

Appendix 1

**Highways Service Performance Indicators - Year 1**

	<u>Reporting Period</u>	<b>Year 1 Result</b>
<u>Performance Area</u>	<u>SPI Description</u>	<u>YTD Performance</u>
Quality Assurance	SPI 01 – Defects response within time	98.8%
	SPI 02 – Safety defect correction within time for Carriageway/Cycleway/Footway asset types	71.7%
	SPI 03 – Safety defects correction within time for other asset types	86.2%
	SPI 04 – Safety defects permanently repaired first time	91.3%
	SPI 05 – Winter Maintenance – Precautionary Treatments	100.0%
	SPI 06 – Defect free works	65.6%
	SPI 07 – Notified Defects	100.0%
	SPI 08 – Programme Delivery – Work Activities	76.8%
	SPI 09 – Final Accounts	90.5%
	SPI 10 – Permit regulations met on site	78.4%
Stakeholder Engagement	SPI 11 – Well planned permits	90.5%
	SPI 12 – Work Activities started on time	81.8%
	SPI 13 – Works communications	92.8%
	SPI 14 – Communications - Timely Response	93.6%
	SPI 15 – Third-party claims timely response	
Promote Economic Growth	SPI 16 – Social Value Plan Commitments	99.8%
	SPI 17 – Local Spend	61.1%

Nil Return

SPI is Above or Equal to Target

SPI is within 10% of Target

SPI is below 10% of Target


<b>Performance Level Target - Year 1</b>	<b>91.9%</b>
<b>Performance Level Achieved - Year 1</b>	<b>86.2%</b>
<b>Normalised Performance Level - Year 1</b>	<b>93.8%</b>

## Highways Key Performance Indicators

Outcomes	KPI No.	Name	Brief description
Quality Assurance	1	KPI 1	Combined SPI 1-10 performance within KPI 1
Effective Stakeholder Engagement	2	KPI 2	Combined SPI 11-15 performance within KPI 2
Promote Economic Growth	3	KPI 3	Combined SPI 16-17 performance within KPI 3
Promote Economic Growth	4	Supply chain strategy	Delivery of supply chain strategy
Carbon Neutrality	5	Carbon Reduction Plan	Delivery of annual Carbon Reduction Plan
Quality Assurance	6	Business Improvement	Contractors' performance against contractor's quality plan