

Annex F – Performance Indicators

Updated 28/01/2026

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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:

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