

Key Performance Indicators

Key:

Green - Acceptable

Amber - Minor Concerns - comments to be added

Red - Concerns to be raised at Area Manager meeting

Performance Measurement - Routine tasks

County Wide

Week Commencing 3rd September 2018

Subject	Target	Level Achieved	Responsibility	Comments
1. Whereabouts Sheets have been completed daily and submitted by 10am that day?			Contractor	
2. The allocation of resources is consistent with V31, as amended by CENs			Contractor	
3. The Enhanced Service as agreed at CEN 38, as amended by further CENs, has been supplied			Contractor	
4. Resource allocation following sickness/ absenteeism has been agreed with the Client			Contractor	
5. Cleansing quality following litter picking is at the Col&R Techs update of their inspection			Contractor	Warminster excellent by litter picker
6. Litter collected before grass cut Techs to update			Contractor	No reports received
7. Grass Cutting to Schedule (as agreed at weekly meetings)			Contractor	
8. Hedge Cutting to schedule (as agreed at the weekly meetings)			Contractor	N/A
9. Shrub Maintenance to Schedule (as agreed at the weekly meetings)			Contractor	N/A
10. The cleanliness of the toilets is at contract level.			Contractor	No complaints
11. The areas monitored are within the agreed performance levels set out in the specification for Shambles Cleaning			Contractor	NA
12. The market cleaning is undertaken to the required arrangements			Contractor	NA
Overall Routine tasks KPI target = 100%				

Subject	Target	Level Achieved	Responsibility	Comments
13. All ad hoc work commercial agreed and completed in specified timescales.			Contractor	CC awaiting quotes for bench in RWB.
14. Communication and presentation performance:				
a) staff liaison			Contractor	
b) staff feedback			Contractor	
c) staff programming			Contractor	
d) staff presentation.			Contractor	
Overall Ad hoc work KPI target = 100%				

Subject	Target	Level Achieved	Responsibility	Comments
15. Any accidents or near misses reported?			Contractor	5 reported
16. If any accidents occurred, were the correct procedures carried out in terms of reporting the accident and any remedial actions?			Contractor	N/A
17. No complaints received relating health & safety issues.			Contractor	None
18. The statutory training records have been updated.			Contractor	Verbally Agreed
Overall Health and Safety KPI target = 100%				

Subject	Target	Level Achieved	Responsibility	Comments
18. Successful provision of the above KPIs			Contractor	all in agreement.