

Appendix 6. Barbican KPIs 2022

Title of Indicator	Actual 2019/20	Jan - Mar 22	Apr - Jun 22	July - Sep 22	Oct - Dec 22	COMMENT
Customer Care						
To respond to complaints no later than 10 working days from the date of acknowledgement.	100%	100%	0%			1 formal complaint in this period. Deadline extended to allow further time to investigate. Resident was informed of that extension.
Complaints Escalated beyond stage one	NEW KPI N/A	2	0			
Complaint by Type Breakdown (Pie Chart)	NEW KPI N/A	NA	NA			1 complaint concerning a missing parcel delivery.
Repairs & Maintenance						
Repairs by Type breakdown (see sheet 2)	NEW KPI N/A					
% 'Urgent' repairs (complete within 24 hours)	96%	94%				Due to new R&M system. It is not possible to produce an accurate KPI for this quarter. Likely to be rectified for Q3
P2, P3 P4 combined	97%	93%				Due to new R&M system. It is not possible to produce an accurate KPI for this quarter. Likely to be rectified for Q3

	99.57%	99%	100%			
Availability % of Barbican lifts						Terrace lifts
	98.9%	99.4%	98.1%			
						Tower Lifts
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 100% Partial 100%	100%	NA			
No. of requests for heating adjustments		84	NA			
How many jobs failed inspection?		2	4			of 111 inspections.
Estate Management						

House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good standard to outstanding	94%	93%	76%			9 out of 38 inspections were below good to outstanding. 8 were marked "Satisfactory" & 1 marked as "Improvement Required". Some of these were due to staff shortages, some due to tasks not being completed. The 9 inspections below standard were rectified or put on plan to improve monitored by supervisors & House Officers
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good standard to outstanding	93%	100%	100%			
No. of Out of Hours reports	NEW KPI N/A	127	186			
No. of Home Improvement Applications received	NEW KPI N/A	29	8			
No. of residents signed up to the BEO bulletin	NEW KPI N/A	30	165			new total = 1971
Open Spaces						
Major Works						
Short Term Holiday Lets						
Lease Enforcement cases						