

WELWYN HATFIELD BOROUGH COUNCIL
 CABINET HOUSING PANEL
 REPORT OF CORPORATE DIRECTOR (HOUSING AND COMMUNITY)

RESPONSIVE REPAIRS SERVICE

APPENDIX A

Key Performance Indicators

No	Title	Quarter Three	Tolerance
KPI 1	% of all responsive repairs completed within target	100%	96 - 97.99%
KPI 2	% of responsive repair jobs completed on time - Emergency	100%	98 - 98.99%
KPI 3	% of responsive repair jobs completed on time - Urgent	100%	97 - 97.99%
KPI 4	% of responsive repair jobs completed on time - Routine	100%	96 - 97.99%
KPI 5	Number of Working Days to Complete Response Repair (Routine)	17	16 - 17
KPI 6	% of repairs completed under CIH Repairs Charter definition of First Visit Fix	93.56%	78 - 79.99%
KPI 7	Appointments made as % of repairs raised	99.13%	83 - 84.99%
KPI 8	Appointments kept as % of appointments made	100%	92 - 94.99%
KPI 9	% overall tenant satisfaction with the responsive repairs service provided by the Partnership	74.33%	90 - 91.99%
KPI 10	% of Response Repair Recalls	2.24%	5.01 – 7%
KPI 11	% of Response Repair that Pass Post Inspection	94.11%	93 - 94.99%
KPI 12	% void works that pass post inspection	100%	93 - 94.99%
KPI 13	% Voids Completed within target time	100%	93 - 94.99%
KPI 14	Average number of Working Days to Complete Void Properties	11.59	18 - 19

Responsive Repairs Data by Category

2020	Emergency Jobs	Urgent Jobs	Routine Jobs	Total Jobs
October	607	534	1013	2154
November	697	477	1016	2190
December	752	405	832	1989
Total	2056	1416	2861	6333

2019	Emergency Jobs	Urgent Jobs	Routine Jobs	Total Jobs
October	634	400	1096	2130
November	584	348	1008	1940
December	640	346	714	1700
Total	1858	1094	2818	5770