

Central Housing Services Performance Report

March 2013

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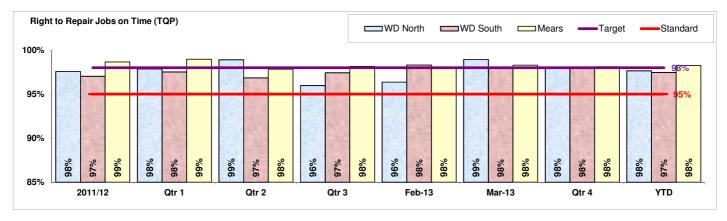
TENANT QUALITY PROMISE - SUMMARY 2012/13

REPAIRS TOP INDICATORS	2011/12 Outturn	Minimum Standard	Improvement Target	1st Qtr	2nd Qtr	3rd Qtr	Feb-13	Mar-13	4th Qtr	Average / Year to Date	YTD Performance	Comments
Right-to-repair jobs completed on time	97.6%	95%	98%	98.0%	97.8%	97.1%	97.5%	98.4%	98.0%	97.7%		
Average days non-RTR jobs	11.1	11	9	11.2	12.3	11.6	12.8	13.6	12.7	12.0		
Call Centre - average time to answer calls	33	34	25	268	301	185	18	20	40	185		
Gas servicing - outputs against profile	100%	90%	95%	98.0%	97.1%	99.7%	99.0%	100%	100%	100%		Year end gas servicing is 100%
Percentage of homes decent	-	-	100%									2011/12 Outturn currently not available. Reported annually following the inspection of expiring major property elements to determine stock decency.
Percentage of appointments kept	97.8%	95%	97%	97.9%	97.5%	97.2%	97.1%	97.3%	97.2%	97.4%		
Emergency Repairs responded to in 2 hours	97.2%	94%	97%	96.7%	96.8%	97.0%	97.7%	97.5%	97.2%	96.9%		
Repairs of a Good Quality on Inspection	96.4%	93%	97%	97.6%	98.4%	98.3%	98.9%	99.2%	98.9%	98.3%		
Jobs Completed First Day of Visit	89.9%	90%	94%	91.4%	90.2%	88.6%	88.3%	88.3%	88.6%	89.6%		
Satisfaction with repairs service (6 questions)	93.1%	92.5%	95.5%	93.4%	92.7%	93.1%	93.7%	92.3%	92.8%	93.0%		
Call Centre - Calls Retained	95.2%	90%	95%	72.7%	72.4%	85.3%	98.7%	98.1%	97.0%	82.1%		
Tenant Satisfaction with call centre	93.0%	85%	90%	90.5%	89.8%	90.5%	92.0%	92.2%	91.9%	90.6%		
Lift Call Outs on Time	96.2%	90%	95%	97.0%	96.9%	96.5%			97.0%	97.0%		Reported monthly in arrears. February's data not available at time of report distribution.
Measure the number of tenants who attend local management meetings and consultation events when they haven't previously been involved	2	-	-									Annual Measure
REPAIRS OTHER INDICATORS	Last Year (2011/12)	Minimum Standard	Improvement Target	1st Qtr	2nd Qtr	3rd Qtr	Feb-13	Mar-13	4th Qtr	Average / Year to Date	YTD Performance	Comments
% Complaints investigated and responded to in 10 days	95.6%	85%	90%	98.3%	99.5%	99.6%	99.7%		98.7%	99.1%		March's performance data was not available at time of report distribution.



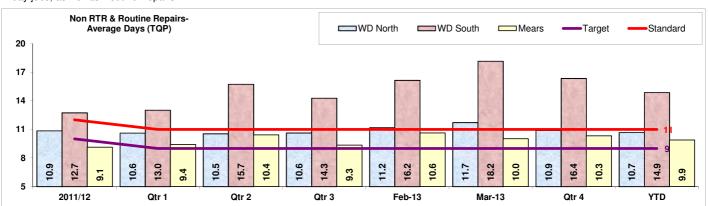
Responsive Repairs

This chart gives data on urgent jobs that fall within the government's right-to-repair regulations. These are jobs classified as 1 day, 3 day or 7 day excluding jobs classified locally as urgent.

