

## Barbican KPIs 2025-2026

Title of Indicator	Target from 2021/22	Apr- Jun 25	July - Sep 25	Oct - Dec 25	Jan - Mar 26	COMMENT
<b>Customer Care</b>						
To respond to complaints no later than 10 working days from the date of acknowledgement.	100%	57%	88%			7 out of 8 Complaints received in Q2 were responded to, within the timeframe. 2 further complaints were due for response after 30 September 2025
Complaints Escalated beyond stage one	na	1	1			1 Complaint escalated to Stage 2.(Policies)
Complaints Breakdown	na	XX	XX	XX	XX	5x Communications/Customer Service, 2x R&M, 1x Communal Outages (lighting), 1x Policies, 1x other
<b>Repairs &amp; Maintenance</b>						
Repairs by Type breakdown (see sheet 2)	na					
% 'Urgent' repairs (complete within 24 hours, D&P, P0, P1)	95%	24.3%	65.00%			Out of 106 orders raised 69 were completed in target. This shows some improvement on Q1, but below where we need them to be. There have been issues with exiting contractors IT interface with Civica which may still be impacting the figures.
P2, P3 P4 combined (P2 Non Emergency)	95%	65.50%	82.00%			Out of 827 Orders raised 676 were completed in target. As above, there have been issues with exiting contractors IT interface with Civica which may still be impacting the figures. The Barbican PS team are monitoring these figures closely as we move over to using Elkins in the interim.
Availability % of Barbican lifts (Staircase - top, Corridor - middle, Tower- bottom)	99%	96.45%	97.72%			Breton Lift 65 & Thomas More Lift 20 impacted the staircase score. Bunyan Lift 59 & Seddon Lift 14B significantly impacted the corridor stats, along with Ben Jonson 62 also having higher normal time OOS (DC (Daniel Castle, Contracts Manager) commented, Lift Reporting data may note be entirely reliable due to reporting system which is in the process of being updated).
	99%	90.05%	87.04%			
	99%	99.94%	99.03%			
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 90% / Partial 90%	3	N/A			Out of season
No. of requests for heating adjustments	na	16	N/A			This covers total number of requests for adjustments and or faults
How many jobs failed inspection?	na					
<b>Estate Management</b>						
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good standard to outstanding	90%	95%	TBC			Apologies, available figures will be made available at the meeting. Joao Pereira (Supervisor) has been carrying out inspections to assist the House Officer, these have not been completed with Residents. Joao has also been completing weekly playground safety checks and Estatewide Inspections
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good standard to outstanding	80%	N/A	N/A			3x complaints received (3x missed) all reported to Services Manager and Window Cleaning Manager and resolved within 7 days
No. of Out of Hours reports	na	148	138			
No. of Home Improvement Applications received	na	22	21			
No. of residents signed up to the BEO bulletin	na	58 (2300)	53 (2351)			Note; we are currently pushing for Residents to update their details, even if they have already signed up, ahead of the app roll out (notices in blocks and repeated message in weekly bulletin
<b>Open Spaces</b>						
<b>Major Works</b>						
Short Term Holiday Lets	na	1	1			1x has reoccurred, currently being dealt with by C&CS (ongoing from Q1)
Lease Enforcement cases						