SCHEDULE 4 – PRICING AND PERFORMANCE

PART A – PRICING

1. **PRICE**

1.1 The Price payable to the Service Provider by the Authority for the full and proper performance by the Service Provider of its obligations under the Contract shall be calculated in accordance with this Schedule. For the avoidance of doubt, no further amounts shall be payable by the Authority in respect of such performance.

2. **IMPLEMENTATION SERVICES**

2.1 No charges shall be payable by the Authority to the Service Provider in respect of the Implementation Services.

3. **WARRANTS OF CONTROL**

3.1 No charges shall be payable by the Authority to the Service Provider for its performance of the Services in respect of Warrants of Control. In consideration of the performance of its obligations under the Contract, the Service Provider shall be entitled to recover from the Defendant Fees.

3.2 For the avoidance of doubt, the Service Provider shall not be entitled to any payment from the Authority in the event that it is unable to recover from the Defendant in accordance with paragraph 3.1.

4. **OTHER WARRANTS AND ORDERS**

4.1 Subject to paragraph 4.2, the Authority shall pay the Service Provider the Price for its performance of the Services in respect of the Other Warrants and Orders. The Price will be calculated in accordance with the rates and pricing mechanism applicable to Other Warrants and Orders specified in Annex 1.

4.2 Without prejudice to paragraph 3.1, the Authority shall not be liable to pay any charges to the Service Provider in connection with the execution of any Other Warrant or Order if:

(a) such execution is carried out solely by the police; or

(b) the Service Provider does not execute the Other Warrant or Order.

5. **CLAMPING ORDERS**

5.1 No charges shall be payable by the Authority to the Service Provider for its performance of the Services in respect of Clamping Orders. The Service Provider shall be entitled to recover from the Defendant or deduct from the proceeds of sale of the vehicle relating to the Clamping Order its costs for the execution of the Clamping Order in accordance with the relevant rates and pricing mechanism specified in Annex 1.

5.2 For the avoidance of doubt, where the Service Provider is able to recover from the Defendant or deduct from the proceeds of sales of the relevant vehicle part of the costs it is entitled to recover pursuant to paragraph 5.1 but not the full amount, the recovered amount shall be applied in accordance with applicable Law (including the Taking Control of Goods (Fees) Regulation 2014.

6. **PRICE REVIEW**

6.1 Subject to paragraph 6.2, not more than once in every two calendar years, the Service Provider may request a review of the Price payable in respect of Other Warrants and Orders set out in Annex 1 (a "**Price Review Request**").

6.2   The Service Provider shall not be entitled to request a review of such charges prior to the third calendar year of the Contract Period.

6.3   The Service Provider's Price Review Request shall:

(a)   set out the Service Provider's proposed changes to the Price payable in respect of Other Warrants and Orders; and

(b)   be supported by sufficient evidence to enable the Authority to make a detailed assessment of whether to approve the Price Review Request.

6.4   Following receipt of the Price Review Request, the Authority shall evaluate the Price Review Request and liaise with the Service Provider as necessary in order to discuss the request. The Service Provider shall provide such clarification or further evidence as the Authority may reasonably require for the purposes of considering the Price Review Request.

6.5   The Authority shall use reasonable endeavours to approve or reject the proposed change to the Price payable in respect of Other Warrants and Orders by giving notice in writing to the Service Provider within 20 Working Days of receipt of the Price Review Request. Such Approval or rejection shall be at the Authority's sole discretion.

6.6   Any variation to the Contract required as the result of the Authority approving a Price Review Request shall be implemented in accordance with clause F10 (Variation).

6.7   The provisions of this paragraph 4 shall apply during any Extension. No adjustments will be made to the Price during any Extension, save where these are in accordance with this paragraph 4.

7.   **EXPENSES AND OVERHEADS**

7.1   Unless specifically referred to in the Contract, the Authority shall not be liable for any expenses incurred by the Service Provider in connection with the delivery of the Services or the performance of its obligations under the Contract.

7.2   The Authority shall not pay the Service Provider's overhead costs unless specifically agreed in writing by the Authority and overhead costs shall include: facilities, utilities, insurance, tax, head office overheads, indirect staff costs and other costs not specifically and directly ascribable solely to the provision of the Services.

8.   **NO INDEXATION**

8.1   Neither the Price nor any other costs, expenses, fees or charges shall be adjusted to take account of any inflation, change to exchange rate, change to interest rate or any other factor or element which might otherwise increase the cost to the Service Provider or Sub-Contractors of the performance of their obligations.

9.   **REMITTANCE SUM**

9.1   Subject to paragraph 9.2, the amount of the Remittance Sums will be determined in accordance with applicable Law and will be the decision of the Courts.

9.2   For the avoidance of doubt, to the extent that, in executing a Warrant or Order, the Service Provider is able to recover from the Defendant in part but not in full, the amount of the Remittance Sum will be adjusted in accordance with applicable Law (including the Taking Control of Goods (Fees) Regulations 2014).

9.3   The Service Provider shall transfer the Remittance Sums to the Authority on a weekly basis in accordance with the process specified in Schedule 1 (Specification) and as otherwise required by the Warrant of Control Legislation and the Enforcement Legislation.

9.4   Within [5] Working Days of the end of each Month, the Service Provider shall provide to the Authority a written report showing:

   (a)   all Remittance Sums paid to the Authority during the previous Month; and

   (b)   any Remittance Sums that have been collected by the Service Provider during the previous Month but which have not been transferred to the Authority.

9.5   The Service Provider acknowledges that the Remittance Sums shall belong to the Authority. To the extent that the Service Provider or any Sub-contractor handles or holds the Remittance Sums, such sums shall be held on trust for the Authority, neither the Service Provider nor any Sub-contractor shall acquire any right, title or interest in or to the same, and the Service Provider shall comply with the applicable requirements in Schedule 1 (Specification).

9A   POTENTIAL YEAR 1 SERVICE PROVIDER REVENUE

9A.1   The Potential Year 1 Service Provider Revenue for each Lot is set out in Annex 5.

PART B – INVOICING

10.   **PAYMENT AND VAT**

10.1   In respect of all invoices:

    (a)   the Service Provider shall submit all invoices to the Authority monthly in arrears;

    (b)   if the Service Provider provides Services in respect of more than one Region, a separate invoice shall be submitted for each Region; and

    (c)   invoices shall be submitted to the Authority on or before the 10th Working Day following the end of the month to which they relate.

10.2   The Service Provider shall work with the Authority and its nominated agent to agree an electronic invoice format which meets the requirements of a Valid Invoice described in paragraph 10.6.

10.3   Not Used

10.4   The Service Provider shall add VAT to the Price at the prevailing rate as applicable and show the amount of VAT payable separately on all invoices as an extra charge. If the Service Provider fails to show VAT on an invoice, the Authority will not, at any later date, be liable to pay the Service Provider any additional VAT.

10.5   All Service Provider invoices shall be expressed in sterling or any other currency which is Approved.

10.6   A Valid Invoice is an invoice which includes:

    (a)   the Service Provider's full name, address and title of the Contract;

    (b)   the invoice reference number and corresponding remittance reference number;

    (c)   in respect of each Warrant and/or Order:

        (i)   Defendant name;

        (ii)   the Authority account number and the Service Provider's reference number;

        (iii)   the value of the original debt;

        (iv)   the amount paid by the Defendant;

        (v)   the outstanding balance (if any);

        (vi)   the Price payable by the Authority (if any);

        (vii) the reason for execution or return as per the agreed Return Code; and

        (viii) the amount of any VAT or sales tax payable by the Authority.

10.7   If the Authority pays the Service Provider prior to the submission of a Valid Invoice this payment shall be on account of and deductible from the next payment to be made.

10.8   NOT USED.

10.9   Subject to paragraph 11.3, the Authority shall pay all undisputed sums due to the Service Provider within 30 days of Receipt of a Valid Invoice. The Service Provider shall send all invoices to the Authority's finance team at the following address (or such other address as the Authority may advise from time to time):

        Postal address: SSCL, PO Box 745, Newport, Gwent, NP10 8FZ

Any changes to the Authority finance team will be notified to the Service Provider who will make the required change at no cost to the Authority.

10.10   Any late payment of undisputed invoices by the Authority will be subject to interest at the rate of a maximum of 3% above the base rate from time to time of the Bank of England. The Parties agree that paragraph 10.10 is a substantial remedy for late payment of any sum payable under this Agreement for the purposes of the Late Payment of Commercial Debts (Interest) Act 1998

10.11   The Authority shall not pay an invoice which is not a Valid Invoice.

11.   INVOICES FOR THE REIMBURSEMENT OF VAT

11.1   The Service Provider shall be entitled to invoice the Authority for the reimbursement of VAT paid by the Service Provider on Service Provider Revenue in respect of executed Warrants and Orders.

11.2   Invoices for the reimbursement of VAT shall be submitted in accordance with paragraphs 10.1 to 10.9 and shall include the information set out in paragraph 10.6.

11.3   The Authority shall pay the sums for the reimbursement of VAT to the Service Provider in accordance with paragraph 10.9, save that the obligation shall be to pay such sums within 30 days of receipt by the Authority from HM Revenue and Customs of the applicable funds to be reimbursed.

12.   VAT INDEMNITY

12.1   The Service Provider shall indemnify the Authority on a continuing basis against any liability, including any interest, penalties or costs incurred, which is levied, demanded or assessed on the Authority at any time in respect of the Service Provider's failure to account for or to pay any VAT relating to payments made to the Service Provider under the Contract. Any amounts due under this paragraph 11 shall be paid by the Service Provider to the Authority not less than 5 Working Days before the date upon which the tax or other liability is payable by the Authority.

PART C – PERFORMANCE MANAGEMENT

13. **KEY PERFORMANCE INDICATORS AND PERFORMANCE MEASURES**

13.1 Paragraphs 14 and 15 set out the KPIs which the Parties agree shall be used to measure the performance of the Operational Services by the Service Provider. The KPI and Target Performance Level for each KPI are defined in:

13.1.1 if the Service Provider is a Primary Service Provider, in Part A of Annex 2;

13.1.2 if the Service Provider is a Secondary Service Provider in Part A of Annex 3.

13.2 Without prejudice to paragraph 13.1, the Service Provider shall comply with the Performance Measures in:

13.2.1 the Service Provider is a Primary Service Provider, in Part A of Annex 2;

13.2.2 if the Service Provider is a Secondary Service Provider, in Part A of Annex 3.

13.3 The Service Provider shall monitor its performance against each KPI and Performance Measure and shall provide the Authority with a report detailing the level of service achieved in accordance with Schedule 19 – Management Information and Reporting.

13.4 The Service Provider shall implement all measurement and monitoring tools and procedures necessary to measure and report on the Service Provider's performance of the Services against the applicable KPIs and Performance Measures at a level of detail sufficient to verify compliance with the KPIs and Performance Measures.

13.5 Annex 7 – Performance Measures Definitions sets out the granular detail of the individual KPIs and Performance Measures with corresponding reference codes.

14. **KEY PERFORMANCE INDICATORS, TARGET PERFORMANCE LEVELS AND SERVICE FAILURES FOR PRIMARY SERVICE PROVIDERS**

14.1 This paragraph 14 only applies to the Service Provider if it is a Primary Service Provider.

KPI Number	KPI Description	Target Performance Level	Moderate Service Failure	Critical Service Failure	Length of Waiver Period (from Service Commencement Date)	Status
1	Breach Warrants	75%	60% - 74.9%	<60%	3 months	Priority
2	Clamping Orders	75%	50% - 74.9%	<50%	3 months	Standard
3	Commitment Warrants	75%	65%- 74.9%	<65%	3 months	Standard
4	Committal to Custody Overnight at Police Station Warrants	98%	90%- 97.9%	<90%	3 months	Standard
5	Confiscation Orders for Realisation of Specific Assets with Consent	98%	90%- 97.9%	<90%	3 months	Standard
6	Financial Arrest Warrants	98%	90%- 97.9%	<90%	3 months	Priority
7	Warrants of Control	98%	90%- 97.9%	<90%	3 months	Priority
8	Production of Reports	100%	90%- 99.9%	<90%	3 months	Priority

15. **KEY PERFORMANCE INDICATORS, TARGET PERFORMANCE LEVELS AND SERVICE FAILURES FOR SECONDARY SERVICE PROVIDERS**

15.1   This paragraph 15 only applies to the Service Provider if it is a Secondary Service Provider.

KPI Number	KPI Description	Target Performance Level	Moderate Service Failure	Critical Service Failure	Length of Waiver Period (from Service Commencement Date)	Status
7(b)	Warrants of Control	98%	90%-97.9%	<90%	4 months	Priority
8 (b)	Production of Reports	100%	90%-99.9%	<90%	4 months	Priority

16. **KEY PERFORMANCE INDICATORS, TARGET PERFORMANCE LEVELS AND SERVICE FAILURES FOR OPTIONAL SERVICES**

16.1   This paragraph 16 will only apply to the Service Provider if it is a Secondary Service Provider and the Authority requires Optional Services in accordance with B13.

16.2   The KPIs and Performance Measures for Optional Services are set out in Annex 4 of this Schedule.

17. **KPI FAILURES**

17.1   Part F of the Contract details the consequences of a KPI Failure.

17.2   In the event that:

17.3   one (1) Critical Service Failure of Priority Key Performance Indicators occur in any Month;

17.4   a Moderate Service Failure in relation to the same Priority Key Performance Indicator occurs in two (2) consecutive Months;

17.5   three (3) Critical Service Failures of Standard Key Performance Indicators occur in any Month;

17.6   a Critical Service Failure in relation to the same Standard Key Performance Indicator occurs in three (3) consecutive Months; or

17.7   a Moderate Service Failure in relation to the same Standard Key Performance Indicator occurs in four (4) consecutive Months;

then:

17.7.1   without prejudice to clause F2.1(b) of the Contract, the Default shall be deemed to be a Notifiable Default and the Authority may, by written notice to the Service Provider, require the Service Provider to comply with the Rectification Plan Process in accordance with clause F2 of the Contract;

17.7.2   the Default shall be deemed to be an Enhanced Scrutiny Trigger and the Authority may, by written notice to the Service Provider, require Enhanced Monitoring in accordance with clause F3 of the Contract; will be deemed to have occurred, as per clause F3 of the Contract; and

17.7.3   the Service Provider will be deemed to be in Material Breach and clause F5.1 shall apply.

ANNEX 1 – FEE SCALE

In the following table: **Auctioneer Costs** means the fee allocated by the auctioneer on each lot sold.

