

# Annex 2

## Current OPI Performance

Oxfordshire County Council Highways & Transport OPI Results for 2013/14																					
Service Area	Ref	Indicator	Target	Threshold	Apr-13 Actual	May-13 Actual	Jun-13 Actual	Jul-13 Actual	Aug-13 Actual	Sep-13 Actual	Oct-13 Actual	Score Actual	Nov-13 Projected	Score Projected	Dec-13 Projected	Q3 Score	Jan-14 Projected	Feb-14 Projected	Mar-14 Projected	Q4 score	Year End Projected
Defect Repair	DE-10	Percentage of Category 1A defects made safe within two hours.	100.00%	98.00%	99.62%	99.56%	100.00%	100.00%	100.00%	100.00%	100.00%	7.00%	100.00%	7.00%	100.00%	7.00%	100.00%	99.00%	99.00%	4.67%	5.89%
	DE-20	Percentage of Category 1B defects repaired within 24 hours.	100.00%	98.00%	85.28%	85.94%	93.58%	94.87%	100.00%	100.00%	100.00%	6.00%	100.00%	6.00%	100.00%	6.00%	100.00%	100.00%	99.00%	5.00%	3.25%
	DE-30	Percentage of Category 2 defects repaired within 28 calendar days.	90.00%	80.00%	45.03%	61.12%	77.70%	84.92%	95.34%	96.10%	95.64%	7.00%	99.00%	7.00%	99.00%	7.00%	99.00%	99.00%	99.00%	7.00%	4.95%
	DE-40	Percentage of overdue defects repaired within 28 days of becoming overdue	100.00%	95.00%	74.73%	84.47%	28.00%	n/a	100.00%	100.00%	53.00%	0.00%	100.00%	3.00%	100.00%	2.00%	100.00%	100.00%	100.00%	3.00%	2.00%
<b>DEFECT REPAIR</b>												<b>20.00%</b>		<b>23.00%</b>		<b>22.00%</b>				<b>19.67%</b>	<b>16.09%</b>
	HS-20	Percentage of site inspections completed that pass a Chapter 8 audit (signs and barriers).	95.00%	80.00%	89.66%	n/a	92.31%	n/a	90.63%	90.00%	100.00%	5.00%	90.00%	3.33%	90.00%	3.89%	90.00%	90.00%	90.00%	3.33%	3.58%
	HS-30	Accident Incident and Accident Frequency Rates for the Oxfordshire Service (AIR=Accident Incident Rate and AFR=Accident Frequency Rate)	1373	1373	569.00	380.00	380.00	569.00	949.00	759.00	759.00	4.83%	500.00	5.00%	500.00	4.94%	500.00	500.00	500.00	5.00%	4.82%
			0.3	0.6	0.25	0.16	0.16	0.24	0.40	0.32	0.31		0.10		0.10		0.10	0.10	0.10		
<b>HEALTH &amp; SAFETY</b>												<b>9.83%</b>		<b>8.33%</b>		<b>8.83%</b>				<b>8.33%</b>	<b>8.40%</b>
Winter Service	WS-10	Percentage of precautionary salting of the network completed before the predicted formation of ice.	100.00%	90.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.00%	100.00%	7.00%	100.00%	7.00%	100.00%	100.00%	100.00%	7.00%	7.00%
Highway Drainage	HD-10	Percentage of drainage infrastructure cleansed against agreed programme.	100.00%	75.00%	52.00%	61.00%	83.00%	67.00%	100.00%	100.00%	77.00%	0.48%	90.00%	3.60%	90.00%	2.56%	90.00%	90.00%	90.00%	3.60%	2.70%
Highway Verges	HV-10	Percentage of vegetation cut to the agreed standard.	100.00%	80.00%	100.00%	100.00%	84.60%	100.00%	100.00%	100.00%	100.00%	4.00%	100.00%	4.00%	100.00%	4.00%	100.00%	100.00%	100.00%	4.00%	3.74%
Safety Barriers	SB-10	Percentage of barrier tensioned against the agreed programme.	100.00%	90.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	4.00%	100.00%	4.00%	100.00%	4.00%	100.00%	100.00%	100.00%	4.00%	4.00%
Structures	ST-10	Percentage of bridges and structures maintenance completed as agreed.	100.00%	75.00%	84.62%	100.00%	93.33%	100.00%	100.00%	100.00%	100.00%	4.00%	100.00%	4.00%	100.00%	4.00%	100.00%	100.00%	100.00%	4.00%	3.71%
