**Annex E:** Key Performance Indicators for performance management

DESNZ will use key performance indicators (KPIs) to manage supplier performance to ensure the contract is delivered to time and quality requirements. It will also support feedback in performance reviews. These reviews will take place on a quarterly basis.

DESNZ will monitor performance against each KPI, to feedback in quarterly performance meetings.

In the event that a supplier achieves less than a Green rating, the Supplier shall complete **DPS Joint Schedule 10 - Rectification** Plan and submit this to the Department for review within 3 Working Days.

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| --- | --- | --- | --- | --- | --- |
| KPI | | KPI measure | KPI rating | | |
| **Red** | **Amber** | **Green** |
| 1 | Timeliness | Work is delivered to the agreed standard within the timescale agreed with DESNZ. | More than three deadlines missed in a six-month period across all work packages; DESNZ is not informed, or not informed in a timely way, of actual or anticipated issues in relation to meeting deadlines; No rectification plan is submitted to DESNZ. | Some deadlines missed in a six-month period across all work packages; DESNZ is not informed in a timely way of actual or anticipated issues in relation to meeting deadlines; A rectification plan is not submitted to DESNZ within 3 working days. | Meets expectations – All deadlines are met on time and to the required standard. DESNZ are notified promptly of actual or anticipated issues, and an appropriate rectification plan is put in place. |
| 2 | Quality of data and outputs | All outputs meet DESNZ quality and accessibility guidelines. All feedback provided by DESNZ on outputs are clearly addressed in the timeframe specified. | Draft outputs are submitted to DESNZ that have not addressed all feedback, or do not meet DESNZ quality and accessibility guidelines on three or more occasions in a six-month period. | Draft outputs are submitted to DESNZ that have not addressed all feedback or do not meet DESNZ quality and accessibility guidelines on up to two occasions in a six-month period. | Meets expectations – all draft outputs submitted to DESNZ clearly address all feedback. Outputs meet DESNZ quality and accessibility guidelines. |
| 3 | Project management | Requests and correspondence from DESNZ are acknowledged to within three working days, attendance targets at project management meetings are consistently met, adequate processes are in place to ensure continuity in the case of staff absence, including regular updates to the project trackers. | The attendance target for project management meetings is not met on three or more occasions within a six-month period and/or the project tracker is not updated before project management meetings three or more times within a six-month period | The attendance target for project management meetings is not met on up to two occasions within a six-month period and/or the project tracker is not updated before project management meetings on up to two times within a six-month period | Meets expectations –100% attendance at project management meetings is achieved or sufficient plans are put in place to ensure continuity including updates to project trackers. |
| 4 | Risk management | DESNZ is notified of any emergent risks within the agreed timeframe, and the work package risk register is kept up to date | DESNZ is not notified of any emergent risks within five working days of discovery and/or the risk register is not updated within three working days of discovery. | DESNZ is not notified of any emergent risks within three working days of discovery and/or the risk register is not updated in advance of each project management meeting. | DESNZ is notified of any emergent risks at the point of discovery and the risk register is regularly updated and reviewed in advance of project management meetings. |
| 5 | Subcontractor management | The supplier will effectively manage any work delivered by subcontractors and ensure it meets agreed timescales and quality guidelines. DESNZ is notified of any issues in a timely manner. | Work delivered by subcontractors is not delivered on time or to required quality standards on three or more occasions in a six-month period. DESNZ is not notified of any issues within five working days of discovery. | Work delivered by subcontractors is not delivered on time or to required quality standards on up to two occasions in a six-month period. DESNZ is not notified of any issues within three working days of discovery. | Meets expectations – work delivered by subcontractors is delivered on time, to the required quality standard. DESNZ is notified of any issues at the point of discovery. |
| 6 | Social Value | The supplier will adhere to commitments made regarding Social Value requirements, including implementing metrics to monitor achievement; DESNZ will be promptly notified of any actual or anticipated issues likely to prevent achievement. | The supplier does not implement a sufficient plan to track and monitor progress against social value commitments, and/or does not notify DESNZ of any actual or anticipated issues to achievement within 5 working days of the issue occurring. | The supplier does not regularly update DESNZ with progress against social value commitments, and/or does not notify DESNZ of any actual or anticipated issues to achievement within 5 working days of the issue occurring. | The supplier meets commitments to Social Value, designs and implements an appropriate plan to monitor progress against commitments and promptly notifies DESNZ of any actual or anticipated issues. |