

Service Standard Performance Report to Quarter ending 31/12/2019

Service Standard	Performance Measure	Result	Target	Comments
Cleaning and Grounds Maintenance	Group Performance: Grass cutting cycle	12.00	12.00	
	Group - Cyclical cleaning sites visited every 7 working days	106.59%	100.00%	
	% of bulky refuse removed within 7 working days	100.00%	98.00%	
Customer Service	% of calls answered within target (120 seconds)	47.56%	90.00%	<p>Comments from the previous 2 quarters are still accurate. We are still in the process of training new staff. Due to the complexity and sensitivity of the contact centre operator role, it is imperative that training and quality is never compromised or rushed. As we are multi training new starters, the training period is longer than previous training requirements.</p> <p>Customer satisfaction results supports that the quality of service delivered remains high. Changes have been put in place, as a pilot scheme, to try and spread the calls out over a longer period, and the contact centre, for the month of January has extended the opening hours from 8am to 7pm. Housing will for the next 11 months be taking all their calls direct, having seconded a member of the CSC Team to work alongside Officers to ensure all calls are answered and dealt with directly by them. So far this has had a positive impact both on Housing Teams and the overall service delivered by Amica24. We have also promoted the use of the call back facility to enable customers to retain their place in the queue without having to wait on the line.</p>
	Percentage of Abandoned Calls	24.32%	5.00%	
	Customer Satisfaction – Customer Service Centre (Overall Satisfied)	90.00%	90.00%	

Key

R - Below target, action required

A- Below target

G - On or above target

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Feedback and 3C's	Complaints responded to within target (%)	86.21%	95.00%	2 complainants failed to provide supporting information and the cases were closed
	Group Performance: Number of Complaints received	32	N/A	
	Group Performance: Number of Compliments received	86	N/A	
	Number of Complaints Upheld	11	N/A	
Finding a New Home	Lettings / New Resident Satisfaction (Overall Satisfied)	95.83%	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)	97.50%	90.00%	
	All repairs completed within 7 days	92.31%	95.00%	Several repairs have been missed due an increased number of roof leaks following the bad storms. We have attended and fixed the leak immediately, but this type of repair then requires some follow-on works such as re-plastering, which has taken us outside our 7 day target. We have also continued to see repairs that require specialist parts such as PVCU door locks and kitchen cupboard door replacements which need to be ordered from our suppliers and can take us over our 7-day KPI. Procedures are being reviewed with the aim of reducing the delay.
	Repairs completed on day of appointment	92.79%	90.00%	
	Group Decent Homes Standard	100.00%	100.00%	

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	Percentage of properties with a valid Gas Certificate	99.98%	100.00%	1 property was overdue as at 31/12/2019. This property has been referred through WFDC, and we have attended twice with WFDC and on both occasions failed to gain access. We are now awaiting confirmation of 3rd visit date with WFDC in order to make entry to the property.
Tenancy	% of graffiti removed within timescales	-	98.00%	no jobs received this quarter
	% of 4 week starter tenancy visits	100.00%	100.00%	
	% of requests to change tenancy details dealt with within 10 working days	100.00%	100.00%	
	% of responses to ASB incidents within 3 days	94.44%	95.00%	Compliance with this service standard has improved significantly over the preceding quarters following the additional monitoring and prioritisation which has been put in place, and is now currently only slightly off target. We expect to be back fully on target by next quarter
	% 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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