Entrust SDA - KPI performance, April to August 2023

Curriculum Development & Support KPIs and Volumetrics report 2023-24

Key Performance Indicators

Contract Ref	Measure	Target	Information Required	2022-23 outturn	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	2023-24 YTD
CDS 1	Customer Schools moderated for key stage 1 (*a minimum of 25%, may be more as schools are moderated on a 4 year cycle)	25%	The number of Customer Schools moderated for key stage 1	31	0	0	29	1	0		30
			The total number of Customer Schools delivering key stage 1	115	0	0	112	0	0		112
			%	27.0%	-	-	25.9%	-	-	-	26.8%
CDS 2	Customer Schools moderated for Key Stage 1 receive a report from the JVCo	100%	The number of Customer Schools that have been moderated for key stage 1 and have received a report	31	0	0	29	0	0		29
			The total number of Customer Schools that have been moderated for key stage 1	31	0	0	29	0	0		29
			%	100.0%	-	-	100.0%	-	-	-	100.0%
CDS 3	Customer Schools moderated for key stage 2 writing (*a minimum of 25%, may be more as schools are moderated on a 4 year cycle)	25%	The number of Customer Schools moderated for key stage 2 writing	26	0	0	25	2	0		27
			The total number of Customer Schools delivering key stage 2	101	0	0	99	0	0		99
			%	25.7%	-	-	25.3%	-	-	-	27.3%
CDS 4	Customer Schools moderated for key stage 2 writing receive a report from the JVCo	100%	The number of Customer Schools moderated for key stage 2 writing and receive a report from the JVCo	26	0	0	25	0	0		25
			The total number of Customer Schools moderated for key stage 2 writing	26	0	0	25	0	0		25
			%	100.0%	-	-	100.0%	-	-	-	100.0%
CDS 5	Key Stage 2 security - Customer Schools receive a monitoring visit before, during or after test periods (*a minimum of 10%, may be more as schools are monitored on a 4 year cycle)	10%	The number of Customer Schools that have received a monitoring visit before, during or after test periods	13	0	9	0	0	0		9
			The total number of Customer Schools delivering key stage 2	125	0	99	0	0	0		99
			%	10.4%	-	9.1%	-	-	-	-	9.1%
CDS 6	Customer Schools monitored for year 1 & 2 phonics (*a minimum of 10%, may be more as schools are monitored on a 4 year cycle)	10%	The number of Customer Schools that have received a monitoring visit before, during or after test periods	14	0	0	12	0	0		12
			The total number of Customer Schools delivering key stage 1	115	0	0	112	0	0		112
			%	12.2%	-	-	10.7%	-	-	-	10.7%

CDS	Service Description	Target	Measure								Total
CDS 7	KS2 security – breaches notified to the Customer once known.	100%	The number of security breaches notified to the Customer as soon as known	1	0	1	0	0	0		1
			The total number of security breaches that **should** have been reported to the Customer as soon as known	1	0	1	0	0	0		1
			%	100.0%	-	100.0%	-	-	-	-	100.0%
CDS 8	Health and safety science - dangerous incidents reported to the Customer's health & safety team within 24 hours	100%	The number of dangerous incidents reported to the Customer's health & safety team within 24 hours	0	0	0	0	0	0		0
			The total number of dangerous incidents that **should** have been reported to the Customer's health & safety team within 24 hours	0	0	0	0	0	0		0
			%	-	-	-	-	-	-	-	-
CDS 9	Customer Schools receive *CLEAPSS update from the JVCo	100%	The number of Customer schools that have received CLEAPSS updates from the JVCo	228	0	0	0	0	39		39
			The total number of Customer schools	228	0	0	0	0	39		39
			%	100.0%	-	-	-	-	100.0%	-	100.0%
CDS 10	*Customer Schools receive annual SACRE (Standing Advisory Council for Religious Education) report from the JVCo	100%	The total number of Customer Schools that have received the annual SACRE report from the JVCo	0	0	0	0	0	0		0
			The total number of Customer Schools	0	0	0	0	0	0		0
			%	-	-	-	-	-	-	-	-

Governor Services KPIs and Volumetrics report 2023-24

Key Performance Indicators

Contract Ref	Measure	Target	Information Required	2022-23 outturn	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	2023-24 YTD
GOV 1	LA (Local Authority) Governors recruitment processes will be completed within agreed timescale	95%	The number of LA Governors recruitment processes completed within agreed timescale	36	4	5	2	2	1		14
			The total number of LA Governor recruitment processes that *should* have been completed within agreed timescale	36	4	5	2	2	1		14
			%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%
GOV 2	Schools Forum supported elections run to agreed timescale	100%	The number of schools forum supported elections that ran to agreed timescale	1	0	1	0	0	0		1
			The total number of school forum supported elections that *should* have run to agreed timescale	1	0	1	0	0	0		1
			%	100.0%	-	100.0%	-	-	-	-	100.0%
GOV 3	Parent governor elections for Properous Staffordshire Select Committee (PSSC) run to agreed timescale	95%	for PSSC that have run to agreed timescales	0	0	0	0	0	0		0
			The total number of parent governor elections for PSSC that *should* have run to agreed timescales	0	0	0	0	0	0		0
			%	-	-	-	-	-	-	-	-

