



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	≥ 95% of milestones achieved per month	$(\text{No. of milestones achieved} \div \text{Total milestones due}) \times 100$	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	$(\text{No. of defects} \div \text{Project value}) \times \text{£100k}$	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	$(\text{Defects closed within 10 days} \div \text{Total defects}) \times 100$	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	≥ 95%	$(\text{No. of compliant items} \div \text{Total items audited}) \times 100$	Monthly	H&S audit reports	±3%	<95% = formal improvement notice; <90% = service credit
Social Value – Local SME Participation	≥ X% of total contract spend	$(\text{Spend with local SMEs} \div \text{Total spend}) \times 100$	Quarterly	Procurement reports	±5%	< target = meeting with client + revised social value plan

Social Value – Apprentice Hours	≥ Y hours per £100k spend	(Total apprentice hours ÷ Project spend) × £100k	Quarterly	HR training logs; payroll	±10%	< target = corrective plan; potential service credit
Energy Outcomes – Efficiency (LED/lumen/W)	≥ specified design target	Measured lumen output ÷ power consumption (W)	At commissioning	M&E commissioning reports	±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	±10%	Variance >10% = performance review with client