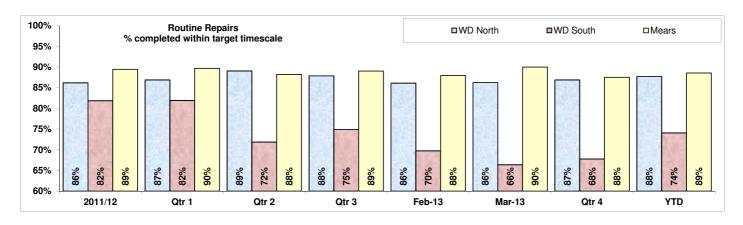


	2011/12	Qtr 1	Qtr 2	Qtr 3	Feb-13	Mar-13	Qtr 4	YTD
WD North	97.6%	97.9%	98.9%	96.0%	96.4%	98.9%	98.0%	97.7%
Mears	98.6%	99.0%	97.8%	98.1%	97.9%	98.3%	98.1%	98.2%
WD South	97.0%	97.5%	96.9%	97.4%	98.3%	98.0%	98.0%	97.5%
City	97.6%	98.0%	97.8%	97.1%	97.5%	98.4%	98.0%	97.7%

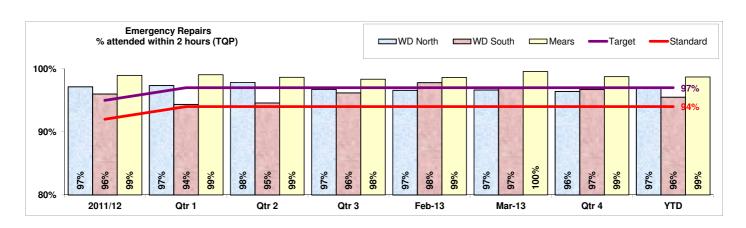
Non RTR and Routine Repairs: This chart shows the average days to carry out all repairs not classified as Right-to-Repair. It therefore includes other 1, 3, 7 day jobs, as well as Routine Repairs.



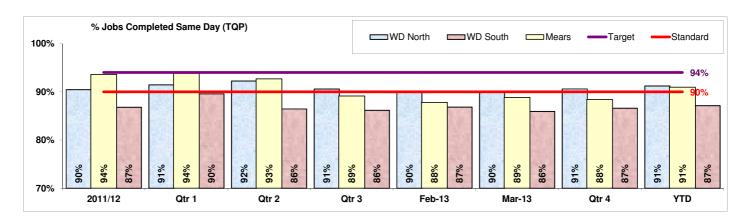
	2011/12	Qtr 1	Qtr 2	Qtr 3	Feb-13	Mar-13	Qtr 4	YTD
WD North	10.9	10.6	10.5	10.6	11.2	11.7	10.9	10.7
Mears	9.1	9.4	10.4	9.3	10.6	10.0	10.3	9.9
WD South	12.7	13.0	15.7	14.3	16.2	18.2	16.4	14.9
City	11.1	11.2	12.3	11.6	12.8	13.6	12.7	12.0



	2011/12	Qtr 1	Qtr 2	Qtr 3	Feb-13	Mar-13	Qtr 4	YTD
WD North	86.2%	86.9%	89.1%	87.9%	86.1%	86.2%	86.9%	87.7%
Mears	89.5%	89.7%	88.2%	89.0%	87.9%	90.0%	87.5%	88.6%
WD South	81.9%	81.9%	71.9%	74.9%	69.7%	66.4%	67.8%	74.1%
City	85.5%	85.8%	82.9%	83.5%	81.2%	80.2%	80.6%	83.2%

