

Section	KPI / OPI No	KPI / OPI	Sub KPI	Measure / Method	Freq.	Target / Penalty	Adjustment Freq.	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Comments	
Overarching KPI's	KPI 1	Strategic Asset Management - Estate financial efficiencies and other benefits realised in accordance with the asset strategy and requirements of the related implementation programmes (including asset rationalisation, locality reviews, new ways of working)	Delivery of Agreed ARP within the agreed timescales	Review of baseline ARP against actual delivery annually (% of programme complete within council year)	Annual	100%	Annual	G	G	G	G	G	The ARP has been reviewed and will go through the change control procedure including approval by EELT. The deficit against the MTFP savings has increased.	
	KPI 2	Strategic Asset Management - Estate size reduced in accordance with requirements of the asset rationalisation programme and of other strategic programmes	Delivery of Agreed Disposals Programme within the agreed timescales	Review of baseline Disposals Programme against actual delivery annually (% of programme complete within council year)	Annual	100%	Annual	G	G	G	G	G	On programme - no Academy conversions were scheduled for completion in August. The reported Disposal Programme for 2013/14 is £6,573,000 and comprises 21 properties. There have been no completions in August leaving the total amount outstanding £6,473,000.	
	KPI 3	Contract Management Quality	n/a	Scored and justified against 15 criteria under KPI 3 Model. Agreed and justified monthly between Carillion and OCC	Monthly	75%	Quarterly	73%	80%	80%	80%	87.50%	Reviewed and agreed with Trevor Askew, concerns still to be resolved are financial governance reporting and resource provision for Strategic Estates.	
	KPI 4	Performance Levels achieved as set out in the Scope of Services and Requirements, including the completion of all activities delivered in Annual Task Orders	All activities completed to the performance standards as set out in the Scope of Services for Service Stream 2	Service Stream Leads review the service in month against the criteria in the KPI 4 model	Monthly	95%	Quarterly	100.0%	84.0%	100.0%	100.0%	100.0%		
			All activities completed to the performance standards as set out in the Scope of Services for Service Stream 3	Service Stream Leads review the service in month against the criteria in the KPI 4 model	Monthly	95%	Quarterly	97.0%	97.0%	98.0%	98.0%	98.8%	Excluding Energy Score for August	
			All activities completed to the performance standards as set out in the Scope of Services for Service Stream 4	Service Stream Leads review the service in month against the criteria in the KPI 4 model	Monthly	95%	Quarterly			99.6%	99.3%	99.4%		
			All activities completed to the performance standards as set out in the Scope of Services for Service Stream 5	Service Stream Leads review the service in month against the criteria in the KPI 4 model	Monthly	95%	Quarterly			94.3%	98.6%	98.9%		
			All reactive repairs orders responded to and completed within the pre-defined period (Service Stream 1d and 4c)	Service Stream Leads review the service in month against the criteria in the KPI 4 model	Monthly	95%	Quarterly		97% (27 Failures)	98% (24 Failures)	100%	94%	In the month 541 jobs completed 24 not attended on time and 10 not completed on time. Labour morale issues through a restructure within the Engineering team has increased the number failures in August	
	KPI 6	Ad-hoc Task Orders delivered to time and budget (related to Clause 9.3 of the Scope of Services for SS 0) excluding those activities already measured in KPI 4, 12 and 13	Delivery of Agreed Programmes within the agreed timescales	Review of baseline programme against actual delivery quarterly (% of programme complete within council year)	Quarterly	100%	Annual				86.70%	92.10%	160 Projects are planned as part of DSG, E&E and SSMP programmes, 63 projects are complete or in progress, 5 are behind programme by more than 10 days.	
			Delivery of agreed programmes to the agreed budgets.	Review of baseline programme against actual delivery quarterly (tolerance of programme spend within council year)	Quarterly	5% (tolerance)	Annual				-10.49%	-10.17%	-7.35%	£5.977m SSMP 100%, DSG £1.975m, £522 contingency spend. E&E £1.597m budget, £180k contingency still to be committed., no forecast overspend on these budgets. Capital Minor Works potential overspend of £195k if all projects to be complete, agreed change to programme required.
