



Scheme Delivery Framework (SDF)

Framework Information

Appendix 11

Performance Management

CONTENTS AMENDMENT SHEET

Amend. No.	Revision No.	Amendments	Initials	Date
0	0	Contract Issue	AJP	Sept 21

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1 PERFORMANCE MANAGEMENT

1.1 Introduction

- 1.1.1 The *Client* uses the latest version of the Collaborative Performance Framework (CPF) in [Appendix 2](#) in order to actively measure the *Supplier's* performance and follows the processes set out in the 'Guidance' sheet within the CPF in relation to the use of performance scores to drive improved performance.
- 1.1.2 The *Client* may revise CPF up to twice per year. A change to CPF is not a compensation event.
- 1.1.3 The *Supplier* uses the current version of the CPF, records performance against each of the relevant indicators in the CPF and assists the *Client* in the development of the framework by proposing and developing ways in which improvements can be made to the CPF.
- 1.1.4 The scores recorded by the *Supplier* against each CPF indicator are submitted to the *Client* and copied to the relevant CPF email address. The instructions for identifying the relevant CPF email address and the relevant working day in the month for submission are set out in the CPF instructions on the Supply Chain Portal in [Appendix 2](#).
- 1.1.5 The first CPF submission covers months 1-3 from the *starting date* of the first Work Order, and submissions are thereafter made monthly.

1.2 Performance Review

- 1.2.1 The *Supplier* undertakes a performance review addressing all aspects of performance on a quarterly basis, or as instructed by the *Client*, in accordance with the CPF.
- 1.2.2 The Performance Level required is a minimum score of 6 as measured in accordance with the CPF.
- 1.2.3 Where the *Supplier's* performance is below the required Performance Level, this is treated as a substantial failure by the *Supplier* to comply with its obligations.
- 1.2.4 The *Client* leads additional annual reviews to assess all aspects of *Supplier* performance and trends in performance indicators. The *Supplier* assists any additional reviews as requested by the *Client*.

1.3 Amendments to Performance Management

- 1.3.1 The *Client* will periodically review the CPF and may issue updates as a result of these reviews. These updates may include:
- the use of new repositories for all performance measurement related data,

- the introduction of new or revised measurements or procedures to gather consistently high-quality data for performance measurement,
- the introduction of new capabilities or methodologies to monitor and deliver areas of performance measurement,
- the introduction or modification to targets for *Supplier's* performance and
- the introduction of new iterations of the Collaborative Performance Framework (CPF) and supporting documentation.

1.3.2 The *Supplier* may submit proposed amendments to the CPF to the *Client* via National Highways Supplier Performance team and the proposed amendments will be considered as part of the CPF and metric review process.

1.4 The *Supplier's* Responsibilities

1.4.1 The *Supplier* complies with the requirements in the CPF, Collaborative Performance Framework Guidance and Performance Management Information System.

1.4.2 In line with the CPF, Collaborative Performance Framework Guidance and Performance Management Information System, the *Supplier*:

- recognises that performance information is the property of the *Client*,
- provides any performance information requested by the *Client*, to the required quality and timescales,
- treats performance information as a significant asset,
- provides deconstructed operational or source data requested by the *Client*, along with supporting narrative where required to qualify outlying performance and any actions being undertaken,
- provides performance information used internally by the *Supplier* to construct performance metrics as requested by the *Client*,
- updates data accurately and ensures that performance data is entered precisely against the relevant fields and attributes in the Performance Management Information System. If any data formatting requirements are unclear the *Supplier* seeks clarification from the *Client*,
- scores any behavioural metrics.

1.5 Targets for Performance

- 1.5.1 The *Client* reserves the right to introduce or modify the CPF, targets and/or metrics for the *Supplier's* performance.
- 1.5.2 Targets and metrics pertaining to the provision of information are contained within the Collaborative Performance Framework Guidance.