



# NHF Form of Contract 2023

KPI Framework



**Your challenges  
expertly solved  
in partnership**

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# **KEY PERFORMANCE INDICATOR (KPI) FRAMEWORK**

## **Responsive Maintenance**

**Pest Control and Prevention Services – Ref 01019**

# **NHF FORM OF CONTRACT 2023 – KPI FRAMEWORK**

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# NHF FORM OF CONTRACT 2023 – KPI FRAMEWORK

## PART 1: INTRODUCTION

### 1. Purpose of the KPIs

In this Contract key performance indicators (“KPIs”) are used for the following purposes:

- to monitor performance of the Contract, with a view to both the Client and Provider having data which they will review at progress and other meetings so that each of them can bring forward suggestions for the improvement of the performance of the Contract and the delivery of the Works;
- to identify performance below the performance target which, if continued for 3 (three) Monthly KPI Measurement Periods, or applying to 3 (three) or more KPIs, leads to a requirement for the Provider to produce a Remedial Plan; and
- to identify performance that is below the minimum standard that the Client is prepared to accept (“Minimum Acceptable Performance”) and which, if not improved, will lead ultimately to termination of the Contract for Provider Default.

### 2. KPI Measurement

Except where stated otherwise in the KPI, KPI performance is to be calculated to three decimal places and the result rounded. For KPIs measured in:

- percentages, this is to be to the nearest 0.1% (except where stated otherwise in the KPI Method statement), with percentages of 0.05% and above being rounded up and percentages less than this rounded down;
- pounds, this is to be to the nearest £1, with amounts of 50p and above being rounded up and amounts below 50p being rounded down,
- numbers, this is to be to the nearest whole number, with amounts of 0.5 and above being rounded up and amounts below 0.5 being rounded down; and
- days, this is to be to the nearest whole day, with amounts of 0.5 and above being rounded up and amounts below 0.5 being rounded down.

## NHF FORM OF CONTRACT 2023 – KPI FRAMEWORK

The KPIs where performance counts towards payment of the Incentivised Payment and the proportion of the Incentivised Amount assigned to each of them are set out in the following table.

<b>KPI</b>		<b>Proportion of Incentivised Amount allocated to KPI</b>
<b>No</b>	<b>Title</b>	
1	Customer Satisfaction – overall	
3a	Time - 1 day priority orders completed in time	
3b	Time - 7 day priority orders completed in time	
3c	Time - 28 day priority orders completed in time	
7	Recalls to jobs within 12 months of completion	
8	Responsive Maintenance appointments kept	
14	Safety – Provider’s accident rate	
Total		100%

KPI Targets are set out for each KPI. Where the Target is met, the full proportion of the Incentivised Amount allocated to that KPI becomes due to the Service Provider. Where the Target is not met, none of the relevant proportion of the Incentivised Amount is (ever) to be payable to the Service Provider

## NHF FORM OF CONTRACT 2023 – KPI FRAMEWORK

### 4. Remedial Plan

Under the Contract Conditions the Client can require the production of a Remedial Plan if the Provider fails to achieve the Performance Target(s) for:

- 3 (three) or more KPIs in relation to any KPI Measurement Period; or
- the same KPI for 3 (three) or more Monthly KPI Measurement Periods.

The Client can also require the Provider to produce a Remedial Plan if the Provider:

- has not completed any Safety Check (including for a LGSR or an EICR) to any Property by the end of the KPI Measurement Period in which the previous Servicing Certificate for that Property expired other than where the Provider has notified the Client of the need to take legal action to secure access to that Property in accordance with Paragraph 7.8 [*Access for Servicing*] of the Preliminaries;
- has not notified the Client of the need to take legal action to secure access to carry out a Safety Check to any Property before the end of a KPI Measurement Period where the date 42 (forty-two) calendar days before the expiry of the current Servicing Certificate occurred during that KPI Measurement Period; or
- is otherwise in breach of this Contract.