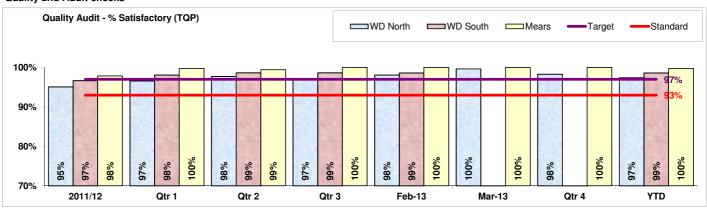


	2011/12	Qtr 1	Qtr 2	Qtr 3	Feb-13	Mar-13	Qtr 4	YTD
WD North	97.2%	97.4%	97.9%	96.8%	96.6%	96.7%	96.4%	97.1%
Mears	98.9%	99.1%	98.7%	98.4%	98.6%	99.6%	98.8%	98.7%
WD South	96.0%	94.4%	94.6%	96.2%	97.8%	96.9%	96.7%	95.5%
City	97.2%	96.7%	96.8%	97.0%	97.7%	97.5%	97.2%	96.9%



	2011/12	Qtr 1	Qtr 2	Qtr 3	Feb-13	Mar-13	Qtr 4	YTD
WD North	90.4%	91.4%	92.3%	90.6%	90.0%	90.1%	90.6%	91.2%
Mears	93.6%	93.8%	92.7%	89.1%	87.8%	88.8%	88.4%	90.9%
WD South	86.8%	89.6%	86.5%	86.2%	86.8%	85.9%	86.6%	87.1%
City	89.9%	91.4%	90.2%	88.6%	88.3%	88.3%	88.6%	89.6%

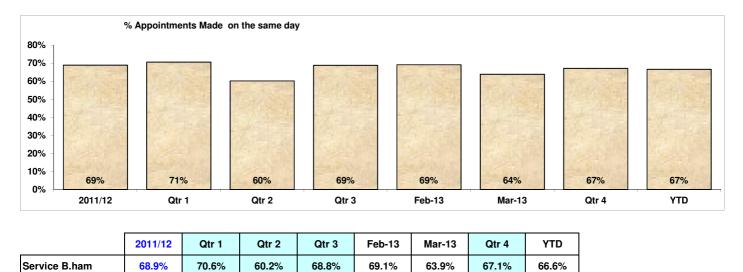
Quality and Audit checks

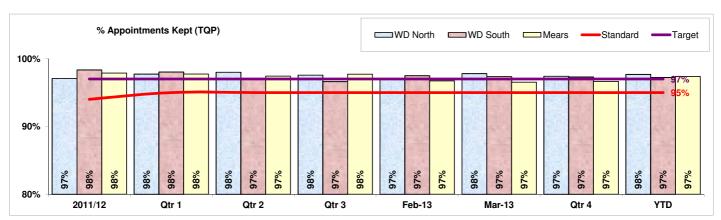


	2011/12	Qtr 1	Qtr 2	Qtr 3	Feb-13	Mar-13	Qtr 4	YTD	
WD North	95.1%	96.6%	97.7%	97.1%	98.1%	99.7%	98.3%	97.4%	% Satisfactory
WD North	1690	1053	1151	916	368	296	947	4067	Number audits
Mears	97.9%	99.7%	99.4%	100%	100%	100%	100%	99.8%	% Satisfactory
Mears	1180	389	531	502	136	140	433	1855	Number audits
WD South	96.7%	98.1%	98.7%	98.7%	98.6%	No Comp	Non Comp	98.6%	% Satisfactory
WD South	1288	469	681	671	333	204	657	2478	Number audits
City	96.4%	97.6%	98.4%	98.3%	98.9%	99.2%	98.9%	98.3%	% Satisfactory
City	4158	1911	2363	2089	837	640	8400	8400	Number audits

Appointments made by the call centre

This measures the number of appointments made by the call centre on the same day (the day the call was received).



