**Appendix J - Key performance indicators (KPIs) and benchmarks**

Swindon Borough Council is required to report against and comply with national Best Value KPIs and will work with the Contractor to improve performance against the KPI’s. The areas to be covered are:

|  |  |
| --- | --- |
| **Performance Indicator** | **Minimum Threshold** |
| **Tenant satisfaction with the process of the works** | 90% |
| **Properties handed over within priority timescale** | 90% |
| **Average defects score** | 8 out of 10 |
| **Average health and safety and cleanliness score** | 8 out of 10 |

Swindon Borough Council will also expect to work with the Contractor as an integral part of the pre-start processes to develop a set of mutually acceptable project KPIs against which the contract will be assessed.