<b>NETWORK OPERATIONS</b>												<b>12.48%</b>		<b>22.60%</b>		<b>21.56%</b>				<b>22.60%</b>	<b>21.15%</b>
Scheme Delivery	SD-11	Percentage of Schemes completing Gateway 3 (end of Final Design) on time	80.00%	70.00%	n/a	n/a	n/a	44.44%	40.00%	0.00%	n/a	3.00%	80.00%	3.00%	80.00%	3.00%	80.00%	80.00%	80.00%	3.00%	1.50%
	SD-12	Percentage of schemes completing Gateway 5 (Closedown of Schemes) on time	80.00%	70.00%	n/a	n/a	n/a	0.00%	0.00%	0.00%	n/a	3.00%	60.00%	0.00%	70.00%	1.00%	80.00%	90.00%	100.00%	3.00%	1.00%
	SD-20	Indicator: Percentage of capital budget spent in accordance with Annual Plan.	80.00%	75.00%	92.00%	100.00%	82.00%	99.58%	92.83%	100.00%	n/a	2.00%	80.00%	2.00%	80.00%	2.00%	80.00%	80.00%	80.00%	2.00%	2.00%
	SD-21	Predictability of Design Fee	80.00%	70.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2.00%	75.00%	1.00%	75.00%	1.33%	75.00%	75.00%	75.00%	1.00%	0.58%
	SD-22	Accuracy of the Construction Estimate at Gateway 3	95.00%	90.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2.00%	92.00%	0.80%	95.00%	1.60%	100.00%	100.00%	100.00%	2.00%	0.90%
	SD-23	Accuracy of the Target Price or Cost Reimbursable Cap	95.00%	90.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2.00%	96.00%	2.00%	96.00%	2.00%	98.00%	98.00%	98.00%	2.00%	1.00%
Customer Service	CS-10	Overall Customer Satisfaction with the delivery of works.	85.00%	65.00%	90.50%	n/a	n/a	88.30%	89.10%	70.50%	n/a	0.00%	90.00%	4.00%	90.00%	4.00%	90.00%	90.00%	90.00%	4.00%	3.76%
<b>PROGRAMME DELIVERY</b>												<b>14.00%</b>		<b>12.80%</b>		<b>14.93%</b>				<b>17.00%</b>	<b>10.74%</b>
Network Management	NM-10	Compliance with Street Works notification process for standard and major works.	95.00%	85.00%	81.50%	77.60%	77.00%	81.70%	84.62%	64.00%	90.40%	2.70%	80.00%	0.00%	80.00%	0.90%	80.00%	80.00%	80.00%	0.00%	0.23%
Highways Asset Inventory Collection	HI-21	Provision of Asset Management Information as required by the Service Information	98.00%	93.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	50.00%	0.00%	50.00%	50.00%	50.00%	0.00%	0.00%
<b>NETWORK &amp; ASSET MANAGEMENT</b>												<b>2.70%</b>		<b>0.00%</b>		<b>0.90%</b>				<b>0.00%</b>	<b>0.23%</b>
Vehicle Maintenance	VM-10	Overall Performance of Vehicle Maintenance.	95.00%	90.00%	95.55%	97.00%	95.89%	96.42%	97.67%	97.00%	99.28%	5.00%	97.00%	5.00%	97.00%	5.00%	97.00%	97.00%	97.00%	5.00%	5.00%
Environmental	EN-30	Minimise the percentage of construction, demolition and excavation waste sent to landfill	20.00%	30.00%	20.01%	18.85%	22.02%	15.10%	13.94%	18.51%	8.40%	4.00%	18.00%	4.00%	18.00%	4.00%	18.00%	18.00%	18.00%	4.00%	3.93%
<b>ENVIRONMENTAL</b>												<b>9.00%</b>		<b>9.00%</b>		<b>9.00%</b>				<b>9.00%</b>	<b>8.93%</b>
Green Claims	IN-11	Amount recovered through the Green Claims process.	£100,000	£50,000	£0	£0	£9,700	£9,700	£13,719	£14,463	£21,482	0.00%	£31,482	0.00%	£41,482	0.00%	£51,482	£61,482	£71,482	0.69%	0.32%
<b>INSURANCE</b>												<b>0.00%</b>		<b>0.00%</b>		<b>0.00%</b>				<b>0.69%</b>	<b>0.32%</b>
Financial	FI-10 NEW	Basket of Financial Indicators to monitor financial compliance with the contract.	90.00%	80.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	85.00%	85.00%	1.00%	0.00%
<b>FINANCIAL</b>														<b>0.00%</b>		<b>0.00%</b>				<b>1.00%</b>	<b>0.00%</b>

