

# **KEY PERFORMANCE INDICATOR (KPI) FRAMEWORK**

**to be read in conjunction with Schedule 1 Part 2 of the  
Term Alliance Contract TAC-1**

## **COMMUNAL ELECTRICAL SUPPLIES**

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### PART 1: INTRODUCTION

#### 1. Purpose of the KPIs

In this Term Alliance Contract, Key Performance Indicators ("KPIs") are used for the following purposes:

- to monitor performance of the Term Programme, with a view to both the Client and Provider having data which they will review at Strategic Core Group meetings so that each of them can bring forward suggestions for the improvement of the performance of the Contract and the delivery of the Term Programme;
- to incentivise the Provider's performance, as annual KPI performance is linked to extensions of the Term.
- to identify performance below the required performance Targets that will require the Provider to produce an Action Plan; and
- to identify performance that is below the minimum standard that will trigger the Client's rights to shorten the Term or reduce the Term Programme or terminate the Provider's appointment under this Term Alliance Contract.

#### 2. Extensions to the Term

The Provider's annual performance against the KPIs will be used to form the basis for potential extensions of the Term, in the following manner:

- i) The initial Term is for a period of 5 years. Within this initial period, for each year where the Provider's performance meets the required standards as set out in this KPI Framework document, the Provider is entitled to a one-year Extension of the Term, subject always to the Provider achieving the requirement performance standards for each subsequent year of the Term (and including any Extension period).. Performance below the expected standard will result in the Provider forfeiting one of the 'banked' Extension periods. There shall be no limits on the number of Extensions that the Provider may accrue, provided that the total Term of this Term Alliance Contract does not exceed ten (10) calendar years.
- ii) The KPI Reviews will take place on or immediately after the first calendar day in January or April or July or October following the first three months of the Commencement Date of this Term Alliance Contract. For example, where the Commencement Date is 31st March, the first KPI Review will take place on 1st July of that calendar year (the **First KPI Review**). Each KPI Review will take place on a quarterly basis following the First KPI Review.
- iii) On or immediately following the first anniversary of the Term, the Strategic Core Group shall assess the performance of the Provider for the previous four quarters in accordance with this KPI Framework document (each an **Annual Review**).
- iv) Each Annual Review must be undertaken no later than six (6) months before the next anniversary of the Term so that the Alliance Members are clear as to whether any Extension to the Term will apply for the following year.

## COMMUNAL ELECTRICAL SUPPLIES

v) Where as the result of any Annual Review the Strategic Core Group identifies that the Provider has not met the required standard for the previous year and there is only one remaining Extension, the Extension will be forfeited and the Term of the Contract will expire at the end of that year unless the Client decides (at its sole and absolute discretion) to award the Extension to the Provider for a further year. No Extension in these circumstances shall be permitted that would extend the Term beyond ten (10) calendar years.

### 3. Target Standards and MAP Standards

i) There are a total of 13 KPIs. Most are reported quarterly and some are reported annually. For the purposes of the Annual Reviews, the Provider's performance for each KPI will be reviewed based on its performance over the previous four quarters, in accordance with the formulae set out in this KPI Framework document.

ii) All KPIs are assessed as follows (and as described in more detail in Part 5 of this KPI Framework document):

- a. Green is performance at or above the Target,
- b. Amber is performance above the Minimum Acceptable Performance Standard (MAP Standard) but not at the Target Standard; and
- c. Red is performance below the Minimum Acceptable Performance (**MAP**)

iii) For any KPI Review, the Provider is required to achieve the following standards:

- a. The Target Standard (Green) must be achieved on the minimum number of KPIs set out in the Summary Table below (depending on the number of KPIs assessed during the relevant KPI Review), and these must include KPIs 3, 5, 6, and 9; and
- b. Amber scores (achieves the MAP Standard but does not achieve the Target) can be accrued on up to the maximum number of KPIs set out in the Summary Table below but must not exceed this number; and
- c. No Red scores (less than MAP Standard) must be achieved against any KPI.

iv) Where, as part of any KPI Review, there is no data against a particular KPI, it will be considered 'not applicable'.

