

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%	29%	14 Stage Complaints. 2xStage 2 Complaints. (10x needed deadlines extended) (4x responded to within 10 working days). (*1 is ongoing)
Complaints Escalated beyond stage one	1	4	1	2	Responded to within the 20 day time frame
Complaints Breakdown	XX	XX	XX	XX	water ingress = 2, Comms failure =4, Customer Service =1, window disrepair =2, communal lights =2, Repairs Costs & Service Charge =3 *one case ongoing
Repairs & Maintenance					
Repairs by Type breakdown (see sheet 2)					
% 'Urgent' repairs (complete within 24 hours)	57%	47%	23%	66%	This data is inaccurate due to continued issues with Civica Cx. Civica Fix was applied 20 Feb 2024 (version 23.1) This should mean more accurate reporting for the next quarter
P2, P3 P4 combined	86%	82%	70%	90%	This data is inaccurate due to continued issues with Civica Cx. Civica Fix was applied 20 Feb 2024 (version 23.1) This should mean more accurate reporting for the next quarter
Availability % of Barbican lifts (Q1&Q2-Terrace (top) Tower (bottom)) (Q3 Staircase - top, Corridor - middle, Tower- bottom)	99%	99.64%	98.90%	99.49%	Have split the availability percentages between the staircase blocks, corridor blocks and towers. (Figures are - staircase=top, corridor = middle, tower= bottom)
			93.02%	98.27%	
	97.70%	89.59%	94.06%	85.33%	
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days					The Housing Management System (Civica Cx) has a fault and has not been corrected by I.T. This matter has been escalated to management.
No. of requests for heating adjustments	6	0	*	88	
How many jobs failed inspection?					The Housing Management System (Civica Cx) has a fault and has not been corrected by I.T. This matter has been escalated to management.
Estate Management					

House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good standard to outstanding	72%	82%	71%	89%	4 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.
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good standard to outstanding	n/a	n/a	n/a	n/a	
No. of Out of Hours reports	184	166	155	147	
No. of Home Improvement Applications received	18	6	7		
No. of residents signed up to the BEO bulletin	106	49	80 (2208)	63 (2256)	Now includes running total of BEO Resident sign ups
Open Spaces					
Major Works					
Short Term Holiday Lets					
Lease Enforcement cases					