



**HADDENHAM PARISH COUNCIL**

**Appendix 5**

**Example of KPIs to be agreed in partnership with successful contractor.**

Reports on all listed KPI's will be heard at each quarterly meeting.

<b>KPIs</b>			
<b>Theme</b>	<b>Indicator</b>	<b>Measure</b>	<b>Method</b>
<b>Quality of service</b>	Grounds	Photographic evidence before and after pictures as in Performance Management Guidance and outcomes to be no less than A when completed and not to fall below B Grade before next visit.  Random inspections will be made by The Facilities Manager	Photographs/Inspection
<b>Quality of service</b>	Formal complaints	Number of formal complaints received	Complaints received
	Compliments	Informal compliments Formal compliments	Compliments received

	Satisfaction rates Competitions /Awards		Best Village Competition Green Flag Award
<b>Health and Safety</b>	Incidents/accidents near misses	Number of reportable incidents Number of near misses	Monthly monitoring. Fill in near miss forms. Alert Facilities Manager to any reportable injuries
<b>Environment</b>	Reduction of chemical methods	Per metre reduction in chemical weed- spraying	Annual measurement of metres sprayed by chemical weed spraying
<b>Social/Public value</b>	Added value created by partnership working	Working with volunteers within Haddenham	Number of beneficiaries and time promoted

### Quality of service

These KPI's run in conjunction with the Performance Management Guidance. These confirm that all works have been completed as scheduled and maintained to an A grade.