

APPENDIX 2

Denbighshire County Council Contractor Framework Key Performance Indicators

Key Performance Indicator	Target
Section 1 – Project Specific Requirements	
Number and percentage of properties completed vs. programme	100%
Number and percentage of properties open vs. programme	100%
Average number of working days to complete properties	Contractor to insert bid back target
Number and percentage of properties that fail handover quality inspection (weekly)	< 5% of agreed programme
Number and percentage of properties that are handed over snag free	Contractor to insert bid back target
Number and % percentage of complaints responded to within 10 working days	100%
Number and nature of health & safety reportable incidents	Zero
% of residents satisfied with overall service from contractors	Contractor to insert bid back target
Section 2 – Framework KPI's Local Economy and Environment	
% of Construction Value spend in local Economy	Contractor to insert bid back target
Number of apprenticeships per scheme	Contractor to insert bid back target
% supply chain registered in Denbighshire	Contractor to insert bid back target
Number and % of subcontractors registered in Denbighshire	Contractor to insert bid back target
Section 3 – Local Environment and Wellbeing	
% of construction waste recycled	Contractor to insert bid back target
Section 4 – Information Provision	
Timely production of client management information (cost plans, cashflows, programmes, reports, notes etc).	Within 3 working days of request/agreed issue date