



Key Performance Monitoring

Description of performance indicators	Criticality	Measure	Frequency	Target %	Apr-14			May-14			Jun-14			Jul-14			Aug-14			Sep-14		
					Monthly Measure	Completed	Actual %	Monthly Measure	Completed	Actual %	Monthly Measure	Completed	Actual %	Monthly Measure	Completed	Actual %	Monthly Measure	Completed	Actual %	Monthly Measure	Completed	Actual %
Number of shifts with full complement of appropriately trained security staff on duty	Gold	Audit	Monthly	100	100	97.68	97.68	100	96.97	96.97	100	98.96	98.96	100	98.98	98.98	100	99.94	99.94	100	98.8	98.8
Evidence copied for law enforcement agencies and other third parties within 24 hours of request	Silver	Log Book	Monthly	100	25	39	156	25	22	88	25	18	72	25	17	68	25	28	112	25	24	96
Requests by data subjects dealt with within 28 days	Gold	Log Book	Monthly	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	100
Number of complaints about the service provided by the contractor	Gold	Log Book	Quarterly	Nil	0	0	0	0	0	0	0	0	0	0	1	99	0	0	0	0	0	0
Comprehensive recording and reporting of incidents	Gold	Production of monthly report	Monthly	100	3000	4628	154.2667	3000	4538	151.2667	3000	4885	162.8333	3000	4320	144	3000	5070	169	3000	5739	191.3
Comprehensive recording and reporting of faults	Bronze	Examination of log	Monthly	90	5	7	140	5	3	60	5	4	80	5	4	80	5	3	60	5	4	80
CCTV control room operated 24 hours per day, 7 days a week	Gold	Audit	Monthly	100	Yes / No	Yes	100	Yes / No	Yes	100	Yes / No	Yes	100	Yes / No	YES	100	Yes / No	YES	100	Yes / No	YES	100
Contractor monitoring - produce performance reports within 10 days of end of reporting month	Bronze	Receipt	Monthly	100	Yes / No	Yes	100	Yes / No	Yes	100	Yes / No	Yes	Yes	Yes / No	Yes	100	Yes / No	YES	100	Yes / No	YES	100



Key Performance Monitoring

Description of performance indicators	Criticality	Measure	Frequency	Target %	Oct-14			Nov-14			Dec-14			Jan-15			Feb-15			Mar-15		
					Monthly Measure	Completed	Actual %	Monthly Measure	Completed	Actual %	Monthly Measure	Completed	Actual %	Monthly Measure	Completed	Actual %	Monthly Measure	Completed	Actual %	Monthly Measure	Completed	Actual %
Number of shifts with full complement of appropriately trained security staff on duty	Gold	Audit	Monthly	100	100	90	90	100	98.8	98.8	100	98.45	98.45	100	98.68	98.68	100	95.5	95.5	100	97.88	97.88
Evidence copied for law enforcement agencies and other third parties within 24 hours of request	Silver	Log Book	Monthly	100	25	21	84	25	22	88	25	16	64	25	15	60	25	26	104	25	15	60
Requests by data subjects dealt with within 28 days	Gold	Log Book	Monthly	100	0	1	100	0	1	100	0	1	100	0	0	0	0	0	0	0	0	0
Number of complaints about the service provided by the contractor	Gold	Log Book	Quarterly	Nil	0	1	99	0	0	0	0	1	99	0	0	0	0	0	0	0	1	99
Comprehensive recording and reporting of incidents	Gold	Production of monthly report	Monthly	100	3000	5069	168.9667	3000	4443	148.1	3000	4515	150.5	3000	3607	120.2333	3000	3160	105.3333	3000	4927	164.2333
Comprehensive recording and reporting of faults	Bronze	Examination of log	Monthly	90	5	8	160	5	5	100	5	9	180	5	4	80	5	7	140	5	4	80
CCTV control room operated 24 hours per day, 7 days a week	Gold	Audit	Monthly	100	Yes / No	YES	100	Yes / No	Yes	100	Yes / No	Yes	100	Yes / No	Yes	100	Yes / No	NO	95.5	Yes / No	Yes	100
Contractor monitoring - produce performance reports within 10 days of end of reporting month	Bronze	Receipt	Monthly	100	Yes / No	YES	100	Yes / No	Yes	100	Yes / No	Yes	100	Yes / No	Yes	100	Yes / No	YES	100	Yes / No	Yes	100