SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 5 PART 6

PERFORMANCE MEASUREMENT

CONTENTS **Page No.**

SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 5 PART 6

PERFORMANCE MEASUREMENT

1. REQUIREMENTS

1.1 General Requirements

1.1.1 The Director will measure the performance of the Operating Company through the use of performance measures. The performance measures the Director will use are:

(i) Performance Indicators,

(ii) Monitoring Indicators, and

(iii) Payment Adjustment Factors.

1.1.2 The Operating Company shall carry out the necessary data aggregation and analysis to provide the information required for all Performance Indicators, Monitoring Indicators and Payment Adjustment Factors to the Director no later than five Working Days after the end of the relevant reporting period in the format provided by the Director, with a copy to the Performance Audit Group.

1.1.3 The Operating Company shall work with the Director to amend and improve the Performance Indicators and the Monitoring Indicators over the period of the Contract with the aim of achieving continuous improvement in service delivery. The performance targets for any new or amended Performance Indicators shall be set by the Director with the objective of improving performance over the period of the Contract.

1.2 Performance Indicators

1.2.1 The Director will use the Performance Indicators detailed in Annex 5.6/A of this Part to measure the performance of the Operating Company in complying with this Contract.

1.2.2 The Performance Audit Group may issue a Notice of Non-Conformance when a Performance Indicator indicates a failure to achieve the required performance target stated in Annex 5.6/A of this Part.

1.2.3 The maximum value which will be reported for any Performance Indicator will be 100 percent, indicating achievement of the specified requirements.

1.3 Monitoring Indicators

1.3.1 The Director will use the Monitoring Indicators detailed in Annex 5.6/B of this Part to measure and monitor service performance.

1.4 Payment Adjustment Factors

1.4.1 The Payment Adjustment Factors are detailed in Annex 5.6/C of this Part and shall be used to measure the items subject to Payment Adjustment Factors.

1.4.2 The measurement of items subject to Payment Adjustment Factors is set out in Schedule 2 Part 1.

2. PUBLICATION OF PERFORMANCE AND MONITORING INDICATORS

2.1.1 The Director may publish the Performance Indicators and Monitoring Indicators within the public domain.

This is Annex 5.6/A to Schedule 5 Part 6 referred to in the foregoing Agreement between Scottish Ministers and BEAR Scotland Limited.

SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 5 PART 6

PERFORMANCE MEASUREMENT

ANNEX 5.6/A – Performance Indicators

SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 5 PART 6

PERFORMANCE MEASUREMENT

ANNEX 5.6/A – Performance Indicators

No.	Title	Measure Description	Reporting period	Target
00	Overall Performance Indicator	The arithmetical average of all the Performance Indicators listed below which have a target of 100% and are reported each reporting period.	Monthly	100%
01	RIDDOR *(Reporting of Injuries, Diseases and Dangerous Occurrences Regulations*)	The incident rate based on the number of RIDDOR 'reportable' accidents, incidents and injuries reported within working sites under control or supervision of the Operating Company.	Monthly	Year on year improvement on a benchmark to be agreed in the first Annual Period
02	Accident Frequency Rate	The accident frequency rate based on the number RIDDOR 'reportable' incidents and injuries reported within working sites under control or supervision of the Operating Company.	Monthly	Year on year improvement on a benchmark to be agreed in the first Annual Period
03	Repair of Category 1 Defects	The percentage of all Category 1 Defect repairs that are carried out within the required timescales.	Monthly	100%
04	Incident Response	Percentage of Incident Responses within the required timescales.	Monthly	100%
05	Safety Inspections and Patrols	Percentage of days on which link/sections within the Unit are within the required inspection interval for Safety Inspections, Safety Patrols and night time Safety Patrols.	Monthly	100%
06	Detailed Inspections	Percentage of Detailed Inspections carried out within the required intervals.	Monthly	100%

No.	Title	Measure Description	Reporting period	Target
07	Maintenance	Percentage of asset maintained within the required timescales.	Monthly	100%
08	Structures Principal Inspections	Percentage of Structures Principal Inspections and reports carried out to agreed programme.	Monthly	100%
09	Structures General Inspections	Percentage of Structures General Inspections and reports carried out to agreed programme.	Monthly	100%
10	Structures maintenance	Percentage of Structures maintenance activities carried out within the required timescales.	**Annually** (Monthly progress)	100%
11	Winter Service treatments	Percentage of Winter Service treatments carried out in compliance with the required timescales.	Monthly (winter period)	100%
12	Actual spend against profile	Percentage of total spend on Schemes as a proportion of profiled total spend.	Monthly	100%
13	Works Contracts cost estimates	Accuracy of Works Contracts cost estimates.	Monthly	100%
14	Works Contracts out turn cost	Success in delivering Schemes at the awarded tender value.	Monthly	100%
15	Closure of Non-Conformances	Percentage of Non-Conformances, closed out within the required timescales.	Monthly	100%
16	Submission of reports	Percentage of monthly reports and submissions that are submitted within the required timescales.	Monthly	100%
17	Planning applications	Percentage of planning applications processed within the required timescales.	Monthly	100%
18	Communications response	Percentage of communications processed by the Operating Company within the required timescales.	Monthly	100%

No.	Title	Measure Description	Reporting period	Target
19	Carbon emissions	Annual carbon emissions	Annually	Year on year improvement on a benchmark to be agreed after the first Annual Period

Performance Indicator No. 01			
Title	RIDDOR		
Measure Description	The incident rate based on the number of RIDDOR 'reportable' accidents, incidents injuries and diseases reported within working sites under control or supervision of the Operating Company.		
Measure Aim	To measure the effectiveness of the Operating Company's safety processes by monitoring the incident rate per 100,000 hours worked, according to the standard reporting practice of the Health and Safety Executive.		
Methodology	The Operating Company shall use the records required by the *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations* (RIDDOR) of accidents, incidents, injuries and diseases incurred within their Unit to produce the Performance Indicator.		
Data input	A = total number of RIDDOR reportable deaths or major injuries during reporting period, B = total number of RIDDOR reportable over three day lost time injuries during reporting period, C = total number of RIDDOR reportable diseases during reporting period, D = total number of RIDDOR reportable dangerous occurrences during reporting period, F = Total number of working hours on Unit during reporting period. The following data shall be derived based on the sum of the previous 12 months* data: P = sum of all RIDDOR reportable incidents during previous 12 months* (A+B+C+D), R = sum of all working hours during previous 12 months* (Sum of F values). * or number of months elapsed after the Commencement of Service Date which ever is the lesser.		
Formula	Performance Indicator = (P/R) x 100,000		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures. • Lists and commentary of all incidents during period.		
Measurement Period	Monthly	**Data Source**	RIDDOR data
Return Format	RIDDOR score	**Decimal places**	1

Performance Indicator No. 02			
Title	Accident Frequency Rate		
Measure Description	The accident frequency rate based on the number RIDDOR 'reportable' incidents and injuries reported within working sites under control or supervision of the Operating Company.		
Measure Aim	To measure the effectiveness of the Operating Company's safety processes by monitoring the frequency rate of injuries per 100,000 hours worked, according to the standard reporting practice of the HSE.		
Methodology	The Operating Company shall use the records required by the *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations* and Records of other accidents and near misses required by Schedule 5 Part 1, of accidents, incidents and injuries and near misses incurred within their Unit to produce the Performance Indicator.		
Data input	A = total number of RIDDOR reportable deaths or major injuries during reporting period, B = total number of RIDDOR reportable over three day lost time injuries during reporting period, C = total number of RIDDOR reportable diseases during reporting period, D = total number of RIDDOR reportable dangerous occurrences during reporting period, E = total number of other accidents (non RIDDOR reportable) recorded in accident books during reporting period, F = Total number of working hours on Unit during reporting period. The following data shall be derived based on the sum of the previous 12 months* data: P = sum of all accidents and incidents during previous 12 months* (A+B+C+D+E), R = sum of all working hours during previous 12 months* (Sum of F values). * or number of months elapsed after the Commencement of Service Date which ever is the lesser.		
Formula	Performance Indicator = (P /R) x 100,000		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures. • Lists and commentary of all incidents during period. • Number of near misses during reporting period.		
Measurement Period	Monthly	**Data Source**	RIDDOR accident data.
Return Format	Accident frequency rate	**Decimal places**	1

