

## Key Performance Indicators

This schedule defines a non-exhaustive set of performance criteria with which the Service Provider will be expected to comply in order to satisfy the Contract. The liaison meetings with the Council shall include a review of the Service Provider's performance and their compliance with the Specification, including but not limited to timely response, in-service delivery (see table below for targets) and number, type and resolution of complaints.

Key Performance Indicator Heading	Key Performance Indicator Description	Targets	
		Year 1	Year 2 and 3
Pre-employment check	Response received within two 2 working days of the health questionnaire being received.	98%	100%
Pre-employment check - telephone follow-up by a Nurse	Completed within 5 working days of the health questionnaire being received.	95%	98%
Occupational Health Appointment – in person with a Doctor or a Nurse	Appointment made within 2 working days of receipt of the referral, appointment to take place within 7 working days of the referral and a full written report supplied within 5 working days of the appointment or receipt of GP/specialist report.	95%	98%
Occupational Health Appointment by phone with a Doctor or a Nurse	Appointment made within 2 working days of receipt of the referral, appointment to take place within 5 working days of the referral and a full written report supplied within 5 working days of the appointment or receipt of GP/specialist report.	95%	98%
Ill Health Retirement Pension related referrals	Appointment made within 5 working days of receipt of the referral, appointment to take place within 10 working days of the referral and a full written report supplied within 5 working days of the appointment or receipt of GP/specialist report.	95%	98%
Vaccinations	Appointment made within 2 working days of receipt of the requirement, appointment to take place within 10 working days of the referral	100%	100%
Resolution of Complaints	Complaints investigated and responded to within 5 working days.	95%	98%

