













Customer Care Charter Update

Quarter 4 2023/24

Service Improvement Team

Customer Care Charter Performance Indicators

Quarter 4 2023/24

Key Performance Indicator	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	Target		Trend
% of emergency repair jobs completed within 24 hours	99.79%	99.65%	99.93%	99.98%	100%	100%		
% of ASB cases responded to within 24 hours	100%	100%	100%	100%	100%	100%		
Property Compliance	100%	100%	100%	100%	100%	100%		
Overall satisfaction with services	92.4%	92.7%	91.8%	93.1%	93.5%	95%		
% of enquiries responded to within 48 hours	90%	92%	93%	92%	92%	100%		
% of calls resolved at 1st point of contact	92%	93%	93%	94%	94%	86%		

Overall satisfaction with services

Quarter Four performance showed that seven out of the twelve surveys missed their target, with overall satisfaction at 93.5% (below the 95% target). This is an improvement on the previous quarter when satisfaction was 93.1%.

The following surveys missed the target:

- Day to Day Repairs: 94.3% against a 95%, based on 192 surveys. Year to date satisfaction is 95.1%.
- Aids & Adaptations: 97.7% against a 99%, based on 43 surveys. Year to date satisfaction is 97.5%.
- Cleaning Services: 83.8% against a 92% target, based on 80 surveys. Year to date satisfaction is 81.1%.

- Grounds Maintenance: 83.1% against a 95% target, based on 59 surveys. Year to date satisfaction is 88.7%.
- ASB: 84.8% against a 90% target, based on 33 surveys. Year to date satisfaction is 89.7%.
- Complaint Feedback: 72.7% against a 75% target, based on 11 surveys. Year to date satisfaction is 58.8%.
- Customer Service Centre: 96.6% against a 97% target, based on 89 surveys. Year to date satisfaction is 96.8%.

% of emergency repair jobs completed within 24 hours

During Quarter Four, 5,734 out of the 5,734 emergency repairs which were raised had been completed within 24 hours. This resulted in a performance of 100%. There has been a positive increase when compared to Quarter Three, when performance was 99.98%. In Quarter Four, no jobs were completed out of target.

% of enquiries responded to in 48 hours

Enquiries totalled 3,613 between 01/01/2024 and 31/03/2024, with 3,336 on target. This has resulted in 92% of enquiries being responded to within target times in Quarter Four of 2023/24.

A breakdown of performance by team is below:

- Customer Service Centre - 92%.
- Central Support - 100%.
- Neighbourhood Services - 92%.
- Community Safety - 97%.
- Independent Living - 96%.
- Customer Access / PPP Admin - 97%.
- Repairs & Maintenance - 90%.
- Compliance - 99%.
- Investment - 99%.

% of ASB cases responded to within 24 hours

During Quarter Four, 100% of new cases were responded to within 24 hours (110/110). This Maintains the high level of performance from the previous quarters of 2023/24.

Property Compliance

At the end of Quarter Four, the compliance measures have achieved 100%.

% of calls resolved at 1st point of contact

Performance was 94% at the end of Quarter Four, exceeding the target. This is the same performance as Quarter Three of 2023/24, when performance was also at 94%.