

Incentive on Connections Engagement 2017-18



Looking Forward Work Plan
Unmetered other

Looking Forward Work Plan

Action	Detail	Output / Key Performance Indicator (KPI)	Target date
Develop bespoke jointers mate course for unmetered activities	Following stakeholder feedback we will develop and offer a bespoke jointers mate course for unmetered activities	Output: Course held by target date and success measured through no. registering for the training compared with those completing the training	Q1 2017/18
Continue to improve communication of planned start dates	Improve process of communication for on-site start dates	KPI: 80% stakeholders saying that they are 'satisfied' or 'very satisfied' with our communication of start dates	Q4 2017/18
Outperform time to connect	Improve target time to connect from pre-requisite information for energisation in adopted highways	KPI: Target average of 22 working days time to connect	Q4 2017/18

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