

Annex 3 - KPI Annex

1. The Key Performance Indicators for the purposes of this Contract are as follows:

KPI	Description	Consequence of failure
1. Initial Call	<p>Response times</p> <p>This KPI covers cases deployed to you during Service Hours on any day (between the hours of 8am and 9pm).</p> <p><u>Target:</u></p> <ul style="list-style-type: none"> • 95% of requests for advice in the relevant Month responded to within 15 minutes; and • 98% of requests for advice in the relevant Month responded to within 30 minutes. <p>For the purposes of this KPI each Case deployed to you by the DSCC shall be a "request for advice" and a response means your first call to the Police Station in response to such Case (whether you successfully establish contact with the Client or not). This will be measured through ECMS.</p>	<p>If in any Month you respond to:</p> <ul style="list-style-type: none"> • less than 95% of requests for advice within 15 minutes; or • less than 98% of requests for advice within 30 minutes, <p>we may treat this as a material breach for the purposes of Clause 24 of the Standard Terms and apply Sanctions 2 and/or 4 as deemed appropriate in the circumstances.</p>
2. ITA – Start Service Hours	<p>Response times</p> <p>This KPI covers cases deployed to you between 9pm and the beginning of the Service Hours on any day (8am).</p> <p><u>Target:</u></p> <ul style="list-style-type: none"> • 95% of requests for advice in the relevant Month responded to within 60 minutes; and • 98% of requests for advice in the relevant Month responded to within 90 minutes. <p>For the purposes of this KPI each Case deployed to you by the DSCC shall be a "request for advice" and a response means your first call to the Police Station in response to such Case (whether you successfully establish contact with the Client or not). This will be measured through ECMS.</p>	<p>If in any Month you respond to:</p> <ul style="list-style-type: none"> • less than 95% of requests for advice within 60 minutes; or • less than 98% of requests for advice within 90 minutes, <p>we may treat this as a material breach for the purposes of Clause 24 of the Standard Terms and apply Sanctions 2 and/or 4 as deemed appropriate in the circumstances.</p>

2. KPIs 1 and 2 apply with effect from the Service Commencement Date and will be measured at least Monthly thereafter.

3. You will within 10 Business Days of the relevant KPI failure supply us with a first draft action plan setting out the nature and circumstances of the failure together with the actions you have taken or will undertake (at your cost) to rectify the failings (in reasonable detail and with implementation timescales). We will review such action plan and acting reasonably, either:
 - 3.1.1 accept the action plan, in which case you will implement and comply with the action plan in accordance with its terms; or
 - 3.1.2 recommend changes to the action plan, in which case you will resubmit an action plan to us within 5 Business Days and the process described in this Section 3 shall be repeated (as amended from time to time).
4. If in the 3 Month period following your implementation of the action plan a further failure of the same KPI occurs or the same failure occurs in any 3 Months over a 9 Month period then this shall amount to a material breach of this Contract and shall entitle us to apply any Sanction referred to in Clause 24 of the Standard Terms.