

KEY PERFORMANCE INDICATORS

1st April 2022 to 31st March 2023
Term Service Contract for Highways, Street Lighting and Network Infrastructure

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Executive Summary

The content of this report covers the KEY Performance Indicators for the Term Service Contract. The overall performance of the contract

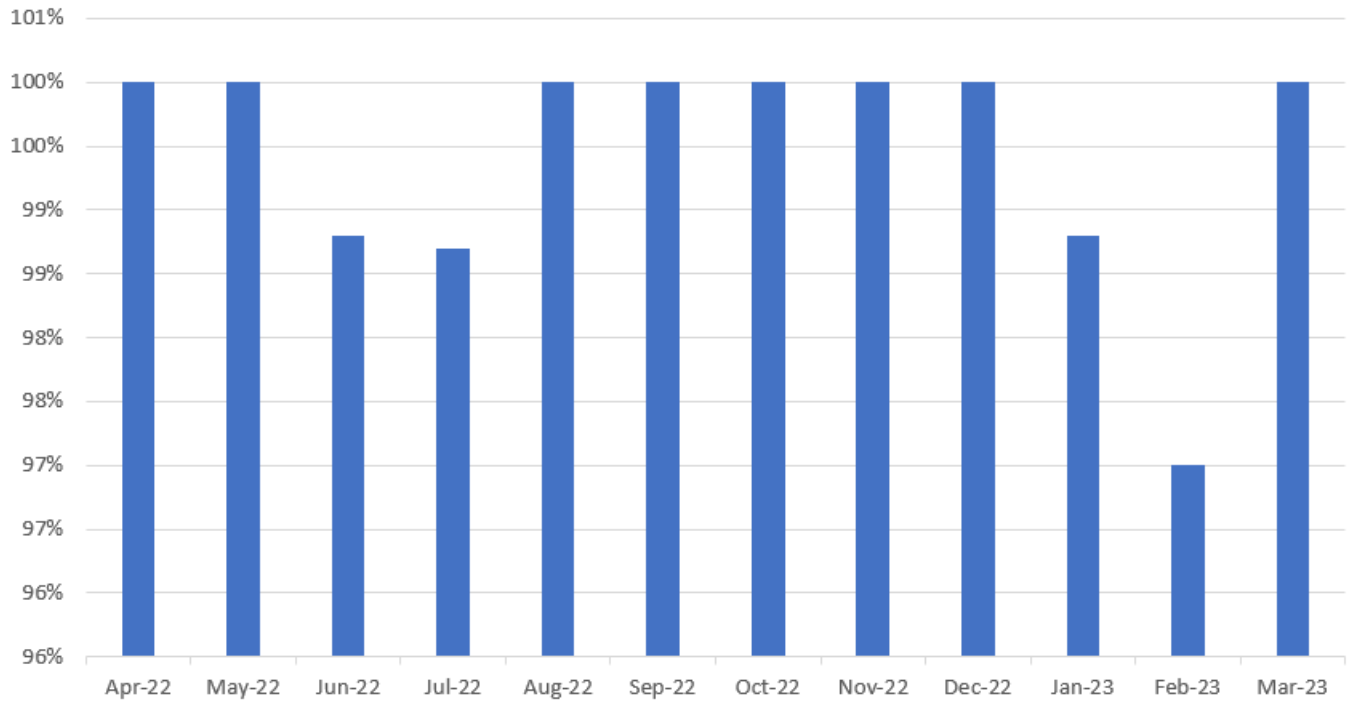


Overall Annual KPI Performance for Service

KPI 1a Emergencies

Time from when the instruction was given to confirmation that the instruction has been completed, includes highways and street lighting

