

Quarter 2 2011

Citywide

R&M KPI	Measurement	Target Description	Lower Contract Standard	Contract Standard	Quarter 1	Quarter 2
1	Customer Satisfaction (Repairs & Gas Servicing Telephone Surveys) (R&M01)	% responses producing 'satisfied'	90%	92%	95%	97%
2	Customer Satisfaction (Call Centre) (R&M02)	% responses producing 'satisfied'	90%	92%	99%	99%
3	Emergencies (GNPI18)	4 hour jobs	96%	99.5%	99.8%	99.7%
4	Urgent Repairs (GNPI19)	1, 3 & 7 days	95%	99%	99%	100%
5	Routine Repairs (GNPI20)	15 days	93%	99%	100%	100%
6	Completions at first visit (HMPI100)	98%	95%	98%	98%	98%
7	% of jobs raised on emergency status (R&M10)	8%	10%	8%	7%	7%
8	% TNIs to repairs raised (R&M11)	8%	12%	8%	3%	3%
9	Appointments made as a % of appointable repairs (HMPI380)	95%	90%	95%	90%	93%

Joint KPI's

10	% of properties with a valid Gas Safety Certificate (CP12) (G15CO)	99.9%	99%	99.9%	99.7%	100.0%
11 *	Average days to complete void omits				20.60	20.22
12	% of OSS voids completed on time (R&M08)	% returned within designated banding	92%	97%	100%	100%
13	Complaints responded to within 10 days (R&M13)	% responses within 10 days	95%	98%	100%	100%

* This is a new KPI, the previous KPI "% of one stop shop voids completed on time" is no longer monitored. There is currently no description or targets set as the performance is monitored for 6 months prior to targets been approved.

