

HA Goal	Lever Ref	Lever	NEW 9.1 Ref	Method of scoring	MST Area of Measure	Aspect	Aspect Evidence / Measures <i>Scoring of performance should include consideration of the following typical evidence / measures</i>	GREEN	AMBER	RED	Annex 24 Sub-Process used to Deliver Note: A number of aspects are influenced by more than one process. Currently only the main processes that influence the aspects are shown. It is recognised that HR, ICT and other Enablers will
WE PROVIDE A SERVICE THAT OUR CUSTOMERS TRUST	1.1	CUSTOMERS ARE SATISFIED	1.1a	CP	Service	Queries and complaints are resolved promptly and with due courtesy	Demonstrate - With respect to queries or complaints, the Provider provides a written reply within 10 working days of the relevant query or complaint being received Measure - % complaints queries or complaints replied to in writing within 10 working days	>=100% responded to within 10 days	>=95% responded to within 10 days	<95% responded to within 10 days	Customer Communications (EN-CC-00)
WE PROVIDE A SERVICE THAT OUR CUSTOMERS TRUST	1.2	INFORMATION ON OCCUPANCIES IS AVAILABLE	1.2a	CH	Service	Operate SRW System	Demonstrate - KPIs 1,2 and 3A, as reported in the monthly performance report, all have Green scores Evidence - SRW outputs (available from HA data)	KPI 1, 2 and 3A have all been scored Green (as per SRW definition) for the month.	For KPI 1, 2 and 3A, at least one Amber score (as per SRW definition) was achieved for the month	For KPI 1, 2 and 3A, at least one Red score (as per SRW definition) was achieved for the month	Manage Network Occupancy (NS-NO-00)
WE PROVIDE A SERVICE THAT OUR CUSTOMERS TRUST	1.3	MINIMISE ADVERSE IMPACT ON ROAD USERS	1.3a	CH	Service	Network Availability	Demonstrate - Network availability is maximised Measure - Network Availability measure NAI01(M) as calculated in the CH Metrics Handbook	NAI01(M) score = 100%	NAI01(M) score >= 99%	NAI01(M) score < 99%	Manage Network Occupancy (NS-NO-00)
WE PROVIDE A SERVICE THAT OUR CUSTOMERS TRUST	1.4	INCIDENTS ARE MANAGED TO MINIMISE DISRUPTION	1.4a	O	Service	Incidents are cleared rapidly	Demonstrate - Incidents are cleared rapidly: 100% compliance with AMOR Table 3.1 Performance Metrics 1, 2 and 3 Evidence - Incident management records and/or Provider-initiated Operational Data	100% compliance with AMOR Table 3.1 Performance Metrics 1, 2 and 3 since last PMF review	<100% and >= 90% compliance with AMOR Table 3.1 Performance Metrics 1, 2 and 3 since last PMF review	<90% compliance with AMOR Table 3.1 Performance Metrics 1, 2 or 3 since last PMF review	Respond to Incidents (DS-MI-00)
WE SET THE STANDARD FOR DELIVERY	2.1	THE RIGHT PEOPLE, PROCESSES AND SYSTEMS ARE IN PLACE	2.1a	CP	Right First Time	QMS performance	QMPs - Quality Management Points accrue for a range of QMS failures, whether arising from an audit by the Provider, the Service Manager or the relevant certification body Demonstrate - Level of performance for the Providers QMS. Evidence - Quality Management Points (Contract Data Section 4.1)	Sum of Quality Management Points did not exceed 25 at any time in the last rolling three months	Sum of Quality Management Points exceeded 25 at any time in the last rolling three months and A quality warning notice was not issued or in effect at any time in the last rolling three months	Sum of Quality Management Points exceeded 70 at any time in the last rolling three months or A quality warning notice was issued or in effect at any time over the last rolling three months	Measure Performance (MP-MP-00)

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WE SET THE STANDARD FOR DELIVERY	2.1	THE RIGHT PEOPLE, PROCESSES AND SYSTEMS ARE IN PLACE	2.1b	CP	Right First Time	Non conformities are resolved	Demonstrate - Non conformities are identified, clear and achievable corrective action plans are in place, and successfully implemented - All non conformities recorded in a register / database - Appropriate corrective action plans produced for each non-conformity - Action Plans are successfully implemented Evidence - Non conformity register / database - Corrective Action Plans - Quality Management Points relating to non-conformities rows 3 to 7 Contract Data Section 4.1)	In relation to rows 3 to 7 of the Contract Data Section 4.1: Sum of Quality Management Points did not exceed 25 at any time in the last rolling three months	n/a	In relation to rows 3 to 7 of the Contract Data Section 4.1: Sum of Quality Management Points exceeded 25 at any time in the last rolling three months	Measure Performance (MP-MP-00)
