















Customer Care Charter Update

Quarter 1 2019/20

Performance & Customer Insight Team

Success | Passion | Authenticity | Courage | Enterprise

Customer Care Charter Performance Indicators – Quarter One 2019/20

Key Performance Indicator	Quarter 1 2018/19	Quarter 2 2018/19	Quarter 3 2018/19	Quarter 4 2018/19	Quarter 1 2019/20	Target		Trend
Overall satisfaction with services	98%	96%	96%	98%	95%	95%		
Income generated by welfare benefits advice (£m)	£0.54	£0.95	£0.91	£1.21	£0.14	£0.30		
% of ASB cases responded to within 24 hours	98%	100%	99%	98%	97%	100%		
Property Compliance	99.98%	100%	100%	100%	100%	100%		
% of enquiries responded to within 48 hours	80%	84%	82%	85%	86%	95%		
% of emergency repair jobs completed within 24 hours	100%	100%	100%	100%	100%	100%		

Overall satisfaction with services

During Quarter One of 2019/20, we carried out 1,416 surveys with our tenants when they had received a service from us. 1,345 of the respondents were satisfied with our services, giving a satisfaction rate of 95%, meeting our target. This is reduced performance compared with Quarter Four (97.5%) and Quarter One 2018/19 (97.7%).

The surveys that are red and have missed their target in Quarter One are:

- Grounds maintenance – 85% against 92% target.
- Complaints process – 71% against 75% target.

The surveys that are amber and have missed their target, but only just, are:

- ASB case handling – 89.4% against 92.6% target.
- Lettings service – 97% against 99% target.
- Response Repairs – 97% against 99% target.
- Improvement Works – 96% against 99% target.
- Communal Cleaning – 90% against 92% target.

The following surveys all met their target at the end of Quarter One: Aids & Adaptations, Customer Service Centre, Customer Access Centre, Gas Repairs, and Gas Servicing.

The results of the customer satisfaction surveys are closely monitored and any learning and service improvements are shared through the Customer Intelligence meetings. There was discussion in the Managers Performance Review meeting about the importance of high customer satisfaction and a series of actions across service areas are being put in place. Typically these actions are around improved communication and doing what you say you are going to do.

Income generated by welfare benefits advice

The Financial Inclusion Team had 503 customer engagements in Quarter One and their assumed benefit gain is £146,442.

Raise service for Financial Inclusion advice started in May, to date there have been 25 referrals to the service. Raise are currently engaging with these customers to maximise income for this client group. As this is in the early stages there has been no benefit gain to date. A review of the service will be concluded by September 2019 with recommendations for the future.

% of ASB cases responded to within 24 hours

In Quarter One, 141 of 145 cases were handled within 24 hours, giving performance of 97%. This is slightly below the 98% achieved in Quarter Four. The four cases that were not handled within 24 hours have been reviewed and were handled within 48 hours. Actions have been put in place to make sure that all cases are handled within 24 hours going forward.

Property Compliance

The OVH Compliance Team continue to ensure that all compliance requirements are being met. We will continue to follow our policies/procedures to carry out assessments, inspections and any actions required to ensure we maintain 100% compliance.

% of enquiries responded to in 48 hours

During Quarter One 6,176 enquiries were logged and 5,318 (86%) were handled within 48 hours. Performance is a slight improvement on Quarter Four (85%) and notably improved on Quarter One 2018/19 (80%). The number of enquiries raised has decreased by 25% between Quarter One 2018/19 (7,800) and Quarter One 2019/20 (6,200), so performance should be improving as officers have less enquiries to handle.

This indicator has been reviewed by our Tenant Scrutiny Panel and all performance indicators relating to enquiry response time are now included as part of the tenant lead service review groups for discussion with service managers each quarter. It is also a regular agenda item on the Managers Monthly Performance Review meeting to keep a focus on resolving enquiries effectively.

% of emergency repair jobs completed within 24 hours

Throughout Quarter One our Repairs Team has ensured that 100% all of the 2,392 repairs logged as emergency were attended within the 24 hour deadline. A sample of emergency jobs are regularly reviewed to ensure the correct diagnosis is being made and that we have the right resources available.