KPI Scorecard 2018/19 Responsive Repairs

Contractor

Mears

iviea	15													
Repa	irs Performance													
No.	КРІ	Target	April	May	June	July	August	September	October	November	December	January	February	March
	% of all repairs completed within target time	95%	97.5%	96.4%	96.3%	96.4%	96.7%	95.88%	97.46%	99.07%	99.02%	98.92%	98.73%	98.08%
2	% of emergency repairs permanently fixed first time	95%	99.7%	98.9%	98.3%	97.9%	99.4%	99.14%	99.50%	98.99%	98.85%	99.69%	99.48%	99.78%
3	% of emergency repairs permanently fixed within emergency target time	95%	99.4%	98.4%	97.6%	99.2%	99.4%	97.99%	99.40%	99.87%	99.34%	99.33%	100.00%	99.60%
4	Average number of working days to complete permanent repair for all emergency repairs	1 Day	0.19	0.09	0.10	0.09	0.15	0.17	0.11	0.13	0.15	0.18	0.17	0.14
4a	Highest number of working days to complete permanent repair for all emergency repairs in month	Info Only	2	3	34	3	3	3	3	3	2	3	1	4
	% of urgent repairs permanently fixed first time	95%	98.1%	97.4%	96.9%	96.4%	98.7%	98.48%	98.49%	98.62%	97.92%	98.01%	95.70%	99.64%
	% of urgent repairs permanently fixed within urgent target time	92%	93.7%	98.0%	97.8%	98.5%	98.7%	97.45%	96.98%	99.81%	97.96%	96.89%	98.10%	99.25%
	Average number of working days to complete permanent repair for all urgent repairs	5 days	3.51	2.44	2.48	2.26	2.30	2.43	2.80	2.31	2.38	2.07	1.93	2.42
7a	Highest number of working days to complete permanent repair for all urgent repairs in month	Info Only	25	8	12	17	22	26	11				18	
	% Routine repairs permanently fixed first time	95%	99.0%	98.5%	97.5%	96.2%	97.9%	97.51%	99.00%	99.02%	99.06%	98.38%	99.06%	99.55%
	% of routine repairs permanently fixed within routine target time	92%	98.3%	94.1%	94.5%	92.5%	93.3%	93.72%	96.74%	98.35%	98.99%	98.94%	98.31%	96.96%
	Average number of working days to complete permanent repair for all routine repairs	20 Days	9.21	9.96	11.53	12.01	11.81	11.53	9.65	6.83	6.86	7.12	6.53	7.57
	Highest number of working days to complete permanent repair for all routine repairs	Info Only	51	48	58	58	78	90	45	66	40	35	67	65
11	Average number of working days to complete a permanent repair across all repair categories	10 days	4.92	5	6.16	5.42	5.70	5.96	5.19	4.06	4.65	5.05	4.91	4.56
12	% of in progress jobs out of target	<2%	3.3%	3.6%	4.80%	5.14%	4.01%	1.94%	1.83%	1.75%	0.71%	0.52%	1.16%	1.89%
13	Number of tasks/orders for "in scope" works per property	3	0.23	0.24	0.22	0.22	0.22	0.21	0.23	0.24	0.19	0.25	0.22	0.24
Void	Performance													
No.	КРІ	Target	April	May	June	July	August	September	October	November	December	January	February	March
14	Average number of working days to hand back void property*	10	7.5	8.4	9.7	8.1	9	9.2	9.4	9.6	8.8	10.1	8.0	6.8
Appo	pintments Management													
No.	КРІ	Target	April	May	June	July	August	September	October	November	December	January	February	March
15	Appointments kept as a % of applicable orders (Target 90% until July 2016)	95%	96.0%	96.5%	95.5%	96.8%	97.1%	96.3%	96.0%	96.4%	95.8%	96.2%	97.1%	98.4%
16	% of appointments missed	<15%	9.4%	8.9%	10.9%	10.1%	8.2%	9.5%	10.1%	8.1%	12.5%	10.6%	9.1%	6.8%