WE SET THE STANDARD FOR DELIVERY	2.1	THE RIGHT PEOPLE, PROCESSES AND SYSTEMS ARE IN PLACE	2.1c	ES	Right First Time	Invoices provided on time and to the required accuracy	Demonstrate - Provider's invoices calculated and submitted in accordance with the requirements of the Contract - Invoices are a true and accurate record of services provided and substantiation is included, such that no corrections are required including those related to miscodings - Invoices submitted on or before the invoice date - Invoice separates Lump Sum and other activities Evidence - Invoices - Substantiation - Correspondence Notes - Due to the timing of invoices, this Aspect will relate to invoices for the prior month. For example, when scoring April's performance by WD7 in May, performance against March's invoices will be assessed. - If corrections are identified by the Provider, the score will not be marked down. However if corrections are identified by the Agency then the Provider should be scored as per the guidance. - If new evidence comes to light regarding a historic invoice, e.g. as a result of an SQR, then the Aspect should be scored down in the current month.	100% of invoices submitted on time and 100% of invoices are valid and substantiated such that no corrections are required	At least 50% of invoices submitted on time and At least 50% of invoices are valid and substantiated such that no corrections are required	Less than 50% of invoices submitted on time or Less than 50% of invoices are valid and substantiated such that no corrections are required	Cost Capture and Schedule of Cost Components (EN-CM-05)
WE SET THE STANDARD FOR DELIVERY	2.1	THE RIGHT PEOPLE, PROCESSES AND SYSTEMS ARE IN PLACE	2.1d	ES	Right First Time	Cost Capture data provided on time and to the required accuracy	Demonstrate - Timely submission of Annex 5 PWC reports according to deadlines set - PWC report submitted on the last working day of the month - Costs reported one month after the month in which they are incurred - Adherence to PWC reporting template - Adherence to PWC reporting guidelines - Appropriate allocation of costs to relevant activities - No unresolved / unaddressed issues arising from previous feedback that exist with accuracy / quality of Annex 5 submission Evidence - HA OS Commercial Team assessments of PWC report by Service Provider	No issues unresolved and no overdue submissions	Up to 20% with issues unresolved or A report submitted up to two days late	Any overdue submissions and/or More than 20% issues unresolved and/or a report submitted more than two days late	Target Cost Setting (Derived Pricing) (EN-CM-01)
WE SET THE STANDARD FOR DELIVERY	2.1	THE RIGHT PEOPLE, PROCESSES AND SYSTEMS ARE IN PLACE	2.1e	ES	Right First Time	Project Cost Control forms provided on time and to the required accuracy	Demonstrate - Project Cost Control forms provided on time allowing two weeks for commercial review and to the required accuracy. Adequate backup provided. Evidence - Regional Commercial Manager feedback.	Forms submitted on time and No issues with accuracy	one form submitted late allowing less than two weeks for review (but more than one week); or minor issues with accuracy / back up	One or more forms submitted allowing one week or less for review and/or >1 form submitted late allowing less than two weeks for review (but more than one week) and/or major issues with accuracy / back up	Develop Scheme (NS-DS-00)

