



Performance Update

October to December 2010

Customer Perspective

These indicators measure our performance levels in the areas that customers have told us are important to them. This information is taken from responses to the questions we ask in the quarterly STATUS survey. The score is the % of customers who are very or fairly satisfied with the service area.

Quality Homes

Target	What we achieved	Hit or miss	Getting better
91%	87.4%		

This indicator measures customer satisfaction with the overall standard of their home.

- Delivery of the Neighbourhood Investment Plans

Satisfaction with the way we deal with repairs and maintenance

Target	What we achieved	Hit or miss	Getting better
89%	81%		

- Availability of repairs appointments including weekends and during the evening

Keeping customers informed

Target	What we achieved	Hit or miss	Getting better
91%	93.4%		

We have had extensive press coverage during October - December 2010, that included:

- The Uganda trip, CO Awareness Week, Choice Based Lettings (CBL), Clarke Gardens, Good Neighbours Awards, Affordable warmth campaign, 5th Anniversary Celebration

Customers that feel we take their views into account

Target	What we achieved	Hit or miss	Getting better
85%	75%		

During October - December 2010 consultation with our customers has taken place regarding:

- The boiler replacement programme
- The Environmental Investment Programme (fencing)
- Lodge Road shop parade
- West Bank Neighbourhood Improvement Programme

Dealing with anti-social behaviour (ASB)

Target	What we achieved	Hit or miss	Getting better
85%	83.7%		

- We have recently received Accreditation for our ASB service

Value for money – rent

Target	What we achieved	Hit or miss	Getting better
90%	93.4%		

- Our rent is currently less than the amount the Government wants us to charge

Vibrant Places

Target	What we achieved	Hit or miss	Getting better
89%	90.1%		

This indicator measures the percentage of people who are very satisfied or fairly satisfied with their neighbourhood as a place to live.

- Delivery of the Environmental Improvement Programme

Avoidable Turnover

Target	What we achieved	Hit or miss	Getting better
33%	13.8%		

This tracks how effective we are at maintaining our customer base and addressing the factors that cause our customers to leave us.

To hit our target on this indicator we need the 'achieved' number to be less than the target.

11 of our 17 measures are achieving our target.

14 of the 17 measures have improved during this quarter.

We will continue to try to improve our performance and achieve our targets in all 17 measures.

Property Match

Target	What we achieved	Hit or miss	Getting better
97%	100%		

This measures the closeness of match of properties to customer demand. It therefore helps the Trust to understand supply and demand factors to property allocations.

- Development and implementation of Choice Based Lettings in 2011

If you would like further information on the measures please contact the Performance Team on 0151 510 5028, or email performanceteam@org.





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Business Processes

These processes help us to deliver our key objectives. The measures below 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.

Percentage of repairs calls answered in 10 seconds

Target	What we achieved	Hit or miss	Getting worse
90%	90%		

We received 14140 calls during the period of October to December. This increase was mostly due to the adverse weather conditions in December 2010.

Routine Repairs in Timescale

Target	What we achieved	Hit or miss	Getting worse
98%	97.1%		

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

Percentage of general enquiries calls answered in 10 seconds

Target	What we achieved	Hit or miss	Getting better
90%	91.9%		

We are progressing with our Improving Customer Experience programme in order to improve customer contact.

Repairs Completed on 1st visit to the property

Target	What we achieved	Hit or miss	Getting better
93%	97.6%		

We have a number of Operatives who are multi-skilled in the various trades e.g. joinery, electrics.

Number of complaints responded to in 10 days

Target	What we achieved	Hit or miss	Getting better
90%	93%		

We have started to implement the changes identified during a review of the complaints process.

Customer Support Visits

Target	What we achieved	Hit or miss	Getting worse
350	351		

These visits are your chance to discuss your tenancy on a one to one basis in the comfort of your own home.

Customer Profiling Data

Target	What we achieved	Hit or miss	Getting better
97%	95.3%		

This measure tracks the percentage of customers for which the Trust has full or partial profiling information available.

- We have carried out a recent check to make sure we have the most up to date information, this will now take place on an annual basis
- If you believe we don't have your profile data e.g. age, ethnicity, religion etc please let us know

Average Void Cost

Target	What we achieved	Hit or miss	Getting better
£3211	£2604		

This tracks the overall cost of returning an empty property to the market.

- Continuation of chain lettings and the promotion of this through the newsletter
- Develop local lettings policies for areas traditionally hard to let

11 of our 17 measures are achieving our target.

14 of the 17 measures have improved during this quarter.

We will continue to try to improve our performance and achieve our targets in all 17 measures.

If you would like further information on the measures please contact the Performance Team on 0151 510 5028, or email performanceteam@haltonhousing.org.



Halton Housing Trust