Minority Ethnic Achievement Service KPI & Volumetric report 2023-24

Key Performance Indicators

Contract Ref	Measure	Target	Information Required	2022-23 outturn	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	2023-24 YTD
MEAS1	Requests for support for newly arrived Asylum Seeker pupils,are acknowledged within 2 working days	100%	The number of requests for support for newly arrived pupils including asylum seekers that have been responded to within 2 Working Days	111	1	2	1	2	0		6
			The total number of requests for support for newly arrived pupils including asylum seekers which should have been responded to within 2 Working Days	111	1	2	1	2	0		6
			%	100.0%	100.0%	100.0%	100.0%	100.0%	-	-	100.0%
MEAS2	Service Users rate the support received as good or excellent	90%	The number of responses to the service questionnaire that rated the support received as 'good' or 'excellent'	22	0	0	0	0	0		0
			Those that responded to the relevant question within the service questionnaire	22	0	0	0	0	0		0
			%	100.0%	-	-	-	-	-	-	-
MEAS3	Initial needs assessments for newly arrived asylum seekers completed within 6 working weeks of the request for support from the Customer School	95%	The number of initial needs assessments completed for newly arrived asylum seekers within 6 working weeks of the request for support from Customer Schools	98	0	5	5	6	0		16
			The total number of initial needs assessments completed for asylum seekers that should have been completed within 6 weeks of the request for support from Customer Schools	98	0	5	5	6	0		16
			%	100.0%	-	100.0%	100.0%	100.0%	-	-	100.0%
MEAS4	Requests for support for Pupils causing concern (including EMAG schools), translation / interpretation and accessing follow up support are acknowledged within 2 working days	100%	The number of requests for support for pupils causing concern that have been responded to within 2 Working Days	12	0	0	1	0	0		1
			The total number of requests for support pupils causing concern which should have been responded to within 2 Working Days	12	0	0	1	0	0		1
			%	100.0%	-	-	100.0%	-	-	-	100.0%

Behaviour Health & Wellbeing Service KPI & Volumetric report 2023-24

Key Performance Indicators

Contract Ref	Measure	Target	Information Required	2022-23 outturn	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	2023-24 YTD
BHW1	Service Users rate the primary behaviour support service as good or excellent (annual service questionnaire)	90%	The number of responses to the service questionnaire that rated the support received as 'good' or 'excellent'	56	1	3	2	0	0		6
			Those that responded to the relevant question within the service questionnaire	56	1	3	2	0	0		6
			%	100.0%	100.0%	100.0%	100.0%	-	-	-	100.0%

Financial Services KPIs and Volumetrics report 2023-24

Key Performance Indicators

Contract Ref	Measure	Target	Information Required	2022-23 outturn	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	2023-24 YTD
FIN1	*Schools that are likely to get into financial difficulties (as identified via proactive monitoring by the JVCo) are reported to the Customer within five (5) Working Days of the JVCo identifying a financial issue	100%	The number of schools that are likely to get into financial difficulties (as identified via proactive monitoring by the JVCo) which are reported to the Customer within five (5) Working Days	75	27	27	27	27	27		135
			The total number of schools that are likely to get into financial difficulties (as identified via proactive monitoring by the JVCo) and which should have been reported to the Customer within five (5) Working Days	75	27	27	27	27	27		135
			%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%

HR Academy Conversion Service KPIs and Volumetrics report 2023-24

Key Performance Indicators

Contract Ref	Measure	Target	Information Required	2022-23 outturn	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	2023-24 YTD
HR1	All final staffing information provided to a New Employer at least 28 days prior to the agreed Conversion Date	100%	Number of New Employers who are provided with their final staffing information at least 28 days prior to the agreed Conversion Date	11	0	0	0	1	2		3
			The number of New Employers who should have been provided with their final staffing information at least 28 days prior to the agreed Conversion Date	11	0	0	0	1	2		3
			%	100.0%	-	-	-	100.0%	100.0%	-	100.0%

