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| Authority & Contractor Logos | MHA logo MASTER |
| **Overarching Outcome**  | Efficiently planned and delivered maintenance |
| **KPI 1 Jan 2017** | **Response Times (including Remedial work)** | Pain / Gain Indicator |
| **Definition and Target:** | The time from the instruction was given (by or through a system) to confirmation that the instruction has been completed (by or through a system).Target:

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| Category | Target  |
| Emergency works  | 100 % |
| Category 1 works  | 100 % |
| All other works  | 100 % |
| Remedial work | 100 % |

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| **Calculation Matrix:** | Percentage of works completed within the instructed time per category.Number of works completed within time X 100 = ? % Total number of works instructed   |
| Potential subsidiary KPI (Refer data collection below)Percentage actions completed from those identified which have been shown to improve performanceNumber of performance improvement actions taken =? % Number of actions identified |
| Why are we measuring this: | * Demonstrating statutory requirement for safe assets
* The Council’s potential liability is minimised
* Ensuring the service is delivered to agreed standards
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| How might measuring this make people behave and improve: | * Correct resources assigned
* Improve accuracy of work information
* Generate communication and an integrated team approach
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| How the data will be collected and on what frequency:Additional analysis | * Contractor to furnish the percentage information to service manager on the agreed KPI spreadsheet by Tuesday 12.00Hrs each week

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| * Contractor to collect and collate per each work activity the response time required and when completed. Remedial works are to be listed separately.

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| Activity  | Ticket No.  | When required | When Complete | When complete REMEDIAL |
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* The above information is analysed jointly for:
	+ Specific activities of low performance
	+ Instances of ticket errors
* Action plans are raised to minimise poor performance
* The percentage successful (performance improves) actions can be set as a subsidiary indicator
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| What action will be taken if Target below target:  | * Will affect pain / gain calculation
* Reasons for non- performance and remedial action to be jointly agreed and monitored at management team meetings
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| Who will this target be benchmarked against | * MHA members at the quarterly TCB meetings
* Other for example DSO, National
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| **Transitional Goal** | To work towards an integrated target of measure from work identification, through ordering to time completed. |
| How  | Best Practice approach through 3 MHA pilots then to disseminate  |