















## Customer Care Charter

Quarter 3 2024/25

Customer Experience Team

# Customer Care Charter Performance Indicators

## Quarter 3 2024/25

Key Performance Indicator	Quarter 3 2023/24	Quarter 4 2023/24	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Target		Trend
% of emergency repair jobs completed within 24 hours	99.98%	100%	100%	100%	100%	100%		
% of ASB cases responded to within 24 hours	100%	100%	100%	100%	100%	100%		
Property Compliance	100%	100%	100%	99.99%	100%	100%		
Overall satisfaction with services	93.1%	93.5%	90.4%	88.8%	91.2%	93%		
% of enquiries responded to within 48 hours	92%	92%	93%	95%	98%	100%		
% of calls resolved at 1st point of contact	94%	94%	93%	94%	94%	86%		

### Overall satisfaction with services

Overall Customer Satisfaction for Quarter Three was 91.2% against a target of 93%. This is an improvement on Quarter Two performance of 88.8%.

A summary of Transactional surveys, detailing number of surveys completed and performance against service area is detailed below:

- Day to Day Repairs: 90.3% against a 95% target, based on 247 surveys. Year to date satisfaction is 90.2%.
- Gas Servicing: 97.4% against a 99% target, based on 233 surveys. Year to date satisfaction is 98.3%.
- Gas Repairs: 95.3% against a 98% target, based on 193 surveys. Year to date satisfaction is 95.5%.

- Home Improvement: 94.1% against a 95%, based on 17 surveys. Year to date satisfaction is 95.5%.
- Cleaning Services: 76.9% against a 85% target, based on 130 surveys. Year to date satisfaction is 75.7%.
- Grounds Maintenance: 85.9% against a 90% target, based on 98 surveys. Year to date satisfaction is 81.8%.
- Complaint Feedback: 64.1% against a 75% target, based on 39 surveys. Year to date satisfaction is 69.0%.
- New Tenant: 90.4% against a 95% target, based on 83 surveys. Year to date satisfaction is 93.3%.

### **% of emergency repair jobs completed within 24 hours**

During Quarter Three, 100% of the emergency repairs which were raised had been completed within 24 hours.

### **% of enquiries responded to in 48 hours**

The number of enquiries made to OVH from Customers in Quarter Three totalled 5,451. 5,318 of those enquires were responded to by Officers within target. This has resulted in 98% of enquiries being responded to within target timescale in Quarter Three of 2024/25. This is an improvement in performance against 95% in Quarter Two.

A breakdown of performance by individual team is detailed below:

- Customer Service Centre - 98%.
- Central Support - 100%.
- Neighbourhood Services - 98%.
- Community Safety - 99%.
- Independent Living - 93%.
- Customer Access / PPP Admin - 92%.
- Repairs & Maintenance - 98%.
- Compliance - 96%.
- Investment - 98%.

### **% of ASB cases responded to within 24 hours**

During Quarter Three, 100% of new cases were responded to within 24 hours (84/84). This Maintains the high level of performance from the previous quarters.

## **Property Compliance**

At the end of Quarter Three, the compliance measures have achieved 100%. All of the 13,025 assessments were completed in target during this period.

## **% of calls resolved at 1st point of contact**

Performance was 94% at the end of Quarter Three, exceeding the target. This is the same as the performance of Quarter Three of 2024/25, when performance was at 94%.