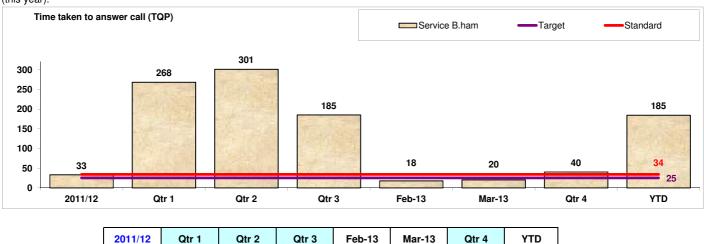


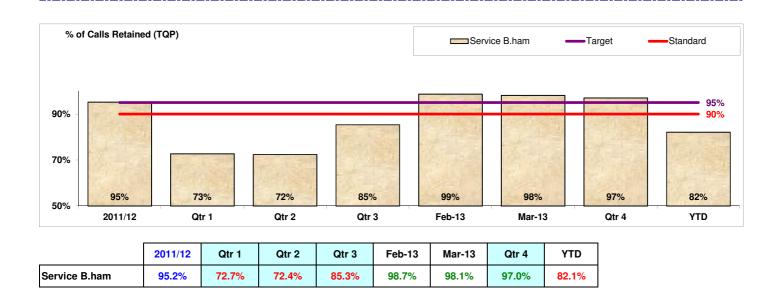
	2011/12	Qtr 1	Qtr 2	Qtr 3	Feb-13	Mar-13	Qtr 4	YTD
WD North	97.1%	97.7%	98.0%	97.6%	97.0%	97.8%	97.4%	97.7%
Mears	97.9%	97.7%	97.4%	97.7%	96.7%	96.5%	96.6%	97.4%
WD South	98.3%	98.0%	97.1%	96.6%	97.5%	97.4%	97.3%	97.2%
City	97.8%	97.9%	97.5%	97.2%	97.1%	97.3%	97.2%	97.4%

Call Centre Information

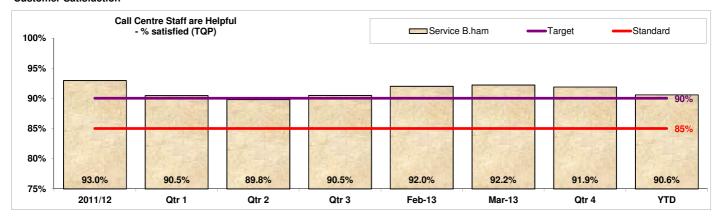
Service B.ham

This measures the average length of time it takes to talk to a call-centre operator from the initial connection (last year), and from the end of the message (this year).





Customer Satisfaction



2011/12 figures in detail

Q1 = % satisfied with getting through to the call centre and talking to someone

Q2 = % satisfied with the helpfulness of the call centre

Q3 = % satisfied with the call centre's ability to deal with your problem

Total of 3 Questions

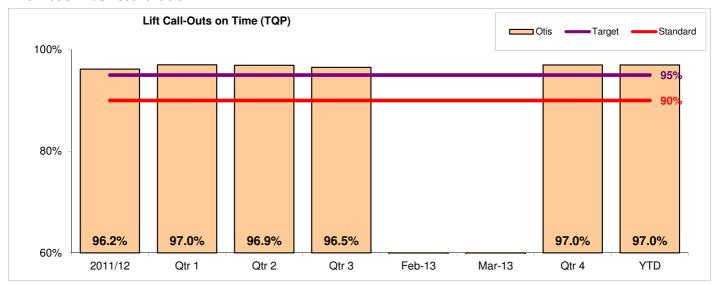
Service B.ham YTD
89.4%
91.9%
90.5%
90.6%

Monthly Summary Figures of 3 Questions

	2011/12	Qtr 1	Qtr 2	Qtr 3	Feb-13	Mar-13	Qtr 4	YTD
Service B.ham	93.0%	90.5%	89.8%	90.5%	92.0%	92.2%	91.9%	90.6%

Lift Call Outs

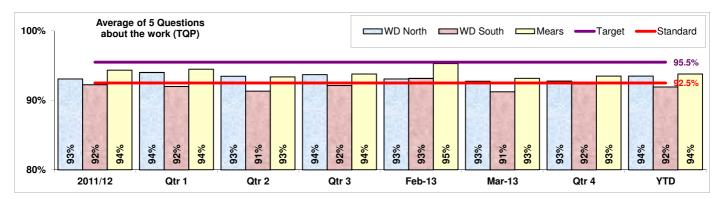
This chart shows the percentage of Lift Call Outs carried out on time. There is only one contractor who carries out this work called Otis Ltd. *This measure is reported monthly in arrears. At the time of report distribution February's performance information was not available.*