#### Summary Table:

No. of Assessed KPIs	Green (Target Standard)	Amber (MAP Standard achieved but Target Standard not achieved)	Red (less than MAP Standard)
9 or more assessed KPIs	Minimum 9 , but must include KPIs 3,5,6, and 9	Maximum of 3, but not include KPIs 3,5,6, and 9	None
6-8 KPIs assessed	All but 2, and must include KPIs 3,5,6,	Maximum of 2, but not KPIs 3,5,6, and 9	None

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	and 9 where assessed	where assessed	
Up to 5 KPIs assessed	All but 1, and must include KPIs 3,5,6, and 9 where assessed	Maximum of 1, but not KPIs 3,5,6, and 9 where assessed	None

## COMMUNAL ELECTRICAL SUPPLIES

### PART 2: OPERATIONAL CAPITAL KEY PERFORMANCE INDICATORS

KPI 1	Customer Satisfaction – overall		
<b>Purpose</b>	To determine the overall level of Customer satisfaction with the Tasks.		
<b>Definition</b>	How satisfied the Customer was with the Tasks and overall Customer service provided by the Provider, as assessed from specific questions in the Customer Satisfaction Questionnaire (the Questionnaire), using a 1 to 10 scale, where 10 means "Totally satisfied", with the figure being expressed as a percentage.		
<b>Method</b>	<p>After each Order the Client will send to the Customer the applicable Questionnaire form at Appendix A. Questionnaires will be issued by text, or post, or by call to an independent officer.</p> <p>The KPI measures the average of the scores for questions 5, 6 &amp; 7 from the Questionnaire at Appendix A from all questionnaires received during the Measurement Period for all Orders for all Workstreams.</p> <p>For monitoring purposes KPI performance is also to be measured cumulatively for all questionnaires received since the Commencement Date or the most recent anniversary of the Commencement Date.</p>		
<b>Targets and Minimum Acceptable Performance levels</b>			
		<b>Target</b>	<b>MAP</b>
	<b>Year 1 &amp; 2</b>	<b>75 %</b>	<b>65 %</b>
	<b>Year 3 and subsequent years</b>	<b>85 %</b>	<b>70 %</b>
	Targets and MAP levels may be revised by agreement between the Client and the Provider.		
<b>Example</b>	<p>At the end of each month, using the example questionnaire (see Appendix A), the average Customer satisfaction with the completed Tasks, as determined from the specified questions in the returned Questionnaires is at 8.7 out of 10. The performance score is therefore 87%.</p> <p>If the MAP is 70% and the Target is 85% therefore the Target has been achieved.</p>		
<b>Measurement Period</b>	Quarterly. Cumulative figures across each year of the Term are also to be provided.		
<b>Reporting interval</b>	Quarterly		
<b>Collection of data</b>	Client		
<b>Data processor</b>	Client		

## COMMUNAL ELECTRICAL SUPPLIES

KPI 2	Major Works – Client Handover Pass Rate		
Purpose	To determine the proportion of Tasks that pass a Clerk of Tasks handover on the first visit. Aim is to improve productivity and reduce disruption.		
Definition	The % of handover inspections which pass relative to the total number of handover inspections. A handover inspection is required per block in each Task Order.		
Method	<p>Upon completion of Tasks to each block within each Task Order for Major Works, the Provider is to request a Clerk of Works inspection as per Item 14 of the Contract Terms. The Clerk of Works will inspect, note snags and determine if the level and type of snag is minimal enough to pass the inspection and allow the Client to take handover of the Tasks as completed to the required standard.</p> <p>Performance = No. Handover Inspections Passed ----- X 100% No. Handover Inspections Carried Out</p>		
Targets and Minimum Acceptable Performance levels		Target	MAP
	Year 1 & Year 2	80 %	70 %
	Year 3 and subsequent years	90 %	80 %
	Targets and MAP levels may be revised by agreement between the Client and the Provider.		
Example	<p>In a particular quarter, the Provider completed works to 32 blocks and requested handover inspections on these. The Clerk of Works passed 27 of these inspections on a first visit.</p> <p>27 / 32 = 84%</p> <p>Therefore, for years 1 &amp; 2 the Target was achieved, but for years 3 onwards only the MAP was achieved.</p>		
Measurement Period	Quarterly Cumulative figures across each year of the Term are also to be provided.		
Reporting interval	Quarterly		
Collection of data	Client		
Data processor	Client		