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WE SET THE STANDARD FOR DELIVERY	2.1	THE RIGHT PEOPLE, PROCESSES AND SYSTEMS ARE IN PLACE	2.1f	ES	Right First Time	Scheme PCCR including ABS and final CON(H) Forms provided on time and to the required accuracy	Demonstrate - The MAC Contract requires the Provider to submit to the Service Manager, within thirteen weeks after completion on site of a Scheme, a Post Completion Comparison Report (PCCR) (including Activity Benchmark Sheets (ABS) and for Managed Works , final CON(H) Forms) between the Target Price and the Defined Cost plus Fee for each Scheme carried out by the Provider, together with an explanation for any differences. Evidence - RCM feedback	0 forms overdue or 0 forms submitted not of required standard	1 form overdue or 1 form submitted not of required standard	>1 forms overdue or >1 forms submitted not of required standard	Payment and Disallowed Cost (EN-CM-04)
WE SET THE STANDARD FOR DELIVERY	2.1	THE RIGHT PEOPLE, PROCESSES AND SYSTEMS ARE IN PLACE	2.1g	ES	Right First Time	Updating asset databases	Demonstrate - High quality asset data fit for its intended purpose entered in the relevant asset database in accordance with the timelines set out in the Asset Data Management Manual. Measure - Compliance with the Asset Data Management Manual Provider Requirements Evidence - Date of completion for all Schemes on site - As-Built records for all Schemes - Survey results prior to being loaded into the relevant asset database - Inspection records prior to being loaded into the relevant asset database - Evidence of changes in the relevant asset databases for all Schemes - Manage Asset Data Annex 24 Sub Process(s) in the Provider's Quality Management Plan Note - It is anticipated that this Aspect will be scored through sample testing and/or	100% of database updates since the last PMF review completed within required timeframe and accuracy.	<100% and >=90% of database updates since the last PMF review completed within required timeframe and accuracy.	<90% of database updates since the last PMF review completed within required timeframe and accuracy.	Manage Asset Data (NN-MI-00)
WE SET THE STANDARD FOR DELIVERY	2.1	THE RIGHT PEOPLE, PROCESSES AND SYSTEMS ARE IN PLACE	2.1h	ES	Right First Time	Quality management reporting delivered on time	Demonstrate - All Provider initiated reports produced as required and in accordance with Annex 19. Evidence - All Reports produced as required by Annex 19 since the last PMF review - Where appropriate, evidence of recommendations for further actions Note - Each report counts as one, regardless of differences in perceived importance to the HA.	0 reports required by Annex 19 were overdue at any time within the reporting period	1 report required by Annex 19 was overdue at any time within the reporting period	>1 reports required by Annex 19 were overdue at any time within the reporting period	Measure Performance (MP-MP-00)
WE SET THE STANDARD FOR DELIVERY	2.1	THE RIGHT PEOPLE, PROCESSES AND SYSTEMS ARE IN PLACE	2.1i	CH	Right First Time	Monthly Forecast versus Actual Expenditure	Demonstrate - Monthly Resource and Capital actual spend is close to forecast spend Evidence - SfM Monthly Actual v Forecast for each of Resource/Capital	Both SfM metrics are within a variance of ±5%	One or both of SfM metrics exceeds a variance of ±5%, but neither exceed a variance of 10%	One or both of the SfM metrics have a variance >10%	Develop Scheme (NS-DS-00)

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WE SET THE STANDARD FOR DELIVERY	2.2	MANAGE CONTRACTS EFFICIENTLY	2.2a	CP	Cost	Handling of Third Party Claims (Damage to Crown Property)	Demonstrate - Damage to Crown Property (DCP) claims (both over and under SP threshold) are managed effectively so as to promote the likelihood of cost recovery from culprits - Estimated costs of repairs are close to final costs Evidence DCP Metrics 1-5 (see CP Handbook) DCP Metric 6 - Percentage of completed cost packages with the supporting information, as listed in the Evidence Check list (see Annex 23), submitted and verified by the HA Green Claims Team, within 13 weeks after completion of the scheme	DCP Metrics 1, 2, and 4 are each >= 95% and DCP Metric 3 is >= 80% and DCP Metric 5 <= 5% and DCP Metric 6 =100%	Not all DCP metrics are Green and none are Red	Any of DCP Metrics 1, 2 or 4 are < 90% or DCP Metric 3 is <60% or DCP Metric 5 > 15% or DCP Metric 6 <100%	Red and Green Claims (EN-CM-06)
