

## Performance Update

April - June 2011

### The % of Repairs Completed on 1st visit

Target	What we achieved	Hit or miss	Getting worse
95%	97.4%		

- We have introduced a work planning programme which helps to plan the repairs appointment system

### Satisfaction with the way landlord deals with repairs and maintenance

Target	What we achieved	Hit or miss	Getting better
90%	75.7%		

- Improvement works are now underway in the Crowwood and Ditton neighbourhoods in Widnes
- We are now offering extended hour appointment slots for routine repairs including Saturday morning appointments
- Over 90% of calls to our repair service were answered within 10 seconds

### Dealing with ASB

The score is the % of customers who are very or fairly satisfied with the service area

Target	What we achieved	Hit or miss	Getting better
90%	83.3%		

- Ensuring with all customers that further contact arrangements regarding ASB is agreed at initial interview
- Working with Halton Borough Council Environmental Services closely to tackle noise and dog nuisance
- Providing information on our website on activities for young people as part of our diversionary strategy

The score is the % of customers who feel ASB is better or much better

### Keeping customers informed

Target	What we achieved	Hit or miss	Getting better
90%	84.8%		

- Following research undertaken with our customers we will continue to develop local events and fun days for customers and use these opportunities to speak to customers about new initiatives etc.
- We have a facebook page which is updated with events and information.

These indicators measure our performance in areas you have told us are important and will help us to deliver our Corporate Plan.

You can see how we have improved in comparison to the January to March 2011 period.

We have further improvements planned which will lead to greater performance for each indicator which we expect will see increased performance. Your feedback in these areas is always welcome and if you have any comments or queries in relation to this information please contact us.

The measures here form the Trust's Corporate Balanced Scorecard which is reported to Board on a quarterly basis. Each measure is assigned to a responsible person who provides commentary for the performance.

If you would like further information on the measures please contact the Performance Team on;

Telephone  
0151 510 5028

Email  
performanceteam@haltonhousing.org