Staffordshire Learning Technologies Services KPIs and Volumetrics report 2023-24

Key Performance Indicators

Contract Ref	Measure	Target	Information Required	2022-23 outturn	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	2023-24 YTD
SLT1	SLN accounts created within 5 Working Days of the request	100%	The number of SLN accounts created within 5 Working Days of the request	234	5	5	15	34	3		62
			The number of SLN accounts that should have been created within 5 Working Days of the request	234	5	5	15	34	3		62
			%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%
SLT2	Support calls to the JVCo from Customer Schools regarding SIMS are successfully closed within agreed timeframes	95%	The number of support calls to the JVCo from Customer Schools regarding SIMS that are successfully closed within agreed timeframes	3644	99	230	270	279	54		932
			The number of support calls to the JVCo from Customer Schools regarding SIMS that should have been successfully closed within agreed timeframes	3650	101	240	270	285	54		950
			%	99.8%	98.0%	95.8%	100.0%	97.9%	100.0%	-	98.1%

Catering Services KPIs & Volumetrics report 2023-24

Key Performance Indicators

Contract Ref	Measure	Target	Information Required	2022-23 outturn	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	2023-24 YTD
Cat1	Less than 10 formal complaints annually	< 10	Total number of formal (written) complaints	0	0	0	0	Contract Exit	Contract Mobilisation		0
Cat2	All Customer complaints (through any media) to be acknowledged by the JVCo within 1 Working Day of receipt of complaint	100%	The number of complaints acknowledged within 1 Working Day	0	0	0	0				0
			The total number of complaints received that should have been acknowledged within 1 Working Day	0	0	0	0				0
			%	-	-	-	-			-	-
Cat3	All complaints to be resolved by the JVCo to the satisfaction of the Customer as soon as possible and in any event within 10 Working Days	100%	The number of complaints resolved by the JVCo to the satisfaction of the Customer within 10 Working Days	0	0	0	0				0
			The total number of complaints received that should have been resolved within 10 Working Days	0	0	0	0				0
			%	-	-	-	-			-	-
Cat4	Annual Customer satisfaction survey - % satisfaction with the service	90%	The number of people that responded to the annual survey and stated that they were satisfied with the service	0	0	0	0				0
			Those that responded to the annual survey	0	0	0	0				0
			%	-	-	-	-			-	-
Cat5	All quality audits shall be scored 90% or better by the Customer (NB. A minimum of 4 quality audits to be carried out each Contract Year)	90%	The number of quality audits that scored 90% or better	0	0	0	0				0
			The total number of quality audits completed	0	0	0	0				0
			%	-	-	-	-			-	-

Cleaning Services KPIs & Volumetrics report 2023-4

Key Performance Indicators

Contract Ref	Measure	Target	Information Required	2022-23 outturn	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	2023-24 YTD
CI1	Sites inspected achieve '*Acceptable' British Institute of Cleaning Science (BICSc) service standards (inspection visit process, measured a minimum of 3 times a year per site) *Acceptable BICSc service standards = 85%+	95%	The number of sites inspected that have achieved 'acceptable' BICSc service standards	36	22	11	7				40
			Total number of sites inspected	38	22	11	7				40
			%	94.7%	100.0%	100.0%	100.0%			-	100.0%
CI2	Less than 10 formal complaints annually	< 10	Total number of formal (written) complaints	6	2	0	0				2
CI3	All Customer complaints (through any media) to be acknowledged by the JVCo within 1 Working Day of receipt of complaint	100%	The number of complaints responded to within 1 Working Day	6	2	0	0				2
			The total number of complaints that should have been responded to within 1 Working Day	6	2	0	0				2
			%	100.0%	100.0%	-	-			-	100.0%
CI4	All complaints to be resolved by the JVCo to the satisfaction of the Customer as soon as possible and in any event within 10 Working Days	100%	The number of complaints resolved by the JVCo to the satisfaction of the Customer within 10 Working Days	6	2	0	0				2
			The total number of complaints that should have been resolved within 10 Working Days	6	2	0	0				2
			%	100.0%	100.0%	-	-			-	100.0%
CI5	Annual Customer satisfaction survey - % satisfaction with the service.	90%	The number of people that responded to the annual survey and stated that they were satisfied with the service	35	0	0	0				0
			Those that responded to the annual survey	35	0	0					0
			%	100.0%	-	-	-			-	-

Contract Exit — Contract Mobilisation (Jul-23 / Aug-23 columns)

Grounds Services KPIs & Volumetrics report 2023-24

Key Performance Indicators

Contract Ref	Measure	Target	Information Required	2022-23 outturn	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	2023-24 YTD
Gr2	Less than 10 formal complaints annually	< 10	Total number of formal (written) complaints	2	0	0	0				
Gr3	All customer complaints (through any media) to be acknowledged by the JVCo within 1 Working Day of receipt of complaint by the JVCo	100%	The number of complaints acknowledged within 1 Working Day	2	0	0	0				
			The total number of complaints that should have been acknowledged within 1 Working Day	2	0	0	0				
			%	100.0%	-	-	-				-
Gr4	All complaints to be resolved by the JVCo to the satisfaction of the Customer as soon as possible and in any event within 10 Working Days	100%	The number of complaints resolved by the JVCo to the satisfaction of the Customer within 10 Working Days	2	0	0	0	Contract Exit	Contract Mobilisation		
			The total number of complaints received that should have been resolved within 10 Working Days	2	0	0	0				
			%	100.0%	-	-	-				-
Gr5	Annual customer satisfaction survey - % satisfaction with the service	90%	The number of people that responded to the annual survey and stated that they were satisfied with the service	5	0	0	0				
			Those that responded to the annual survey	5	0	0	0				
			%	100.0%	-	-	-				-

