

TAM KPI's linked to Performance Related Profit

APPENDIX B

Key Performance Indicator		Target	% of PRP	Collection intervals	Who collects data?	How is it collected?
1.1	<b>Defects</b> Proportion of quality control checks passed Responsive repairs and Voids	98%	20%	Monthly	Service Provider and DBC	Recorded following post inspection completion
1.2	<b>Defects</b> Proportion of quality control checks passed Planned works			Monthly	Service Provider and DBC	Recorded following post inspection completion
2.1	<b>Resident satisfaction with quality and service</b> Proportion of responsive repair jobs completed to the satisfaction of the resident	90%	15%	Monthly	Service Provider and DBC	Service Provider and DBC to undertake satisfaction surveys
2.2	<b>Resident satisfaction with quality and service</b> Proportion of planned jobs completed to the satisfaction of the resident			Monthly	Service Provider and DBC	Service Provider and DBC to undertake satisfaction surveys
3	<b>Formal complaints</b> Proportion of projects completed without formal complaints from residents	>99%	15%	Monthly	Service Provider and DBC	Service Provider and DBC to record all complaints received
4.1	<b>Time</b> Proportion of jobs completed within target timescales (to be agreed during the dialogue process) Responsive repairs and Voids	TBA	25%	Monthly	Service Provider and DBC	Service Provider records
4.2	<b>Time</b> Proportion of jobs completed within target timescales (to be agreed during the dialogue process) Planned work			Monthly	Service Provider and DBC	Service Provider records

	Key Performance Indicator	Target	% of PRP	Collection Intervals	Who Collects Data	How is it collected?
5.	<b>Health and Safety</b> Number of jobs with no reportable accidents	100%	10%	Monthly	Service Provider and DBC	Service Provider records
6.	<b>Reducing waste</b> Amount of waste recycled or diverted from landfill	75%	5%	Quarterly	Service Provider	Service Provider records – waste carrier notices
7.	<b>Appointments kept</b> The percentage of appointments kept by the Service Provider for all elements of works, surveys and inspection visits.	98%	5%	Monthly	Service Provider	Service Provider records
8.	<b>Right first Time</b> Jobs completed on the first visit to the property (to be agreed during the dialogue process)	TBA	5%	Monthly	Service Provider	Service Provider records
9.	<b>Prompt payment</b> Client to ensure payment is made in line with the agreed payment terms	98%	N/A	Monthly	DBC	Client internal financial systems