

## Appendix 1 Summary of Key Performance Indicators April to June 2012

National Standard	PI No	Title of Indicator	Actual 2011/12	Good to be	TARGET 2012/13	QTR 1	QTR 2	QTR 3	QTR 4	PROGRESS AGAINST TARGET	SUMMARY
Tenant Involvement & Customer Service	H4	Answer all letters satisfactorily with a full reply within 10 working days	76%	↑	100%	67%				☹	Of the 21 that missed target. 2 refer to Leasehold Extensions and 15 refer to Landlords Approval for alterations which state there is a 4 to 6 week turnaround. Cover letter review by BEO
	H5	Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	92%	↑	100%	95%				☹	
	H6	To resolve written complaints satisfactorily within 14 days	92%	↑	100%	100%				☺	
	H8	Estate inspections to be carried out with residents as per agreed frequencies	95%	↑	100%	100%				☺	
	H9	Ensure all public information is in an accessible format (font size/colour/background etc)	100%	↑	100%	100%				☺	
Home	H13	% 'Urgent' repairs (complete within 24 hours)	95%	↑	90%	96%				☺	
	H14	% 'Intermediate' repairs (complete within 3 working days)	98%	↑	95%	99%				☺	
	H15	% 'Non-urgent' repairs (complete within 5 working days)	92%	↑	90%	94%				☺	
	H16	% 'Low priority' repairs (complete within 20 working days)	90%	↑	90%	94%				☺	

Neighbourhood and Community Standard	H24	% Overall Resident satisfaction of completed Major Works Projects (£50k+)	93%	↑	90%	96%				😊
	H43	% Resident satisfaction with estate cleaning standards	96%	↑	90%	97%				😊
	H45	No of reported incidents of antisocial behaviour	77	↓	No Target	55				😊
Value For Money	H61	% Payment of undisputed invoices within 30 days	92%	↑	100%	94.5%				😞
	H62	To reduce commercial rent arrears to under 2% of annual debit	1.88%	↓	<2%	1.9%				😊

### Other Information requested by the Residents Consultation Committee –

**Baggage Stores** at August 2012. Figures in brackets reflect the information presented to your last meeting

Let	Sold	Allocated (In process)	Unlettable	Allocated to BEO	In Query	Vacant	<b>Total</b>	Average Void time in days
1172 (1178)	70 (70)	10 (4)	5 (4)	2 2	2 (3)	5 2	1266 (1266)	32 (*67/ 19)

The unlettable stores are due to flooding and leaking of stores which are being reviewed.

\*NB: The figure of 67/19 days as the previous void time denotes two averages. The figure of 67 takes into account 3 previously unlettable stores which had been void for prolonged periods of time before being put back into circulation and rectified. The figure of 19 denotes the previous average void time in days without taking these into account.

### Waiting List

Do not have a Store	To Swap a store (to another location)	Additional Store – (where resident already has access to a single store)	Additional Store (where resident already has access to more than 2 stores)	Total
67 (53)	39 (37)	39 (32)	3 (3)	<b>148</b> <b>(125)</b>

The BEO have reviewed the demand and locations and are now progressing the procurement of 50 new transportable baggage stores in Breton, Bunyan, Cromwell and Thomas More car parks.

### Bicycle Stores

Let Stores	Vacant Stores	Waiting List	Total Stores
99 (100)	1 (0)	31 (21)	100

## BARBICAN ESTATE - CAR PARKING BAYS AS AT AUGUST 2012

CAR PARK	ANDREWES	BRETON	BUNYAN	CROMWELL	DEFOE	SPEED	LAUDERDALE	THOMAS MORE	01 WILLOUGHBY	03 WILLOUGHBY	TOTALS	PREVIOUS TOTALS (May 2012)
SOLD	16	3	1	10	34	8	22	11	5	45	155	155
RESIDENTIAL	91	80	81	56	118	54	73	94	85	5	737	740
COMMERCIAL	2	21	5	0	0	54	0	0	3	3	88	88
VACANT	26	135	122	26	8	39	10	45	61	56	528	525
TOTALS	135	239	209	92	160	155	105	150	154	109	1508	1508

  

FORMER CAR BAYS	1	30	45	9	5	21	29	26	18	21	205
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### **Former Car Bays - Reasons why no longer used as car bays:**

**BAGGAGE STORES / TRANSPORTABLE BAGGAGE STORES  
BAYS TOO SMALL / AWKWARD TO PARK**

**BICYCLE LOCKERS / RACKS / CAGES / MOBILITY SCOOTERS**

CAR PARKING OFFICES

**ENTRANCES / EXITS TO BLOCKS**

FIRE EXITS/FIRE HOSE REEL STORAGE

RECYCLING STORAGE

LOW CEILING HEIGHTS/OPEN TO ELEMENTS/PILLARS

**In addition to the original 50 transportable baggage stores located in Breton, Bunyan and Lauderdale car parks, utilising 19 car parking bays**

recorded above as former car bays, a further 50 new transportable baggage stores have been installed in Breton, Bunyan and

03 Willoughby car parks, utilising a further 22 former car bays

Heron Tower Development

180 car bays from Speed, 01 & 03 Willoughby car parks

to be purchased by Heron

40 Bays now Sold to Heron (30 Office & 10  
EDF)

Current commercial contract in Speed House being reviewed by client.

### **Visitors Bays**

**With the exception of Thomas More Car Park which has twelve designated visitors bays (not included in figures) all the other car parks utilise the vacant bays**



## Agenda Plan 2012

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
Update Report	Michael Bennett	26 Nov	10 Dec
SLA Review	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report <b>(BRC Only)</b>	Anne Mason		
Revenue & Capital Budgets	Anne Mason		
Podium CCTV	Barbican Association/Barry Ashton		
Car Park Charging Policy	Barry Ashton		