Performance Indicator No. 03			
Title	Repair of Category 1 Defects		
Measure Description	The percentage of all Category 1 Defect repairs that are carried out within the required timescales.		
Measure Aim	To measure the Operating Company's performance in undertaking the Repair of Category 1 Defects.		
Methodology	The Operating Company shall use the records in the routine maintenance and management function of the Integrated Roads Information System of the actual dates and times when the Operating Company was aware of the presence of a Category 1 Defect and the date and time of all temporary and permanent repairs of Category 1 Defects to produce the Performance Indicator.		
Data input	A = total number of Category 1 Defect temporary repairs due during the month, B = total number of Category 1 Defect temporary repairs repaired on time during the month, C = total number of Category 1 Defect permanent repairs due during the month, D = total number of Category 1 Defect permanent repairs repaired on time during the month.		
Formula	Performance Indicator for temporary repairs = (B/A) x 100% Performance Indicator for permanent Repairs = (D/C) x 100% Reported Performance Indicator = ((B + D) / (A + C)) x 100%		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures. • Any trends or differences between temporary and permanent repairs. • Numbers of each Defect type raised each month and their trends. • Numbers of Defects raised by inventory type each month and their trends. • Lists of all late and overdue Defects and analysis of their reasons.		
Measurement Period	Monthly	**Data Source**	routine maintenance and management function of the Integrated Roads Information System
Return Format	Percentage	**Decimal places**	0

Performance Indicator No. 04			
Title	Incident Response		
Measure Description	Percentage of Incident Responses within the required timescales.		
Measure Aim	To measure the Operating Company's performance in providing the Incident Response service.		
Methodology	The Operating Company shall use the Records in the Incidents database, required by Schedule 7 Part 3, to produce the Performance Indicator.		
Data input	A = total number of initial responses required during the reporting period, B = total number of initial responses carried out on time during the reporting period, C = total number of s secondary responses required during the reporting period, D = total number of secondary responses carried out on time during the reporting period, E = total number of contingency responses required during the reporting period, F = total number of contingency responses carried out on time during the reporting period.		
Formula	Performance Indicator for initial response = (B/A) x 100% Performance Indicator for secondary response = (D/C) x 100% Performance Indicator for contingency response = (F/E) x 100% Reported Performance Indicator N = ((B + D + F)/(A + C +E)) x100%		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures. • Reasons for any failures and actions taken to prevent recurrence. • Percentage of initial responses carried out >20 minutes early. • Percentage of initial responses carried out 20-10 minutes early. • Percentage of initial responses carried out 10-0 minutes early. • Percentage of initial responses carried out 0-10 minutes late. • Percentage of initial responses carried out >10 minutes late.		
Measurement Period	Monthly	**Data Source**	Incidents data required by Schedule 7 Part 3
Return Format	Percentage	**Decimal places**	0

Performance Indicator No. 05	
Title	Safety Inspections and Patrols
Measure Description	Percentage of days on which each route or part of route (link/section) is within the required inspection interval for Safety Inspections, Safety Patrols and night time Safety Patrols.
Measure Aim	To measure the Operating Company's performance in carrying out of Safety Inspections, Safety Patrols and night time Safety Patrols.
Methodology	The Operating Company shall use the records in the routine maintenance and management function of the Integrated Roads Information System of the actual date and time when the Operating Company carried out Safety Inspections, Safety Patrols and night time Safety Patrols to produce the Performance Indicator.
Data input	A = the number of days during the reporting period on which each route or part of route (link/section) is compliant with the specification in respect of Safety Inspections, aggregated for all link/sections recorded in routine maintenance and management function of the Integrated Roads Information System, B = the number of days during the reporting period on which each route or part of route (link/section) is not compliant with the specification in respect of Safety Inspections, aggregated for all link/sections recorded in routine maintenance and management function of the Integrated Roads Information System, C = the number of days during the reporting period on which each route or part of route (link/section) is compliant with the specification in respect of Safety Patrols, aggregated for all link/sections recorded in routine maintenance and management function of the Integrated Roads Information System, D = the number of days during the reporting period on which each route or part of route (link/section) is not compliant with the specification in respect of Safety Patrols, aggregated for all link/sections recorded in routine maintenance and management function of the Integrated Roads Information System, E = the number of days during the reporting period on which each route or part of route (link/section) is compliant with the specification in respect of Night Time Safety Patrols, aggregated for all link/sections recorded in routine maintenance and management function of the Integrated Roads Information System, F = the number of days during the reporting period on which each route or part of route (link/section) is not compliant with the specification in respect of Night Time Safety Patrols, aggregated for all link/sections recorded in routine maintenance and management function of the Integrated Roads Information System.

Performance Indicator No. 05			
Formula	Performance Indicator for Safety Inspection = ((A) / (A+B)) x 100% Performance Indicator for Safety patrol = ((C) / (C+D)) x 100% Performance Indicator for night time safety patrol = ((E) / (E+F)) x 100% Reported Performance Indicator = ((A + C + E) / (A + B + C + D + E + F)) x 100%.		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures. • Any trends or differences between each inspection type. • Lists of all late and overdue inspections and commentary on their reasons.		
Measurement Period	Monthly	**Data Source**	routine maintenance and management function of the Integrated Roads Information System
Return Format	Percentage	**Decimal places**	0

Performance Indicator No. 06			
Title	Detailed Inspections		
Measure Description	Percentage of Detailed Inspections carried out within the required intervals.		
Measure Aim	To measure the Operating Company's performance in carrying out Detailed Inspections.		
Methodology	The Operating Company shall use the Records in the routine maintenance and management function of the Integrated Roads Information System of the actual date and time when the Operating Company carried out Detailed Inspections on each inventory item to calculate the Performance Indicator.		
Data input	For each of the interval based Detailed Inspection activities as listed in Appendix 6A of this Part the following shall be calculated: A = the number of inventory items where the inspection activity is compliant with the required Detailed Inspection activity interval, B = the number of inventory items where the inspection activity is not compliant with the required detailed inspection activity interval.		
Formula	Detailed Inspection activity Performance Indicator = (A/A+B) x 100%. Overall Performance Indicator shall be the arithmetic average of all the Detailed Inspection activity Performance Indicator percentages for the Detailed Inspection activities listed in Appendix 6A.		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall also provide the following supporting information: • Data input values for each Detailed Inspection activity. • Any trends in the figures. • Lists of all late and overdue inspections and analysis of their reasons.		
Measurement Period	Monthly	**Data Source**	routine maintenance and management function of the Integrated Roads Information System
Return Format	Percentage	**Decimal places**	0

Appendix 6A – Inspection Activities

Inspection activity

Carriageway

Carriageway (offside)

Footways and cycleways

Covers, Gratings and Frames

Covers, Gratings and Frames (offside)

Kerbs and Edgings

Kerbs and Edgings (offside)

Linear Drainage System

Gullies Catchpits, Soakaways and Oil Separators

Gullies Catchpits, Soakaways and Oil Separators (offside)

Drainage Grips

Drainage Grips (offside)

Ditches

Filter drain

Filter drain (offside)

Balancing Ponds

Head walls, aprons and spillways -

Sluices, tidal flaps, penstocks, valves, pumps and other specialist equipment

Geotechnical asset

Earthwork monitoring

Grass areas

Bulbs and wildflower areas

Woodland areas and trees

Woodland areas and trees (mature

Scrub, shrub and hedges

Wetland areas

Special Ecological Measures

Invasive species

Vehicle Road Restraint System

Vehicle Road Restraint System (tensioning devices)

Pedestrian Road Restraint System

Fences walls screens and noise barriers

Road Markings (High Speed Monitor)

Road Markings (Hand held)

Road marking (Visual survey)

Inspection activity

Road markings (skid resistance)

Road studs (visual, daytime)

Road studs (conspicuity, night time)

Road Traffic Sign (visual performance)

Road Traffic Sign (structural integrity)

Road Traffic Sign (electrical safety & operation)

Road Traffic Sign (Sign Plate Replacement)

Road Traffic Sign (co-efficient of retroreflectivity)

Road Traffic Sign (obscuration)

Road Traffic Sign (electrical testing)

Traffic signals

Traffic signals (Operational review)

Road Lighting

Arrestor beds

Traffic control barriers (structural condition & integrity)

Traffic control barriers (electrical)

Node markers

Network referencing

Drainage structures

Traffic signals (Obscuration)