## COMMUNAL ELECTRICAL SUPPLIES

KPI 3	Time – Major Works completed in time																								
Purpose	To determine the performance of the Provider against their programmes in Major Works.																								
Definition	The proportion between the actual number of Working Days in undertaking the Task Order for the Major Works and the number of Working Days programmed, calculated from the date of commencement to the Task Completion Date for the Task Order for Major Works.																								
Method	<p>For each Task Order for Major Works ascertain the number of Working Days in undertaking the Order for Major Works, the number of Working Days allocated in the Provider’s programme approved by the Client, and the number of Working Days approved under Extension of Time (EOT) applications under clause 9.6 of the Term Alliance Contract where the delay event was outside the Provider's control. Calculated from the commencement on site of each order for Major Works to the end of the Measurement Period.</p> <p>Performance =</p> <p>Actual number of Working Days ----- X 100% Programmed number of Working Days + Approved EOTS which were outside the Provider’s control</p> <p>Where there is more than one Task Order completed in a Measurement Period, the performance will be averaged across Task Orders.</p>																								
Targets and Minimum Acceptable Performance levels	<table><tr><td></td><td>Target</td><td>MAP</td></tr><tr><td>Year 1 &amp; Year 2</td><td>110 %</td><td>120 %</td></tr><tr><td>Year 3 and subsequent years</td><td>105 %</td><td>115 %</td></tr></table>						Target	MAP	Year 1 & Year 2	110 %	120 %	Year 3 and subsequent years	105 %	115 %											
	Target	MAP																							
Year 1 & Year 2	110 %	120 %																							
Year 3 and subsequent years	105 %	115 %																							
Example	<p>Within a quarter, there are three Task Orders completed with the following results:</p> <table><tr><td>Task Order</td><td>Programme Working Days</td><td>EOT Working Days</td><td>Actual Working Days to Complete</td><td>Performance</td></tr><tr><td>A</td><td>76</td><td>0</td><td>74</td><td>97%</td></tr><tr><td>B</td><td>124</td><td>10</td><td>138</td><td>103%</td></tr><tr><td>C</td><td>90</td><td>0</td><td>95</td><td>105%</td></tr></table>					Task Order	Programme Working Days	EOT Working Days	Actual Working Days to Complete	Performance	A	76	0	74	97%	B	124	10	138	103%	C	90	0	95	105%
Task Order	Programme Working Days	EOT Working Days	Actual Working Days to Complete	Performance																					
A	76	0	74	97%																					
B	124	10	138	103%																					
C	90	0	95	105%																					



## COMMUNAL ELECTRICAL SUPPLIES

	<p>The average of the above performance is 102%.</p> <p>The Target is achieved.</p>
<b>Measurement Period</b>	Quarterly Cumulative figures across each year of the Term are also to be provided.
<b>Reporting interval</b>	Quarterly
<b>Collection of data</b>	Client & Provider
<b>Data processor</b>	Client