	2011/12	Qtr 1	Qtr 2	Qtr 3	Feb-13	Mar-13	Qtr 4	YTD
Otis	96.2%	97.0%	96.9%	96.5%			97.0%	97.0%

Customer Satisfaction

Reported here are the repairs satisfaction results collected by the council for Willmott Dixon and Mears. A satisfaction form is sent to all residents who have had a repair completed within the last month. This is not intended as a measure of satisfaction as a whole, but as a way of testing customer response to the repair completed. Every form returned is read by the Customer Services team, and action is taken as appropriate, as well as used for statistics. Data based on % on positive satisfaction ('Good' and/or 'Very Good')



2012/13 figures in detail

Satisfied with the time between calling us and the work starting

% satisfied with the attitude of the workers

% satisfied keeping the dirt and a minimum

Satisfied with the speed the work was completed once the job was started

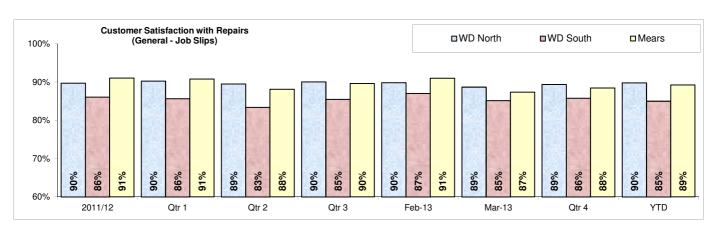
% satisfied with the overall quality of repair

Overall % Satisfied 5 Questions

WD North	Mears	WD South
87.6%	89.1%	83.2%
96.5%	96.2%	95.7%
96.0%	96.1%	95.8%
94.9%	95.2%	93.7%
92.9%	92.6%	91.6%
93.5%	93.8%	91.9%

Monthly Summ	Monthly Summary Figures of 5 Questions								
	2011/12	Qtr 1	Qtr 2	Qtr 3	Feb-13	Mar-13	Qtr 4	YTD	
WD North	93.1%	94.0%	93.5%	93.7%	93.1%	92.8%	92.8%	93.5%	
Mears	94.4%	94.5%	93.4%	93.8%	95.3%	93.2%	93.5%	93.8%	
WD South	92.3%	92.0%	91.3%	92.2%	93.2%	91.2%	92.4%	91.9%	
City	93.1%	93.4%	92.7%	93.1%	93.7%	92.3%	92.8%	93.0%	

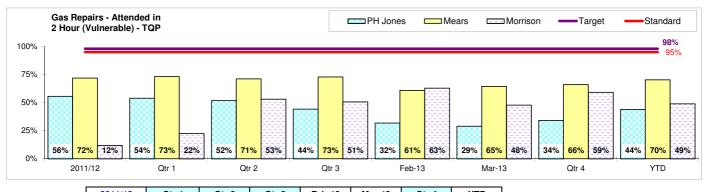
201	2012/13					
Forms Scanned	Sent out	% return				
10817	50788	21.3%				
7344	35671	20.6%				
10920	50849	21.5%				
29081	137308	21.2%				



	2011/12	Qtr 1	Qtr 2	Qtr 3	Feb-13	Mar-13	Qtr 4	YTD
WD North	89.7%	90.2%	89.5%	90.0%	89.8%	88.7%	89.4%	89.8%
Mears	91.0%	90.8%	88.1%	89.6%	91.0%	87.3%	88.4%	89.2%
WD South	86.1%	85.7%	83.4%	85.5%	87.0%	85.2%	85.8%	85.0%
City	88.7%	88.7%	86.9%	88.2%	89.2%	87.0%	87.9%	87.9%

Gas Repairs Attended within 2 Hours

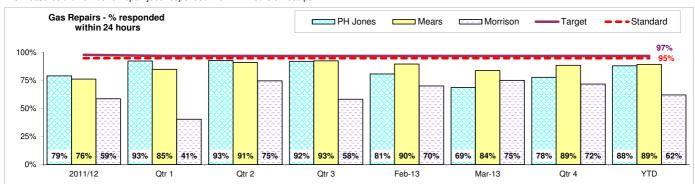
This measures the number of repair jobs attended within 2 hours of receipt.