Warrant or Order	Successful Execution or Activity	Fee paid by the Authority	Fee recoverable from the Defendant / Costs recoverable from the Defendant or deducted from proceeds of sale
Financial Arrest Warrant	Payment in full	**£0** for payment in full following issue of a text/letter/telephone call	
		£0 for payment in full following a visit by Field Operative	
	Surrender	**£0** for a surrender following issue of a text/letter/telephone call	
	Payment in full	**£0** for a surrender following visit by Field Operative	
	Arrest	**£0** for an arrest by Field Operative	
	Bailed	**£0** for arrest and bail by Field Operative	
Commitment Warrant	Payment in full	**£0** for payment in full following issue of a text/letter/telephone call	
		£0 for payment in full following a visit by Field Operative	
	Arrest	**£0** for an arrest and transport to court or prison by Field Operative	
Breach Warrant	Surrender	**£0** for a surrender following issue of a text/letter/telephone call	
		£0 for a surrender following visit by Field Operative	
	Arrest	**£0** for an arrest by Field Operative	
	Bailed	**£0** for arrest and bail by Field Operative	
Committal To Custody Overnight At a Police Station	Payment in full	**£0** for payment in full following issue of a text/letter/telephone call	

Warrant		**£0** for payment in full following a visit by Field Operative	
	Arrest	**£0** for an arrest and transport to Police Custody by Field Operative	
Confiscation Order For Realisation of Specific Assets with Consent		Flat fee of **£0** for services of Service Provider to successfully seize and sell goods	
Clamping Order (For each of steps below, the relevant amount is payable by the Defendant or deducted by the Service Provider from the proceeds of the sale of the vehicle)			**£0** for clamping vehicle
Removal & Sale	Storage		Actual costs
	Locksmith		Actual costs
	Any relevant court application fee		Actual costs
Auctioneer Costs (where sale is held on Auctioneer's premises)	Auctioneer's commission		Not exceeding fifteen percent of sum realised
	Auctioneer's out of pocket expense		Actual costs
	Reasonable advertising		Actual costs
Auctioneer Costs (where sale is held on other premises)	Auctioneer's commission		Not exceeding seven and half percent of sum realised
	Auctioneer's out of pocket expense		Actual costs
	Reasonable advertising		Actual costs
	Internet auction		Actual costs
	Exceptional costs (in some circumstances)		Agreed by court
Warrant Of Control			All fees for Warrants of Control are set out within the applicable Law

ANNEX 2 – KEY PERFORMANCE INDICATORS AND PERFORMANCE MEASURES – PRIMARY SERVICE PROVIDER

PART A

PRIMARY SERVICE PROVIDER - KEY PERFORMANCE INDICATORS

The following KPIs apply to the Service Provider where it is the Primary Service Provider only:

1. **Breach Warrants KPI1a and KPI1y**		
Target Performance Level	**Reporting period**	**Reporting frequency**
75% of Breach Warrants issued to be successfully executed in line with all Performance Measures listed in Part B below within 30 calendar days of issue for adults and 15 calendar days of issue for Youths The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence to the Authority's reasonable satisfaction that they meet the exclusions detailed in Annex 7.	Monthly: This will be reported in arrears to allow the 30 calendar days from issue to be completed	Monthly
2. **Clamping Orders KPI2**		
Target Performance Level	**Reporting period**	**Reporting frequency**
75% of Clamping Orders to be successfully executed or progressed in line with all Performance Measures listed in Part B below within 90 calendar days from date of issue	Monthly: This will be reported in arrears to allow the 90 calendar days from issue to be completed	Monthly
3. **Commitment Warrants KPI3a and KPI3y**		
Target Performance Level	**Reporting period**	**Reporting frequency**
75% of Commitment Warrants issued to be successfully executed in line with all Performance Measures listed in Part B below within 30 calendar days of issue for adults and 15 calendar days for Youths The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence to the Authority's reasonable satisfaction that [they meet the exclusions detailed in Annex 7.	Monthly: This will be reported in arrears to allow the 30 calendar days from issue to be completed	Monthly
4. **Committal To Custody Overnight At Police Station Warrants KPI4**		

Target Performance Level	Reporting period	Reporting frequency
98% of Committal To Custody Overnight At Police Station Warrants to be successfully executed or progressed in line with all Performance Measures listed in Part B below within 90 calendar days from date of issue	Monthly: This will be reported in arrears to allow the 90 calendar days from issue to be completed	Monthly

5.   **Confiscation Orders for Realisation of Specific Assets with Consent KPI5**

Target Performance Level	Reporting period	Reporting frequency
98% of Confiscation Orders for Realisation of Specific Assets with Consent to be successfully satisfied or progressed in line with all Performance Measures listed in Part B below within 35 calendar days from date of issue	Monthly: This will be reported in arrears to allow the 35 calendar days from issue to be completed	Monthly

6.   **Financial Arrest Warrants KPI6**

The Progression and Retention Periods vary dependant on the Warrant type

Target Performance Level	Reporting period	Reporting frequency
98% of Financial Arrest Warrants to be successfully executed or progressed in line with all Performance Measures listed in Part B below within 90 calendar days from date of issue	Monthly: This will be reported in arrears to allow the 90 calendar days from issue to be completed	Monthly

7.   **Warrants of Control KPI7**

Target Performance Level	Reporting period	Reporting frequency
98% of Warrants of Control to be successfully executed or progressed in line with all Performance Measures listed in Part B below within 180 calendar days from date of issue	Monthly: This will be reported in arrears to allow the 180 calendar days from issue to be completed	Monthly

8.	**Production of Reports KPI8**		
Target Performance Level		**Reporting period**	**Reporting frequency**
Authority to have received all reports required in line with Schedule 19 (Management Information)		Monthly: This will be reported in arrears.	Monthly

PART B

PRIMARY SERVICE PROVIDER - PERFORMANCE MEASURES

The following Performance Measures only apply to the Service Provider if it is a Primary Service Provider:

Mandatory Activity or Execution Reasons: **Receipt of Warrant or Order** - Warrant or Orders received shall be entered onto Service Provider's IT system and acknowledgement provided to the Authority to confirm numbers received.
Measure: **95% within 1 Working Day (end of the next full working day) and 100% within 3 working days (end of the 3rd full Working Day) from date of receipt** Applicable to following Warrants or Orders: • Breach Warrant PM1a1 and PM1a2 • Clamping Order PM2a1 and PM2a2 • Commitment Warrant PM3a1 and PM3a2 • Committal To Custody Overnight At Police Station Warrants PM4a1 and PM4a2 • Confiscation Orders for Realisation of Specific Assets with Consent PM5a1 and PM5a2 • Financial Arrest Warrants PM6a1 and PM6a2 • Warrant of Control PM7a1 and PM7a2
Mandatory Activity or Execution Reasons: **Issue Initial contact notice* issued to Defendant** – The Service Provider will issue an initial contact notice* in relation to all Warrants and Orders.
Measure: **100% within 3 Working Days (end of the 3rd full working day) of being entered onto the Service Provider's IT system** The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that no contact details were provided for the

Defendant

Applicable to following Warrants or Orders:

- Breach Warrant * *for Breach Warrants the initial contact can be a visit if applicable* PM1b1

- Clamping Order PM2b1

- Commitment Warrant PM3b1

- Committal To Custody Overnight At Police Station Warrants PM4b1

- Financial Arrest Warrants PM6b1

- Warrant of Control PM7b1

Mandatory Activity or Execution Reasons:

Conduct personal contact visits – Measures below include Initial Contact Visits and Additional Contact visits where applicable. If the Warrant is not executed, a minimum of 3 contact visits shall be made at differing times of the day per relevant address identified unless the relevant address has been eliminated.

Measure:

100% of Warrants outstanding within the target timeframe for executing Breach Warrants, which is 30 calendar days for adults and 15 calendar days for Youths to have received a minimum of 3 personal contact visits.

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that no contact details were provided for the Defendant or that all available addresses have been eliminated. If the Warrant remains outstanding beyond this target time additional visits to be undertaken as applicable.

Applicable to following Warrants:

- Breach Warrant PM1c1a and PM1c1y

Measure:

100% of Warrants or Orders outstanding to receive a first Personal Contact visit between 14 and no later than 30 calendar days from date the Warrant or Order entered onto the Service Provider's IT system, as stated in the requirement.

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that no contact details were provided for the

Defendant

Applicable to following Warrants or Orders:

- Clamping Order PM2c1

- Warrant of Control PM7c1

- Financial Arrest Warrants PM6c1

Measure:

100% of Warrants outstanding to receive a first Personal Contact visit to be undertaken no later than 14 calendar days from date of issue.

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that no contact details were provided for the Defendant

Applicable to following Warrants or Orders:

- Commitment Warrant PM3c1

- Committal To Custody Overnight At Police Station Warrants PM4c1

Measure:

100% of Warrants outstanding up to 90 calendar days from date of issue

Additional Contact Visits to be undertaken if the Warrant or Order has not been progressed. The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that no contact details were provided for the Defendant, or that all available addresses have been eliminated.

Applicable to following Warrants or Orders:

- Commitment Warrant PM3c2

- Committal To Custody Overnight At Police Station Warrants PM4c2

- Financial Arrest Warrants PM6c2

- Clamping Order PM2c2

Measure:

100% of Warrants outstanding up to 180 calendar days from date of issue

Additional Contact Visits to be undertaken if the Warrant is not executed, a payment plan agreed or progressed. The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that no contact details were provided for the Defendant, or that all available addresses have been eliminated.

Applicable to following Warrants:

- Warrants of Control PM7c2

Mandatory Activity or Execution Reasons:

Reviews of unexecuted Warrants - Any unexecuted Warrants more than 90 calendar days after date of issue, to be reviewed and new intelligence checks undertaken every 30 calendar days, and further contact visits made as appropriate

Measure:

100% compliance required

Applicable to following Warrants or Orders:

- Breach Warrant PM1d1

- Commitment Warrant PM3d1

- Committal To Custody Overnight At Police Station Warrants PM4d1

- Financial Arrest Warrant PM6d1

Mandatory Activity or Execution Reasons:

Warrant or Order Progression: All Warrants and Orders to be progressed as follows:

All Warrants or Order (excluding Confiscation Orders for Realisation of Specific Assets with Consent) to be:

- Executed - arrested (Bail or No Bail) or paid in full

- Withdrawn by the Court

- New information provided to the Authority to enable the account to be progressed, this will include new addresses; or confirmation that the

  Defendant is unable to be traced

Confiscation Orders for Realisation of Specific Asset with Consent to be:

- Satisfied by sale of asset

- Withdrawn by the court

- Arrangements in place for the sale of the asset

Progression of Warrants and Orders is linked to the retention period for each Warrant or Order outlined in Annex 6 of the Specification Schedule.

Measure:

100% within 90 calendar days from date of issue

Applicable to following Warrants or Orders:

- Clamping Order PM2e1

- Committal To Custody Overnight At Police Station Warrants PM4e1

- Financial Arrest Warrants (excluding Confiscation Financial Arrest Warrant and Financial Arrest Warrant issued on a Suspended Commitment) PM6e1

Measure:

100% within 180 calendar days from date of issue

Applicable to following Warrants:

- Warrant of Control PM7e1

Measure

100% within 35 calendar days from date of issue

Applicable to following Orders:

- Confiscation Orders for Realisation of Specific Assets with Consent PM5e1

Mandatory Activity or Execution Reasons:
Movement on Warrant or Order – All Warrants or Orders to have received enforcement activity as appropriate, which may include contact with Defendant; personal contact visit; intelligence tracing.
Progression of Warrants and Orders is linked to the retention period for each Warrant or Order outlined in Annex 6 of Schedule 1 (Specification).

Measure

100% every 30 calendar days.

Applicable to following Warrants or Orders:

- Breach Warrant PM1f1

- Clamping Order PM2f1

- Commitment Warrant PM3f1

- Committal To Custody Overnight At Police Station Warrants PM4f1

- Confiscation Orders for Realisation of Specific Assets with Consent PM5f1

- Financial Arrest Warrants PM6f1

- Warrant of Control PM7f1

Confiscation Orders for Realisation of Specific Assets with Consent

Mandatory Activity or Execution Reasons	Measure
The Service Provider will contact the relevant Authority confiscation team to discuss the specific details and requirements of the order on a case by case basis	100% within 3 Working Days of being entered onto the Service Provider's IT system **PM5g1**
The Service Provider will make arrangements to secure collection of the asset	95% within 7 Working Days and 100% within 10 Working Days of receipt of the Order **PM5g2 PM5g3**
Payment made to the Authority	100% - Order satisfied by sale of asset within 20 Working Days of the asset being collected by the Service Provider **PM5g4**
	This target can be extended by agreement with the Authority for specific

	assets which require specialist valuations and or sales

ADDITIONAL PERFORMANCE MEASURES – PRIMARY PROVIDERS

Dealing with Customer Queries and Complaints

Mandatory Activity or Execution Reasons	Measure
Responses to written queries PM0h1	Responses to be sent within 5 Working Days of receipt
Call waiting times from telephone queries to speak to an agent PM0h2	80% of calls answered in 20 seconds once the IVR choices have been selected
Abandoned calls PM0h3	No more than 5% of abandoned calls against total volume of calls received
Resolution of complaints PM0h4	100% responded to, with findings and outcomes of investigation into the complaint within 10 Working Days of receipt
Escalated Complaints PM0h5	100% responded to following review of the complaint within 10 working days of receiving the request to escalate
Reports of all complaints, outcomes and lessons learnt	Report to be provided by Service Provider monthly

Finance and Accounting

Mandatory Activity or Execution Reasons	Measure
Cash deposits to be securely deposited PM0i1	100% within 1 Working Day of receipt of payment
Payments brought to account PM0i2	100% within 1 Working Day of receipt of payment
Invoices to the Authority to be sent electronically by the 10th Working Day of the following month PM0i4	100% to be sent within the timeframe

ANNEX 3 – Not Used

ANNEX 4 – Not used

ANNEX 5 - POTENTIAL YEAR 1 SERVICE PROVIDER REVENUE

The Potential Year 1 Service Revenue for each Region set out in the table below is included in the Contract solely for the purposes of determining the limitations on liability in clause G1. The figures are based on the Warrant of Control statutory income in each Region in the period 2017/18 to 2018/19. For the avoidance of doubt, this is not a representation of future revenues or a guarantee of workflow or minimum Service Provider Revenue under this Contract.

ANNEX 6 - REMITTANCE GUARANTEE AMOUNT

The Remittance Guarantee Amount for each Region set out in the table below is included solely for the purposes of determining the amount of financial cover to be provided by the Remittance Guarantee pursuant to clause G3.2. The figures are calculated based on four times the average weekly value of fines recovered 2017/18 to 2018/19. For avoidance of doubt, his is not a representation of future revenues or a guarantee of workflow or minimum Service Provider Revenue under this Contract.

Region / Lot	Annual Value of Fine Recovered (Avg 2017/18 - 2018/19)	Remittance Guarantee Amount
London	£ 7,878,054	£ 606,004.15
Midlands	£ 7,659,941	£ 589,226.22
North East	£ 6,274,101	£ 482,623.19
North West	£ 5,593,703	£ 430,284.85
South East	£ 9,199,666	£ 707,666.64
South West	£ 3,785,744	£ 291,211.08
Wales	£ 2,508,511	£ 192,962.40
Secondary (Lot 8)	£ 4,006,051	£ 308,157.81

ANNEX 7 – PERFORMANCE MEASURES DEFINITIONS

Exclusions

Please note that within each measure where exclusions are referred to, the exclusions are as follows:

1. Issued for addresses outside of England and Wales
2. Warrants withdrawn by the court NOT applications to withdraw made by the AEA.
3. Insufficient details provided which will prevent the AEA from making any kind of contact.
4. For Breach Warrants: The Authority reserves the right, at its discretion and based upon evidence provided by the Service Provider, to consider individual Breach Warrants as exempt for reporting purposes on a case by case basis.

