

Balfour BeattyLiving Places

KPI Scorecard 2021-2022

91.2%

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council	IVIIIY FI	ale5					98%			91.2%			88.9%							
			West Sussex Highways - Operational Pe	erformance Indicators Dashboard																
Strategic KPI Theme	KPI Ref	Lot	KPI Title	Description	Reporting Period	SPI Target	Owners	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Annual Result
Safe	KPI 1.1	1	Accident Frequency Rate RIDDOR Reportable	Accident Frequency Rate – RIDDOR Reportable according to the standard reporting practice of the HSE	Calendar Month	0.10	BH/CD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Safe	KPI 1.3	1	Lost Time Incidents – Frequency Rate	To measure the effectiveness of the Contractor's safety processes by monitoring the Lost Time Incident Frequency Rate as Lost Time Injuries per 100,000 hours worked according to the standard reporting practice of the HSE	Calendar Month	0.6	BH/CD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Serviceable	KPI 2.2	1	Complaints and Enquiries (Responded)	Report the total number of Complaints and Enquiries responded to within 10 working days of receipt as a percentage of the number of Complaints and Enquiries received	Calendar Month	98%	SH/CD	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Serviceable	KPI 2.4	1	Compliance with WSCC Permitting Scheme - overruns	The number of overruns as a percentage of the total number of jobs requiring streetworks permits.	Calendar Month	99%	SH/CD	100.0%	99.1%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%
Serviceable	KPI 2.5	1	Compliance with WSCC Permitting Scheme – permits cancelled	The number of permits cancelled as a percentage of the total number of permits issued in the reporting period	Calendar Month	99%	SH/CD	89.2%	91.5%	92%	92%	85.4%	94.2%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	95.3%
Economic Growth	KPI 3.2	1	Sustaining the Local Economy	The percentage of expenditure made on this Contract for employment, purchase, hire and sub-contracting which is made in the area described by 12.5 miles beyond the West Sussex County boundary	Annually	ТВА	SH/CD	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Affordable	KPI 4.3	1		To measure the percentage of Final Accounts for Task Orders/Projects/Schemes/ Programmes that are submitted within 3 months of Completion date in any one measurement period	Calendar Month	100%	DC/CD	#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Affordable	KPI 4.4	1	Accuracy of Monthly Applications for payment	To measure the percentage of lines in the application without errors corrected by the Client on each application for payment submitted by the Contractor in each measurement period	Calendar Month	98%	DC/CD	95.78%	95.18%	100.00%	98.47%	86.67%	96.05%	98.6%	86.4%	88.30%	98.26%	98.50%	99.38%	95.13%
Accessible	KPI 5.1	1	Winter Maintenance percentage compliance of carriageway treatments	f Percentage compliance with specified Winter Maintenance carriageway precautionary treatment times	Annual with monthly monitoring	98%	JB/BW	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	100.0%	100.0%	100.0%	100.0%	100.00%
Accessible	KPI 5.2	1	2 hour Make Safe and Repair – Task Orders completed within agreed period	To measure the efficiency of the Contractor's response to Make Safe or Repair any identified or reported Safety Hazards requiring a response within 2 hours	Calendar Month	98%	JB/CD	94.3%	80.5%	90.8%	91.9%	94.8%	88.3%	91.2%	96.1%	92.7%	95.3%	95.0%	94.3%	92.09%
Accessible	KPI 5.5	1	24 hour Make Safe and Repair - Task Orders completed within agreed period	To measure the efficieency of the Contractor's response to Make Safe or Repair any identified or reported Safety Hazards requiring a response within 24 hours	Calendar Month	98%	JB/CD	#DIV/0!	85.7%	94.4%	100.0%	94.1%	84.2%	85.7%	100.0%	97.4%	90.9%	76.9%	82.1%	90.15%
Accessible	KPI 5.3	1	5 day Make Safe and Repair – Task Orders completed within agreed period	To measure the efficiency of the Contractor's response to Make Safe or Repair any identified or reported Safety Hazards that require a response within 5 days	Calendar Month	98%	JB/CD	83.3%	84.8%	88.9%	74.1%	91.3%	79.9%	83.0%	100.0%	92.0%	82.8%	91.0%	95.2%	87.20%
Accessible	KPI 5.4	1	28 day Permanent Repair – Task Orders completed within agreed period	To measure the efficiency of the Contractor's ability to permanently repair identified Safety Hazards that require a Permanent Repair within 28 days	Calendar Month	96%	JB/CD	63.3%	86.9%	81.9%	65.4%	68.4%	60.5%	61.8%	81.3%	74.3%	87.5%	83.3%	71.1%	73.81%
Sustainable	KPI 6.1	1	Amount of construction and demolition waste reused and recycled	To measure as a percentage the tonnage of construction and demolition excavated and non-excavated waste material reused and recycled based on the overall tonnage of excavated and non-excavated waste material generated		ТВА	SH/CD	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Management Information	MI 7.1	1	Incidences and Accidents – near miss reports and investigation	To measure the effectiveness of the Contractor's safety processes by monitoring the way in which formally recorded Near Misses are addressed	Calendar Month	95%	BH/CD	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Management Information	MI 7.2	1		To conduct a cultural 360' framework questionnaire with all parties to determine how collaboratively and efficiently the Contract is delivering	Annually	ТВА	BH/CD	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Management Information	MI 7.13		Quality of Service	To record and report on:- • Number of Compensation Events	Monthly	ТВА	DC/CD	0	4	0	47	23	3	1	0	0	1	2	5	86
				To record and report on:- ■Malue of Compensation Events	Monthly	ТВА	DC/CD	0	4887.14	0	33314.23	239897.89	0	0	0	0	402.77	4667.77	8552.39	291722.19
				To record and report on:- • Number of Early Warnings	Monthly	ТВА	DC/CD	0	1	0	4	1	2	0	1	0	0	2	1	12
				To record and report on:- • Number of Defect Notices	Monthly	ТВА	DC/CD	5	7	10	10	5	15	5	4	0	0	10	4	75
Management Information	MI 7.6	1	To positively engage with the Client's Social Value requirements	To record progress and improvement where required with the Client's Social Value requirements	6 Monthly	ТВА	SH/CD						100.00%							100.00%
Management Information	MI 7.7	1	The number of temporary repairs effected	To measure the efficiency of the contractor's respsonse to make safe or repair any identified or reported safety hazards.	Monthly	ТВА	JB/CD	85	59	93	125	85	35	33	85	77	72	152	127	1028
		<u> </u>	1																	