WE SET THE STANDARD FOR DELIVERY	2.2	MANAGE CONTRACTS EFFICIENTLY	2.2b	EC	Cost	Effective management of contractors by MAC	Demonstrate - All relevant requirements as per Annex 9 in relation to managed works and/or competitive tender contracts have been fulfilled Evidence - Records of correspondence, reviews, etc - Evidence of non-compliance including NCRs	All relevant requirements as per Annex 9 in relation to managed works and/or competitive tender contracts have been fulfilled	Evidence exists that <=2 requirements have not been fulfilled	Evidence exists that >2 requirements have not been fulfilled	Continual Improvement (CI-CI-00)
WE SET THE STANDARD FOR DELIVERY	2.3	ASSET RENEWAL AND IMPROVEMENT SCHEMES ARE DELIVERED TO PLAN	2.3a	O	Time	Deliver Schemes on time	For Capital Schemes with allocated baseline cost >= £100K Demonstrate - Schemes delivered on time or early - Available supporting evidence at milestones 1, 2, 4, 5 & 6 for all Schemes to enable calculation of TP01(A), TP02(A), TP03(A) and TP04(A) based on live scheme data (in month and preceding 11 months) Measure - Deliver Schemes on Time measures TP01(A), TP02(A), TP03(A) and TP04(A) as calculated in Operational Data Definitions document Note - Negative variances, i.e. on average delivering Schemes early, will always mean the relevant target has been met, regardless of the size of the negative variance	Considering TP01(A), TP02(A), TP03(A) and TP04(A), all 4 scores are <= 0 days	Considering TP01(A), TP02(A), TP03(A) and TP04(A), 3 out of 4 scores are <= 0 days	Considering TP01(A), TP02(A), TP03(A) and TP04(A), <=2 out of 4 scores are <= 0 days	Develop Scheme (NS-DS-00) Construct PW Schemes (DS-PS-00)
WE SET THE STANDARD FOR DELIVERY	2.3	ASSET RENEWAL AND IMPROVEMENT SCHEMES ARE DELIVERED TO PLAN	2.3b	O	Cost	Deliver Schemes to budget	For Capital Schemes with allocated baseline cost >= £100K Demonstrate - Schemes delivered at or below cost - Available supporting evidence at milestones 1 to 7 for all Schemes to enable calculation of CP01(A), CP02(A) and CP03(A) based on live scheme data (in month and preceding 11 months) Measures - Deliver Schemes to Cost measures CP01(A), CP02(A) and CP03(A) as calculated in Operational Data Definitions document	Considering CP01(A), CP02(A) and CP03(A), all 3 scores are <= 0%	Considering CP01(A), CP02(A) and CP03(A), 2 out of 3 scores are <= 0%	Considering CP01(A), CP02(A) and CP03(A), <=1 out of 3 scores are <= 0%	Develop Schemes (NS-DS-00) Construct PW Schemes (DS-PS-00)

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WE SET THE STANDARD FOR DELIVERY	2.3	ASSET RENEWAL AND IMPROVEMENT SCHEMES ARE DELIVERED TO PLAN	2.3c	ES	Cost	Changes to Programme are managed	Scope - This Aspect relates to Programme and Scheme data entered into SfM and provided to the AMO (either to the National Allocations Team or the AMO Performance Team via the Scheme Data Standard) Demonstrate - Full baseline Programme, monthly updates and SfM reporting on Schemes supplied to HA in accordance with monthly reporting cycle - All ICF/NDD Director approved new Schemes/changes to Programme (including Schemes dropped) are reported in month - For all new Schemes/changes to Programme in month (including Schemes dropped), relevant documentation has been provided to the Service Delivery	Full baseline Programme, monthly updates and SfM reporting on Schemes supplied to HA in accordance with monthly reporting cycle and All ICF/NDD Director approved new Schemes/changes to Programme (including Schemes dropped) are	For some new Schemes/changes to Programme in month (including Schemes dropped), relevant documentation has been provided to the Service Delivery Team/Asset Delivery Team within agreed timelines	Any of full baseline Programme, monthly updates or SfM reporting on Schemes not supplied to HA in accordance with monthly reporting cycle or Any ICF/NDD Director approved	Develop Schemes (NS-DS-00)
