

Appendix A: TKJV Q3 2021/22 performance

Monthly Indicators	Definition	21/22 Target	July	Aug	Sept	Oct	Nov	Dec
CI 1.1 Pre-Construction Information Plan and Construction Phase Plan	A measure to demonstrate acceptance by the Client of the Pre-Construction Information Plan and Construction Phase Plan within contractual timescales (where applicable)	90%	100%	100%	100%	100%	100%	100%
CI 1.2 Timely Reporting of Incident Investigation Reports	Incident investigation reports accepted by the Client within 14 days of the incident occurring. Incidents to be reported are RIDDORs, all lost time incidents and utility strikes.	90%	No Activity	No Activity	No Activity	No Activity	100%	100%
CI 1.3 All Accident Frequency Rate	A holistic Performance Indicator looking for an annual reduction in recordable Contractor and sub-contractor incidents, based upon the All-Accident Frequency Rate (AFR).	1.00	0	0	0	0	0.04 ¹	0
CI 1.4 Utility Strike Rate*	A measure to report on the number of utility strikes by the Contractor that caused damage or disruption to the provision of a 3rd party service e.g., water, energy, communications etc.	0.00	0	0	0	0	0	0
CI 1.5 Submission of Accurate Pricing Information	To measure the efficiency and accuracy of Task Order pricing.	90%	100%	100%	100%	100%	100%	100%
CI 1.6 Effective Risk Management	To measure the percentage of compensations events (excluding those which arise from Client instructions or which an experienced contractor could not have reasonably been expected to have foreseen) for which a corresponding early warning notice was in place.	90%	100%	100%	100%	100%	100%	100%
CI 1.7 Defects Rate	To measure the Scope Defect rate is the total number of Scope Defects identified (including design Scope Defects, where applicable) per 100,000 hours worked over 13 consecutive Reporting Periods.	90%	99.80%	99.84%	99.87%	99.89%	99.91%	99.91%

¹ (A) Total no of Employee hours in the period (7216 hrs) divided by
 (B) Total number of reported Accidents (1) multiplied by 200,000
 $7216 / (1 * 200,000) = 0.04$

CI 1.8 Correction of Scope Defects	Correction of Scope Defects (whether identified by the Contractor or Framework Client, and including design Scope Defects, where applicable) within the defect correction period.	90%	100%	100%	100%	100%	100%	100%
2.1 Cleaning (Gully, Catchpit, Soakaway) - Annual	A measure of the Contractor's ability to manage the annual cleaning program and the low service damage applicable.	90%	78%	83%	91%	128%	119%	119%
2.4 - Emergency Defects Rectification Timescales completed on time	A measure of the Contractor's ability to manage the Emergency Call Out (ECO) service and the low service damage applicable.	90%	100%	100%	100%	100%	100%	100%
2.5 Category 1 Defects Rectification Timescales completed on time	A measure of the Contractor's ability to permanently repair any identified or reported Category 1 defects and the low service damage applicable.	90%	72%	87%	90%	97%	99%	94%
2.6 Category 2 & 3 Defects Rectification Timescales completed on time	A measure of the Contractor's ability to permanently repair any identified or reported Category 2 & 3 defects and the low service damage applicable.	90%	66%	90%	78%	96%	99%	93%
2.8 Category 4 Planned Defects Rectification Timescales completed on time	A measure of the Contractor's ability to permanently repair any identified or reported Category 4 defects and the low service damage applicable.	90%	100%	100%	78%	100%	100%	100%
SI.3.1 Emergency Call Outs	A measure of the Contractor's ability to manage the Emergency Call Out (ECO) service.	93%	100%	100%	100%	100%	100%	100%
SI.3.2 Category 1 Defects	A measure of the Contractor's ability to permanently repair any identified or reported Category 1 defects.	92%	72%	87%	89%	97%	99%	94%
SI.3.3 Category 2 Defects	A measure of the Contractor's ability to permanently repair any identified or reported Category 2 defects.	92%	59%	83%	74%	92%	99%	92%
SI.3.4 Activity Task Orders - On-Time Completion	A measure of the timely completion of Activity Task Orders, to monitor the Contractor's ability to complete minor additional works instructed outside of the scope of Core Services in accordance with the Scope.	90%	0%	6%	100%	100%	92%	100%
SI.3.5 Project Tasks Orders - On-time Completion	A measure of the timely completion of Project Tasks to monitor the Contractor's ability to deliver the Project Task programme in an efficient and timely manner in accordance with the Scope.	85%	100%	100%	100%	100%	100%	100%
SI3.6 Quality of the Contractor's Programme Submission	A measure of the quality of the Contractor's Programme Submission.	93%	100%	100%	100%	100%	100%	100%