Strategic Property Services KPI & Volumetric report 2023-24

Key Performance Indicators

Contract Ref	Measure	Target	Information Required	2022-23 outturn	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	2023-24 YTD
PROP1	Percentage of clients (end users) after each project that are 'satisfied' or better with the service and the quality of the work undertaken.	95% or better	The number of clients (end users) after each project that are 'satisfied' or better with the service and the quality of the work undertaken.	51	0	0	0	0	0		0
			Number of completed surveys	52	0	0	0	0	0		0
			Number of surveys sent to clients	98	0	0	0	0	0		0
			%	98.1%	-	-	-	-	-	-	-
PROP2	Number of health and safety occurrences by consultancy staff that are notifiable under RIDDOR on schemes being managed by the JVCo	0%	The number of health and safety occurrences by consultancy staff that are notifiable under RIDDOR on schemes being managed by the JVCo	0	0	0	0	0	0		0
			The total number of health and safety occurrences by consultancy staff on schemes being managed by the JVCo	0	0	0	0	0	0		0
			%		-	-	-	-	-	-	-
PROP3	Percentage of projects that are delivered to within +/- 10% of the expenditure authorised by the Customer of the scheme for projects over £250,000 (excluding fees) in value.	95% or better	The number of projects that are delivered to within +/- 10% of the authorised by the Customer of the scheme for projects over £250,000 (excluding fees) in value	0	0	0	0	0	0		0
			The total number of projects over £250,000 (excluding fees in value) that are delivered	0	0	0	0	0	0		0
			%		-	-	-	-	-	-	-
PROP4	Percentage of the property capital programme (agreed between the Parties) completed in money terms within the Contract Year.	95% or better	The number of projects within the property capital programme (agreed between the Parties) completed in money terms within the Contract Year	0	0	0	0	0	0		0
			The total number of projects within the property capital programme (agreed between the Parties) for the Contract Year	0	0	0	0	0	0		0
			%		-	-	-	-	-	-	-
PROP5	Percentage of feasibility projects that are delivered within the timeframes agreed between the Parties.	95% or better	The number of feasibility projects that are delivered within the timeframes agreed between the Parties	0	0	0	0	0	0		0
			The total number of feasibility projects which should have been delivered within the timeframes agreed between the Parties	0	0	0	0	0	0		0
			%		-	-	-	-	-	-	-
	The JVCo shall inform the Customer within 1 Working Day of any D1	95%	The number of D1 emergency repairs on a Customer site reported to the Customer within 1 Working Day	337	18	18	22	21			79

PROP6	within 1 Working Day of any D1 emergency repairs on a Customer site (Any such repairs shall be at the cost of the Customer).	or better	The total number of D1 emergency repairs on a Customer site which should have been reported to the Customer within 1 Working Day.	337	18	18	22	21				79
			%	100.0%	100.0%	100.0%	100.0%	100.0%	-	-		100.0%
PROP7	The JVCo shall inform the Customer within 1 Working Day of any D1 emergency repairs on a Customer School site (Any such repairs shall be at the cost of the Customer School).	95%	The number of D1 emergency repairs on a Customer School site reported to the Customer School / the Customer within 1 Working Day	891	22	37	83	69				211
		or better	The total number of D1 emergency repairs on a Customer School site which should have been reported to the Customer School / the Customer within 1 Working Day	891	22	37	83	69				211
			%	100.0%	100.0%	100.0%	100.0%	100.0%	-	-		100.0%
PROP9	All planned and remedial maintenance works are updated in the JVCos AMS system within the *agreed timescale	90%	All planned and remedial maintenance works are updated in the JVCo's AMS system within the *agreed timescale	0	0	0	0	0	0			0
			The planned and remedial maintenance works that should have been updated in the JVCo's AMS system within the *agreed timescale	0	0	0	0	0	0			0
			%		-	-	-	-	-	-		-
PROP10	All complaints (through any media) to be acknowledged by the JVCo within 1 Working Day of receipt of complaint	100%	The number of complaints acknowledged within 1 Working Day	0	1	0	1	0	0			2
			The total number of complaints received that should have been acknowledged within 1 Working Day	0	1	0	1	0	0			2
			%	-	100.0%	-	-	-	-		-	100.0%