WE DELIVER SUSTAINABLE SOLUTIONS	3.2	RESOURCES ARE USED EFFICIENTLY	3.1a	ES	Service	Site Waste Management Plans in place and operating	Demonstrate - Delivery of Site Waste Management Plans (SWMPs) in accordance with current legislation Evidence - Active Site Waste Management Plans - Quality system records	Compliance with all SWMP legislative requirements	Compliance with all but two SWMP legislative requirements	Failure to comply with three or more SWMP legislative requirements	Health, Safety and Environment (EN-HSE-00)
WE DELIVER SUSTAINABLE SOLUTIONS	3.2	RESOURCES ARE USED EFFICIENTLY	3.1b	CH	Service	Reduction in waste to landfill	To ensure: A reduction in the amount of waste sent to landfill Demonstrate: Meeting agreed quarterly waste reduction targets. Evidence: Quarterly CCT returns	Agreed reduction (tonnes) in place between MAC and Regional Team =>100% of agreed figure	Agreed reduction (tonnes) in place between MAC and Regional Team >=95% & <100% of agreed reduction	Agreed reduction (tonnes) in place between MAC and Regional Team <95% of agreed figure	Health, Safety and Environment (EN-HSE-00)
WE DELIVER SUSTAINABLE SOLUTIONS	3.3	CARBON EMISSIONS ARE REDUCED	3.2a	EC	Service	Implementation and promotion of a reduction in carbon emissions	Demonstrate To agree and report on a forecasted reduction in carbon emissions (tCO2e) for 2012/13 against the 2011/12 reported baseline for total emissions (tCO2e) from MAC activities Note - Each MAC will agree its own annual targets with the Agency for some or all of the above categories Evidence - Quarterly Carbon Return - Carbon reduction projections (if applicable)	On target to reduce carbon emissions by the agreed target reduction	Expected to reduce carbon emissions by less than the forecasted figure	Expected to increase carbon emissions against 2011/12 baseline	Health, Safety and Environment (EN-HSE-00)

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OUR ROADS ARE THE SAFEST IN THE WORLD	4.1	NETWORK MAINTAINED IN A SAFE & SERVICEABLE CONDITION	4.1a	CP	Product	CAT 1 defects requiring 24 Hr response time	<p>Demonstrate - A rapid and effective response to CAT 1 defects requiring 24 hr response time is provided and maintained</p> <p>Measure - Response to CAT 1 Defects measure IR01(M) as calculated in the CP Metrics Handbook</p> <p>Note - Exclude asset types where AMOR has been retrofitted</p>	IR01(M) score = 100%	IR01(M) score >= 98%	IR01(M) score < 98%	Deliver Maintenance Requirement (DS-UM-00) Measure Performance (MP-MP-00)
OUR ROADS ARE THE SAFEST IN THE WORLD	4.1	NETWORK MAINTAINED IN A SAFE & SERVICEABLE CONDITION	4.1b	CP	Product	CAT 1 defects requiring 7 Day response time	<p>Demonstrate - A rapid and effective response to CAT 1 defects requiring 7 day response time is provided and maintained</p> <p>Measures - Response to CAT 1 Defects measures IR02(M) and IR04(M) as calculated in the CP Metrics Handbook</p> <p>Note - Exclude asset types where AMOR has been retrofitted</p>	IR02(M) score = 100% and IR04(M) score <= 5 days	IR02(M) score >= 98% or IR04(M) score <= 7 days	IR02(M) score < 98% or IR04(M) score > 7 days or IR02(M) score >= 98% and	Deliver Maintenance Requirement (DS-UM-00) Measure Performance (MP-MP-00)
OUR ROADS ARE THE SAFEST IN THE WORLD	4.1	NETWORK MAINTAINED IN A SAFE & SERVICEABLE CONDITION	4.1c	CP	Product	CAT 1 defects requiring 28 Day response time	<p>Demonstrate - A rapid and effective response to CAT 1 defects requiring 28 day response time is provided and maintained</p> <p>Measures - Response to CAT 1 Defects measure IR03(M) as calculated in the CP Metrics Handbook</p> <p>Note - Exclude asset types where AMOR has been retrofitted</p>	IR03(M) score = 100%	IR03(M) score >= 98%	IR03(M) score < 98%	Deliver Maintenance Requirement (DS-UM-00)
OUR ROADS ARE THE SAFEST IN THE WORLD	4.1	A SAFE NETWORK IS MAINTAINED	4.1f	ES	Product	Maintenance of the Soft Estate	<p>Demonstrate - Soft estate maintained in accordance with Environmental Management Plan, Landscape Management Plan, Biodiversity Action Plan or other locally agreed actions</p> <p>Evidence Envis Maintenance records Environmental Management Plan Landscape Management Plan Biodiversity Action Plan (if applicable in 12/13)</p>	Soft estate maintained in accordance with Environmental Management Plan, Landscape Management Plan, Biodiversity Action Plan or other locally agreed actions	Soft estate not maintained in accordance with Environmental Management Plan, Landscape Management Plan, Biodiversity Action Plan or other locally agreed actions, but plans are in place to rectify	Soft estate not maintained in accordance with Environmental Management Plan, Landscape Management Plan, Biodiversity Action Plan or other locally agreed actions, and no plans are in place to rectify	Deliver Maintenance Requirement (DS-UM-00)