	2011/12	Qtr 1	Qtr 2	Qtr 3	Feb-13	Mar-13	Qtr 4	YTD
PH Jones	55.8%	54.1%	51.9%	44.4%	31.9%	29.0%	34.2%	44.1%
Mears	71.8%	73.1%	71.1%	72.9%	60.9%	64.5%	66.1%	70.4%
Morrison	11.9%	22.5%	53.1%	50.7%	63.0%	47.9%	59.3%	49.0%
Total Repairs	42.4%	48.0%	57.4%	54.0%	51.5%	45.4%	52.1%	52.8%

Gas Repairs Responded within 24 Hours

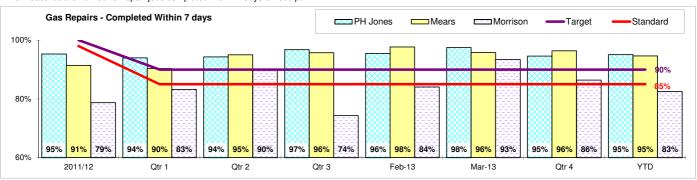
This measures the number of repair jobs responded within 24 hours of receipt.



	2011/12	Qtr 1	Qtr 2	Qtr 3	Feb-13	Mar-13	Qtr 4	YTD
PH Jones	79.2%	92.5%	92.9%	92.2%	80.9%	68.7%	78.0%	88.3%
Mears	76.4%	85.1%	91.2%	92.6%	89.8%	84.0%	88.6%	89.5%
Morrison	58.8%	40.5%	74.8%	58.4%	70.2%	75.1%	71.8%	62.2%
Total Repairs	71.0%	73.9%	86.1%	78.9%	79.0%	75.2%	78.4%	79.0%

Gas Repairs Completed within 7 Days

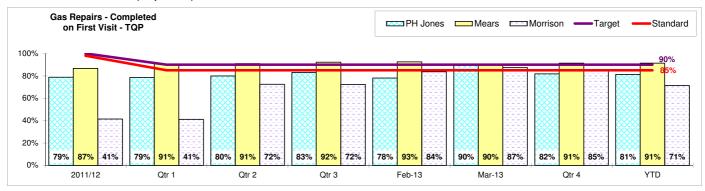
This measures the number of repair jobs completed within 7 days of receipt.



	2011/12	Qtr 1	Qtr 2	Qtr 3	Feb-13	Mar-13	Qtr 4	YTD
PH Jones	95.3%	94.0%	94.4%	96.8%	95.5%	97.5%	94.6%	95.1%
Mears	91.5%	90.3%	95.0%	95.7%	97.7%	95.8%	96.4%	94.6%
Morrison	78.8%	83.3%	90.2%	74.3%	84.1%	93.4%	86.4%	82.6%
Total Repairs	88.3%	89.5%	93.1%	87.9%	91.6%	95.5%	91.9%	90.4%

Gas Repairs Completed on First Visit

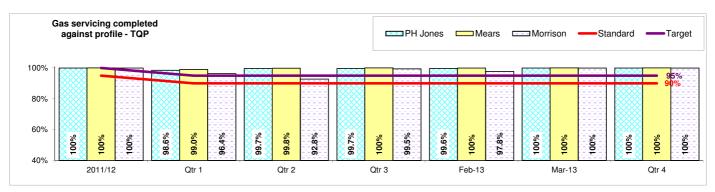
This measures the number of repair jobs completed on the first visit.



