

KPI Ref No.	Description	Report Frequency	Min. Acceptance Level	SMART/ PD Target	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Q1	Q2	Q3	Q4	Annual	Performance Deductions
1	Average achievement of Customer Care PIs (CCPis)	Quarterly	80.0%	90.0%	Not Reported	Not Reported	Not Reported	61% /68%	70% /78%	73% /93%	48% /90%	68% /91%	62% /85%	79% /85%	65% /88%	86% /90%	Not Reported	69%/ 78%	65%/ 89%	78%/ 87%		
2	Percentage of the total tonnage of Household Waste arisings which have been collected for Recycling or Composting	Monthly reporting Annual KPI	59.5%	62.5%	62.0%** 63.1%***	63.1%** 64.2%***	62.8%** 63.6%***	62.1% /63.3%	61.6% /62.9%	62.0% /62.5%	59.0% /59.6%	61.2% /61.7%	60.2% /60.9%	60.2% /59.5%	59.1% /59.8%	58.6% /59.4%						58.6% /59.4%
3	Percentage of missed collections corrected by 12.00 hours next working day	Monthly	90%	95%	95.4%	91.3%	79.5%	89.5%	81.4%	73.2%	54.0%	57.5%	66.5%	61.1%	42.6%	69.9%						
4	Number of missed paid garden waste bin collections per 100k	Monthly reporting Annual KPI	20	30	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	106	171.2	135.5	91.7	142.4	176.3	89.0						89.0
5	Variation in tonnes of all residual waste (excluding commercial waste) collected for the year from that notified to WDA annually and on which the levy is approved*	Monthly reporting Annual KPI	+ 5% of the baseline tonnage	+ 2% of the baseline tonnage	-4.6%	2.4%	1.9%	2.0%	3.4%	3.0%	4.0%	4.4%	5.3%	6.9%	5.5%	5.2%						5.2%
6	Variation in tonnes of all Biowaste collected for the year from that notified to WDA annually and on which the levy is approved*	Monthly reporting Annual KPI	+/- 5% of the baseline tonnage	+/- 2% of the baseline tonnage	15.8%	30.4%	27.8%	23.4%	22.1%	18.3%	16.7%	14.1%	9.2%	5.2%	0.8%	-1.8%						-1.8%
7	Variation in tonnes of all co-mingled waste collected for the year from that notified to WDA annually and on which the levy is approved*	Monthly reporting Annual KPI	- 5% of the baseline tonnage	- 2% of the baseline tonnage	-15.1%	-5.7%	-5.2%	-5.9%	-5.8%	-6.6%	-6.4%	-6.2%	-6.2%	-3.7%	-4.5%	-4.5%						-4.5%
8	Variation in tonnes of all pulpable waste collected for the year from that notified to WDA annually and on which the levy is approved*	Monthly reporting Annual KPI	- 5% of the baseline tonnage less 200 tonnes	- 2% of the baseline tonnage less 200 tonnes	-19.5%	-10.5%	-11.0%	-12.0%	-11.5%	-11.5%	-11.4%	-10.5%	-10.3%	-8.3%	-9.4%	-10.1%						-10.1%
9	Tonnes of recyclate rejected by tipping hall*	Annual	150 tonnes	110 tonnes													1.12	10.96	10.96	18.73	18.73	
10	Provision of requested Waste Container (detailed in the Specification) to Service User within 5 working days of request.	Quarterly	93%	98%													98.5%	90.7%	90.0%	81.2%		
2a	The total tonnage of litter bin waste arisings which have been collected for Recycling or Composting	Monthly reporting Annual KPI	50t	186t	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported						Not Reported
11	Percentage of the total number of adopted streets and pathways in Trafford at a grade B or higher.	Monthly	82%	85%	86.5%	88.7%	88.9%	85.3%	86.4%	87.5%	85.0%	87.5%	80.1%	91.0%	94.2%	79.3%						
13	Percentage of offensive graffiti removed or covered within 24 hour of notification	Quarterly reporting Annual KPI	80.0%	85%													85.7%	87.5%	54.5%	100.0%	94.1%	
14	Percentage of non-offensive graffiti on a Trafford Council owned or leased surface removed within 15 working days of notification	Quarterly reporting Annual KPI	85.0%	95.0%													95.0%	90.0%	100.0%	100.0%	97.0%	
16	Percentage of litter bins in town centres, streets and parks emptied within 2 working hours of notification of a bin being full or overflowing.	Monthly	90%	95%	97.4%	96.6%	95.0%	95.0%	94.7%	87.5%	72.7%	64.6%	82.8%	91.3%	96.2%	100.0%						
17	Percentage of Litter Bins in Town Centres emptied daily	Monthly	90%	95%	99%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%						
23	Percentage of hazardous / obstructive fly-tipping removed within 24 hours of notification	Monthly reporting Quarterly KPI	85%	95%	100%	100%	100%	97%	100%	88%	93%	88%	93%	94%	83%	95%	100%	95%	91%	91%		
24	Percentage of fly-tipping on Trafford Council owned land removed within 20 working days	Monthly	85%	95%	100%	99%	99%	100%	98%	98%	92%	95%	99%	96%	99%	97%						