## COMMUNAL ELECTRICAL SUPPLIES

KPI 4	Recalls to Major Works Defects in the Defects Liability Period										
<b>Purpose</b>	To assess the proportion of Task Orders for Major Works where defects are resolved within the required timescales, and to assess the incidence of urgent defects.										
<b>Definition</b>	The proportion of Task Orders for Major Works where the Defects Liability Period (DLP) expired in the last Measurement Period and of which all defects are resolved within contract timescales. In addition, the number of incidents in the last Measurement Period where there was an urgent defect arising.										
<b>Method</b>	<p>Performance =</p> $\frac{\text{Number of Task Orders, where DLP ended during the previous year, and where all defects resolved within contract timescales}}{\text{Total number of Task Orders where DLP ended during the previous year}} \times 100\%$ <p>AND</p> <p>Number of Urgent Defects arising in the previous year (regardless of when the DLP end date is for the relevant Task Order)</p>										
<b>Targets and Minimum Acceptable Performance levels</b>	<table border="1"> <thead> <tr> <th></th><th>Target</th><th>MAP</th></tr> </thead> <tbody> <tr> <td><b>Year 1 &amp; 2</b></td><td><b>75% / 0</b></td><td><b>50% / 0</b></td></tr> <tr> <td><b>Year 3 and subsequent years</b></td><td><b>100% / 0</b></td><td><b>75% / 0</b></td></tr> </tbody> </table>			Target	MAP	<b>Year 1 &amp; 2</b>	<b>75% / 0</b>	<b>50% / 0</b>	<b>Year 3 and subsequent years</b>	<b>100% / 0</b>	<b>75% / 0</b>
	Target	MAP									
<b>Year 1 &amp; 2</b>	<b>75% / 0</b>	<b>50% / 0</b>									
<b>Year 3 and subsequent years</b>	<b>100% / 0</b>	<b>75% / 0</b>									
<b>Example</b>	<p>There were 3 Task Orders where the DLP ended in the previous year. A defects inspection was carried out and defects were issued. For one Task Order these were not completed in time, but for the other two they were. There were no urgent defects arising during the year.</p> <p>Performance = <math>\frac{2 \times 100}{3} = 67\%</math></p> <p>Result is 67% / 0. This achieves the MAP in Year 1&amp;2 but not in year 3 onwards. The Target is not achieved for any year.</p>										
<b>Measurement Period</b>	Annual										
<b>Reporting interval</b>	Annual										
<b>Collection of data</b>	Client										
<b>Data processor</b>	Client										

## COMMUNAL ELECTRICAL SUPPLIES

KPI 5	Safety - Client Health and Safety Inspections											
Purpose	To assess the suitability of the Provider's Health and Safety ( <b>H&amp;S</b> ) standards, control measures, training, and compliance while Tasks are on site.											
Definition	The proportion of inspections carried out by the Client Resident Safety team within a Measurement Period which pass.  OR  The average mark of inspections carried out by the Client Resident Safety team within a Measurement Period.											
Method	<div><div>No. Inspections Passed</div><div>-----</div><div>No Inspections Carried Out</div></div> X 100%  OR  Average Result of Inspection Results within the Measurement Period											
Targets and Minimum Acceptable Performance levels	<table><tr><td></td><td>Target</td><td>MAP</td></tr><tr><td>Year 1 &amp; 2</td><td>85 %</td><td>75 %</td></tr><tr><td>Year 3 and subsequent years</td><td>90 %</td><td>80 %</td></tr></table>				Target	MAP	Year 1 & 2	85 %	75 %	Year 3 and subsequent years	90 %	80 %
	Target	MAP										
Year 1 & 2	85 %	75 %										
Year 3 and subsequent years	90 %	80 %										
Example												
Measurement Period	Quarterly Cumulative figures across each year of the Term are also to be provided.											
Reporting interval	Quarterly											
Collection of data	Client											
Data processor	Client											

## COMMUNAL ELECTRICAL SUPPLIES

KPI 6	Predictability Cost									
Purpose	To measure the cost performance of the Provider against the Task Price for the Task Order									
Definition	Order cost – actual order cost on agreement of the Final Account for the Task Order expressed as a percentage of the original Task Order cost.									
Method	<p>Obtain for the completed Task Order the values of:</p> <ul style="list-style-type: none"><li>o The original task price</li><li>o The agreed final account for the task order</li></ul> <p>Calculations:</p> <p>Performance (%) predictability cost – construction =</p> <div><div>Final Account</div><div>-----</div><div>Original Task Price</div></div> <p>X 100%</p> <p>Additional works instructed by the Client which did not form part of the original intended scope of works, may be considered as being outside of this KPI. Example: where in lateral mains testing, a serious fault is discovered in the communal lighting, which, on agreement with the Provider, are instructed by the Client for immediate rectification.</p> <p>Refer to Section 1: General of the Preliminaries document for further detail.</p>									
Targets and Minimum Acceptable Performance levels	<table><tr><td></td><td>Target</td><td>MAP</td></tr><tr><td>Year 1 &amp; Year 2</td><td>105 %</td><td>110 %</td></tr><tr><td>Year 3 and subsequent years</td><td>100 %</td><td>105 %</td></tr></table>		Target	MAP	Year 1 & Year 2	105 %	110 %	Year 3 and subsequent years	100 %	105 %
	Target	MAP								
Year 1 & Year 2	105 %	110 %								
Year 3 and subsequent years	100 %	105 %								
Example	<p>Task Price for Order = £340,000</p> <p>Final Account = £347,500</p> <p>Calculate the “performance scores” using the formulae below:</p> <div><div>Predictability cost – construction</div><div>=</div><div><div>£347,500</div><div>-----</div><div>£340,000</div></div><div>X 100%</div><div>= +2%</div></div>									

