

























Customer Care Charter Update

Quarter 4 2019/20

Performance & Customer Insight Team

Customer Care Charter Performance Indicators

Quarter Four 2019/20

Key Performance Indicator	Quarter 4 2018/19	Quarter 1 2019/20	Quarter 2 2019/20	Quarter 3 2019/20	Quarter 4 2019/20	Target	Trend	Year-end 2019/20	Target	Trend	
Overall satisfaction with services	98%	95%	95%	95%	96%	95%			95%		
% of emergency repair jobs completed within 24 hours	100%	100%	100%	100%	100%	100%			100%		
% of ASB cases responded to within 24 hours	98%	97%	96%	98%	100%	100%			98%		
Property Compliance	100%	100%	100%	100%	99.97%	100%			99.97%		
% of enquiries responded to within 48 hours	85%	86%	93%	88%	92%	95%			90%		
Income generated by welfare benefits advice (£m)	£1.21	£0.14	£0.37	£0.56	£0.79	£0.90			£0.79		

Overall satisfaction with services

During Quarter Four, we carried out 1,429 surveys with our tenants. 1,368 of the respondents were satisfied with our services, giving a satisfaction rate of 96% and meeting our target. This is improved performance compared with Quarter Three (95%). Performance in 2019/20 was 1% lower than in 2018/19 when overall satisfaction was 96%.

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

% of emergency repair jobs completed within 24 hours

During Quarter Four 3,048 emergency jobs were triaged, or attended, within the 24 hour deadline. A sample of emergency jobs are continuously reviewed to ensure correct diagnosis with resources made available to complete with a monthly clerical audit remaining in place. Yearend performance of 100% is consistently high performance and matches the 100% achieved in 2018/19.

% of ASB cases responded to within 24 hours

In Quarter Four all 132 ASB cases were responded to within the 24 hour target time. This gave yearend performance of 98% just slightly reduced on the performance achieved in 2018/19. We are continuing to reiterate to staff that they need to cover all teams across Neighbourhood Services when staff are not available and this should ensure we maintain this performance.

Property Compliance

At the end of Quarter Four we had four Domestic Gas safety checks expire as of a result of no access possible at the property due to COVID-19 symptoms present in those households.

All other performance at relevant sites at year end achieved targets of 100% compliance as outlined below:

Legionella Risk Assessments x 35

Asbestos Re-Inspections x 380

Passenger Lifts Thorough Inspection x 22

Powered Gates Risk Assessment x 13

Fire Risk Assessments x 750

Commercial Gas Servicing x 12

Domestic Gas Servicing x 11,482 (total properties is 11,486 - four outstanding at yearend, reason outlined above).

% of enquiries responded to in 48 hours

Enquiries totalled 5,604 between 01/01/2020 and 31/03/2020, with 5,148 on target. This has resulted in 92% of enquiries being responded to within target times, an increase in performance when compared to the Quarter Three figure of 88%. Year-end performance is 90%, a significant improvement on the 83% achieved in 2018/19.

The breakdown of performance by team is below:

- Customer Access Centre – 86%.
- Customer Service Centre - 91%.
- Neighbourhood Services - 90%.
- Community Safety - 97%.
- Independent Living - 94%.
- Repairs & Maintenance - 98%.
- Compliance - 99%.
- Investment - 97%.
- Central Support - 96%.

Income generated by welfare benefits advice

The Financial Inclusion (FI) Team during Quarter Four had 603 customer engagements and their assumed benefit gain is £134,403 (from engagement to year end) in addition OVH have also made 48 engagements via Raise Financial Inclusion. Their benefit gain is from engagement until the end of March which is £97,694. Therefore the 488 tenants have received benefit advice and the assumed and actual benefit gain is £232,023 in March. Year to date benefit gained is £788,000.

The size of the FI team has reduced to 1 Full Time Employee & this is supplemented by Raise, an external FI provider. The combination of a reduced team and the value of benefits that can be gained has reduced, has meant that OVH have achieved circa £788k this year, down from £1.2m in 2018/19 when the team had three members.