Definitions

Term	Definition
Progressed	**Means when the Service Provider is returning a Warrant or Order to the Authority using one of the required return code if the warrant is not executed. For example, if the warrant is returned using return code defendant in prison – this is progressed as the Authority can then take the next appropriate action.**
Reviewed	**Means, carrying out intelligence checks to trace the defendant**
Movement	**Means any action taken on the account – letter/text sent, visits, tracing, telephone calls etc**

PRIMARY PROVIDER

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Breach Warrants KPI1a and KPI1y** 75% of Breach Warrants issued to be successfully executed within 30 calendar days of issue for adults and 15 calendars days of issued for Youth *Rationale: This measure is to ensure that all breach warrants issued by the court when a defendant fails to comply with a Community Order is brought before the court there is an audit trail ensuring the Service Provider receives and acknowledges receipt of all warrants and orders within agreed timescales.*
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet

Output/Outcome Level	

Other Notes: *Definition of a Youth - means a young offender aged ten to seventeen.*

Definition of an Adult – means person 18 years and over

Technical Description

Breach warrants are issued by the court if the defendant fails to attend a hearing to answer to breach proceedings where they have failed to comply with a community Order. The warrant is issued for the AEA to arrest the defendant to produce them before the court to answer the breach proceedings.

Completions

Successful execution means:

A defendant is brought before court to answer to the breach proceedings within timescales. The AEA can either arrest the defendant.

• Defendant arrested and bailed to appear before the Court, or
• Defendant attends a Planned Surrender in response to Service Provider's instructions which are verified by the Court
• Defendant arrested and transported to Custody or to appear before Court.

Formula/calculation

Number of successfully executed warrants within 30 calendar days of issue for adults and 15 calendar days for youths divided by the number issued minus exclusions.

For adults

KPI1a = A / B x 100%

Where:

A = successfully executed within 30 calendar days

B = number issued minus exclusions

For youths

KPI1y = C / B x 100%

Where:

C = number successfully executed within 15 calendar days

B = number issued minus exclusions

Other indicator notes

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence to the Authority's reasonable satisfaction that they meet the exclusions.

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

Reporting on any vulnerable defendants is a requirement.

AEA PERFORMANCE MEASURES

Long Description & Rationale	**Measure: Clamping Orders KPI2**
	75 % of Clamping Orders to be successfully executed or progressed in line with all Performance Measures listed in Annex 3 within 90 calendar days from date of issue
	Rationale:
	The measure is to ensure that the AEA collects the amount outstanding to the court that the clamping order by collecting full payment or clamping and selling the vehicle at auction to raise the funds to clear the amount outstanding to the court and the fees incurred.

Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	75% within 90 calendar days
Other Notes	

Technical Description

The court have identified that the defendant has a vehicle that the value of which covers the amount outstanding to the court in fines (and fees) if sold at auction. The Order is made and sent to the AEA to execute. The AEA has the option to collect payment in full to clear the balance before the clamp the vehicle. If payments are not made the vehicle is clamped. A notice is given to the defendant and the AEA then must apply to the court for an order of sale (10 days after the clamp is placed on the vehicle). Often the defendant will clear the balance during this time and the car is released. If not the order for sale is granted by the court and the vehicle sold at auction. The amount made clears the balance outstanding to the court and costs incurred by the AEA.

Completions

Successfully Executed means:

- Full payment with or without clamping of vehicle

Progressed means:

Where any Warrant or Order has not been successfully executed or satisfied within the Retention Period, and the Service Provider has undertaken all mandatory steps stated in the relevant requirement to execute or satisfy the Warrant or Order, at the end of the relevant Retention Period all outstanding Warrants or Orders shall be returned to the Authority using the agreed Return Codes. This is to provide the Authority with details of the outcome of the execution activities and where applicable the most up to date information regarding the Defendant's whereabouts. Supporting evidence will be provided as required.

Examples could include:

- visit(s) which establishes the Defendant has moved away and relevant enquires and tracing have not been able to identify a new address or the Defendants whereabouts
- the Defendant is deceased
- the Defendant is in prison
- all visits and remote contact has been undertaken but no contact has been made with the Defendant and relevant enquires and tracing has been unable to confirm the Defendant's residency at the address or their whereabouts

Formula/calculation

Number of successfully executed or progressed warrants within 90 calendars days of issued divided by the number issued minus any exclusions

KPI2 = A / B x 100%

Where:

A = number successfully executed or progressed within 90 calendar days

B = number issued minus any exclusions

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

The amount of the fine on the clamping order is paid in full or vehicle is clamped and sold at auction, proceeds made at auction to be paid to the court to clear outstanding fine and cover AEA fees.

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

Reporting on any vulnerable defendants is a requirement.	

AEA PERFORMANCE MEASURES

Long Description & Rationale	**Measure: Commitment Warrants KPI3a and KPI3y**
	75% of Commitment Warrants issued to be successfully executed within 30 calendar days of issue for adults and 15 calendar days for youths
	Rationale: This measure is to ensure that all commitment warrants are worked and payment in full is collected to clear the outstanding fine to the court or the defendant is arrested and transported to prison to serve the number of days included on the warrant in lieu of payment.

Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	75% of Commitment Warrants issued to be successfully executed within 30 calendar days for adults and 15 calendar days for Youths

Other Notes: *Definition of a Youth -* means a young offender aged ten to seventeen.

Definition of an Adult – means person 18 years and over

Technical Description

A commitment warrant is issued by the court when the defendant has failed to pay as ordered and failed to attend a court hearing to show cause why. The warrant activates the prison sentence ordered by the court. Once the warrant is issued it is sent to the AEA to execute. The AEA can collect the outstanding balance on the warrant owed to the court, if the defendant cannot pay, they are arrested and transferred to prison. If the defendant is arrested during prison lock down, the AEA can take the prisoner to police custody, arrangements would then be made by the police to transfer them to prison the following day. The amount of time the person spends in prison is directed on the warrant. Once the days of imprisonment have been served the prison issue a release certificate, this is used by the court as confirmation the account can be written off the court records.

For example, the defendant should pay £200 fine or serve 7 days in prison.

If during the arrest the defendant claims to have had a change in circumstances i.e. Lost his job since the payment terms were ordered, the defendant can go back before the court. The court can either confirm they go to prison on the warrant as directed or agree to be withdrawn the warrant and resuspend the term of imprisonment and order the defendant to continue to pay.

Completions

Successfully Executed means:

The account is paid in full or the defendant is arrested and brought before the court. If the

AEA returns the warrant they must do so providing information using the appropriate return code to confirm why.

- Defendant is arrested and transported to Custody, or
- Defendant pays the outstanding balance of the Court Imposition to the Service Provider in full, or
- Defendant pays the outstanding balance of the Court Imposition to the Authority

Formula/calculation

For adults

KPI3a = A / B x 100%

Where:

A = number successfully executed within 30 calendar days

B = number issued minus any exclusions

For youths

KPI3y = C / B x 100%

Where:

A = number successfully executed within 15 calendar days

C = number issued minus any exclusions

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence to the Authority's reasonable satisfaction that they meet the exclusions

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Committal to Custody KPI4** 98% of **Committal to Custody Overnight at Police Station** Warrants to be successfully executed or progressed in line with all Performance Measures listed in Annex 3 within 90 calendar days from date of issue *Rationale: This measure is to ensure that all Committal to Custody Overnight at a Police Station Warrants are worked and payment in full is collected to clear the outstanding fine to the court or the defendant is arrested and transported to prison custody to serve overnight detention as directed on the warrant.*
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	98 % of **Committal to Custody Overnight at Police Station** Warrants to be successfully executed or progressed
Other Notes	

Technical Description

These warrants are issued by the court as an alternative to a financial arrest warrant. They are usually issued for relatively low balances. The warrant ordered the AEA to collect payment in full or arrest the defendant and transport them to police custody to serve overnight detention as directed by the warrant. Following the Defendants handover into police Custody, the Service Provider shall provide the Authority with full details of confirmation of the time served in Custody, including the Defendant's name, the Authority's reference ID, the police station in which the Defendant was held.

Completions

Successfully Executed means:

Payment in full received to clear the outstanding balance on the warrant or the defendant serves overnight detention in lieu of the payment.

- Defendant is arrested and transported to police Custody, or
- Defendant pays the outstanding balance of the Court Imposition to the Service Provider in full, or
- Defendant pays the outstanding balance of the Court Imposition to the Authority

Progressed means:

If the warrant is not executed the AEA must return as progressed providing a reason how and using the appropriate return code.

Where any Warrant or Order has not been successfully executed or satisfied within the Retention Period, and the Service Provider has undertaken all mandatory steps stated in the relevant requirement in order to execute or satisfy the Warrant or Order, at the end of the relevant Retention Period all outstanding Warrants or Orders shall be returned to the Authority using the agreed Return Codes. This is to provide the Authority with details of the outcome of the execution activities and where applicable the most up to date information regarding the Defendant's whereabouts. Supporting evidence will be provided as required.

Examples could include:

- visit(s) which establishes the Defendant has moved away and relevant enquires and tracing have not been able to identify a new address or the Defendants whereabouts
- the Defendant is deceased
- the Defendant is in prison
- all visits and remote contact has been undertaken but no contact has been made with the Defendant and relevant enquires and tracing has been unable to confirm the Defendant's residency at the address or their whereabouts

Formula/calculation

KPI4 = A / B x 100%

Where:

A = number successfully executed or progressed within 90 calendar days from the date of issue.

B = number issued minus exclusions

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence to the Authority's reasonable satisfaction that they meet the exclusions.

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

Reporting on vulnerable defendants will be a requirement.

AEA PERFORMANCE MEASURES

Long Description & Rationale	**Measure: Confiscation Orders KPI5** 98% of Confiscation Orders for Realisation of Specific Assets with Consent to be successfully satisfied or progressed in line with all Performance Measures listed in Annex 3 within 35 calendar days from date of issue *Rationale: This measure is to ensure that the AEA actions all this order as required. This is an arrangement between the defendant and the AEA to realise assets as ordered by the court.*
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	98% successfully satisfied or progressed within 35 calendar days of date of issue
Other Notes	

Technical Description

The court have ordered that assets are to be sold to clear the outstanding confiscation. This process is by agreement allows the defendant who is usually in prison to give permission to the AEA to seize the said goods and sell them at auction to clear the outstanding balance. This is not an enforcement action.

Completions

Successfully Executed means:

Assets obtained as per agreement with the defendant and sold at auction. Proceeds to be paid over to the court.

Where any Warrant or Order has not been successfully executed or satisfied within the Retention Period, and the Service Provider has undertaken all mandatory steps stated in the relevant requirement to execute or satisfy the Warrant or Order, at the end of the relevant Retention Period all outstanding Warrants or Orders shall be returned to the Authority using the agreed Return Codes. This is to provide the Authority with details of the outcome of the execution activities and where applicable the most up to date information regarding the Defendant's whereabouts. Supporting evidence will be provided as required.

Examples could include:

- visit(s) which establishes the Defendant has moved away and relevant enquires and tracing have not been able to identify a new address or the Defendants whereabouts
- the Defendant is deceased
- the Defendant is in prison
- all visits and remote contact has been undertaken but no contact has been made with the Defendant and relevant enquires and tracing has been unable to confirm the Defendant's residency at the address or their whereabouts

Formula/calculation
KPI5 = A / B x 100% Where: A = number successfully executed within 35 calendar days from the date of issue B = number issued

Method of data extraction/processing
Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet. The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

Version Number:

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Financial Arrest Warrants KPI6** 98% of Financial Arrest Warrants to be successfully executed or progressed in line with all Performance Measures listed in Annex 3 within 90 calendar days from date of issue. *Rationale: This measure is to ensure that all warrants issued to the AEA are worked to either collect payment in full or carry out the arrest to produce the defendant to court to attend a fine default hearing.*
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	98 % of Financial Arrest Warrants to be successfully executed or progressed
Other Notes	

Technical Description

The defendant has failed to pay the outstanding fine as ordered by the court. The court will have tried all other sanctions available to them before issuing an arrest warrant. The arrest warrant directs the AEA to collect payment in full of the amount outstanding as directed on the warrant or arrest the defendant and transport them to court to attend a fine default hearing. At the hearing the court will order the defendant to pay the outstanding balance by instalments, this may include a suspended committal.

Completions

Successfully Executed means:

The amount owed to the court is paid in full or the defendant is arrested and brought before court to attend a default hearing. Where personal contact is not made the AEA can arrange for the defendant to surrender to court.

- Defendant is arrested and bailed to appear before the Court, or (Bail Warrant)
- Defendant is arrested and transported to Custody to appear before the Court (No bail Warrant)
- Defendant attends a Planned Surrenders in response to Service Provider's instructions which are verified by the Court, or
- Defendant pays the outstanding balance of the Court Imposition the Service Provider in full

Progressed means

If not executed by payment or arrest within the 90 calendar days, the case must be progressed, this meaning the AEA must provide information that informs the courts next steps. For example, they have confirmed they cannot execute the warrant as the defendant is in prison.

Where any Warrant or Order has not been successfully executed or satisfied within the Retention Period, and the Service Provider has undertaken all mandatory steps stated in the relevant requirement to execute or satisfy the Warrant or Order, at the end of the relevant Retention Period all outstanding Warrants or Orders shall be returned to the Authority using the agreed Return Codes. This is to provide the Authority with details of the outcome of the execution activities and where applicable the most up to date information regarding the Defendant's whereabouts. Supporting evidence will be provided as required.

Examples could include:
- visit(s) which establishes the Defendant has moved away and relevant enquires and tracing have not been able to identify a new address or the Defendants whereabouts
- the Defendant is deceased
- the Defendant is in prison
- all visits and remote contact has been undertaken but no contact has been made with the Defendant and relevant enquires and tracing has been unable to confirm the Defendant's residency at the address or their whereabouts

Formula/calculation

KPI6 = A / B x 100%

Where:

A = number successfully executed or progressed within 90 calendar days from the date of

issue

B = number issued minus exclusions

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence to the Authority's reasonable satisfaction that they meet the exclusions

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Warrants of Control KPI7** 98% of Warrants of Control to be successfully executed or progressed in line with all Performance Measures listed in Annex 3 within 180 calendar days from date of issue. *Rationale: This measure is to ensure that all warrants issued to the AEA are worked to either collect payment in full or take control of goods to sell at auction to cover the amount of the outstanding fine and fees.*
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	98% of Warrants of Control to be successfully executed or progressed
Other Notes	
Technical Description	
This warrant is generally the first warrant tried in the enforcement process. It directs the AEA to collect payment in full or take control of goods. Statutory fees apply for the Warrant of Control. The AEA adds to the balance owed the court £75 compliance fee then an additional £235 if the defendant fails to comply at the compliance stage and the AEA must commence door stepping activities to secure payment. Generally, payment in full is obtained very rarely	

to the AEA take control of goods.

Completions

Successfully Executed means:

Payment of the court fine is collected in full and paid over to the court. Fees are applied to the amount due to the AEA.