WSCC Highways Services Contracts 2021 - 2022 Scorecard for LOT 2 Drainline Drainage Cleansing

												R	eportin	g Period	is]			
Strategic KPI Theme	KPI	KPI Title	KPI Description	Owner <i>Client</i>	Owner Contractor	KPI Target	Reporting Period	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Average of Monthly KPIs	Source of Data	Comments	Weighting
Safe	KPI 1.1	Accident Frequency Rate RIDDOR Reportable	Accident Frequency Rate – RIDDOR Reportable according to the standard reporting practice of the HSE	Ben Whiffin	Paul Monck	0.1	Calendar Month	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	o	Drainline Monthly Group Dashboard Report		
	KPI 1.3	Lost Time Incidents – Frequency Rate	To measure the effectiveness of the Contractor's safety processes by monitoring the Lost Time Incident Frequency Rate as Lost Time Injuries per 100,000 hours worked according to the standard reporting practice of the HSE		Paul Monck	0.6	Calendar Month	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	O	Drainline Monthly Group Dashboard Report		1
Serviceable	KPI 2.2	Complaints and Enquiries (Responded)	Report the total number of Complaints and Enquiries responded to within 10 working days of receipt as a percentage of the number of Complaints and Enquiries received		Simon Staples	98%	Calendar Month	None	None	None	None	None	None	None	None	None	None	None	100%	100%			
	KPI 2.4		The number of overruns as a percentage of the total number of permits issued in the reporting period		Simon Staples	99%	Calendar Month	100%	None	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
	KPI 2.5	Compliance with WSCC Permitting Scheme – permits cancelled	The number of permits cancelled as a percentage of the total number of permits issued in the reporting period	Ben Whiffin	Simon Staples	99%	Calendar Month	100%	None	54%	98%	100%	100%	100%	100%	100%	100%	100%	100%	95.6%			
	KPI 2.6	Compliance with Service	The percentage of gullies due to be attended in accordance with the	Ben Whiffin	Simon Staples	95%	Calendar Month	99%	99%	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	99.7%	Summary Report on KaarbonTech		
	KPI 2.7	Compliance with Service Specification – Attendance for Drainage Cleansing (Chambers)	The percentage of chambers due to be attended in accordance with the	Ben Whiffin	Simon Staples	95%	Calendar Month	98%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.8%			1
Economic Growth	KPI 3.2	Sustaining the Local Economy	The percentage of expenditure made on this Contract for employment, purchase hire and sub-contracting which is made in the area described by 12.5 miles beyond the West Sussex County boundary	,	Simon Staples	ТВА	Anually																2
Sustainable	KPI 6.1	and demolition waste reused and recycled	To measure as a percentage the tonnage of construction and demolition excavated and non-excavated waste material reused and recycled based on the overall tonnage of excavated and non -excavated waste material generated	Ben Whiffin	Simon Staples	ТВА	Annually																1

		_	non -excavated waste material generated																				
1				Mai	nagement Ir	nformat	ion																
												F	eportin	g Perio	ds								
Strategic KPI Theme	КРІ	KPI Title	KPI Description	Owner <i>Client</i>	Owner <i>Contractor</i>	r KPI Targe	t Reporting Period	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Average of Monthly	Source of Data	Comments	Weighting
Management Information	MI 7.1	Incidences and Accidents - near miss reports and investigation	To measure the effectiveness of the Contractor's safety processes by monitoring the way in which formally recorded Near Misses are addressed	Ben Whiffin	Paul Monck	95%	Calendar Month	100.00	100.00	No Near Miss Reports	100.00%	No Near Miss Reports	67										
	MI 7.7	Specification – Drainage Cleansing (Gullies) on the first visit in the	The percentage of gullies due to be cleansed in accordance with the submitted and approved programme, that were cleansed on the first visit in the measurement period	Ben Whiffin	Simon Staples	90% The maximum will be 100%		98	98	95	95	97	94	92	95	91	97	95	95	95.2	Summary Report on KaarbonTech		
	MI 7.8	Specification – Drainage Cleansing (Gullies) on the second visit of the same day in the	The percentage of gullies due to be cleansed in accordance with the submitted and approved programme, that were cleansed on the second visit of the same day in the measurement period	Ben Whiffin	Simon Staples	ТВА	Calendar Month	0	0.14	0.01	0.11		0.8	0	0.1	0.1	0.1	0	0.02	0.13			
	MI 7.9	Compliance with Service Specification – Drainage Cleansing (Gullies) on the third visit of the same day in the	The percentage of gullies due to be cleansed in accordance with the submitted and approved programme, that were cleansed on the third visit of the same day in the measurement period	Ben Whiffin	Simon Staples	ТВА	Calendar Month	0	0.25	0.01	0.04		0.28	0	0.1	0.1	0.1	0	0.002	0.08			
	MI 7.10	Compliance with Service Specification – Drainage Cleansing (Chambers) on the first visit in the measurement period	The percentage of chambers due to be cleansed in accordance with the submitted and approved programme, that were cleansed on the first visit in the measurement period	Ben Whiffin	Simon Staples	90% The maximum will be 100%		96	98	97	83	100	89	94	79	98	91	90	92	92.25			
	MI 7 11	Specification – Drainage Cleansing (Chambers) on the second visit of the same day in the	The percentage of chambers due to be cleansed in accordance with the submitted and approved programme, that were cleansed on the second visit of the same day in the measurement period	Ben Whiffin	Simon Staples	ТВА	Calendar Month	o	o		11			2		0.1	7	, 0	0	2.5125			
	MI 7.12	Compliance with Service Specification – Drainage Cleansing (Chambers) on the third visit of the same day in the	The percentage of chambers due to be cleansed in accordance with the submitted and approved programme, that were cleansed on the third visit of the same day in the measurement period	Ben Whiffin	Simon Staples	ТВА	Calendar Month	O	O		6			O	0.1		0	0 0	0	0.7625			
	MI 7.13	Contract Communications	Number of Compensation Events				Calender Month	0.00	3.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		3			
			Value of Compensation Events				Calender Month	0	1095	6 0	0		0	0		0	0	0		1095			
			Number of Early Warnings				Calender Month	0.00	0.00	0.00	0.00	0.00	2.00	0.00	0.00	0.00	0.00	0.00		2			
			Number of Defect Notices	Ben Whiffin	Simon Staples	ТВА	Calender Month	0	3	4	2	5	2	3	1	0	1	l 1	3.00	25			
	MI 7.6	To positively engage with the <i>Client's</i> Social Value requirements	To review the Promise Log Social Value Promises and report on each point	Ben Whiffin	Simon Staples	ТВА	6 Monthly																
	MI 7.2	To conduct a 360' assessment of the Contract operation and achieve an annual improvement	To conduct a cultural 360' framework questionnaire with all parties to determine how collaboratively and efficiently the Contract is delivering		Simon Staples	ТВА	Annually																
	MI 7.14	Amount of Construction and Demolition Waste Reused and Recycled IN COUNTY	To measure as a percentage the tonnagor of construction and demolition excavated and non-excavated waste material reused and recycled IN COUNT based on the overall tonnage of excavated and non-excavated waste material generated		Simon Staples	98%	Annually													#DIV/0!	All waste tipped at Sweeptech, Henfield		



