

Performance Evaluation and Monitoring - Regulatory Services

The Client requires certain performance outcomes from the Services. The Key Performance Indicators (KPIs) results will inform any allocation of additional Scope of Engagement (SOE).

If there are ongoing issues with Supplier's performance, these will be escalated to the Manager Regulatory Engineering for review and resolution. Non-performance may result in termination of the contract.

Performance levels are assessed as follows:

Score	Performance	Description
3	Very good	The Supplier has provided a very high level of service across all areas
2	Met expectations / acceptable	The Supplier has delivered routine work to an acceptable standard, some areas are done well and there are no significant issues to raise. Acceptable performance but there is room for growth
1	Partly met expectations / needs improvement	There were some areas of performance that require improvements; continued performance at this level may result in a reduction in work
0	Did not meet expectations / unsatisfactory	There were significant performance failures or omissions; failure to address these issues in a timely manner, or continued performance at this level, will result in a reduction in work.

	Description	
1. Timeliness	<p>Timeframes are to be agreed between the Supplier and Council's Representative in the SOE.</p> <p>Assessment of timeliness will take into consideration delays outside of the Supplier's control, providing the Supplier can demonstrate evidence of active follow-up and escalation.</p> <p>Non-notified consents to be processed within required timeframes as stipulated in the SOE.</p> <p>Notified consents - timeliness of specific milestones will be evaluated rather than the overall processing time.</p> <p>Measure:</p> <p>Provision of SOE deliverables:</p> <ul style="list-style-type: none"> - On time or earlier without reduction in scope; if it took longer than estimated then there were associated scope changes and/or mitigating circumstances that were communicated and agreed in advance = 3, 	2-3

KPI		
	<ul style="list-style-type: none"> " On time or took longer than estimated associated with a change in scope and/or mitigating circumstances = 2, " Took longer than estimated with no change in scope or mitigating circumstances = 1, " Took significantly longer than estimated with no change in scope or mitigating circumstances = 0 	
2. Quality of Output	<p>All reports and documentation provided by the Supplier are to comply with the specifications agreed in each SOE (i.e. the Supplier has provided what was asked for).</p> <p>Measure:</p> <p>Satisfaction with the quality of advice/technical skills, reports and documentation required as per SOE.</p> <ul style="list-style-type: none"> " Reports provided are substantially correct and accurate in content with no re-writes or amendments required (excluding minor grammatical and typographic errors); presentation fit for purpose = 3 " Reports provided are substantially correct and accurate in content but required minor re-writes or amendment; presentation fit for purpose = 2 " Some information was missing or incorrect; poorly presented; required major re-writes or amendments = 1 " No information or irrelevant/ incorrect information provided; poorly presented = 0 	2-3

<p>3. Quality of Service</p>	<p>Quality management of service provision including:</p> <ul style="list-style-type: none"> - Creating "no surprises" environment - Pro-activeness: effort, focus and proactive management of risks and future issues - Communication: keep the Council and Client informed on all relevant issues - File management and appropriate record keeping - Invoicing and progress reporting as agreed - Account /project/ workload management - Variation handling <p>Measure:</p> <p>Satisfaction with the service provided by the project team.</p> <ul style="list-style-type: none"> - The Supplier has provided a very high level of service across all areas. Pre-empted communication; provided regular 	<p>2-3</p>	
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- Updates on progress; and was highly responsive when required= 3
- Kept Client up to date; communicated at the appropriate times; responded well when contacted = 2
- Communication was inconsistent and sometimes difficult to contact; needed ongoing reminders to gain a suitable response= 1
- The supplier was difficult to contact; unresponsive when approached = 0