



Parish Council

Principle Contractor Key Performance Indicators (KPI's)

Feb 2026

Introduction

KPIs agreed should focus on a range of areas as per Table 1 Summary List of Key Performance Indicators' (KPI's) and will be presented to CSNPC for joint review in the format of a weekly progress report which will also report the following:

- Key Points of Contact for the Principle Contractor
- Project Summary
- Programme Progress (Gantt Chart)
- Photographic Evidence of Progress
- Payment and Invoice Schedule
- Variation Schedule
- KPI Dashboard

Key Performance Indicators

This section contains the Key Performance Indicators (KPIs) for the Principle Contractor's contracted service.

Table 1: Summary list of KPIs

Key Performance Indicators (KPIs)

Measure Name	Target	Calculation Method	Reporting Frequency	Data Source	Tolerance	Consequence
Programme Adherence	$\geq 95\%$ of milestones achieved per month	(No. of milestones achieved ÷ Total milestones due) × 100	Monthly	Programme schedule; progress reports	±3%	<95% = review meeting; <90% = service credit applied
Quality – Defects at Practical Completion (PC)	≤ 2 defects per £100k project value	(No. of defects ÷ Project value) × £100k	At PC	Snag list; QA inspection logs	±0.5 defect	Above tolerance = service credit or quality improvement plan
Defect Rectification Time	100% within 10 working days	(Defects closed within 10 days ÷ Total defects) × 100	Monthly	Defect tracker; helpdesk log	±5%	Missed target = escalation to client + corrective plan
Health & Safety – RIDDOR Incidents	0	Count of RIDDOR-reportable incidents	Monthly	H&S incident log	None	Any occurrence = immediate review with client and corrective actions
Health & Safety – Site Audit Compliance	$\geq 95\%$	(No. of compliant items ÷ Total items audited) × 100	Monthly	H&S audit reports	±3%	<95% = formal improvement notice; <90% = service credit
Social Value – Local SME Participation	$\geq X\%$ of total contract spend	(Spend with local SMEs ÷ Total spend) × 100	Quarterly	Procurement reports	±5%	< target = meeting with client + revised social value plan

Social Value – Apprentice Hours	$\geq Y$ hours per £100k spend	(Total apprentice hours \div Project spend) \times £100k	Quarterly	HR training logs; payroll	$\pm 10\%$	< target = corrective plan; potential service credit
Energy Outcomes – Efficiency (LED/lumen/W)	\geq specified design target	Measured lumen output \div power consumption (W)	At commissioning	M&E commissioning reports	$\pm 5\%$	Non-compliance = rework or energy optimisation plan
Energy Outcomes – M&V (Measurement & Verification)	Verified before/after data aligned with targets	Compare baseline vs. post-commissioning data	At completion + 6-month review	M&V reports	$\pm 10\%$	Variance $>10\%$ = performance review with client