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OUR ROADS ARE THE SAFEST IN THE WORLD	4.2	A SAFE NETWORK IS PROVIDED	4.2a	ES	Product	Design and construction of Safety LNMS Schemes in accordance with the scheme accepted into the HA programme/agreed at VM	Demonstrate - Design assurance reviews undertaken and outcomes agreed prior to start of construction - All schemes completed (on site) in the month confirmed as being constructed in accordance with the design such that the benefits documented at VM stage are expected to be delivered - All H&S files complete and up to date > Relates to updates required by the end of the month, including those not carried out on time in previous months > Also applies to H&S files that are incomplete from a previous financial year Evidence - Design assurance reviews - Scheme completion dates	All Schemes which started construction in the month had design assurance reviews undertaken and outcomes agreed prior to start of construction and All schemes completed (on site) in the month confirmed as being constructed in accordance with the design such that the	>=90% of Schemes which started construction in the month had design assurance reviews undertaken and outcomes agreed prior to start of construction and >=90% of schemes completed (on site) in the month confirmed as being constructed	<90% of Schemes which started construction in the month had design assurance reviews undertaken and outcomes agreed prior to start of construction or <90% of schemes completed (on site) in the month confirmed as being	Develop Schemes (NS-DS-00)
OUR ROADS ARE THE SAFEST IN THE WORLD	4.2	A SAFE NETWORK IS PROVIDED	4.2b	EC	Product	Delivery of Road Safety Audits and closing out actions	Demonstrate - RSAs due to be completed in the month were completed within required timeframe - Resulting actions due to be completed in the month were completed on time - There is no backlog of either RSAs or resulting actions outstanding Evidence - RSA programme - List of approved auditors - Audit reports - Actions closed out or departures/exceptions approved	100% of scheduled RSAs were completed and 100% of scheduled resulting actions were completed on time and There is no backlog of either RSAs or resulting actions outstanding	>=90% of scheduled RSAs were completed and >=90% of scheduled resulting actions were completed on time and Backlog plan a) exists and b) is on track	<90% of scheduled RSAs were completed and/or <90% of scheduled resulting actions were completed on time and/or Backlog plan a) doesn't exist or b) is not on track	Inspect Asset Condition (NN-AC-00)
OUR ROADS ARE THE SAFEST IN THE WORLD	4.3	SAFETY INCIDENTS INVOLVING HA AND CONTRACTORS ARE REDUCED	4.3a	CH	Safety	Reduce accidents within the Provider's organisation (AFR)	Demonstrate - Accident Frequency Rate target set by HA Board met Measures - AFR in AIRS Web	AFR <= Annual AFR target	AFR <= Annual AFR target + 0.05	AFR > Annual AFR target + 0.05	Health, Safety and Environment (EN-HSE-00)
OUR ROADS ARE THE SAFEST IN THE WORLD	4.3	SAFETY INCIDENTS INVOLVING HA AND CONTRACTORS ARE REDUCED	4.3b	ES	Safety	Compliance with the CDM Regulations 2007	Demonstrate - Procedures in place to ensure compliance with the CDM 2007 Regulations and the ACoP (1 point) - Competent construction sector H&S advisor in post (1 point) - Workforce competency standards established and regularly reviewed (1 point) - Competent CDM Co-ordinator in post (1 point) - Workforce consulted and encouraged to report H&S concerns (1 point) - Established processes to engage and manage sub contractors (1 point) - Design outputs in accordance with CDM 2007 Reg. 11 and 18 [in addition Reg. 13, 19 and 22 for contractors and Reg. 20 for CDMC's]. (1 point) Evidence - H&S Policy - H&S Management system processes and procedures - Skills information and training records	7 points	N/A	< 7 points	Develop Schemes (NS-DS-00) Manage Works by Others (DS-MW-00)

