



Customer Care Charter

Quarter One 2026/27

Customer Experience Team

Customer Care Charter Performance Indicators

Quarter One 2026/27

Key Performance Indicator	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	Quarter 1 2026/27	Target		Trend
% of emergency repair jobs completed within 24 hours	100%	100%	99.96%	99.97%	99.88%	99%	✓	↓
% of ASB cases responded to within 24 hours	100%	100%	100%	100%	100%	100%	✓	▬
% of calls resolved at 1st point of contact	91.3%	84.9%	86.8%	86.8%	86.6%	86%	✓	↓
% of enquiries responded to within 48 hours *	-	-	-	90.9%	95.3%	100%	⚠	↑
Overall satisfaction with services	89.8%	89.9%	90.2%	89.3%	90.7%	93%	⚠	↑

* Please note, due to changes in our Housing Management System, and the development of new reporting, this figure is not available for Quarter 1 – 3 of 2025/26.

% of emergency repair jobs completed within 24 hours

A total of 4,155 emergency repairs completed in Quarter One, with 99.88% completed within the target timescale. This is over target, with only five jobs outside of the target timescale.

% of ASB cases responded to within 24 hours

120 out of 120 new cases were responded to within 24 hours in Quarter One of 2026/27, resulting in a performance of 100%. This is maintaining the high-level performance from the previous financial year.

% of calls resolved at 1st point of contact

Performance was 86.6% at the end of Quarter One, exceeding the target of 86%. This is a slight decrease in performance compared to Quarter Four of 2025/26, when performance was at 86.8%.

Overall satisfaction with services

Overall customer satisfaction for Quarter One of 2026/27 was 90.7%, which is below the 93% target but represents an improvement on the Quarter Four 2025/26 position of 89.3%. The following surveys missed the target:

- Day-to-Day Repairs achieved 86.7% against a 95% target, based on 166 completed surveys.
- Gas Repairs achieved 91.2% against a 95% target, based on 114 completed surveys.
- Anti-Social Behaviour achieved 78.9% against a 90% target, based on 38 completed surveys.
- Complaint Feedback achieved 61.9% against a 75% target, based on 63 completed surveys.

% of enquiries responded to in 48 hours

The Number of enquiries responded to in target time was 95.3% Quarter One of 2026/27. Enquiries from customers totalled 3,724, with 3,549 on target.

A breakdown of performance by individual team is detailed below:

- Community Safety - 91.0%.
- Neighbourhood Services - 94.9%.
- Customer Service Centre - 83.3%.
- Customer Access / PPP Admin - 100%.
- Independent Living - 85%.
- Repairs & Maintenance - 98.4%.
- Compliance - 96.4%.
- Investment - 100%.