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# Service delivery and performance monitoring in PFI/PPP projects

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## Abstract

Value for money in a PFI project depends crucially on performance monitoring to provide incentives for improvement and to ensure that service delivery is in accordance with the requirements of the output specification. Performance monitoring is operational. and outputs are measured against the output specification. There is a risk of operationalism in ensuring that the service is delivered in accordance with the output specification. Based on semi-structured interviews with PFI practitioners, the paper examines the difficulties in measuring performance and the low level of evidence of the public and private exchange for minor contract variations in the output specification. Both the public and

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private sectors are undergoing a learning process which should lead to improvements in future PFI contracts.

Keywords: Service delivery performance monitoring output specification PFI/PPP projects

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