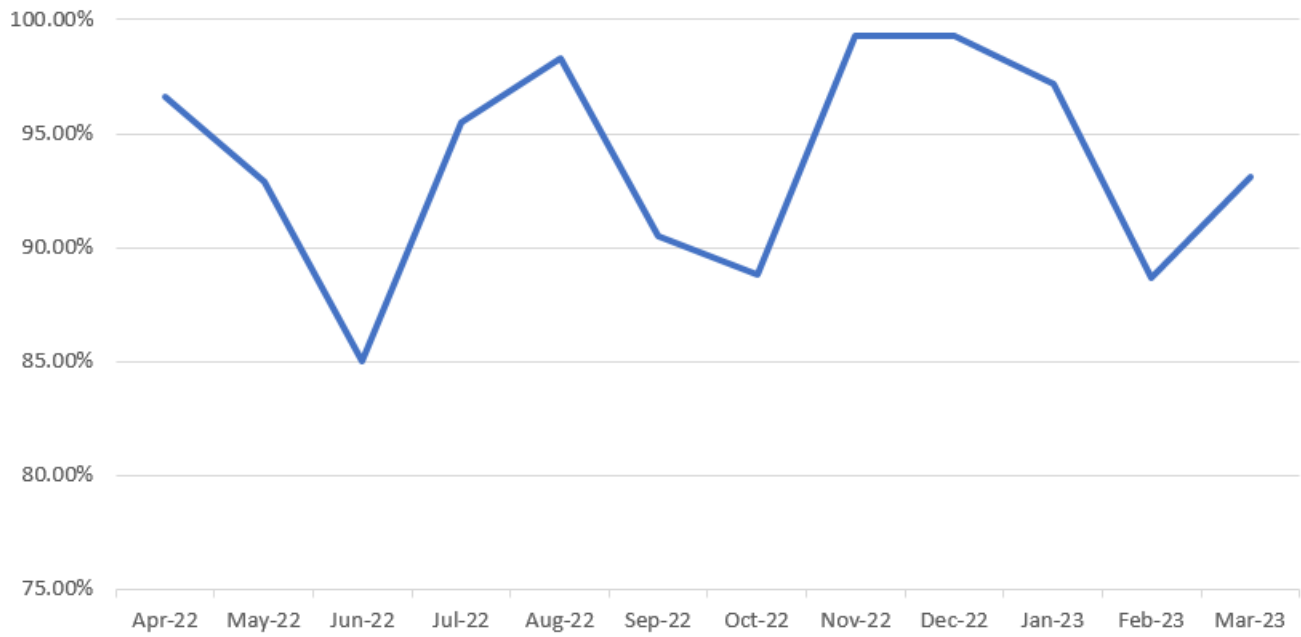
Average of 99.4%



KPI 1b 28 Day Repairs

Time from when the instruction was given to confirmation that the instruction has been completed

