













Customer Care Charter Update

Quarter 1 2024/25

Customer Experience Team

Customer Care Charter Performance Indicators

Quarter 1 2024/25

Key Performance Indicator	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	Quarter 1 2024/25	Target		Trend
% of emergency repair jobs completed within 24 hours	99.65%	99.93%	99.98%	100%	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	92.7%	91.8%	93.1%	93.5%	90.6%	93%		
% of enquiries responded to within 48 hours	92%	93%	92%	92%	93%	100%		
% of calls resolved at 1st point of contact	93%	93%	94%	94%	93%	86%		

Overall satisfaction with services

Quarter One performance showed that five surveys missed their target, with overall satisfaction at 90.6% (below the 93% target).

The following surveys missed the target:

- Day to Day Repairs: 91.0% against a 95% target, based on 167 surveys.
- Gas Repairs: 97.7% against a 98% target, based on 87 surveys.
- Aids & Adaptations: 97.8% against a 99%, based on 45 surveys.

- Cleaning Services: 75.0% against 85% target, based on 96 surveys.
- Grounds Maintenance: 78.0% against a 90% target, based on 59 surveys.

% of emergency repair jobs completed within 24 hours

During Quarter One, 3,465 out of the 3,465 emergency repairs which were raised had been completed within 24 hours. This resulted in a performance of 100%.

% of enquiries responded to in 48 hours

Enquiries totalled 5,754 between 01/04/2024 and 30/06/2024, with 5,372 on target. This has resulted in 93.4% of enquiries being responded to within target times in Quarter One of 2024/25. This performance is better than any achieved last year.

A breakdown of performance by team is below:

- Customer Service Centre - 92.3%.
- Central Support - 100%.
- Neighbourhood Services - 93.1%.
- Community Safety - 97.7%.
- Independent Living - 88.9%.
- Customer Access / PPP Admin - 96.4%.
- Repairs & Maintenance - 93.9%.
- Compliance - 100%.
- Investment - 98.2%.

% of ASB cases responded to within 24 hours

During Quarter One, 100% of new cases were responded to within 24 hours (119/119). This Maintains the high level of performance from the 2023/24 financial year.

Property Compliance

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

% of calls resolved at 1st point of contact

Performance was 93% at the end of Quarter One, exceeding the target. This is slightly below the performance of Quarter Four of 2023/24, when performance was at 94%.