The Remedial Plan is subject to the approval of the Client and if the Provider provides 3 (three) drafts of the Remedial Plan without one being acceptable to the Client, this will be Provider Default.

The Provider must implement the Remedial Plan and a failure to do so will be a breach of this Contract.

### 5. Minimum Acceptable Performance

A number of KPIs have Minimum Acceptable Performance ("**MAP**") levels. Performance below a MAP for any KPI may result in the Client terminating the Contract under Clause 13.1.1 [*Termination for Provider Default*] of the Contract Conditions following the service of a notice to improve performance under Clause 12.1.10 [*Monitoring and KPIs*] of the Contract Conditions.

**NHF FORM OF CONTRACT 2023 – KPI FRAMEWORK**

**PART 2: KEY PERFORMANCE INDICATORS**

<b>KPI 1</b>	<b>Customer Satisfaction – overall</b>		
<b>Purpose</b>	To determine the overall level of Customer satisfaction with the Works.		
<b>Definition</b>	How satisfied the Customer was with the Works and overall Customer service provided by both the Client and the Provider, as assessed from specific questions in the Customer Satisfaction Questionnaire, using a 1 to 10 scale, where 10 means "Totally satisfied", with the figure being expressed as a percentage.		
<b>Method</b>	<p>After each Order the Client will send the applicable Customer Satisfaction Questionnaire form at Appendix A or Appendix B to the Customer.</p> <p>The KPI measures the average of the scores for questions 7, 8, &amp; 9 from the Customer Satisfaction Questionnaire at Appendix A and for question 4 from the Customer Satisfaction Questionnaire at Appendix B from all questionnaires received during the KPI Measurement Period for all Orders for all Workstreams expressed as a percentage score out of 10.</p> <p>Performance =</p> $\frac{\text{Total scores for questions 7, 8, \& 9 from the Customer Satisfaction Questionnaire at Appendix A and for question 4 from the Customer Satisfaction Questionnaire at Appendix B from all questionnaires received during the KPI Measurement Period.}}{\text{Total number of answers to questions 7, 8, \& 9 from the Customer Satisfaction Questionnaire at Appendix A and question 4 from the Customer Satisfaction Questionnaire at Appendix B from all questionnaires received during the KPI Measurement Period.}} \times 10\%$ <p>For monitoring purposes KPI performance is also to be measured cumulatively for all questionnaires received since the Commencement Date or the most recent anniversary of the Commencement Date.</p>		
<b>KPI Performance Targets and KPI MAP Levels</b>		<b>KPI PERFORMANCE TARGET</b>	<b>KPI MAP LEVEL</b>
	<b>Year 1</b>	<b>80%</b>	<b>70%</b>
	<b>Year 2</b>	<b>80%</b>	<b>70%</b>
	<b>Year 3 and subsequent years</b>	<b>80%</b>	<b>70%</b>
	KPI Performance Targets and KPI MAP Levels may be revised by agreement between the Client and Provider.		

