

Area 12

Asset Delivery (AD)

Scope

Annex 17

Performance Management

CONTENTS AMENDMENT SHEET

| Amend. No. | Revision No. | Amendments | Initials | Date |
|-----------------------|-------------------------|-------------------|-----------------|-------------|
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1 PERFORMANCE MANAGEMENT

1.1 Introduction

1.1.1 Performance of the Community is measured through the Collaborative Performance Framework (CPF). The Collaborative Performance Framework measures the performance of the Contractor. The CPF comprises a combination of data-driven and evidence-based performance measures, this may include behavioural metrics.

1.1.2 The Collaborative Performance Framework for this contract is herein referred to as the “CPF”,

1.1.3 Delivering value for money, including documentary evidence to support it, is critical to the *Client*. While unacceptable quality management is addressed via Quality Management Points (QMPs) and associated procedures, the Contractor’s performance will be measured via the CPF to ensure that the service or works are being delivered effectively and efficiently i.e. that the Contractor is delivering the *Client*’s outcomes and demonstrating performance improvement.

1.1.4 The CPF contains a range of measurements that the *Client* will use to:

- identify opportunities for continual improvement and enhancing customer experience,
- assess the performance of the Contractor,
- assess the effectiveness of the Contractor’s management processes,
- measure compliance with the requirements of the contract,
- inform processes for the continuation of this contract.

1.1.5 The Collaborative Performance Framework Guidance contains:

- background to the CPF, how it operates, roles and responsibilities, timelines, data standards and an outline of the scoring process,
- supporting guidance for complying with the CPF and scoring performance against specified metrics,
- governance arrangements for performance management for the Contractor,
- details of areas of performance measurement at imperative, theme, and metric level.

- requirements for data collection, quality standards and meeting submission expectations.
- minimum targets for performance and driving continual improvement.

1.1.6 The performance management arrangements are designed to enable the Contractor to demonstrate responsibility for the delivery of Schemes. The *Client* intends to use the results of the CPF to measure and publish the relative performance of Contractor to the Community and other communities/ areas to support benchmarking and best practice.

1.1.7 The *Client* may introduce a Performance Management Information System or other system for recording and reporting against the requirements of this Annex. When / if provided, the Contractor provides performance data directly into the Performance Management Information System or any other system that is adopted.

1.2 Amendments to Performance Management

1.2.1 The *Client* will generally review the CPF and may issue updates as a result of these reviews. These updates may include:

- the use of new repositories for all performance measurement related data,
- the introduction of new or revised measurements or procedures to gather consistently high-quality data for performance measurement,
- the introduction of new capabilities or methodologies to monitor and deliver areas of performance measurement,
- the introduction or modification to targets for Contractor's performance and
- the introduction of new iterations of the Collaborative Performance Framework (CPF) and supporting documentation.

1.2.2 The Contractor may submit proposed amendments to the CPF to the *Client* via Highways England Supplier Performance and the proposed amendments will be considered as part of the CPF and metric review process.

1.3 The Contractor's Responsibilities

1.3.1 The Contractor complies with the requirements in the CPF, Collaborative Performance Framework Guidance and Performance Management Information System.

1.3.2 In line with the CPF, Collaborative Performance Framework Guidance and Performance Management Information System, the Contractor:

- recognises that performance information is the property of the *Client*,
- provides any performance information requested by the *Client*, to the required quality and timescales,
- treats performance information as a significant asset,
- provides deconstructed operational or source data requested by the *Client*, along with supporting narrative where required to qualify outlying performance and any actions being undertaken,
- provides performance information used internally by the Contractor to construct performance metrics as requested by the *Client*,
- updates data accurately and ensures performance data is entered precisely against the relevant fields and attributes in the Performance Management Information System. If any data formatting requirements are unclear the Contractor seeks clarification from the *Client*,
- scores any behavioural metrics.

1.4 Targets for Performance

- 1.4.1 During the contract the *Client* reserves the right to introduce or modify the CPF, targets and/or metrics for the Contractor's performance.
- 1.4.2 Targets and metrics pertaining to the provision of information are contained within the Collaborative Performance Framework Guidance.