Customer Care Charter

Quarter Two 2026/27

Customer Experience Team



Customer Care Charter Performance Indicators

Quarter Two 2026/27

Key Performance Indicator	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	Quarter 1 2026/27	Quarter 2 2026/27	Target		Trend
% of emergency repair jobs completed within 24 hours	100%	99.96%	99.97%	99.88%	100%	99%		
% of ASB cases responded to within 24 hours	100%	100%	100%	100%	100%	100%		
% of calls resolved at 1st point of contact	84.9%	86.8%	86.8%	86.6%	85.3%	86%		
Overall satisfaction with services	89.9%	90.2%	89.3%	90.7%	92.0%	93%		
% of enquiries responded to within 48 hours *	-	-	90.9%	95.3%	96.1%	100%		

* *Please note, due to changes in our Housing Management System, and the development of new reporting, this figure is not available for Quarter 2 or 3 of 2025/26.*

% of emergency repair jobs completed within 24 hours

A total of 4,056 emergency repairs were carried out in Quarter Two, with 100% completed within the target timescale.

% of ASB cases responded to within 24 hours

124 out of 124 new cases were responded to within 24 hours in Quarter Two 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 85.3% at the end of Quarter Two, lower than the target of 86%. This is a decrease in performance compared to Quarter One of 2026/27, when performance was at 86.6%.

Overall satisfaction with services

Overall customer satisfaction for Quarter Two of 2026/27 was 92.0%, which is below the 93% target but represents an improvement on the Quarter One position of 90.7%. The following surveys missed the target:

- Day to Day Repairs: 89.0% against a 95% target, based on 254 surveys.
- Gas Repairs: 93.0% against a 95% target, based on 114 surveys.
- Cleaning Services: 68.6% against an 80% target, based on 105 surveys.
- Independent Living: 96.3% against a 97% target, based on 81 surveys.

% of enquiries responded to in 48 hours

The Number of enquiries responded to in target time was 96.1% Quarter Two of 2026/27. Enquiries from customers totalled 4,079, with 3,919 on target.

A breakdown of performance by individual team is detailed below:

- Community Safety - 92.5%.
- Neighbourhood Services - 95.5%.
- Customer Service Centre - 95.2%.
- Customer Access / PPP Admin - 97.3%.
- Independent Living - 97.1%.
- Repairs & Maintenance - 99.1%.
- Compliance - 97.3%.
- Investment - 100%.