











Customer Care Charter Update

Quarter 1 2021/22

Performance & Customer Insight Team

Customer Care Charter Performance Indicators

Quarter 1 2021/22

Key Performance Indicator	Quarter 1 2020/21	Quarter 2 2020/21	Quarter 3 2020/21	Quarter 4 2020/21	Quarter 1 2021/22	Target	Trend
Overall satisfaction with services	98%	97%	97%	96%	95%	95%	 
% of emergency repair jobs completed within 24 hours	100%	100%	100%	100%	100%	100%	 
% of enquiries responded to within 48 hours	92%	94%	94%	93%	94%	100%	 
% of ASB cases responded to within 24 hours	98%	99%	100%	99%	98%	100%	 
Property Compliance	99.91%	99.98%	99.99%	99.99%	100%	100%	 

Overall satisfaction with services

During Quarter One performance showed six out of the eleven surveys met their target, with overall satisfaction at 95.4% (exceeding the 95% target).

The following surveys missed their targets in Quarter One:

- Lettings Service – 90.7% satisfaction against 100% target, based on 43 surveys.
- Complaint Feedback – 65% satisfaction against 75% target, based on 46 surveys.
- Communal Cleaning – 91% satisfaction against 92% target, based on 79 surveys.
- Improvement Works – 95.7% satisfaction against 99% target, based on 69 surveys.
- Day to Day Repairs – 95.2% satisfaction against 99% target, based on 210 surveys.

% of emergency repair jobs completed within 24 hours

During Quarter One all 2,786 emergency repairs raised were completed within 24 hours.

% of enquiries responded to in 48 hours

Enquiries totalled 4,632 between 01/04/2021 and 30/06/2021, with 4,351 on target. This has resulted in 94% of enquiries being responded to within target times in Quarter One of 2021/22. This is an increase in performance when compared to Quarter Four of 2020/21, when performance was 93%.

A breakdown of performance by team is below:

- Customer Service Centre - 86%.
- Central Support - 96%.
- Neighbourhood Services - 94%.
- Community Safety - 98%.
- Independent Living - 95%.
- Customer Access – 95%.
- Repairs & Maintenance - 92%.
- Compliance - 98%.
- Investment - 98%.

% of ASB cases responded to within 24 hours

Quarter One saw 86 of 88 ASB cases responded to within the 24 hour target time. This means that performance has fallen slightly from the reported 99% in Quarter Four but continues to demonstrate that a high level of service is being provided.

Property Compliance

At the end of Quarter One OVH all OVH Compliance related KPIs stand at 100%.