

Morrison FS

KPI Ref. No.	Description	Denominator	Numerator	March 14 Performance	Target
ROKI 1A	Overall Customer Satisfaction	1581	1579	99.87%	95.50%
ROKI 1C	Response rate	2182	1581	72.46%	62.00%
ROKI 1D	Overall satisfaction with adaptation works	47	47	100.00%	98.50%
ROKI 1E	Customer complaints	2	14	7.00	8.00
ROKI 2A	% of emergency repairs completed within target total	479	479	100.00%	99.00%
ROKI 2B	% of urgent repairs completed within target	347	347	100.00%	99.00%
ROKI 2C	% of routine repairs completed within target	1356	1341	98.89%	98.00%
ROKI 2D	Average number of days to complete minor voids	72	616	8.56	14.00
ROKI 2E	Average number of days to complete major voids	9	158	17.56	22.00
ROKI 2F	% of total responsive repairs completed within target	2182	2167	99.31%	99.00%
ROKI 2G	Average time taken to complete routine repairs	1356	16254	11.99	28.00
ROKI 2H	% of total planned and capital repairs completed within target	133	133	100.00%	94.00%
ROKI 2I	% of Adaptation Works Completed Within Target	83	81	97.59%	97.00%
ROKI 3A	% of Repairs Completed to An Acceptable Standard	83	83	100.00%	95.00%
ROKI 3Ba	% of responsive repairs completed "Right First Time"	1581	1541	97.47%	92.00%
ROKI 4a	% of responsive repairs where an appointment has been made was kept	1197	1197	100.00%	98.50%
ROKI 5A	Accident Incident Rate (AIR)	0	0	100.00%	100.00%

WDP Performance

KPI Ref. No.	Description	Denominator	Numerator	March 14 Performance	Target
ROKI 1A	Overall Customer Satisfaction	1273	1271	99.84%	95.50%
ROKI 1C	Response rate	1816	1273	70.10%	62.00%
ROKI 1D	Overall satisfaction with adaptation works				98.50%
ROKI 1E	Customer complaints	4	32	8.00	8.00
ROKI 2A	% of emergency repairs completed within target total	326	326	100.00%	99.00%
ROKI 2B	% of urgent repairs completed within target	348	346	99.43%	99.00%
ROKI 2C	% of routine repairs completed within target	1142	1133	99.21%	98.00%
ROKI 2D	Average number of days to complete minor voids	65	744	11.45	14.00
ROKI 2E	Average number of days to complete major voids	13	221	17.00	22.00
ROKI 2F	% of total responsive repairs completed within target	1816	1805	99.39%	99.00%
ROKI 2G	Average time taken to complete routine repairs	1142	11588	10.15	28.00
ROKI 2H	% of total planned and capital repairs completed within target	175	175	100.00%	94.00%
ROKI 2I	Average time taken to complete adaptation works	246	246	100.00%	97.00%
ROKI 3A	% of Repairs Completed to An Acceptable Standard	71	71	100.00%	95.00%
ROKI 3Ba	% of responsive repairs completed "Right First Time"	1036	1017	98.17%	92.00%
ROKI 4a	% of responsive repairs where an appointment has been made was kept	1001	1000	99.90%	98.50%
ROKI 5A	Accident Incident Rate (AIR)			100.00%	100.00%

Overall Performance

KPI Ref. No.	Description	Denominator	Numerator	March 14 Performance	Target
ROKI 1A	Overall Customer Satisfaction	2854	2850	99.86%	95.50%
ROKI 1C	Response rate	3998	2854	71.39%	62.00%
ROKI 1D	Overall satisfaction with adaptation works	47	47	100.00%	98.50%
ROKI 1E	Customer complaints	6	46	7.67	8.00
ROKI 2A	% of emergency repairs completed within target total	805	805	100.00%	99.00%
ROKI 2B	% of urgent repairs completed within target	695	693	99.71%	99.00%
ROKI 2C	% of routine repairs completed within target	2498	2474	99.04%	98.00%
ROKI 2D	Average number of days to complete minor voids	137	1360	9.93	14.00
ROKI 2E	Average number of days to complete major voids	22	379	17.23	22.00
ROKI 2F	% of total responsive repairs completed within target	3998	3972	99.35%	99.00%
ROKI 2G	Average time taken to complete routine repairs	2498	27842	11.15	28.00
ROKI 2H	% of total planned and capital repairs completed within target	308	308	100.00%	94.00%
ROKI 2I	Average time taken to complete adaptation works	329	327	99.39%	97.00%
ROKI 3A	% of Repairs Completed to An Acceptable Standard	154	154	100.00%	95.00%
ROKI 3Ba	% of responsive repairs completed "Right First Time"	2617	2558	97.75%	92.00%
ROKI 4a	% of responsive repairs where an appointment has been made was kept	2198	2197	99.95%	98.50%
ROKI 5A	Accident Incident Rate (AIR)	0	0	100.00%	100.00%

WDP Gas

KPI Ref. No.	Description	Denominator	Numerator	March 14 Performance	Target
ROKI 1A	Overall Customer Satisfaction	760	758	99.74%	95.50%
ROKI 1C	Response rate	1342	760	56.63%	62.00%

