

Category	KPI Indicator	Requirement	KPI Calculation	Process for collation of data	Weighting	Minimum Performance Level	Actual Performance Level	Failures	Weighting achieved	% success	Notes
Head Office	Senior Management Site Visits	Relevant senior member of staff from the service partner organisation to attend the Crick premises for management visit or formal client meeting.	Number of visits required by service partner senior management against the number of visits actually made. "Min performance level" - 3 - Number of visits required for the month "Actual performance level" - 0 to 3 - Number of actual visits for the month	Senior Manager will attend site on three occasions, two visits are with the security team and one visit is for the KPI meeting in line with the agreed governance structure. The client may request an additional visit or meeting for which notice must be given 48 hours in advance of the meeting Failure would occur if the appropriate notifications or nominated individuals are not provided. KPI is based on the previous months performance.	8%					0.0%	
Head Office	Invoicing	The provision of an invoice and back up supporting information to support the formal monthly meeting.	Invoicing based on three measures: 1. Core Hour Invoice submitted 2. Additional Hours Invoice submitted 3. Invoice sent to client 3 days prior to KPI Meeting "Min performance level" - 3 - Based upon the above criteria "Actual performance level" - 0 to 3 based upon the service partner fulfilling each of the above criteria	Invoice and back up data provided in agreed format Crick/Service partner to agree invoice at the monthly meeting, signed off for payment. Failure would occur if the appropriate notifications or nominated individuals are provided. KPI is based on the previous months performance. Invoice will be provided 3 working days in advance of the monthly contract meeting. Crick will be required to provide questions relating to the invoice and back up data no less than 24 hours before the meeting	6%					0.0%	
Operations	Resource Provision	Provision of agreed contracted hours per grade as defined within the contract, in agreed locations throughout the site e.g. the control room and manned guarding points are suitable manned at all times as specified with the SOW.	Calculation will be based upon the number of core hours which should have been undertaken for the month and those achieved. "Min performance level" - Number of core hours which are contractually required for this reporting period "Actual performance level" - Number of core hours provided during this reporting period	Service partner provision of resources per grade in line with the contract. Service partner will provide a spreadsheet showing the total hours per grade/shift as per the contract requirements against the actual provision. This will be in the monthly report which will be provided 3 working days before the monthly contract meeting Additional contracted hours for variable/additional activities will also be included in the report KPI would be based upon the previous month of hours	12%					0.0%	
Operations	Additional/ Ad Hoc Resources	The provision of suitable, appropriate and relevant ad hoc resources within 24 hours of request	Calculation will be based upon the number of requests for additional resources which have been made by the Crick Head of Security and the number actually delivered "Min performance level" - Number of additional shift request which have been received "Actual performance level" - Number of shift requests which have been met	Request will be raised by email from the Crick head of security Service partner will confirm the resources required based upon the request Resources will be provided and the request will be closed by the Crick Head of Security Crick to notify the service partner 24 hours in advance of the request	12%					0.0%	
Operations	Events Support	The provision of logistical support to all event or activity requests received	Calculation will be based upon the number of requests for logistical support from the Crick and the number of actual requests supported and delivered to a satisfactory standard. "Min performance level" - Number of support request which have been received "Actual performance level" - Number of support requests requests which have been met	Request will be raised by email from Crick head of security, Events, Exhibition or Building Services departments Service partner will confirm the resources required based upon the request Resources will be provided and the request completed to the required specification Crick to notify the service partner 48 hours in advance of the request	12%					0.0%	
Personnel	Staff Welfare Meetings	Relevant members of service partner staff to hold a Welfare Meeting with each member of staff based upon company hierarchy. Each member of staff should have 1 Welfare meeting 1 per month	Number of Welfare Meetings required by each level of service partner staff against the number of visits actually made. "Min performance level" - Number of core service partner staff on the contract "Actual performance level" - Number of service partner staff who have had a Welfare meeting	Service partner notification in the monthly report the number of Welfare Meetings conducted Service partner notification in the monthly report the overall scores % achieved	8%					0.0%	
Personnel	Staff Training	All core and bench staff will be appropriately and adequately trained, for their relevant duties, and hold up to date required accreditations as per the SOW	A Training Matrix will be presented at each KPI meeting showing training status for existing staff, scheduled training for new starters and new training requirements schedule. Scoring is based on three criteria: 1. All existing staff training is in date 2. All new or promoted staff have training booked within 3 months of start date 3. All new training requirements are booked within 3 months of request "Min performance level" - 3 - Based upon the above criteria "Actual performance level" - 0 to 3 - based upon the service partner fulfilling each of the above criteria	Training duties will be in line with the SOW. All staff will undertake the training required in line with duties and compliance Training matrix will include first aid trained staff Training matrix will be included within the monthly report and submitted 3 working days in advance of the monthly review meeting Training will be based upon the previous month performance and delivery plan for the next 3 months	12%				0.0%		
Personnel	Complaints	Response and rectification against all complaints raised, i.e. issues with uniforms and work wear, presentation, behaviours, tasks conducted, standard of reports, communications	Complaints to be measured on number of complaints received by the service partner from the head of security and the number of complaints dealt with to a satisfactory standard within 36 hours of being raised: "Min performance level" - Number of complaints received in the reporting period - If 0 this month, insert 1 allow formula to calculate 100% "Actual performance level" - Number of upheld complaints	Complaint would be managed by the manager or delegated to a DSM for action Complaint will be raised from Crick Head of Security to the Service Partner manager A log of all complaints and closure times will be provided as part of the monthly report If complaint still open after 36 hours, issued to Crick Head of Security. All complaints would be closed by the Crick Head of Security as well as the Security Operations Manager	8%					0.0%	
Reporting	Shift Reporting (daily)	The provision of management reporting issued in the format and time frames agreed with the Crick with all sections completed and in place and in line with the SOW requirements.	Measure is that two shift reports are submitted every day no later than 08:00 and 20:00, total number of reports based on days in the month "Min performance level" - 56 to 62 - Number of reports due for this period "Actual performance level" - 0 to 62 - Number of reports which have been provided within this period	Peer/Line management review of report prior to issue to the Crick Two shift reports are to be submitted daily Failure would occur if the report was not provided one hour after the shift end time	12%					0.0%	
Reporting	Management Reporting (monthly)	The provision of management reporting issued in the format and time frames agreed with the Crick with all sections completed and in place and in line with the SOW requirements.	Monthly Operations Report is scored based on three measures: 1. That the report is submitted 3 days prior to the KPI meeting 2. That the report content is accurate 3. That report is in the correct format and standard "Min performance level" - 3 - Based upon above criteria "Actual performance level" - 0 to 3 - Based on above criteria	Peer/Line management review of report prior to issue to the Crick Once received, Crick would review and comments made as part of the meetings where agenda should include review of the report Service partner to provide the monthly report 3 working days in advance of the meeting alongside the invoice Failure would occur if the report was not provided 3 days in advance of the meeting. KPI is based on the previous months performance	10%					0.0%	

100%

0.0%