

Barbican KPIs 2023 24

Title of Indicator	Apr - Jun 23	July - Sep 23	Oct - Dec 23	Jan - Mar 24	COMMENT
Customer Care					
To respond to complaints no later than 10 working days from the date of acknowledgement.	80%	73%	43%		15 Stage Complaints. 1 Stage 2 Complaints. Significant increase in extending complaints response deadlines
Complaints Escalated beyond stage one	1	4	1		Responded to within the 20 day time frame
Complaints Breakdown	XX	XX	XX		9 - Repairs & Maintenance/Major Works 4 - Barbican Management (inc: Service Charge, Car Parks, Cleaning etc) 3 - Customer Service and Communications 0 - Other
Repairs & Maintenance					
Repairs by Type breakdown (see sheet 2)					
% 'Urgent' repairs (complete within 24 hours)	57%	47%	23%		This data is inaccurate due to continued issues with Civica Cx.
P2, P3 P4 combined	86%	82%	70%		This data is inaccurate due to continued issues with Civica Cx.

<p>Availability % of Barbican lifts (Q1&Q2-Terrace (top) Tower (bottom)) (Q3 Staircase - top, Corridor - middle, Tower- bottom)</p>	99%	99.64%	98.90%		<p>Have split the availability percentages between the staircase blocks, corridor blocks and towers. (Figures are - staircase=top, corridor = middle, tower= bottom)</p>
			93.02%		
	97.70%	89.59%	94.06%		
<p>Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days</p>					<p>The Housing Management System (Civica Cx) has a fault and has not been corrected by I.T. This matter has been escalated to management.</p>
<p>No. of requests for heating adjustments</p>	6	0			
<p>How many jobs failed inspection?</p>					<p>The Housing Management System (Civica Cx) has a fault and has not been corrected by I.T. This matter has been escalated to management.</p>
<p>Estate Management</p>					
<p>House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good standard to outstanding</p>	72%	82%	71%		<p>9 Out of 38 inspections were graded as Satisfactory or Needs Improvement. There have been some changes to the Cleaning Supervisors areas of responsibility to try and bring up blocks/areas that are below Good or Outstanding.</p>

House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good standard to outstanding	n/a	n/a	n/a		
No. of Out of Hours reports	184	166	155		
No. of Home Improvement Applications received	18	6	7		
No. of residents signed up to the BEO bulletin	106	49	80 (2208)		Now includes running total of BEO Resident sign ups
Open Spaces					
Major Works					
Short Term Holiday Lets					
Lease Enforcement cases					