

Building Maintenance

Performance indicators 2022-23

Key performance indicators

- PI 01 Appointments made and appointments kept - Table
- PI 01a Percentage of non-emergency jobs undertaken by appointment (PI standings only)
- PI 01b Percentage of appointments kept (PI standings only)
- PI 01c Percentage of responsive repairs (non-emergency) where authority made and kept appointment (formerly BVPI 185) (PI standings only)
- PI 01e Percentage of housing jobs appointed (PI standings only)
- PI 01f Percentage of appointments failed (no access / tenant cancelled (PI standings only)
- PI 35 Gas safety checks (within 365 days)
- PI 14a Percentage of day to day jobs completed on time – housing only
- PI 14b Percentage of day to day jobs completed on time (excluding voids) – housing only
- PI 14c Percentage of voids completed on time
- PI 25a Percentage of all housing repairs completed within target time (Scotland only)
- PI 25b Percentage of emergency housing repairs completed within target time (Scotland only)
- PI 25c Percentage of all housing repairs completed within government time limits (England/Wales only)
- PI 24 Average time taken to complete a routine repair
- PI 90a Average length of time taken (hours) to complete emergency repairs (SSHC ARC Charter Indicator 11 – housing only)
- PI 90b Average length of time taken (days) to complete non-emergency, reactive repairs (SSHC ARC Charter Indicator 12 – housing only)
- PI 36 Percentage of non-emergency jobs not subject to call back/complaint (right first time)
- PI 20a Average re-let times for local authority dwellings
- PI 20b Voids turnaround (average total number of days keys held by contractor)
- PI 16a Percentage staff absence (operational staff) (PI standings only)
- PI 16d Staff absence – days lost per operational FTE (Scotland only)
- PI 29a Percentage staff absence (all staff) (PI standings only)
- PI 29c Staff absence – days lost per FTE (Scotland only)
- PI 37 Overall percentage of customer satisfaction
- PI 89 Percentage of housing stock at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS
- PI 94a Customer satisfaction score
- PI 16f Percentage staff absence (operational staff) (Award PI only)

Financial performance indicators

- PI 07a Average cost of vehicles
- PI 07b Average cost of council vehicles
- PI 12b Average value of all housing jobs completed
- PI 21 Average value per job undertaken under call out
- PI 10 Average value of work per operational full-time employee
- PI 09a Average value per job – direct contractors (housing jobs)
- PI 09b Average value per job – direct contractors (non-housing jobs)
- PI 28 Average value per FTE employee (housing jobs completed by direct contractors)
- PI 08b Average wage/earnings per operational employee
- PI 08a Productive labour costs as a percentage of total labour costs

Building Maintenance

- PI 05 Non-productive labour costs as a percentage of total labour costs
- PI 26 Sub-contracting as a percentage of contract value
- PI 86a Planned/ reactive maintenance spend (housing) - Table
- PI 86b Planned/reactive maintenance spend (non-housing) - Table
- PI 91 Percentage of income which is raised from undertaking work for external customers
- PI 92a Revenue budget spend per property
- PI 92b Capital budget spend per property
- PI 92c Total budget spend per property
- PI 93a Revenue budget spend per void
- PI 93b Capital budget spend per void
- PI 93c Total budget spend per void

Operational performance indicators

- PI 06a Vehicles per operational employee
- PI 06b Council vehicles per operational employee
- PI 12a Day to day housing jobs completed per full time operational employee
- PI 12c All housing jobs completed per full time operational employee
- PI 22a All day to day jobs completed per full time operational employee
- PI 22b All jobs completed per full time operational employee
- PI 23a Percentage of work undertaken under call out
- PI 85 Percentage of housing dwellings that received four or more maintenance visits during the year
- PI 87 Percentage of dwellings surveyed for condensation / dampness by 31st March
- PI 02 Percentage of post inspections carried out (all jobs)
- PI 03a Percentage of post inspections meeting the required standard
- PI 15c Target time in days for an urgent responsive job – Table
- PI 15d Target time in days for a non-urgent responsive job - Table
- PI 34 Emergency jobs as a percentage of day to day maintenance jobs completed (excluding voids)

Staffing performance indicators

- PI 16b Average days absence per employee (operational staff)
- PI 16c Percentage staff absence excluding long term (operational staff) (PI standings only)
- PI 16e Staff absence excluding long term - days lost per operational FTE (Scotland only)
- PI 29b Percentage staff absence excluding long term (all staff) (PI standings only)
- PI 29d Staff absence excluding long term - days lost per FTE (Scotland only)
- PI 18 Average training days per operational full time employee
- PI 32 Number of reportable accidents per 100 FTE employees
- PI 33 Number of days lost per FTE employee through reportable accidents
- PI 19 Human resources and people management process

Quality performance indicators

- PI 17 Quality assurance and consultation process

Non housing performance indicators

- PI 13a Day to day non-housing jobs completed per full time operational employee
- PI 13b Average value of all non-housing jobs completed
- PI 13c All non-housing jobs completed per full time operational employee