WSCC Highways Services Contracts 2021 – 2022 Scorecard for LOT Grasstex Lot 2 Grass cutting

												R	eporting	g Period	ds								
Strategic KPI Theme	KPI	KPI Title	KPI Description	Owner <i>Client</i>	Owner Contractor	KPI Target Rep	porting Period	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Average of Monthly KPIs	Source of Data	Comments	Weighting
Safe	KPI 1.1	Accident Frequency Rate RIDDOR Reportable	Accident Frequency Rate – RIDDOR Reportable according to the standard reporting practice of the HSE	Ben Whiffin	Liz Williams	0.1 Cal	lendar Month	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0			
	KPI 1.3	Lost Time Incidents – Frequency Rate	To measure the effectiveness of the Contractor's safety processes by monitoring the Lost Time Incident Frequency Rate as Lost Time Injuries per 100,000 hours worked according to the standard reporting practice of the HSE	Ben Whiffin	Liz Williams	0.6 Cal	lendar Month	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0			
Serviceable	KPI 2.2	Complaints and Enquiries (Responded)	Report the total number of Complaints and Enquiries responded to within 10 working days of receipt as a percentage of the number of Complaints and Enquiries received	Ben Whiffin	Liz Williams	98% Cal	lendar Month	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	99.8%			
	KPI 2.4	Compliance with WSCC Permitting Scheme – overruns	The number of overruns as a percentage of the total number of permits issued in the reporting period		Liz Williams	99% Cal	lendar Month	100%	No Permits this month		100%	100%	No Permits this month	100%	100%	100%	100%	100%	No Permits this month	100%			
	KPI 2.5	Compliance with WSCC Permitting Scheme – permits cancelled	The number of permits cancelled as a percentage of the total number of permits issued in the reporting period	Ben Whiffin	Liz Williams	99% Cal	lendar Month	100%	No Permits this month		100%	100%	No Permits this month	100%	100%	100%	100%	100%	No Permits this month	100%			
	KPI 2.7	Compliance with Service Specification – Hedge Maintenance	The percentage of hedge maintenance processes due to be conducted in accordance with the submitted and approved programme, that were conducted in the measurement period	Ben Whiffin	Liz Williams	98% Cal	lendar Month	No Hedge Cutting this month	Cutting	Cutting	Cutting	Cutting	No Hedge Cutting this month	Cutting	100%	100%	100%	100%	No Hedge Cutting this mionth	100%			
	KPI 2.8	Compliance with Service Specification – Urban Grass Cutting	The percentage of urban grass cutting	Ben Whiffin	Liz Williams	98% Cal	lendar Month	100%	100%	100%	100%	98%	100%	100%	100%	No Uurban cut this month	No Urban cut this month	No Urban Cut this month	100%	100%			
	KPI 2.9	Specification – Rural	The percentage of rural grass cutting processes due to be conducted in accordance with the submitted and approved programme, that were conducted in the measurement period	Ben Whiffin	Liz Williams	98% Cal	lendar Month	100%	None this month	100%	100%	100%	76%	100%	98%	100%	No Rural cut this month	No Rural Cut this month	No Rural Cut this month	96.8%			
	KPI 2.10	Specification -Twitten	The percentage of twitten clearance processes due to be conducted in accordance with the submitted and approved programme, that were conducted in the measurement period	Ben Whiffin	Liz Williams	98% Cal	lendar Month	None this month	None this month	100%	98%	100%	None this month	100%	100%	100%	None this month	None this month	None this month	99.7%			
Economic Growth	KPI 3.2		The percentage of expenditure made on this Contract for employment, purchase, hire and sub-contracting which is made in the area described by 12.5 miles beyond the West Sussex County		Liz Williams	ТВА	Anually																

												R	Reportin	g Perio	ds								
Strategic KPI Theme	KPI	KPI Title	KPI Description	Owner Client	Owner Contractor	KPI Target	Reporting Period	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Average of Monthly KPIs	Source of Data	Comments	Weighting
Management Information	MI 7.1	Incidences and Accidents - near miss reports and investigation	Contractor's satety processes by	Ben Whiffin	Liz Williams	95%	Calendar Month	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
	MI 7.2	Contract operation and	To conduct a cultural 360' framework questionnaire with all parties to determine how collaboratively and efficiently the Contract is delivering	Ben Whiffin	Liz Williams	ТВА	Annually													#DIV/0!			
	MI 7.6		To review the Promise Log Social Value Promises and report on each point	Ben Whiffin	Liz Williams	ТВА	6 Monthly													#DIV/0!			
	MI 7.13	Contract Communications	Number of Compensation Events				Calender Month	1	4	0	0	0	0	0	0	1	0	0		6			
			Value of Compensation Events				Calender Month	£33,342	£0	£0	£0	£0	£0	£0	£0	£1,485	£0	£0		£34,827			
			Number of Early Warnings				Calender Month	0	0	0	0	0	1	0	0	0	0	0		1			
			Number of Defect Notices	Ben Whiffin	Liz Williams	ТВА	Calender Month	0	0	1	0	1	3	5	1	0	0	0	0	11			



