

Section Weight	Section	REF	KEY PERFORMANCE INDICATOR	KPI Weight	Actual % overall	Q1	Q2	Q3	Q4	Score
50%	GENERAL	GEN01	Zero Reported accident or RIDDOR events as a result of acts or omissions of providing the service.	30%	15.0%	100	100	100	100	100%
		GEN02	Key Stakeholder Satisfaction survey	20%	10.0%	84	87	87	83	85%
		GEN03	Significant Event - Employer's compliance with Control of Asbestos Regulations (MS06) - legionella risk assesment not present or accurate (MS12) - Unauthorised access to County Offices (MS14) - Safe system of work not in place (HFM02) - non compliance with confidential waste procedures as a result of contractors default(SFM08)	30%	15.0%	100	100	100	100	100%
		Gen04	Quality Works not undertaken in accordance with the Service Information or Task Order.	20%	10.0%	100	100	95	100	99%
22.5%	FM	FM01	Missed activities completed within following month.	15%	3.4%	100	60	95	95	88%
		FM02	Zero failures of undertaking statutory testing and inspections by required date and corrective measures agreed and completed within agreed timescales.	40%	9.0%	75	75	100	25	69%
		FM03	Monthly Cleaning Audit undertaken and scored >95%.	20%	4.5%	100	96.5	96	96	97%
		FM04	Percentage of Customers in any month rating their experience of contract	25%	5.6%	93	95	96	98	96%
22.5%	Projects	PR01	Strategic Definition / Preparation and Brief (RIBA Stages 0 and 1)	25%	6%	100	82	85	100	92%
		PR02	Design, Construction, Handover, Close Out and In Use (RIBA Stages	50%	11%	100	100	85	100	96%
		PR03	Predictability of cost - accuracy of proposal fee versus outturn fee	25%	6%	100	100	100	100	100%
5.0%	OPS	OPS01	Achieve LCC Target for annual capital receipts. Based on agreed annual Disposal programme.	100%	5%	100	100	100	100	100%
100%			OVERALL SCORE			95.8	93.6	95.0	91.1	93.8

Maximum

GENERAL	50%
FM	25.0%
Projects	25.0%

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