

**Operational Performance Indicators Report to January 2024**

	Indicator	Thres hold %	Apr 23	May 23	June 23	July 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24
1*	Category 1 Defects	100	100	100	100	100	100	100	98	100	99.7	100		
2.1*	Category 2 Defects (Summer)	95	96	93.3	97	96	97	97						
2.2	Category 2 Defects (Winter)	85							97	95	94	90		
3*	Street Lighting Faults	98	100	100	100	100	100	100	100	100	100	100		
6*	Winter Maintenance	99	100							100	100	100		
16*	Highway Inspection	99	100	100	100	100	100	100	100	100	100	100		
17	Bridge Inspection	100	100	100	100	100	100	100	100	100	100	100		
18*	Grass Cutting	95	98	98	100	100	100	100	99					
19.1*	Street Cleansing	95	96	100	97	100	98	95	98	100	96	100		
19.2	Fly Tipping	95	74	97	98	95	99	97	97	98	95	98		
20*	Gully Cleansing	95	100	100	67	100	88	100	98.2	n/a	n/a	n/a		

\*Denotes Management Fee Indicator

Note: Early Warning in Place ref to gully cleansing. BBLP have identified a risk to the gully cleansing programme in regards to a significant number of overdue defects. To ensure that the risk of any further defect failure is reduced and to maintain a safe network, BBLP have moved from pro-active maintenance to reactive maintenance. BBLP expect further pressures resulting from winter storms. In aid of reducing outstanding liabilities and bolster resilience the program was suspended from 31/10/2023 until further notice. BBLP will advise when the programme has re-commenced, however BBLP forecast this may be after April 2024 (TBC).