

Appendix 2

Summary of Key Performance Indicators April 2013 to June 2013

Title of Indicator	Actual 2012/13	TARGET 2013/14	OCT-DEC 2012	JAN - MAR 2013		APR - JUN 2013	JULY-SEPT 2013	OCT -DEC 2103	JAN - MAR 2014	PROGRESS AGAINST TARGET	SUMMARY
Customer Care											
Answer all letters (& emails to barbican.estate address) with a full reply within 10 working days	83%	100%	91%	98%		93%				☹	53 out of 57 letters to BEO were on target
Acknowledge all emails to public email addresses within 1 day	96%	100%	97%	100%		95%				☹	54 out of 57 emails sent to BEO were on target
To resolve written complaints (letters/emails) within 14 days	92%	100%	100%	100%		96%				☹	186 out of 194 met target - reviewed complaint definition with SLA WP to include all letters/emails
Repairs & Maintenance										☐	
% 'Urgent' repairs (complete within 24 hours)	98%	95%	97%	99%		97%				☺	
% 'Intermediate' repairs (complete within 3 working days)	96%	95%	95%	98%		96%				☺	
% 'Non-urgent' repairs (complete within 5 working days)	96%	95%	97%	97%		96%				☺	

% 'Low priority' repairs (complete within 20 working days)	95%	95%	95%	98%		98%				☺	
Availability % of Barbican lifts	N/A	New Target				Tower lifts 99.78%				☺	New KPI
						Terrace lifts 99.52%					
Percentage of communal light bulbs - percentage meeting 5 working days target	85%	90%	87%	85%		83%				☹	342 out of 414 light bulbs were replaced within target. RE team still not at fully staffed.
Background heating - percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 74% Partial 92%	Total 90% Partial 90%	Total 62% Partial 95%	Total 86% Partial 89%		n/a				☺	
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	Will 0% Ben J 0% Sed 0%	0%	0%	0%		0%				☺	
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	94%	87%		85%				☹	17 out of 20 met target (missed target by 1 light)
Estate Management										☐	
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	91%	80%	95%	97%		80%				☺	
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	94%	80%	97%	95%		92%				☺	

House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	94%	80%	100%	90%		97%				☺	
Open Spaces										☐	
To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	94%	80%	100%	100%		100%				☺	
Major Works										☐	
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	96%	90%	n/a	n/a		n/a				☺	

Baggage Stores at August 2013. Figures in brackets reflect the information presented to your last meeting

Let	Sold	Allocated (In process)	Unlettable	Allocated to BEO	In Query	Vacant	Total	Average Void time in days
1172 (1164)	66 (70)	2 (3)	16 (16)	2 (2)	6 (9)	2 (2)	1266 1266	32 (28)

The unlettable stores are due to flooding and leaking which is being reviewed. Void periods result from instances of prolonged handover, (such as key chases, lock changes, remedial repairs to stores, and delayed resident availability between the times of being offered a store and viewing it).

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
(70) (70)	48 (51)	51 (50)	1 (1)	170 (172)

Letters were sent to all residents on the waiting list to verify their contact details and to confirm their current storage needs. 42 new stores in Speed House are due for completion by the end of 2013.

The table below illustrates the scale of demand for baggage stores in order of need for each block within the Barbican Estate.

Number of Residents on Waiting List	Block	Comments
20	Andrewes	Possibly allocated to new Speed Infill Stores
15	Ben Jonson	Possible Transportable stores in this car park
14	Cromwell	Not possible for Transportable stores in this car park
12	Gilbert	Not possible for Transportable stores in this car park
12	Thomas More	Possible Transportable stores in this car park
12	Willoughby	Possibly allocated to new Speed Infill Stores
11	Lauderdale	Not possible for Transportable stores in this car park
10	Defoe House	Not possible for Transportable stores in this car park
9	Breton House	Possible Transportable stores in this car park
9	Speed	Possibly allocated to new Speed Infill Stores
8	JTC	Possible Transportable stores in this car park
7	Seddon House	Possible Transportable stores in this car park
6	Bunyan	Possible Transportable stores in this car park
6	Frobisher	Possible Transportable stores in this car park
5	Bryer	Possible Transportable stores in this car park
5	Mountjoy	Possible Transportable stores in this car park
4	Brandon Mews	Possibly allocated to new Speed Infill Stores
3	Shakespeare	Not possible for Transportable stores in this car park
1	The Postern	Not possible for Transportable stores in this car park
1	Wallside	Not possible for Transportable stores in this car park
170	Total	

The BEO are writing to all those in the close vicinity of Speed House regarding the possibility of progressing their interest in a new baggage store as part of the Speed House Infill project.

The locations will then be assessed and the possibility of purchasing further transportable baggage stores into car parks will be reviewed against the demand.

BARBICAN ESTATE - CAR PARKING BAYS

AS AT AUGUST 2013

CAR PARK	ANDREWES	BRETON	BUNYAN	CROMWELL	DEFOE	SPEED	LAUDERDALE	THOMAS MORE	01 WILLOUGHBY	03 WILLOUGHBY	TOTALS	PREVIOUS TOTALS (May 2013)
SOLD	15	3	1	10	33	83	21	12	7	62	247	153
RESIDENTIAL	95	74	75	58	117	41	77	97	85	5	724	734
COMMERCIAL	2	39	5	0	0	0	0	0	4	3	53	53
VACANT	23	123	128	24	10	31	7	41	58	39	484	568
TOTALS	135	239	209	92	160	155	105	150	154	109	1508	1508

FORMER CAR BAYS	2	30	45	9	5	21	29	26	18	21	206
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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

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

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.

Heron Tower Development

Licence Agreement - 134 car bays from Speed & 03 Willoughby car parks. The remaining 49 car bays are currently under negotiation with Heron for purchase.

38 temporary commercial bays at Breton House car park is for 1 contract

Agenda Plan 2013

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
Update Report	Michael Bennett	25 Nov	9 Dec
SLA Review	Michael Bennett		
Roof Apportionments for Shakespeare Tower, Breton House & Ben Jonson House	Mike Saunders		
Sales Report	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Revenue & Capital Budgets	Anne Mason		
Annual Review of RTAs	Town Clerks		
Car Park Charging	Barry Ashton		