

2023-2024 Kier Highways Contract Performance Management Framework: North Northamptonshire Council

Category (KPI Group)	KPI Ref	Focus	Proposed Indicator	Ownership		Reporting Frequency	Priority Level	KPI Group Weighting	KPI Weighting	Measurement Calculation	Performance Targets				KPI Handbook Calculation	KPI Inputs - Sept 2023		KPI Inputs - Oct 2023		August 2023	September 2023	October 2023	KPI Owner's Comments
				Lead(s)	Owner(s)						Very Poor	Under	Expected	Over		(A)	(B)	(A)	(B)				
Reactive Maintenance	5.1	Permanent repair of defects and faults	The percentage of total repairs to defects that are permanent or semi-permanent	Rob Carroll	-	Monthly	1	14%	2.33%	Percent (to 2 d.p.)	<90%	>=90% & <98%	>=98%	N/A	(B / A) x 100	1,218	1,218	1,595	1,595	100.00%	100.00%	100.00%	October: 1,595 defects due, with 1,595 permanent and 0 temporary.
	5.2		The percentage of permanent repairs that require further work within 24 months	Rob Carroll	-	Monthly			2.33%	Percent (to 2 d.p.)	>10%	>5% & <=10%	<=5%	N/A	(B / A) x 100	13,687	42	15,250	42	0.31%	0.31%	0.28%	October: 15,250 defects completed between 12th September 2022 and 31st October 2023. 42 of which have been subject to re-visits. Cumulative Calculation: 42/15,250 x 100 = 0.28%
	5.3		Time taken to make a temporary repair (or hazard removal) permanent	Rob Carroll	-	Monthly			2.33%	Number (of days)	>32	>28 & <=32	<=28	N/A	A	0	X	0	X	0	0	0	October: No temporary repairs due for completion in October.
	5.4	Time to respond by defect category	Percentage of urgent traffic signal faults where fault action was taken within required timescales	Rob Carroll	-	Monthly			2.33%	Percent (to 2 d.p.)	<90%	>=90% & <95%	>=95%	N/A	(A / B) x 100	110	110	102	102	98.91%	100.00%	100.00%	October: 102 faults 102 within SLA and 0 outside.
	5.5a		Percentage of <u>priority 1 and 2 defects</u> responded to within the timescales specified	Rob Carroll	-	Monthly			2.33%	Percent (to 2 d.p.)	<90%	>=90% & <97.5%	>=97.5%	N/A	(B / A) x 100	32	32	41	41	100.00%	100.00%	100.00%	October: P1 = 0 total, 0 within SLA= 100% P2 = 41 total, 41 within SLA= 100% P1 & P2 = 41 total, 41 within SLA= 100%
	5.5b		Percentage of <u>priority 3 and 4 defects</u> responded to within the timescales specified	Rob Carroll	-	Monthly			2.33%	Percent (to 2 d.p.)	<80%	>=80% & <90%	>=90%	N/A	(B / A) x 100	872	836	1,056	1,012	96.43%	95.87%	95.83%	October: P3 = 389 total, 370 within SLA= 95.12% P4 = 667 total, 642 within SLA= 96.25% P3 & P4 = 1,056 total, 1,012 within SLA=95.83%
Incident Response	6.1	Timeliness of response	Percentage of emergency responses to <u>non-weather related</u> incidents on the network within agreed standard	Rob Carroll	-	Monthly	3	10%	3.33%	Percent (to 2 d.p.)	<90%	>=90% & <97%	>=97%	N/A	(A / B) x 100	110	112	118	122	100.00%	98.21%	96.72%	October: 122 emergency reports; 118 within SLA of which 2 were severe weather related; 4 outside SLA.
	6.3	Effectiveness of response	Percentage of emergency response sites made safe before leaving site	Rob Carroll	-	Monthly			3.33%	Percent (to 2 d.p.)	<90%	>=90% & <100%	>=100%	N/A	(A / B) x 100	112	112	122	122	100.00%	100.00%	100.00%	October: 122 sites all made safe before leaving.
Severe Weather	7.1	Precautionary salting	Percentage of precautionary salting of routes (as identified in the NNC highways winter service plan) completed by the required time	Rob Carroll	-	Monthly	3	10%	6.00%	Percent (to 2 d.p.)	<90%	>=90% & <97%	>=97%	N/A	(A / B) x 100	0	0	0	0	100.00%	100.00%	100.00%	October: Winter service started on 14th October 2023 - no gritting action in period.
Compliance, Safety and Value for Money	8.6	Health and safety	Accident frequency rate (which includes site sub-contractor's workforce) over a rolling twelve months	Kris Saric	Paul Hornbrook	Monthly			0.91%	Number (to 2 d.p.)	>0.4	>0.1 & <=0.4	<=0.1	N/A	A	0	X	0	X	0.00	0.00	0.00	October: The present AFRNNHV for North Northamptonshire is zero. The calculation used to determine the rate is: Northamptonshire highways version (AFRNNHV) = (Number of RIDDOR reportable accident in report month x 100,000) ÷ number of hours worked in the preceding 12 months which includes the report month.
	8.7		Number of actions identified through accident/incident investigations remaining open and overdue against agreed timescales	Kris Saric	Paul Hornbrook	Monthly			0.91%	Number (integer)	>2	>1 or =2	=0	N/A	A	0	X	0	X	0	0	0	October: North Northants Highways has not suffered any incidents or accidents during the month.
	8.8	Service strikes	Number of strikes on live services in the last month	Kris Saric	Paul Hornbrook	Monthly			0.91%	Number (integer)	>2	>1 or =2	=0	N/A	A	0	X	0	X	1	0	0	October: North Northants Highways has not suffered any service strikes during the month.
Customer Satisfaction	9.1	Customer and other stakeholder satisfaction	Percentage of (customer) requests for service acknowledged and inspected within agreed timescales	Jon Sutton	Andy Leighton	Monthly	3	10%	1.25%	Percent (to 2 d.p.)	<85%	>=85% & <95%	>=95%	N/A	(B / A) x 100	722	696	742	732	97.52%	96.40%	98.65%	October: 742 FMS enquiries, 10 failed.
	9.2		Number of instances per month where the client or customers indicate that works have not been carried out as informed	Jon Sutton	Andy Leighton	Monthly			1.25%	Number (integer)	>3	>2 or =3	<=1	N/A	A	0	X	0	X	0	0	0	October: 0 received from client or customers
	9.6	Complaints	Number of justified complaints per month received from our customers	Jon Sutton	Andy Leighton	Monthly			1.25%	Number (integer)	>5	>2 & <=5	<=2	N/A	A - B	-	-	-	-	0	0	0	October: No complaints upheld.
	9.7	Freedom of information	Percentage of freedom of information requests successfully dealt with by the service provider	Jon Sutton	Andy Leighton	Monthly			1.25%	Percent (to 2 d.p.)	<50%	>=50% & <80%	>=80%	N/A	(B / A) x 100	4	4	3	3	100.00%	100.00%	100.00%	October: 3 received and answered within SLA.
	9.8	Correspondence	Percentage of correspondence dealt with in-line with the set timescales in customer service standards (these timescales vary depending on the nature of the correspondence)	Jon Sutton	Andy Leighton	Monthly			1.25%	Percent (to 2 d.p.)	<90%	>=90% & <98%	>=98%	N/A	(B / A) x 100	59	59	41	41	100.00%	100.00%	100.00%	October: 41 received - all answered within SLA.