

Appendix 6. Barbican KPIs 2022

Title of Indicator	Actual 2019/20	Apr - Jun 22	July - Sep 22	Oct - Dec 22	Jan - Mar 23	COMMENT
Customer Care						
To respond to complaints no later than 10 working days from the date of acknowledgement.	100%	0%	100%	40%	57%	Q4 S1 responses outside of 10 working days = 4. Q4 S2 responses outside of 20 working days = 1. Out of 8 total S1 & S2 complaints 5 were answered outside of the target date
Complaints Escalated beyond stage one	NEW KPI N/A	0	0	2	1	1x Complaint beyond stage one, related to poor comms/customer service/failure to respond
Complaint by Type Breakdown	NEW KPI N/A	NA	NA	NA		1x Complaint beyond stage one, related to poor comms/customer service/failure to respond
Repairs & Maintenance						
Repairs by Type breakdown (see sheet 2)	NEW KPI N/A					
% 'Urgent' repairs (complete within 24 hours)	96%			97%	46%	Inaccurate due to issues with Civica
P2, P3 P4 combined	97%			86%	75%	Inaccurate due to issues with Civica
Availability % of Barbican lifts (Terrece (top) Tower (bottom))	99.57%	100%	99.50%	98.89%	99.58%	terrace
	98.9%	98.1%	96.90%	93.25%	97.50%	tower
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 100% Partial 100%	NA	NA			Not possible at the moment due to civica reporting
No. of requests for heating adjustments		NA	NA	117	29	

How many jobs failed inspection?		4				Not possible at the moment due to civica reporting
Estate Management						
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good standard to outstanding	94%	76%	83%	83%	83%	33/40 inspections received Good to Outstanding
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good standard to outstanding	93%	100%	100%	100%	95%	38/40 inspections received Good to Outstanding
No. of Out of Hours reports	NEW KPI N/A	186	150	173	160	
No. of Home Improvement Applications received	NEW KPI N/A	8	12	6	16	
No. of residents signed up to the BEO bulletin	NEW KPI N/A	165	103	63	47	
Open Spaces						
Major Works						
Short Term Holiday Lets						
Lease Enforcement cases						