



TUESDAY 11TH MARCH 2025

HEALTHY HOMES FRAMEWORK



COLLABORATION ROUNDTABLE CONCLUSIONS

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INTRODUCTION

Following the successful launch of CHIC’s Healthy Homes Framework in April 2024, we hosted a follow up roundtable event to review initial progress with contract awards and framework promotion. We also wanted to consider the key performance indicators (KPIs) we should adopt to measure both Framework and Contract level performance.

As with all of our activities, CHIC is keen to engage with our framework stakeholders to consider and agree how we optimise our procurement and related processes to maximise efficiencies for our members.

This roundtable discussion was attended by a range of framework supply chain partners (consultants, contractors and suppliers) alongside the CHIC team and members using the framework.



Framework Utilisation

Firstly we reviewed early take up of framework solutions by our members and discussed the current demand for the services offered. The table underneath shows the status of contracts awarded in 5 months since the framework was launched.

Lot	Signed Contracts	Total Value
1	5	£1.78m
2	14	£12.4m
3	3	£0.21m

Performance Measurement

We then considered how we should best measure performance. CHIC had previously hosted a similar session for our Newbuild Framework and we were keen to see if we could design a suite of KPIs that could be adopted across multiple frameworks and potentially, consortia.

This report provides a summary of the conclusions reached at the event. CHIC is grateful to all those who attended for their input and ideas, to help us to shape our KPIs.

KEY PERFORMANCE INDICATORS

We agreed that there are 3 sets of KPIs to be established. There are:

1 - Framework KPIs

CHIC should use these to measure the status and suitability of framework partners (contractors and consultants) to be able to undertake new member projects procured through the framework.

2 - Standard Contract KPIs

All contracts called off from the framework should have a small number of standardised KPIs. CHIC should collect the performance data on these in respect of all framework contracts and report the outcomes, to create meaningful benchmarking data.

3 - Optional Contract KPIs

CHIC should create a library of KPIs which will be available to all members to adopt as they see fit for call off contracts. The contract project team will record the performance data and use this to help manage the contract.

There was support for the idea of agreeing standard level 1 & 2 KPIs across both CHICs frameworks and other consortia.

Details of the proposed KPIs are set out below.



LEVEL 1- KEY PERFORMANCE INDICATORS

Framework KPIs

It is difficult for CHIC to collect project level data for effective use at framework level, given the range of contract types, geographical coverage and programme variations. Instead, CHIC's role as Framework Manager is to ensure that Framework Partners (consultants, contractors and suppliers) are competent to still deliver any relevant projects under the framework.

Theme	Approach	Cycle
Quality	Mandatory accreditation reporting.	Ongoing Review
Social Value	Delivery of social value at or in excess of 1% of annual contract value (CHIC's framework SV requirement).	Annually
Engagement	A rolling record of the partners engagement in the framework through: <ol style="list-style-type: none"> 1. Attendance at Core Groups, CHIC Conferences and other relevant events 2. Positive responses to framework opportunities 	Reviewed Annually
Payments	Efficiency in meeting payment terms for: <ol style="list-style-type: none"> 1. Supply Chain 2. CHIC's transaction fees 	Ongoing Review

LEVEL 2 - KEY PERFORMANCE INDICATORS

Standard Contract KPIs

CHIC should adopt a limited number of standard, high level KPIs, to be used consistently across all call off contracts for all supply chain participants. These should enable CHIC to test relative performance across the range of contracts and projects likely to be commissioned under any framework.

All KPIs should be reviewed and actual performance agreed by the full project team engaged for each contract (i.e client (CHIC Member), consultants, contractors and manufacturer).

Theme	Measure	Cycle
Time	Completion of the project(s) in accordance with the agreed programme(s)	Project Completion
Financial	<ul style="list-style-type: none"> • Delivery of the specified project(s) within the agreed budget • Standardised invoicing and fullfilment of payment terms 	Project Completion
Project Execution/ Quality	Does the project meet the agreed specification and do outcomes meet expectations (including the effectiveness of pre-handover data gathering.	Project Completion
Environmental	The contribution of the project team member to drive environmental sustainability in their participation with the project	Project Completion
Health & Safety	Compliance with Health and Safety responsibilities and best practice, related to individual project responsibilities	Project Completion
Social Value	Did the contract deliver social value outcomes in accordance with (or exceed) the contractual requirements	Project Completion

KPIs should measure contractors, consultants and, where applicable, suppliers in relation to their own contractors/commissioned brief and objectives.

Where contracts are fixed term the cycle is at Project Completion but if a rolling term contract, then KPIs should be assessed annually (on the anniversary of the contract start date).

LEVEL 3 - KEY PERFORMANCE INDICATORS

Optional Project KPIs

CHIC should develop a library of well defined KPIs, held under the six headings adopted for the standard KPIs. These should be available to the project teams for all call off contracts, which can choose to adopt any or all suitable for that project. Many of these will need to be framework specific, reflecting the type of works or services to be discussed

KPIs should include:

Customer Satisfaction & Accountability

- Objective: Measure resident satisfaction and empowerment.
- Key Actions: Surveys post-installation and long-term use assessment.

Resident Engagement & Education

- Objective: Empower residents to use and maintain installations effectively.
- Key Actions: Clear training, accountability and technology based support.

Member-Specific KPIs

- Regular progress updates and engagement.
- Social value delivery tailored to community needs.
- Tenant specific considerations (e.g., accessibility needs, female-only contractors).

The library of KPIs at Level 3 should be 'live', using project experience across CHIC's range of frameworks to inform and add to the measures available.

NEXT STEPS

It was agreed that CHIC would:

- Write up and circulate this summary of the roundtable discussions
- Then develop each of the framework and standard KPIs in more detail, to be reviewed and, subject to any amendments, approved at the next Newbuild Framework Core Group to which Healthy Homes framework stakeholders should be invited.
- This Core Group meeting/roundtable discussion is to be held during the CHIC annual Conference, on 21st May 2025

The agenda items for discussion are:

- a) Review and approval of Framework and Standard Contract KPIs
- b) Supply Chain payment terms
- c) Addressing the Constructing Excellence Gold Standard recommendation to CHIC:
“To re-examine the suitability and treatment of retentions in line with the Construction Playbook”

If you would like to attend the CHIC Conference and have not yet registered, please do so [here](#).

CHIC Ltd
March 2025