- Payment in full of the outstanding balance of the Court Imposition

Progressed means

If not executed within the 180 calendar days, the case must be progressed, this meaning the AEA must provide information that informs the courts next steps. For example, they have confirmed they cannot execute the warrant as the defendant is in prison.

Where any Warrant or Order has not been successfully executed or satisfied within the Retention Period, and the Service Provider has undertaken all mandatory steps stated in the relevant requirement to execute or satisfy the Warrant or Order, at the end of the relevant Retention Period all outstanding Warrants or Orders shall be returned to the Authority using the agreed Return Codes. This is to provide the Authority with details of the outcome of the execution activities and where applicable the most up to date information regarding the Defendant's whereabouts. Supporting evidence will be provided as required.

Examples could include:
- visit(s) which establishes the Defendant has moved away and relevant enquires and tracing have not been able to identify a new address or the Defendants whereabouts
- the Defendant is deceased
- the Defendant is in prison
- all visits and remote contact has been undertaken but no contact has been made with the Defendant and relevant enquires and tracing has been unable to confirm the Defendant's residency at the address or their whereabouts

Formula/calculation

KPI7 = A / B x 100%

Where:

A = number successfully executed or progressed within 180 calendar days from the date of issue

B = number issued minus exclusions

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence to the Authority's reasonable satisfaction that they meet the exclusions

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES   PRIMARY PROVIDER

Long Description & Rationale	**Measure:** To have received all reports required in line with Schedule 19 (Management Information). **KPI8** *Rationale*: Ensuring all data spreadsheets and reports are submitted to the Authority each calendar month
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Successful Completion means:

All reports received within timeframe outlined in the Schedule 19

Formula/calculation

Compliance = Yes

Failure = No

Method of data extraction/processing
The Authority will monitor the receipt of reports from the Service Provider

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Receipt of Warrant or Order -** Breach Warrant **PM1a1 and PM1a2** Warrant or Orders received shall be entered onto Service Provider's IT System and acknowledgement provided to the Authority to confirm numbers received **95% of all warrants and orders issued to be entered onto the Service Provider IT System within 1 working day (end of the next full working day) and 100% within 3 working days (end of the 3rd full working day) from date of receipt.** _Rationale: This measure is to ensure that there is an audit trail ensuring the Service Provider receives and acknowledges receipt of all warrants and orders within agreed timescales._
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	**95% of all warrants and orders issued to be entered onto the Service Provider IT System within 1 working day (end of the next full working day) and 100% within 3 working days (end of the 3rd full working day) from date of receipt**
Other Notes	
Technical Description	
This measure is to ensure that there is an audit trail ensuring the Service Provider receives all warrants and orders included in the spreadsheet and that all warrants are entered onto their IT System. The Supplier then acknowledges receipt of the file received and confirms that all	

warrants and orders have been entered onto their system within the agreed timescales.

Completions

Positive Completion means:

All warrants and orders are entered onto the supplier system within the timescales suggested and an acknowledgement is sent to confirm the correct number of warrants in the batch have been received/entered.

Formula/calculation

All Warrants and Orders successfully entered onto the Service Providers IT system

PM1a1 = A / B x 100%

Where:

A = number of breach warrants entered by the of end of the next full working day from receipt

B = number of breach warrants issued minus exclusions

PM1a2 = C / B x 100%

Where:

C = number of breach warrants entered by the of end of the third full working day from receipt

B = number of breach warrants issued minus exclusions

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that they meet the exclusions.

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

The Authority will extract data from the spreadsheet and transfer into dashboard to produce the performance against the KPIs

A Positive Completion is one where all warrants and orders are entered onto their system and acknowledged within the prescribed timescales.

Other indicator notes

Diversity Data

Reporting on any vulnerable defendants is a requirement.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Receipt of Warrant or Order -** Clamping Order PM2a1 and PM2a2 Warrant or Orders received shall be entered onto Service Provider's IT system and acknowledgement provided to the Authority to confirm numbers received **95% of all warrants and orders issued to be entered onto the Service Provider IT System within 1 working day (end of the next full working day) and 100% within 3 working days (end of the 3rd full working day) from date of receipt.** *Rationale*: *This measure is to ensure that there is an audit trail ensuring the Service Provider receives and acknowledges receipt of all warrants and orders within agreed timescales.*
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	**95% of all warrants and orders issued to be entered onto the Service Provider IT System within 1 working day (end of the next full working day) and 100% within 3 working days (end of the 3rd full working day) from date of receipt**
Other Notes	

Technical Description

This measure is to ensure that there is an audit trail ensuring the Service Provider receives all warrants and orders included in the spreadsheet and that all warrants are entered onto their IT System. The Supplier then acknowledges receipt of the file received and confirms that all warrants and orders have been entered onto their system within the agreed timescales.

Completions

Positive Completion means:

All warrants and orders are entered onto the supplier system within the timescales suggested and an acknowledgement is sent to confirm the correct number of warrants in the batch have been received/entered.

Formula/calculation

All Warrants and Orders successfully entered onto the Service Providers IT system

PM2a1 = A / B x 100%

Where:

A = number of clamping orders entered by the of end of the next full working day from receipt

B = number of clamping orders issued minus exclusions

PM2a2 = C / B x 100%

Where:

C = number of clamping orders entered by the of end of the third full working day from receipt

B = number of clamping orders issued minus exclusions.

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that they meet the exclusions.

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

The Authority will extract data from the spreadsheet and transfer into dashboard to produce the performance against the KPIs

A Positive Completion is one where all warrants and orders are entered onto their system and acknowledged within the prescribed timescales.

Other indicator notes

Diversity Data

Reporting on any vulnerable defendants is a requirement.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Receipt of Warrant or Order -** Commitment Warrant PM3a1 and PM3a2 Warrant or Orders received shall be entered onto Service Provider's IT system and acknowledgement provided to the Authority to confirm numbers received **95% of all warrants and orders issued to be entered onto the Service Provider IT System within 1 working day (end of the next full working day) and 100% within 3 working days (end of the 3rd full working day) from date of receipt.** *Rationale: This measure is to ensure that there is an audit trail ensuring the Service Provider receives and acknowledges receipt of all warrants and orders within agreed timescales.*
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	**95% of all warrants and orders issued to be entered onto the Service Provider IT System within 1 working day (end of the next full working day) and 100% within 3 working days (end of the 3rd full working day) from date of receipt**
Other Notes	

Technical Description

This measure is to ensure that there is an audit trail ensuring the Service Provider receives all warrants and orders included in the spreadsheet and that all warrants are entered onto their IT System. The Supplier then acknowledges receipt of the file received and confirms that all warrants and orders have been entered onto their system within the agreed timescales.

Completions

Positive Completion means:

All warrants and orders are entered onto the supplier system within the timescales suggested and an acknowledgement is sent to confirm the correct number of warrants in the batch have been received/entered.

Formula/calculation

All Warrants and Orders successfully entered onto the Service Providers IT system

PM3a1 = A / B x 100%

Where:

A = number of commitment warrants entered by the of end of the next full working day from receipt

B = number of commitment warrants issued minus exclusions

PM3a2 = C / B x 100%

Where:

C = number of commitment warrants entered by the of end of the third full working day from receipt

B = number of commitment warrants issued minus exclusions.

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that they meet the exclusions.

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

The Authority will extract data from the spreadsheet and transfer into dashboard to produce the performance against the KPIs

A Positive Completion is one where all warrants and orders are entered onto their system and acknowledged within the prescribed timescales.

Other indicator notes

Diversity Data

Reporting on any vulnerable defendants is a requirement.

AEA PERFORMANCE MEASURES

Long Description & Rationale	**Measure: Receipt of Warrant or Order - Committal to Custody Overnight at Police Station** Warrants PM4a1 and PM4a2 Warrant or Orders received shall be entered onto Service Provider's IT system and acknowledgement provided to the Authority to confirm numbers received **95% of all warrants and orders issued to be entered onto the Service Provider IT System within 1 working day (end of the next full working day) and 100% within 3 working days (end of the 3rd full working day) from date of receipt.** *Rationale: This measure is to ensure that there is an audit trail ensuring the Service Provider receives and acknowledges receipt of all warrants and orders within agreed timescales.*
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	**95% of all warrants and orders issued to be entered onto the Service Provider IT System within 1 working day (end of the next full working day) and 100% within 3 working days (end of the 3rd full working day) from date of receipt**
Other Notes	

Technical Description

This measure is to ensure that there is an audit trail ensuring the Service Provider receives all warrants and orders included in the spreadsheet and that all warrants are entered onto their IT System. The Supplier then acknowledges receipt of the file received and confirms that all warrants and orders have been entered onto their system within the agreed timescales.

Completions

Positive Completion means:

All warrants and orders are entered onto the supplier system within the timescales suggested and an acknowledgement is sent to confirm the correct number of warrants in the batch have been received/entered.

Formula/calculation

All Warrants and Orders successfully entered onto the Service Providers IT system

PM4a1 = A / B x 100%

Where:

A = number of **Committal to Custody Overnight At Police Station** Warrants

entered by the of end of the next full working day from receipt

B = number of **Committal to Custody Overnight at Police Station** Warrants

Issued minus exclusions.

PM4a2 = C / B x 100%

Where:

C = number of **Committal to Custody Overnight at Police Station** Warrants

entered by the of end of the third full working day from receipt

B = number of **Committal to Custody Overnight at Police Station** Warrants

Issued minus exclusions.

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that they meet the exclusions.

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

The Authority will extract data from the spreadsheet and transfer into dashboard to produce the performance against the KPIs

A Positive Completion is one where all warrants and orders are entered onto their system and acknowledged within the prescribed timescales.

Other indicator notes

Diversity Data

Reporting on any vulnerable defendants is a requirement.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Receipt of Warrant or Order -** Confiscation Orders for Realisation of Specific Assets with Consent PM5a1 and PM5a2 Warrant or Orders received shall be entered onto Service Provider's IT system and acknowledgement provided to the Authority to confirm numbers received **95% of all warrants and orders issued to be entered onto the Service Provider IT System within 1 working day (end of the next full working day) and 100% within 3 working days (end of the 3rd full working day) from date of receipt.** *Rationale: This measure is to ensure that there is an audit trail ensuring the Service Provider receives and acknowledges receipt of all warrants and orders within agreed timescales.*
Contact Lead	

Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	**95% of all warrants and orders issued to be entered onto the Service Provider IT System within 1 working day (end of the next full working day) and 100% within 3 working days (end of the 3rd full working day) from date of receipt**
Other Notes	

Technical Description

This measure is to ensure that there is an audit trail ensuring the Service Provider receives all warrants and orders included in the spreadsheet and that all warrants are entered onto their IT System. The Supplier then acknowledges receipt of the file received and confirms that all warrants and orders have been entered onto their system within the agreed timescales.

Completions

Positive Completion means:

All warrants and orders are entered onto the supplier system within the timescales suggested and an acknowledgement is sent to confirm the correct number of warrants in the batch have been received/entered.

Formula/calculation

All Warrants and Orders successfully entered onto the Service Providers IT system

PM5a1 = A / B x 100%

Where:

A = number of Confiscation Orders for Realisation of Specific Assets with Consent

entered by the of end of the next full working day from receipt

B = number of Confiscation Orders for Realisation of Specific Assets with Consent minus exclusions

PM5a2 = C / B x 100%

Where:

C = number of Confiscation Orders for Realisation of Specific Assets with Consent

entered by the of end of the third full working day from receipt

B = number of Confiscation Orders for Realisation of Specific Assets with Consent

Issued minus exclusions

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that no contact details were provided for the Defendant

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

The Authority will extract data from the spreadsheet and transfer into dashboard to produce the performance against the KPIs

A Positive Completion is one where all warrants and orders are entered onto their system and acknowledged within the prescribed timescales.

Other indicator notes

Diversity Data
Reporting on any vulnerable defendants is a requirement.

AEA PERFORMANCE MEASURES

Long Description & Rationale	**Measure: Receipt of Warrant or Order -** Financial Arrest Warrants PM6a1 and PM6a2	
	Warrant or Orders received shall be entered onto Service Provider's IT system and acknowledgement provided to the Authority to confirm numbers received	
	95% of all warrants and orders issued to be entered onto the Service Provider IT System within 1 working day (end of the next full working day) and 100% within 3 working days (end of the 3rd full working day) from date of receipt.	
	Rationale: This measure is to ensure that there is an audit trail ensuring the Service Provider receives and acknowledges receipt of all warrants and orders within agreed timescales.	
Contact Lead		
Indicator Type	Service Level Measure	
Reporting Frequency	Monthly	
Data Source	Approved Enforcement Agency Data Spreadsheet	
Output/Outcome Level	**95% of all warrants and orders issued to be entered onto the Service Provider IT System within 1 working day (end of the next full working day) and 100% within 3 working days (end of the 3rd full working day) from date of receipt**	
Other Notes		

Technical Description

This measure is to ensure that there is an audit trail ensuring the Service Provider receives all warrants and orders included in the spreadsheet and that all warrants are entered onto their IT System. The Supplier then acknowledges receipt of the file received and confirms that all warrants and orders have been entered onto their system within the agreed timescales.

Completions

Positive Completion means:

All warrants and orders are entered onto the supplier system within the timescales suggested and an acknowledgement is sent to confirm the correct number of warrants in the batch have

been received/entered.

Formula/calculation

All Warrants and Orders successfully entered onto the Service Providers IT system

PM6a1 = A / B x 100%

Where:

A = number of Financial Arrest Warrants entered by the of end of the next full working day from receipt

B = number of Financial Arrest Warrants issued minus exclusions.

PM6a2 = C / B x 100%

Where:

C = number of Financial Arrest Warrants entered by the of end of the third full working day from receipt

B = number of Financial Arrest Warrants issued minus exclusions.

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that they meet the exclusions.

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

The Authority will extract data from the spreadsheet and transfer into dashboard to produce the performance against the KPIs

A Positive Completion is one where all warrants and orders are entered onto their system and acknowledged within the prescribed timescales.

Other indicator notes

Diversity Data

Reporting on any vulnerable defendants is a requirement.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Receipt of Warrant or Order -** Warrant of Control PM7a1 and PM7a2 Warrant or Orders received shall be entered onto Service Provider's IT system and acknowledgement provided to the Authority to confirm numbers received **95% of all warrants and orders issued to be entered onto the Service Provider IT System within 1 working day (end of the next full working day) and 100% within 3 working days (end of the 3rd full working day) from date of receipt.** _Rationale_: This measure is to ensure that there is an audit trail ensuring the Service Provider receives and acknowledges receipt of all warrants and orders within agreed timescales.
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	**95% of all warrants and orders issued to be entered onto the Service Provider IT System within 1 working day (end of the next full working day) and 100% within 3 working days (end of the 3rd full working day) from date of receipt**
Other Notes	

Technical Description

This measure is to ensure that there is an audit trail ensuring the Service Provider receives all warrants and orders included in the spreadsheet and that all warrants are entered onto their IT System. The Supplier then acknowledges receipt of the file received and confirms that all warrants and orders have been entered onto their system within the agreed timescales.

Completions

Positive Completion means:

All warrants and orders are entered onto the supplier system within the timescales suggested and an acknowledgement is sent to confirm the correct number of warrants in the batch have been received/entered.

