

	Lot 1	Lot 2	Lot 3	Lot 4	Lot 5	Lot 6
<b>Safe and Well Managed:</b> We will deliver a safe and well-managed infrastructure.	Risk based Highway Inspection Manual introduced, new 24hour response. High defect volumes have impacted delivery	4 year optimised gully emptying programme based on risk. Better reporting mechanisms and collaboration.	Enhanced collaboration and operational management for cyclical programmes. Quick turnaround times for reactive safety work	Improved back office processes ensure better managed highway. Further work to do and impact dependant largely of level of funding.	Improved back office processes ensure better managed highway. Further work to do and impact dependant largely of level of funding.	Improved back office processes ensure better managed highway.
<b>Customer Focused:</b> We place our Customers experience at the forefront of everything we do, by providing safe and accessible networks.	Communication is improving, but can be better. Area of development in future years. Dependant on resource levels	Improved service has provided improved perception of service from customers	Improved service has provided improved perception of service from customers	Communications is improving, but can be better. Area of development in future years. Dependant on resource levels	Communications is improving, but can be better. Area of development in future years. Dependant on resource levels	Communications is improving, but can be better. Area of development in future years. Dependant on resource levels
<b>Data Driven Decisions:</b> We manage our Assets in an effective way utilising data to help inform our decision making.	Improved use of business data to inform decision using key asset management principles. Enabling timely and informed decision making	Improved data management and better asset data, Continuous improvement	Improved data management and better asset data, Continuous improvement	Improved identification and evaluation processes in place. Improved data driven asset management understanding by service and contractor	Improved identification and evaluation processes in place. Improved data driven asset management understanding by service and contractor	Improved use of business data to inform decision using key asset management principles. Enabling timely and informed decision making
<b>Value for Money:</b> We demonstrate Value for Money in our decision making, through our performance frameworks.	Lump sum activities and benchmarking shows prices offer VfM	Current VfM as expectations and contract model	Current VfM as expectations and contract model	Current M <sup>2</sup> rates significantly improved compared to last TMC rates.	Current M <sup>2</sup> rates significantly improved compared to last TMC rates.	Current scheme costs significantly improved compared to last TMC rates.
<b>Collaborative Relationships:</b> We will secure Collaborative relationships with our Suppliers, Customers and Stakeholders.	Direct working partnership with delivery partner increasing quality & new ways of working opportunities explored	Direct working partnership with delivery partner increasing delivery VfM and quality.	Direct working partnership with delivery partner increasing delivery VfM and quality	Direct working partnership with delivery partner increasing delivery VfM and quality, New ways of working opportunities increased	Direct working partnership with delivery partner increasing delivery VfM and quality, New ways of working opportunities increased	Direct working partnership with delivery partner increasing delivery VfM and quality, New ways of working opportunities increased
<b>Resilient and Sustainable:</b> We will deliver service levels and provide a resilient infrastructure network that is sustainable.	Most service is delivered as per expectations and contract model. Winter Service delivered despite covid 19 and significant number of gritting runs. Reactive service requires improvement to increase resilience.	Service is delivered as per expectations and contract model	Service is delivered as per expectations and contract model	Better understand of industry standards and asset management opportunities. Example new materials, Operating methods...	Better understand of industry standards and asset management opportunities. Example new materials, Operating methods...	Better understand of industry standards and asset management opportunities. Example new materials, Operating methods...