77.23%

78.29%

65.86%

Oxfordshire County Council Highways & Transport

Financial Indicators - Proposals for 2012-13

Service Area	Ref	Indicator	Purpose / Aim	Description	Formula	Target	Threshold	Oct 2013	Score
<b>INVOICING</b>									
<b>INVOICING</b>	A1 NEW	Timeliness of Certificate	This indicator measures the timeliness of certificate submission against the agreed programme for submitting the certificate.	This indicator measures the performance of Atkins in submitting the Certificate on or before the dates given in a programme of submission dates agreed in advance. The monthly timescales for submission of the certificate are set out in Clause 2 of the Contract with the Assessment Date being defined in Section 1.2 as the last day of the calendar month. In Annex 4 of the Service Information a monthly timetable for budget monitoring is set out in Appendix 4. The agreed programme of submission dates ensures that adequate time is allowed to update the council's financial monitoring system SAP.	$(X / Y) \times 100$ Where X = Number of certificates submitted on or before the programmed date Y = Total number of certificates due to be submitted (up to a maximum of 12 per year)	100.00%	80.00%	5/7	71%
	A2 NEW	Corrective Actions	This indicator measures the number of agreed changes as identified by budget holders that are corrected on the financial systems before the next certificate.	This indicator measures the Atkins' performance in processing the transfer requests that accompany the certificate assessment. A transfer request instigates making agreed changes to Atkins financial systems before the issue of next certificate. A request is classed as closed once marked as 'closed' on the Transfer Tracker sheet. This indicator ensures that budget holders and project managers are reviewing and approving up to date cost information.	$(X / Y) \times 100$ Where X = Number of change requests completed before the issue of the next certificate Y = Total number of change requests submitted within the financial year	100.00%	80.00%	0/0	100.00%
	A3 NEW	Accuracy of certificate compared to INFORM	This indicator measures the accuracy of the financial information contained on the certificate against the information contained in INFORM	The monthly certificate and the monthly certificate (Application for Payment) should give a single view on the same data as at the Assessment Date. This information is used by Budget Holders and Project Leads to monitor the monthly spend and forecast future spend. Accuracy of the figures builds confidence in the financial management and improves financial control. On receipt of the certificate the Contracts Team carry out a number checks totalling the certified amount on the certificate and comparing with the total values contained within INFORM. This Indicator will measure the difference between the two values; if all the systems are correct should be zero.	$(X / Y) \times 100$ Where X = Number of Certificates received where there is no difference between the assessed amount on the certificate and on INFORM Y = Total number of certificates due to be submitted (up to a maximum of 12 per year)	80.00%	60.00%	7/7	100%
<b>PRICING</b>									
<b>PRICING</b>	B1 NEW	Task Order Quotations	This indicator measures the success of the Partnership in submitting task order quotations within the agreed timescales	This is a measurement of standard deviation from the agreed delivery timescales pertaining to submission of task order quotations that may reasonably be assessed under the contract. The OPI is designed to promote an out-perform delivery from all aspects of the partnership and measures the average completion rate over a period of defined time. An LPI measures the performance of the employer in the same regard.	$(X / Y) \times 100$ Where X = Number of task order quotations delivered within the agreed timescales within a [x] defined period Y = Total number of task order quotations required in a [x] defined period	90.00%	80.00%		
	B2 NEW	Estimates	This indicator measures the success of the Partnership in submitting estimates within the agreed timescales	This is a measurement of standard deviation from the agreed delivery timescales pertaining to submission of estimates that may reasonably be assessed under the contract. The OPI is designed to promote an out-perform delivery from all aspects of the partnership and measures the average completion rate over a period of defined time. An LPI measures the performance of the employer in the same regard.	$(X / Y) \times 100$ Where X = Number of estimates delivered within the agreed timescales within a [x] defined period Y = Total number of estimates required in a [x] defined period	90.00%	80.00%		
