

Customer Care Charter Update











Quarter 2 2021/22

Performance & Customer Insight Team

Success | Passion | Authenticity | Courage | Enterprise

Customer Care Charter Performance Indicators

Quarter 2 2021/22

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

Overall satisfaction with services

Overall satisfaction during Quarter Two was 94.2%, just below the target of 95%. In total, 1,099/1,167 survey respondents were satisfied with the service they received. The performance has reduced slightly since Quarter One, when it was 95.5%.

The following surveys all met their targets:

- Customer Service Centre - 98.7% against a 96% target during Quarter Two. Year to date satisfaction is 99.3%.
- Gas Servicing - 100% against a 99% target. Year to date satisfaction is also 100%.
- Gas Repairs - 99.2% against a 98% target. Year to date satisfaction is 98.7%.
- Grounds Maintenance - 96.6% against a 95% target. Year to date satisfaction is 96.9%.

The following nearly met their targets:

- Cleaning Services - 90.8% against a 92% target. The year to date figure is 91.0%.
- Lettings - 96.7% against 100% target. Year to date is 94.2%.
- Response Repairs - 95.7% against a 99% target. Year to date is 95.5%.

The following missed their targets:

- Aids and Adaptations - 94.1% against a 98% target. Year to date figure is 96.8%.
- Home Improvement - 94.5% against a 99% target. Year to date is 95.0%.
- ASB - 75.6% against a 94% target. Year to date is 84.7%.
- Complaint Feedback - 59.6% against a 75% target. Year to date is 62.4%.

% of emergency repair jobs completed within 24 hours

During Quarter Two all 2,713 emergency repairs raised were completed within 24 hours.

% of enquiries responded to in 48 hours

Enquiries totalled 5,058 between 01/07/2021 and 30/09/2021, with 4,725 on target. This has resulted in 93% of enquiries being responded to within target times in Quarter Two of 2021/22. This is a decrease in performance when compared to Quarter One, when performance was 94%.

A breakdown of performance by team is below:

- Customer Service Centre - 93% (219/236).
- Central Support - 100% (43/43).
- Neighbourhood Services - 93% (3,381/3,648).
- Community Safety - 98% (209/214).
- Independent Living - 95% (167/175).
- Customer Access – 95% (69/73).
- Repairs & Maintenance - 92% (317/343).
- Compliance - 98% (84/86).
- Investment - 98% (236/240).

% of ASB cases responded to within 24 hours

Quarter Two saw all 83 ASB cases responded to within the 24-hour target time. This means that performance has improved from the reported 98% in Quarter One and demonstrates that a high level of service is being provided.

Property Compliance

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