

# Developing a KPI framework for a first class Decent Homes Partnership.

## Overview

Hackney Homes (HH) is a recently formed ALMO, providing affordable housing in the East London area. HH have appointed several Contractors in a framework agreement to deliver Decent Homes.

echelon were appointed to assist in the development of a performance management framework.

## Role

- Facilitated scoping workshops to ascertain the key areas of performance HH wanted to measure.
- Further workshops to break down key KPI measurement areas with further definition of clarity per KPI agreed with HH.
- Production of project specific KPI handbook for each work stream including the fundamental project KPIs listed below:
  - Resident Satisfaction - Internal Work.
  - Resident Satisfaction - External Work.
  - Response Rate Resident Satisfaction Questionnaire.
  - Response Time for Defect Liability.
  - Predictability Cost - Project Section.
  - Predictability Time - Project Section.
  - Predictability Time - Unit.
  - Cost Differential.
  - Through Put of units Completed Differential.
- Facilitating the design and implementation of a web based KPI collection and management system.



Hackney Homes is delivering Decent Homes to its tenants under a framework agreement with several Contractors.



“echelon consultancy were instrumental in assisting Hackney Homes with the setting up of our KPI framework. We look forward to working with them in the benchmarking and best practice club, AMIP”

Isabel Garcia  
Performance & Resources Manager  
Hackney Homes