



# Havering

LONDON BOROUGH

## Highways Contract - Key Performance Indicators

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# Current situation

The Council has recently granted a 2 year extension to the current 5 year contract with Marlborough Surfacing Limited for Highway works.

The initial contract already has key performance indicators (KPIs) that need to be reviewed and realigned to fit with the Council's environmental and climate change agenda. These will be carried forward into future highway contracts

Officers have been working with Marlborough to review the existing as well as revised KPIs to measure progress/ performance in achieving a net zero carbon reduction by 2030.

The proposed KPIs are still in discussion with Marlborough and we would welcome feedback from OSSC.

# Proposed KPIs

## 1. Quality/ Delivery

1. right first time
2. customer satisfaction

## 2. Programmed works

1. works completed to programme,
2. gullies cleaned / month
3. vehicle crossover – targets for application to quote ( 4weeks) payment received to installation (6 weeks)

## 3. Operational/ Reactive works (2hr/24hr/7day and 28day)

1. % of jobs completed within response timeframe
2. No of incomplete jobs after 28 days

## 4. Environment & Carbon Reduction

1. Reduced carbon emissions
2. Reduced air pollution
3. Resource efficiency and circular economy solutions

# Proposed KPIs cont'd

## 5. Permits (compliance)

1. TMA compliance, permits and Fixed Penalty Notices FPNs

## 6. Health and Safety

1. Number of reportable incidents
2. Dangerous occurrences/ Near miss reporting
3. Lost time/ injury rate
4. Audits

## 7. Financial/ Commercial

1. Invoicing/ agreed application turnaround in 30 days

# Measure KPIs

In order to inspire continuous improvement we are working on establishing a suitable method of measurement.

At present the idea is to use a RAG rated system

- R** performance < 90%
- A** performance >90 < 99%
- G** performance >99%

These figures can then be agreed in setting targets going forward.

# Thank you

Questions / comments?