

Thurrock Council Contractor Framework Key Performance Indicators

Refurbishment Lots 1A and 1B

REF.	KEY PERFORMANCE MEASURE (REFURBISHMENT)	TARGET %	CONTRACTUAL IMPLICATION	TERMINATION THRESHOLD
Section 1 - Project Specific Requirements				
Delivery Indicators				
1	Number and percentage of properties completed vs. programme	100%	JCT MTC Clause 8.4.1.2 - No bid back	Formal special Measures 90% and termination 70%
2	Number and percentage of properties open vs. programme	100%	JCT MTC Clause 8.4.1.2 No bid back	Formal special Measures 90% and termination 70%
3	Average number of working days to complete properties	15 Working Days	JCT MTC Clause 8.4.1.2	n/a
4	Number and percentage of completed homes with final accounts settled in accordance with contract	100%	JCT MTC Clause 8.4.1.2	n/a
5	Minimum weekly closure rate (number of properties)	To be determined in accordance with the Contractor's programme	Information only	n/a
6	Maximum concurrent opening rate	< + 35% of agreed programme	JCT MTC Clause 8.4.1.2	n/a
7	Number and percentage of properties that fail handover quality inspection (weekly)	< 5% of agreed programme	JCT MTC Clause 8.4.1.2	n/a
8	Number and percentage of properties that are handed over snag free	contractor to insert bid back target	JCT MTC Clause 8.4.1.2	n/a
9	Number and % percentage of complaints responded to within 10 working days	99.5%	JCT MTC Clause 8.4.1.2	n/a
10	Number and nature of health & Safety reportable incidents (RIDDOR)	Zero	RIDDOR reporting arrangements and improvements to be implemented in accordance with regulations and good practice. JCT MTC Contract determines implications for failures.	
Customer Satisfaction (open/completed residences only)				
11	% of residents satisfied with overall service from contractors (Independent Surveys)	contractor to insert bid back target	JCT MTC Clause 8.4.1.2	50%
Section 2 - Framework KPIs Local Economy & Environment				
Number and % of local economy deliverables complied with in accordance with submission including but not limited to:			These KPIs will be incorporated into Schedule 6 of the NEC Framework Contract	
13	% of Construction Value spend in local Economy	contractor to insert bid back target	Special Measures as defined below maybe commenced if termination threshold is reached	zero

14	Number of apprenticeships per annum	contractor to insert bid back target	Special Measures as defined below maybe commenced if termination threshold is reached	zero
15	% supply chain registered in Thurrock	contractor to insert bid back target	Special Measures as defined below maybe commenced if termination threshold is reached	zero
16	Number and % of subcontractors registered in Thurrock	contractor to insert bid back target	Special Measures as defined below maybe commenced if termination threshold is reached	zero
17	Number and % of Thurrock residents in Programme Delivery Team	contractor to insert bid back target	Special Measures as defined below maybe commenced if termination threshold is reached	zero
Local Environment and Wellbeing				
18	% of construction waste recycled	contractor to insert bid back target	Special Measures as defined below maybe commenced if termination threshold is reached	50%
Information Provision				
19	Provision of cost information to enable recharging of leaseholders	Within 15 working days of agreeing final account	Special Measures as defined below maybe commenced if termination threshold is reached	>30 working days
20	Timely production of client management information (cost plans, cashflows, programmes, reports, notes etc).	Within 1 working day of agreed issue date	Special Measures as defined below maybe commenced if termination threshold is reached	>10 working days

Definition of 'Special Measures'

Stage 1 - The Provider's Framework Management Team will be requested to attend a Performance Review Meeting with the Employer

Stage 2 - An Improvement Plan will be agreed between the parties to address the KPI Measure(s)

Stage 3 - The Provider shall provide regular updates (as agreed in the Improvement Plan) until the Employer is satisfied that the Improvement Plan has been met.

In the event that the Employer is dissatisfied with the performance of the Provider, they may enforce Clause 23 and/or 24 of the NEC3 Framework Contract