

Place Scrutiny Committee Members Briefing

14th June 2016

Future Highways Contract
Performance Management

Performance Management

- Conditions of Contract
- Specification
- Service Information

Performance Management – Conditions of Contract

- Based on the NEC3 – Term Service Contract
 - Principle is a move from confrontation to collaboration
- Amended to incorporate HMEP
- Amended to reflect the requirements of DCC

Performance Management – Conditions of Contract

ZM1 (48) Material Breachincludes but is in no way limited to the following:

- if the *Contractor's* performance against the same three or more Key Performance Indicators does not meet or exceed the target performance ... across three or more consecutive quarters during the Service Period,
- if the *Contractor* achieves a score of less than 60% from any 360 survey under Key Performance Indicator 4.1 (Partnership success) as set out in the Schedule of Partners,
- if the *Contractor's* performance against the same three or more service levels triggers the payment of low service damages pursuant to Option X17 across three or more consecutive quarters during the Service Period,

Performance Management – Conditions of Contract

ZM4A.3 Auditing

ZM4L Continuous Improvement

ZM4M Benchmarking

ZM5B Test and Inspections

W2 Dispute Resolution

Performance Management – Specification

28 Series relating to different service areas, e.g.

- Traffic Management
- Drainage
- Footways
- Waterproofing
- Traffic signs
- Grass cutting
- Winter maintenance

Performance Management – Specification

945.1 Laying of road pavement materials containing bitumen binders may proceed provided that the temperature of the surface to be covered is 0°C or more, the air temperature is at or above -1°C and rising and the surface to be covered is dry, unfrozen and free from ice, snow, salt and grit, except where otherwise specified in this Clause.

7803.2 The *Contractor* shall be capable of mobilising the full Winter Service fleet and be able to immediately respond to an instruction issued by the *Service Manager* during the Winter Service period. In the event that mobilisation is required outside of the core Winter Service period that is before 15th October and after 15th April, the *Contractor* shall be advised in advance by the *Service Manager* of the resource requirements..

Performance Management – Service Information KPI's

Common across the 3 Authorities

Important as they link to Contract Extensions (beyond the 7 years)

Continuous improvement

To achieve Good in 2017/18 must achieve 90%

By 2023/24 this will be 96%

Performance Management – Service Information

KPI's– common across the 3 Authorities

5 themes

- Statutory compliance
- Efficiency of Service Delivery
- Community Impact
- Partnership success
- Quality performance Objectives

Performance Management – KPI's

Statutory Compliance

- Contractor A.I.R. rating To measure the contractors health and safety performance against national industry standards within the contract
- Noticing compliance To monitor compliance with Noticing and impact on the Employer's Network Management Duty
- Safety Defect Repair To confirm compliance with the Employer's policy for safety defect repair within time.
- Emergency Response To confirm compliance with the Employer's policy for emergency response to highway incidents.
- Winter Service To confirm compliance with the Employer's Winter Service policy for the salting network.

Performance Management – KPI's

Efficiency of Service Delivery

- Defective Works To monitor the quality of surface treatment and efficiency of delivery.
- Defect Completion To monitor the completion of defects within the defect correction period.
- Data integrity To monitor the accuracy and timeliness of inventory data and works delivery information input by the contractor into the Employer's highway integrated management system, where needed.
- Works Programme To monitor provision of accurate works programmes
- Minimise congestion Unnecessary or unforeseen visits to the same section of road.
- Payment applications Applications for payment of completed jobs by due date in contract.
- Budget management To measure annual spend against budget.
- Audits To monitor Employer and Contractor audit results

Performance Management – KPI's

Community Impact (by survey)

To monitor effectiveness of public information in terms of:

- a) Timeliness
- b) Accuracy
- c) Communication channel/method
- d) Proactive public engagement

Partnership Success (by survey)

To measure the success of the culture of the partnership

Performance Management – KPI's Quality Performance Objectives

Cultural Alignment

- Partnership principles
- Digital by Design
- Community Engagement and Social Value

Efficient Delivery

- Delivering integration and service deliveries
- Demand management
- Supply Chain Management

Innovation and Agility

- Innovation
- Agility

Performance Management – Low Service Damages

- **SAFETY DEFECT REPAIRS**

Category 1 Safety Defects – Works Specification Series 7300

- Failure by the *Contractor* to make safe a Category 1 Safety Defect within the applicable Maximum Response Time
- Failure by the *Contractor* to undertake the permanent repair within 8 weeks of making safe the Safety Defect

- **EMERGENCY SERVICE**

Emergency Service – Works Specification Series 7900

- Failure by the *Contractor* to achieve the Emergency Response Time

Performance Management – Low Service Damages

- **APPLICATION FOR PAYMENT**

- Application for Payment – Service Information 34**

- *If the Contractor fails to include an application for payment within 2 months of completing a Works Order.*

- **NEW ROADS AND STREET WORKS ACT 1991 (NRSWA)**

- a) The *Contractor* ensures that the Street Authority is informed regarding works schedules in accordance with NRSWA

- Advance notice of certain works
- Notice of starting date of works
- Notice to be given on s.55 notice ceasing to have effect
- Notice of emergency works
- Duty of undertaker to reinstate
- Charge for occupation of the highway where works unreasonably delayed