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| Authority & Contractor Logo  | MHA logo MASTER |
| **Overarching Outcome**  | Efficient Service Delivery  |
| **KPI 11Jan 2017** | **Culture / Team Effectiveness**  | Annual Extension Indicator |
| **Definition & Target:** | To undertake the annual MHA culture framework questionnaire (both Client and Providers). The outcome is defined as the overall rating not that of an individual party.

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| Overall questionnaire outcome  | Target  |
| To improve on the previous year result  | >100 %  |

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| **Calculation Matrix:** | Jointly reviewed monthlyCurrent – previous overall annual score X 100 = ? % Previous annual score |
| Why are we measuring this: | * To ensure that the contract is improving in a collaborative manner (and trust)
* Collaboration leads to increased efficiency
* Other LHA objective
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| How might measuring this make people behave and improve: | * To consider the advantages of a non adversarial environment
* To recognise the benefits of joint working and same goals
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| How the data will be collected and on what frequency: | Results from the survey available on a yearly basis   |
| What action will be taken if Target below target:  | * Will effect annual extension
* Reasons for failure and specifically the areas of failure need to be addressed immediately.
* Other LHA objective
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| Who will this target be benchmarked against | * To be presented (anonymously) annually with all other MHA members results to determine common areas available for improvement.
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| **Transitional Goal** | * To be determined after initial all member trial
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| How  | Through TWG and TCB  |