

Area	KPI	Measure	KPI SCORE (Performance PRE Mitigation)	Service Credit
FM	KPI 1 - provide access to fit for purpose and flexible space for staff	Achievement of associated Pis within Concerto	97.78%	£0
	KPI 2 - offices are maintained in accordance with statutory legislation	Achievement of associated Pis within Concerto	100.00%	£0
FM	KPI 3 - minimise the whole life cost of maintaining physical assets	Achievement of associated Pis within Concerto	98.33%	£0
FM	KPI 4 - provide appropriate security and emergency response	Achievement of associated Pis within Concerto	100.00%	£0
FM	KPI 5 - Print, Design and post room compliance	Achievement of associated Pis within Concerto	94.29%	£0
FM	KPI 6 - on-call attendance within SLA	Achievement of associated Pis within Concerto	92%	(£2,500)
Property	KPI 7 - Delivery of annually agreed Asset Valuations	% achievement of agreed asset valuations programme	100.00%	£0
Property	KPI 8 - Delivery of annually agreed disposals programme	% achievement of milestones as set out in the agreed annual programme of activities. Such milestones can be job specific or objective based. Bandings will be developed during mobilisation and transition.	not rated	£0
Property	KPI 9 - Timely delivery of annual rent reviews and lease renewals	% achievement of milestones as set out in the agreed annual programme of activities. Such milestones can be job specific or objective based.	0.00%	£0
Property	KPI 10 - Maintaining and improving the condition of the asset	Achievement of associated Pis within Concerto	N/A	£0
Parking	KPI 12 - Maximise parking Income	Achievement of associated Pis within Concerto (input from Parking system)	100.00%	£0
Parking	KPI 13 - Maintain car parks that are fit for purpose	Achievement of associated Pis within Concerto (input from Parking system)	97.27%	£0
Parking	KPI 14 - excellent provision of ECN/PCN ticket processing system	Achievement of associated Pis within Concerto (input from Parking system)	99.00%	£0
Parking	KPI 15 - provision of general parking provision to an excellent standard.	Achievement of associated Pis within Concerto (input from Parking system)	100.00%	£0
Parking	KPI 16 - all records and data are kept up to date and provided on time as requested.	Achievement of associated Pis within Concerto (input from Parking system)	100.00%	£0
Budget Management	KPI 17 - Management of reactive maintenance budget	Achievement of associated Pis within Concerto	100.00%	£0
	Total			(£2,500)