

Contractor KPI - OV Performance 2015-2017 - Supporting Documentation

During the period 2015-2017, the division of contractor responsibility was as follows:

Area	Contractor
Wales	Hallmark
North West	Eville & Jones
North East	Eville & Jones
South West	Eville & Jones
South East	Eville & Jones

The Performance Management Framework (PMF) against which the contractors' performance is measured is made up of 3 areas or 'Pillars', each weighted to reflect their relative importance to the overall performance.

Attendance (Weighted 10%)

The first provision of the contract is that the right person is deployed to the right place at the right time. This will be reported by exception at a local level and discussed during the monthly meetings. If there is a significant issue this will be escalated to the HOD/SDP meeting for resolution

Quality of Delivery (Weighted 70%)

The key pillar of the PMF is the quality of the delivery of services provided by the SDP. This pillar includes accurate and proportionate enforcement to improve compliance standards in line with Hygiene Legislation which if not met has an impact on Exports to Third Countries. Enforcement and compliance data will be provided in the data pack and will be reviewed with a focus on quality and quantity of enforcement. Spot checks will be performed on the quality of the enforcement against an agreed minimum quality standard for each enforcement approach (written, HIN, RAN and recommendation for prosecution) by the FVC/ Legal and will be recorded in 2 categories: Administrative (spelling, grammar) and Technical (legislation, evidence). UAI reports and AVL feedback from the audit will also be provided in the data pack.

Reporting (Weighted 20%)

The reporting requirements of the contract include:

Timely submission of timesheets and throughput

Reporting requirements for OGD including Cattle ID checks and Animal Welfare Exception reporting.

Scoring against these 3 weighted areas allows for a final score between 0-10 to be mapped against the below RAG rating:

RAG	Status	Description
Green (9 to 10)	On track	Successful delivery to time, cost and quality is on or above standard and all key deliverables within the contract specification for service delivery are routinely met or exceeded. Integrity of service delivery and reputation is stable, consistent and regularly met.
Green Amber (5 to 8)	Broadly on track	Delivery to time, cost and quality is broadly on standard and there are no key deliverables within the contract specification that are falling significantly below standard or presenting serious risk to service delivery. Integrity of service delivery and reputation is maintained at an acceptable level.
Amber Red (2 to 4)	Off track	Delivery to time, cost and quality is being impacted on a periodic basis and there are various key deliverables within the contract specification that have fallen off track and are presenting significant and sustained risk to standards and service delivery. Integrity of service delivery and reputation is below acceptable standards.
Red (0 to 1)	Very clearly off track	Delivery to time, cost and quality is being seriously impacted on a constant basis with significant aspects of the contract specification failing to be delivered, presenting serious and high risk to standards and service delivery. Integrity of service delivery and reputation is seriously off-track and at significant risk.