**NHF FORM OF CONTRACT 2023 – KPI FRAMEWORK**

KPI 1	Customer Satisfaction – overall																																										
<b>Example</b>	<p>By the end of a Month, using the example questionnaires (see Appendices A and B), 3 Client Satisfaction Questionnaires have been returned, based on Appendix A and 2 based on Appendix B.</p> <p>The following scores were awarded for questions 7, 8, &amp; 9 from the Customer Satisfaction Questionnaire at Appendix A and question 4 from the Customer Satisfaction Questionnaire at Appendix B in the questionnaire received in that Month:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th colspan="3">Appendix A Questionnaires</th> <th colspan="3">Appendix B Questionnaires</th> </tr> <tr> <th>Customer no</th> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> <th>6</th> </tr> </thead> <tbody> <tr> <td>Question 7 Appendix A</td> <td>10</td> <td>Not answered</td> <td>8</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Question 8 Appendix A</td> <td>10</td> <td>10</td> <td>8</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Question 9 Appendix A</td> <td>10</td> <td>7</td> <td>9</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Question 4 Appendix B</td> <td>-</td> <td>-</td> <td>-</td> <td>10</td> <td>9</td> <td>7</td> </tr> </tbody> </table> <p>Performance =</p> $\frac{(10 + 8 + 10 + 10 + 8 + 10 + 7 + 9 + 10 + 9 + 7)}{11} \times 10\%$ <p>Performance is therefore 89.09% which is rounded to 89%.</p> <p>If the KPI Target is 80% the KPI Target is bettered and full Incentivised Amount for that KPI (where applicable) becomes due.</p>		Appendix A Questionnaires			Appendix B Questionnaires			Customer no	1	2	3	4	5	6	Question 7 Appendix A	10	Not answered	8				Question 8 Appendix A	10	10	8				Question 9 Appendix A	10	7	9				Question 4 Appendix B	-	-	-	10	9	7
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<b>Incentivised</b>	No																																										
<b>KPI Measurement Period</b>	Monthly, but cumulative figures across each Contract year are also to be provided.																																										
<b>Reporting interval</b>	Monthly																																										
<b>Collection of data</b>	Provider																																										
<b>Data processor</b>	Provider																																										

**NHF FORM OF CONTRACT 2023 – KPI FRAMEWORK**

<b>KPI 3a</b>	<b>Time – Responsive Maintenance (1 day priority, in and out of hours) completed in time</b>		
<b>Purpose</b>	To determine the percentage of Orders with 1 day priority (in and out of hours) with Response Periods expiring during the KPI Measurement Period that were completed within their Response Periods.		
<b>Definition</b>	The number of Orders for 1 day priority (in and out of hours) with Response Periods expiring during the KPI Measurement Period that were completed within their Response Periods as a percentage of the total number of Orders for 1 day priority (in and out of hours) with Response Periods expiring during the KPI Measurement Period.		
<b>Method</b>	<p>Ascertain the number of Orders for 1 day priority (in and out of hours) with Response Periods expiring during the KPI Measurement Period that were completed within their Response Periods as a percentage of the total number of Orders for 1 day priority (in and out of hours) with Response Periods expiring during the KPI Measurement Period.</p> <p>Performance =</p> $\frac{\text{Number of Orders for 1 day priority (in and out of hours) with Response Periods expiring during the KPI Measurement Period that were completed within their Response Period}}{\text{Total number of Orders for 1 day priority (in and out of hours) Response Periods expiring during the KPI Measurement Period}} \times 100\%$		
<b>KPI Performance Targets and KPI MAP Levels</b>		<b>KPI PERFORMANCE TARGET</b>	<b>KPI MAP LEVEL</b>
	<b>Year 1</b>	<b>95%</b>	<b>85%</b>
	<b>Year 2</b>	<b>95%</b>	<b>85%</b>
	<b>Year 3 and subsequent years</b>	<b>95%</b>	<b>85%</b>
KPI Performance Targets and KPI MAP Levels may be revised by agreement between the Client and Provider.			
<b>Example</b>	<p>In one Month, 21 Orders for 1 day priority (in and out of hours) with Response Periods ending in that Month were completed within their Response Periods out of a total 24 Orders for 1 day priority (in and out of hours) with Response Periods ending during that Month.</p> <p>Performance =</p> $\frac{21 \text{ Orders completed within their Response Periods}}{24 \text{ Orders with Response Periods ending in that Month}} \times 100 = 87.5\%$		

**NHF FORM OF CONTRACT 2023 – KPI FRAMEWORK**

<b>KPI 3a</b>	<b>Time – Responsive Maintenance (1 day priority, in and out of hours) completed in time</b>
<b>Incentivised</b>	No
<b>KPI Measurement Period</b>	Monthly
<b>Reporting interval</b>	Monthly
<b>Collection of data</b>	Provider
<b>Data processor</b>	Provider