25	Percentage of fly-posters removed within 20 working days of notification	Monthly reporting Quarterly KPI	85%	95%	100%	100%	100%	100%	100%	100%	100%	100%	50%	50%	100%	100%	100%	100%	80%	93.8%		
12	Number of Green Flag awards achieved in Trafford.	Annual	6	8																		8
15	Make safe, in accordance with ROSPA standards, and isolate all Trafford Council defective play equipment within 1.5 hour of notification.	Quarterly	90.0%	95%	100%	100%	100%	100%	100%	100%	50%	100%	N/A	100%	N/A	100%	100%	100%	66.7%	100.0%		
18	Percentage of verges and open space grassed areas with grass no longer than 100mm	Monthly	85%	95%	96%	93%	94%	95%	96%	96%	96%	96%	96%	96%	96%	Not Reported						
19	Percentage of sports pitch grassed areas with grass length maintained in accordance with the specification	Monthly	85%	95%	98%	100%	98%	95%	95%	95%	95%	95%	96%	100%	100%	Not Reported						
20	In the period between 1st April and 30th September, Percentage of bowling greens no longer than 5mm In the period between 1st October and 31st March, Percentage of bowling greens no longer than 12mm	Monthly	85%	95%	97%	98%	97%	97%	95%	95%	95%	95%	96%	100%	100%	Not Reported						
22	Maintain all crematoriums and cemeteries to Green Flag standard	Quarterly	4	5													5	5	5	5		

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Lot 2a Highways	26	% of Safety Inspections carried out in accordance with the requirements at paragraph 8.1 of the Highway Services Specification	Monthly	90%	95%	97%	97%	97%	97%	97%	98%	100%	100%	96.6%	99%	98.9%	95%						£14,237		
	27	% of utilities road openings inspected A - whilst excavation open	Monthly reporting Annual KPI	5.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%								
	28	% of utilities road openings inspected B – up to six months after closure	Monthly reporting Annual KPI	5.0%	10.0%	100%	100%	100%	100%	100%	100%	10.0%	10.0%	10.0%	10.0%	10%	10%								
	29	% of utilities road openings inspected C – up to 23 months after closure	Monthly reporting Annual KPI	95.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%								
	30	% of defects rectified in timescales defined in relevant Highway Policy in accordance with the Reactive Maintenance Procedure	Monthly	80%	90%	96%	99%	95%	96%	97%	96%	96%	97%	95%	93%	75%	84%								
	31	Number of Emergency incidents attended to within 1 hour (working hours) or 1 ½ hours (outside working hours) of notification	Monthly reporting Annual KPI	90%	95%																			100.0%	
	32	% of precautionary salting routes completed in accordance with the Winter Maintenance Plan	Monthly reporting Annual KPI	85%	95%								100.0%	100.0%	100.0%	100.0%								100.0%	
	33	Repudiation rate for all 3 rd Party highway claims settled arising from incidents occurring prior to 4 th July 2015	Quarterly reporting Annual KPI	70%	76%	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not reported								
	34	Value of 3 rd Party highway claims settled arising from incidents occurring on or after 4 th July 2015	Annual	£150,000	£100,000	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A								
	36	Average achievement of Customer Care PIs (CCPIs)	Quarterly	80%	90%	Not Reported	Not Reported	Not Reported	65% / 66%	72% / 78%	64% / 78%	42% / 91%	70% / 89%	Not Reported	77% / 85%	69% / 89%	89% / 91%	Not Reported							
Lot 2b Street Lighting	37	Percentage of routine maintenance tasks completed in accordance with the frequencies required in Table 2 in Part 7 in the Specification	Monthly reporting Annual KPI	85%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%						100.0%		
	38	Percentage of Urgent Faults rectified within the Prescribed Maximum Period for Rectification	Monthly reporting Annual KPI	85%	95%	97%	100%	98%	96%	98%	96%	94%	95%	97%	98%	96%	88%							96.0%	
	39	Percentage of Emergency Faults rectified within the Prescribed Maximum Period for Rectification	Monthly reporting Annual KPI	85%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%							100.0%	
	40	% of Lighting Points that are In Light during the Lighting Up Periods	Monthly	98.50%	99.20%	99.9%	99.8%	99.9%	99.5%	99.9%	99.4%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%								
	41	% of street lights electrically tested in each Agreement Year (100% tested in 6 years)	Annual	13.7%	16.7%																			27.0%	
