

APPENDIX 1

Theme	OPM Reference	Old Measure	New measure	Old Target Level	Proposed Targets			Comments
					Under performance	Under Expected Performance	Expected Performance	
Reactive	<u>OPM 09</u>	Percentage of emergency call outs attended within required timescales	As old, but to include 2hr with 1hr call outs	100%	< 95%	95-99%	100%	
	<u>OPM 10</u>	Percentage of defects in the Network notified to the Contractor that are repaired within required timescales	As old, but to be split out as below:	100%	See below			
	<u>OPM10a</u>		Percentage of urgent defects in the Network notified to the Contractor that are repaired within required timescales - U24 and M(48h)	100%	< 95%	95-99%	100%	
	<u>OPM10b</u>		Percentage of non urgent defects (>2 days) in the Network notified to the Contractor that are repaired within required timescales - L(5 day), P1 (2wk) and P2 (4wk)	100%	< 95%	95-99%	100%	
Planned works	<u>OPM 02</u>	Percentage of Tasks completed by the Task Completion Date – as defined by task order	As old, but focused on tasks rather than value and threshold of P4 works over £10k	95%	< 90%	90-94%	95%	
	<u>OPM 04</u>	Percentage of Tasks assessed as Defect free at Task Completion	Similar to old, but split as below:	95%	See below			
	<u>OPM04a</u>		Percentage of works requiring a return visit to rectify defect after task completion (schemes over £10k)		To be defined			Quarterly and measure to be redefined
	<u>OPM04b</u>		Percentage of planned works orders over £10k requiring remedial works within two years of completion	N/A	> 5%	3-5%	< 3%	Quarterly and measure to be redefined
	<u>New OPM</u>	New OPM	Percentage of P3 schemes completed within the specified 14 weeks	N/A	< 90%	90-94%	95%	
Customer Services	<u>OPM 19</u>	Percentage of responses to requests for information, service enquiries, public letters and complaints etc. delivered on time (where contractor has accountability)		100%	< 95%	95-99%	100%	
	<u>OPM 20</u>	Percentage of Insurance claims responded to on time (where contractor has some accountability)		100%	< 95%	95-99%	100%	
SHE	<u>New OPM</u>	RIDDORs						As proposed by SHE Group. Baseline from last 12 months to be established and target set
	<u>New OPM</u>	Lost Time Injuries						As proposed by SHE Group. Baseline from last 12 months to be established and target set
	<u>New OPM</u>	Service strikes						As proposed by SHE Group. Baseline from last 12 months to be established and target set
	<u>New OPM</u>	Environmental Incidents						As proposed by SHE Group. Baseline from last 12 months to be established and target set
Winter Service	<u>OPM 13</u>	Percentage of priority gritting actions completed on time		99%	< 97%	97-98%	99%	
	<u>OPM 14</u>	Percentage of routes requiring re-treatment		1.00%	> 3%	2-3%	1%	

Lighting and ITS	<u>OPM 06</u>	Percentage of units in lighting, averaged throughout the month		98.50%	< ??%	??-97%	> 98%	
	<u>OPM 07</u>	Percentage of street light defects repaired and returned to operation within 10 days		99%	< ??%	??-99%	100%	Continuous Improvement target from 90% over 6 months
	<u>OPM 08</u>	Percentage accuracy of the inventory	Percentage accuracy of updates to asset list following visit or works	100%	< ??%	??-99%	100%	Continuous Improvement target from 90% over 6 months.
	<u>OPM 11</u>	Percentage of ITS faults attended and made safe on time		100%	< 95%	95-99%	100%	
	<u>OPM 12</u>	Percentage of ITS faults rectified on time		100%	< 95%	95-99%	100%	
Noticing	<u>OPM 15</u>	Percentage of all notices submitted not subject to a validated FPN as defined by NRSWA (as amended by TMA).		98%	<95%	95-97%	> 98%	
	<u>OPM 16</u>	Number of days overrun		0%	> 3%	2-3%	1%	
Recycling	<u>OPM 24</u>	Percentage of materials recycled		95%	< 95%	95%	> 95%	
	<u>N/A</u>	Additional measures in line with recycling centre	Percentage of materials reused or similar					To be developed as part of establishment of new recycling centre
Commercial	<u>OPM 03</u>	Percentage of Tasks where the final total of the Prices does not exceed the total of the Prices in the Task Order by > 5%	As old, but threshold to be increased to £50k	95%	< 90%	90-94%	95%	Only 1 or 2 schemes a month - becomes pass fail - therefore move to quarterly monitoring, to be reviewed again in April
	<u>OPM 05</u>	Percentage of Task Orders for which amount due is agreed within 13 weeks of completion	Percentage of Task Orders for which amount submitted within 13 weeks of completion	95%	< 90%	90-94%	<95%	13 weeks should start from date of completion certificate
	<u>OPM 17</u>	Percentage of payment of Sub-contractors in accordance with timescales in the Contract	Exclusions to include where SCC withhold payment and time from invoice received rather than invoice dated	100%	< 95%	95-99%	100%	

Removed	<u>OPM 01</u>	Percentage of Tasks started by the Task starting date – as defined by task order.		95%				
Moved to MPM	<u>OPM 18</u>	Number of people engaged on an apprenticeship.	To cover all of Suffolk Highways in order to promote joint apprenticeship scheme	100%				
	<u>OPM 21</u>	Accident Frequency Rate (AFR)		0.1				Change to MPM and return to industry standard of rolling annual measure. Replace with new SHE targets as above
	<u>OPM 22</u>	Completion of Health and Safety files within 3 months of works completion		100%				
	<u>OPM 23</u>	Fleet services - Vehicle availability		95%				
New MPM	<u>New MPM</u>	Percentage of L(5 day) defects completed with permanent repairs	Measure to remove those where temporary fix requested by client	N/A		To be defined		MPM without target until baseline established, then move to OPM
	<u>New MPM</u>	Percentage of P1 and P2 defects completed with permanent repairs	Measure to remove those where temporary fix requested by client	N/A		To be defined		MPM without target until baseline established, then move to OPM
	<u>New MPM</u>	Number of complaints received in relation to the Suffolk Highways Service		N/A		To be defined		Set baseline from previous 12 months
	<u>New MPM</u>	Additional Measures? Comms Group		N/A		To be defined		Comms group considering additional measures across the whole service, potentially customer engagement
	<u>New MPM</u>	N/A	Progress on delivery of cyclical works against programme, measured by variance from the programme	N/A		To be defined		To include grass cutting, weed killing, cyclical drainage
	<u>New MPM</u>	Hazard Spots						As proposed by SHE Group. Baseline from last 12 months to be established and target set
	<u>New MPM</u>	Safety Training Days delivered						As proposed by SHE Group. Delivery against training plan

Key

Aim to baseline and set target by April 2016
Aim to define measure and set targets by Oct 2015 and report from Nov 2016