Formula/calculation

All Warrants and Orders successfully entered onto the Service Providers IT system

PM7a1 = A / B x 100%

Where:

A = number of Warrants of Control entered by the of end of the next full working day from receipt

B = number of Warrants of Control issued minus exclusions.

PM7a2 = C / B x 100%

Where:

C = number of Warrants of Control entered by the of end of the third full working day from receipt

B = number of Warrants of Control issued minus exclusions.

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that they meet the exclusions.

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

The Authority will extract data from the spreadsheet and transfer into dashboard to produce the performance against the KPIs

A Positive Completion is one where all warrants and orders are entered onto their system and acknowledged within the prescribed timescales.

Other indicator notes

Diversity Data

Reporting on any vulnerable defendants is a requirement.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Issue Initial Contact Notice -** Breach Warrant PM1b1 The Service Provider will issue an initial contact notice* in relation to all Warrants and Orders. ** for Breach Warrants the initial contact can be a visit if applicable* **100% within 3 working days (end of the 3rd full working day) of being entered onto the Service Provider's IT system**
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	**100% within 3 working days (end of the 3rd full working day) of being entered onto the Service Provider's IT system**
Other Notes	

Technical Description

Once the ordered has been accepted on the Service Providers IT System, the Service Provider must issue a notice to the defendant to confirm they are now responsible for executing the warrant type issued against them. The notice will include instructions to pay, warrant type and case details.

Completions

Successfully Completed means:

The Service Provider issuing Initial Contact Notice in respect of Warrants and Orders within 3 working days of receipt end of 3rd full working day

Formula/calculation

Successfully issue an initial contract notice for Breach Warrants to the defendant within 3 working days (end of the 3rd full working day) of receipt of the warrant

PM1b1 = (total Yes) / (total (Yes + No)) x 100%

Where:

Yes = date issued minus date entered onto the system less than or equal to 3 working days

No = date issued minus date entered onto the system greater than 3 working days

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES

Long Description & Rationale	**Measure: Issue Initial Contact Notice -** Clamping Order PM2b1 The Service Provider will issue and initial contact notice in relation to all Warrants and Orders. **100% within 3 working days (end of the 3rd full working day) of being entered onto the Service Provider's IT system**	
Contact Lead		
Indicator Type	Service Level Measure	
Reporting Frequency	Monthly	
Data Source	Approved Enforcement Agency Data Spreadsheet	
Output/Outcome Level	**100% within 3 working days (end of the 3rd full working day) of being entered onto the Service Provider's IT system**	
Other Notes		

Technical Description

Once the ordered has been accepted on the Service Providers IT System, the Service Provider must issue a notice to the defendant to confirm they are now responsible for executing the warrant type issued against them. The notice will include instructions to pay, warrant type and case details.

Completions
Successfully Completed means: The Service Provider issuing Initial Contact Notice in respect of Warrants and Orders within 3 working days of receipt end of 3 working day
Formula/calculation Successfully issue an initial contract notice for Clamping Orders to the defendant within 3 working days of receipt of the warrant PM2b1 = (total Yes) / (total (Yes + No)) Where: Yes = date issued minus date entered onto the system less than or equal to 3 working days No = date issued minus date entered onto the system greater than 3 working days
Method of data extraction/processing Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet. The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.
Other indicator notes
Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Issue Initial Contact Notice -** Commitment Warrant PM3b1 The Service Provider will issue and initial contact notice in relation to all Warrants and Orders. **100% within 3 working days (end of the 3rd full working day) of being entered onto the Service Provider's IT system**
Contact Lead	

Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	**100% within 3 working days (end of the 3rd full working day) of being entered onto the Service Provider's IT system**
Other Notes	

Technical Description

Once the ordered has been accepted on the Service Providers IT System, the Service Provider must issue a notice to the defendant to confirm they are now responsible for executing the warrant type issued against them. The notice will include instructions to pay, warrant type and case details.

Completions

Successfully Completed means:

The Service Provider issuing Initial Contact Notice in respect of Warrants and Orders within 3 working days of receipt end of 3 working day

Formula/calculation

Successfully issue an initial contract notice for Commitment Warrants to the defendant within 3 working days of receipt of the warrant

PM3b1 = (total Yes) / (total (Yes + No))

Yes = date issued minus date entered onto the system less than or equal to 3 working days

No = date issued minus date entered onto the system greater than 3 working days

Method of data extraction/processing
Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet. The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Issue Initial Contact Notice - Committal to Custody Overnight at Police Station** Warrants PM4b1 The Service Provider will issue and initial contact notice in relation to all Warrants and Orders. **100% within 3 working days (end of the 3rd full working day) of being entered onto the Service Provider's IT system**
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	**100% within 3 working days (end of the 3rd full working day) of being entered onto the Service Provider's IT system**
Other Notes	

Technical Description

Once the ordered has been accepted on the Service Providers IT System, the Service Provider must issue a notice to the defendant to confirm they are now responsible for executing the warrant type issued against them. The notice will include instructions to pay, warrant type and case details.

Completions

Successfully Completed means:

The Service Provider issuing Initial Contact Notice in respect of Warrants and Orders within 3

working days of receipt end of 3 working day

Formula/calculation

Successfully issue an initial contract notice for **Committal to Custody Overnight at Police Station** Warrants to the defendant within 3 working days of receipt of the warrant

PM4b1 = (total Yes) / (total (Yes + No))

Where:

Yes = date issued minus date entered onto the system less than or equal to 3 working days

No = date issued minus date entered onto the system greater than 3 working days

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010. .

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Issue Initial Contact Notice -** Financial Arrest Warrants PM6b1 The Service Provider will issue and initial contact notice in relation to all Warrants and Orders. **100% within 3 working days (end of the 3rd full working day) of being entered onto the Service Provider's IT system**.
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data

	Spreadsheet
Output/Outcome Level	**100% within 3 working days (end of the 3rd full working day) of being entered onto the Service Provider's IT system**
Other Notes	

Technical Description

Once the ordered has been accepted on the Service Providers IT System, the Service Provider must issue a notice to the defendant to confirm they are now responsible for executing the warrant type issued against them. The notice will include instructions to pay, warrant type and case details.

Completions

Successfully Completed means:

The Service Provider issuing Initial Contact Notice in respect of Warrants and Orders within 3 working days of receipt end of 3 working day

Formula/calculation

Successfully issue an initial contract notice for Financial Arrest Warrants to the defendant within 3 working days of receipt of the warrant

$PM6b1 = (total\ Yes) / (total\ (Yes + No))$

Where:

Yes = date issued minus date entered onto the system less than or equal to 3 working days

No = date issued minus date entered onto the system greater than 3 working days

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Issue Initial Contact Notice -** Warrant of Control PM7b1 The Service Provider will issue and initial contact notice in relation to all Warrants and Orders. **100% within 3 working days (end of the 3rd full working day) of being entered onto the Service Provider's IT system.**
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	**100% within 3 working days (end of the 3rd full working day) of being entered onto the Service Provider's IT system**
Other Notes	

Technical Description

Once the ordered has been accepted on the Service Providers IT System, the Service Provider must issue a notice to the defendant to confirm they are now responsible for executing the warrant type issued against them. The notice will include instructions to pay, warrant type and case details.

Completions

Successfully Completed means:

The Service Provider issuing Initial Contact Notice in respect of Warrants and Orders within 3 working days of receipt end of 3 working day.

Formula/calculation

Successfully issue an initial contract notice for Warrants of Control to the defendant within 3 working days of receipt of the warrant

PM7b1 = (total Yes) / (total (Yes + No))

Where:

Yes = date issued minus date entered onto the system less than or equal to 3 working days

No = date issued minus date entered onto the system greater than 3 working days

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Conduct Personal Contact Visit -** Breach Warrants PM1c1a and PM1c1y 100% of Warrants outstanding within the target timeframe for executing breach Warrants, which is 30 calendar days for adults and 15 calendar days for youths to have received a minimum of 3 personal contact visits. The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that no contact details were provided for the Defendant or that all available addresses have been eliminated. If the Warrant remains outstanding beyond this target time additional visits to be undertaken as applicable. Applicable to following Warrants: Breach Warrant *Rationale: This measure is to ensure that the* Initial Contact Visits and Additional Contact visits are carried out where applicable. If the Warrant is not executed, a minimum of 3 contact visits shall be made at differing days and times of the day per relevant address identified unless the relevant address has been eliminated.
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	

Other Notes: *Definition of a Youth - means a young offender aged ten to seventeen.*

Definition of an Adult – means person 18 years and over

Technical Description

Completions

Successfully Completed means:

Warrants outstanding within the target timeframe for executing breach Warrants, which is 30 calendar days for adults and 15 calendar days for youths to have received a minimum of 3 personal contact visits.

Formula/calculation

Success is breach warrant executed within 30 calendar days for adults and 15 calendar days for youths to have received a minimum of 3 visits if required.

For adults

PM1c1a = (total Yes) / (total (Yes + No))

Where:

Yes = successfully executed and 3rd visit carried out within 30 calendar days of the date of issue

No = not successfully executed and 3rd visit not carried out within 30 calendar days of the date of issue minus exclusions.

For youths

PM1c1y = (total Yes) / (total (Yes + No))

Where:

Yes = successfully executed and 3rd visit within 15 calendar days of the date of issue

No = not successfully executed and 3rd visit not carried out within 15 calendar days of the date of issue minus any exclusions.

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that they meet the exclusions. that all available addresses have been eliminated. If the Warrant remains outstanding beyond this target time additional visits to be undertaken as applicable.

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.
Other indicator notes
Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES		
Long Description & Rationale	**Measure: Conduct Personal Contact Visit -** Clamping Order PM2c1 100% of Warrants or Orders outstanding to receive a first Personal Contact visit between 14 and no later than 30 calendar days from date the Warrant or Order entered onto the Service Provider's IT system, as stated in the requirement. *Rationale*: To ensure that all actions are taken in an effort to execute all warrants and orders and not allow the AEA to cherry pick.	
Contact Lead		
Indicator Type	Service Level Measure	
Reporting Frequency	Monthly	
Data Source	Approved Enforcement Agency Data Spreadsheet	
Output/Outcome Level		
Other Notes		

Technical Description

If defendant fails to comply or respond to any letters messages received from the AEA the door stepping activities commence. This measure ensures that the AEA carries out visits on all warrants and orders.

Completions

Successfully completed means:

All Clamping Orders outstanding to receive a first Personal Contact visit between 14 and no later than 30 calendar days from date the Warrant or Order entered onto the Service Provider's IT system, as stated in the requirement.

Formula/calculation

Success is a clamping order receiving a first Personal Contact visit between 14 and no later than 30 calendar days from date the Warrant or Order entered onto the Service Provider's IT system, as stated in the requirement

PM2c1 = (total Yes) / (total (Yes + No))

Where:

Yes = successfully complete 1st first visit between 14 and no later than 30 calendar days of the date entered onto IT system

No = not successfully completed 1st first visit between 14 and no later than 30 calendar days of the date entered on the IT system minus exclusions

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that they meet the exclusions.

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Conduct Personal Contact Visit - Clamping Order** PM2c2 Additional Contact Visits to be undertaken if the Warrant or Order has not been progressed. 100% of Warrants outstanding up to 90 calendar days from date of issue The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that no contact details were provided for the Defendant, or that all available addresses have been eliminated.

	Rationale: To ensure visits are undertaken and does not allow cherry picking
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Where contact made during the first visit this ensures the AEA carried out the minimum number of visits required within timescales prescribed.

Completions

Successfully completed means:

Warrants outstanding upto 90 calendar days from date of issue to receive additional contact visits if the warrant has not been progressed.

Formula/calculation

Success is an executed Clamping Order and within 90 calendar days and to have received a minimum of 3 visits if required.

PM2c2 = (total Yes) / (total (Yes + No))

Where:

Yes = successfully executed or 3rd visit carried out no later than 90 calendar days of issue

No = not successfully executed and 3rd visit not carried out after 90 calendar days

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Conduct Personal Contact Visit -** Commitment Warrant PM3c1 100% of Warrants outstanding to receive a first Personal Contact visit to be undertaken no later than 14 calendar days from date of issue. *Rationale*: *To ensure that all actions are taken in an effort to execute all warrants and not allow the AEA to cherry pick*
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Personal Contract visit is when a AEA visit a defendant's address (door stepping activities)
Completions

Successfully completed means:

100% of Commitment Warrants outstanding to received 1st personal contact visit, to be undertaken no later than 14 calendar days from date of issue.

Formula/calculation

Success is Commitment Warrants to receive 1st personal contact visit, to be undertaken no later than 14 calendar days from date of issue

PM3c1 = (total Yes) / (total (Yes + No))

Where:
Yes = date issued minus date of first visit less than or equal to 14 calendar days
No = date issued minus date of first visit greater than 14 calendar days
The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that no contact details were provided for the Defendant.

Method of data extraction/processing
Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.
The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Conduct Personal Contact Visit -** Commitment Warrant PM3c2 Additional Contact Visits to be undertaken if the Warrant or Order has not been progressed. 100% of Warrants outstanding up to 90 calendar days from date of issue. The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that no contact details were provided for the Defendant, or that all available addresses have been eliminated. *Rationale: To ensure visits are undertaken and does not allow cherry picking.*
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	

Other Notes	

Technical Description

Where contact made during the first visit this ensures the AEA carried out the minimum number of visits required within timescales prescribed**.**

Completions

Successfully completed means:

Warrants outstanding upto 90 calendar days from date of issue to receive additional contact visits if the warrant has not been progress.

Formula/calculation

Additional visits undertaken, upto 3 if required within 90 calendar days of date of issue

PM3c2 = (total Yes) / (total (Yes + No))

Yes = successfully executed or 3rd visit no later than 90 calendar days of the date of issue

No = equals not successfully executed and 3rd visit not carried out within 90 calendar days of the date of issue minus warrants executed or subject to exemptions

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES

Long Description & Rationale	**Measure: Conduct Personal Contact Visit -** Committal to Custody Overnight at Police Station Warrants PM4c1
	100% of Warrants outstanding to receive a first Personal Contact visit to

	be undertaken no later than 14 calendar days from date of issue.
	Rationale:
	To ensure that all actions are taken in an effort to execute all warrants and not allow the AEA to cherry pick.

Contact Lead	

Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	

Other Notes

Technical Description

Personal Contract visit is when a AEA visit a defendant's address (door stepping activities).

Completions

Successfully completed means:

100% of outstanding Committal to Custody Overnight at Police Station Warrants

to receive first personal contact visit, to be undertaken no later than 14 calendar days from date of issue.

Formula/calculation

PM4c1 = (total Yes) / (total (Yes + No))

Where:

Yes = date issued minus date of first visit less than or equal to 14 calendar days

No = date issued minus date of first visit greater than 14 calendar days

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that they meet the exclusions.

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Conduct Personal Contact Visit - Committal to Custody Overnight at Police Station** Warrants PM4c2 Additional Contact Visits to be undertaken if the Warrant or Order has not been progressed. 100% of Warrants outstanding up to 90 calendar days from date of issue The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that no contact details were provided for the Defendant, or that all available addresses have been eliminated. *Rationale: To ensure visits are undertaken and does not allow cherry picking*
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Where contact made during the first visit this ensures the AEA carried out the minimum number of visits required within timescales prescribed.

