

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	Defects Proportion of quality control checks passed Responsive repairs and Voids	98%	20%	Monthly	Service Provider and DBC	Recorded following post inspection completion
1.2	Defects Proportion of quality control checks passed Planned works			Monthly	Service Provider and DBC	Recorded following post inspection completion
2.1	Resident satisfaction with quality and service 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	Resident satisfaction with quality and service 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	Formal complaints 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	Time 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	Time 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.	Health and Safety Number of jobs with no reportable accidents	100%	10%	Monthly	Service Provider and DBC	Service Provider records
6.	Reducing waste Amount of waste recycled or diverted from landfill	75%	5%	Quarterly	Service Provider	Service Provider records – waste carrier notices
7.	Appointments kept 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.	Right first Time 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.	Prompt payment Client to ensure payment is made in line with the agreed payment terms	98%	N/A	Monthly	DBC	Client internal financial systems