WSCC Highways Services Contracts 2021 – 2022 Scorecard for LOT 4.6 Version 5

Aggregate Industries

Countywide Patching

											R	eportin	g Perio	ds								
Strategic KPI Theme	KPI	KPI Title	KPI Description	Owner Client Owner Contractor	KPI Target	Reporting Period	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Average of Monthly KPIs	Source of Data	Comments	Weighting
Safe	KPI 1.1	Accident Frequency Rate RIDDOR Reportable	Accident Frequency Rate – RIDDOR Reportable according to the standard reporting practice of the HSE		0.1	Calendar month	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0			1
	KPI 1.3	Lost Time Incidents – Frequency Rate	To measure the effectiveness of the Contractor's safety processes by monitoring the Lost Time Incident Frequency Rate as Lost Time Injuries per 100,000 hours worked according to the standard reporting practice of the HSE		0.6	Calendar Month	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0			
	KPI 2.2	Complaints and Enquiries (Responded)	Report the total number of Complaints and Enquiries responded to within 10 working days of receipt as a percentage of the number of Complaints and Enquiries received		98%	Calendar Month	N/A	100%	100%	100%	100%	100%	100%	100%	100%				1			1
Serviceable	KPI 2.4	Compliance with WSCC Permitting Scheme – overruns			99%	Calendar Month	100%	100%	100%	100%	100%	100%	100%	100%	100%				1			
	KPI 2.5	Compliance with WSCC Permitting Scheme – permits cancelled	The percentage of schemes within the reporting period where there have not been any permit cancellations		99%	Calendar Month	100%	100%	100%	100%	93%	100%	100%	100%	100%				0.99222222			
	KPI 2.8	Rectification of identified Defects	The percentage of DEFECTS corrected by the Contractor within the agreed correction period - min 4 weeks.		95%	Calendar Month																
Economic Growth	КРІ 3.3	Timeliness of of scheme completion	To measure the percentage of works instructions completed within 3 working days of the programmed completion date		95%	Annually																
Affordable	KPI 4.1	Accuracy of scheme defined cost when compared with the Target Price	To measure the percentage difference between the cumulative Actual Cost and the total Target Cost as adjusted by valid CE's		95%	Calendar Month		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A							2.5
	KPI 4.3	Timely issuing of Final accounts	Percentage of Final Accounts for Works Instructions that are submitted within 3 months of the Completion date		96%	Calendar Month		N/A	N/A													
Sustainable	KPI 6.1	Amount of Construction and Demolition Waste Reused and recycled	hazardous waste that is to be disposed of		75%	Annually																

											R	eportin	g Perio	ds								
Strategic KPI Theme	KPI	KPI Title	KPI Description	Owner Client Owner Contractor	KPI Targe	Reporting Period	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Average of Monthly KPIs	Source of Data	Comments	Weighting
Management Information	MI 7.1	Incidences and Accidents – near miss reports and investigation	To measure the effectiveness of the Contractor's safety processes by monitoring and reporting the number of recorded Near Misses. (A separate report is to be reported on actions taken to address reported near misses			Calender Month		100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00				100			
	MI 7.2	To conduct a 360' assessment of the Contract operation and achieve an annual improvement	Each year a perception questionnaire i to be produced and completed by key staff followed by a review to ascertain improvement areas	s	N/A	Annual report																
	MI 7.13	Contract Communications	Number of Compensation Events			Calender Month	1.00	93.00	0.00	56.00	1.00	72.00	0.00	0.00	1.00	6.00	33.00	0.00	263			
			Value of Compensation Events			Calender Month	-1234.79	127019.00	0.00	205790.34	84738.00	114820.51	0.00	0.00	250.00	-595.00	185903.62	0.00	716691.68			
			Number of Early Warnings			Calender Month	0.00	0.00	0.00	0.00	0.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	2			
			Number of Defect Notices			Calender Month	0.00	1.00	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	2			
	MI 7.6	To positively engage with the Client's Social Value requirements	To record progress and improvement where required with the Client's Social Value requirements by reporting specific, agreed, achievements	1		Annual report																
	MI 7.20	Environmental issues report	Provide details of in year environmental achievements such as carbon reductions, and enviromentally friendly processes			Annual report																
	MI 7.19	Number of audits	Number of audits completed			Annual report																