Completions

Successfully completed means:

Warrants outstanding up to 90 calendar days from date of issue to receive additional contact visits if the warrant has not been executed or progressed

Success is an executed **Committal to Custody Overnight at Police Station** Warrants and within 90 calendar days and to have received a minimum of 3 visits if required.

Formula/calculation
PM4c2 equals (total Yes) / (total (Yes + No))   Yes = successfully executed or ~~1st first~~ 3rd visit carried out no later than 90 calendar days of issue   No = equals not successfully executed and 3rd visit not carried out after 90 calendar days of issue.

Method of data extraction/processing
Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.   The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

Version Number:

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Conduct Personal Contact Visit -** Financial Arrest Warrants PM6c1 100% of Warrants or Orders outstanding to receive a first Personal Contact visit between 14 and no later than 30 calendar days from date the Warrant or Order entered onto the Service Provider's IT System,. *Rationale: To ensure that all actions are taken in an effort to execute all warrants and orders and not allow the AEA to cherry pick.*
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description	

If defendant fails to comply or respond to any letters messages received from the AEA the door stepping activities commence. This measure ensures that the AEA carries out visits on all warrants and orders

Completions

Successfully Completed means:

All Financial Arrest Warrants outstanding to receive a first Personal Contact visit between 14 and no later than 30 calendar days from date the Warrant or Order entered onto the Service Provider's IT system, as stated in the requirement.

Formula/calculation

Success is a Financial Arrest Warrants receive a first Personal Contact visit between 14 and no later than 30 calendar days from date the Warrant or Order entered onto the Service Provider's IT system, as stated in the requirement

PM6c1 = (total Yes) / (total (Yes + No))

Where:

Yes = date of first personal contact visit minus date entered onto IT System greater than 14 calendar days and less than or equal to 30 calendar days.

No = date of first personal contact visit minus date entered onto IT System than or equal to 14 calendar days or greater than 30 calendar days. minus exclusions

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that they meet the exclusions.

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Conduct Personal Contact Visit - Financial Arrest Warrants** PM6c2

	Additional Contact Visits to be undertaken if the Warrant or Order has not been progressed. 100% of Warrants outstanding up to 90 calendar days from date of issue. The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that no contact details were provided for the Defendant, or that all available addresses have been eliminated. *Rationale: To ensure visits are undertaken and does not allow cherry picking.*
Contact Lead	

Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Where contact made during the first visit this ensures the AEA carried out the minimum number of visits required within timescales prescribed.

Completions

Successfully completed means:

Warrants outstanding upto 90 calendar days from date of issue to receive additional contact visits if the warrant has not been progress

Formula/calculation

Success is an executed Financial Warrant of Arrest and within 90 calendar days and to have received a minimum of 3 visits if required.

PM6c2 equals (total Yes) / (total (Yes + No))

Yes = successfully executed or 3rd visit carried out no later than 90 calendar days of issue

No = equals not successfully executed and 3rd visit not carried out after 90 calendar days of issue minus exclusions

Method of data extraction/processing
Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet. The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES		
Long Description & Rationale	**Measure: Conduct Personal Contact Visit -** Warrants of Control PM7c1 100% of Warrants outstanding to receive a first Personal Contact visit between 14 and no later than 30 calendar days from date the Warrant or Order entered onto the Service Provider's IT System. *Rationale*: To ensure that all actions are taken in an effort to execute all warrants and orders and not allow the AEA to cherry pick.	
Contact Lead		
Indicator Type	Service Level Measure	
Reporting Frequency	Monthly	
Data Source	Approved Enforcement Agency Data Spreadsheet	
Output/Outcome Level		
Other Notes		

Technical Description

If defendant fails to comply or respond to any letters messages received from the AEA the door stepping activities commence. This measure ensures that the AEA carries out visits on all warrants and orders.

Completions

Positive Completion means:

All Warrants of Control outstanding to receive a first Personal Contact visit between 14 and no

| | later than 30 calendar days from. |

Formula/calculation

PM7c1 = (total Yes) / (total (Yes + No))

Where:

Yes = date of first personal contact visit minus date entered on to IT system is greater than 14 calendar days and less than or equal to 30 calendar days.

No = date of first personal contact visit minus date entered on to IT system is less than or equal to 14 calendar days or greater than 30 calendar days. minus exclusions

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that they meet the exclusions.

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Conduct Personal Contact Visit -** Warrant of Control PM7c2 Additional Contact Visits to be undertaken if the Warrant is not executed, a payment plan agreed or progressed. 100% of Warrants outstanding up to 180 calendar days from date of issue. The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that no contact details were provided for the Defendant, or that all available addresses have been eliminated. *Rationale: Additional visits are carried out if no contact on first visit not allowing the AEA to cherry pick*

Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Additional visits are carried out if no contact on first visit

Completions

Successfully completed means:

Success is an executed Warrant of Control and within 180 calendar days and to have received a minimum of 3 visits if required

Warrants outstanding upto 180 calendar days from date of issue to receive additional contact visits if the warrant has not been progress.

Formula/calculation

PM7c2 = (total Yes) / (total (Yes + No))

Where:

Yes = successfully executed or ~~1st first~~ 3rd visit carried out no later than 180 calendar days of issue

No = equals not successfully executed and 3rd visit not carried out after 180 calendar days of issue . minus exclusions.

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure**: **Reviews of unexecuted Warrants -** Breach Warrant PM1d1 Any Unexecuted Warrants more than 90 calendar days after date of issue, to be reviewed and new intelligence checks undertaken every 30 calendar days, and further contact visits made as appropriate. 100% compliance required**.** *Rationale*: Any unexecuted Warrants more than 90 calendar days after date of issue, to be reviewed and new intelligence checks undertaken every 30 calendar days, and further contact visits made as appropriate. **Reviews of unexecuted Warrants -** Any Unexecuted Warrants more than 90 calendar days after date of issue, to be reviewed and new intelligence checks undertaken every 30 calendar days, and further contact visits made as appropriate.
Contact Lead	

Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Any unexecuted Warrants more than 90 calendar days after date of issue, to be reviewed and new intelligence checks undertaken every 30 calendar days, and further contact visits made as appropriate.

Completions

Successful Completion means: Any unexecuted Breach Warrants more than 90 calendar days after date of issue, are reviewed and intelligence checks are carried out every 30 calendar days.

Formula/calculation

PM1d1 = (total Yes) / (total (Yes + No))

Where:

Yes = warrant outstanding more than 90 calendar days from date of issue and report date less than or equal to 30 calendar days since last review date.

No = warrant outstanding more than 90 calendar days from date of issue and report date greater than 30 calendar days since last review date. minus exclusions.

Method of data extraction/processing	
Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet. The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.	

Other indicator notes

<center>**Diversity Data**</center>

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES

Long Description & Rationale	**Measure**: **Reviews of unexecuted Warrants -** Commitment Warrants PM3d1 Unexecuted Warrants more than 90 calendar days after date of issue, to be reviewed and new intelligence checks undertaken every 30 calendar days, and further contact visits made as appropriate. 100% compliance required. *Rationale:* Any unexecuted Warrants more than 90 calendar days after date of issue, to be reviewed and new intelligence checks undertaken every 30 calendar days, and further contact visits made as appropriate. **Reviews of unexecuted Warrants -** Any Unexecuted Warrants more than 90 calendar days after date of issue, to be reviewed and new intelligence checks undertaken every 30 calendar days, and further contact visits made as appropriate.	
Contact Lead		
Indicator Type	Service Level Measure	
Reporting Frequency	Monthly	
Data Source	Approved Enforcement Agency Data Spreadsheet	
Output/Outcome Level		
Other Notes		

Technical Description

Any unexecuted Warrants more than 90 calendar days after date of issue, to be reviewed and new intelligence checks undertaken every 30 calendar days, and further contact visits made as appropriate

Completions

Successful Completion means: Any unexecuted Commitment Warrants more than 90 calendar days after date of issue, are reviewed and intelligence checks are carried out every 30 calendar days.

Formula/calculation

PM3d1 = (total Yes) / (total (Yes + No))

Where:

Yes = warrant outstanding more than 90 calendar days from date of issue and report date less than or equal to 30 calendar days since last review date.

No = warrant outstanding more than 90 calendar days from date of issue and report date greater than 30 calendar days since last review date minus exclusions.

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure**: **Reviews of unexecuted Warrants – Committal to Custody Overnight in a Police Station PM4d1** Unexecuted Warrants more than 90 calendar days after date of issue, to be reviewed and new intelligence checks undertaken every 30 calendar days, and further contact visits made as appropriate. 100% compliance required. *Rationale:* Any unexecuted Warrants more than 90 calendar days after date of issue, to be reviewed and new intelligence checks undertaken every 30 calendar days, and further contact visits made as appropriate.

	Reviews of unexecuted Warrants - Any Unexecuted Warrants more than 90 calendar days after date of issue, to be reviewed and new intelligence checks undertaken every 30 calendar days, and further contact visits made as appropriate.
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Any unexecuted Warrants more than 90 calendar days after date of issue, to be reviewed and new intelligence checks undertaken every 30 calendar days, and further contact visits made as appropriate.

Completions

Successful Completion means: Any unexecuted **Committal to Custody Overnight in a Police Station** more than 90 calendar days after date of issue, are reviewed and intelligence checks are carried out every 30 calendar days.

Formula/calculation

PM3d1 = (total Yes) / (total (Yes + No))

Where:

Yes = warrant outstanding more than 90 calendar days from date of issue and report date less than or equal to 30 calendar days since last review date.

No = warrant outstanding more than 90 calendar days from date of issue and report date greater than 30 calendar days since last review date minus exclusions

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure**: **Reviews of unexecuted Warrants -** Financial Arrest Warrants PM6d1 Any Unexecuted Warrants more than 90 calendar days after date of issue, to be reviewed and new intelligence checks undertaken every 30 calendar days, and further contact visits made as appropriate. 100% compliance required**.** *Rationale:* Any unexecuted Warrants more than 90 calendar days after date of issue, to be reviewed and new intelligence checks undertaken every 30 calendar days, and further contact visits made as appropriate.
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Any unexecuted Warrants more than 90 calendar days after date of issue, to be reviewed and new intelligence checks undertaken every 30 calendar days, and further contact visits made as appropriate.

Completions

Successful Completion means - Any unexecuted Financial Arrest Warrants more than 90 calendar days after date of issue, are reviewed and intelligence checks are carried out every 30 calendar days.

Formula/calculation

PM6d1 = (total Yes) / (total (Yes + No))

Where:

Yes = warrant outstanding more than 90 calendar days from date of issue and report date less than or equal to 30 calendar days since last review date.

No = warrant outstanding more than 90 calendar days from date of issue and report date greater than 30 calendar days since last review date. minus exclusions

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Warrant or Order Progression -** Clamping Order PM2e1 75% of Clamping Orders executed of progressed within 90 calendar days from date of issue *Rationale:* **Warrant or Order Progression: All Warrants and Orders to be progressed as follows:** All Warrants or Order to be: • Executed - paid in full • Application to Withdrawn by the Court • New information provided to the Authority to enable the account to be progressed, this will include new addresses; or confirmation that the Defendant is unable to be traced Progression of Warrants and Orders is linked to the retention period for each Warrant or Order outlined in Annex 6 of the Specification Schedule.
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly

Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Positive Completion means:

Clamping order successfully executed or progressed within 90 calendar days of date of issue

Formula/calculation

PM 2e1 = (total Yes) / (total (Yes + No)) where

Yes = successfully execute or progressed within 90 calendar days

No = not successfully execute of progressed within 90 calendar days minus exclusions.

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Warrant or Order Progression -** Committal to Custody overnight at Police Station PM4e1 98% of Committal to Custody Overnight in a Police Station Warrants executed or progressed within 90 calendar days from date of issue

	Rationale: **Warrant or Order Progression: All Warrants and Orders to be progressed as follows:** All Warrants or Order) to be: All Warrants or Order to be: • Executed - arrested • paid in full • Withdrawn by the Court • New information provided to the Authority to enable the account to be progressed, this will include new addresses; or confirmation that the Defendant is unable to be traced Progression of Warrants and Orders is linked to the retention period for each Warrant or Order outlined in Annex 6 of the Specification Schedule.
Contact Lead	

Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Successfully completed means:

Committal to Custody overnight at Police Station

successfully executed or progressed within 90 calendar days

Formula/calculation

N/A
Success is number of successfully executed Committal to Custody overnight at Police Station or progressed within 90 calendar days

MP4e1 = Total Yes)/(total (Yes+No))

Yes = successfully execute or progressed within 90 calendar days
No = not successfully execute or progressed within 90 calendar days minus exclusions

Method of data extraction/processing
Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.
The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES		
Long Description & Rationale	**Measure: Warrant or Order Progression – Confiscation Orders PM5e1** 98% of Specific Assets with Consent to be successfully satisfied or progressed within 35 calendar days from date of issue *Rationale:* **Warrant or Order Progression: All Warrants and Orders to be progressed as follows:** Confiscation Orders for Realisation of Specific Asset with Consent to be: • Satisfied by sale of asset • Arrangements in place for the sale of the asset – Progression of Warrants and Orders is linked to the retention period for each Warrant or Order outlined in Annex 6 of the Specification Schedule.	
Contact Lead		
Indicator Type	Service Level Measure	
Reporting Frequency	Monthly	
Data Source	Approved Enforcement Agency Data Spreadsheet	
Output/Outcome Level		

Other Notes	

Technical Description

Completions

Positive Completion means:

Specific Asset to satisfied by sale or progressed.

Formula/calculation

Success is number of successfully satisfying sale of the assets or progressed within 35 calendar days

PM5e1 = (total Yes)/ (total (Yes+No))

Yes = successfully execute or progressed within 35 calendar days

No = not successfully execute of progressed within 35 calendar days

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Warrant or Order Progression - Financial Arrest Warrants PM6e1** 98% of Financial Arrest Warrants successfully executed or progressed within 90 calendar days from date of issue

	Rationale: **Warrant or Order Progression: All Warrants and Orders to be progressed as follows:** All Warrants or Order to be: • Executed - arrested (Bail or No Bail) or paid in full • Application to Withdraw by the Court • New information provided to the Authority to enable the account to be progressed, this will include new addresses; or confirmation that the Defendant is unable to be traced Progression of Warrants and Orders is linked to the retention period for each Warrant or Order outlined in Annex 6 of the Specification Schedule.
Contact Lead	

Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Successful Completion means:

Financial arrest warrant executed or progressed within 90 calendar days

Formula/calculation

Success is number of successfully executed Financial Arrest Warrant or progressed within 90 calendar days

PM6e1 = (total Yes) / (total (Yes + No))

Yes = successfully execute or progressed within 90 calendar days

No = not successfully execute of progressed within 90 calendar days minus exclusions.

