**Digital Support for the Local Plan Contract KPIs**

|  |
| --- |
| **KPIs** |
| **Timetable** – Be able to start the contract at the latest by the 13th October 2025.  Target: 100% |
| **Go live date –** meet timescales to have the product ready to go live by the 28th October 2025 at the latest.  Target: 100% |
| **Response time –** Queries and questions will be answered in accordance with the contract  Target: 100% |

If a target is not met, the following process will be initiated in the following stages:

**Stage one - First KPI missed:**

A call with the supplier to address the issue and seek resolution within 5 working days.

**Stage two - Second KPI missed:**

A meeting with the officer(s) from Breckland Council to discuss the recurring problem and a written agreement to have the matter resolved within 5 working days.

**Stage three - Third (consistent) KPI missed:**

The Councils retain the right to terminate the contract after three consecutive KPI failures, following written notification to the supplier.

**If the first and second stages are not resolved within the set ‘5 working days’ time frame stated, then the process will continue onto the next stage.**

**Reporting Procedure**

Reporting will be quarterly to include:

* Review and discussion of each of the KPIs, including any remedial actions and noting any successes.
* Health and safety review and updates.
* Finance items, credits/payments to the Councils.
* Information on any complaints received.
* Any concerns which need to be raised with the Councils.
* Any other items deemed necessary to support the delivery of this contract.