**NHF FORM OF CONTRACT 2023 – KPI FRAMEWORK**

<b>KPI 3b</b>	<b>Time – Responsive Maintenance (7 day priority) completed in time</b>														
<b>Purpose</b>	To determine the percentage of Orders for 7 day priority with Response Periods expiring during the KPI Measurement Period that were completed within their Response Periods.														
<b>Definition</b>	The number of Orders for 7 day priority with Response Periods expiring during the KPI Measurement Period that were completed within their Response Periods as a percentage of the total number of Orders for 7 day priority with Response Periods expiring during the KPI Measurement Period.														
<b>Method</b>	<p>Ascertain the number of Orders for 7 day priority with Response Periods expiring during the KPI Measurement Period that were completed within their Response Periods as a percentage of the total number of Orders for 7 day priority with Response Periods expiring during the KPI Measurement Period.</p> <p>Performance =</p> $\frac{\text{Number of Orders for 7 day priority with Response Periods expiring during the KPI Measurement Period that were completed within their Response Period}}{\text{Total number of Orders for 7 day priority Response Periods expiring during the KPI Measurement Period}} \times 100\%$														
<b>KPI Performance Targets and KPI MAP Levels</b>	<table border="1" data-bbox="566 1093 1453 1417"> <thead> <tr> <th></th> <th><b>KPI PERFORMANCE TARGET</b></th> <th><b>KPI MAP LEVEL</b></th> </tr> </thead> <tbody> <tr> <td><b>Year 1</b></td> <td><b>90%</b></td> <td><b>85%</b></td> </tr> <tr> <td><b>Year 2</b></td> <td><b>90%</b></td> <td><b>85%</b></td> </tr> <tr> <td><b>Year 3 and subsequent years</b></td> <td><b>90%</b></td> <td><b>85%</b></td> </tr> </tbody> </table> <p>KPI Performance Targets and KPI MAP Levels may be revised by agreement between the Client and Provider.</p>				<b>KPI PERFORMANCE TARGET</b>	<b>KPI MAP LEVEL</b>	<b>Year 1</b>	<b>90%</b>	<b>85%</b>	<b>Year 2</b>	<b>90%</b>	<b>85%</b>	<b>Year 3 and subsequent years</b>	<b>90%</b>	<b>85%</b>
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<b>Year 1</b>	<b>90%</b>	<b>85%</b>													
<b>Year 2</b>	<b>90%</b>	<b>85%</b>													
<b>Year 3 and subsequent years</b>	<b>90%</b>	<b>85%</b>													
<b>Example</b>	<p>In one Month, 21 Orders for 7 day priority with Response Periods ending in that Month were completed within their Response Periods out of a total 24 Orders for 7 day priority with Response Periods ending during that Month.</p> <p>Performance =</p> $\frac{21 \text{ Orders completed within their Response Periods}}{24 \text{ Orders with Response Periods ending in that Month}} \times 100 = 87.5\%$														
<b>Incentivised</b>	No														

**NHF FORM OF CONTRACT 2023 – KPI FRAMEWORK**

<b>KPI 3b</b>	<b>Time – Responsive Maintenance (7 day priority) completed in time</b>
<b>KPI Measurement Period</b>	Monthly
<b>Reporting interval</b>	Monthly
<b>Collection of data</b>	Provider
<b>Data processor</b>	Provider