## COMMUNAL ELECTRICAL SUPPLIES

	The MAP is achieved for all years, but the Target is only achieved within Year 1 & 2.
<b>Measurement Period</b>	Quarterly Cumulative figures across each year of the Term are also to be provided.
<b>Reporting interval</b>	Quarterly
<b>Collection of data</b>	Client & Provider
<b>Data processor</b>	Client

## COMMUNAL ELECTRICAL SUPPLIES

### PART 3: STRATEGIC KEY PERFORMANCE INDICATORS

KPI 7	Early Warning Notices issued											
Purpose	To measure the number of issues giving rise to Early Warning Notices, and the success of the Core Group in resolving these.											
Definition	The number of Early Warning Notices issued by the Client during the quarter before previous, which have not been resolved within three months, as a proportion of the total number of EWNs issued by the Client during the quarter before previous.											
Method	The number of EWNs issued by the Client in the quarter before the previous is calculated. A review is done to see how many have been resolved within three months of issue.  Performance =  <div>No. of relevant EWNs Resolved</div> <div>No. of relevant EWNs Issued</div> <div>x 100</div>											
Targets and Minimum Acceptable Performance levels	<table><tr><td></td><td>Target</td><td>MAP</td></tr><tr><td>Year 1 &amp; 2</td><td>75%</td><td>50%</td></tr><tr><td>Year 3 and subsequent years</td><td>100 %</td><td>75%</td></tr></table> Targets and MAP levels may be revised by agreement between the Client and Provider				Target	MAP	Year 1 & 2	75%	50%	Year 3 and subsequent years	100 %	75%
	Target	MAP										
Year 1 & 2	75%	50%										
Year 3 and subsequent years	100 %	75%										
Example	In completing the KPI for Q2 2018, the number of EWNs issued by the Client in Q1 2018 is calculated as 7. Relevant Core Group Minutes were reviewed and these showed that 4 had been resolved within 3 months of the issue date of the EWN.  Performance =  <div>6 EWNs resolved</div> <div>-----</div> <div>7 EWNs issued</div> <div>= 85%</div> This meets the MAP in all contract years, but only achieves the Target in Year 1 & 2.											
Measurement Period	Quarterly Cumulative figures across each year of the Term are also to be provided.											
Reporting interval	Quarterly											
Collection of data	Client											
Data processor	Client											

