

SBS SLA KPI Methodology

	KPI	2018/19 target	2019/20 target	Data source	How measured
1	Resident satisfaction	90%	95%	Resident survey	Circa 800 surveys per month, email or telephone. Residents are surveyed on orders completed within each calendar month. There is a five bar scoring system Very satisfied, Satisfied, Don't know n/a, Dissatisfied, Very dissatisfied. Satisfaction is recorded as satisfied/very satisfied. All priorities and work types are included apart from disrepair orders where the resident is in litigation with the council. Agreed with SBS and Engineering Services to review questions after April.
2	Percentage of orders commenced and completed within stipulated time periods	90%	95%	System report Source: Iworld	Performance of orders commenced and completed on time against their target date on orders completed within each calendar month. The target dates are set for working days only and exclude weekends and public holidays. All orders apart from disrepair and planned works are included and measured against their target. Emergency RI0/RI1- 24hrs, Urgent RI3- 3 days, Routine RI4 20 days Complaints CC9 7 days and Aids and Adaptations AA8 20 days. Measured from next working day from order being raised to completion date, compared to date assigned for that priority. Recorded for each priority and then an overall percentage.
3	Percentage of appointments kept	95%	98%	Resident survey	This is measured within the 800 surveys per month, email or telephone. Residents are surveyed on orders completed within each calendar month. All priorities and work types are included apart from disrepair orders where the resident is in litigation with the council. Tenant reports whether or not a pre booked appointment was met.
4	Number of orders for which a default notice	≤50 per month	≤30	QS report	QS records the number count of any default notices raised and issued within each calendar month period.

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	has been issued				A default is raised by a client officer.
5	Average time to complete responsive repairs	14 calendar days	9 calendar days	System report Source: Iworld	<p>–This is a measurement of the average number of calendar days to complete all orders completed within each calendar month</p> <p>All orders apart from disrepair and planned works are included and measured.</p> <p>The priorities therefore included are R10, R11, R13, R14, CC9, AA8.</p> <p>The total number of calendar days to complete these orders is divided by the number of orders to provide the mean average number of calendar days.</p>
6	Completion of repairs at first visit	85%	90%	Resident survey	<p>This is measured within the 800 surveys per month, email or telephone.</p> <p>Residents are surveyed on orders completed within each calendar month.</p> <p>All priorities and work types are included apart from ;</p> <p>All disrepair orders where the resident is in litigation with the council.</p> <p>Emergency orders where further works required, provided a follow on order has been raised in timely manner i.e by next working day</p> <p>Full room redecoration, large plastering orders, water leaking into electrics and a full rewire.</p> <p>The resident is surveyed on whether the order was completed at first visit.</p>
7	Response to queries or complaints within 3 days to meet 10 day response	90%	95%	System report Source:iccasework	<p>This is not currently being recorded and measured.</p> <p>Complaints are recorded on iCasework system.</p> <p>SBS are required to provide written responses to all points raised about their service provision within queries or complaints</p> <p>Report is being worked on to record this information and may involve SBS completing tasks. Further discussion is required</p>
8	% of follow on orders raised from emergency callouts by midday of next day	95%	95%	System report Source: Iworld	<p>This is not currently being recorded and measured</p> <p>This is a measurement of the percentage of follow on orders raised by midday of the next working day against out of hours emergencies.</p> <p>System report – R10 orders – /2 order raised from R10 order by noon of the next working day after the callout has been attended.</p> <p>System report to be written following iWorld migration and</p>

					impactResponse changes.
9	% of orders where further appointment is made whilst on site	95%	95%	Resident survey	this is measured within the 800 surveys per month, email or telephone. Residents are surveyed on orders completed within each calendar month All priorities and work types to be included apart from out of hours emergency orders and disrepair orders where the resident is in litigation with the council. If the order was not completed first time, a question is asked on whether or not a next appointment was agreed whilst the operative/contractor was on site.
10	Completion of quality control inspections per month and report issued to contractor administrator	90% pass	90%	SBS report Source: impactResponse	This is a measurement of the percentage pass rate of quality control inspections and reports issued each calendar month by SBS to the Contract Administrator. SBS provide information on quality inspections undertaken by them for calculation and validation by the Client Team QS
11	% of orders for non-specialist works completed by a subcontractor each month	≤20% by volume	≤10%	SBS report Source: impactResponse	This is a measurement of the percentage number of non specialist orders completed by sub contractors against the total number of non specialist orders completed each calendar month. All priorities and work types are included. SBS provide a report on all subcontracted work in each calendar month. Specialist work is discounted. Specialist work is: scaffolding, damp proofing, concrete works, jetting and works requiring 3 rd party accreditation.
12	A) Average days to complete a minor void – keys to handover	21 days	21	System report Source: Iworld	Resident services report on this. Time between void status KETR and AVLB recorded on voids module
12	B) Average days to complete a temporary accommodation void	21 days	21 days	System report Source: Iworld	Resident services report on this. Time is measured from receipt of specification to handback to TA void officer