

NOCS CONTRACT SECURITY KEY PERFORMANCE INDICATORS – GRADING GUIDE

Blue - Exceptional (4)

OPERATION

Visitor / Staff Processing	3	90% and above processed courteously & efficiently
	2	Less than 90% of visitors incorrectly processed
	1	Less than 80% of visitors incorrectly processed
Documentation / Administration	3	Good level of record maintenance & documentation
	2	Poor level of record maintenance & documentation
	1	Unacceptable level of record maintenance & documentation
Incident Reporting	3	Clear, concise, accurate and well presented reports
	2	Average level of reporting
	1	No / Poor quality of reporting
Response to Incidents	3	Good response to incidents
	2	Adequate response to incidents
	1	Unacceptable / No response to incidents
Supervision / Leadership	3	Good supervisory performance
	2	Poor supervisory performance
	1	Weak supervisory performance
Local / Generic Instructions	3	Carries out all given tasks
	2	Carries out most of the given tasks
	1	Unsatisfactory level of completion of tasks
Health & Safety Awareness	3	Work safely / Identify hazards
	2	Occasionally take risks
	1	Lack of Health & Safety awareness
SERVICE LEVEL		
Management Support	3	Excellent response to all issues
	2	Adequate response to all issues
	1	Unacceptable / No response
Site Visits	3	More than 1 quality visit per week
	2	3 quality visits per period
	1	Less than 3 quality visits per period
Attitude to Staff and Visitors	3	Good attitude to staff and visitors
	2	Poor attitude to staff and visitors
	1	Unacceptable attitude to staff and visitors
Communication	3	Two-way flow of accurate information
	2	Poor communication links
	1	Lack of communication or information flow
Customer Focus	3	Professional approach to customer needs
	2	Deal adequately with customer needs
	1	Fails to provide for customer needs
HOURS		
Provision of contracted hours	3	Full hours covered
	2	Over 95% of hours covered
	1	Less than 95% cover

CONTRACT STAFF

Uniform and Appearance

- 3** All uniforms consistently maintained in a clean and smart condition
- 2** Occasional untidiness
- 1** Unacceptable condition of uniform/appearance

Time Keeping

- 3** All staff punctual
- 2** Occasional lateness
- 1** Unacceptable lateness

Role Delivery

- 3** Enthusiastic approach to role
- 2** A positive approach to role
- 1** Negative approach

Turnover of Staff

- 3** Excellent team spirit
- 2** Low team spirit
- 1** Lack of team spirit and unwillingness to work together

Environment

- 3** Security Control Office kept clean and tidy at all times
- 2** Occasional lapses in tidiness
- 1** Security Control Office generally kept in an untidy condition