

9. Key Performance Indicators (KPIs)

9.1 The Key Performance Indicators are detailed below. These are minimum performance levels and the Authority expects them to be maintained for the duration of the contract. Where there is room for improvement, the Authority expects performance to improve over the course of the contract.

Ref	SERVICE OR PROCEDURE	DESCRIPTION OF STANDARD REQUIRED	MONITORED BY	Compliance Risk Rating
KPI 1	Initial contact made	Initial contact is made within one (1) Working Day of referral by the Authority and is recorded on PRaP within 2 Working Days of the initial referral.	The Authority	96% & above Green 95% - 91% Amber 90% & below Red
KPI 2	Return of completed specified Needs Assessment Report	90% of Needs Assessment reports to be sent and received by the specified AtW Adviser within eight (8) Working Days of referral by the Authority and recorded on PRaP within 15 Working Days.	The Authority	90% & above Green 89% - 81% Amber 80% & below Red
KPI 3	Return of completed specified Needs Assessment Report	90% of Needs Assessment reports to be with the specified AtW Adviser within eight (8) Working Days of initial referral by the Authority to the required quality (see KPI 4)	The Authority	90% & above Green 89% - 81% Amber 80% & below Red
KPI 4	Accuracy (quality)	Minimum of 99% of reports meet the standard of acceptability defined in Annex E.	The Authority	99% & above Green 98% - 96% Amber 95% & below Red
KPI 5	Rework of the specified Needs Assessment Report	Within one (1) Working Day of return by the Authority to the specified AtW Adviser.	The Authority	96% & above Green 95% - 91% Amber 90% & below Red
KPI 6	Provide detailed Management Information	Monthly returns by the third (3 rd) Working Day of each month. Yearly returns by third (3 rd) Working Day following	The Authority	100% Green 99% Red

		anniversary of the Contract.		
KPI 7	To forward all Contractors complaints and proposed draft responses to the Authority	Within five (5) Working Days of receipt for approval ahead of issue to the Customer. Rework to be done within one (1) Working Day of notification by the Authority.	The Contractor	99% & above Green 98% - 96% Amber 95% & below Red
KPI 8	To forward any complaints relating to the Authority to the Authority	Within two (2) Working Days of receipt	The Contractor	99% & above Green 98% - 96% Amber 95% & below Red

- 9.2 The DWP operates a robust performance management regime to hold providers to account for their performance under the contract. The aim is to ensure that Performance Levels are met.
- 9.3 Contractors will have monthly discussions with Performance Managers to review performance in month and trends achieved against contractual requirements.
- 9.4 Contractors will have monthly Contract Performance Reviews with their Performance Manager and AtW single point of contact.
- 9.5 Contractors update their Performance Manager immediately on any changes to information, data, progress, processes, procedures and issues relating to this service.
- 9.6 Performance Monitoring will be used to monitor and support continuous improvement and monitor agreed performance improvement actions.