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OUR NETWORK IS A DYNAMIC & RESILIENT ASSET	5.1	INFORMATION IS AVAILABLE TO SUPPORT EFFECTIVE DECISION-MAKING	5.1a	ES	Product	Inspection Management Programme delivered	Demonstrate - Inspection Management Programme documented and operating - All inspections in accordance with the NMM/RWSC or Maintenance Requirements Plan - Opportunities to combine inspections at the same time as works are maximised to reduce network closures. Evidence - Inspection Management Programme - Inspection records - Maintenance Requirements Plan	All inspections required by NMM/RWSC or Maintenance Requirements Plan since last PMF review undertaken and recorded	<100% and >=95% of inspections required by NMM/RWSC or Maintenance Requirements Plan since last PMF review undertaken and recorded	< 95% of inspections required by NMM/RWSC or Maintenance Requirements Plan since last PMF review undertaken and recorded	Inspect Asset Condition (NN-AC-00)
OUR NETWORK IS A DYNAMIC & RESILIENT ASSET	5.1	INFORMATION IS AVAILABLE TO SUPPORT EFFECTIVE DECISION-MAKING	5.1b	ES	Product	Network is assessed	Demonstrate - Activities are being undertaken to provide performance intelligence across all maintenance and operational requirements relevant to the performance of the Area Network including: > Monitoring and data collection > Analysis > Decisions Evidence	Network data from all available sources identified including inspections and those identified in the RCMP/MRP has been analysed and	Network data from only a limited number of sources (compared to the sources included in the RCMP/MRP) has been analysed or Network information	Network data has not been analysed	Identify Maintenance Requirement (NN-MR-00)
OUR NETWORK IS A DYNAMIC & RESILIENT ASSET	5.1	INFORMATION IS AVAILABLE TO SUPPORT EFFECTIVE DECISION-MAKING	5.1c	EC	Product	Appropriate schemes are identified and promoted	Demonstrate - No schemes have been submitted to the Service Manager for inclusion in the Forward Programme in accordance with Annex 20 that the Service Manager rejects on the grounds that these works should be addressed through Lump Sum duties Evidence - Initial Project Appraisal Report (PAR) or equivalent - Forward Programme - Record of rejections	0 SM rejections	<=2 SM rejections	>2 SM rejections	Identify Schemes (NN-IS-00)
OUR NETWORK IS A DYNAMIC & RESILIENT ASSET	5.2	LONG TERM INTEGRITY OF THE ASSET IS SUSTAINED	5.2b	ES	Product	Design and construction of Renewal Schemes in accordance with the scheme accepted into the HA programme/agreed at VM	Note Demonstrate - Design assurance reviews undertaken and outcomes agreed prior to start of construction - All schemes completed (on site) in the month confirmed as being constructed in accordance with the design such that the benefits documented at VM stage are expected to be delivered -All H&S files complete and up to date > Relates to updates required by the end of the month, including those not carried out on time in previous months > Also applies to H&S files that are incomplete from a previous financial year Evidence - Design assurance reviews - Scheme completion dates	All Schemes which started construction in the month had design assurance reviews undertaken and outcomes agreed prior to start of construction and All schemes completed (on site) in the month confirmed as being constructed in accordance with the design such that the	>=90% of Schemes which started construction in the month had design assurance reviews undertaken and outcomes agreed prior to start of construction and >=90% of schemes completed (on site) in the month confirmed as being constructed	<90% of Schemes which started construction in the month had design assurance reviews undertaken and outcomes agreed prior to start of construction or <90% of schemes completed (on site) in the month confirmed as being	Manage Works By Others (DS-MW-00) Construct PW Schemes (DS-PS-00)
