**Industrial Dwellings Society**

**Contract for:**

**Internal Works Programme – Kitchens & Bathrooms Replacement**

**Ref: IDS 001 Date: July 2023**

**Contract Administrator: Alvin Sum**

Key Performance Indicators

Document 10

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1. **Introduction**

1.1 This Performance Indicator (PI) document supports the contract for the delivery of Kitchens and Bathrooms to IDS properties.

1.2 Effective management of the PIs is a fundamental and intrinsic element of contract management. Achievement of the PI targets provides the assurance that Industrial Dwellings Society is achieving the value that was intended when the contract was placed. Conversely, failure to achieve targets is a clear indicator that there is under performance and consequently under-delivery.

**2. Purpose**

2.1 The purpose of this document is to ensure that the PIs are tailored to the outcomes required from the contract. It is also to ensure that, through contract management, these outcomes are achieved.

1. **Performance Management**

3.1 Meetings shall take place between the appointed Contract Manager and the Contractor at least on a monthly basis. Records of the meeting shall be retained along with the data supporting each PI.

3.2 Where performance across the suite of indicators falls below target thresholds for any of the PIs, the Contractor shall be requested to:

* provide reasons or mitigating factors
* a performance improvement plan

3.3 Where performance fails in the next reporting period the Contract Manager will input to the improvement plan for the next period. The Contractor shall be on warning regarding continuation of the contract.

3.4 If performance does not improve in the next reporting period, IDS will consider determining the contract.

1. **Method statements**

4.1 Tenderers’ method statements extracted from the tender will also form a part of performance management and the Contractor will deliver against tender promises. While these method statements are not included into this PIs document, the Contract Manager shall monitor the Contractor’s performance against their method statement at regular contract management meetings.

**Summary of the Performance Indicators for Kitchen and Bathroom Installation to IDS properties**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Performance Measure** | **What is Measured** | **Reporting Period** | **Means of Collection** | **Target** |
| 1 | Time – programme | Meeting the scheduled programme | Quarterly | Contractor Report | <10% time slippage against the general programme |
| 2 | Time | Meeting opening appointments | Quarterly | Contractor Report | 95% |
| 3 | Time | Time undertaking work in property | Quarterly | Contractor Report | 10 days for a bathroom  15 days for a kitchen |
| 4 | Quality | Maintaining the operational effectiveness of the dwelling through the work | Quarterly | Contract Manager Report | 100% |
| 5 | Quality | Ensuring that operatives clean up at the end of the working day | Quarterly | Resident and Contract Manager Report | No complaints from residents |
| 6 | Quality | Ensuring that work is completed when offered for handover | Quarterly | Contract manager Report | 95% |
| 7 | Resident Satisfaction | Resident satisfaction with work undertaken | Quarterly | IDS Data | 85% satisfied |
| 8 | Safe working and reportable (RIDDOR) Accidents and Accident Incident Rate (AIR) | Safe working methods and the number of reportable accidents | Quarterly | Contractor Report | Safe working methods and 0 and 0 |