WSCC Highways Services Contracts 2021 – 2022 Scorecard for LOT Version 5

FM Conway Carriageway Resurfacing & Footway Reconstruction

										R	eportin	g Perio	ds								
Strategic KPI Theme	KPI	KPI Title	KPI Description Owner Client	Owner <i>Contractor</i> KPI Target	Reporting Period	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Average of Monthly KPIs	Source of Data	Comments	Weighting
Safe	KPI 1.1	Accident Frequency Rate RIDDOR Reportable	Accident Frequency Rate – RIDDOR Reportable according to the standard reporting practice of the HSE	0.1	Calendar month	0.00	0.00	0.00	0.00	0.00	0.00							0			1
	KPI 1.3	Lost Time Incidents – Frequency Rate	To measure the effectiveness of the Contractor's safety processes by monitoring the Lost Time Incident Frequency Rate as Lost Time Injuries per 100,000 hours worked according to the standard reporting practice of the HSE	0.6	Calendar Month	0.00	0.00	0.00	0.00	0.00	0.00							0			
	KPI 2.2	Complaints and Enquiries (Responded)	Report the total number of Complaints and Enquiries responded to within 10 working days of receipt as a percentage of the number of Complaints and Enquiries received	98%	Calendar Month	100%	100%	100%	100%	100%	100%							1			1
Serviceable	KPI 2.4	Compliance with WSCC Permitting Scheme – overruns	The percentage of schemes within the reporting period where there have not been any overruns	99%	Calendar Month	100%	100%	100%	100%	100%	92%							0.98666667			
	KPI 2.5	Compliance with WSCC Permitting Scheme – permits cancelled	The percentage of schemes within the reporting period where there have not been any permit cancellations	99%	Calendar Month	100%	100%	100%	100%	100%	100%							1			
	KPI 2.8	Rectification of identified Defects	The percentage of DEFECTS corrected by the Contractor within the agreed correction period - min 4 weeks.	95%	Calendar Month																
Economic Growth	KPI 3.3	Timeliness of of scheme completion	To measure the percentage of works instructions completed within 3 working days of the programmed completion date	95%	Annually																
Affordable	KPI 4.1	Accuracy of scheme defined cost when compared with the Target Price	To measure the percentage difference between the cumulative Actual Cost and the total Target Cost as adjusted by valid CE's	95%	Calendar Month																2.5
	KPI 4.3	Timely issuing of Final accounts	Percentage of Final Accounts for Works Instructions that are submitted within 3 months of the Completion date	96%	Calendar Month																
Sustainable	KPI 6.1	Amount of Construction and Demolition Waste Reused and recycled	The percentage of waste materials that were reused or recycled. (Any excavated hazardous waste that is to be disposed of will not be included in this KPI calculation).	75%	Annually																

												R	eportin	g Perio	ds								
Strategic KPI Theme	KPI	KPI Title	KPI Description	Owner <i>Client</i>	Owner Contractor	KPI Target	Reporting Period	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Average of Monthl KPIs	Source of Data	Comments	Weighting
Management Information	MI 7.1	Incidences and Accidents – near miss reports and investigation	To measure the effectiveness of the Contractor's safety processes by monitoring and reporting the number of recorded Near Misses. (A separate report is to be reported on actions taken to address reported near misses)				Calender Month	100.00	100.00	100.00	100.00	100.00	100.00							100			
	MI 7.2	To conduct a 360' assessment of the Contract operation and achieve an annual improvement	Each year a perception questionnaire is to be produced and completed by key staff followed by a review to ascertain improvement areas			N/A	Annual report																
	MI 7.13	Contract Communications	Number of Compensation Events				Calender Month	3.00	13.00	17.00	18.00	20.00	3.00	1.00	2.00	1.00	1.00	1.00	3.00	83			
			Value of Compensation Events				Calender Month	2759.89	124399.40	300186.17	469843.03	112014.43	-24066.88	0.00	93940.65	-160000.00	82000.00	2000.00	-20000.00	983076.69			
			Number of Early Warnings				Calender Month	12.00	3.00	0.00	2.00	3.00	0.00	0.00	0.00	0.00	1.00	0.00	0.00	21			
			Number of Defect Notices				Calender Month	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0			
	MI 7.6	To positively engage with the Client's Social Value requirements	To record progress and improvement where required with the Client's Social Value requirements by reporting specific, agreed, achievements				Annual report																
	MI 7.20	Environmental issues report	Provide details of in year environmental achievements such as carbon reductions, and enviromentally friendly processes				Annual report																
	MI 7.19	Number of audits	Number of audits completed				Annual report																



TARMAC

WSCC Highways Services Contracts 2021 – 2022 Scorecard for LOT 4.9 Version 5

Principle Road Resurfacing

											R	eportin	g Perio	ds								
Strategic KPI Theme	KPI	KPI Title	KPI Description	Owner Client Owner Contractor	KPI Target	Reporting Period	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Average of Monthly KPIs	Source of Data	Comments	Weighting
Safe	KPI 1.1	Accident Frequency Rate RIDDOR Reportable	Accident Frequency Rate – RIDDOR Reportable according to the standard reporting practice of the HSE		0.1	Calendar month				0.00	0.00	0.00	0.00	0.00					0			1
	KPI 1.3	Lost Time Incidents – Frequency Rate	To measure the effectiveness of the Contractor's safety processes by monitoring the Lost Time Incident Frequency Rate as Lost Time Injuries per 100,000 hours worked according to the standard reporting practice of the HSE		0.6	Calendar Month				0.00	0.00	0.00	0.00	0.00					O			
	KPI 2.2	Complaints and Enquiries (Responded)	Report the total number of Complaints and Enquiries responded to within 10 working days of receipt as a percentage of the number of Complaints and Enquiries received		98%	Calendar Month				100%	100%	100%	100%	100%					1			1
Serviceable	KPI 2.4	Compliance with WSCC Permitting Scheme – overruns	The percentage of schemes within the reporting period where there have not been any overruns		99%	Calendar Month				100%	100%	100%	99%	100%					0.998			
	KPI 2.5	Compliance with WSCC Permitting Scheme – permits cancelled	The percentage of schemes within the reporting period where there have not been any permit cancellations		99%	Calendar Month				100%	100%	100%	100%	100%					1			
	KPI 2.8	Rectification of identified Defects	The percentage of DEFECTS corrected by the Contractor within the agreed correction period - min 4 weeks.		95%	Calendar Month																
Economic Growth	KPI 3.3	Timeliness of of scheme completion	To measure the percentage of works instructions completed within 3 working days of the programmed completion date		95%	Annually																
Affordable	KPI 4.1	Accuracy of scheme defined cost when compared with the Target Price	To measure the percentage difference between the cumulative Actual Cost and the total Target Cost as adjusted by valid CE's		95%	Calendar Month																2.5
	KPI 4.3	Timely issuing of Final accounts	Percentage of Final Accounts for Works Instructions that are submitted within 3 months of the Completion date		96%	Calendar Month																
Sustainable	KPI 6.1	and Demolition Waste	The percentage of waste materials that were reused or recycled. (Any excavated hazardous waste that is to be disposed of will not be included in this KPI calculation).		75%	Annually																