## COMMUNAL ELECTRICAL SUPPLIES

<b>KPI 8</b>	<b>Safety – Provider's accident rate</b>						
<b>Purpose</b>	To measure the number of reportable accidents per 100,000 employees of the Provider and Specialists and sub-contractors who are working for the Provider.						
<b>Definition</b>	Reportable accidents per 100,000 employees per year for the Provider and Specialists and sub-contractors working for the Provider (or the Provider's Accident Incidence Rate or AIR).						
<b>Method</b>	<p>Obtain from the Provider:</p> <ul style="list-style-type: none"> <li>the number of reportable accidents from any part of their business or group (including Subcontractor accidents when working for the Provider) during the Measurement Period; and</li> <li>the average total number of employees of the Provider and of Specialists and sub-contractors working for the Provider during the Measurement Period expressed as full time equivalents.</li> </ul> <p>Performance =</p> $\frac{\text{Provider's number of reportable accidents in the Measurement Period}}{\text{Average number of employees (full time equivalents) employed by the Provider and by Specialists and sub-contractors working for the Service Provider during the Measurement Period}} \times 100,000$ <p>Reportable accidents are defined in Health &amp; Safety Statistics published by the Health &amp; Safety Commission as fatalities, major injuries and over 7 day injuries to employees, self employed and members of the public.</p> <p>Where Provider calculates its Accident Incidence Rate (AIR), this should be obtained and used instead.</p> <p>Where Provider calculates its Accident Frequency Rate (AFR), this should be obtained and converted to AIR using the methodology described under Methods of Measurement – Safety Handbook contained in the Construction Industry KPI Pack available from the Construction Best Practice Programme.</p>						
<b>Targets and Minimum Acceptable Performance levels</b>	<table border="1"> <thead> <tr> <th></th><th><b>TARGET</b></th></tr> </thead> <tbody> <tr> <td><b>Year 1 &amp; 2</b></td><td>Max 200 per 100,000 as Contractor Performance / No Reportable Accidents on the Projects</td></tr> <tr> <td><b>Year 3 and subsequent years</b></td><td>Max 200 per 100,000 as Contractor Performance / No Reportable Accidents on the Projects</td></tr> </tbody> </table> <p>The MAP is the same as the target level for this KPI.</p>		<b>TARGET</b>	<b>Year 1 &amp; 2</b>	Max 200 per 100,000 as Contractor Performance / No Reportable Accidents on the Projects	<b>Year 3 and subsequent years</b>	Max 200 per 100,000 as Contractor Performance / No Reportable Accidents on the Projects
	<b>TARGET</b>						
<b>Year 1 &amp; 2</b>	Max 200 per 100,000 as Contractor Performance / No Reportable Accidents on the Projects						
<b>Year 3 and subsequent years</b>	Max 200 per 100,000 as Contractor Performance / No Reportable Accidents on the Projects						

## COMMUNAL ELECTRICAL SUPPLIES

KPI 8	Safety – Service Provider’s accident rate (cont’d)
<b>Example</b>	<p>On an annual basis the following company data is obtained from the Provider.</p> <p>Number of reportable accidents in the Measurement Period = 1  Average number directly employed in the Measurement Period = 558  Average number of Specialists and sub-contractors’ Staff employed in working for the Provider during the Measurement Period = 72</p> <p>Performance (AIR) =</p> $\frac{1}{558 + 72} \times 100,000 = 158$ <p>The TARGET is met for all years.</p>
<b>Measurement Period</b>	Annually – using the latest annual figures available to the Provider
<b>Reporting interval</b>	Annual
<b>Collection of data</b>	Service Provider
<b>Data processor</b>	Service Provider



## COMMUNAL ELECTRICAL SUPPLIES

KPI 9	Social Value		
Purpose	To ensure that the Provider’s commitments to social value, as set out in the Term Brief and the Term Proposals are delivered within the Term.		
Definition	The amount of points value of social value initiatives delivered by the Provider within the previous quarter.		
Method	As set out in the Term Brief and Term Proposals.		
Targets and Minimum Acceptable Performance levels	The Provider is expected to deliver on their social value commitments in line with the total expenditure levels on this Term Alliance Contract.		
		Target	MAP
	Year 1 & 2	90% of commitment per £1m	80% of commitment per £1m
	Year 3 and subsequent years	100% of commitment per £1m	90% of commitment per £1m
Example	Please refer to the Social Value Exchange e-auction and website for examples.		
Measurement Period	Quarterly Cumulative figures across each year of the Term are also to be provided.		
Reporting interval	Quarterly		
Collection of data	Provider		
Data processor	Social Value Partners		

## COMMUNAL ELECTRICAL SUPPLIES

KPI 10	ITT COMMITMENT - CERTIFICATION AND REPORTING											
Purpose	To ensure that the contractor’s commitments on Certification and Reporting, as set out in the Invitation to Tender submission are delivered within the contract term.											
Definition	This KPI will be defined by the Service Provider’s response in the ITT.											
Method	To be proposed by the Service Provider in the ITT.											
Targets and Minimum Acceptable Performance levels	<table><tr><td></td><td>TARGET</td><td>MAP</td></tr><tr><td>Year 1 &amp; 2</td><td>Minor aspect of commitment not met</td><td>More than one minor aspect of commitment not met, but still substantially delivered.</td></tr><tr><td>Year 3 and subsequent years</td><td>All commitments fully met</td><td>Minor aspect of commitment not met</td></tr></table>				TARGET	MAP	Year 1 & 2	Minor aspect of commitment not met	More than one minor aspect of commitment not met, but still substantially delivered.	Year 3 and subsequent years	All commitments fully met	Minor aspect of commitment not met
	TARGET	MAP										
Year 1 & 2	Minor aspect of commitment not met	More than one minor aspect of commitment not met, but still substantially delivered.										
Year 3 and subsequent years	All commitments fully met	Minor aspect of commitment not met										
Example	To be confirmed on appointment											
Measurement Period	Quarterly Cumulative figures across each Contract year are also to be provided.											
Reporting interval	Quarterly											
Collection of data	Service Provider											
Data processor	Service Provider											