17	% of appointments missed by service provider	<5%	4.0%	3.2%	4.5%	3.82%	3.0%	3.61%	3.97%	3.65%	4.22%	3.85%	2.95%	1.65%
18	% of repairs where multiple appointments (2 or more) missed by the service provider	<1%	0.2%	0.0%	0.0%	0.1%	0.2%	0.05%	0.04%	0.20%	0.00%	0.00%	0.00%	0.00%

19	% of appointments missed by tenant	Info Only	5.4%	5.7%	6.4%	6.29%	5.3%	5.87%	6.10%	4.40%	8.32%	6.70%	6.10%	5.13%
Com	plaints Management													
No.	КРІ	Target	April	May	June	July	August	September	October	November	December	January	February	March
20	No of stage 1 applicable complaints received	15	12	8	4	6	4	3	11	6	7	5	2	15
20a	No of stage 1 complaints upheld	Info Only	7	5	1	2	3	1	7	3	3	4	2	9
21	No of stage 2 complaints received	5	1	0	2	2	1	1	2	2	0	2	1	1
21a	No of stage 2 complaints upheld	Info Only	0	0	0	1	1	0	1	2	0	1	0	0
22	% of follow up actioned within agreed timescales	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Resi	dent Satisfaction													
No.	КРІ	Target	April	May	June	July	August	September	October	November	December	January	February	March
23	% of residents rating the responsive repairs service as good or excellent *	85%	88.8%	92.9%	92.1%	89.8%	91.8%	91.7%	92.7%	89.6%	93.0%	95.2%	93.1%	94.3%
24	% of respondents satisfied that the agreed appointment time was kept	85%	96.3%	96.3%	96.6%	92.5%	96.4%	95.4%	93.7%	94.7%	96.4%	92.2%	96.5%	95.5%
25	% of respondents satisfied with the quality of repair in their property	85%	91.2%	93.2%	94.2%	92.5%	94.9%	93.3%	94.0%	92.2%	89.9%	91.2%	95.0%	95.0%
26	% of all repairs permanently completed first time	75%	82.5%	82.5%	83.3%	85.7%	86.4%	82.3%	82.3%	81.1%	81.2%	89.0%	82.9%	89.4%
Loca	l Deliverables													
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No.	KPI	Target	April	May	June	July	August	September	October	November	December	January	February	March
No. 27	KPI Number of apprenticeships in progress or completed *	Target 3	April 4	May 4	June 4	July 4	August 4	September 4	October 3	November 4	December 4	January 4	February 4	March 4
27	Number of apprenticeships in progress or completed *	3	4	4	4	4	4	4	3	4	4	4	4	4
27	Number of apprenticeships in progress or completed * Number of apprenticeships offered to Thurrock residents per annum	3	3	3	3	3	3	4	3	4	4	4	4	4
27 28 29	Number of apprenticeships in progress or completed * Number of apprenticeships offered to Thurrock residents per annum % of service providers R&M workforce who are resident within Thurrock	3 3 40%	4 3 51%	4 3 52%	4 3 49% 100%	4 3 49%	4 3 49%	4 4 47% 100%	3 4 50%	4 4 49% 100%	4 4 45% 100%	4 4 45% 100%	4 4 45.76%	4 4 46.55%
27 28 29 30	Number of apprenticeships in progress or completed * Number of apprenticeships offered to Thurrock residents per annum % of service providers R&M workforce who are resident within Thurrock % of suppliers based in Thurrock The total spend through Thurrock suppliers on materials, sub	3 40% Info Only	4 3 51% 100%	4 3 52% 100%	4 3 49% 100%	4 3 49% 100%	4 3 49% 100%	4 4 47% 100%	3 4 50% 100%	4 4 49% 100%	4 4 45% 100%	4 4 45% 100%	4 4 45.76% 100%	4 4 46.55% 100%