**NHF FORM OF CONTRACT 2023 – KPI FRAMEWORK**

<b>KPI 3c</b>	<b>Time – Responsive Maintenance (28 day) completed in time</b>														
<b>Purpose</b>	To determine the percentage of Orders for 28 day priority with Response Periods expiring during the KPI Measurement Period that were completed within their Response Periods.														
<b>Definition</b>	The number of Orders for 28 day priority with Response Periods expiring during the KPI Measurement Period that were completed within their Response Periods as a percentage of the total number of Orders for 28 day priority with Response Periods expiring during the KPI Measurement Period.														
<b>Method</b>	<p>Ascertain the number of Orders for 28 day priority with Response Periods expiring during the KPI Measurement Period that were completed within their Response Periods as a percentage of the total number of Orders for 28 day priority with Response Periods expiring during the KPI Measurement Period.</p> <p>Performance =</p> $\frac{\text{Number of Orders for 28 day priority with Response Periods expiring during the KPI Measurement Period that were completed within their Response Period}}{\text{Total number of Orders for 28 day priority Response Periods expiring during the KPI Measurement Period}} \times 100\%$														
<b>KPI Performance Targets and KPI MAP Levels</b>	<table border="1" data-bbox="568 1039 1452 1361"> <thead> <tr> <th></th> <th><b>KPI PERFORMANCE TARGET</b></th> <th><b>KPI MAP LEVEL</b></th> </tr> </thead> <tbody> <tr> <td><b>Year 1</b></td> <td><b>90%</b></td> <td><b>80%</b></td> </tr> <tr> <td><b>Year 2</b></td> <td><b>90%</b></td> <td><b>80%</b></td> </tr> <tr> <td><b>Year 3 and subsequent years</b></td> <td><b>90%</b></td> <td><b>80%</b></td> </tr> </tbody> </table> <p>KPI Performance Targets and KPI MAP Levels may be revised by agreement between the Client and Provider.</p>				<b>KPI PERFORMANCE TARGET</b>	<b>KPI MAP LEVEL</b>	<b>Year 1</b>	<b>90%</b>	<b>80%</b>	<b>Year 2</b>	<b>90%</b>	<b>80%</b>	<b>Year 3 and subsequent years</b>	<b>90%</b>	<b>80%</b>
	<b>KPI PERFORMANCE TARGET</b>	<b>KPI MAP LEVEL</b>													
<b>Year 1</b>	<b>90%</b>	<b>80%</b>													
<b>Year 2</b>	<b>90%</b>	<b>80%</b>													
<b>Year 3 and subsequent years</b>	<b>90%</b>	<b>80%</b>													
<b>Example</b>	<p>In one Month, 21 Orders for 28 day priority with Response Periods ending in that Month were completed within their Response Periods out of a total 24 Orders for 28 day priority with Response Periods ending during that Month.</p> <p>Performance =</p> $\frac{21 \text{ Orders completed within their Response Periods}}{24 \text{ Orders with Response Periods ending in that Month}} \times 100 = 87.5\%$														
<b>Incentivised</b>	No														

**NHF FORM OF CONTRACT 2023 – KPI FRAMEWORK**

<b>KPI 3c</b>	<b>Time – Responsive Maintenance (28 day) completed in time</b>
<b>KPI Measurement Period</b>	Monthly
<b>Reporting interval</b>	Monthly
<b>Collection of data</b>	Provider
<b>Data processor</b>	Provider

