percentage of orders completed without the need for re-work within the reporting period	95%	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Percentage of payment requests for completed works, within the reporting period, issued to Client within 21 calendar days of completion date	95%	98.00%	97.44%	97.54%	97.30%	99.90%	99.91%	99.84%	99.67%	99.91%	99.87%	95.56%	99.91%
Percentage of payment requests returned by Client, within 7 calendar days of the issue date, within the reporting period	3%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Fair Payment Charter - Measured between Client and Contractor and throughout the supply chain	Business Performance Indicator.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monetary Value saved through discount tables within the HIC	Business Performance Indicator.	0	0	0	0	0	0	0	0	0	0	0	0
Service Provision													

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Delivery of agreed commitments made at tender stage	100%	92.22%	92.22%	92.22%	92.22%	92.22%	93.33%	93.33%	93.33%	93.33%	93.33%	93.33%	93.33%
Percentage of street lighting in light within reporting period	99%	99.29%	99.10%	99.40%	99.70%	99.50%	99.60%	99.35%	99.70%	99.70%	99.85%	99.70%	99.90%
Average calendar days taken to repair a street lighting fault (not including lane closure works)	7 days	4.2	5.5	1.9	5.3	7	7	7	7	3.1	10.2	5.3	3.2
Customer Care													
Response to complaints and Overseeing Organisation information requests including claims within 10 working days within reporting period	95%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Number of claims associated with the Contractor's Works passed to the Contractor for settlement within reporting period	Business Performance Indicator.	0	0	0	0	0	1	0	1	0	0	1	0
Questionnaires issued by Contractor on time as specified by the Overseeing Organisation	Business Performance Indicator.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Added Value													
Diversion of waste (including the waste generated by subcontractor) from landfill to recycling within reporting period	Business Performance Indicator.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Use of local suppliers (Kent)	70% (including Medway Below)	58.00%	20.39%	35.00%	31.21%	33.00%	47.00%	63.00%	64.00%	73.00%	75.00%	69.00%	80.00%
Use of local suppliers (Medway)	70% (including Kent above)	38.00%	56.41%	35.00%	60.92%	42.00%	29.00%	12.00%	12.00%	7.00%	6.00%	11.00%	3.00%
Recruit and/or support the minimum of 1 local graduate or apprentice per year on contract	Business Performance Indicator.	2	2	2	2	2	2	2	2	2	2	2	2