Road Sensors

Snow poles, signs, fences and barriers

Performance Indicator No. 07			
Title	Maintenance		
Measure Description	Percentage of asset maintained within the required timescales.		
Measure Aim	To measure the Operating Company's performance in carrying out maintenance.		
Methodology	The Operating Company shall use the records in the routine maintenance and management function of the Integrated Roads Information System of the actual date and time when the Operating Company carried out maintenance to produce the Performance Indicator.		
Data input	For each of the interval based maintenance activities as listed in Appendix 7A of this Part the following shall be calculated: A = total number/length/area of live inventory items on network, B = total number/length/area of live inventory items where the last maintenance action is within the required maintenance interval at the end of the reporting period.		
Formula	Each maintenance activity Performance Indicator = (B/A) x 100%. Overall Performance Indicator shall be the arithmetic average of all the maintenance activity Performance Indicator percentages for the maintenance activities listed in Appendix 7A.		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall also provide the following supporting information: • Data input values for each maintenance activity. • Any trends in the figures. • Lists of all late and overdue activities and analysis of their reasons.		
Measurement Period	Monthly	**Data Source**	routine maintenance and management function of the Integrated Roads Information System
Return Format	Percentage	**Decimal places**	0

Appendix 7A –Maintenance Activities

Interval Based Maintenance Activities

Inspection activity

Cleaning of slot drains and kerb block drains

Cleaning of gullies, catchpits, soakaways, manholes and Oil Separators

Cleaning of drainage grips

Harrowing of filter drain

Grass – minimum frequency

Special ecological measures

Vehicle road restrain system (tensioning)

Road traffic signs (sign face cleaning)

Performance Indicator No. 08			
Title	Structures Principal Inspections		
Measure Description	Percentage of Structures Principal Inspections and reports carried out to agreed programme.		
Measure Aim	Measure the Operating Company's performance in carrying out Structures Principal Inspections on programme.		
Methodology	The Operating Company shall use the Records in the structures management function of the Integrated Roads Information System of the programmed inspection dates and the actual inspection dates to produce the Performance Indicator.		
Data input	A = total cumulative number of Principal Structures Inspection reports programmed to be completed by the end of current reporting period, B = total cumulative number of Principal Inspection reports completed at the end of current reporting period.		
Formula	Reported Performance Indicator = (B/A) x 100%		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures. • Lists of all late and overdue activities and analysis of their reasons.		
Measurement Period	Monthly	**Data Source**	structures management function of the Integrated Roads Information System
Return Format	Percentage	**Decimal places**	0

Performance Indicator No. 09			
Title	Structures General Inspections		
Measure Description	Percentage of Structures General Inspections and reports carried out to agreed programme.		
Measure Aim	Measure the Operating Company's performance in carrying out Structures General Inspections on programme.		
Methodology	The Operating Company shall use the Records in the structures management function of the Integrated Roads Information System of the programmed inspection dates and the actual inspection dates to produce the Performance Indicator.		
Data input	A = total cumulative number of Structures General Inspection reports programmed to be completed by the end of current reporting period, B = total cumulative number of Structures General Inspection reports completed at the end of current reporting period.		
Formula	Reported Performance Indicator = (B/A) x 100%		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures. • Lists of all late and overdue activities and analysis of their reasons.		
Measurement Period	Monthly	**Data Source**	structures management function of the Integrated Roads Information System
Return Format	Percentage	**Decimal places**	0

Performance Indicator No. 10			
Title	Structures Maintenance		
Measure Description	Percentage of Structures maintenance activities carried out within the required timescales.		
Measure Aim	To measure the Operating Company's performance in carrying out Structures maintenance.		
Methodology	The Operating Company shall use the Records in the structures management function of the Integrated Roads Information System of the number of Structures with maintenance activities due and the number of Structures with maintenance activities completed to produce the Performance Indicator.		
Data input	A = total cumulative number of Structures with maintenance activities programmed to be completed by the end of the current reporting period, B = total cumulative total number of Structures with maintenance activities completed by the end of the end of the current reporting period.		
Formula	Performance Indicator = (B) / (A) x 100%		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures. • Lists of all late and overdue activities and analysis of their reasons.		
Measurement Period	Monthly	**Data Source**	structures management function of the Integrated Roads Information System or Operating Company records
Return Format	Percentage	**Decimal places**	0

Performance Indicator No. 11			
Title	Winter Service treatments		
Measure Description	Percentage of Winter Service treatments carried out in compliance with required timescales.		
Measure Aim	To measure the Operating Company's performance in carrying out Winter Service activities.		
Methodology	The Operating Company shall use the register, as required by Schedule 7 Part 2, of all daily proposed and actual actions including all dates and times for each route and each treatment to produce the Performance Indicator.		
Data Input	A = number of operations where a planned (precautionary treatment) or unplanned (call out) treatment is required, B = number of operations which are completed within the required treatment timescale, C = number of operations for which full Data Capture Device (DCD) downloads are achieved, D = total number of unplanned (call out) treatments called out, E = total number of unplanned (call out) treatments commenced within required timescale.		
Formula	Performance Indicator (treatment time) = (B/A) x 100% Performance Indicator (DCD downloads) = (C/A) x 100% Performance Indicator (response time) = (E/D) x 100% Overall Performance Indicator shall be the arithmetic average of all the three Performance Indicator items' percentages.		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures. • Reasons for any failures and actions taken to prevent reoccurrence.		
Measurement Period	Monthly during Winter Service Period	**Data Source**	Winter Service Records, as required by Schedule 7 Part 2
Return Format	Percentage	**Decimal places**	0

Performance Indicator 12	
Title	Actual spend against profile
Measure Description	Percentage of total spend on Schemes as a proportion of profiled total spend.
Measure Aim	To measure actual spend at the end of each reporting period against the profiled spend set at the start of the reporting period.
Methodology	The Operating Company shall use the records of profiled and actual spend recorded in the contract control and management function of the Integrated Roads Information System, as required by Schedule 4 Part 1, to produce the Performance Indicator.
Data input	A = sum of actual spend included in the Statement for all routine/cyclic Schemes, B = sum of profiled spend for all routine/cyclic Schemes, C = sum of actual spend included in the Statement for all Structural maintenance Schemes, D = sum of profiled spend for all Structural maintenance schemes, E = sum of actual spend included in the Statement for all Structures Schemes, F = sum of profiled spend for all Structures Schemes, G = sum of actual spend included in the Statement for all Minor Improvement Schemes, H = sum of profiled spend for all Minor Improvement Schemes, I = sum of actual spend included in the Statement for all strategic road safety Schemes, J = sum of profiled spend for all strategic road safety Schemes.
Formula	Performance Indicator for routine and cyclic = (A/B) x 00% Performance Indicator for Structural maintenance = (C/D) x 100% Performance Indicator for Structures = (E/F) x 100% Performance Indicator for minor improvements = (G/H) x 100% Performance Indicator for strategic road safety = (I/J) x 100% Reported Performance Indicator = (A+C+E+G+I) / (B+D+F+H+J) x 100%.

Performance Indicator 12			
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures. • Any significant findings as a result of further analysis by route, work code or expenditure type.		
Measurement Period	Monthly	**Data Source**	contract control and management function of the Integrated Roads Information System
Return Format	Percentage	**Decimal places**	0

Performance Indicator No. 13			
Title	Works Contracts cost estimates		
Measure Description	Accuracy of Works Contracts cost estimates.		
Measure Aim	To measure the accuracy of the Operating Company's estimates for Works Contracts.		
Methodology	The Operating Company shall use the Records of pre-tender estimate, awarded tender value and tender return date, recorded in accordance with the requirements of Schedule 6 Part 1, to produce the Performance Indicator. For each Scheme tender the accuracy shall be calculated and the Performance Indicator shall be based on all Scheme tenders completed during the previous 12 months or number of months elapsed after the Commencement of Service Date which ever is the lesser.		
Data input	The following data shall be used: A = pre-tender scheme estimate for each Scheme, B = tender value for each Scheme, C = number of Schemes tendered in previous 12 months or number of months elapsed after the Commencement of Service Date which ever is the lesser.		
Formula	The accuracy for each Scheme tender shall be calculated: Scheme tender accuracy = $(1-(\sqrt{(A-B)^2}/A) \times 100\%$ Overall Performance Indicator shall be sum of the individual Scheme tender accuracy percentages divided by the number of Scheme tenders completed during the previous 12 months or number of months elapsed after the Commencement of Service Date which ever is the lesser.		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures.		
Measurement Period	Monthly	**Data Source**	Records required by Schedule 6 Part 1,
Return Format	percentage	**Decimal places**	0

