**RFORMANCE: Key Performance Indicators (KPIs) and Service Credits (Catering)**

1. The KPI’s which the Parties have agreed shall be used to measure the performance of the Services by the Contractor are contained in the table below.
2. Service Points shall accrue depending on the category of performance achieved by the Contractor in the Service Period and shall be calculated in accordance with this Schedule. A Minus service point will be added after the first follow up spot check and for every additional monitoring spot check required until the problem is resolved or the KPI is met.
3. The KPI’s will be measured through monitoring visits which form part of the SLA between Contracting Authorities and Company, in response to customer satisfaction surveys or via reports of inadequate performance by Contracting Authorities.
4. Service Credits will be accumulated (positive and negative) as points for each Contracting Authority, however it will be the balance of all Service Credits for the Contractor in total that will be taken into account at the end of the year.
5. Service Credits shall not accrue for any Services provided within the mobilisation period or force majeure event.
6. Service Credits shall be calculated as follows:

**Service Points accrued per annum x £60 = £ Service Credits to be paid by the Contractor**

| **KPI Title** | **KPI Description** | **Service Period** | **Method of calculating Service period** | **Category of Service** | **Service Points** |
| --- | --- | --- | --- | --- | --- |
| **Compliance** | Compliance Packs and training cards all up to date including equipment maintenance records, DBS, H&S compliance, temperature control diary.  Training Cards updated Yearly & DBS number & issue date visible.  Compliance pack to have a review sheet on a Yearly basis.  All mobile staff to carry training cards when attending any site.  For each none compliance area will receive a service point. | Annually | 1 week for resolution or action plan. Follow up spot check will be carried out within 1 week of problem being identified. A Minus service point will be added after this point for every additional monitoring spot check required until the problem is resolved. | [0] As expected  [1] Minus Below Standard | [0]  [1] Minus |
| Daily | 24 hours for resolution or action plan. Follow up spot check will be carried out within 1 week of problem being identified. A Minus service point will be added after this point for every additional monitoring spot check required until the problem is resolved. | [0] As expected  [1] Minus Below Standard | [0]  [1] Minus |
| Weekly | 1 week for resolution or action plan. Follow up spot check will be carried out within 1 week of problem being identified. A Minus service point will be added after this point for every additional monitoring spot check required until the problem is resolved. | [0] As expected  [1] Minus Below Standard | [0]  [1] Minus |
| Monthly | 1 week for resolution or action plan. Follow up spot check will be carried out within 1 week of problem being identified. A Minus service point will be added after this point for every additional monitoring spot check required until the problem is resolved. | [0] As expected  [1] Minus Below Standard | [0]  [1] Minus |
| **Food Hygiene and Compliance** | Food Hygiene, HACCP, daily menu compliance and presentation waste management (Clear Sacks, food waste recorded or Food bins used)  For each none compliance area will receive a service point.  Used oil to be removed Monthly and no more that 10Ltrs stored on site. | Daily | 24 hours for resolution or action plan. Follow up spot check will be carried out within 1 week of problem being identified. A Minus service point will be added after this point for every additional monitoring spot check required until the problem is resolved. | [0] As expected  [2] Minus Below Standard | [0]  [2] Minus |
| Quarterly | 24 hours for resolution or action plan. Follow up spot check will be carried out within 1 week of problem being identified. A Minus service point will be added after this point for every additional monitoring spot check required until the problem is resolved. | [0] As expected  [2] Minus Below Standard | [0]  [2] Minus |
| **Service Requirements** | Correct portion sizes, food taste. Presentation, menu display  If Hot Holding for 2nd & 3rd service temperatures taken at each start of sitting.  For each none compliance area will receive a service point. | Daily | 24 hours for resolution or action plan. Follow up spot check will be carried out within 1 week of problem being identified. A Minus service point will be added after this point for every additional monitoring spot check required until the problem is resolved. | [0] As expected  [2] Minus Below Standard  [2] Positive | [0]  [2] Minus  [2] Positive |
| **Customer Service** | Menu variations recoded, the school informed and authorised by the school in advance, customer service with children, staff and visitors | Daily | 24 hours for resolution or action plan. Follow up spot check will be carried out within 1 week of problem being identified. A Minus service point will be added after this point for every additional monitoring spot check required until the problem is resolved. | [0] As expected  [1] Minus Below Standard  [1] Positive | [0]  [1] Minus  [1] Positive |
| **Meal uptake** | Increase in the number of Free School Meals and Paid meals.  Contractor to supply evidence of all added benefits and participation carried out at each of the schools.  (School Staff meal options available) | Monthly | 1 week for data to be submitted | [0] | [0] |
| Annually | Increase of 5% meal uptake year on year. 1 positive service point is gained for each additional 1% increase over the 5% and a negative point for every 1% not gained (up to 5%). Once 95% is achieved 1 positive service point is gained for every additional 1% increase.  1 week for data to be submitted. | [0] As expected  [2] Minus Below Standard  [2] Positive | [0]  [2] Minus  [2] Positive |