

KEY PERFORMANCE INDICATOR (KPI)

Property Reactive Maintenance Framework (Small Works)

DENBIGHSHIRE COUNTY COUNCIL

PROPERTY MAINTENANCE – KPI FRAMEWORK

CONTENTS

1. Purpose of the KPIs
2. Remedial Plan
3. KPIs
4. Minimum Acceptable Performance

PROPERTY MAINTENANCE – KPI FRAMEWORK

PART 1: INTRODUCTION

1. Purpose of the KPIs

In this Contract key performance indicators (“KPIs”) are used for the following purposes:

- to monitor performance of the framework agreement, with a view to both the Client and Service Provider having data which they may choose to review at progress and other meetings so that each of them can bring forward suggestions for the improvement of the performance of the framework agreement and the delivery of the Works;
- to identify performance below the performance target on a single indicator; and
- To identify performance that is below the minimum standard (“Minimum Acceptable Performance”) as defined in section 4 and which, if not improved, will lead ultimately lead to termination of the Contract.

2. Remedial Plan

A Remedial Plan is to be produced by the Service Provider should performance on the Framework fail to achieve the Minimum Acceptable Performance target(s) for:

- up to 3 KPIs in relation to any Measurement Period; or
- the same KPI for 3 or more Measurement Periods or one quarterly Measurement Period.

The Remedial Plan must be produced by the Service Provider within 10 days of a request by the Client and is subject to the approval of the Client. If the Service Provider provides 3 drafts of the Remedial Plan without one being acceptable to the Client, this will be a Default under the framework agreement and the default provisions therein shall apply.

The Service Provider must implement the Remedial Plan within the timescale set out in the Remedial Plan and a failure to do so will be a Default of the framework agreement.

The Remedial Plan shall be implemented as soon as approved by the Client and must conclude within the timescale stated in the Remedial Plan.

For the remainder of the Framework Agreement, if the M.A.P for any KPI shall fall below the stated M.A.P shall automatically be considered as a Default and shall be dealt with in accordance with the Default and Termination provisions under the Framework Agreement.

PART 3: KEY PERFORMANCE INDICATORS:

Health and Safety	Number of reportable incidents will trigger actions. Reportable – RIDDOR notifiable to HS
Health and Safety	Number of reportable incidents will trigger actions. Reportable – RIDDOR notifiable to HSE
Health and Safety	Number of reportable incidents will trigger actions. Reportable – RIDDOR notifiable to HSE
Quality	Standard of Work
Cost	For planned works only, where quotes or mini tenders are provided.
Time	Work completed within call out categories
Customer Satisfaction	To complete questionnaire on completion of works, collate results and reports
Community Benefit	To be agreed with successful contractor at first meeting

4. Minimum Acceptable Performance

A number of KPIs have Minimum Acceptable Performance (“MAP”) levels. Performance below a MAP will lead to the issue of a formal default notice for any KPI, which may result in the Contract being terminated for Default pursuant to the Framework Agreement.

Review Area	Noted Performance Issues	How Recorded	Default Trigger Points	Unsatisfactory Performance Penalty
Health and Safety	Number or reportable incidents will trigger actions. Reportable – RIDDOR notifiable to HSE	Full details of the incident to be reported immediately to Property Services with any HSE report made.	1 in the term of the Framework	Relevant appropriate action will be determined by Property Services Officers which may include suspension from the Framework.
Health and Safety	Number or reportable incidents will trigger actions. Reportable – RIDDOR notifiable to HSE	Full details of the incident to be reported immediately to Property Services with any HSE report made	2 in the term of the Framework	Suspension from the Framework pending investigation. If contractor found at fault, then suspension from the list for a relevant period may be imposed. This will include an improvement plan monitored by the Denbighshire Health & Safety Team which may result in permanent removal from the Framework if satisfactory improvement is not displayed.
Health and Safety	Number or reportable incidents will trigger actions. Reportable – RIDDOR notifiable to HSE	Full details of the incident to be reported immediately to Property Services with any HSE report made	3 in Term of the Framework	Immediate suspension from the Framework pending investigation. Permanent suspension from the Framework will be a strong possibility if the incidents are deemed to warrant it.
Quality	Standard of Work	Per incidence	5 no first time repairs in one month	No orders for six months
Cost	For planned works only, where quotes or mini tenders are provided.	Per incidence	Unauthorised invoice cost higher than the quote	Meeting
Time	Work completed within call out categories	Per incidence	5 times not meeting the category requirements over a period of 3 months	No orders for six months
Customer Satisfaction	To complete questionnaire on completion of works, collate results and reports	six monthly review	customer satisfaction under 80%	Remedial meeting with Officers to agree actions
Community Benefit	To be agreed with successful contractor at first meeting		meeting less than 80% of the targets	Remedial meeting with Officers to agree actions

5. Corrective Action

Should it be deemed appropriate by the Senior Customer Services and Helpdesk Officer or following a KPI review, the contractor will be sent a Corrective Action Report (CAR) and will be expected to document cause(s) of the failure and to detail what actions the contractor will be taking to prevent a repeat of the problem. CAR reports will be reviewed at the regular contractor review meetings.

Date	
Contractor	
Job Reference	

Dear

As part of our ongoing Contractor Performance Monitoring, I am writing to advise you that your company failed to meet the agreement as detailed in the Framework Specification and or Service Level Agreement. The failure was:

--

Will you please investigate this failure and use the boxes below, to report your findings and detail what actions you are putting in place to prevent reoccurrence?

Cause of Failure

Corrective Action

Response required by:

Helpdesk / Surveyor Comments

Thank you for your cooperation.

Lucy Stokes
 Senior Customer Service and Helpdesk Officer
 Finance and Property

