

Quarter 2 2020/21 Monthly Performance Snapshot



	Measure	Target	Completed	In Target	Performance (KDI 12)	RFT	(KDI 7) Target	Combined 'P1' Performance (KDI 7)
Responsive Repairs	Routine Repairs P3 (20 Days)	N/A	907	812	90%	880	95%	99%
	Urgent P2 - 3 Days		643	483	75%	636		
	Emergency P1 (2 Hours)		391	328	84%	384		
	OOH		46	12	26%		(KDI 13) Target	Combined 'P2' Performance (KDI 13)
Gas Repairs	P3 - Routine 20 Days	N/A	170	168	99%	170	95%	99%
	P2 - Urgent 3 Days		548	512	93%	548		
	P1 - Emergency 2 Hours		134	123	92%	134		
	OOH		0	0				
Voids	V4 - 60 Days	N/A	7	7	100%			
	V3 - 20 Days	98%	37	37	100%			
	V2 - 10 Days		11	11				
	V1 - 5 Days		16	16				
	0 Day Voids	N/A	18	18				
						Post Inspection Summary (KDI 1)		Performance %
						No of Jobs Completed in Quarter	2839	
						Total No. of Inspections Completed	133	4.68%

		Appointments Made & Kept (P2 & P3) (KDI 6)			
		Made	Kept	Performance	Target
Responsive Repairs	P2 - Urgent	118	114	95%	97%
	P3 - Routine	1032	975		
Gas/Heating Repairs	P2 - Urgent	29	29		
	P3 - Routine	237	230		

		Scheduled	Completed	No Access	Non Compliant	Stage 3	Target	Performance
Compliance	LGSR's	1172	1754	55	0	0	100%	100%
	Boiler Replacements	0	14	0	0	0		
	Emergency Lighting (Monthly)	804	799	5	0	0	100%	100%
	Emergency Lighting (Yearly)	75	75	0	0	0	100%	100%
	Distribution Boards	76	76	0	0	0	100%	100%
	PAT Testing	0	0	0	0	0		
	Fire Alarm (Quarterly)	25	25	0	0	0	100%	100%
	Fire Alarm (Weekly) Test Panels	312	312	0	0	0	100%	100%
	Legionella/Water (Testing)	58	57	0	0	0	100%	100%
	Lifts (Monthly Check	51	50	0	0	0	100%	100%
	Lifts - Call Points Check(Weekly)	102	102	0	0	0		
	Stairlift Surveys	0	0	0	0	0		

		Calls Taken	Calls Lost (KDI 4)	Target (KDI 4)	Performance (KDI 4)	Average Wait (KDI 5)	Target	Performance
Call Data	Repairs	4973	738	5%	14%	00:03:26	00:03:00	00:03:03
	Gas	802	123			00:03:29		
	Out of Hours	2695	73			00:01:18		
	Repairs Enquiry	6414	983			00:03:29		
	Gas Servicing	1196	222			00:02:43		
	Planned Works	436	105			00:03:18		

Customer Section		
Customer Complaints (KDI 8, 9 & 10)		
Complaints received in month		82
Number of stage 1 complaints received in month		82
Number of responses to stage 1 complaints within 10 working days (Due)		82
Number of stage 2 complaints received in month		1
Number of responses to stage 2 complaints within 10 working days (Due)		1
Number of stage 3 complaints received in month		0
Number of responses to stage 3 complaints within 20 working days		0
Complaints upheld in month		4
Complaints not upheld in month		0
Complaints part upheld in month		0
Complaints Resolved		3
Complaints escalated to disrepair		0
Complaints - Work In Progress		77
Customer Satisfaction (Repairs)		Performance %
How many orders did we complete	2839	
How many residents took part in survey	25	0%
Number of satisfied residents following Repairs works	18	72%
Number of unsatisfied residents following Repair works	1	4%
Number of impartial residents following repair works	6	24%
Customer Satisfaction (Planned Works)		Performance %
How many residents took part in survey	0	
Number of satisfied residents following Planned works	0	
Number of unsatisfied residents following Planned works	0	
Number of impartial residents following Planned works	0	
No. of Compliments received by residents		2