

## Appendix B

### Custody Key Performance Indicators

<b>Title</b>	<b>Definition</b>	<b>Target</b>
Staffing Levels	The contractor will maintain staffing levels as determined in their Specification and Target Operating Model.	100%
Cell welfare visits/checks	Compliance with cell welfare visit intervals set by the Custody Officer as part of their risk assessment for an individual detainee.	100%
Quality of DNA samples taken	The percentage of DNA samples taken that satisfy the required standard. This shall be measured as a monthly average.	95%
Quality of Fingerprint samples taken.	The percentage of Fingerprint samples taken that satisfy the required standard. This shall be measured as a monthly average.	90%
Training requirements met.	Staff shall be in compliance with required annual refresher training at any time in each calendar month.	100%