	2011/12	Qtr 1	Qtr 2	Qtr 3	Feb-13	Mar-13	Qtr 4	YTD
PH Jones	78.8%	78.5%	80.0%	83.1%	78.1%	90.2%	81.8%	81.2%
Mears	86.7%	90.6%	90.9%	92.2%	92.6%	90.2%	91.4%	91.4%
Morrison	41.4%	41.2%	72.5%	72.4%	83.6%	87.3%	84.6%	71.4%
Total Repairs	67.4%	70.4%	80.5%	81.3%	84.2%	89.1%	85.5%	80.4%

Gas Servicing

This measures the number of properties where a gas service is due in the period and where one has been carried out. The period performance is also the year to date position.

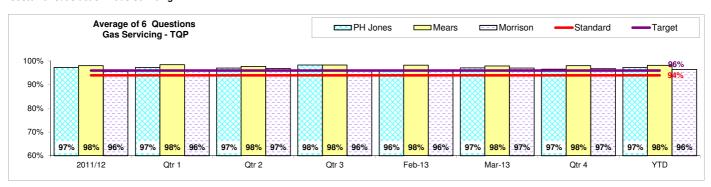


	2011/12	Qtr 1	Qtr 2	Qtr 3	Feb-13	Mar-13	Qtr 4
PH Jones	100%	98.6%	99.7%	99.7%	99.6%	100%	100%
Mears	100%	99.0%	99.8%	100%	99.9%	100%	100%
Morrison	100%	96.4%	92.8%	99.5%	97.8%	100%	100%
City	100%	98.0%	97.1%	99.7%	99.0%	100%	100%

Customer Satisfaction

Reported here are the repairs satisfaction results collected by the council for PH Jones, Mears and Morrison. A satisfaction form is sent to all residents who have had a gas service or gas repair completed within the last month. This is not intended as a measure of satisfaction as a whole, but as a way of testing customer response to the work completed. Every form returned is read by the Customer Services team, and action is taken as appropriate, as well as used for statistics. Data based on % on positive satisfaction ('Good' and/or 'Very Good')

Customer Satisfaction - Gas Servicing



2012/13 figures in detail

- % satisfied with the engineer explaining what they will do
- % satisfied with the overall appointment process
- % satisfied with the attitude of the workers
- % satisfied keeping the dirt and mess to a minimum
- Satisfied with the speed the work was completed once the job was started
- % satisfied with the overall quality of repair

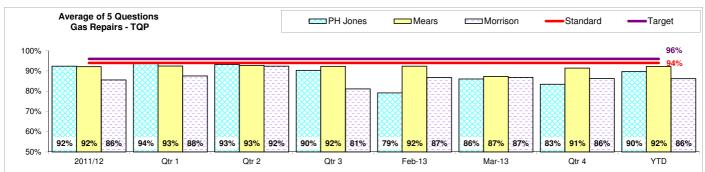
Total of 6 Questions

PH Jones	Mears	Morrison
95.9%	97.1%	95.4%
95.1%	97.1%	91.7%
98.5%	98.9%	98.3%
98.4%	99.2%	98.5%
98.1%	98.5%	97.7%
97.2%	98.2%	96.6%
97.3%	98.2%	96.4%

Monthly Summary Figures of 6 Questions								
	2011/12	Qtr 1	Qtr 2	Qtr 3	Feb-13	Mar-13	Qtr 4	YTD
PH Jones	97.3%	97.3%	97.1%	98.4%	96.2%	97.2%	96.6%	97.3%
Mears	98.0%	98.5%	97.7%	98.4%	98.2%	97.9%	98.1%	98.2%
Morrison	95.7%	96.1%	96.8%	95.9%	96.2%	97.1%	96.8%	96.4%
City	96.8%	97.3%	97.1%	97.2%	96.9%	97.4%	97.1%	97.2%

2012/13								
Forms	Sent out	% return						
Scanned	Sent out	/o return						
5084	20419	24.9%						
4101	15334	26.7%						
6106	24604	24.8%						
15291	60357	25.3%						

