

Appendix C- Balfour Beatty Living Places

Contract Performance Data November 2022

Extract from Public Realm Service Contract Operational Board Meeting –
December 2022

Operational Performance Indicators

	Indicator	Thre shold %	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	Ma y 22	Jun e 22	July 22	Aug 22	Sep t 22	Oct 22	Nov 22
1	Category 1 Defects	100	100	100	100	100	100	100	100	100	100	100	100	100	100
2	Category 2 Defects	80	89	84	84	89	94	96	98	96	98	93	96	87	89
3	Street Lighting Faults	98	100	100	100	100	100	100	100	100	100	100	100	100	100
4	Winter Maintenance	99	99.3	100	100	100	100	100	N/A	N/A	N/A	N/A	N/A	N/A	100
5	Highway Inspection	99	100	100	100	100	100	100	100	100	100	100	100	100	100
6	Bridge Inspection	100	100	100	100	100	100	100	100	100	100	100	100	100	100
7	Grass Cutting	90	-	-	-	-	-	100	100	99	100	100	100	100	-
8	Street Cleansing	90	94	97	96	N/A	94	N/A	N/A	100	98	97	98	94	94
9	Gully Cleansing	90	95	95	N/A	N/A	N/A	N/A	100	100	100	100	100	100	100
10	Programme Management	80	100	100	100	100	100	100	100	100	100	100	100	100	100
11	Stakeholder Liaison	95	97	99	99	100	97	99	96	97	99	99	99	100	96
12	Risk	100	100	100	100	100	100	100	100	100	100	100	100	100	100
14	Special Projects Communications	100	100	100	100	100	100	100	100	100	100	100	100	100	100
15	Supervisory Checks	85	100	100	100	100	100	100	100	100	100	100	94	100	93

Note: OPI 13 was due to be a measure of special projects but was never agreed, hence why it's not included in the table.