



















Performance Q1 April to June 2010

What did we measure?	Target	What did we achieve?	Hit or miss	Getting better, worse or the same?
Customer Perspective				
Quality Homes This indicator measures customer satisfaction with the overall standard of their home. It is based on the quarterly STATUS survey question.	91%	81.5%		
<ul style="list-style-type: none"> Continued compliance with the Halton standard – which is better than the Government’s Decent Homes Standard Local Neighbourhood Investment Plans 				
Satisfaction with the way landlord deals with repairs and maintenance	89%	78.7%		
<p>These indicators measure the levels of performance for the Trust in the areas that customers have told the Trust are important to them. This is taken from the quarterly STATUS survey. The score is the percentage of customers who are very or fairly satisfied with the service area.</p>				
Dealing with ASB	85%	76%		
<p>These indicators measure the levels of performance for the Trust in the areas that customers have told the Trust are important to them. This is taken from the quarterly STATUS survey. The score is the percentage of customers who are very or fairly satisfied with the service area.</p>				
Taking customers views into account – Customers that feel the Trust takes their views into account	85%	70.8%		
<p>These indicators measure the levels of performance for the Trust in the areas that customers have told the Trust are important to them. This is taken from the quarterly STATUS survey. The score is the percentage of customers who are very or fairly satisfied with the service area.</p>				
Keeping customers informed	91%	89.6%		
<p>These indicators measure the levels of performance for the Trust in the areas that customers have told the Trust are important to them. This is taken from the quarterly STATUS survey. The score is the percentage of customers who are very or fairly satisfied with the service area.</p>				
Value for money – value for money for rent	90%	86.8%		
<p>These indicators measure the levels of performance for the Trust in the areas that customers have told the Trust are important to them. This is taken from the quarterly STATUS survey. The score is the percentage of customers who are very or fairly satisfied with the service area.</p>				
Vibrant Places This measures the percentage of people who are very satisfied or fairly satisfied with their neighbourhood as a place to live. This is taken from the quarterly STATUS questionnaire	89%	85.4%		
<ul style="list-style-type: none"> Delivery of the Environmental Improvement Programme Local Neighbourhood Investment Plan 				
Property Match 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.	97%	100%		
<ul style="list-style-type: none"> Delivery of the Environmental Improvement Programme Local Neighbourhood Investment Plan 				
Avoidable Turnover This tracks how effectively the Trust is at maintaining its customer base and reducing the factors that causes people to leave the Trust.	33%	25.4%		

What did we measure?	Target	What did we achieve?	Hit or miss	Getting better, worse or the same?
Business Processes				
Percentage of repairs calls answered in 10 seconds. This measure tracks the number of calls to the repairs phone line that are answer within 10 seconds.	90%	93.7%		↓
Percentage of admin calls answered in 10 seconds. This measure tracks the number of calls to the admin phone line that are answer within 10 seconds.	90%	84%		↑
In May 2009 we set up a new system which has resulted in 91.7% of calls being answered within 10 seconds.				
Number of complaints responded in 10 days. This measure tracks the number of complaints that are responded to within 10 days of their receipt.	90%	90.8%		↓
Tenancy Visits. This tracks the number of Tenancy Visits that have been completed against an annual target of 1400.	468	377		↓
<ul style="list-style-type: none"> We now call you to remind you of your tenancy visit These visits are chance for you to discuss your tenancy on a one to one basis 				
ASB Management. This measures the percentage of customers who are satisfied with how the Trust has handled any anti-social behaviour case after the case has been completed.	80%	90%		↑
<ul style="list-style-type: none"> We currently pay for two full-time Police Community Safety Officers (PCSOs), run a service to help resolve neighbour disputes, and have drawn up maps showing 'hot spots' where crime and anti-social behaviour need tackling. 				
Average Void Cost. This tracks the overall cost of a void for the Trust according to the management accounts. This measure will track how effectively the Trust is at managing the costs involved in returning void properties to the market.	£3,211	£3,026		↑
<ul style="list-style-type: none"> Over the past three years we've cut the time it takes to re-let an empty home by more than a week* – which means more rent to help invest. We now have an Incentive scheme (£250 for houses and £150 for flats) if they are left in good condition – cutting the cost of repairs and shortening the time it takes to re-let a property. 				
Routine Repairs in Timescale. This tracks the performance of construction services in completing routine repairs in timescale	98%	95.1%		↑
<ul style="list-style-type: none"> We are making the repairs service clearer and easier to understand by detailing different types of repairs and how you want them prioritised. 				
Repairs Completed on 1st visit. This tracks the number of repairs that were completed on the first visit to the property.	93%	94.5%		↑
Customer Profiling Data. This measure tracks the percentage of customers for which the Trust has full or partial profiling information available.	97%	89.9%		↑
<ul style="list-style-type: none"> By understanding more about our customers, we are able to deliver your services with your specific needs in mind, adopt a more personal touch and make informed decisions about things that affect you. If you believe we don't have your profile data e.g. age, ethnicity, religion etc please let us know 				

Short Term Trends	
↑	Improving
▬	No Change
↓	Getting Worse

The measures above 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 see Shareit/Departments/Performance and Improvement/Documents/Balanced Scorecard/Q1.

Contact the Performance Team (Paul Roberts, Claire Nedugodan and Mark Creed) on 0151 510 5028, or email performanceteam@haltonhousing.org.