	KPI 7	Customer Satisfaction	Percentage of customer satisfaction at feasibility stage	Average Percentage Score of volume of agreed Serv Excel Surveys that are returned by end users.	Quarterly	80%	Quarterly							Serv Excel Rollout in September
Capital Project Customer feedback			Average Percentage Score of volume of agreed Serv Excel Surveys that are returned by end users.	Quarterly	80%	Quarterly								Serv Excel Rollout in September
SAM & Estates management customer feedback			Average Percentage Score of volume of agreed Serv Excel Surveys that are returned by end users.	Quarterly	80%	Quarterly								Serv Excel Rollout in September
Non schools Facilities Management customer feedback			Average Percentage Score of volume of agreed Serv Excel Surveys that are returned by end users.	Quarterly	80%	Quarterly			95%	95%	100%	Serv Excel Rollout in September. 10 helpdesk surveys completed in August, 6 excellent and 4 very good responses		
Schools Facilities Management customer feedback			Average Percentage Score of volume of agreed Serv Excel Surveys that are returned by end users.	Quarterly	80%	Quarterly			95%	95%	100%	Serv Excel Rollout in September. 10 helpdesk surveys completed in August, 6 excellent and 4 very good responses		
KPI 8	Office Efficiency	Implementation of an Agile Working Programme (to be determined)	Review of baseline Agile Working programme against actual delivery annually (% of programme complete within council year)	Annual	100%	Annual	A	A	A	A	A	This is being led by OCC. Programme yet to be agreed but Pilot Projects identified.		
KPI 9	Reduction in number of reportable accidents or incidents	Accident Frequency Rate reduction from agreed baseline	Reportable accidents measured against the number of operative employed x 100,000 on a year rolling average	Monthly	0.42	Annual	0	0	0	0	0			
		All Accident Frequency Rate	All accidents measured against the number of operative employed x 200,000 on a year rolling average	Monthly	31.58	Annual	38.6	35.3	33.24	23.6	18.5	Annualised figure is set in July for the next year, 33.24 was the final Annualised AFR for the 1st year of the contract, agreed target for year 2 is 31.58. Improved performance and increased labour hours have contributed to the improved figures		
		Increase in the number of near misses reported	Number of Don't Walk By Cards submitted each month	Monthly	56 per month	Annual	107	105	48	132	132			
KPI 11	Asset register (building and fixed assets) and associated condition data is current with no backlog	Ensure all key data on the ePIMS is accurate as far as reasonably practicable and up to date within 10 working days of receipt of document/information from Legal Services, Estates Transaction Team or other Parties. Ensure continuous access to the ePIMS Database so that relevant staff can access information. Provision of reports based on accurate data.	Timely updating of information, with report produced to demonstrate appropriate activity.	Quarterly	95%	Annual	R	R	R	R	R	ePIMS system not in place, rectification plan being implemented to complete by November. Progress is in line with expectations. Management of the documents via the existing manual interface.		
		The "AMP" for schemes over £250k is within a tolerance of no more than 20% under or 10% over the PAMP (excluding council / customer derived changes)	Number of projects outside tolerance vs total number of projects	Quarterly	100%	Annual				94%	100%			

KPI 12	All Capital Programmes (except those projects classed as high risk which are measured in KPI 13) developed and delivered to time and budget	2b Task Order completion date achieved on time and in full. The output in the Task Order is available for use by the user.	Number of projects outside tolerance vs total number of projects	Quarterly	70%	Annual				100%	87.80%	August has been a real pressure month with a large spike of works to be completed. 33 projects completed, with 4 projects completing late. Wheatley Centre, ICT issue delayed project by 2 days, Littlemore EIH and Five Acres, handed over 1 week late due to late materials. St Michaels School delayed.	
		Defects – the assessment of the number of defects at RIBA Stage L. (Converted to a % score)	Assessment of defects by the Carillion Project Manager to give score. Feed into KPI 12.2 model	Quarterly	85%	Annual							No projects completed to RIBA Stage L. First projects to be completed and reported at the end of September.
		All projects designed in accordance with the Councils design standards and design quality indicators	The number of non-conformances versus the total number of Task Orders taken through a stage gate	Quarterly	85%	Annual	100%	100%	100%	75%	100%		Only 1 DQI completed in August
		Meet Food Standards For Food With Thought	All school meals served to the standard required in the scope of services	Monthly	97%	Quarterly			97%	97%	100%		Total Meals Served in July = 256995, 6833 non compliant meals to scope of service. Failure causes - full meal selection not available for whole service, use of disposable cutlery and staff training to minimum standard not in place. No issues with statutory food compliance. No meals served in August.
