

## Appendix 1

No	KPI - Yearly	14/15	Year End	15/16	Year End	16/17	Year end	17/18	Year End	18/19	Year End	19/20	up to P8
		Target	2014-15	Target	2015-16	Target	2016-17	Target	2017-18	Target	2018-19	Target	2019-20
<b>R1</b>	Customer satisfaction Repairs	88%	74.1%	88%	77.7%	89%	86.8%	89%	86.9%	90%	82.3%	90%	92.8%
<b>R2</b>	Recalls	1%	1.1%	1%	2.2%								
<b>R2</b>	Jobs passing post inspection					95%	90.1%	95%	90.6%	96%	95.7%	96%	97.4%
<b>R3</b>	Number of repairs completed on 1st visit	90%	86.6%	90%	93.4%	90%	93.9%	93%	93.2%	94%	95.3%	94%	94.1%
<b>R4a</b>	Repair completion times												
	Priority 0 & 00 (2 hours)	100%	97.9%	100%	97.9%	100%	99%	100%	100%	100%	100%	100%	100%
	Priority 1 (24 hours)	100%	98.7%	100%	98.9%	99%	99.8%	100%	100.0%	100%	100.0%	100%	100.0%
	Priority 2 (3 days)	98%	93.1%	98%	98.6%	98%	91.1%	99%	91.4%	99%	98.9%	99%	100.0%
	Priority 15 (15 working days)	97%	87.9%	97%	97.9%	99%	98.4%	98%	99.6%	98%	98.8%	98%	97.9%
	Priority 16 (60 working days)	99%	95.7%	99%	93.5%	100%	87.9%	99%	98.5%	99%	98.0%	99%	98.9%
<b>R6</b>	Appointments made and kept	95%	80.2%	95%	78.7%	95%	87.9%	95%	91.7%	96%	97.8%	96%	97.5%
<b>V3</b>	Voids-average number of days to complete	12 days	19 days	12 days	12.1 days	11 days	12.4 days	11 days	11.2 days	10 days	11.3 days	10 days	11.2 days
<b>G1</b>	Customer satisfaction Gas and Heating	88%	75.6%	88%	77.5%	89%	88.5%	89%	89.4%	90%	90.9%	90%	94.3%
<b>G4</b>	Gas service completions	100%	99.6%	100%	99.5%	100%	99.9%	100%	100.0%	100%	99.5%	100%	99.3%
<b>G6</b>	Gas Breakdowns completions timescales												
	Priority 0 & 00 (2 hours)		97.4%		100.0%		99.69%		92.50%		97.49%		99.00%
	Priority 1 (24 hours)		99.5%		99.8%		99.95%		98.20%		97.94%		99.90%
	Priority 2 (3 days)		96.8%		99.2%		99.91%		97.80%		94.40%		97.40%
	Priority 15 (15 working days)		98%		100%		99.27%		98.60%		98.15%		99.20%
	% of total breakdowns completed in target	98%	97.9%	98%	99.7%	98%	99.7%	98%	98.1%	98%	97.6%	98%	99.1%
<b>G7</b>	Gas - First time fix	95%	89.9%	95%	97.7%	95%	98.8%	95%	97.9%	96%	98.0%	96%	97.9%
<b>C1</b>	Customer Contact – calls abandoned	5%		5%	0.0429	5%	3.1%	5%	97.9%	5%	6.6%	5%	3.5%