27 28 29 30 31 32	Number of apprenticeships in progress or completed * Number of apprenticeships offered to Thurrock residents per annum % of service providers R&M workforce who are resident within Thurrock % of suppliers based in Thurrock The total spend through Thurrock suppliers on materials, sub contractors and equipment	3 40% Info Only Info Only	4 3 51% 100% f 145,697.39	4 3 52% 100% £ 108,366.50	4 3 49% 100% f 136,448.18	4 3 49% 100% £ 108,248.46	4 3 49% 100% f 115,999.81	4 4 47% 100% £ 117,785.31	3 4 50% 100% £ 145,375.16	4 4 49% 100% £ 122,855.19	4 4 45% 100% £ 92,332.53	4 4 45% 100% £ 77,485.15	4 4 45.76% 100% £ 90,092.42	4 4 46.55% 100% £ 162,330.94
27 28 29 30 31 32	Number of apprenticeships in progress or completed * Number of apprenticeships offered to Thurrock residents per annum % of service providers R&M workforce who are resident within Thurrock % of suppliers based in Thurrock The total spend through Thurrock suppliers on materials, sub contractors and equipment Number of work experience placements	3 40% Info Only Info Only	4 3 51% 100% f 145,697.39	4 3 52% 100% £ 108,366.50	4 3 49% 100% f 136,448.18	4 3 49% 100% £ 108,248.46	4 3 49% 100% f 115,999.81	4 4 47% 100% £ 117,785.31	3 4 50% 100% £ 145,375.16	4 4 49% 100% £ 122,855.19	4 4 45% 100% £ 92,332.53	4 4 45% 100% £ 77,485.15	4 4 45.76% 100% £ 90,092.42	4 4 46.55% 100% £ 162,330.94
27 28 29 30 31 32	Number of apprenticeships in progress or completed * Number of apprenticeships offered to Thurrock residents per annum % of service providers R&M workforce who are resident within Thurrock % of suppliers based in Thurrock The total spend through Thurrock suppliers on materials, sub contractors and equipment Number of work experience placements	3 40% Info Only Info Only Info Only	4 3 51% 100% £ 145,697.39	4 3 52% 100% £ 108,366.50	4 3 49% 100% £ 136,448.18	4 3 49% 100% £ 108,248.46	4 3 49% 100% £ 115,999.81	4 4 47% 100% £ 117,785.31	3 4 50% 100% f 145,375.16	4 4 49% 100% £ 122,855.19	4 4 45% 100% £ 92,332.53	4 4 45% 100% £ 77,485.15	4 4 45.76% 100% £ 90,092.42	4 4 46.55% 100% £ 162,330.94
27 28 29 30 31 32 Call	Number of apprenticeships in progress or completed * Number of apprenticeships offered to Thurrock residents per annum % of service providers R&M workforce who are resident within Thurrock % of suppliers based in Thurrock The total spend through Thurrock suppliers on materials, sub contractors and equipment Number of work experience placements Centre KPI	3 40% Info Only Info Only Info Only Target	4 3 51% 100% £ 145,697.39 1	4 3 52% 100% f 108,366.50 1	4 3 49% 100% £ 136,448.18 4	4 3 49% 100% £ 108,248.46 1	4 3 49% 100% £ 115,999.81 0	4 4 47% 100% £ 117,785.31 0	3 4 50% 100% f 145,375.16 0 October	4 4 49% 100% £ 122,855.19 0	4 4 45% 100% £ 92,332.53 0	4 4 45% 100% f 77,485.15 0	4 4 45.76% 100% £ 90,092.42 0	4 4 46.55% 100% £ 162,330.94 0 March