Performance Indicator No. 14			
Title	Works Contracts out turn cost		
Measure Description	Success in delivering Schemes at the awarded tender value.		
Measure Aim	To measure the Operating Company's success in delivering Schemes at the awarded tender value.		
Methodology	The Operating Company shall use the records of awarded tender value, final value and Scheme Completion Dates recorded in accordance with the requirements of Schedule 6 Part 1 to produce the Performance Indicator. For each Scheme the accuracy shall be calculated and the Performance Indicator shall be based on all Schemes completed during the previous 12 months or number of months elapsed after the Commencement of Service Date which ever is the lesser.		
Data input	The following data shall be used: A = awarded tender value for each Scheme, B = final value for each Scheme, C = number of Schemes completed in previous 12 months or number of months elapsed after the Commencement of Service Date which ever is the lesser.		
Formula	The accuracy for each Scheme shall be calculated: Scheme accuracy = $(1-\sqrt{(A-B)^2}/A) \times 100\%$ Overall Performance Indicator shall be sum of the individual Scheme accuracy percentages divided by the number of Schemes completed during the previous 12 months or number of months elapsed after the Commencement of Service Date which ever is the lesser.		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures.		
Measurement Period	Monthly	**Data Source**	Records required by Schedule 6 Part 1
Return Format	percentage	**Decimal places**	0

Performance Indicator No. 15	
Title	Closure of Non-Conformances (NCR)
Measure Description	Percentage of Non-Conformances closed out within required timescale.
Measure Aim	To measure the Operating Company's performance in the closure of Non-Conformances.
Methodology	The Operating Company shall use the details recorded in a register, as required by Schedule 5 Part 1, of all Non-Conformances, corrections and corrective actions on Non-Conformances raised to produce the Performance Indicator. The Performance Indicator shall be measured monthly using the Records of the previous 6 months or number of months elapsed after the Commencement of Service Date whichever is the lesser.
Data input	A = total number of Performance Audit Group NCR corrections due for closure during the reporting period, B = total number of Performance Audit Group NCR corrections closed on time during the reporting period, C = total number of Performance Audit Group NCR corrective actions due for closure during the reporting period, D = total number of Performance Audit Group NCR corrective actions closed on time during the reporting period, E = total number of Operating Company NCR corrections due for closure during the reporting period, F = total number of Operating Company NCR corrections closed on time during the reporting period, G = total number of Operating Company NCR corrective actions due for closure during the reporting period, H = total number of Operating Company NCR corrective actions closed on time during the reporting period.
Formula	Performance Indicator for Performance Audit Group corrections = {(B/A) sum latest 6 months* data} x 100% Performance Indicator for Performance Audit Group corrective actions = {(D/C) sum latest 6 months* data} x 100% Performance Indicator for Operating Company corrections = {(F/E) sum latest 6 months* data} x 100% Performance Indicator for Operating Company corrective actions = {(H/G) sum latest 6 months* data} x 100% Reported Performance Indicator = {(B+D+F+H) / (A+C+E+G) sum 6 months* data} x 100% * or number of months elapsed after the Commencement of Service Date which ever is the lesser

Performance Indicator No. 15			
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures. • Reasons for any failures and actions taken to prevent reoccurrence.		
Measurement Period	Monthly (on a rolling 6 month data set)	**Data Source**	Non-Conformance register, as required by Schedule 5 Part 1
Return Format	Percentage	**Decimal places**	0

Performance Indicator No. 16			
Title	Submission of monthly reports and submissions.		
Measure Description	Percentage of monthly reports and submissions listed in Table 5.3.A.1 in Schedule 5 Part 3, Annex A that are submitted within the required timescales.		
Measure Aim	To measure the Operating Company's performance in the submission of the monthly reports and submissions.		
Methodology	The Operating Company shall use the records necessary to produce all reports and submissions required by Table 5.3.A.1 to produce the Performance Indicator.		
Data input	A = total number of monthly reports and submissions due during the month, B = total number of monthly reports and submissions, submitted as required during the month.		
Formula	Performance Indicator = B/A x 100%		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures. • Reasons for any failures and actions taken to prevent reoccurrence.		
Measurement Period	Monthly	**Data Source**	Records necessary to produce all reports and submissions required by Table 5.3.A.1
Return Format	Percentage	**Decimal places**	0

Performance Indicator No. 17			
Title	Planning applications		
Measure Description	Percentage of planning applications processed within the required timescale.		
Measure Aim	To measure the Operating Company's performance in the delivery of the delegated function of the Roads Authority by processing planning applications received from Planning Authorities effectively and within the required timescale.		
Methodology	The Operating Company shall use the register, as required by Schedule 8 Part 2, of all planning applications received and returned to produce the Performance Indicator. The Performance Indicator shall be based the total number of planning applications due for return during the reporting period, excluding those that require transportation assessments.		
Data input	A = total number of planning applications due for return during the reporting period, B = total number of planning applications due for return during the reporting period that are processed within the required timescale.		
Formula	Performance Indicator = (B / A) x 100%		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures. • Lists of all late and overdue deliverables and analysis of their reasons.		
Measurement Period	Monthly	**Data Source**	Planning Applications register, as required by Schedule 8 Part 2
Return Format	Percentage	**Decimal places**	0

Performance Indicator No. 18			
Title	Communications response		
Measure Description	Percentage of communications processed by the Operating Company within the required timescale.		
Measure Aim	To measure the Operating Company's performance in dealing with the correspondence.		
Methodology	The Operating Company shall use the register, as required by Schedule 3 Part 5, of communications received to produce the Performance Indicator. The Performance Indicator shall be based on the total number of items due a response during the reporting period. The Performance Indicator shall be based on a rolling 12 month average.		
Data input	A = total number of communications due a response during the reporting period, B = total number of communications responded to on time during the reporting period, C = total number of requests from the Director or written responses and briefings due for a response during the reporting period, D = total number of responses to requests from the Director for written responses and briefings provided to Transport Scotland within the required timescale during the reported period.		
Formula	Performance Indicator = (B+D) / (A+C) x 100%		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures. • Lists of all late and overdue deliverables and analysis of their reasons.		
Measurement Period	Monthly	**Data Source**	Operating Company's register, as required by Schedule 3 Part 5
Return Format	Percentage	**Decimal places**	0

Performance Indicator No. 19			
Title	Carbon emissions		
Measure Description	Annual carbon emissions.		
Measure Aim	To measure the Operating Company's performance within the Unit in reducing their carbon emissions.		
Methodology	The Operating Company shall use the records compiled in the Transport Scotland Carbon Management System (CMS) as required by Schedule 5 Part 8 to produce the Monitoring Indicator.		
Data input	N = annual carbon emissions (tonnes) produced by the Operating Company as recorded by the Carbon Management System.		
Formula	Performance Indicator (second year onwards) = N (current year) / N (benchmark figure agreed after first year) x 100%		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures.		
Measurement Period	Annually	**Data Source**	Carbon Management System
Return Format	Percentage	**Decimal places**	0

This is Annex 5.6/B to Schedule 5 Part 6 referred to in the foregoing Agreement between Scottish Ministers and BEAR Scotland Limited.

SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 5 PART 6

PERFORMANCE MEASUREMENT

ANNEX 5.6/B – Monitoring Indicators

SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 5 PART 6

PERFORMANCE MEASUREMENT

ANNEX 5.6/B – Monitoring Indicators

No.	Title	Measure Description	Reporting Period
01	Well lit network	Percentage of lighting points operational on the Unit.	Monthly
02	Network availability	The lane length availability on the Unit.	Monthly
03	Traffic disruption caused by un-programmed works	The lane length and duration unavailable on the Unit due to un-programmed works.	Monthly
04	Orders against Budget	Percentage of ordered work against budget.	Monthly
05	Works Contractor Invoice submission	Percentage of Works Contractor invoices submitted to Transport Scotland by the Operating Company within the required timescales.	Monthly
06	Accuracy of Operations cost estimates	Accuracy of Operations cost estimates.	Monthly
07	Disputed items in the Statement	Percentage value of disputed items against the total value of the Statement submitted by the Operating Company.	Monthly
08	Operations Instructions completed on target	Percentage of Operations Instructions completed by the target date.	Monthly
09	Staff turnover	Percentage staff turnover during last 12 months	Monthly
10	Sickness absence	Average number of days lost due to sickness per employee.	Monthly
11	Working hours	Average hours worked per employee in last 12 months.	Monthly
12	Training	Average number of training hours per employee provided in last 12 months.	Monthly

