

**APPENDIX 17****INDICATIVE KPI SCHEDULE****1. Introduction**

This Indicative KPI Schedule sets out the initial performance management framework anticipated for operation under the Repairs and Voids Multi-Contractor Framework.

The KPI structure is intended to:

- support high-quality service delivery;
- monitor contractor performance;
- improve resident outcomes;
- promote continuous improvement;
- and support fair and transparent work allocation decisions.

The KPI suite included within this Appendix is indicative only and shall be further developed, refined and agreed during mobilisation and throughout the Framework term.

Tuath Housing reserves the right to:

- amend KPIs;
- introduce additional KPIs;
- revise target thresholds;
- alter reporting arrangements;
- and develop performance methodologies

to support operational requirements and continuous improvement objectives.

**2. KPI Categories**

The indicative KPI structure may include the following categories:

| <b>KPI Category</b> | <b>Purpose</b>                             |
|---------------------|--------------------------------------------|
| Responsive Repairs  | Operational delivery performance           |
| Voids               | Void turnaround and quality                |
| Planned Compliance  | Compliance programme delivery              |
| Customer Experience | Resident satisfaction and engagement       |
| Quality Assurance   | Workmanship and defect performance         |
| Health & Safety     | Safe operational delivery                  |
| Commercial          | Commercial compliance and invoice accuracy |

|                |                                      |
|----------------|--------------------------------------|
| IT & Reporting | Operational systems and data quality |
| Social Value   | Community benefit delivery           |

### 3. Responsive Repairs KPIs

| KPI                            | Indicative Target               | Measurement       |
|--------------------------------|---------------------------------|-------------------|
| Emergency Response Attendance  | Within agreed response time     | % Compliance      |
| Urgent Repair Completion       | Within target completion period | % Compliance      |
| Routine Repair Completion      | Within target completion period | % Compliance      |
| First Time Fix Rate            | >85%                            | % Compliance      |
| Missed Appointments            | <2%                             | % of Appointments |
| Repeat Repairs                 | <5%                             | % of Repairs      |
| No Access Rate                 | Monitored                       | % of Appointments |
| Resident Satisfaction          | >90%                            | Survey Results    |
| Operative Behaviour Complaints | Monitored                       | No. Complaints    |

### 4. Void Property KPIs

| KPI                            | Indicative Target | Measurement        |
|--------------------------------|-------------------|--------------------|
| Minor Void Turnaround          | Agreed Target     | Average Days       |
| Medium Void Turnaround         | Agreed Target     | Average Days       |
| Major Void Turnaround          | Agreed Target     | Average Days       |
| Void Post Inspection Pass Rate | >95%              | % Compliance       |
| Defects Following Handover     | <5%               | % of Voids         |
| Completion Documentation       | 100%              | % Compliance       |
| Certification Completion       | 100%              | % Compliance       |
| Resident Ready Standard        | Monitored         | Inspection Outcome |

### 5. Planned Compliance KPIs

| KPI                       | Indicative Target    | Measurement            |
|---------------------------|----------------------|------------------------|
| EICR Completion Rate      | >95%                 | % Programme Completion |
| EICR Certification Upload | Within agreed period | % Compliance           |

|                                  |                         |               |
|----------------------------------|-------------------------|---------------|
| Remedial Completion              | Within agreed timescale | % Compliance  |
| Detector Installation Completion | >95%                    | % Completion  |
| Failed Access Rate               | Monitored               | % Attempts    |
| Compliance Reporting Accuracy    | 100%                    | Audit Results |
| Certification Accuracy           | 100%                    | Audit Results |

## 6. Customer Experience KPIs

| KPI                           | Indicative Target       | Measurement    |
|-------------------------------|-------------------------|----------------|
| Overall Resident Satisfaction | >90%                    | Survey Results |
| Communication Satisfaction    | >90%                    | Survey Results |
| Complaint Response Support    | Within agreed timescale | % Compliance   |
| Complaints Escalated          | Monitored               | Number         |
| Compliments Received          | Monitored               | Number         |
| Vulnerable Resident Support   | 100% Compliance         | Audit          |

## 7. Quality Assurance KPIs

| KPI                       | Indicative Target | Measurement        |
|---------------------------|-------------------|--------------------|
| Post Inspection Pass Rate | >95%              | Inspection Results |
| Defect Recall Rate        | <3%               | % of Jobs          |
| Quality Audit Compliance  | >95%              | Audit Results      |
| Repeat Defects            | Monitored         | Number             |
| Right First Time Delivery | >85%              | % Compliance       |

## 8. Health and Safety KPIs

| KPI                           | Indicative Target | Measurement |
|-------------------------------|-------------------|-------------|
| RIDDOR / Reportable Incidents | Zero Target       | Number      |
| Near Miss Reporting           | Monitored         | Number      |
| Operative Training Compliance | 100%              | Audit       |
| RAMS Compliance               | 100%              | Audit       |
| PPE Compliance                | 100%              | Audit       |

|                        |      |             |
|------------------------|------|-------------|
| Health & Safety Audits | >95% | Audit Score |
|------------------------|------|-------------|

## 9. Commercial KPIs

| KPI                             | Indicative Target    | Measurement   |
|---------------------------------|----------------------|---------------|
| Invoice Accuracy                | >98%                 | Audit Results |
| Quote Turnaround                | Within agreed period | % Compliance  |
| Variation Approval Compliance   | 100%                 | Audit         |
| Commercial Audit Compliance     | >95%                 | Audit Results |
| Open Book Information Provision | 100%                 | Audit         |

## 10. IT and Reporting KPIs

| KPI                             | Indicative Target           | Measurement  |
|---------------------------------|-----------------------------|--------------|
| Job Status Updates              | Real Time / Agreed Standard | Audit        |
| Reporting Submission            | On Time                     | % Compliance |
| Photograph Upload Compliance    | 100%                        | Audit        |
| Certification Upload Compliance | 100%                        | Audit        |
| Data Accuracy                   | >98%                        | Audit        |

## 11. Social Value KPIs

| KPI                         | Indicative Target | Measurement |
|-----------------------------|-------------------|-------------|
| Apprenticeships Supported   | Monitored         | Number      |
| Local Employment            | Monitored         | Number      |
| Community Initiatives       | Monitored         | Number      |
| Training Opportunities      | Monitored         | Number      |
| SME Supply Chain Engagement | Monitored         | % Spend     |

## 12. Performance Reviews

Performance reviews may be undertaken:

- monthly;
- quarterly;

- annually;
- or as otherwise required by Tuath Housing.

Performance meetings may include:

- KPI review;
- operational review;
- quality review;
- commercial review;
- health and safety review;
- customer satisfaction review;
- and improvement planning.

### **13. Performance Improvement**

Where performance falls below expected standards, Tuath Housing may require:

- corrective action plans;
- increased inspections;
- additional reporting;
- operational meetings;
- training interventions;
- or other improvement measures.

Persistent poor performance may impact:

- work allocation;
- contractor ranking;
- operational deployment;
- or Framework status.

### **14. Re-Ranking and Allocation Review**

KPI performance may be considered by Tuath Housing when reviewing:

- contractor ranking;
- allocation percentages;
- operational deployment;
- and future call-off opportunities.

### **15. Continuous Improvement**

Framework Contractors shall proactively support:

- service improvement;
- operational innovation;
- resident outcome improvement;
- commercial transparency;
- and collaborative working initiatives.

**END OF APPENDIX 17**