

Performance Overview - Quarter 1, 2019-20

Housing and Neighbourhoods Service

Access and Customer Care

		2019/20 Target	Quarter 1 Apr - Jun 2019/20	Quarter 1 last year (2018/19)	Year to Date 2019/20	Has performance got better or worse since last year
CP	Average time to answer calls in the Housing Call Centre (mins/seconds)	No target	00:02:31	00:05:25	00:02:31	↑
CP	Average time taken to respond to complaints (investigation and reviews) (days)	28.0	22.3	21.2	22.3	↓

Income Management

		2019/20 Target	Quarter 1 Apr - Jun 2019/20	Quarter 1 last year (2018/19)	Year to Date 2019/20	Has performance got better or worse since last year
CP	Proportion of rent collected (excluding rent arrears)	98.2%	99.2%	99.9%	99.2%	↓
CP	Rent arrears of current tenants	3.30%	3.96%	3.23%	3.96%	↓
CP	% of tenants evicted as a result of rent arrears	0.19%	0.12%	0.12%	0.12%	↓

Resident Involvement

		2019/20 Target	Quarter 1 Apr - Jun 2019/20	Quarter 1 last year (2018/19)	Year to Date 2019/20	Has performance got better or worse since last year
CP	Satisfaction that the Housing Service listens to your views and acts on them (out of 10)	7.6	7.7	7.3	7.7	↑

Stock Condition and Asset Management

		2019/20 Target	Quarter 1 Apr - Jun 2019/20	Quarter 1 last year (2018/19)	Year to Date 2019/20	Has performance got better or worse since last year
	% of all repairs completed in time	97.2%	91.5%	94.7%	91.5%	↓
CP	% of repairs appointments kept, within a 2 hour time slot	98.5%	84.6%	78.4%	84.6%	↑
	Average satisfaction with repair services (out of 10)	8.5	9.3	8.4	9.3	↑
CP	% of gas servicing certificates outstanding	0.35%	1.0%	1.0%	1.0%	↔

Tenancy & Estate Management

		2019/20 Target	Quarter 1 Apr - Jun 2019/20	Quarter 1 last year (2018/19)	Year to Date 2019/20	Has performance got better or worse since last year
CP	Satisfaction with the outcome of an anti-social behaviour complaint (out of 10)	7.3	6.4	6.3	6.4	↑
CP	Average calendar days to re-let all empty properties	49	72.80	62.6	72.8	↓
CP	Fly-tipping removed within one working day	99%	99.9%	99.7%	99.9%	↑
CP	Graffiti removed within one working day (offensive and non-offensive)	99%	90.1%	100%	90.1%	↓

↓ Performance is not as good as last year
 ↑ Performance has improved since last year
 ↔ Performance has stayed the same as last year
 CP Customer Promise