Average of 93.77%

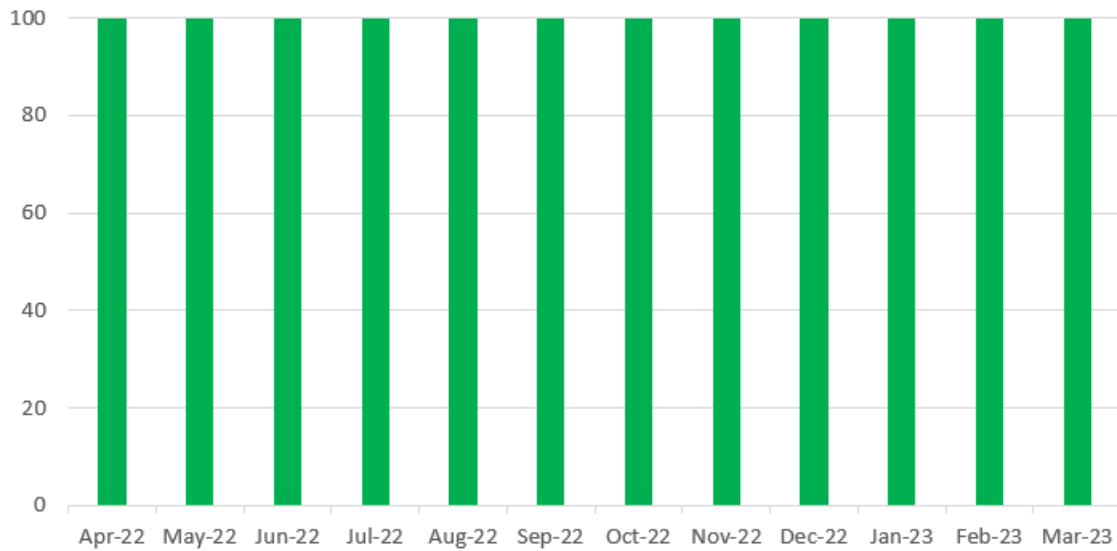


KPI 1c Safety Inspections

Inspections completed within the required response time



100% against target achieved month on month

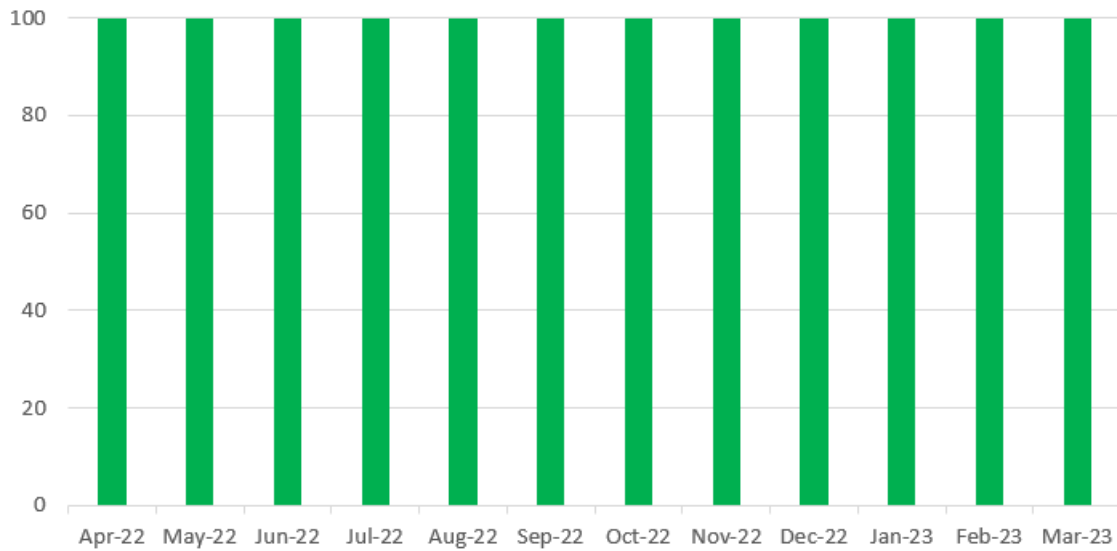


KPI 1e Street Lighting Structural Inspections

Street Lighting Inspections completed within the required response time



100% against target achieved month on month

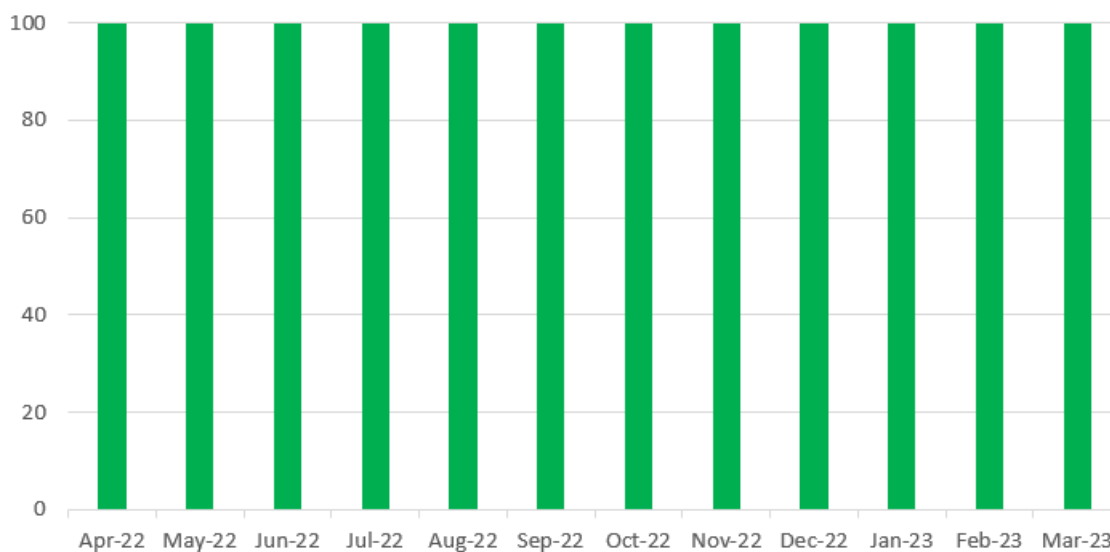


KPI 2 Remedial Works

A defect is work that does not achieve the quality standards as set out in the service information and is to be corrected within the time stated. The time from the instruction to carry out the remedial work and by what date was given to confirm that the work has been corrected. Correction of work that does not meet the required standards within the timescale stated.