Method of data extraction/processing
Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.   The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.
Other indicator notes
Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES		
Long Description & Rationale	**Measure: Warrant or Order Progression -** Warrants of Control PM7e1 98% of Warrants of Control successfully executed or progressed within 180 calendar days from date of issue **Warrant or Order Progression: All Warrants and Orders to be progressed as follows:** • Executed - paid in full • Applied to be withdrawn by the court • New information provided to the Authority to enable the account to be progressed, this will include new addresses; or confirmation that the Defendant is unable to be traced	
Contact Lead		
Indicator Type	Service Level Measure	
Reporting Frequency	Monthly	
Data Source	Approved Enforcement Agency Data Spreadsheet	
Output/Outcome Level		
Other Notes		
Technical Description *Completions* Successfully completed means Warrant of control executed or progressed within 180 calendar days.		

Formula/calculation

Success is number of successfully executed Warrants of Control or progressed within 180 calendar days

PM7e1 = (total Yes) / (total (Yes + No))

Yes = successfully execute or progressed within 180 calendar days

No = not successfully execute of progressed within 180 calendar days minus exclusions.

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Movement on Warrant or Order -** Breach Warrants PM1f1 100% of all Breach Warrants to have movement (activity) every 30 calendar days. *Rationale: Ensuring activity is undertaken on all warrants and orders.* **Movement on Warrant or Order –** All Warrants or Orders to have received enforcement activity as appropriate, which may include contact with Defendant; personal contact visit; intelligence tracing. Progression of Warrants and Orders is linked to the retention period for each Warrant or Order outlined in Annex 6 of Schedule 1 (Specification).
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly

Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Positive Completion means:

Activity undertaken on each account. Any cases where no activity has been taken within the last 30 calendar days will require exception reporting

Formula/calculation

Success means all Warrants or Orders to have received enforcement activity as appropriate, which may include contact with Defendant; personal contact visit; intelligence tracing.

PM1f1 = (total Yes) / (total (Yes + No))

Where:

Yes – date of last action within 30 calendar days or less of the report date

No – date of last action greater than 30 calendar days

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure Movement on Warrant or Order -** Clamping Order PM2f1 100% of all Clamping Orders to have movement (activity) every 30 calendar days. *Rationale: Ensuring activity is undertaken on all warrants and orders.* All Warrants or Orders to have received enforcement activity as appropriate, which may include contact with Defendant; personal contact visit; intelligence tracing. Progression of Warrants and Orders is linked to the retention period for each Warrant or Order outlined in Annex 6 of Schedule 1 (Specification).
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Positive Completion means:

Activity undertaken on each account. Any cases where no activity has been taken within the last 30 calendar days will require exception reporting.

Formula/calculation

Success means all Warrants or Orders to have received enforcement activity as appropriate, which may include contact with Defendant; personal contact visit; intelligence tracing.

PM2f1 = (total Yes) / (total (Yes + No))

Where:

Yes – date of last action within 30 calendar days or less of the report date

No – date of last action greater than 30 calendar days

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.	
Other indicator notes	
Diversity Data	
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.	

AEA PERFORMANCE MEASURES

Long Description & Rationale	**Measure Movement on Warrant or Order -** Commitment Warrant PM3f1 100% of all Commitment Warrants to have movement (activity) every 30 calendar days. *Rationale: Ensuring activity is undertaken on all warrants and orders.* **Movement on Warrant or Order –** All Warrants or Orders to have received enforcement activity as appropriate, which may include contact with Defendant; personal contact visit; intelligence tracing. Progression of Warrants and Orders is linked to the retention period for each Warrant or Order outlined in Annex 6 of Schedule 1 (Specification)*.*
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Positive Completion means:

Activity undertaken on each account. Any cases where no activity has been taken within the last 30 calendar days will require exception reporting

Formula/calculation

Success means all Warrants or Orders to have received enforcement activity as appropriate, which may include contact with Defendant; personal contact visit; intelligence tracing.

PM3f1 = (total Yes) / (total (Yes + No))

Where:

Yes – date of last action within 30 calendar days or less of the report date

No – date of last action greater than 30 calendar days

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure Movement on Warrant or Order - Committal to Custody Overnight at Police Station** Warrants PM4f1 100% of all **Committal to Custody Overnight at Police Station** Warrants to have movement (activity) every 30 calendar days. *Rationale: Ensuring activity is undertaken on all warrants and orders.* **Movement on Warrant or Order –** All Warrants or Orders to have received enforcement activity as appropriate, which may include contact with Defendant; personal contact visit; intelligence tracing. Progression of Warrants and Orders is linked to the retention period for each Warrant or Order outlined in Annex 6 of Schedule 1 (Specification).
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly

Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Positive Completion means:

Activity undertaken on each account. Any cases where no activity has been taken within the last 30 calendar days will require exception reporting.

Formula/calculation

All Warrants or Orders to have received enforcement activity as appropriate, which may include contact with Defendant; personal contact visit; intelligence tracing.

$PM4f1 = (total\ Yes) / (total\ (Yes + No))$

Where:

Yes – date of last action within 30 calendar days or less of the report date

No – date of last action greater than 30 calendar days

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure Movement on Warrant or Order -** Confiscation Orders for Realisation of Specific Assets with Consent PM5f1 100% of Confiscation Orders for Realisation of Specific Assets with Consent cases to have movement (activity) every 30 calendar days. *Rationale: Ensuring activity is undertaken on all warrants and orders.* **Movement on Warrant or Order –** All Warrants or Orders to have received enforcement activity as appropriate, which may include contact with Defendant; personal contact visit; intelligence tracing. Progression of Warrants and Orders is linked to the retention period for each Warrant or Order outlined in Annex 6 of Schedule 1 (Specification).
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Positive Completion means:

Activity undertaken on each account. Any cases where no activity has been taken within the last 30 calendar days will require exception reporting.

Formula/calculation

Success means all Warrants or Orders to have received enforcement activity as appropriate, which may include contact with Defendant; personal contact visit; intelligence tracing.

PM5f1 = (total Yes) / (total (Yes + No))

Where:

Yes – date of last action within 30 calendar days or less of the report date

No – date of last action greater than 30 calendar days

Method of data extraction/processing
Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet. The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES		
Long Description & Rationale	**Measure Movement on Warrant or Order -** Financial Arrest Warrants PM6f1 100% of Financial Arrest Warrants to have movement (activity) every 30 calendar days. *Rationale*: Ensuring activity is undertaken on all warrants and orders. **Movement on Warrant or Order –** All Warrants or Orders to have received enforcement activity as appropriate, which may include contact with Defendant; personal contact visit; intelligence tracing. Progression of Warrants and Orders is linked to the retention period for each Warrant or Order outlined in Annex 6 of Schedule 1 (Specification).	
Contact Lead		
Indicator Type	Service Level Measure	
Reporting Frequency	Monthly	
Data Source	Approved Enforcement Agency Data Spreadsheet	
Output/Outcome Level		
Other Notes		
Technical Description		

Completions

Positive Completion means:

Activity undertaken on each account. Any cases where no activity has been taken within the last 30 calendar days will require exception reporting.

Formula/calculation

Success is all Warrants or Orders to have received enforcement activity as appropriate, which may include contact with Defendant; personal contact visit; intelligence tracing.

PM6f1 = (total Yes) / (total (Yes + No))

Where:

Yes – date of last action within 30 calendar days or less of the report date

No – date of last action greater than 30 calendar days

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Movement on Warrant or Order -** Warrant of Control PM7f1 100% of Warrants of Control to have movement (activity) every 30 calendar days. *Rationale: Ensuring activity is undertaken on all warrants and orders.* **Movement on Warrant or Order –** All Warrants or Orders to have received enforcement activity as appropriate, which may include contact with Defendant; personal contact visit; intelligence tracing. Progression of Warrants and Orders is linked to the retention period for each Warrant or Order outlined in Annex 6 of Schedule 1 (Specification).

Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Positive Completion means:

Activity undertaken on each account. Any cases where no activity has been taken within the last 30 calendar days will require exception reporting.

Formula/calculation

Success is all Warrants or Orders to have received enforcement activity as appropriate, which may include contact with Defendant; personal contact visit; intelligence tracing.

PM7f1 = (total Yes) / (total (Yes + No))

Where:

Yes – date of last action within 30 calendar days or less of the report date

No – date of last action greater than 30 calendar days

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Realisation of Specific Assets with Consent** -Confiscation Orders PM5g1 100% within 3 Working Days (End of third full working day) of being entered onto the Service Provider's IT system The Service Provider will contact the relevant Authority confiscation team to discuss the specific details and requirements of the order on a case by case basis/ *Rationale*: Ensuring activity is undertaken on all requests to realise assets.
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Successful Completion means:

The Service Provider has contacted the Confiscation Teams within 3 working days of entering the request on the Service Providers IT System

Formula/calculation

Success is The Service Provider has contacted the Confiscation Teams within 3 working days of entering the request on the Service Providers IT System

PM5g1 = (total Yes) / (total (Yes + No))

Yes = Date entered onto the Service Provider IT System - date service provider contacts the authority less than and equal to 3 working days

No = equals Date entered onto the Service Provider IT System - date service provider contacts the authority less than and greater than 3 working days

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.	
Other indicator notes	
Diversity Data	
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.	

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Realisation of Specific Assets with Consent** -Confiscation Orders PM5g2 PM5g3 95% within 7 Working Days and 100% within 10 Working Days of receipt of the Order The Service Provider will make arrangements to secure collection of the asset *Rationale: Ensuring activity is undertaken on all requests to realise assets.*
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Successful Completion means:

The Service Provider will make arrangements to secure collection of the asset within 10 working days of receiving the Order

Formula/calculation

Success is the Service Provider making arrangements to secure collection of the asset within 10 working days of receiving the Order

PM5g2 = (total Yes) / (total (Yes + No))

Yes = Date receipt - date service provider secures collection of the asset less than and equal to 7 working days.

No = Date receipt - date service provider secures collection of the asset greater than 7 working days**.**

PM5g3 = (total Yes) / (total (Yes + No))

Yes = Date receipt - date service provider secures collection of the asset less than and equal to 10 working days.

No = Date receipt - date service provider secures collection of the asset greater than 10 working days.

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure: Realisation of Specific Assets with Consent** -Confiscation Orders PM5g4 100% - Order satisfied by sale of asset within 20 Working Days of the asset being collected by the Service Provider This target can be extended by agreement with the Authority for specific assets which require specialist valuations and or sales. Payment made to the Authority *Rationale: Ensuring activity is undertaken on all requests to realise assets.*
Contact Lead	
Indicator Type	Service Level Measure

Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Successful Completion means:

The Service Provider has sold the assets within 20 working days and made payment to the Authority.

Formula/calculation

Success is he Service Provider has sold the assets within 20 working days and made payment to the Authority.

PM5g3 = (total Yes) / (total (Yes + No))

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES PRIMARY PROVIDER	
Long Description & Rationale	**Measure: Dealing with Customer Queries and Complaints** PM0h1 Responses to be sent within 5 working days of receipt *Rationale: All written queries to be responded to within 5 working days*

Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Successful Completion means:

All written queries to be responded to within 5 working days of receipt

Formula/calculation

Success is where all written queries are responded to within 5 working days of receipt

PM0h1 = (total Yes) / (total (Yes + No))

Where

A = Yes

B = Total (Yes+No)number received

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES PRIMARY PROVIDER

Long Description & Rationale	**Measure: Dealing with Customer Queries and Complaints** PM0h2 80% of calls answered in 20 seconds once the IVR choices have been selected *Rationale*: Monitoring call waiting times
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Successful Completion means:

80% of calls answered in 20 seconds once the IVR choices have been selected

Formula/calculation

N/A As this is a system generate, cannot calculate from the spreadsheet

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority

The Authority will undertake a % of checks on the data supplied by the provider to ensure calls are being answered in 20 seconds once IVR choices are made.

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES PRIMARY PROVIDER

Long Description & Rationale	**Measure: Dealing with Customer Queries and Complaints** PM0h3
	No more than 5% of abandoned calls against total volume of calls received
	Rationale: Monitoring abandoned calls
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Successful Completion means:

No more than 5% of abandoned calls against total volume of calls received

Formula/calculation

N/A As this is a system generate, cannot calculate from the spreadsheet

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority

The Authority will undertake a % of checks on the data supplied by the provider to ensure no more than 5% of callas are abandoned

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES PRIMARY PROVIDER	
Long Description & Rationale	**Measure: Dealing with Customer Queries and Complaints** PM0h4 100% responded to, with findings and outcomes of investigations into the complaint within 10 working days of receipt *Rationale*: *Ensuring that all complaints received are resolved within 10 working days*
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Successful Completion means:

All complaints received are responded to within 10 working days of receipt

Formula/calculation

PM0h4 = A / B x100 where

A equals number responded to written queries within 10 working days of receipt

B equals number received

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES PRIMARY PROVIDER

Long Description & Rationale	**Measure: Dealing with Customer Queries and Complaints - Escalated for review** PM0h5
	100% responded to with outcome of the review of the initial response to the complaint. To be responded to within 10 working days of receiving the request to escalate the complaint.
	Rationale: Ensuring that all complaints are reviewed and responded to within 10 working days of receipt of the request to escalate the complaint.
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Successful Completion means:

All complaints escalated to be reviewed and responded to within 10 working days of receiving the request to escalate the complaint.

Formula/calculation

PM0h5 = A / B x100 where

A equals number responded to written queries within 10 working days

B equals number received

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES PRIMARY PROVIDER

Long Description & Rationale	**Measure: Finance and Accounting - Cash** deposits to be securely deposited PM0i1
	100% within 1 working day (end of same working day) of receipt of payment
	Rationale: Ensuring all payments are deposited in a timely and secure manner
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Successful Completion means:

100% of payments deposited within 1 working day (end of same working day) of receipt of payment

Formula/calculation

PM0i1 = A / B x 100%

Where

A = number payments deposited within 1 working (end of same working day) day

B = number of payments received

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES PRIMARY PROVIDER

Long Description & Rationale	**Measure: Finance and Accounting - Cash** Payments brought to account (entered onto the defendants account on the Service Providers IT system) PM0i2
	100% within 1 working day (end of same day) of receipt of payment
	Rationale: Ensuring all payments are brought to account promptly and entered onto the correct account

Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Successful Completion means:

100% of payments brought to account within 1 working day (same working day) of receipt of payment

Formula/calculation

PM0i2 = A / B x 100%

Where

A = number payments brought to account within 1 working day (same working day)

B = number received

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES PRIMARY PROVIDER

Long Description & Rationale	**Measure: Finance and Accounting** Invoices to the Authority to be sent electronically by the end of 10th working day of the following month PM0i4 100% to be sent within the timeframe *Rationale: Ensuring all invoices to be issued for the costs of executing arrest warrants are sent promptly to the Authority*
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	

Other Notes
Technical Description
Completions
Successful Completion means:
100% of invoices to be sent to the Authority on a monthly basis
Formula/calculation
PM0i4 = (total Yes) / (total (Yes + No))
Where
Yes = number of invoices received by end of 10th working day
No = number of invoices no received after end of 10th working day.
Method of data extraction/processing
The Authority will undertake a % of validation checks to ensure invoices are submitted on a monthly basis
Other indicator notes
Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

SECONDARY PROVIDER

AEA PERFORMANCE MEASURES		
Long Description & Rationale	**Measure: Warrants of Control KPI7s** 98% of Warrants of Control to be successfully executed or progressed in line with all Performance Measures listed in Annex 3 within 180 calendar days from date of issue. _Rationale: This measure is to ensure that all warrants issued to the AEA are worked to either collect payment in full or take control of goods to sell at auction to cover the amount of the outstanding fine and fees._	
Contact Lead		
Indicator Type		Service Level Measure
Reporting Frequency		Monthly
Data Source		Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level		98 % of Warrants of Control to be successfully executed or progressed
Other Notes		
Technical Description This warrant is generally the first warrant tried in the enforcement process. It directs the AEA to collect payment in full or take control of goods. Statutory fees apply for the Warrant of Control. The AEA adds to the balance owed the court £75 compliance fee then an additional £235 if the defendant fails to comply at the compliance stage and the AEA must commence door stepping activities to secure payment**.** Generally, payment in full is obtained very rarely to the AEA take control of goods. _Completions_ **Successfully Executed** means:		

Payment of the court fine is collected in full and paid over to the court. Fees are applied to the amount due to the AEA.