KPI 11	ITT COMMITMENT - SUSTAINABILITY		
Purpose	To ensure that the contractor’s commitments on Sustainability, as set out in the Invitation to Tender submission are delivered within the contract term.		
Definition	This KPI will be defined by the Service Provider’s response in the ITT.		
Method	To be proposed by the Service Provider in the ITT.		
Targets and Minimum Acceptable Performance levels			
		TARGET	MAP
	Year 1 & 2	Minor aspect of commitment not met	More than one minor aspect of commitment not met, but still substantially delivered.

## COMMUNAL ELECTRICAL SUPPLIES

	Year 3 and subsequent years	All commitments fully met	Minor aspect of commitment not met
<b>Example</b>	<i>To be confirmed on appointment</i>		
<b>Measurement Period</b>	Quarterly Cumulative figures across each Contract year are also to be provided.		
<b>Reporting interval</b>	Quarterly		
<b>Collection of data</b>	Service Provider		
<b>Data processor</b>	Service Provider		

## COMMUNAL ELECTRICAL SUPPLIES

### Appendix A - Example Customer Satisfaction Questionnaire for Task Orders of Major Works

To help us improve our service to you, we would be grateful if you could fill in this short questionnaire.

#### Part A: About the Major Works

**1. How satisfied were you with the service provided by the Hackney Council's staff who communicated with you before the work started?**

* Totally dissatisfied				Neither satisfied nor dissatisfied		* Totally satisfied			
1	2	3	4	5	6	7	8	9	10

#### Part B: About the Major Works

**2. Did Hackney Council communicate the proposed works to you in a way that was sufficiently clear?**

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

**3. Was an appointment made for this work to be carried out?**

Yes	<input type="checkbox"/>	Go to question 4	No	<input type="checkbox"/>	Go to question 5
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**4. If yes, did [Name of Contractor] arrive when you were told they would?**

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

**5. How satisfied were you with the finished work?**

* Totally dissatisfied				Neither satisfied nor dissatisfied		Totally satisfied			
1	2	3	4	5	6	7	8	9	10

**Appendix A - Example Customer Satisfaction Questionnaire for Major Works(Page 2 of 2)****6. How satisfied were you with the communications and Resident Liaison service provided by the [Name of Contractor] during the work?**

* Totally dissatisfied				Neither satisfied nor dissatisfied		Totally satisfied			
1	2	3	4	5	6	7	8	9	10

**7. How satisfied were you that [Name of Contractor]'s staff were polite, courteous, minimised noise and disruption and kept their work areas safe and tidy?**

* Totally dissatisfied				Neither satisfied nor dissatisfied		Totally satisfied			
1	2	3	4	5	6	7	8	9	10

**Part C: About the work overall****8. How satisfied were you with the overall service provided by Hackney Council and the [Name of Contractor] both before and during the work?**

* Totally dissatisfied				Neither satisfied nor dissatisfied		Totally satisfied			
1	2	3	4	5	6	7	8	9	10

**9. To what extent do you feel that the works have improved your home and building?**

* Significant Worsening			No Improvement				Significant Improvement		
1	2	3	4	5	6	7	8	9	10

## COMMUNAL ELECTRICAL SUPPLIES

**10. Do you have any other comments about the work that was carried out and the service you received?** (We are especially interested in suggestions of how we can improve our service to you)

Thank you for your time and help.  
Please return the questionnaire in the Freepost envelope provided

**IMPORTANT NOTE:** Users of this questionnaire should ensure that it is accessible to all their Customers including people who do not have a good understanding of English, people with disabilities and people with special needs. Completed questionnaires should reflect the diversity of the neighbourhood in which the Service Provider operates.