100% against target achieved month on month



KPI 7a and 7b Health and Safety

Lost time frequency and Accident Frequency Rate



0 Lost Time Incidents

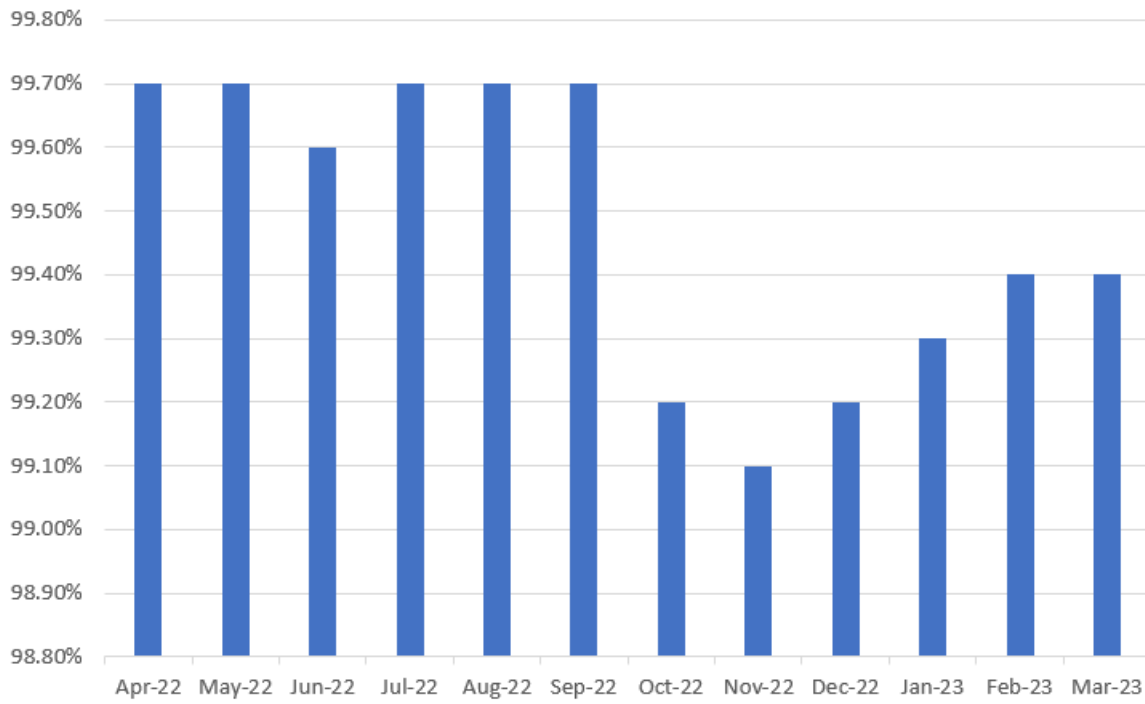


0 Reportable Incidents

KPI 55 % of Street Lights Working Estates

Number of Street Lights working at any time correctly

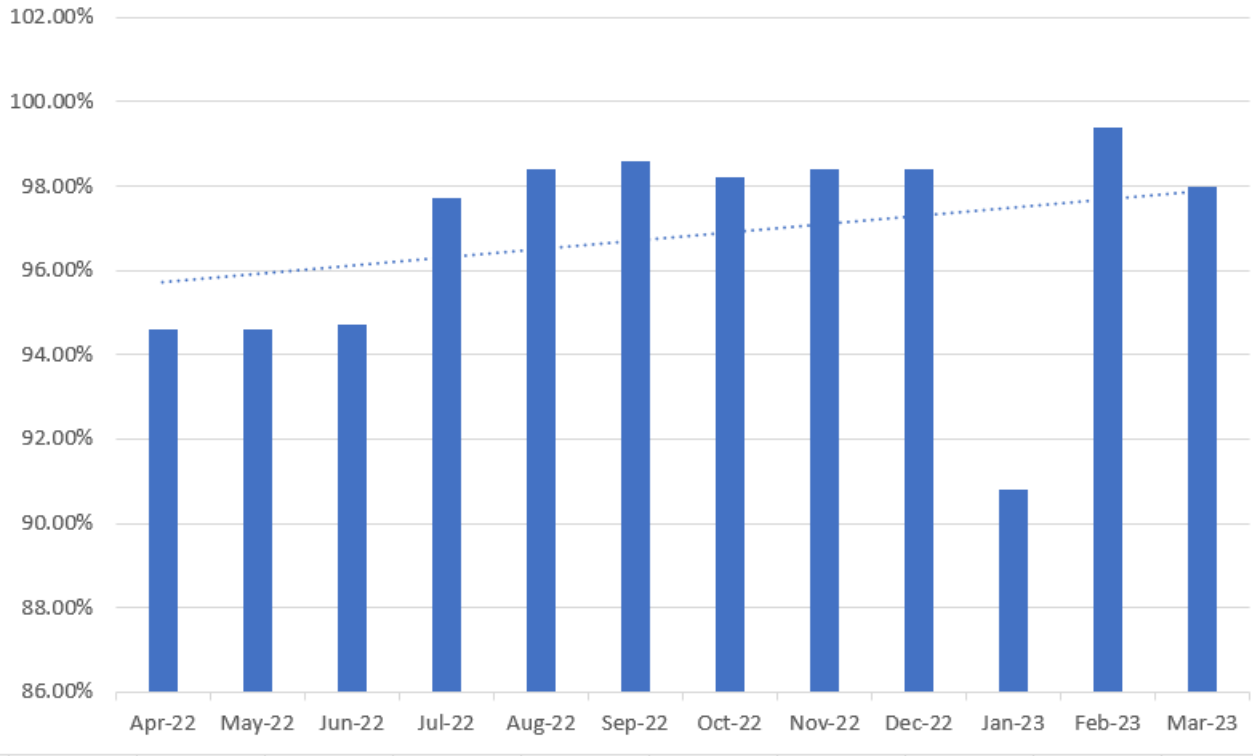
Average of 99.48%



KPI 55a % Street Lights Working Grid Roads