										R	eportin	g Perio	ds								
Strategic KPI Theme	KPI	KPI Title	KPI Description	Owner Client Owner Contractor	KPI Target Reporting Period	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Average of Monthly KPIs	Source of Data	Comments	Weighting
Management Information	MI 7.1	investigation	To measure the effectiveness of the Contractor's safety processes by monitoring and reporting the number of recorded Near Misses. (A separate report is to be reported on actions taken to address reported near misses)		Calender Month				100.00	100.00	100.00	100.00	100.00					100			
	MI 7.2	To conduct a 360' assessment of the Contract operation and achieve an annual mprovement	Each year a perception questionnaire is to be produced and completed by key staff followed by a review to ascertain improvement areas		N/A Annual report																
	MI 7.13	Contract Communications	Number of Compensation Events		Calender Month	1.00	13.00	26.00	0.00	18.00	2.00	0.00	15.00	1.00	1.00	4.00	0.00	81			
		,	Value of Compensation Events		Calender Month	0.00	13641.14	139345.89	0.00	-56651.20	12161.18	0.00	36943.75	20708.55	21713.04	-337080.57	0.00	-149218.22			
			Number of Early Warnings		Calender Month	0.00	1.00	0.00	1.00	0.00	0.00	3.00	3.00	1.00	1.00	1.00	1.00	12			
			Number of Defect Notices		Calender Month	0.00	2.00	0.00	0.00	0.00	0.00	0.00	2.00	0.00	0.00	12.00	0.00	16			
		To positively engage with the Client's Social Value requirements	To record progress and improvement where required with the Client's Social Value requirements by reporting specific, agreed, achievements		Annual report																
	MI 7.20	Environmental issues report	Provide details of in year environmental achievements such as carbon reductions, and environmentally friendly processes		Annual report																
	MI 7.19	Number of audits	Number of audits completed		Annual report																



JPCS

WSCC Highways Services Contracts 2021 – 2022 Scorecard for LOT Version 5

Footway Microasphalt

							Reporting Periods															
Strategic KPI Theme	KPI	KPI Title	KPI Description	Owner Client Owner Contractor	KPI Target	t Reporting Period	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Average of Monthly KPIs	Source of Data	Comments	Weighting
	KPI 1.1	Accident Frequency Rate RIDDOR Reportable	Accident Frequency Rate – RIDDOR Reportable according to the standard reporting practice of the HSE		0.1	Calendar month	0.00	0.00	0.00	0.00									0			1
	KPI 1.3	Lost Time Incidents – Frequency Rate	To measure the effectiveness of the Contractor's safety processes by monitor the Lost Time Incident Frequency Rate a Lost Time Injuries per 100,000 hours worked according to the standard report practice of the HSE	ring as	0.6	Calendar Month	0.00	0.00	0.00	0.00									0			
	KPI 2.2	Complaints and Enquiries (Responded)	Report the total number of Complaints a Enquiries responded to within 10 workin days of receipt as a percentage of the number of Complaints and Enquiries received	ng	98%	Calendar Month	100%	100%	100%	100%									1			1
	KPI 2.4	Compliance with WSCC Permitting Scheme – overruns	The percentage of schemes within the reporting period where there have not be any overruns		99%	Calendar Month	100%	100%	100%	100%									1			
	KPI 2.5	Compliance with WSCC Permitting Scheme – permits cancelled	The percentage of schemes within the reporting period where there have not be any permit cancellations		99%	Calendar Month	100%	100%	100%	100%									1			
	KPI 2.8	Rectification of identified Defects	The percentage of DEFECTS corrected to the Contractor within the agreed correct period - min 4 weeks.		95%	Calendar Month																
Economic Growth	KPI 3.3	Timeliness of of scheme completion	To measure the percentage of works instructions completed within 3 workin days of the programmed completion da	g	95%	Annually																
Affordable	KPI 4.1	Accuracy of scheme defined cost when compared with the Target Price	To measure the percentage difference between the cumulative Actual Cost and total Target Cost as adjusted by valid Cl	the	95%	Calendar Month	N/A	N/A	N/A	N/A												2.5
	KPI 4.3	Timely issuing of Final accounts	Percentage of Final Accounts for Works Instructions that are submitted within months of the Completion date		96%	Calendar Month	N/A	N/A	N/A	N/A												
Sustainable	KPI 6.1	Amount of Construction and Demolition Waste Reused and recycled	hazardous waste that is to be disposed	ed of	75%	Annually																

			Management 11	IIOIIIIat	1011																
										R	eporting	g Perio	ds								
Strategic KPI Theme KPI	KPI Title	KPI Description	Owner Client Owner Contractor	KPI Target	Reporting Period	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Average of Monthly KPIs	Source of Data	Comments	Weightin
MI 7.1	Incidences and Accidents – near miss reports and investigation	To measure the effectiveness of the Contractor's safety processes by monitoring and reporting the number of recorded Near Misses. (A separate report is to be reported on actions taken to address reported near misses)			Calender Month	0.00	0.00	0.00	0.00									0			
MI 7.2	To conduct a 360' assessment of the Contract operation and achieve an annual improvement	Each year a perception questionnaire is to be produced and completed by key staff followed by a review to ascertain improvement areas		N/A	Annual report																
MI 7.13	Contract Communications	Number of Compensation Events			Calender Month	1.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	3			
		Value of Compensation Events			Calender Month	454.92	0.00	21097.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2772.00	24324.18			
		Number of Early Warnings			Calender Month	1.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2			
		Number of Defect Notices			Calender Month	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0			
MI 7.6	To positively engage with the Client's Social Value requirements	To record progress and improvement where required with the Client's Social Value requirements by reporting specific, agreed, achievements			Annual report																
MI 7.20	Environmental issues report	Provide details of in year environmental achievements such as carbon reductions, and enviromentally friendly processes			Annual report																
MI 7.19	Number of audits	Number of audits completed			Annual report																