	B3 NEW	Accuracy of Quotations	This indicator measures whether quotations are compliant with the contract	This indicator measures the Atkins' performance in providing Task Order quotations that are compliant with the Derived Prices submitted at Tender. The indicator will be based on the number of Task Order quotations that are rejected for non-compliance.	$(X / Y) \times 100$ Where X = Number of Task Order Quotations that are fully compliant with the contract Y = Total number of quotations received	100.00%	80.00%	80%	80%
<b>FINANCIAL INFORMATION</b>									
	C1 NEW	Accuracy of Certificate Cost Capture	This indicator measures the accuracy of the cost capture information within the monthly certificate by measuring the number of agreed changes as identified by budget holders or project leads.	This indicator measures the quality of the cost capture behind the financial information provided by Atkins on the monthly certificate. The indicator is based on the number of Task Orders on each certificate where the value assessed by Atkins does not equal the amount as assessed and certified by the budget holder / project lead.	$(X / Y) \times 100$ Where X = Number of task order quotations where the value assessed by Atkins does not equal the amount certified by the budget holder or project lead Y = Total number of open task orders on the monthly certificate	100.00%	80.00%	344/368	93.48%
<b>REPORTING VARIATIONS</b>									
<b>REPORTING VARIATIONS</b>	D1 NEW	Compensation Events	This indicator measures the timeliness of the submission of CE's by the partnership against the agreed timescales.	This indicator measures the performance of the provider in notifying a compensation event in accordance with contract requirements and associated agreements. An LPI measures the performance of the employer in the same regard.	$(X / Y) \times 100$ where X = Number of compensation events submitted within the agreed timescales within a [x] defined period Y = Number of CE's required in a [x] defined period	100.00%	90.00%		
	D2 NEW	Change Management	This indicator measures the compliance of the processes of Change Management, Early Warnings and Compensation Events within the partnership.	This indicator measures the performance of the provider in compliance with the agreed processes set out in the IMS when compiling and submitting Early Warnings and Compensations Events. An LPI measures the performance of the employer in the same regard.	$(X / Y) \times 100$ where X = Number of Early Warnings & Compensation Events submitted in a month in accordance with the agreed processes in a [x] defined period Y = Number of Early Warnings & Compensation Events required in a [x] defined period.	100.00%	90.00%		
<b>AUDITS</b>									
<b>REPORTING VARIATIONS</b>	E1 NEW	Implementation of Audit Management Actions.	This indicator measures the success of the Service in implementing actions specified to address issues identified in audits undertaken within the Service.	This indicator measures the performance of Atkins in implementing and appropriately evidencing improvements of identified weaknesses following OCC Corporate Audit investigations which either a) an Atkins Officer is the identified lead in the original report or b) requires implementation within the Delivery arm of the Service. Actions should be completed to deadline to agreed timescales within HTLT Action Plan unless otherwise agreed by HTLT.	$(X / Y) \times 100$ where X = Number of actions completed to deadline Y = Total number of actions due to be completed (ie 23 by end of year)	100.00%	90.00%		
	E2 NEW	Auditable Financial Systems	This indicator measures the success of the Service in maintaining robust and auditable systems of working which align with governance requirements of Oxfordshire County Council.	This indicator measures the performance of Atkins in maintaining robust financial systems. Future corporate audits on works and systems of Highway & Transport should not identify any weaknesses in of financial systems or governance with respect to process or application of process for which Atkins are either a) entirely responsible or b) weaknesses identified within the Delivery arm of the Service	The OPI will be deemed to have failed if either any Priority 1 or more than 2 Priority 2 weaknesses are identified.	N/A	N/A		