Number of Street Lightings on Grid Roads working at any time correctly

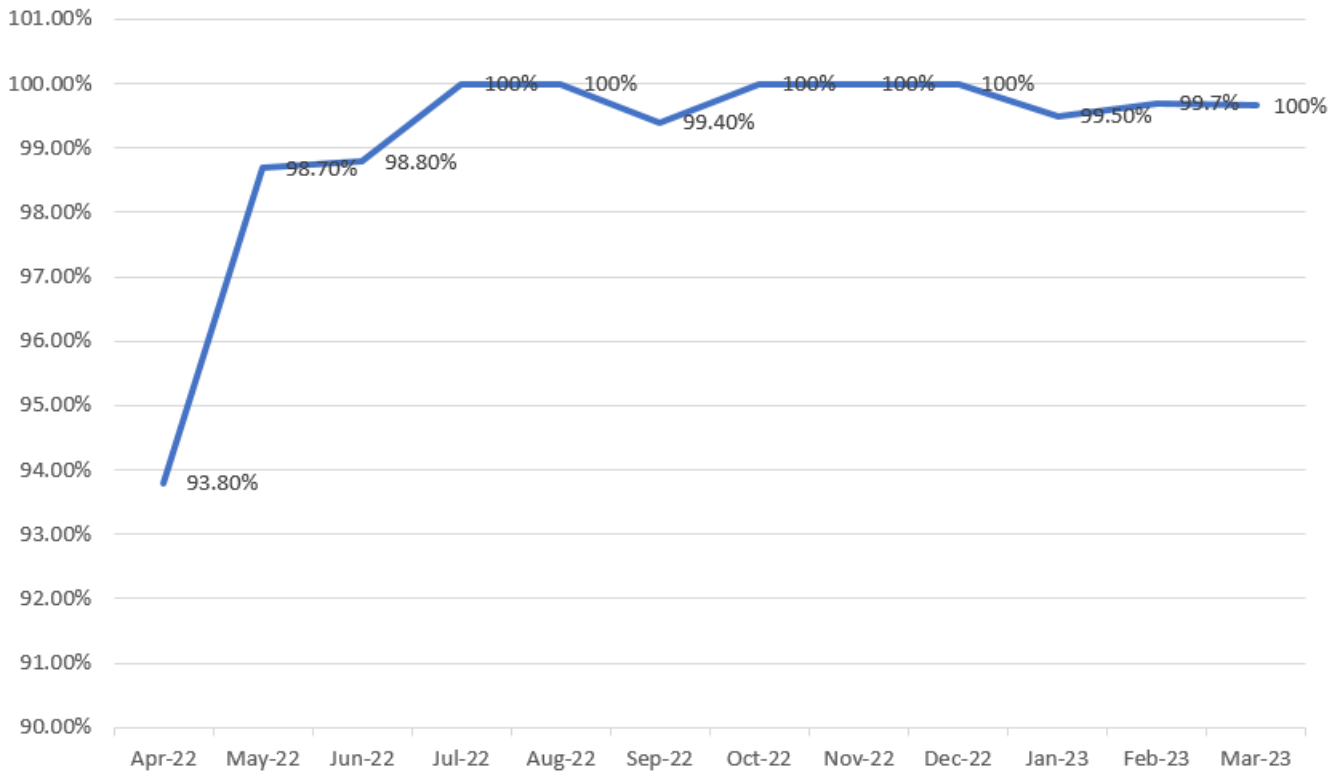
Average of 96.82%



KPI 56 Street Lighting Repaired in 5 Days

Percentage of Street Lightings Repaired in 5 Days

Average of 99.13%



KPI 57 DNO Repairs completed on time

Time taken to repair dead electrical supplies from notification



100% against target achieved month on month