Customer Satisfaction - Gas Repairs



2012/13 figures in detail

Satisfied with the time between calling us and the work starting

% satisfied with the attitude of the workers

% satisfied keeping the dirt and mess to a minimum

Satisfied with the speed the work was completed once the job was started

% satisfied with the overall quality of repair

Total of 5 Questions

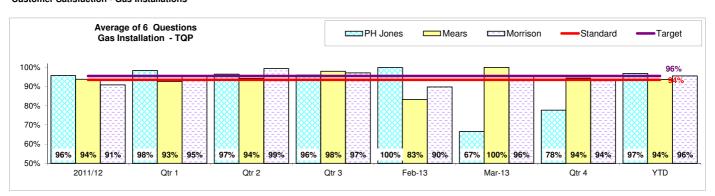
Monthly	/ Summary	/ Figures	of 5	Questions

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	2011/12	Qtr 1	Qtr 2	Qtr 3	Feb-13	Mar-13	Qtr 4	YTD
PH Jones	92.4%	93.8%	93.2%	90.3%	79.2%	86.1%	83.4%	89.7%
Mears	92.1%	92.5%	92.8%	92.3%	92.4%	87.4%	91.5%	92.3%
Morrison	85.6%	87.6%	92.4%	81.2%	86.7%	86.9%	86.3%	86.2%
City	89.8%	91.4%	92.8%	87.6%	86.5%	86.6%	86.5%	89.1%

PH Jones	Mears	Morrison
83.1%	88.3%	72.3%
93.7%	95.2%	93.1%
95.3%	96.6%	95.4%
89.6%	91.5%	87.4%
87.6%	89.9%	85.5%
89.7%	92.3%	86.2%

2012/13						
Forms Scanned	Sent out	% return				
4289	21363	20.1%				
3050	15653	19.5%				
4287	21658	19.8%				
11626	58674	19.8%				

Customer Satisfaction - Gas Installations



2012/13 figures in detail

- % satisfied with the time between calling us and the work starting
- % satisfied with the information on the service you should expect
- % satisfied with the attitude of the workers
- % satisfied keeping the dirt and mess to a minimum
- Satisfied with the speed the work was completed once the job was started
- % satisfied with the overall quality of this improvement

Overall % Satisfied 6 Questions

Monthly Summary Figures of 6 Questions

Monthly Summary rigures of 6 Questions								
	2011/12	Qtr 1	Qtr 2	Qtr 3	Feb-13	Mar-13	Qtr 4	YTD
PH Jones	95.8%	98.4%	96.6%	96.1%	100%	66.7%	77.8%	96.9%
Mears	93.8%	92.7%	94.3%	98.0%	83.3%	100%	94.4%	93.7%
Morrison	91.0%	95.5%	99.4%	97.2%	89.9%	95.6%	93.6%	95.6%
City	94.5%	96.3%	97.1%	96.8%	89.8%	95.5%	96.4%	95.9%

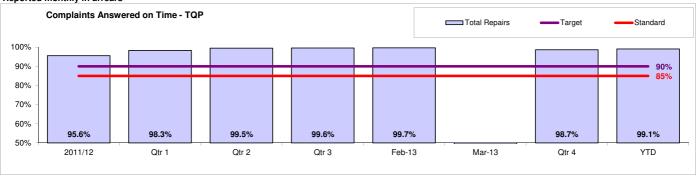
PH Jones	Mears	Morrison
97.8%	91.1%	96.1%
98.5%	93.7%	97.5%
97.0%	95.5%	96.9%
95.0%	91.0%	91.6%
98.2%	92.6%	95.3%
95.0%	98.5%	96.3%
96.9%	93.7%	95.6%

2012/13						
Forms Scanned	Sent out	% return				
260	620	41.9%				
72	240	30.0%				
265	855	31.0%				

Complaints

Reported below is the city performance on the number of complaints investigated and resolved within 10 days

Reported monthly in arrears



	2011/12	Qtr 1	Qtr 2	Qtr 3	Feb-13	Mar-13	Qtr 4	YTD
Total Repairs	95.6%	98.3%	99.5%	99.6%	99.7%		98.7%	99.1%