No.	Title	Measure Description	Reporting Period
13	Responses to Observations Resulting from Inspections and Hazard Notices	Percentage of Observations Resulting from Inspections and Hazard Notices responded to within the required timescale.	Monthly
14	Remedial Notices issued	Number of Remedial Notices.	Monthly
15	Innovation	Financial value of innovations introduced by the Operating Company.	Monthly
16	Collaboration	Value of collaborative services provided by Operating Company.	Monthly
17	Sustainability – use of reused, recycled, renewable materials	Percentage of raw materials used sourced from reused, recycled or renewable sources.	Monthly
18	Sustainability – waste generation and management	Percentage of waste materials re-used or recycled.	Monthly
19	Salt Usage	Total amount of salt used in each contract year as a percentage of the amount used in the first year of the contract	Annual
20	Forecast Accuracy	Percentage of accurate weather forecasts	Monthly

Monitoring Indicator 01			
Title	Well lit network		
Measure Description	Percentage of lighting points operational on the Unit.		
Measure Aim	To monitor the number of operations lighting points on the network.		
Methodology	The Operating Company shall use the record all non-working lamp in the routine maintenance and management function of the Integrated Roads Information System to produce the Monitoring Indicator.		
Data input	A = total number of street lighting lamps on the network, B = total number of non-operational street lighting lamps during reporting period, C = total number of sign lamps on the network, D = total number of non-operational sign lamps during reporting period, E = total number of bollard lamps on the network, F = total number of non-operational bollard lamps during reporting period.		
Formula	Monitoring Indicator for street lighting = ((A - B) / A) x100% Monitoring Indicator for lit signs = ((C - D) / C) x 100% Monitoring Indicator for lit bollards = ((E - F) / E) x 100% Reported Monitoring Indicator = ((A+C+E) - (B+D+F)) / (A+C+E) x 100%		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures.		
Measurement Period	Monthly	**Data Source**	routine maintenance and management function of the Integrated Roads Information System
Return Format	Percentage	**Decimal places**	1

Monitoring Indicator 02			
Title	Network availability		
Measure Description	The lane length availability on the Unit.		
Measure Aim	To measure lane availability in terms of lane/km/hours.		
Methodology	The Operating Company shall use the retrospective records of traffic management required by Schedule 3 Part 7 to produce the Monitoring Indicator.		
Data input	A = lane km of available network, B = lane/km/hours of closures (Sum for all closures).		
Formula	Monitoring Indicator = (B) / (A x 24 x days in reporting period).		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures.		
Measurement Period	Monthly	**Data Source**	Retrospective traffic management reports provide by the Operating Company as required by Schedule 3 Part 7
Return Format	Value	**Decimal places**	0

Monitoring Indicator 03			
Title	Traffic disruption caused by un-programmed works		
Measure Description	The lane length and duration unavailable on the Unit due to un-programmed works.		
Measure Aim	To measure disruption caused by un-programmed works in terms of lane/km/hours.		
Methodology	The Operating Company shall use the retrospective records of traffic management required by Schedule 3 Part 7 to produce the Monitoring Indicator.		
Data input	A = length of un-programmed lane closed in km, B = duration of closure in hours.		
Formula	Monitoring Indicator = A x B		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures.		
Measurement Period	Monthly	**Data Source**	Proposed weekly traffic management programme and retrospective traffic management reports provide by the Operating Company as required by Schedule 3 Part 7
Return Format	Value	**Decimal places**	0

Monitoring Indicator 04	
Title	Orders against Budget
Measure Description	Percentage of ordered work against budget.
Measure Aim	To measure value of work Ordered for the current Financial Year at the end of each reporting period against the budget for the Financial Year as set at the end of the reporting period.
Methodology	Analysis for each budget heading shall be carried out. The ordered work value shall be calculated by summing the ordered work values for each scheme as recorded in contract control and management function of the Integrated Roads Information System at the end of each reporting period. The budget value shall be the current Financial Year budget as notified in writing by Transport Scotland. Where budget values are varied during the year, the last notified value shall be used.
Data input	A = sum of Ordered Work for all routine/cyclic schemes, B = notified Financial Year Budget for routine/cyclic schemes, C = sum of Ordered Work for all Structural Maintenance schemes, D = notified Financial Year Budget for Structural Maintenance schemes, E = sum of Ordered Work for all Structures schemes, F = notified Financial Year Budget for Structures schemes, G = sum of Ordered Work for all Minor Improvement schemes, H = notified Financial Year Budget for Minor Improvement schemes, I = sum of Ordered Work for all Strategic Road Safety schemes, J = notified Financial Year Budget for Strategic Road Safety schemes.
Formula	Monitoring Indicator for routine and cyclic = A/B x100% Monitoring Indicator for Structural Maintenance = C/D x100% Monitoring Indicator for Structures = E/F x 100% Monitoring Indicator for Minor Improvements = G/H x100% Monitoring Indicator for Strategic Road Safety schemes = I/J x100% Reported Monitoring Indicator = (A+C+E+G+I) / (B+D+F+H+J) x 100%

Monitoring Indicator 04			
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures. • Any significant findings as a result of further analysis by route, work code or expenditure type.		
Measurement Period	Monthly	**Data Source**	contract control and management function of the Integrated Roads Information System
Return Format	Percentage	**Decimal places**	0

Monitoring Indicator No. 05			
Title	Works Contracts invoice submissions		
Measure Description	Percentage of Works Contractor invoices submitted to Transport Scotland by the Operating Company within the required timescales.		
Measure Aim	To monitor efficiency of Operating Companies process for turnaround of Works Contractor invoices enabling Transport Scotland to make payment within contractual timescales.		
Methodology	The Operating Company shall use the records of the date the invoice is received, the date the invoice is submitted to transport Scotland or rejected and the due submission date, which is the date the invoice is received plus 14 calendar days, as recorded in accordance with the requirements of Schedule 6 Part 1, to produce the Monitoring Indicator.		
Data input	A = number of Works Contractor invoice submission dates due during the reporting period, B = number of Works Contractor invoices submitted or rejected on time, with submission dates due during the reporting period.		
Formula	Monitoring Indicator = B/A x 100%		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures.		
Measurement Period	Monthly	**Data Source**	Records required by Schedule 6 Part 1
Return Format	percentage	**Decimal places**	0

Monitoring Indicator No. 06			
Title	Accuracy of Operation cost estimates		
Measure Description	Accuracy of Site Operations cost estimates.		
Measure Aim	Measure the accuracy of the Operating Companies estimates for Operations.		
Methodology	For each Site Operation the Operating Company use the record of the estimate, out turn value and scheme completion date in contract control and management function of the Integrated Roads Information System to produce the Monitoring Indicator. For each scheme the quantum accuracy shall be calculated and the monitoring indicator based on all Operations completed during the previous 3 months or number of months elapsed after the Commencement of Service Date which ever is the lesser.		
Data input	For each scheme the following data shall be used: A = Site Operation cost estimate, B = Site Operation out turn value.		
Formula	The accuracy for each scheme shall be calculated: Monitoring Indicator for scheme = $(1-(\sqrt{(A-B)/A})^2) \times 100\%$ Overall Monitoring Indicator shall be the arithmetic average of accuracy percentages for individual schemes completed in the previous 3 months or number of months elapsed after the Commencement of Service Date which ever is the lesser.		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures.		
Measurement Period	Monthly	**Data Source**	contract control and management function of the Integrated Roads Information System
Return Format	percentage	**Decimal places**	0

Monitoring Indicator No. 07			
Title	Disputed items in invoice		
Measure Description	Percentage value of disputed items against the total value of the Statement submitted by the Operating Company.		
Measure Aim	To measure success in minimising disputed items.		
Methodology	The Operating Company shall use the information in contract control and management function of the Integrated Roads Information System to produce the Monitoring Indicator.		
Data input	A = total value of the statement submitted by the Operating Company including disputed items, B = value of disputed items of the statement submitted by the Operating Company.		
Formula	Monitoring Indicator = B/A x 100%		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures.		
Measurement Period	Monthly	**Data Source**	contract control and management function of the Integrated Roads Information System
Return Format	Percentage	**Decimal places**	0

Monitoring Indicator No. 08			
Title	Operations Instructions completed on target		
Measure Description	Percentage of Operations Instructions completed by the target date.		
Measure Aim	To measure success in completing Operations Instructions.		
Methodology	The Operating Company shall use the proposed and actual completion dates for each Operations Instructions in the contract control and management function of the Integrated Roads Information System to produce the Monitoring Indicator.		
Data input	A = number of Operations Instructions programmed for completion during reporting period, B = number of Operations Instructions programmed for completion during reporting period with a valid actual completion date entered.		
Formula	Monitoring Indicator = B/A x 100%		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures.		
Measurement Period	Monthly	**Data Source**	contract control and management function of the Integrated Roads Information System
Return Format	Percentage	**Decimal places**	0