WSCC Highways Services Contracts 2021 – 2022 Scorecard for LOT 5.3 Version 5

Eurovia

Surface Dressing

											R	eportin	g Perio	ds							
Strategic KPI Theme	KPI	KPI Title	KPI Description	Owner Client Owner Contractor	KPI Target	Reporting Period	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Average of Monthly KPIs	Source of Data Comments	Weighting
Safe	KPI 1.1	Accident Frequency Rate RIDDOR Reportable	Accident Frequency Rate – RIDDOR Reportable according to the standard reporting practice of the HSE		0.1	Calendar month			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0		1
	KPI 1.3	Lost Time Incidents – Frequency Rate	To measure the effectiveness of the Contractor's safety processes by monitoring the Lost Time Incident Frequency Rate as Lost Time Injuries per 100,000 hours worked according to the standard reporting practice of the HSE		0.6	Calendar Month			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	O		
	KPI 2.2	Complaints and Enquiries (Responded)	Report the total number of Complaints and Enquiries responded to within 10 working days of receipt as a percentage of the number of Complaints and Enquiries received		98%	Calendar Month			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		1
Serviceable	KPI 2.4	Compliance with WSCC Permitting Scheme – overruns	The percentage of schemes within the reporting period where there have not been any overruns		99%	Calendar Month			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
	KPI 2.5	Compliance with WSCC Permitting Scheme – permits cancelled	The percentage of schemes within the reporting period where there have not been any permit cancellations		99%	Calendar Month			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
	KPI 2.8	Rectification of identified Defects	The percentage of DEFECTS corrected by the Contractor within the agreed correction period - min 4 weeks.		95%	Calendar Month															
Economic Growth	KPI 3.3	Timeliness of of scheme completion	To measure the percentage of works instructions completed within 3 working days of the programmed completion date		95%	Annually			100%	100%	100%	100%	100%	n/a	n/a	n/a	n/a	n/a	100%		
Affordable	KPI 4.1	Accuracy of scheme defined cost when compared with the Target Price	To measure the percentage difference between the cumulative Actual Cost and the total Target Cost as adjusted by valid CE's		95%	Calendar Month			n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	95%	95%		2.5
	KPI 4.3	Timely issuing of Final accounts	Percentage of Final Accounts for Works Instructions that are submitted within 3 months of the Completion date		96%	Calendar Month			n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100%	100%		
Sustainable	KPI 6.1	Amount of Construction and Demolition Waste Reused and recycled	The percentage of waste materials that were reused or recycled. (Any excavated hazardous waste that is to be disposed of will not be included in this KPI calculation).		75%	Annually			n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a			

										R	eportin	g Perio	ds								
Strategic KPI Theme	KPI	KPI Title	KPI Description	Owner <i>Client</i>	Owner <i>Contractor</i> KPI Target Reporting Period	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Average of Monthly KPIs	Source of Data	Comments	Weighting
Management Information	MI 7.1	Incidences and Accidents – near miss reports and investigation	To measure the effectiveness of the Contractor's safety processes by monitoring and reporting the number of recorded Near Misses. (A separate report is to be reported on actions taken to address reported near misses)		Calender Month			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0			
	MI 7.2	To conduct a 360' assessment of the Contract operation and achieve an annual improvement	Each year a perception questionnaire is to be produced and completed by key staff followed by a review to ascertain improvement areas		N/A Annual report																
	MI 7.13	Contract Communications	Number of Compensation Events		Calender Month																
			Value of Compensation Events		Calender Month																
			Number of Early Warnings		Calender Month																
			Number of Defect Notices		Calender Month																
	MI 7.6	To positively engage with the Client's Social Value requirements	To record progress and improvement where required with the Client's Social Value requirements by reporting specific, agreed, achievements		Annual report																
	MI 7.20	Environmental issues report	Provide details of in year environmental achievements such as carbon reductions, and environmentally friendly processes		Annual report																
	MI 7.19	Number of audits	Number of audits completed		Annual report																



WSCC Highways Services Contracts 2021 – 2022 Scorecard for LOT Version 5

KIER

Carriageway Microasphalt

											R	eportin	g Perio	ds								
Strategic KPI Theme	KPI	KPI Title	KPI Description	Owner <i>Client</i> Owner <i>Contractor</i>	KPI Target	Reporting Period	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Average of Monthly KPIs	Source of Data	Comments	Weighting
Safe	KPI 1.1	Accident Frequency Rate RIDDOR Reportable	Accident Frequency Rate – RIDDOR Reportable according to the standard reporting practice of the HSE		0.1	Calendar month				0.00									0			1
	KPI 1.3	Lost Time Incidents – Frequency Rate	To measure the effectiveness of the Contractor's safety processes by monitoring the Lost Time Incident Frequency Rate as Lost Time Injuries per 100,000 hours worked according to the standard reporting practice of the HSE		0.6	Calendar Month				0.00									0			
	KPI 2.2	Complaints and Enquiries (Responded)	Report the total number of Complaints and Enquiries responded to within 10 working days of receipt as a percentage of the number of Complaints and Enquiries received		98%	Calendar Month				100%									1			1
Serviceable	KPI 2.4	Compliance with WSCC Permitting Scheme – overruns			99%	Calendar Month				100%									1			
	KPI 2.5	Compliance with WSCC Permitting Scheme – permits cancelled	The percentage of schemes within the reporting period where there have not beer any permit cancellations		99%	Calendar Month				100%									1			
	KPI 2.8	Rectification of identified Defects	The percentage of DEFECTS corrected by the Contractor within the agreed correction period - min 4 weeks.		95%	Calendar Month																
Economic Growth	KPI 3.3	Timeliness of of scheme completion	To measure the percentage of works instructions completed within 3 working days of the programmed completion date		95%	Annually																
Affordable	KPI 4.1	Accuracy of scheme defined cost when compared with the Target Price	To measure the percentage difference between the cumulative Actual Cost and the total Target Cost as adjusted by valid CE's		95%	Calendar Month				N/A												2.5
	KPI 4.3	Timely issuing of Final accounts	Percentage of Final Accounts for Works Instructions that are submitted within 3 months of the Completion date		96%	Calendar Month				N/A												
Sustainable	KPI 6.1	Amount of Construction and Demolition Waste Reused and recycled	The percentage of waste materials that were reused or recycled. (Any excavated hazardous waste that is to be disposed of will not be included in this KPI calculation).		75%	Annually																