27 28 29 30 31 32 Call No. 33	Number of apprenticeships in progress or completed * Number of apprenticeships offered to Thurrock residents per annum % of service providers R&M workforce who are resident within Thurrock % of suppliers based in Thurrock The total spend through Thurrock suppliers on materials, sub contractors and equipment Number of work experience placements Centre KPI % of calls answered within service level of 30 seconds	3 40% Info Only Info Only Info Only Target 85%	4 3 51% 100% £ 145,697.39 1 April 87.2%	4 3 52% 100% £ 108,366.50 1 May 92.8%	4 3 49% 100% £ 136,448.18 4 June 87.9%	4 3 49% 100% £ 108,248.46 1 July 92.1%	4 3 49% 100% £ 115,999.81 0 August 89.5%	4 4 47% 100% £ 117,785.31 0 September 91.80%	3 4 50% 100% £ 145,375.16 0 October 89.90%	4 4 49% 100% £ 122,855.19 0 November 90.80%	4 4 45% 100% £ 92,332.53 0 December 91.60%	4 4 45% 100% £ 77,485.15 0 January 90.60%	4 4 45.76% 100% £ 90,092.42 0 February 93.6%	4 4 46.55% 100% £ 162,330.94 0 March 94.5%
27 28 29 30 31 32 Call No. 33	Number of apprenticeships in progress or completed * Number of apprenticeships offered to Thurrock residents per annum % of service providers R&M workforce who are resident within Thurrock % of suppliers based in Thurrock The total spend through Thurrock suppliers on materials, sub contractors and equipment Number of work experience placements Centre KPI % of calls answered within service level of 30 seconds % of calls answered	3 40% Info Only Info Only Info Only Target 85% 98%	4 3 51% 100% £ 145,697.39 1 April 87.2% 99.0%	4 3 52% 100% £ 108,366.50 1 May 92.8% 99.4%	4 3 49% 100% £ 136,448.18 4 June 87.9% 99.1%	4 3 49% 100% £ 108,248.46 1 July 92.1% 99.30%	4 3 49% 100% £ 115,999.81 0 August 89.5% 99.0%	4 4 47% 100% £ 117,785.31 0 September 91.80% 99.30%	3 4 50% 100% £ 145,375.16 0 October 89.90% 99.30%	4 4 49% 100% f 122,855.19 0 November 90.80%	4 4 45% 100% £ 92,332.53 0 December 91.60% 99.30%	4 4 45% 100% £ 77,485.15 0 January 90.60% 99.50%	4 4 45.76% 100% £ 90,092.42 0 February 93.6% 99.3%	4 4 46.55% 100% £ 162,330.94 0 March 94.5% 99.6%
27 28 29 30 31 32 Call No. 33 34	Number of apprenticeships in progress or completed * Number of apprenticeships offered to Thurrock residents per annum % of service providers R&M workforce who are resident within Thurrock % of suppliers based in Thurrock The total spend through Thurrock suppliers on materials, sub contractors and equipment Number of work experience placements Centre KPI % of calls answered within service level of 30 seconds % of calls answered % of calls abandoned	3 40% Info Only Info Only Info Only Target 85% 98% <2%	4 3 51% 100% £ 145,697.39 1 April 87.2% 99.0% 1.0%	4 3 52% 100% f 108,366.50 1 May 92.8% 99.4% 0.6%	4 3 49% 100% f 136,448.18 4 June 87.9% 99.1% 0.9%	4 3 49% 100% f 108,248.46 1 July 92.1% 99.30% 0.70%	4 3 49% 100% £ 115,999.81 0 August 89.5% 99.0% 1.0%	4 4 47% 100% £ 117,785.31 0 September 91.80% 99.30% 0.70%	3 4 50% 100% 100% £ 145,375.16 0 October 89.90% 99.30% 0.70%	4 4 49% 100% £ 122,855.19 0 November 90.80% 99.20% 0.80%	4 4 45% 100% £ 92,332.53 0 December 91.60% 99.30% 0.70%	4 4 45% 100% £ 77,485.15 0 January 90.60% 99.50% 0.50%	4 4 45.76% 100% £ 90,092.42 0 February 93.6% 99.3% 0.70%	4 4 46.55% 100% £ 162,330.94 0 March 94.5% 99.6% 0.40%