Monitoring Indicator No. 09			
Title	Staff turnover		
Measure Description	Percentage staff turnover during last 12 months.		
Measure Aim	To measure staff turnover.		
Methodology	The Operating Company shall use the records required by Schedule 5 Part 1 of the number of staff directly employed on the Unit leaving and the number of direct employees employed on the Unit during each reporting period to produce the Monitoring Indicator.		
Data input	P = number of direct employees leaving during previous 12 months*, Q = average number of all direct employees during previous 12 months*. * or number of months elapsed after the Commencement of Service Date which ever is the lesser.		
Formula	Monitoring Indicator = P/Q x 100%		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures.		
Measurement Period	Monthly	**Data Source**	Operating Company records
Return Format	Percentage	**Decimal places**	0

Monitoring Indicator 10			
Title	Staff absence		
Measure Description	Average number of days lost due to sickness per employee.		
Measure Aim	To record the average number of days lost due to sickness.		
Methodology	The Operating Company shall use the records required by Schedule 5 Part 1 of the number of sick days taken by direct employees employed on the Unit and the number of direct employees employed on the Unit during each reporting period to produce the Monitoring Indicator.		
Data input	P = sum of working days lost during previous 12 months*, Q = average number of all direct employees during previous 12 months*. * or number of months elapsed after the Commencement of Service Date which ever is the lesser.		
Formula	Average days absence per person = P/Q		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures.		
Measurement Period	monthly	**Data Source**	Operating Company staff records
Return Format	Day	**Decimal places**	0

Monitoring Indicator 11			
Title	Working hours		
Measure Description	Average hours worked per employee in last 12 months.		
Measure Aim	To measure the average number of hours worked per employee.		
Methodology	The Operating Company shall use the records required by Schedule 5 Part 1 of the number of working hours of direct employees employed on the Unit and the number of direct employees employed on the Unit during each reporting period to produce the Monitoring Indicator.		
Data input	P = sum of working hours by all employees during previous 12 months*, Q = average of all direct employees during previous 12 months. * or number of months elapsed after the Commencement of Service Date which ever is the lesser.		
Formula	Average working hours per person per week = P/Q/52		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures.		
Measurement Period	monthly	**Data Source**	Operating Company records
Return Format	Hours per week	**Decimal places**	0

Monitoring Indicator 12			
Title	Training		
Measure Description	Average number of training hours per employee provided in last 12 months.		
Measure Aim	To measure the Operating Companies performance in providing training and development to all direct employees.		
Methodology	The Operating Company shall use records required by Schedule 5 Part 1 of all training undertaken by direct employees employed on the Unit and the total number of direct employees employed on the Unit during each reporting period to produce the Monitoring Indicator.		
Data input	P = sum of all training hours provided during previous 12 months*, Q = average number of all direct staff during previous 12 months*. * or number of months elapsed after the Commencement of Service Date which ever is the lesser.		
Formula	Average training hours per person = P/Q		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures.		
Measurement Period	Monthly	**Data Source**	Operating Company records
Return Format	Hours	**Decimal places**	0

Monitoring Indicator No. 13			
Title	Observations Resulting from Inspections and Hazard Notice responses		
Measure Description	Percentage of Observations Resulting from Inspections and Hazard Notices responded to within the required timescale.		
Measure Aim	To measure the number of Observations Resulting from Inspections and Hazard Notices responded to within the required timescale.		
Methodology	The Operating Company shall use the records necessary to comply with the requirements of Schedule 7 Part 1, to produce the Monitoring Indicator.		
Data input	A = total number of Observations Resulting from Inspections and Hazard Notices (combined) due a response during the reporting period, B = total number of Observations Resulting from Inspections and Hazard Notices (combined) due a response during the reporting period and responded to by the required response date.		
Formula	Monitoring Indicator = (B/A) x100%		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures.		
Measurement Period	Monthly	**Data Source**	Records necessary to comply with the requirements of Schedule 7 Part 1
Return Format	Percentage	**Decimal places**	0

Monitoring Indicator No. 14			
Title	Remedial Notices		
Measure Description	Number of Remedial Notices.		
Measure Aim	To measure the performance of the Operating Company in dealing with Non-Conformances.		
Methodology	The Operating Company shall use the records required by Schedule 5 Part 1 of the Remedial Notices issued during each reporting period and any remedial notices remaining open from previous periods to produce the Monitoring Indicator.		
Data input	A = Total number of Remedial Notices issued during reporting period. B = Total number of Remedial Notices from previous reporting periods remaining open at the end of the current reporting period.		
Formula	Total number of remedial notices issued and still open = A + B		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Commentary on any Remedial Notices issued during each reporting period and any remedial notices remaining open from previous periods.		
Measurement Period	Monthly	**Data Source**	Operating Company records
Return Format	Number	**Decimal places**	0

Monitoring Indicator No. 15			
Title	Innovation		
Measure Description	Financial value of innovations introduced by the Operating Company.		
Measure Aim	To measure the Operating Company's performance in delivering an efficient and effective service whilst minimising costs.		
Methodology	The Operating Company shall use the records of innovations submitted and accepted by the Director and the agreed financial benefits attributable to each innovation, as referred to in Schedule 1, to calculate the total financial benefit.		
Data input	The financial benefit to Transport Scotland of each introduced innovation.		
Formula	Total financial value to Transport Scotland of benefits of all accepted innovations to date = sum of individual innovation benefit financial values.		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall also provide the following supporting information: • Financial benefit for each innovation accepted by the Director.		
Measurement Period	Monthly	**Data Source**	Operating Company Records
Return Format	Value (£)	**Decimal places**	0

Monitoring Indicator No. 16			
Title	Collaboration		
Measure Description	Value of collaborative services provided by Operating Company.		
Measure Aim	To measure the Operating Company's performance in providing efficiency savings in the provision of public sector services through collaborative agreements.		
Methodology	The Operating Company shall use the records in the Collaboration Schedule, referred to in Schedule 3 Part 9, to produce the Monitoring Indicator.		
Data input	The financial value of goods and services provided to local authorities through collaboration agreements.		
Formula	Monitoring Indicator = sum of the values of goods and services provided to local authorities through collaboration agreements.		
Required supporting information	None		
Measurement Period	Monthly	**Data Source**	Operating Company records
Return Format	Value	**Decimal places**	0

Monitoring Indicator No. 17			
Title	Sustainability – use of reused, recycled, renewable materials		
Measure Description	Percentage of raw materials used sourced from reused, recycled or renewable sources.		
Measure Aim	To encourage sustainability.		
Methodology	The Operating Company shall use the records required by Schedule 5 Part 8 of the quantities of raw materials used and quantities of raw materials obtained from recycled, reused, renewable or certified sources to produce the Monitoring Indicator.		
Data input	A = total raw materials consumed (tonnes), B = total raw materials from a recycled or reused source (tonnes), C = total raw materials from a renewable or certified source (tonnes).		
Formula	Percentage of raw materials from reused, recycled or renewable sources (tonnes) = (B + C) / A x 100%		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures.		
Measurement Period	Monthly	**Data Source**	Operating Company Records
Return Format	Percentage	**Decimal places**	0

Monitoring Indicator No. 18			
Title	Sustainability – waste generation and management		
Measure Description	Percentage of waste materials reused or recycled.		
Measure Aim	To measure the amount of waste generated by the OC's operations.		
Methodology	The Operating Company shall use the shall use the records required by Schedule 5 Part 8 of the quantities of construction and demolition waste created and its destination to produce the Monitoring Indicator.		
Data input	A = total construction and demolition waste reused in Operations (tonnes), B = total construction and demolition waste recycled (tonnes), C = total construction and demolition waste taken to landfill (tonnes).		
Formula	Percentage of waste materials reused or recycled (tonnes). = (A + B) / (A + B + C) x100%		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall also provide the following supporting information: • Data input values. • Any trends in the figures.		
Measurement Period	Monthly	**Data Source**	Operating Company Records
Return Format	Percentage	**Decimal places**	0

Monitoring Indicator No. 19			
Title	Salt Usage		
Measure Description	Total amount of salt used in each contract year as a percentage of the amount used in the first year of the contract (used as benchmark). Base salt usage to be established in the first contract year and Monitoring Indicator to be reported annually from the second Contract Year onwards).		
Measure Aim	To monitor the amount of salt used during the winter season.		
Methodology	The Operating Company shall use the route cards and the data logging system fitted into the Winter Service vehicles to provide the data to produce this monitoring indicator.		
Data input	Total amount of salt used per month in tonnes.		
Formula	Total amount of salt used aggregated for the contract year as a percentage of the amount used in the first year of the contract.		
Required supporting information			
Measurement Period	Monthly	**Data Source**	Operating Company Records & Data Logging System
Return Format	Percentage	**Decimal places**	0

Monitoring Indicator No. 20			
Title	Weather Forecast Accuracy		
Measure Description	Total number of accurate forecasts provided in each month (during the Winter Service Period) as a percentage of the total number of forecasts provided in that same month.		
Measure Aim	To monitor the accuracy of forecasts obtained during the winter season.		
Methodology	The Operating Company shall use data provided by its expert weather forecasting service to produce this monitoring indicator.		
Data input	Frost vs. No Frost and No Frost vs. Frost.		
Formula	Number of accurate forecasts during the month/ Total number of forecasts during the month x 100.		
Required supporting information			
Measurement Period	Monthly	**Data Source**	Operating Company Records
Return Format	Percentage	**Decimal places**	0

This is Annex 5.6/C to Schedule 5 Part 6 referred to in the foregoing Agreement between Scottish Ministers and BEAR Scotland Limited.

SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 5 PART 6

PERFORMANCE MEASUREMENT

ANNEX 5.6/C – Payment Adjustment Factors

SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 5 PART 6

PERFORMANCE MEASUREMENT

ANNEX 5.6/C – Payment Adjustment Factors

No.	Applicable item
01	Schedule 7 Part 1 Repair of Category 1 Defects of Value not more than £10,000
02	Schedule 7 Part 3 Incident Response Operations for Incidents of Value not more than £10,000
03	Schedule 7 Part 1 Safety Inspections, Safety Patrols and Night Time Safety Patrols
04	Schedule 7 Part 1 Detailed Inspections
05	Schedule 7 Part 1 Linear Drainage System
06	Schedule 7 Part 1 Gullies, Catchpits, Interceptors, Soakaways, Manholes and Oil Separators
07	Schedule 7 Part 1 Drainage Grips
08	Schedule 7 Part 1 Filter material
09	Schedule 7 Part 1 Minimal Frequency Grass Cutting
10	Schedule 7 Part 1 Road Restraint systems
11	Schedule 7 Part 1 Road Traffic Signs
12	Schedule 7 Part 1 High Frequency Grass Cutting
13	Schedule 7 Part 1 Medium Frequency Grass Cutting
14	Schedule 7 Part 1 Low Frequency Grass Cutting

Payment Adjustment Factor No. 1	
Applicable Item	**Schedule 7 Part 1 Repair of Category 1 Defects of Value not more than £10,000**
Measurement description	The percentage of all Category 1 Defect Repairs that are carried out within the required timescale.
Measure Aim	To adjust monthly payments to reflect the Operating Company's performance in undertaking the Repair of Category 1 Defects.
Methodology	The Operating Company shall use the records in the routine maintenance and management function of the Integrated Roads Information System of the actual dates and times when the Operating Company was aware of the presence of a Category 1 Defect and the date and time of all temporary and permanent repairs of Category 1 Defects to calculate the Payment Adjustment Factor for the month.
Data input	A = total number of Category 1 Defect temporary repairs due during the month, B = total number of Category 1 Defect temporary repairs repaired on time during the month, C = total number of Category 1 Defect permanent repairs due during the month, D = total number of Category 1 Defect permanent repairs repaired on time during the month.
Formula	Payment Adjustment Factor* = ((B + D) / (A + C)) x 100%

*rounded to nearest whole percentage point

Payment Adjustment Factor No. 2	
Applicable Item	**Schedule 7 Part 3 Incident Response Operations for Incidents of Value not more than £10,000**
Measure Description	Percentage of all Incident Response Operations that are attended to within the required timescale.
Measure Aim	To measure the Operating Company's performance in and adjust monthly payments to reflect performance.
Methodology	The Operating Company shall use the records in the incident response register of the actual date and time when the Operating Company was aware of the requirement for all Incident Response Operations and the date and time of all Incident Response Operations to calculate the Payment Adjustment Factor for the month.
Data input	A = total number of Incident Response Operations (including initial, secondary and contingency responses) required during the month, B = total number of Incident Response Operations (including initial, secondary and contingency responses) attended to within the required timescale during the month.
Formula	Payment Adjustment Factor* = (B/A) x 100%

*rounded to nearest whole percentage point

Payment Adjustment Factor No. 3	
Applicable Item	**Schedule 7 Part 1 Safety Inspections, Safety Patrols and Night Time Safety Patrols**
Measure Description	Percentage of days on which link/sections within the Unit are within the required inspection interval for Safety Inspections, Safety Patrols and Night time Safety Patrols.
Measure Aim	To adjust monthly payments to reflect the Operating Company's performance in carrying out of Safety Inspections, Safety Patrols and Night time Safety Patrols.
Methodology	The Operating Company shall use the records in the routine maintenance and management function of the Integrated Roads Information System of the actual date and time when the Operating Company carried out Safety Inspections, Safety Patrols and Night time Safety Patrols to calculate the Payment Adjustment Factor for the month.
Data input	A = the number of days during the month on which each link/section is compliant with the specification in respect of Safety Inspections, aggregated for all link/sections recorded in routine maintenance and management function of the Integrated Roads Information System, B = the number of days during the month on which each link/section is not compliant with the specification in respect of Safety Inspections, aggregated for all link/sections recorded in routine maintenance and management function of the Integrated Roads Information System, C = the number of days during the month on which each link/section is compliant with the specification in respect of Safety Patrols, aggregated for all link/sections recorded in routine maintenance and management function of the Integrated Roads Information System, D = the number of days during the month on which each link/section is not compliant with the specification in respect of Safety Patrols, aggregated for all link/sections recorded in routine maintenance and management function of the Integrated Roads Information System, E = the number of days during the month on which each link/section is compliant with the specification in respect of Night Time Safety Patrols, aggregated for all link/sections recorded in routine maintenance and management function of the Integrated Roads Information System, F = the number of days during the month on which each link/section is not compliant with the specification in respect of Night Time Safety Patrols, aggregated for all link/sections recorded in routine maintenance and management function of the Integrated Roads Information System.
Formula	Payment Adjustment Factor* = ((A + C + E) / (A + B + C + D + E + F)) x 100%

*rounded to nearest whole percentage point

Payment Adjustment Factor No. 4	
Applicable Item	**Schedule 7 Part 1 Detailed Inspections**
Measure Description	Percentage of Detailed Inspections carried out within the required intervals.
Measure Aim	To adjust monthly payments to reflect the Operating Company's performance in carrying out of Detailed Inspections.
Methodology	The Operating Company shall use the records in the routine maintenance and management function of the Integrated Roads Information System of the actual date and time when the Operating Company carried out Detailed Inspections on each inventory item to calculate the Payment Adjustment Factor for the month.
Data input	A = the number of inventory items where the inspection activity is compliant with the required detailed inspection activity interval, aggregated for all inventory items and for all detailed inspection activities recorded in routine maintenance and management function of the Integrated Roads Information System, B = the number of inventory items where the inspection activity is not compliant with the required detailed inspection activity interval, aggregated for all inventory item and for all detailed inspection activities recorded in routine maintenance and management function of the Integrated Roads Information System.
Formula	Payment Adjustment Factor* = ((A) / (A +B)) x 100%

*rounded to nearest whole percentage point

Payment Adjustment Factor No. 5	
Applicable Item	**Schedule 7 Part 1 Linear Drainage System**
Measurement description	The percentage of Linear Drainage System asset maintained within required maintenance interval.
Measure Aim	To adjust monthly payments to reflect the Operating Company's performance in carrying out of maintenance of the Linear Drainage System.
Methodology	The Operating Company shall use the records in the routine maintenance and management function of the Integrated Roads Information System of the actual date and time when the Operating Company carried out maintenance of the Linear Drainage System to calculate the Payment Adjustment Factor for the month.
Data input	A = total number of Linear Drainage System inventory items recorded within the Unit at the end of the month, B = total number of Linear Drainage System inventory items where the last maintenances action is within the required maintenance interval at the end of the month.
Formula	Payment Adjustment Factor* = (B / A) x 100%

