

Appendix 6 – Executive owners for each indicator and ‘face-offs’ within all Alliance organisations

		Executive lead (in bold) and supporting ‘face-off’ managers within Alliance partners			
Ref	KPI description	KCC	Ringway	Jacobs	Telent
KHS1	% happy with the KHS service provided	Kim Hills	Dave Ardley	Matthew Sims	Ashley Miles
KHS2	Contact Centre Agent rating of KHS service	Kim Hills	Dave Ardley	Matthew Sims	Ashley Miles
KHS3	Net positive press coverage	Head of B,P&C	Dave Ardley	Steve Howell	Ashley Miles
KHS4	% complaints handled on time	Kim Hills	Dave Ardley	Matthew Sims	Clare Tolhurst
KHS5	United savings/efficiency value	David Hall	Dave Ardley	Cliff Malone	Ashley Miles
KHS6	% material diverted from landfill	Behdad Haratbar	Jerry Pert	Ian Parker	
KHS7	% first point resolution	Head of B,P&C	Dave Ardley	Matthew Sims	
KHS8	% letters responded on time	Head of B,P&C	Dave Ardley	Matthew Sims	
KHS9	% call backs in 2 working days	Head of B,P&C	Dave Ardley	Matthew Sims	Ashley Miles
KHS10	% aknow/commitments in 2 working days	Head of B,P&C	Dave Ardley	Matthew Sims	Ashley Miles
KHS11	Number of routine requests over 21 days	Kim Hills	John Martin	Matthew Sims	Ashley Miles
KHS12	% commitments fulfilled in promise time	Head of B,P&C	Dave Ardley	Matthew Sims	Ashley Miles
KHS13	% avoidable contacts	Head of B,P&C	Dave Ardley	Matthew Sims	Ashley Miles
KHS14	% quality/time orders to Ringway	Kim Hills	Jerry Pert		
KHS15	% quality/time commissions to Jacobs	David Hall		Cliff Malone	
KHS16	% programme delivered to time	Behdad Haratbar	Paul Herbert	Cliff Malone	
KHS17	% of schemes where actual cost of project delivered is <=102%	Behdad Haratbar	Dave Pole	Cliff Malone	Ashley Miles
KHS18	Health and safety progress report	Norman Bateman	Jerry Pert	John Hilson	Donald Bellshaw
KHS19	% reduction in CO2 progress report	Kim Hills	Dave Ardley	Ian Parker	Jim Dawson
KHS20	% staff happy working in KHS	Head of B,P&C	Dave Ardley	Ian Parker	Ashley Miles
KHS21	Net satisfaction roads & pavements	Kim Hills	Dave Ardley	Steve Howell	
CI1	% satisfied with completed schemes	Behdad Haratbar	John Martin	John Hilson	
CI2	% schemes fault free at maintenance end	Behdad Haratbar	John Martin	Matthew Sims	
CI3	% schemes with as-builts	Behdad Haratbar	Paul Herbert	John Hilson	

CO1	Fixing gang efficiency	Kim Hills	John Martin		
CO2	Inspector defects completed to time	Kim Hills	Barry Lee		
CO3	Insurance claims process	Kim Hills	Barry Lee	Matthew Sims	
CO4	Response to emergency situations	Kim Hills	John Martin		
CO5	Road and pavement asset progress report	Kim Hills	John Martin	Gary Fitch	
CO6	Reactive vs planned progress report	Kim Hills	Barry Lee		

		Executive lead (in bold) and supporting 'face-off' managers within Alliance partners			
Ref	KPI description	KCC	Ringway	Jacobs	Telent
NM1	Traffic systems availability	David Beaver		Andrew Westwood	Richard Bevins
NM2	% sites passing site safety audit	David Beaver	John Martin	John Hilson	
NM3	% sites passing quality reinstatement	David Beaver	John Martin	Adrian Holland	
NM4	% roadworks completed to time	David Beaver	John Martin	John Hilson	
NM5	Road Safety - progress report	David Beaver		Gareth Williams	
NM6	Average journey times - progress report	David Beaver	John Martin	Malcolm Kersey	Ashley Miles
NM7	Traffic Management Act - progress report	David Beaver	John Martin	Tim Read	Ashley Miles
TS1	Streetlight average repair (KHS)	Norman Bateman	John Martin		
TS2	Streetlight average repair (EDF)	Norman Bateman	John Martin		
TS3	Reactive vs planned progress report	Norman Bateman	Gary Newton	Matthew Sims	
TS4	Highway Drainage - progress report	Norman Bateman	Peter Bridgman		
TS5	Signs & Lines - progress report	Norman Bateman	Peter Bridgman	Adrian Holland	
TS6	Soft landscape - progress report	Norman Bateman		Cliff Malone	
TS7	Bridges - progress report	Norman Bateman	Paul Herbert	Adrian Holland	
TS8	Net satisfaction streetlights	Norman Bateman	Gary Newton	Matthew Sims	
TD1	% 2010/11 schemes handed over	David Hall	Paul Herbert	Cliff Malone	
TD2	Number S38 >12 months	David Hall		Matthew Sims	
TD3	S38 residents satisfied - progress report	David Hall			

Notes:

- (1) shaded columns indicates that the Alliance partner's performance point total is not influenced by the indicator
- (2) names in bold identify the name of the Executive Manager with primary responsibility for the delivery of the performance indicator
- (3) the distribution of Executive accountability for indicators is set out on the table below and has been broadly assigned in accordance with the ability to fully influence the outcome and the in proportion to the number of members from each Alliance partner on the Executive itself:

Alliance partner	% representation on Executive	Number of indicators with primary accountability
KCC	6 people = 60%	32 = 66%
Jacobs	1 person = 10%	6 = 12.5%
Ringway	2 people = 20%	9 = 19%
Telent	1 person = 10%	1 = 2%