**NHF FORM OF CONTRACT 2023 – KPI FRAMEWORK**

<b>KPI 7</b>	<b>Recalls to jobs within 12 months of completion</b>														
<b>Purpose</b>	To assess the percentage of Orders (other than for Estate Services) on which there is a recall due to one or more report of re-infestation.														
<b>Definition</b>	<p>The percentage of Orders (excluding Orders for Estate Services) completed in the Month ending [12 (twelve)] Months* before the end of the KPI Measurement Period on which a recall due to one or more reports of re-infestation after the Order Completion Date at any time during the 12 month period.</p> <p>Monitoring of this KPI will commence from the end of the KPI Measurement Period that starts [12 (twelve)] Months* from the Commencement Date.</p>														
<b>Method</b>	<p>With effect from the end of the KPI Measurement Period first occurring after the first anniversary of the Commencement Date, the Client will determine the number of Orders (excluding Orders for Estate Services) that were completed during the Month that ended [12 (twelve)] Months* before the last day of that KPI Measurement Period. The Client will then determine the number of recalls due to re-infestation arising in any Properties to which those Orders related.</p> <p>Where one Order is for Works to a number of Properties, this will be treated as one Order.</p> <p>Where there are two or more recalls to the same re-infestation this is counted as the actual number of recalls.</p> <p>Where two or more re-infestations arise in respect of the same Order but are dealt with on the same recall, this is counted as one recall.</p> <p>Performance =</p> $\frac{\text{Number of recalls due to re-infestation on Orders (excluding Orders for Estate Services) completed during the Month ending [12 (twelve)] Months* before the end of the KPI Measurement Period}}{\text{Total number of Orders (excluding Orders for Estate Services) completed during the Month ending [12 (twelve)] Months* before the end of the KPI Measurement Period}} \times 100\%$														
<b>KPI Performance Targets and KPI MAP Levels</b>	<table border="1" data-bbox="547 1532 1453 1854"> <thead> <tr> <th></th> <th><b>KPI PERFORMANCE TARGET</b></th> <th><b>KPI MAP LEVEL</b></th> </tr> </thead> <tbody> <tr> <td><b>Year 1</b></td> <td><b>5%</b></td> <td><b>15%</b></td> </tr> <tr> <td><b>Year 2</b></td> <td><b>5%</b></td> <td><b>15%</b></td> </tr> <tr> <td><b>Year 3 and subsequent years</b></td> <td><b>5%</b></td> <td><b>15%</b></td> </tr> </tbody> </table> <p><i>[insert percentages]</i></p> <p>KPI Performance Targets and KPI MAP Levels may be revised by agreement between the Client and Provider.</p>				<b>KPI PERFORMANCE TARGET</b>	<b>KPI MAP LEVEL</b>	<b>Year 1</b>	<b>5%</b>	<b>15%</b>	<b>Year 2</b>	<b>5%</b>	<b>15%</b>	<b>Year 3 and subsequent years</b>	<b>5%</b>	<b>15%</b>
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<b>Year 1</b>	<b>5%</b>	<b>15%</b>													
<b>Year 2</b>	<b>5%</b>	<b>15%</b>													
<b>Year 3 and subsequent years</b>	<b>5%</b>	<b>15%</b>													

**NHF FORM OF CONTRACT 2023 – KPI FRAMEWORK**

<b>KPI 7</b>	<b>Recalls to jobs within 12 months of completion</b>
<b>Example</b>	<p>There were 51 recalls due to re-infestation from April 2024 up to the end of March 2025 on Orders (excluding Orders for Estate Services) completed in March. 501 Orders (excluding Orders for Estate Services) were completed in March 2024.</p> <p>Performance =  <math display="block">\frac{51}{501} \times 100\% = 10.17\%</math></p> <p>This is rounded to 10.2%</p>
<b>Incentivised</b>	<del>Yes</del> /no [delete as appropriate]
<b>KPI Measurement Period</b>	Monthly
<b>Reporting interval</b>	Monthly
<b>Collection of data</b>	Client
<b>Data processor</b>	Client