OUR NETWORK IS A DYNAMIC & RESILIENT ASSET	5.2	LONG TERM INTEGRITY OF THE ASSET IS SUSTAINED	5.2c	EC	Product	Responding to CAT 2 Defects	Demonstrate - Over the last twelve months >=95% of CAT 2 permanent repairs were completed on time with no issues (i.e. assessment of all defects scheduled to be completed in the last 12 months with consideration of actual completion dates and any issues with the repairs) Evidence - Record of CAT 2 defects and repairs Note - This Aspect relates to CAT 2.1 repairs, as outlined in RWSC 2.1.2.4	Over the last twelve months >=95% of CAT 2 permanent repairs were completed on time	Over the last twelve months >=90% of CAT 2 permanent repairs were completed on time	Over the last twelve months <90% of CAT 2 permanent repairs were completed on time	Develop Maintenance Requirement Plan (NS-MR-00)

HA Goal	Lever Ref	Lever	NEW 9.1 Ref	Method of scoring	MST Area of Measure	Aspect	Aspect Evidence / Measures <i>Scoring of performance should include consideration of the following typical evidence / measures</i>	GREEN	AMBER	RED	Annex 24 Sub-Process used to Deliver Note: A number of aspects are influenced by more than one process. Currently only the main processes that influence the aspects are shown. It is recognised that HR, ICT and other Enablers will
OUR NETWORK IS A DYNAMIC & RESILIENT ASSET	5.3	THE NETWORK IS AVAILABLE DURING SEVERE WEATHER EVENTS	5.3a	CH	Product	Salt Stock Capability Maintained	Demonstrate - Salts stocks are maintained in excess of minimum contracted limits Measure - Compliance with the minimum contracted salt stocks Evidence - Provider's salt stock records	Salt stocks remained in excess of minimum contracted quantity at all times since last PMF review	Salt stocks dropped below the contract minimum level at any time since last PMF review	Either - (a) Salt stock dropped below contract minimum level for more than 12 days or (b) salt stock dropped to less than 80% of the	Develop Severe Weather Service (NS-WS-00)
OUR NETWORK IS A DYNAMIC & RESILIENT ASSET	5.3	THE NETWORK IS AVAILABLE DURING SEVERE WEATHER EVENTS	5.3b	CH	Product	Appropriate precautionary salting provided	Demonstrate (if applicable) - Precautionary treatments delivered within the target treatment time for each route (excluding the turnaround time) as stated in the Severe Weather Plan - 100% of routes treated within the target treatment time Evidence - WRF 1 - Precautionary salting records (part of WRF1)	100% of routes treated within the target treatment time	>=90% of routes treated within the target treatment time	<90% of routes treated within the target treatment time	Provide Severe Weather Service (DS-WS-00)
OUR NETWORK IS A DYNAMIC & RESILIENT ASSET	5.3	THE NETWORK IS AVAILABLE DURING SEVERE WEATHER EVENTS	5.3c	CH	Product	Lane availability maximised during severe weather conditions	Demonstrate - Lane availability is maximised during severe weather conditions Evidence - WRF 1 - Severe Weather Plan - Lane availability during severe weather conditions	100% lane availability maintained in accordance with Severe Weather Plan since last PMF review	<=2 instances of a lane being unavailable and not in accordance with the Severe Weather Plan since last PMF review	>2 instances of a lane being unavailable and not in accordance with Severe Weather Plan since last PMF review	Provide Severe Weather Service (DS-WS-00)
OUR NETWORK IS A DYNAMIC & RESILIENT ASSET	5.3	THE NETWORK IS AVAILABLE DURING SEVERE WEATHER EVENTS	5.3e	ES	Product	Other severe weather events are mitigated effectively	Demonstrate - Responses to severe weather events were delivered in accordance with the Severe Weather Plan Evidence - Records of severe weather event - Severe Weather Plan - Record of severe weather notification from Service Provider's weather data	Responses to severe weather events were delivered in accordance with the Severe Weather Plan and No issues encountered and	Responses to severe weather events were delivered in accordance with the Severe Weather Plan but with minor issues experienced and	Responses to severe weather events were not delivered in accordance with the Severe Weather Plan or with major issues	Provide Severe Weather Service (DS-WS-00)