

Highways Service Performance Indicators - Year 2

Legend

SPI is above or equal to Target	
SPI is within 10% of Target	
SPI is below 10% of Target	

SPI No.	Brief description	Target (Year 2)	Year 1	Year 2
1	Safety defects inspected within time	100.0%	98.8%	99.0%
2	Category 1, 2, and 3 safety defects on carriageway or footway repaired within their respective response times	100.0%	71.7%	81.7%
3	Safety defects relating to other assets repaired within their respective response times.	100.0%	86.2%	81.8%
4	Safety defects permanently repaired first time	100.0%	91.3%	94.5%
5	Winter treatments completed to timescale	100.0%	100.0%	88.1%
6	Percentage of jobs that are Defect free following the completion of work (schemes and safety defects)	90.0%	65.6%	81.0%
7	Scheme Defects corrected within the <i>defect correction period</i> (12 weeks)	92.0%	100.0%	87.5%
8	% of all programmed works that were completed within the Service Year	90.0%	74.9%	74.2%
9	% Final accounts submitted on time	90.0%	90.5%	92.6%
10	% of permitted jobs where permit regulations were met on site	90.0%	78.4%	86.5%
11	Permit submission timescales comply with the legislative requirement, and are completed within the agreed permit duration (Contractor works only)	90.0%	90.5%	88.9%
12	Percentage of Works started at right time according to published stakeholder communications	92.0%	81.8%	83.2%
13	Appropriate advanced Works communications issued in accordance with the contract	92.0%	92.8%	94.0%
14	Timely response for customer enquiries and complaints	92.0%	93.6%	94.6%
15	Percentage of responses sent to claimants within timeframe	100.0%	n/a	93.8%
16	Delivery of the Social Value Plan	100.0%	99.8%	100.0%
17	% of Contractor's Defined Cost spent locally	60.0%	61.1%	65.0%
Performance Level Achieved			86.1%	87.4%
Overall Target			91.9%	92.8%