	42	Percentage of non-emergency faults, relating to street lighting, rectified within the Prescribed Maximum Period for Rectification	Monthly	85%	95%	96%	98%	97%	99%	95%	95%	81%	95%	97%	93%	83%	86%								
	43	Average achievement of Customer Care PIs (CCPIs)	Quarterly	80%	90%	Not Reported	Not Reported	Not Reported	83% / 70%	88% / 79%	95% / 91%	80% / 92%	68% / 88%	Not reported	77% / 87%	74% / 91%	77% / 89%	88% / 80%							

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44	Average achievement of Customer Care PIs (CCPIs)	Annual	80%	90%																		
45	% of Classified A Roads by length where maintenance should be considered in accordance with Former national indicator (NI 168) C130-1, Classified A Roads (KPI from Agreement Year 2 onwards)	Annual	10.0%	9%																		Removed from KPI Report
46	% of Classified B and C Roads by length where maintenance should be considered in accordance with Former national indicator (NI 169) C130-2, Classified B&C (KPI from Agreement Year 2 onwards)	Annual	9.0%	8%																		Removed from KPI Report
47	% of Unclassified Roads by length where maintenance should be considered in accordance with Standard UK PMS indicator 224b, Unclassified roads (KPI from Agreement Year 2 onwards)	Annual	8.0%	7%																		Removed from KPI Report
48	Percentage of all Con 29 Searches in respect of the Highways network answered within 10 business days of receipt of the relevant search	Monthly	75%	95%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%						
49	Respond to all consultations on planning applications within 10 15 business days or extended time for exceptional applications as agreed with the planning authority. (To include highways, drainage and flooding advice)	Monthly	75%	95%	96%	100%	95%	95%	93%	100%	98%	100%	100%	99%	100%	99%						
50	Percentage of Emergency Repairs responded to on site within 1 hour and rectified within 24 hours	Monthly	85%	95%	N/A	100%	100%	100%	100%		100%	100%	100%	No requests	No requests	No requests						
51	Percentage of Urgent Repairs attended to on site within 4 hours and rectified within 4 calendar days	Monthly	85%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%						
52	Percentage of Routine Repairs attended to on site responded to within 7 calendar days and rectified within 13 calendar days	Monthly	85%	95%	100%	98%	100%	100%	100%	100%	94%	100%	100%	95%	97%	96%						
53	Percentage of Non-Urgent Repairs attended to on site responded to within 28 calendar days and rectified within 120 calendar days	Monthly	85%	95%	N/A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%						
54	Percentage of Asbestos priority Risk Assessments completed in accordance with the Council's Asbestos Management Plan in each Agreement Year	Monthly reporting Annual KPI	75%	95%	74%	72%	73%	77%	77%	75%	74%	74%	76.0%	79.0%	88.0%	98.0%						98.0%
55	% of buildings where Legionella monthly monitoring has been completed in the past year (for buildings where the Council retains the statutory duty for Legionella monitoring)	Monthly reporting Annual KPI	85%	95%	97%	100%	97%	99%	96%	99%	100%	100%	99%	99%	100%	99%						99%
56	Percentage of the Estate in respect of which a Condition Survey has been carried out in accordance with paragraph 11.4 of the Technical Services Specification	Monthly reporting Annual KPI	15.0%	20.0%	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	1.6%	3.3%	4.6%	9.8%	12.6%	20.0%						20.0%
57	Reduction of energy consumption per m ² based on the Gross Internal Area (GIA) of the Council's property estate where the Council is the budget holder for energy	Annual	0%	1.0%																		-2.2%
58	Reduction of overall water consumption in m ³ (on the Council's property estate where the Council is the budget holder for water)	Annual	0%	1.0%																		1.8%
59	The % of gross internal floor area (GIA) of the Council's property estate, in m ² in each of condition categories A to D as per the National Property Performance Management Initiative Performance Indicators	Annual	95%	100%																		100.0%

The above performance report is based on the self-reported data from Amey and is still subject to further validation for the 2017/18 contract year.