

How are we performing?

The following information demonstrates our performance against the 12 service standards. Performance is shown for the most recent three month period - June to August 2009.



Performance against the following standards is on target:

Service Standard 3 - if you need to make a complaint we will ensure that at each stage you are dealing with the same person.

Service Standard 8 - we will offer all our customers the opportunity to receive welfare benefits advice when you move in a new home and at regular intervals during your tenancy.

Service Standard 9 - if you request a document in another language, large print, Braille, or on audio CD, we will provide it within 10 working days.

Work continues on improving the performance information for the following standards:

Service Standard 2 - we will record accurate voice mail messages letting you know where staff are and when you can expect your call to be returned.

Following a recent tenant inspectors workshop, several residents have expressed an interest in being involved in monitoring this standard. The results of these checks will be reported over the next few months.

Service Standard 4 - we will respond to your complaint within the following timescales:

- Stage one** within 5 working days
- Stage two** within 5 working days
- Stage three** within 10 working days

A new complaints database should be up and running by the end of October. This will help us to get accurate information to report on this service standard.

Service Standard 10 - we will provide feedback to all customers who have given us their views.

A new resident involvement database will be up and running shortly. Accurate information against this standard will be reported in the coming months.

Service Standard 12 - we will publish the dates of scheme inspections and give you the opportunity to accompany staff when they visit.

The last few newsletters did not include scheme inspection dates. A member of staff is now responsible for ensuring this information is published in the future.

Service Standard 11

We will respond to reports of anti-social behaviour (including racial harassment and hate crimes) within: **Category A** visit within 1 working day **Category B** acknowledge within 2 working days/visit within 5 working days **Category C** acknowledge within 2 working days/visit within 5 working days

	Jul 09	Aug 09	Sept 09
Great Places (Category A)	100%	100%	100%
Great Places (Category B)	95%	100%	89%
Great Places (Category C)	64%	89%	89%
TARGET	100%	100%	100%

These figures represent the checking of 15 random cases across the Group each month, showing the percentage which have met the targets as set out in the standard above.

Traffic light key: On course to achieve target Early warning Below target

Service Standard 1

Your call will be answered within 15 seconds by a well trained person.

	Jul 09	Aug 09	Sept 09
Great Places	83%	85%	86%
TARGET	85%	85%	85%

Call answering has steadily improved since April 2009. We are now better than target of 85%.

Service Standard 5

We will meet all our obligations to provide you with a safe home, for example, by organising gas safety tests.

	Jul 09	Aug 09	Sept 09
Great Places	98%	99%	100%
TARGET	100%	100%	100%

This standard has significantly improved since February 2009 from 94%. We have set up a number of initiatives to improve the standard, which have had a positive effect.

Service Standard 6

We will offer an appointment time to everyone who reports a repair.

	Jul 09	Aug 09	Sept 09
Great Places	92%	92%	92%
TARGET	90%	90%	90%

The group is performing better than target.

Service Standard 7

We will respond to repair requests within the following timescales:

Emergency within 4 hours **Urgent** within 3 working days **Routine** within 15 working days

	Jul 09	Aug 09	Sept 09
Great Places (emergency)	92%	92%	98%
Great Places (urgent)	81%	82%	94%
Great Places (routine)	98%	97%	97%
TARGET	97%	97%	97%

During September, performance has significantly improved in particular for emergency and urgent jobs. We are on course to achieve our end of year target.