















Customer Care Charter

Quarter 4 2024/25

Customer Experience Team

Customer Care Charter Performance Indicators

Quarter 4 2024/25

Key Performance Indicator	Quarter 4 2023/24	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	Target		Trend
% of emergency repair jobs completed within 24 hours	100%	100%	100%	100%	100%	100%		
% of ASB cases responded to within 24 hours	100%	100%	100%	100%	100%	100%		
Property Compliance	100%	100%	99.99%	100%	100%	100%		
Overall satisfaction with services	93.5%	90.4%	88.8%	91.2%	90.5%	93%		
% of enquiries responded to within 48 hours	92%	93%	95%	98%	96%	100%		
% of calls resolved at 1st point of contact	94%	93%	94%	94%	95%	86%		

Overall satisfaction with services

Overall Customer Satisfaction in Quarter Four was 90.5% against a target of 93%. This is a decrease when compared to the Quarter Three performance of 91.2%.

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

- Day to Day Repairs: 84.2% against a 95% target, based on 278 surveys. Year to date satisfaction is 88.2%.
- Gas Servicing: 96.4% against a 99% target, based on 197 surveys. Year to date satisfaction is 97.6%.

- Gas Repairs: 91.0% against a 98% target, based on 144 surveys. Year to date satisfaction is 94.1%.
- Aids & Adaptations: 96.2% against a 99% target, based on 132 surveys. Year to date satisfaction is 97.3%.
- Home Improvement: 94.2% against a 95%, based on 312 surveys. Year to date satisfaction is 94.3%.
- Cleaning Services: 78.9% against a 85% target, based on 180 surveys. Year to date satisfaction is 76.9%.
- Grounds Maintenance: 87.5% against a 90% target, based on 271 surveys. Year to date satisfaction is 85.0%.

% of emergency repair jobs completed within 24 hours

During Quarter Four, 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 Four totalled 5,406. 5,198 of those enquires were responded to by Officers within target. This has resulted in 96% of enquiries being responded to within target timescale in Quarter Four of 2024/25. This is a decrease in performance against the figure of 98% in Quarter Three.

A breakdown of performance by individual team is detailed below:

- Customer Service Centre - 98.3%.
- Central Support - 96.0%.
- Neighbourhood Services - 96.2%.
- Community Safety - 99.2%.
- Independent Living - 96.8%.
- Customer Access / PPP Admin - 97.0%.
- Repairs & Maintenance - 94.3%.
- Compliance - 90.2%.
- Investment - 98.6%.

% of ASB cases responded to within 24 hours

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

Property Compliance

At the end of Quarter Four, the compliance measures have achieved 100%. All of the 13,021 assessments were completed in target during this period.

% of calls resolved at 1st point of contact

Performance was 95% at the end of Quarter Four, exceeding the target. This is an increase in performance compared to Quarter Three of 2024/25, when performance was at 94%.