

Quarter 3 2017/18 performance report – additional data

Top 5 scores (compared to target)

1. Average time to complete routine repairs (10 days vs 15 day target)
2. Seniors housing residents living in schemes offering regular health and wellbeing activities (82% vs 65% target)
3. Estate Development Budget main bids – quality checks (100% vs 90% target)
4. Average re-let time, excluding time spent in major works (19 days vs 21 day target)
5. Calls answered by Housing Customer Services Team (97% vs 90% target)

Bottom 5 scores (compared to target)

1. Repairs Helpdesk – longest wait time (13 minutes vs 5 minute target)
2. Lifts – average time to restore service when not within 24 hours (13 days vs 7 day target)
3. Housing Ombudsman Complaints upheld (33% vs 18% target)
4. Stage one complaints escalated to stage two (13% vs 10% target)
5. Lifts – average time taken (hours) to respond (2h 24 min vs 2h target)

5 biggest improvements (since previous quarter)

1. Average time to complete routine repairs (from 13 to 10 days)
2. Lifts – average time taken (hours) to respond (from 3h 6m to 2h 24m)
3. Average re-let time, excluding time spent in major works (from 23 to 19 days)
4. Repairs completed at first visit (from 85.9% to 88.7%)
5. Responsive repairs passing post-inspection (from 94.7% to 96.8%)

5 biggest drops (since previous quarter)

1. Lifts – average time to restore service when not within 24 hours (from 6 to 13 days)
2. Repairs Helpdesk – longest wait time (from 9 to 13 minutes)
3. Stage one complaints escalated to stage two (from 10% to 13%)
4. Lifts restored to service within 24 hours (from 97.8% to 91.7%)
5. Repairs Helpdesk – calls answered within 20 seconds (from 79% to 75%)

