

**SCHEDULE G**  
**Performance Evaluation**



**Pinsent Masons**

**SCHEDULE G**  
**PERFORMANCE EVALUATION**

1. (a) The events or circumstances which are Performance measures for the purposes of Clause 51 (Performance Evaluation) are listed below. On each single occurrence of any Performance Measure (which are more fully defined in paragraph 2 below) the relevant number of Performance Points shown below opposite that particular Performance Measure shall automatically accrue.
- (b) The Contractor must send its monthly performance report, in the form of Annex I to Schedule D, to reach the Monitor no later than 7 days after the relevant performance Month.
- (c) If the Monitor does not agree such report referred to in paragraph (c) above, the Contractor will be notified in writing stating the reason(s). The Contractor must deal with any such queries within 7 days of receipt of the notification, providing supporting evidence. In the event that agreement cannot be reached, the matter shall be referred in the first instance to a Named Representative of the Authority and a Named Representative of the Contractor. If the Named Representative of the Authority and the Named Representative of the Contractor fail to reach agreement within 30 days from the date the matter is first referred to them then the provisions set out in Clause 86 (Dispute Resolution) shall apply.

PERFORMANCE MEASURES	PERFORMANCE POINTS PER DAY
<b>(i) Failure to provide Available Detainee Places</b>	
(a) Failure to provide an Available Detainee Place	30 per Detainee Place
(b) Failure to provide an Available Removal from Association Place (as defined below)	40 per Detainee Place
(c) Failure to provide an Available Temporary Confinement Place (as defined below)	50 per Detainee Place
<b>(ii) Failure to provide Available Services</b>	<b>PERFORMANCE POINTS PER DAY</b>
(a) Failure to make available full detainee communication service	300
(b) Failure to make available full healthcare service	500
(c) Failure to make available full establishment cleaning services	300
(d) Availability of regime opportunity	300
(e) Availability of maintenance	300
<b>(iii) Untoward Events</b>	<b>PERFORMANCE POINTS PER INCIDENT</b>
(a) Failure to act on a written notice of improvement or rectification	500
(b) Failure to notify any matter which constitutes a Performance Measure	500
(c) Self harm resulting in injury	400

PERFORMANCE MEASURES	PERFORMANCE POINTS PER DAY
(d) Contingency planning exercise	300
(e) Substantiated complaints	
(i) Serious complaint	300
(ii) Other complaint	100
(f) Failure to see legal advisor	100
(g) Failure to complete self audit	200
(h) Health and safety	500
(i) Failure to admit a Detainee to the Removal Centre as directed by the Authority	500
(j) Failure to release	500
(k) Key/lock security	100
(l) Incident reports	100
(m) Religious practice	300
(n) Staffing information	10
(o) Staffing levels	As set out in table at 2.iii.o
(p) Failure to produce a Detainee for an Official/Legal or Case Related Visit/Interview within 15 minutes	200
(q) Failure to produce a Detainee for a social visit within 30 minutes	200

The types of Performance Measures are defined in paragraph 2 below.

## 2. Definitions of Performance Measures

### (i) Available Detainee Places

#### (a) Available Detainee Place

A Detainee Place will fail to be an Available Detainee Place on any day if the Detainee occupying such Detainee Place does not have available to him throughout such day:

- an adequately heated and lit environment to the standard described in Schedule C;
- access to potable and freely available drinking water, throughout the entire day to the standard described in Schedule C;
- a bed with a clean mattress and clean and adequate bedding to the standard described in Schedule D;