Appendix 1: 1A Key Performance

| **Activity** | **Performance** | **Responsibility and Measurement (Minimum Service Level)** |
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| Provision of labour to cover sickness and holidays | Measure the total hours that the Successful Tenderer(s) is expected to deliver for the cleaning service against the actual hours delivered. | Total actual number of hours / total expected number of hours x 100 |
| Health and Safety Regulations | Audit the compliance with Health and Safety Regulations and updating/reviewing of the Product Data Sheets and COSHH information. | No health and safety regulation breaches. |
| Rectification of reported incidents | Any issue logged is to be rectified the same day and signed off by the cleaning supervisor. | Any issues identified from the joint audit between Winning Bidder and WDH representative are to be rectified within one week and at the earliest opportunity. |
| Quality Assurance Checks undertaken by WDH Estate Staff | Measure the quality of cleans undertaken by the contractor by completing checks across a range of blocks covered by this contract. | 100% of work completed in line with the contract specification.  Any issues identified through Quality Assurance checks should be rectified within 24 hours. |
| Customer Experience | Measure the overall customer experience received by the WDH Authorised Officer, by completing a questionnaire on a 6-month basis on the standard of cleaning and conduct of employees. | 100% of work completed in line with the contract specification.  Any issues identified through Quality Assurance checks should be rectified within 24 hours. |
| Customer satisfaction | Measure tenant satisfaction levels by receiving no complaints of the service from The Successful Tenderer. | No complaints about the service provided received.  KPI 100% based on key resident/tenant feedback. |
| Customer satisfaction | Utilisation of a cohort of WDH customers who will regularly offer feedback and satisfaction concerning performance/quality in their own locality.  Each customer will be issued a key resident pack outlining the Contract Specification and what to expect from service delivery.  On completion of each “cleans” visit all customers will score the level of service experienced and provide any further comments by completing a key resident inspection sheet. Each sheet will form part of the overall annual percentage which will determine where the KPI sits in the target threshold. | |
| Customer Services Availability | The appointed supplier will provide a single point of contact in relation tenant care and contract performance. This should include an escalation process to ensure issues are resolved within 24 Hours, including out of normal working hours where appropriate. | Issues resolved within 24 hours.  If not resolved within 24 hours daily communication required to inform WDH of progress and a resolution deadline date. |
| Immediate Call Resolution | Measures the ability of Customer Services to achieve call resolution when the User first contacts the Customer Services.  A further review of this SLA will take place after 12 months. | Winning tender Customer Services Manager. 40% from month one of date of signing. 50% from month one of date of signing. 65% from month one of date of signing.  Total Number of Calls Resolved During Initial Contact divided by Total Number of Calls Received x 100% |
| Communications Resolved Within 1 Working Day | Measures the time taken to resolve all communications (including fax, email, web portal request, letters, calls, complaints etc) raised with the Customer Services. This measure is to include those calls not resolved during initial contact as detailed in Customer Services 3d above, but to exclude those cases resolved within the Minimum Service Level specified in Customer Services 3d above | Winning tender Customer Services Manager. 95%.  Total Number of Communications Resolved Within one Working Day minus Total Number of Calls Resolved During Initial Contact divided by Total Number of Communications Received minus Total Number of Calls Resolved During Initial Contact x 100% |
| WDH dedicated account manager | Fixed account manager provided as first point of contact for WDH*.* | Appointed supplier 100%. The supplier confirms the dedicated account manager for WDH and have a pre‑contract start meeting to introduce relevant parties. WDH will then use the account manager as the first point of contact for all queries/issues going forward. |
| Monthly invoices in format and with detail required by WDH (Accurate and timely billing of customer). | Monthly invoices are with WDH in the format and containing the detail outlined by WDH, no longer than five working days following the month end of every month. | 100%. Supplier. Invoices in the correct format and detail available no longer than five working days following the month end of every month. |
| Back up data to support invoices | Supporting data to be provided with WDH invoices, to allow invoice approval. | 100%. Supplier. Data required by WDH provided at time of invoice in appropriate detail. |
| Monthly operational/account meetings. | Monthly meetings with WDH from contract start until the contract ends. Although, subject to satisfactory performance, after an initial contract period meeting may be undertaken quarterly. The frequency of these meeting can be increased if there are significant issues in contract delivery. | Appointed supplier 100%. Meetings held. The successful supplier will be expected to meet with WDH at our head office on a monthly basis (or other period determined by WDH) to discuss the service and any problems and solutions. If required other parties may be invited to the meetings. |
| Continuous Improvement Review (including proposal for future improvement) | Provision of the continuous improvement review and accompanying information. | Appointed supplier 100% continuous improvement review undertaken, and accompanying information provided. |
| Delivery of required social value targets including: | * Creation of Employment & training opportunities * Retention of trainees * Direct Employment of workforce | Minimum service level(s) to be agreed on award of Contract with WDH Social Inclusion Team. |
| Other KPIs identified to allow appropriate contract management. | As appropriate | Appointed suppliers/ WDH. |
| Reporting Completeness | Measures the provision of accurate reporting which should be provided instantly through automated reports. | Total Number of Reports Required (Based on Customer Numbers) x 100% |
| Contract Management Meetings | Periodic meetings usually held monthly at the commencement of the contract, but then maybe undertaken quarterly to discuss contract performance. | WDH Procurement Team Representative / Appointed supplier  Account Manager  100% via meetings actually taking place. |