

Service Standard Performance Report to Quarter ending 30/06/2019

Service Standard	Performance Measure	Result	Target	Comments
Cleaning and Grounds Maintenance	Group Performance: Grass cutting cycle	13.39	12.00	This measures the performance of four teams, one team completed the round in less than the target time, the other three rounds missed the target by one complete day providing an average across the four rounds of 13.39 days (effectively the target was missed by just 11 hours).
	Group - Cyclical cleaning sites visited every 7 working days	101.96%	100.00%	
	% of bulky refuse removed within 7 working days	98.64%	98.00%	
Customer Service	% of calls answered within target (120 seconds)	62.31%	90.00%	There have been some recent resource issues; but we are currently recruiting so that we have a full quota of staff which will also include pool relief bank staff who will cover empty shifts. Training is also currently going on in the call centre, and processes are being looked at to improve the service. Refresher training for all staff will also be introduced too.
	Percentage of Abandoned Calls	21.07%	5.00%	
	Customer Satisfaction - Customer Service Centre (Overall Satisfied)	91.02%	90.00%	
Feedback and 3C's	Complaints responded to within target (%)	93.75%	95.00%	Target affected by administration of internal processes. A review of complaints handling is being carried out to streamline the process and ensure that targets are consistently achieved.
	Group Performance: Number of Complaints received	32	N/A	Complaints received for the quarter relate mainly to service delivery and internal processes. Staff training has taken place to address these issues.
	Group Performance: Number of Compliments received	86	N/A	
	Number of Complaints Upheld	12	N/A	This equates to 37.5% of the 32 resolved complaints

Key

R - Below target, action required

A - Below target

G - On or above target

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Service Standard	Performance Measure	Result	Target	Comments
Finding a New Home	Lettings / New Resident Satisfaction (Overall Satisfied)	92.31%	90.00%	
	% of responses to mutual exchange requests handled within 6 weeks	100.00%	100.00%	
Repairs and Maintenance	Emergency Repairs Completed within Target	100.00%	100.00%	
	Customer Satisfaction - Repairs Service (Overall Satisfied)	95.90%	90.00%	
	All repairs completed within 7 days	97.99%	95.00%	
	Repairs completed on day of appointment	96.19%	90.00%	
	Group Decent Homes Standard	100.00%	100.00%	
	Percentage of properties with a valid Gas Certificate	99.96%	100.00%	2 Properties were overdue as at 30.06.19. Access procedure had been correctly followed for both properties, with application to WFDC for access. Both have subsequently been accessed and now have valid gas certificates in place.
Tenancy	% of graffiti removed within timescales		98.00%	no jobs received
	% of 4 week starter tenancy visits	97.83%	100.00%	1 visit not completed within timescale
	% of requests to change tenancy details dealt with within 10 working days	100.00%	100.00%	
	% of responses to ASB incidents within 3 days	81.25%	98.00%	This is a slight improvement on last quarter and more monitoring has taken place, to drive up performance to the target level.
	% of responses to serious ASB reports in 24 hours	100.00%	100.00%	
	% of responses to tenancy enquiries within 10 working days	100.00%	100.00%	

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