KEY PERFORMANCE INDICATORS (KPI’S)

Accent monitor the performance of contract quality and delivery through a series of KPI measures. Accent require all Contractors to achieve KPI Targets as detailed in Table 1.

Please refer to Section 5, Contractor’s Performance, in Accent Housing Contract Agreement for information no how these KPI’s are used to measure the Contractor’s performance against the outcome specification.

Table 1

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  KPI Ref  | Grounds Maintenance Services (Output Specification)  | KPI Attainment Year 1  | KPI Attainment Year 2  | KPI Attainment Year 3  | KPI Attainment Subsequent Years  |
| 1  | Customer Satisfaction (measured bi-annually in Rant & Rave against a range of 1 - 5)  | 3.5  | 4  | 4.5  | 4.5  |
| 2  | Complaints: to receive less than % based on 6 month rolling for the overall contract. This is based on the output specification  | 5%  | 4%  | 3%  | 3%  |
| 3  | To meet the output specification across 100% of schemes  | 85%  | 95%  | 100%  | 100%  |
| 4  | To report, in accordance with The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) to the HSE with a simultaneous update to the Client Representative.  | 100%  | 100%  | 100%  | 100%  |