

KPI No.	KPI Description	KPI Measure	Service Credit Allowance	Service Credit	Service Credit Cap	Performance Payment Share	Fail Example	Additional notes	Threshold for Service Failure
KPI-1	Deployment - Removal truck and driver deployed in line with the deployment schedule agreed for that month (including any additional deployment as part of events or special projects)	100%	1 day of driver and/or removal truck not being deployed per month.	£250 for each day the removal truck and/or driver are not deployed (unless deployment is exempt in line with the contract specifications).	Maximum of 20% of the total performance payments value for the contract year	20%	Driver and truck not deployed due to driver not attending to work (and replacement not provided for the entire day)		60%
KPI-2	Clamping - Clamps removed from the vehicle within 2 hours from payment being received.	100%	1 case per month where clamp was removed after 2 hours after payment	£50 per each case where clamp was not removed within 24 hours	Maximum of 10% of the total performance payments value for the contract year	10%	Clamp not removed within 24 hour period		60%
KPI-3	Removals - Removals completed on time in line with the specifications	100%	1 removal not done in line with the specifications per month	£50 for each failure to remove the vehicle on time in line with the specifications (unless delayed removal authorised or exempt in line with the specifications)	Maximum of 10% of the total performance payments value for the contract year	10%	Vehicle removed more than 1 hour later than the agreed time in the service specifications.	KPI 3 will not be applied on the days where KPI 1 is failed.	60%
KPI-4	Disposal - All vehicles removed from the pound for auction/scrap in line with the service specification	100%	Maximum of 5 working days delay of vehicle remaining in the car pound beyond the agreed service specifications	£50 per each day of vehicle remaining in the car pound beyond the agreed time period	Maximum of 10% of the total performance payments value for the contract year	10%	Vehicle remaining in the car pound beyond the maximum time and taking up valuable space for longer than necessary		60%
KPI-5	Photographic evidence - All removals and clamps to have photographs taken before and after	100%	1 case of removal/clamp per month	£20 per each vehicle with missing photos (before and/or after)	Maximum of 10% of the total performance payments value for the contract year	5%	No photographs taken before and/or after removal		60%
KPI-6	Response time - 5 days for general complaints and 3 days for FOIs and Members queries	100%	1 fail per month of no more than 2 working days	£50 for each complaint outside the agreed timeframe	Maximum of 10% of the total performance payments value for the contract year	10%	Complaint responses received by the council after 5 days or after 3 days		60%
KPI-7	Evidence - Documents checked, scanned and indexed onto the relevant system in line with the service specifications	100%	2 cases of documents not checked or scanned or indexed in line with the specifications per month.	£10 per each case where documents are not scanned or indexed in line with the service specifications.	Maximum of 10% of the total performance payments value for the contract year	5%	Document not scanned or not indexed onto the relevant system or case or folder.		60%
KPI-8	Complaints - No complaints upheld against the service provider	100%	2 complaints upheld per contract year	£100 for each complaint upheld against the service provider	Maximum of 10% of the total performance payments value for the contract year	10%	Driver being abusive towards a member of the public		60%
KPI-9	Mystery Shopping - A minimum of 10 mystery shopping and/or audit exercises will be carried out per month and passed	100%	1 fail in mystery shopping or audit per month	£50 for each failed mystery shopping or audit exercise	Maximum of 10% of the total performance payments value for the contract year	10%	Mystery shopping showing a failure of staff or processes in breach of the service specification or audit exercise showing clear breach of the service specifications. For example, vehicles not logged to the car pound or payments not banked on the system.		60%
KPI-10	Performance - All 9 KPIs met to 100% level in each quarter of the contract.	100% of all 9 KPIs achieved for each month in a quarter	Not applicable	Not applicable	Not applicable	10%	Any of the 9 KPIs not 100% in any month within a quarter.	To be paid on quarter	Not applicable