




Highways and Infrastructure Services Contract






Driving economic growth
 Keeping vulnerable people safe
 Helping people help themselves
 Making best use of resources

ESCC priorities

SPI No.	Measure	Direction of travel May 16- Jan 17	Contract service outcomes	Contractor's current indicative performance	Target average
SPI 10	Percentage of precautionary treatments delivered within the target treatment time for each route as stated in the Winter Service Plan		Ensure a Safe Network / reduce third party claims	 95.6%	88%
SPI 11	Percentage of the Winter Network cleared of snow following cessation of snow within the timescales stated in the Winter Service Plan				
SPI 12	Percentage of claims repudiated				
SPI 13	Timely response to Third Party Claims				
SPI 17	Percentage of Highway Asset Inspections completed on time				
SPI 02	Percentage of Works Activities delivered to the Accepted Service Delivery Programme		Improve Asset Condition	 87.30%	93%
SPI 03	Permit processing, overruns, sample inspections & inspection compliance				
SPI 04	Percentage of assets (street lights and illuminated signs) working				
SPI 14	Percentage of Emergency Response incidents attended within time				
SPI 15	Completion of safety defect repairs within response time for Cat 2 & 3 defects				
SPI 16	Provision of relevant Asset Data for the update of highway inventories in a timely manner				
SPI 18	Percentage of temporary repairs made good with permanent repairs within timescales (applicable to temporary repairs of Category 1 Defects only within 28 days)				

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SPI 20	Compliance with Customer Care Charter response times and complaints timeframes	↑	Improving Customer Satisfaction	 63.60%	74%
SPI 21	Customer experience rating from residents panel surveys and scheme feedback	↑			
SPI 22	NHT survey results	→			
SPI 08	Reduce environmental impact (carbon)		Promoting Local Engagement	 82.40%	82%
SPI 09	Use of local supply chains/SME's	↑			
SPI 23	Conformity to Community Benefits Plan and Social Value Contribution	→			
SPI 24	Number of apprentices, locally employed people	→			
SPI 01	Percentage of Core Activities delivered to the Accepted Service Delivery Programme	↑	Value for Money	 71.40%	56%
SPI 05	Percentage of construction waste reused and recycled (excavated materials)	↓			
SPI 06	Percentage of construction materials used from recycled products (non-excavated materials)	↑			
SPI 07	Street Lighting & Traffic Signals energy reduction	↑			
SPI 19	Percentage of design solutions accepted first time	↑			

Key		On or above target
		Within 10% of target
		Not within 10% of target