ROKI 2A	% of emergency repairs completed within target total	999	992	99.30%	99.00%
ROKI 2B	% of urgent repairs completed within target	5	5	100.00%	99.00%
ROKI 2C	% of routine repairs completed within target	338	333	98.52%	98.00%
ROKI 2F	% of total responsive repairs completed within target	3101	2510	80.94%	99.00%
ROKI 2G	Average time taken to complete routine repairs	338	1996	5.91	28.00
ROKI 3A	% of Repairs Completed to An Acceptable Standard	14	14	100.00%	95.00%
ROKI 3Ba	% of responsive repairs completed "Right First Time"	170	167	98.24%	92.00%
ROKI 4a	% of responsive repairs where an appointment has been made was kept	216	215	99.54%	98.50%

Overall Performance Inc Gas

KPI Ref. No.	Description	Denominator	Numerator	March 14 Performance	Target
ROKI 1A	Overall Customer Satisfaction	3614	3608	99.83%	95.50%
ROKI 1C	Response rate	5340	3614	67.68%	62.00%
ROKI 1D	Overall satisfaction with adaptation works	47	47	100.00%	98.50%
ROKI 1E	Customer complaints	6	46	7.67	8.00
ROKI 2A	% of emergency repairs completed within target total	1804	1797	99.61%	99.00%
ROKI 2B	% of urgent repairs completed within target	700	698	99.71%	99.00%
ROKI 2C	% of routine repairs completed within target	2836	2807	98.98%	98.00%
ROKI 2D	Average number of days to complete minor voids	137	1360	9.93	14.00
ROKI 2E	Average number of days to complete major voids	22	379	17.23	22.00
ROKI 2F	% of total responsive repairs completed within target	5340	5302	99.29%	99.00%
ROKI 2G	Average time taken to complete routine repairs	2836	29838	10.52	28.00
ROKI 2H	% of total planned and capital repairs completed within target	308	308	100.00%	94.00%
ROKI 2I	Average time taken to complete adaptation works	329	327	99.39%	97.00%
ROKI 3A	% of Repairs Completed to An Acceptable Standard	168	168	100.00%	95.00%
ROKI 3Ba	% of responsive repairs completed "Right First Time"	2787	2725	97.78%	92.00%
ROKI 4a	% of responsive repairs where an appointment has been made was kept	2367	2366	99.96%	98.50%
ROKI 5A	Accident Incident Rate (AIR)	0	0	100.00%	100.00%

February 14 Performance	DOTFPM	Cumulative Performance
99.93%	↓	99.59%
65.33%	↑	65.57%
100.00%	↔	99.82%
4.33	↓	2.22
99.81%	↑	99.86%
99.49%	↑	100.00%
98.80%	↑	98.92%
10.32	↑	11.32
20.33	↑	15.21
99.19%	↑	99.26%
11.93	↓	9.69
100.00%	↔	100.00%
100.00%	↑	99.36%
100.00%	↔	98.63%
98.10%	↓	98.13%
100.00%	↔	99.98%
100.00%	↔	100.00%

February 14 Performance	DOTFPM	Cumulative Performance
99.67%	↑	98.92%
81.60%	↓	80.91%
	↔	
4.00	↓	5.54
99.44%	↑	99.64%
100.00%	↓	100.00%
99.52%	↓	99.26%
12.90	↑	13.28
17.17	↑	18.11
99.57%	↓	99.40%
7.75	↓	4.09
100.00%	↔	100.00%
99.42%	↓	98.85%
100.00%	↔	98.84%
97.88%	↑	97.23%
99.77%	↑	98.71%
100.00%	↔	100.00%

February 14 Performance	DOTFPM	Cumulative Performance
99.79%	↑	99.19%
72.96%	↓	85.65%
100.00%	↔	99.82%
4.25	↓	3.90
99.67%	↑	99.76%
99.69%	↑	100.00%
99.17%	↓	99.09%
11.55	↑	12.24
18.22	↑	16.85
99.37%	↓	99.29%
9.76	↓	6.18
100.00%	↔	100.00%
99.67%	↑	99.06%
100.00%	↔	98.71%
98.00%	↓	97.73%
99.87%	↑	99.21%
100.00%	↔	100.00%

February 14 Performance	DOTFPM	Cumulative Performance
99.75%	↓	95.61%
52.36%	↑	139.06%

98.62%	↑	97.89%
100.00%	↔	100.00%
96.36%	↑	98.11%
78.52%	↑	97.94%
8.56	↑	8.20
76.92%	↓	93.17%
97.50%	↑	92.55%
99.54%	↔	98.97%

February 14 Performance	DOTFPM	Cumulative Performance
99.78%	↑	98.24%
67.17%	↑	85.97%
100.00%	↔	99.82%
4.25	↓	3.90
99.07%	↑	98.80%
99.69%	↑	100.00%
98.79%	↑	98.96%
11.55	↑	12.24
18.22	↑	16.85
99.00%	↑	98.94%
9.60	↓	6.38
100.00%	↔	100.00%
99.67%	↑	99.06%
97.83%	↓	98.19%
97.98%	↓	97.46%
99.89%	↑	99.18%
100.00%	↔	100.00%