- Payment in full of the outstanding balance of the Court Imposition

Progressed means

If not executed within the 180 calendar days, the case must be progressed, this meaning the AEA must provide information that informs the courts next steps. For example, they have confirmed they cannot execute the warrant as the defendant is in prison.

ere any Warrant or Order has not been successfully executed or satisfied within the Retention Period, and the Service Provider has undertaken all mandatory steps stated in the relevant requirement to execute or satisfy the Warrant or Order, at the end of the relevant Retention Period all outstanding Warrants or Orders shall be returned to the Authority using the agreed Return Codes. This is to provide the Authority with details of the outcome of the execution activities and where applicable the most up to date information regarding the Defendant's whereabouts. Supporting evidence will be provided as required.

mples could include:

- visit(s) which establishes the Defendant has moved away and relevant enquires and tracing have not been able to identify a new address or the Defendants whereabouts
- the Defendant is deceased
- the Defendant is in prison
- all visits and remote contact has been undertaken but no contact has been made with the Defendant and relevant enquires and tracing has been unable to confirm the Defendant's residency at the address or their whereabouts

Formula/calculation

KPI7s = A / B x 100%

Where:

A = number successfully executed or progressed within 180 calendar days from the date of issue

B = number issued minus exclusions

Method of data extraction/processing
Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet. The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes
The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence to the Authority's reasonable satisfaction that they meet the exclusions

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES   SECONDARY PROVIDER

Long Description & Rationale	**Measure:** To have received all reports required in line with Schedule 19 (Management Information). **KPI8s** *Rationale:* Ensuring all data spreadsheets and reports are submitted to the Authority each calendar month
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency

Output/Outcome Level	
Other Notes	

Technical Description

Completions

Successful Completion means:

All reports received within timeframe outlined in the Schedule 19

Formula/calculation

KPI8 = (total Yes) / (total (Yes + No))

Yes = Compliance" and "No = Failure"

Compliance = Yes

Failure = No

Method of data extraction/processing

The Authority will monitor the receipt of reports from the Service Provider

Other indicator notes

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Diversity Data

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This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES

Long Description & Rationale	**Measure:** PM7a1s and PM7a2s Warrant of Control Warrant or Orders received shall be entered onto Service Provider's IT system and acknowledgement provided to the Authority to confirm numbers received **95% of all warrants and orders issued to be entered onto the Service Provider IT System within 1 working day (end of the next full working day) and 100% within 3 working days (end of the 3rd working day) from date of receipt.** *Rationale: This measure is to ensure that there is an audit trail ensuring the Service Provider receives and acknowledges receipt of all warrants and orders within agreed timescales.*
Contact Lead	

Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	**95% of all warrants and orders issued to be entered onto the Service Provider IT System within 1 working day (end of the next full working day) and 100% within 3 working days (end of the 3rd working day) from date of receipt**
Other Notes	

Technical Description

This measure is to ensure that there is an audit trail ensuring the Service Provider receives all warrants included in the spreadsheet and that all warrants are entered onto their IT System. The Supplier then acknowledged receipt of the file received and confirms that all warrants and

orders have been entered onto their system within the agreed timescales.

Completions

Positive Completion means:

All warrants and orders are entered onto the supplier system within the timescales suggested and an acknowledgement is sent to confirm the correct number of warrants in the batch have been received/entered.

Formula/calculation

All Warrants and Orders successfully entered onto the Service Providers IT system

PM7a1s = A / B x 100%

Where:

A = number of Warrants of Control entered by the of end of the next full working day from receipt

B = number of Warrants of Control issued minus exclusions.

PM7a2s = C / B x 100%

Where:

C = number of Warrants of Control entered by the of end of the third full working day from receipt

B = number of Warrants of Control issued minus exclusions.

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that they meet the exclusions.

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence that they meet the exclusions.

Applicable to:

- Warrant of Control PM7a1s and PM7a2s

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

The Authority will extract data from the spreadsheet and transfer into dashboard to produce the performance against the KPIs

A Positive Completion is one where all warrants are entered onto their system and acknowledged within the prescribed timescales.

Other indicator notes

Diversity Data
Reporting on any vulnerable defendants is a requirement.

AEA PERFORMANCE MEASURES

Long Description & Rationale	**Measure:** Warrant of Control PM7b1s
	The Service Provider will issue an initial contact notice* in relation to all Warrants and Orders.
	100% within 10 working days of being entered onto the Service Provider's IT system
Contact Lead	

Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	**100% within 10 working days of being entered onto the Service Provider's IT system**
Other Notes	

Technical Description

Once the ordered has been accepted on the Service Providers IT System, the Service Provider must issue a notice to the defendant to confirm they are now responsible for executing the warrant type issued against them. The notice will include instructions to pay, warrant type and case details.

Completions

Successfully Completed means:

The Service Provider issuing Initial Contact Notice in respect of Warrants and Orders within 10 working days of receipt.

Formula/calculation

Successfully issue an initial contract notice for Warrants of Control to the defendant within 10 working days of receipt of the warrant

PM7b1s = (total Yes) / (total (Yes + No))

Yes = Date issued - date entered onto the system less than and equal to 10 working days

No = equals date issued date entered onto the system greater than 10 working days

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

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AEA PERFORMANCE MEASURES

Long Description & Rationale	**Measure:** PM7c1s Warrants of Control
	100% of Warrants or Orders outstanding to receive a first Personal Contact visit between 14 and no later than 60 calendar days from date the Warrant or Order entered onto the Service Provider's IT

	system, as stated in the requirement. *Rationale*: To ensure that all actions are taken in an effort to execute all warrants and orders and not allow the AEA to cherry pick
Contact Lead	

Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

If defendant fails to comply or respond to any letters messages received from the AEA the door stepping activities commence. This measure ensures that the AEA carries out visits on all warrants and orders

Completions

Positive Completion means:

All Warrants of Control outstanding to receive a first Personal Contact visit between 14 and no later than 60 calendar days from date the Warrant or Order entered onto the Service Provider's IT system, as stated in the requirement.

Formula/calculation

Success is a Financial Arrest Warrants receive a first Personal Contact visit between 14 and no later than 60 calendar days from date the Warrant or Order entered onto the Service Provider's IT system, as stated in the requirement

PM7c1s = (total Yes) / (total (Yes + No))

 Yes = successfully executed 1st first visit after 14 calendar days and no later than 60 calendar

days of the date of issue

No = equals not successfully executed and 1st first visit not carried out after 14 calendar days and no later than 60 calendar days of the date of issue

The number of Warrants that the % is calculated against will be adjusted if the Service Provider provides evidence to show the meet the exclusions.

Applicable to following Warrants or Orders:

- Warrant of Control

Method of data extraction/processing
Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet. The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.
Other indicator notes
Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010. .
Version Number:

AEA PERFORMANCE MEASURES

Long Description & Rationale	**Measure:** PM7e1s Warrants of Control **98% successfully executed or progressed within 180 calendar days with use of exceptions codes**

	Applicable to following Warrants: • Warrant of Control **Warrant or Order Progression: All Warrants and Orders to be progressed as follows:** • Executed - paid in full • Applied to be withdrawn by the court • New information provided to the Authority to enable the account to be progressed, this will include new addresses; or confirmation that the • Defendant is unable to be traced
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Successfully completed means Warrant of control executed or progressed within 180 calendar days with use of exception codes

Formula/calculation

Success is number of successfully executed Warrants of Control or progressed within 180 calendar days

PM7e1s =A / B x100 where

Yes = successfully execute or progress within 180 calendar days No = not successfully execute of progress within 180 calendar days	
Method of data extraction/processing Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet. The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.	
Other indicator notes	
Diversity Data	
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.	

AEA PERFORMANCE MEASURES	
Long Description & Rationale	**Measure:** PM7f1s Warrant of Control **100% every 60 calendar days.** Applicable to following Warrants or Orders: • Warrant of Control

	Rationale: Ensuring activity is undertaken on all warrants and orders.
	Movement on Warrant or Order – All Warrants or Orders to have received enforcement activity as appropriate, which may include contact with Defendant; personal contact visit; intelligence tracing. Progression of Warrants and Orders is linked to the retention period for each Warrant or Order outlined in Annex 6 of Schedule 1 (Specification.)
Contact Lead	

Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Positive Completion means:

Activity undertaken on each account. Any cases where no activity has been taken within the last 60 calendar days will require exception reporting

Formula/calculation

Success is all Warrants or Orders to have received enforcement activity as appropriate, which may include contact with Defendant; personal contact visit; intelligence tracing.

PM7f1s = (total Yes)/(total (Yes+No)) where

Yes – date of last action within 60 calendar days or less of the report date

No – greater than 60 calendar days

Method of data extraction/processing
Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.
The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES SECONDARY PROVIDER	
Long Description & Rationale	**Measure: Dealing with Customer Queries and Complaints** PM0h1s Responses to be sent within 5 working days of receipt *Rationale: All written queries to be responded to within 5 working days*
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly

Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Successful Completion means:

All written queries to be responded to within 5 working days of receipt

Formula/calculation

Success is where all written queries are responded to within 5 working days of receipt

PM0h1s = A / B x 100%

Where

A = number responded to written queries within 5 calendar days

B = number received

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES SECONDARY PROVIDER

Long Description & Rationale	**Measure: Dealing with Customer Queries and Complaints** PM0h2s 80% of calls answered in 20 seconds once the IVR choices have been selected *Rationale*: Monitoring call waiting times
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	
Technical Description	
Completions	

Successful Completion means: 80% of calls answered in 20 seconds once the IVR choices have been selected	
Formula/calculation N/A As this is a system generate, cannot calculate from the spreadsheet	
Method of data extraction/processing Data to be extracted from the supplier system monthly and sent to the Authority The Authority will undertake a % of checks on the data supplied by the provider to ensure calls are being answered in 20 seconds once IVR choices are made.	
Other indicator notes	
Diversity Data	
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.	

AEA PERFORMANCE MEASURES SECONDARY PROVIDER	
Long Description & Rationale	**Measure: Dealing with Customer Queries and Complaints** PM0h3s No more than 5% of abandoned calls against total volume of calls received

	Rationale: Monitoring abandoned calls
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Successful Completion means:

No more than 5% of abandoned calls against total volume of calls received

Formula/calculation

N/A As this is a system generate, cannot calculate from the spreadsheet

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority

The Authority will undertake a % of checks on the data supplied by the provider to ensure no more than 5% of callas are abandoned

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES SECONDARY PROVIDER

Long Description & Rationale	**Measure: Dealing with Customer Queries and Complaints** PM0h4s 100% responded to with findings and outcomes of investigations into the complaint within 10 working days of receipt *Rationale*: Ensuring that all complaints received are resolved within 10 working days
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Successful Completion means:

All complaints received are responded to within 10 working days of receipt

Formula/calculation
PM0h4s = A / B x100 where A equals number responded to written queries within 10 working days of receipt B equals number received

Method of data extraction/processing
Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet. The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES SECONDARY PROVIDER	
Long Description & Rationale	**Measure: Dealing with Customer Queries and Complaints - Escalated for review** PM0h5s 100% responded to with outcome of the review of the initial response to the complaint. To be responded to within 10 working days of receiving the request to escalate the complaint. *Rationale: Ensuring that all complaints are reviewed and responded to*

	within 10 working days of receipt of the request to escalate the complaint.
Contact Lead	

Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	

Other Notes

Technical Description

Completions

Successful Completion means:

All complaints escalated to be reviewed and responded to within 10 working days of receiving the request to escalate the complaint.

Formula/calculation

PM0h5s = A / B x100 where

A equals number responded to written queries within 10 working days

B equals number received

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.	
Other indicator notes	
Diversity Data	
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.	

AEA PERFORMANCE MEASURES SECONDARY PROVIDER

Long Description & Rationale	**Measure: Finance and Accounting - Cash** deposits to be securely deposited PM0i1s 100% within 1 working day (end of same working day) of receipt of payment *Rationale: Ensuring all payments are deposited in a timely and secure manner*
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	
Technical Description	

Completions

Successful Completion means:

100% of payments deposited within 1 working day (end of same working day) of receipt of payment

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Formula/calculation

PM0i1s = A / B x 100%

Where

A = number payments deposited within 1 working (end of same working day) day

B = number of payments received

Method of data extraction/processing

Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.

The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.

Other indicator notes

Diversity Data

This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES SECONDARY PROVIDER

Long Description & Rationale	**Measure: Finance and Accounting - Cash** Payments brought to account (entered onto the defendants account on the Service Providers IT system) PM0i2s 100% within 1 working day (end of same day) of receipt of payment *Rationale*: Ensuring all payments are brought to account promptly and entered onto the correct account
Contact Lead	

Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Successful Completion means:

100% of payments brought to account within 1 working day (same working day) of receipt of payment

Formula/calculation	
PM0i2s = A / B x 100%
Where
A = number payments brought to account within 1 working day (same working day)
B = number received
Method of data extraction/processing
Data to be extracted from the supplier system monthly and sent to the Authority on agreed spreadsheet.
The Authority will undertake a % of validation checks on the data supplied by the provider to ensure its accuracy.
Other indicator notes
Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.

AEA PERFORMANCE MEASURES SECONDARY PROVIDER	
Long Description & Rationale	**Measure: Finance and Accounting** Invoices to the Authority to be sent electronically by the end of 10th working day of the following month PM0i4s 100% to be sent within the timeframe

	Rationale: Ensuring all invoices to be issued for the costs of executing arrest warrants are sent promptly to the Authority
Contact Lead	
Indicator Type	Service Level Measure
Reporting Frequency	Monthly
Data Source	Approved Enforcement Agency Data Spreadsheet
Output/Outcome Level	
Other Notes	

Technical Description

Completions

Successful Completion means:

100% of invoices to be sent to the Authority on a monthly basis

Formula/calculation

PM0i4s = (total Yes) / (total (Yes + No))

Where

Yes = number of invoices received by end of 10th working day

No = number of invoices no received after end of 10th working day.

Method of data extraction/processing

The Authority will undertake a % of validation checks to ensure invoices are submitted on a monthly basis
Other indicator notes
Diversity Data
This report will allow the metric to be examined by all the protected characteristics defined by the Equality Act 2010.