



# Annex F – Performance Indicators

Amended September 2022

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The targets for defect repairs have been reviewed and are now all consistent at 90%. This was approved by Cabinet in September 2022 (Item 6 Corporate Performance Report 2022/23 Quarter 1 Appendix C KPI Commentary)

Operational constraints such as weather, resource availability and workload will have an impact on completing repairs within the timescales set in this policy. Performance will be monitored and managed appropriately and Lancashire County Council will aim to achieve the following:

<b>Response Category</b>	<b>Target % repaired within the stated response time</b>
4 hours (1E)	90%
2 working days (1U)	90%
5 working days (2C)	90%
10 working days (2D)	90%
20 working days (2E)	90%