**NHF FORM OF CONTRACT 2023 – KPI FRAMEWORK**

<b>KPI 8</b>		<b>Time – Responsive Maintenance appointments kept</b>		
<b>Purpose</b>	To determine the percentage of appointments for Responsive Maintenance during the KPI Measurement Period that were kept.			
<b>Definition</b>	The number of Responsive Maintenance appointments kept during the KPI Measurement Period expressed as a percentage of the total number of appointments for Responsive Maintenance made for times within the KPI Measurement Period.			
<b>Method</b>	<p>Ascertain the total number of appointments made for Responsive Maintenance for during the KPI Measurement Period and the number kept.</p> <p>Performance =</p> $\frac{\text{Number of Responsive Maintenance appointments during the KPI Measurement Period that were kept}}{\text{Total number of Responsive Maintenance appointments made for during that KPI Measurement Period.}} \times 100\%$			
<b>KPI Performance Targets and KPI MAP Levels</b>		<b>KPI PERFORMANCE TARGET</b>	<b>KPI MAP LEVEL</b>	
	<b>Year 1</b>	<b>90%</b>	<b>80%</b>	
	<b>Year 2</b>	<b>90%</b>	<b>80%</b>	
	<b>Year 3 and subsequent years</b>	<b>90%</b>	<b>80%</b>	
KPI Performance Targets and KPI MAP Levels may be revised by agreement between the Client and Provider.				
<b>Example</b>	<p>During the KPI Measurement Period 92 Responsive Maintenance appointments are kept by the Provider out of a total of 99 appointments made for Responsive Maintenance for times during the KPI Measurement Period.</p> <p>Performance =</p> $\frac{92}{99} \times 100\% = 92.92\%$ <p>This is rounded down to 92.9%.</p>			
<b>Incentivised</b>	No			
<b>KPI Measurement Period</b>	Monthly			
<b>Reporting interval</b>	Monthly			
<b>Collection of data</b>	Provider			
<b>Data processor</b>	Provider			

**NHF FORM OF CONTRACT 2023 – KPI FRAMEWORK**

<b>KPI 14</b>	<b>Safety – Provider’s accident rate</b>
<b>Purpose</b>	To measure the number of reportable accidents per 100,000 employees of the Provider and Subcontractors who are working for the Provider.
<b>Definition</b>	Reportable accidents per 100,000 employees per year for the Provider and Subcontractors working for the Provider (or the Provider’s Accident Incidence Rate or AIR).
<b>Method</b>	<p>Obtain from the Provider:</p> <ul style="list-style-type: none"> <li>• the number of reportable accidents from any part of their business or group (including Subcontractor accidents when working for the Provider) during the KPI Measurement Period; and</li> <li>• the average total number of employees of the Provider and of Subcontractors working for the Provider during the KPI Measurement Period expressed as full time equivalents.</li> </ul> <p>Performance =</p> $\frac{\text{Provider’s number of reportable accidents in the KPI Measurement Period}}{\text{Average number of employees (full time equivalents) employed by the Provider and by Subcontractors working for the Provider during the KPI Measurement Period}} \times 100,000$ <p>Reportable accidents are defined in Health &amp; Safety Statistics published by the Health &amp; Safety Commission as fatalities, major injuries and over 3 day injuries to employees, self-employed and members of the public.</p> <p>Where Provider calculates its Accident Incidence Rate (AIR), this should be obtained and used instead.</p> <p>Where Provider calculates its Accident Frequency Rate (AFR), this should be obtained and converted to AIR using the methodology described on page 23 of the KPI Report for The Minister for Construction, January 2000 found at <a href="https://assets.publishing.service.gov.uk">KPI Report for the Minister for Construction (https://assets.publishing.service.gov.uk)</a></p>
<b>KPI Performance Targets</b>	There is no KPI MAP Level for this KPI.

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<b>KPI 14</b>	<b>Safety – Provider’s accident rate</b>
<b>Example</b>	<p>The following company data is obtained from the Provider for a year:</p> <ul style="list-style-type: none"> <li>• Number of reportable accidents in the year = 5;</li> <li>• Average number directly employed in the year = 558;</li> <li>• Average number of Subcontractors’ Staff employed in working for the Provider during the year = 72</li> </ul> <p>Performance (AIR) =</p> $\frac{5}{558 + 72} \times 100,000 = 793.65$ <p>This is rounded to 794</p>
<b>Incentivised</b>	No
<b>KPI Measurement Period</b>	This KPI is calculated using annual data. However, it is deemed to be measured Monthly, with performance in each Month being that determined by the most recent annually available figures.
<b>Reporting interval</b>	Monthly
<b>Collection of data</b>	Provider
<b>Data processor</b>	Provider

