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| Authority & Contractor Logo  | MHA logo MASTER |
| **Overarching Outcome**  | Efficient Service Delivery  |
| **KPI 11Jan 2017** | **Value for Money**  | Pain / Gain Indicator |
| **Definition & Target:** | To jointly maintain the individual MHA contract savings and innovation register. To be maintained by the contractor and audited and signed off by the Client. To be monthly managed at the monthly management meeting.

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| Task | Target  |
| Complete as appropriate, jointly review monthly | 100 %  |

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| **Calculation Matrix:** | Jointly reviewed monthlyTimes reviewed jointly per month X 100 = ? % 1 month  |
| Why are we measuring this: | * Acknowledgment of efficiency savings and the advantages of collaborative working
* To continuously improve and drive down cost
* Other LHA objective
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| How might measuring this make people behave and improve: | * Mind set and joint culture to continuously improve and drive down cost
* Actively participate in ECI for scheme work
* To consider alternatives not “more of the same”
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| How the data will be collected and on what frequency: | Contractor to furnish the percentage information to service manager on the agreed KPI spreadsheet. By first Tuesday of every month  |
| What action will be taken if Target below target:  | * Will effect pain / gain calculation
* Reasons for failure and corrective action to be undertaken to be jointly agreed and monitored at monthly management meetings.
* Other LHA objective
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| Who will this target be benchmarked against | * MHA members at the quarterly TCB meetings to include dissemination of successes (and non successful attempts)
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| **Transitional Goal** | * To move towards a three pronged assessment, Cost, Quality and Customer. To consider the current work being carried out by HMEP
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| How  | Through TWG and TCB  |
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