*rounded to nearest whole percentage point

Payment Adjustment Factor No. 6	
Applicable Item	**Schedule 7 Part 1 Gullies, Catchpits, Interceptors, Soakaways, Manholes and Oil Separators**
Measurement description	The percentage of Gullies, Catchpits, Interceptors, Soakaways, Manholes and Oil Separators asset maintained within required maintenance interval.
Measure Aim	To adjust monthly payments to reflect the Operating Company's performance in carrying out of maintenance of Gullies, Catchpits, Interceptors, Soakaways, Manholes and Oil Separators.
Methodology	The Operating Company shall use the records in the routine maintenance and management function of the Integrated Roads Information System of the actual date and time when the Operating Company carried out maintenance of Gullies, Catchpits, Interceptors, Soakaways, Manholes and Oil Separators to calculate the Payment Adjustment Factor for the month.
Data input	A = total number of Gullies, Catchpits, Interceptors, Soakaways, Manholes and Oil Separators inventory items recorded within the Unit at the end of the month, B = total number of Gullies, Catchpits, Interceptors, Soakaways, Manholes and Oil Separators inventory items where the last maintenances action is within the required maintenance interval at the end of the month.
Formula	Payment Adjustment Factor* = (B / A) x 100%

*rounded to nearest whole percentage point

Payment Adjustment Factor No. 7	
Applicable Item	**Schedule 7 Part 1 Drainage Grips**
Measurement description	The percentage of Drainage Grip asset maintained within required maintenance interval.
Measure Aim	To adjust monthly payments to reflect the Operating Company's performance in carrying out of maintenance of all Drainage Grips.
Methodology	The Operating Company shall use the records in the routine maintenance and management function of the Integrated Roads Information System of the actual date and time when the Operating Company carried out maintenance of Drainage Grips to calculate the Payment Adjustment Factor for the month.
Data input	A = total number of Drainage Grip inventory items recorded within the Unit at the end of the month, B = total number of Drainage Grip inventory items where the last maintenance action is within the required maintenance interval at the end of the month.
Formula	Payment Adjustment Factor* = (B / A) x 100%

*rounded to nearest whole percentage point

Payment Adjustment Factor No. 8	
Applicable Item	**Schedule 7 Part 1 Filter material**
Measurement description	The percentage of Filter Material asset maintained within the required maintenance interval.
Measure Aim	To adjust monthly payments to reflect the Operating Company's performance in carrying out maintenance of Filter Material.
Methodology	The Operating Company shall use the records in the routine maintenance and management function of the Integrated Roads Information System of the actual date and time when the Operating Company carried out maintenance of the Filter Material to calculate the Payment Adjustment Factor for the month.
Data input	A = total aggregate length of Filter Material inventory items recorded within the Unit at the end of the month, B = total aggregate length of Filter Material inventory items where the last maintenances action is within the required maintenance interval at the end of the month.
Formula	Payment Adjustment Factor* = (B / A) x 100%

*rounded to nearest whole percentage point

Payment Adjustment Factor No. 9	
Applicable Item	**Schedule 7 Part 1 Minimal Frequency Grass Cutting**
Measurement description	The percentage of minimal frequency grass asset maintained within required maintenance interval.
Measure Aim	To adjust monthly payments to reflect the Operating Company's performance in carrying out maintenance of all minimal frequency grass areas.
Methodology	The Operating Company shall use the records in the routine maintenance and management function of the Integrated Roads Information System of the actual surface area of inventory plots and the actual date and time when the Operating Company carried out maintenance of the minimal frequency grass asset to calculate the Payment Adjustment Factor for the month.
Data input	A = total aggregate surface area of minimal frequency grass inventory plots within the Unit at the end of the month, B = total aggregate surface area of minimal frequency grass inventory plots where the last maintenance action is within the required maintenance interval at the end of the month.
Formula	Payment Adjustment Factor* = (B / A) x 100%

*rounded to nearest whole percentage point

Payment Adjustment Factor No. 10	
Applicable Item	**Schedule 7 Part 1 Road Restraint systems**
Measurement description	The percentage of Tensioned Road Restraint Systems asset maintained within required maintenance interval.
Measure Aim	To adjust monthly payments to reflect the Operating Company's performance in carrying out of maintenance of the Tensioned Vehicle Restraint Systems.
Methodology	The Operating Company shall use the records in the routine maintenance and management function of the Integrated Roads Information System of the actual date and time when the Operating Company carried out maintenance of the Tensioned Vehicle Restraint Systems to calculate the Payment Adjustment Factor for the month.
Data input	A = total linear length of Tensioned Vehicle Restraint Systems inventory items recorded within the Unit at the end of the month, B = total linear length of Tensioned Vehicle Restraint Systems inventory items where the last maintenances action is within the required maintenance interval at the end of the month.
Formula	Payment Adjustment Factor* = (B / A) x 100%

*rounded to nearest whole percentage point

Payment Adjustment Factor No. 11	
Applicable Item	**Schedule 7 Part 1 Road Traffic Signs**
Measurement description	The percentage of Road Traffic Signs maintained within required maintenance interval.
Measure Aim	To measure the Operating Company's carrying out of maintenance of the Road Traffic Signs and adjust monthly payments to reflect performance.
Methodology	The Operating Company shall use the records in the routine maintenance and management function of the Integrated Roads Information System of the actual date and time when the Operating Company carried out maintenance of the Road Traffic Signs to calculate the Payment Adjustment Factor for the month.
Data input	A = total number of Road Traffic Signs inventory items recorded within the Unit at the end of the month, B = total number of Road Traffic Signs inventory items where the last maintenance action is within the required maintenance interval at the end of the month.
Formula	Payment Adjustment Factor* = (B / A) x 100%

*rounded to nearest whole percentage point

Payment Adjustment Factor No. 12	
Applicable Item	**Schedule 7 Part 1 High Frequency Grass Cutting**
Measurement description	The percentage of the required high frequency grass cutting area completed at the end of each month.
Measure Aim	To adjust monthly payments to reflect the Operating Company's progress in carrying out maintenance of all high frequency grass areas.
Methodology	The Operating Company shall use the records in the routine maintenance and management function of the Integrated Roads Information System of the actual date and time when the Operating Company carried out maintenance of the high frequency grass asset to calculate the Payment Adjustment Factor for the month.
Data input	A = the product of the surface area and minimum number of cuts required for each grass plot aggregated for all grass plots recorded within the Unit at the end of the month as requiring high frequency cutting, B = the product of the surface area and number of cuts completed, up to a maximum of the minimum number of cuts required for the plot, for each grass plot aggregated for all grass plots recorded within the Unit at the end of the month as requiring high frequency cutting.
Formula	Payment Adjustment Factor* = (B / A) x 100%

*rounded to nearest whole percentage point

Payment Adjustment Factor No 13	
Applicable Item	**Schedule 7 Part 1 Medium Frequency Grass Cutting**
Measurement description	The percentage of the required medium frequency grass cutting area completed at the end of each month.
Measure Aim	To adjust monthly payments to reflect the Operating Company's progress in carrying out maintenance of all medium frequency grass areas.
Methodology	The Operating Company shall use the records in the routine maintenance and management function of the Integrated Roads Information System of the actual date and time when the Operating Company carried out maintenance of the medium frequency grass asset to calculate the Payment Adjustment Factor for the month.
Data input	A = the product of the surface area and minimum number of cuts required for each grass plot aggregated for all grass plots recorded within the Unit at the end of the month as requiring medium frequency cutting, B = the product of the surface area and number of cuts completed, up to a maximum of the minimum number of cuts required for the plot, for each grass plot aggregated for all grass plots recorded within the Unit at the end of the month as requiring medium frequency cutting.
Formula	Payment Adjustment Factor* = (B / A) x 100%

*rounded to nearest whole percentage point

Payment Adjustment Factor No 14	
Applicable Item	**Schedule 7 Part 1 Low Frequency Grass Cutting**
Measurement description	The percentage of the required low frequency grass cutting area completed at the end of each month.
Measure Aim	To adjust monthly payments to reflect the Operating Company's progress in carrying out maintenance of all low frequency grass areas.
Methodology	The Operating Company shall use the records in the routine maintenance and management function of the Integrated Roads Information System of the actual date and time when the Operating Company carried out maintenance of the low frequency grass asset to calculate the Payment Adjustment Factor for the month.
Data input	A = the product of the surface area and minimum number of cuts for each grass plot aggregated for all grass plots recorded within the Unit at the end of the month as requiring low frequency cutting, B = the product of the surface area and number of cuts completed, up to a maximum of the minimum number of cuts required for the plot, for each grass plot aggregated for all grass plots recorded within the Unit at the end of the month as requiring low frequency cutting.
Formula	Payment Adjustment Factor* = (B / A) x 100%

*rounded to nearest whole percentage point