										R	eporting	g Perio									
Strategic KPI Theme	KPI	KPI Title	KPI Description	Owner Client Owner Contractor	KPI Target Reporting Period	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Average of Monthly KPIs	Source of Data	Comments	Weighting
Management Information	MI 7.1	Incidences and Accidents – near miss reports and investigation	To measure the effectiveness of the Contractor's safety processes by monitoring and reporting the number of recorded Near Misses. (A separate report is to be reported on actions taken to address reported near misses)		Calender Month				0.00									0			
	MI 7.2	To conduct a 360' assessment of the Contract operation and achieve an annual improvement	Each year a perception questionnaire is to be produced and completed by key staff followed by a review to ascertain improvement areas		N/A Annual report																
	MI 7.13	Contract Communications	Number of Compensation Events		Calender Month	0.00	0.00	0.00	33.00	0.00	0.00	0.00	44.00	1.00	0.00	0.00	0.00	78			
			Value of Compensation Events		Calender Month	0.00	0.00	0.00	38546.21	0.00	0.00	0.00	49642.57	0.00	0.00	0.00	0.00	88188.78			
			Number of Early Warnings		Calender Month	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	5.00	6			
			Number of Defect Notices		Calender Month	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	1			
	MI 7.6	To positively engage with the Client's Social Value requirements	To record progress and improvement where required with the Client's Social Value requirements by reporting specific, agreed, achievements		Annual report																
	MI 7.20	Environmental issues report	Provide details of in year environmental achievements such as carbon reductions, and enviromentally friendly processes		Annual report																
	MI 7.19	Number of audits	Number of audits completed		Annual report																



WSCC Highways Services Contracts 2021 – 2022 Scorecard for LOT Version 5

Landbuild

Improvements

										R	eportin	g Perio	ds								
Strategic KPI Theme	KPI	KPI Title	KPI Description Owner Client	Owner <i>Contractor</i> KPI Target	Reporting Period	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Average of Monthly KPIs	Source of Data	Comments	Weighting
Safe	KPI 1.1	Accident Frequency Rate RIDDOR Reportable	Accident Frequency Rate – RIDDOR Reportable according to the standard reporting practice of the HSE	0.1	Calendar month	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					0			1
	KPI 1.3	Lost Time Incidents – Frequency Rate	To measure the effectiveness of the Contractor's safety processes by monitoring the Lost Time Incident Frequency Rate as Lost Time Injuries per 100,000 hours worked according to the standard reporting practice of the HSE	0.6	Calendar Month	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					0			
	KPI 2.2	Complaints and Enquiries (Responded)	Report the total number of Complaints and Enquiries responded to within 10 working days of receipt as a percentage of the number of Complaints and Enquiries received	98%	Calendar Month	100%	100%	100%	100%	100%	100%	100%	100%					100%			1
Serviceable	KPI 2.4	Compliance with WSCC Permitting Scheme – overruns	The percentage of schemes within the reporting period where there have not been any overruns	99%	Calendar Month	100%	100%	100%	100%	100%	100%	100%	100%					100%			
	KPI 2.5	Compliance with WSCC Permitting Scheme – permits cancelled	The percentage of schemes within the reporting period where there have not been any permit cancellations	99%	Calendar Month	100%	100%	100%	100%	100%	100%	100%	100%					100%			
	KPI 2.8	Rectification of identified Defects	The percentage of DEFECTS corrected by the Contractor within the agreed correction period - min 4 weeks.	95%	Calendar Month																
Economic Growth	KPI 3.3	Timeliness of of scheme completion	To measure the percentage of works instructions completed within 3 working days of the programmed completion date	95%	Annually																
Affordable	KPI 4.1	Accuracy of scheme defined cost when compared with the Target Price	To measure the percentage difference between the cumulative Actual Cost and the total Target Cost as adjusted by valid CE's	95%	Calendar Month	100%	100%	100%	100%	100%	100%	100%	100%					100%			2.5
	KPI 4.3	Timely issuing of Final accounts	Percentage of Final Accounts for Works Instructions that are submitted within 3 months of the Completion date	96%	Calendar Month	100%	100%	100%	100%	100%	100%	100%	100%					100%			
Sustainable	KPI 6.1	Amount of Construction and Demolition Waste Reused and recycled	The percentage of waste materials that were reused or recycled. (Any excavated hazardous waste that is to be disposed of will not be included in this KPI calculation).	75%	Annually																

										R	eporting	g Perio	ds								
Strategic KPI Theme	KPI	KPI Title	KPI Description	Owner Client Owner Contractor	KPI Target Reporting Period	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Average of Monthly KPIs	Source of Data	Comments	Weighting
Management Information	MI 7.1	Incidences and Accidents – near miss reports and investigation	To measure the effectiveness of the Contractor's safety processes by monitoring and reporting the number of recorded Near Misses. (A separate report is to be reported on actions taken to address reported near misses)		Calender Month	100%	100%	100%	100%	100%	100%	100%	100%					100%			
	MI 7.2	To conduct a 360' assessment of the Contract operation and achieve an annual improvement	Each year a perception questionnaire is to be produced and completed by key staff followed by a review to ascertain improvement areas		N/A Annual report																
	MI 7.13	Contract Communications	Number of Compensation Events		Calender Month	12.00	11.00	17.00	17.00	5.00	20.00	8.00	18.00	5.00	5.00	14.00	7.00	139			
			Value of Compensation Events		Calender Month	9001.42	41521.92	160123.12	66519.65	71196.76	-13764.62	10784.00	68519.52	6561.08	-2881.61	-15336.07	26488.13	428733.3			
			Number of Early Warnings		Calender Month	0.00	2.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	0.00	1.00	6			
			Number of Defect Notices		Calender Month	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0			
	MI 7.6	To positively engage with the Client's Social Value requirements	To record progress and improvement where required with the Client's Social Value requirements by reporting specific, agreed, achievements		Annual report																
	MI 7.20	Environmental issues report	Provide details of in year environmental achievements such as carbon reductions, and environmentally friendly processes		Annual report																
	MI 7.19	Number of audits	Number of audits completed		Annual report																