

CONTRACT OBJECTIVE	CONTRACT KPI	PERFORMANCE ASSESSMENT FACTORS	ANNUAL SCORE	MONTHLY STAFF SATISFACTION QUESTIONS	ANNUAL SCORE
General Management	Achievement of Annual Improvement Plan Targets	(i) Setup local works gang that can provide the self delivery of Traffic Management services.	9.5	(i) Understanding and assistance to deliver my business	7.6
		(ii) Provide My Wiltshire App access to the cyclic maintenance gangs to enable them to find defects and record action taken on site.			
		(iii) Provide a contractors plan for 2018-19			
		(iv) Review and identify recycling opportunities and suitable options for the Wiltshire contract.			
		(v) Develop the use of social media to inform operatives and the general public about works and activities in Wiltshire			
		(vi) Provide training programmes and employment opportunities within Wiltshire for Apprentices, Graduates, ex-offenders etc.			
		(vii) Provide support to local charitable events - e.g. Cones/signs/sweeping etc.			
		(viii) Implement the ESRI system from the current DrainMan to provide better information on the condition of the drainage system and their geographical locations.			
		(ix) Implement contractual training relating to outcome of critical friend review			
		(x) Implement contractual training relating to outcome of critical friend review			
Financial Management	% of applications for payment which are on time and fully accurate	(i) Ensure Ringway Payment Applications are submitted on time	10.0	(i) Delivery to budget	7.3
		(ii) Ensure Ringway's Payment Applications are Accurate			
Customer Service and Quality	% scores from customer and client satisfaction survey	(i) Carry out annual Parish Steward Satisfaction Surveys through the Town and Parish Councils	10.0	(i) The quality of product	7.4
		(ii) Number of Compliments from monthly spreadsheet			
Health and Safety	Submission of Monthly Health and Safety Records Monitoring Ringway's Activities	(i) Lost Time Injury Frequency Rates	10.0	(i) Responsibility for safety & environment	7.7
		(ii) RIDDOR Reports (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013)			
Staffing Matters	% Completed Staff Surveys	(i) Ringway Staff Surveys carried out - Measure minimum 85% Staff Participation	7.5	(i) Extent and appropriateness of communication	7.5
		(ii) CHURN annual staff turnover - not including retirement or dismissals - measure is percentage of staff retained per year			
	(iii) Regular Internal Ringway News Letter Issued				
	(iv) Parish Steward Internal Monthly Report Issued				
	(v) H&S news letter issued to staff every 2 months				
Service Development and Innovations	Developments or Improvements arising from joint contractor and client initiatives implemented over the course of the Contract	(i) Carry out a trial period of the fastpatch machine patching process	10.0	(i) Innovation, advice and honesty	7.5
		(ii) Implement revised changes to the gully cleansing programme			
Information Technology	Network and core data centre infrastructure availability	(i) Network down time against availability at Ringway depots -recorded down time to be above 95% per month	10.0	(i) Innovation, advice and honesty	7.4
		(ii) Monitor Parish Steward performance and feedback and carry out and implement continuous improvements to the Parish Steward Scheme			
Environmental Management	% year on year reduction in carbon footprint from works, services, office/depots	(i) Ringway recording annual Sustainability figures for Ringway Energy Consumption	6.7	(i) The quality of product	7.6
		(ii) The Blue and Green Environmental Rules used for work to / on Structures over water courses - Blue Green Forms to be completed for each site			
Technical Performance - Quality	Contract compliance with required outputs to provide the service	(i) Gullies being emptied each month	7.2	(i) Ability to work as a team	7.6
		(ii) Roads being Swept each month			
		(iii) Parish Stewards carrying out Find & Fix each month			
	(iv) Masonry repairs being carried out each month				
	(v) Pothole gangs filling potholes each month				
Service provision	(vi) Tractor drivers provided each month	(vii) Percentage of street lights and illuminated signage working	(viii) Average number of working days to repair a Priority 1 street light fault	(ix) Average number of actual days to repair a DNO (Distribution Network Organisation) street lighting fault	
	(x) Number of reactive street lighting jobs done per day per operative/gang				
Quality of pre-site investigations	(xi) Percentage number of service strikes for street lighting columns installed	(xii) Percentage of emergency faults for street light units repaired on time.	(xiii) Number of Safety inspection potholes completed in month	(xiv) Number of Safety inspection potholes completed on time in month	
	(xv) Percentage of Potholes safety defects completed on time in month				
Technical Performance- Programme and Cost	% of operations which comply with TMA noticing	(i) The correct number N notices submitted in accordance with Streetworks requirements for planned works	9.0	(i) Delivery to budget	7.3
		(ii) Ensure that the number of gullies attended in the year are in accordance with the Programme			
	(iii) Ensure that the number of gullies attended in the year are within Budget				
	(iv) Ensure that the lengths of road swept in the year are in accordance with the Programme				
% of works completed on time	(v) Ensure that the lengths of road swept in the year are within Budget	(vi) Salting Routes completed on time	(vii) Percentage of street light faults repaired on time	(viii) Percentage of emergency faults for street light units repaired on time.	
	(ix) Number of Safety inspection potholes completed in month	(x) Number of Safety inspection potholes completed on time in month	(xi) Percentage of Potholes safety defects completed on time in month	(xii) Percentage of Potholes safety defects completed on time in month	
% of reactive and programmed highway works completed right first time and within budget	(xiii) Integrated Transport Schemes Programme updated and issued monthly	(xiv) Structures Programme updated and issued monthly	(xv) Structures Programme updated and issued monthly	(xvi) Structures Programme updated and issued monthly	
	(xvii) Structures Programme updated and issued monthly	(xviii) Structures Programme updated and issued monthly	(xix) Structures Programme updated and issued monthly	(xx) Structures Programme updated and issued monthly	
TOTAL AVERAGE SCORES			9.0		7.5

**Contract Monitoring Scores Summary Sheet 2018-19**

<b>CONTRACT OBJECTIVE</b>	<b>Average Annual Monthly Satisfaction Score 2018-19</b>	<b>Average Annual Contract Objective Score 2018-19</b>
<b>General Management</b>	<b>7.60</b>	<b>9.50</b>
<b>Financial Management</b>	<b>7.30</b>	<b>10.00</b>
<b>Customer Service and Quality</b>	<b>7.40</b>	<b>10.00</b>
<b>Health and Safety</b>	<b>7.70</b>	<b>10.00</b>
<b>Staffing Matters</b>	<b>7.50</b>	<b>7.50</b>
<b>Service Development and Innovations</b>	<b>7.50</b>	<b>10.00</b>
<b>Information Technology</b>	<b>7.40</b>	<b>10.00</b>
<b>Environmental Management</b>	<b>7.60</b>	<b>6.70</b>
<b>Technical Performance-Quality</b>	<b>7.60</b>	<b>7.18</b>
<b>Technical Performance-Programme and Cost</b>	<b>7.30</b>	<b>9.04</b>
<b>Total Score</b>	<b>74.90</b>	<b>89.92</b>
<b>Average Total Score</b>	<b>7.5</b>	<b>9.0</b>
<b>Merged Score (Proportion 50/50) = (7.5 + 9.0)/2</b>	<b>8.2</b>	

For average scores of 6.0 to 7.9 the selected Contractor would typically be awarded a three month extension to the Contract term, but the total extension  
 For average scores of 8.0 and over the selected Contractor would typically be awarded a six month extension to the Contract term, but the total extension