KPI 15	Social Economic regeneration	The generation of jobs and employment opportunities for NEETs.	1 apprentice per £1m of profit.	Quarterly	100%	Annual	2	2	2	2	2	Interviews held for 2 more apprentices within the engineering team, start on Monday 9th September. Further meeting with Carillion Training Services 18th September	

Planned Maintenance	OPI 02	Re-lamping	No failure to carry out testing, maintenance and repairs	Failure to complete the re-lamping task within the agreed SLA, penalty applied per call out.	Monthly	£ 10.00	Quarterly			1 failure			0 failures 13 jobs received in August
	OPI 03	Fire detection and fire fighting systems	No failure to carry out testing, maintenance and repairs	Activities not completed in the following month of the CAFM due date.	Monthly	Fire Fighting Equipment - £50 per site Fire Detection Equipment - £125 per missed visit	Quarterly						0 failures 39 visits completed in August
	OPI 04	Lifts, Hoists and Conveyance Systems	No failure to carry out testing, maintenance and repairs	Activities not completed in the following month of the CAFM due date.	Monthly	£ 166.67	Quarterly						0 failures 18 visits carried out in August - 16 Lifts and Two hoists
	OPI 05	Security, Access and Intruder Systems	No failure to carry out testing, maintenance and repairs	Activities not completed in the following month of the CAFM due date.	Monthly	£ 100.00	Quarterly						0 failures 7 visits completed in August
	OPI 06	Standby Power Systems Maintenance	No failure to carry out testing, maintenance and repairs	Activities not completed in the following month of the CAFM due date.	Monthly	£ 500.00	Quarterly						0 visits in the month
	OPI 07	Control of Asbestos	No failure to carry out identification, tagging, monitoring and removal of asbestos in compliance with all the legislative requirements		TBC	£ 1,000.00	TBC						N/A
	OPI 08	Water Hygiene	No failure to carry out bi-annual Legionella Risk Assessments, produce detailed reports thereof, provide water hygiene services, inspect systems and plant and provide reports on any anomalies detected	Biennial inspection not carried out in following month of inspection due date	Monthly	£ 500.00	Quarterly				1		1 failure although not KPI deductible as booked to be completed within 5 days of following month 35 visits completed in month
	OPI 09	Statutory maintenance and inspections	No failure to identify and carry out all relevant statutory inspections and maintenance including Public Health, Hygiene, Fire Inspections	Activities not completed in the following month of the CAFM due date, excluding maintenance and inspections identified in separate OPI's	Monthly	£ 100.00	Quarterly			3 failures		2	2 failures, 1 on hold due to suspected asbestos, 13 booked within timescales set and 72 completed visits
	OPI 10	Portable Appliance Testing	No failure to provide PAT testing on a site	Activities not completed in the following month of the CAFM due date. Charge made per site	Monthly	£ 10.00	Quarterly				4 Failures	1	1 failure with penalty 2 booked to be completed within the 5 days of following month and 10 completed in month
	Reactive Repairs	OPI 11	Total FM - Hard FM	No failure to carry out repair works (interim solution or permanent rectification) as requested in accordance to the priority of the repair orders	Failure to complete the reactive task within the agreed SLA, penalty applied per call out.	Monthly	Category A & B - £500 Category C,D & E - £100	Quarterly			3 failures		10
???	OPI 12	Cleaning - Cleaning	Service Provider to clean all buildings in accordance with SS4b to the agreed frequency and consumables fully replenished	Daily activities are not completed by 8.30am the following day, weekly activities are not complete by 8.30am the following Monday	Monthly	£0.06m2 - Corporate Estate £0.08m2 - Schools Estate	Quarterly						No Failure
???	OPI 13	Helpdesk	Non availability of help desk facilities	Non availability of help desk facilities per hour	Monthly	£ 19.32	Quarterly						No Failure
???	OPI 14	CAFM	Non availability of CAFM	Non availability of CAFM facilities per hour	Monthly	Bid price / 365 days / 24 hours	Quarterly						No Failure