**Appendix A - Example Customer Satisfaction Questionnaire for Responsive Maintenance (Page 1 of 2)**

**Part A: About the repair works you received from your Landlord**

**1. How satisfied were you with the service provided by your Landlord’s staff who dealt with you before the work started?**

← Totally dissatisfied			Neither satisfied nor dissatisfied				Totally satisfied →		
1	2	3	4	5	6	7	8	9	10

**Part B: About the work**

**2. Was an appointment made for this work to be carried out?**

<b>Yes</b>	<input type="checkbox"/>	Go to question 2	<b>No</b>	<input type="checkbox"/>	Go to question 3
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**3. If yes, did the Provider arrive when you were told they would?**

<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>
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**4. Was the Provider polite and courteous?**

<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>
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**5. Were the works completed on time?**

<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>
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**6. Did the Provider tidy up after the work to your satisfaction?**

<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>
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**7. How satisfied were you with the finished work?**

← Totally dissatisfied			Neither satisfied nor dissatisfied				Totally satisfied →		
1	2	3	4	5	6	7	8	9	10

**Appendix A - Example Customer Satisfaction Questionnaire (Page 2 of 2)**

<b>8. How satisfied were you with the customer service provided by the Provider during the work?</b>									
← Totally dissatisfied			Neither satisfied nor dissatisfied				Totally satisfied →		
1	2	3	4	5	6	7	8	9	10

**Part C: About the work overall**

<b>9. How satisfied were you with the overall service provided by your Landlord and the Provider both before and during the work?</b>									
← Totally dissatisfied			Neither satisfied nor dissatisfied				Totally satisfied →		
1	2	3	4	5	6	7	8	9	10

**10. Do you have any other comments about the work that was carried out and the service you received?** (We are especially interested in suggestions of how we can improve our service to you)

Thank you for your time and help.  
Please return the questionnaire in the Freepost envelope provided

**IMPORTANT NOTE: Users of this questionnaire should ensure that it is accessible to all their Customers including people who do not have a good understanding of English, people with disabilities and people with special needs. Completed questionnaires should reflect the diversity of the neighbourhood in which the Provider operates.**

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**Appendix B - Example Customer Satisfaction Questionnaire for Voids (Page 1 of 2)**

To help us improve our service to you, we would be grateful if you could fill in this short questionnaire.

**Part A: About your new home**

**1. Was the property clean and tidy when you moved in?**

<b>Yes</b>	<input type="checkbox"/>		<b>No</b>	<input type="checkbox"/>
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**2. Was the property fully functional? (e.g. water supply, electrical supply, doors, windows, etc.)**

<b>Yes</b>	<input type="checkbox"/>		<b>No</b>	<input type="checkbox"/>
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**2a. If not please tell us what was wrong**

**Part B: About the service you received from the Landlord**

**3. How satisfied were you with the service provided by the Landlord’s staff who dealt with you?**

← Totally dissatisfied				Neither satisfied nor dissatisfied		← Totally satisfied →			
1	2	3	4	5	6	7	8	9	10

**Appendix B - Example Customer Satisfaction Questionnaire for Voids (Page 2 of 2)**

**Part C: About your new home**

<b>4. Overall, how satisfied or dissatisfied are you with the quality of your new home?</b>									
← Totally dissatisfied			Neither satisfied nor dissatisfied				← Totally satisfied →		
1	2	3	4	5	6	7	8	9	10

<p><b>5. Do you have any other comments about the quality of your new home or the service you received?</b> (We are especially interested in suggestions of how we can improve our service to you)</p>

Thank you for your time and help.  
Please return the questionnaire in the Freepost envelope provided

**IMPORTANT NOTE: Users of this questionnaire should ensure that it is accessible to all their Customers including people who do not have a good understanding of English, people with disabilities and people with special needs. Completed questionnaires should reflect the diversity of the neighbourhood in which the Provider operates.**