

**WEST SWINDON PARISH COUNCIL**

**Key Performance Indicators Report**

**1. Purpose**

- 1.1 For its future contract for Grounds Maintenance and Street Cleaning, the Parish Council has drafted a Contract which sets out the contractual terms of the arrangement and a Specification which describes the service the Parish Council is contracting to have delivered. The Contract and Specification documents were reviewed by the Parish Council at its meeting on Monday 4 March 2019.
- 1.2 To ensure that the service is being delivered to a timeframe and standard that the Parish Council requires, the Parish Council has the opportunity to include a set of performance indicators.
- 1.3 The aim of the performance indicators is to ensure that the service described in the Specification is monitored and delivered. These can be reported to the Parish Council and the public as part of the Contract's quarterly performance report.
- 1.4 The performance indicators need to be achievable and realistic but also need to accurately reflect the terms and standards set out by the Parish Council.
- 1.5 A draft set of performance indicators is attached to this report.

**2. Recommendations:**

- 2.1 Councillors note the draft performance indicators and revise or make additions as agreed by the Council.

**Paula Harrison**  
**Parish Manager**