















Customer Care Charter

Quarter 2 2024/25

Customer Experience Team

Customer Care Charter Performance Indicators

Quarter 2 2024/25

Key Performance Indicator	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	Quarter 1 2024/25	Quarter 2 2024/25	Target		Trend
% of emergency repair jobs completed within 24 hours	99.93%	99.98%	100%	100%	100%	100%		
% of ASB cases responded to within 24 hours	100%	100%	100%	100%	100%	100%		
Property Compliance	100%	100%	100%	100%	99.99%	100%		
Overall satisfaction with services	91.8%	93.1%	93.5%	90.6%	88.9%	93%		
% of enquiries responded to within 48 hours	93%	92%	92%	93%	95%	100%		
% of calls resolved at 1st point of contact	93%	94%	94%	93%	94%	86%		

Overall satisfaction with services

Quarter Two performance showed that seven surveys missed their target, with overall satisfaction at 88.7% (below the 93% target).

The following surveys missed the target:

- Day to Day Repairs: 90.3% against a 95% target, based on 155 surveys. Year to date satisfaction is 90.7%.
- Gas Repairs: 92.5% against a 98% target, based on 52 surveys. Year to date satisfaction is 95.7%.
- Aids & Adaptations: 97.4% against a 99%, based on 38 surveys. Year to date satisfaction is 97.6%.

- Home Improvement: 66.7% against a 95% target, based on 3 surveys. Year to date satisfaction is 83.3%.
- Cleaning Services: 74.4% against a 85% target, based on 78 surveys. Year to date satisfaction is 74.7%.
- Grounds Maintenance: 77.8% against a 90% target, based on 45 surveys. Year to date satisfaction is 77.9%.
- Complaint Feedback: 71.4% against a 75% target, based on 21 surveys. Year to date satisfaction is 73.3%.

% of emergency repair jobs completed within 24 hours

During Quarter Two, 4,013 out of the 4,013 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 5,401 between 01/06/2024 and 30/09/2024, with 5,132 on target. This has resulted in 95.0% of enquiries being responded to within target times in Quarter Two of 2024/25.

A breakdown of performance by team is below:

- Customer Service Centre - 97%.
- Central Support - 100%.
- Neighbourhood Services - 93%.
- Community Safety - 99%.
- Independent Living - 96%.
- Customer Access / PPP Admin - 95%.
- Repairs & Maintenance - 99%.
- Compliance - 100%.
- Investment - 97%.

% of ASB cases responded to within 24 hours

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

Property Compliance

At the end of Quarter Two, the compliance measures have achieved 99.9%. One assessment out of 12,933 was completed out of target during this period.

% of calls resolved at 1st point of contact

Performance was 94% at the end of Quarter Two, exceeding the target. This is slightly below the performance of Quarter One of 2024/25, when performance was at 93%.