ENFIELD COUNCIL

KPI HANDBOOK

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1 Introduction

1.1 The Key Performance Indicators

1.1.1 The Key Performance Indicators are given in this Handbook and are summarised in the table below:

KPI Number	KPI Name	Target
1	Number of properties without Quality / Defect issues	90%
2	Customer satisfaction based on fairly Satisfied and above as per Customer satisfaction Survey appendix 1	90%
3	To monitor the number of complaints relating to the service.	No more than 3%
4	Target Turnaround Time of completion of works	Days as set out within Prelims

1.1.2 Performance below the target level will be used in assessing the break points of the contract and non-performance against the minimum target may result in termination.

1.1.3 KPI data for a set month will be reviewed at the next month's progress meeting.

1.2 Measurement

1.2.1 In addition to the KPIs the following items will be measured at the monthly progress meetings.

Number	Item	Target
1	Social value	As set out in specification and contractor offer
2	Number of "Reportable accidents" on the works	0

1.3 Data Collection

1.3.1 Whilst detail on the inputs to the KPIs is provided in the Key Performance Indicators, the exact method of data collection is not defined. During the mobilisation period the method of data collection for each Input is to be agreed between Enfield Council and the Contractor. Typical methods of collection are as follows:

- Report from Contractors system/records
- Report from Employers system/records
- On-site inspections
- Customer satisfaction survey returns

2 Key Performance Indicators

KPI 1	Number of properties without Quality / Defects Issues
Purpose	To determine the quality of the works completed.
Definition	The number of completed works that pass a quality inspection expressed as a percentage of the total number of post inspections carried out by Enfield.
Method	For the Project, ascertain the number of completed works to individual properties that are of a satisfactory standard and pass a quality inspection.
Target	90%
Scorer	Enfield

KPI 2	Customer satisfaction
Purpose	To determine the overall level of Customer satisfaction with the service received during the Contract.
Definition	Was the Customer satisfied with the service provided by Contractor
Method	A copy of the Standard Questionnaire is given in Appendix 1. The form is left with the Customer on completion of the works and returned to Enfield Council in the pre-paid envelope provided. The performance in relation to this KPI will be measured based on the response to question 4. Those customers who answer Fairly Satisfied or Very Satisfied are deemed to be happy. Those who answer Neither Satisfied nor Dissatisfied will be excluded from the performance calculation. $\text{Performance} = \frac{\text{Satisfied Customers}}{\text{Total returns - Neither Satisfied nor Dissatisfied returns}} \times 100$
Target	90% Satisfied
Scorer	Enfield

KPI 3	Complaints
Purpose	To determine the overall level of Complaints with the service received during the Contract.
Definition	A complaint is an upheld stage 1 complaint
Method	The number of upheld stage 1 complaints received during the period being measured, expressed as a percentage of the total number of completions in the period being measured.

	Number of complaints received - a count of the number of formal upheld complaints received by the Client and Service Provider in the period being measured In the period being measured, a total of 1,500 installations were completed. 10 complaints were received by the Service Provider and a further 8 by the Client. Of these complaints 1 was not upheld. Performance=(10+8-1)/1,500 x 100=1.13%
Target	No more than 3% complaints
Scorer	Enfield

KPI 4	**Target Turnaround Time of completion of works**
Purpose	To determine the number of installations completed within the target time
Definition	Was the installation completed within target
Method	In the period 20 installations were programmed. 19 were completed on time 1 was late
Target	95 % of all installations completed on time.
Scorer	Enfield

ENFIELD Council

Appendix 1

CUSTOMER SATISFACTION SURVEY

At Enfield Council Housing, we are committed to providing you with the best possible service. To help us to improve delivery of Major Works programmes, please complete this short survey. We treat all information confidentially but may reproduce your comments anonymously.

Please return your completed form in the pre-paid envelop

ut the Service

1	**Communication and Liaison** How satisfied are you with the way in which the contractor kept you informed prior to and during the works?		Very Satisfied 9-10	Fairly Satisfied 7-8	Neither satisfied nor dissatisfied 5-6	Fairly Dissatisfied 3-4	Very Dissatisfied 1-2
2	**Respect and Conduct** How satisfied are you with the attitude and behavior of the operatives?		Very Satisfied 9-10	Fairly Satisfied 7-8	Neither satisfied nor dissatisfied 5-6	Fairly Dissatisfied 3-4	Very Dissatisfied 1-2
3	**Problem and Complaint Handling** If you have had a problem or complaint, how satisfied are you with the way it was handled?	No Problem or Complaint	Very Satisfied 9-10	Fairly Satisfied 7-8	Neither satisfied nor dissatisfied 5-6	Fairly Dissatisfied 3-4	Very Dissatisfied 1-2
4	**Overall Service.** Overall, how satisfied are you with the completed works?		Very Satisfied 9-10	Fairly Satisfied 7-8	Neither satisfied nor dissatisfied 5-6	Fairly Dissatisfied 3-4	Very Dissatisfied 1-2