











Appendix 2

*** The measures represented below are dummy figures and do not represent our performance***

Column A	Column B	Column C	Column D	E	Column F	Column G	Column H	Column I	Column J
Repairs	Data source	4-month trend (Oct 22 – Jan 23)	Current performance		Target?	Previous performance	Direction	ADC Quartile	Upper quartile
Total Emergency repairs completed	Monthly Local performance		325		N/A	567		N/A	N/A
% achieved in time	Monthly Local performance		75%		100%	98.04%		3	100%
Total non-emergency repairs completed	Monthly Local performance		7535		N/A	7279		N/A	N/A
% achieved in time	Monthly Local performance		54%		90%	81.71%		4	90%
Satisfaction with repairs	KWEST Monthly Transactional survey		85.5%		90%	75%		2	90%
MANAGER COMMENTS:									

Column A	Individual measures	Brief description of each performance measure
Column B	Data source	Explanation of where the measure comes from. Most will be data that we extract from a relevant housing system, some might come from survey data and others may come from Housemark or government tables
Column C	Trendline	Visual display of the recent trajectory of each measure (where applicable); covers the last 4-month period
Column D	Current performance	Most recent performance data, could be monthly, quarterly, or annually
Column E	RAG status	Red, Amber and Green colours to show if performance is above target, on target or below target. Determined by the figures in column D and F
Column F	Target	Target for each performance measure and used in conjunction with column D to calculate RAG status
Column G	Previous performance	Previous performance data, could be monthly, quarterly or annually
Column H	Direction	Will show red or green arrows in an upward or downward direction to show difference between current and previous performance (columns G and D). The direction of the arrow shows whether the current performance figure is higher or lower than previously, the colour indicates whether that direction is good or bad.
Column I	ADC quartile	This comes from our Housemark subscription. Will display as a number and a background colour. The number represents which quartile our last submission places us in, with Quartile 1 being the top performing position and Quartile 4 being the lowest performing position.
Column J	Upper quartile	This shows what figure we'd need to achieve to get into quartile 1 (based on last submission information).