

**KPI Dashboard**  
**Transforming Homes 2021-26**  
 Service Delivery Indicators

KPI	Target	September	October	November	December	Jan-22	February	March	April	May	June
Number of internal works properties handed over	Info only	3	2	21	23	7	15	21	23	24	17
Number of external works properties handed over	Info only	0	9	1	0	1	0	0	0	0	1
Number of internal works properties open	Info only	8	28	6	0	10	11	12	14	9	10
Average number of days to complete internal works properties	20	19	10	17	14	14	14	13	15	15	14
% of completions with failed handover inspections	<5%	50.0%	0.0%	14.3%	0.0%	13.0%	0.0%	0.0%	0.0%	0.0%	0.0%
% of properties handed over snag free	Info only	66.0%	0.0%	38.0%	56.0%	62.0%	60.0%	80.0%	65.0%	40.0%	70.0%
Number of complaints	Info only	0	0	1	0	0	1	3	2	8	3
% of complaints responded to within 10 working days	99.5%	N/A	N/A	100.0%	N/A	N/A	100.0%	100.0%	100.0%	100.0%	100.0%
Number of reportable health and safety incidents	0	0	0	0	0	0	0	1	0	0	0
% of residents satisfied with overall service from contractors	85%	N/A	100.0%	100.0%	80.0%	75.0%	100.0%	92.9%	0	1	0
% of local economy deliverables complied with	Info only	80.0%	80.0%	60.0%	60.0%	60.0%	60.0%	60.0%	100.0%	87.5%	71.4%
									80.0%	100.0%	100.0%

**Local Deliverables**

KPI	Target	September	October	November	December	January	February	March	April	May	June
% of construction value spend in local economy	60%	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	70.0%	70.0%
Total number of apprenticeships (annum)	2	2	2	1	1	1	1	1	2	2	2
% of supply chain registered in Thurrock	40%	72.0%	72.0%	72.0%	72.0%	72.0%	87.0%	72.0%	72.0%	72.0%	70.0%
% of subcontractors registered in Thurrock	50%	64.0%	64.0%	64.0%	64.0%	64.0%	64.0%	64.0%	64.0%	64.0%	64.0%
% of Thurrock residents in the programme delivery team	50%	50.0%	50.0%	62.0%	62.0%	61.0%	61.0%	62.0%	61.0%	61.0%	61.0%