


# Executive Performance Management Report

Quarter 1, 2017/18  
(April - June 2017)

RAG Legend		Graph Lines Legend	
On target	<b>Green</b>	Waverley 2016/17 (current year outturn)	
Up to 5% off target	<b>Amber</b>	Waverley Outturn 2015/16 prior year	
More than 5% off target	<b>Red</b>	Waverley Target	
Data not available	<b>Not available</b>		
Data only/ no target/ not due	<b>No target</b>		

**CONTACT OFFICER:**

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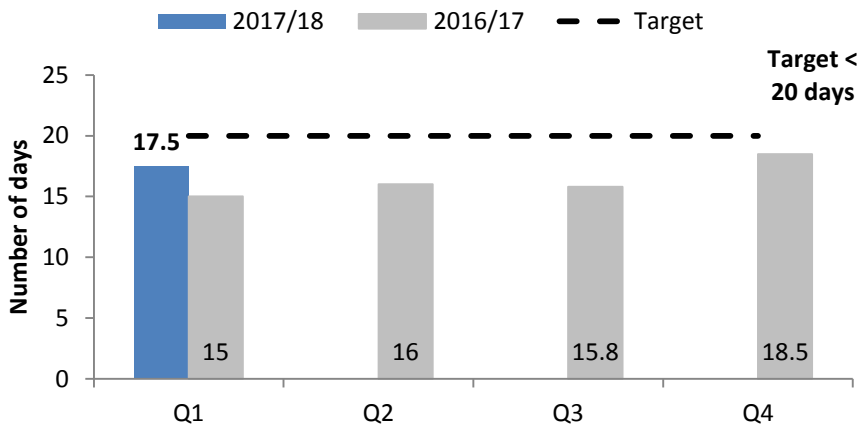
**Email:** nora.copping@waverley.gov.uk

**Report date:** 14 September 2017

FINANCE:  
NI 181a Time taken to process Housing Benefit support new claims

GREEN

Time taken to process Housing Benefit  
(lower outturn is better)



Quarter	2017/18	2016/17	Target
Q1	17.5	15	20
Q2	15	16	20
Q3	15.8	15.8	20
Q4	18.5	18.5	20

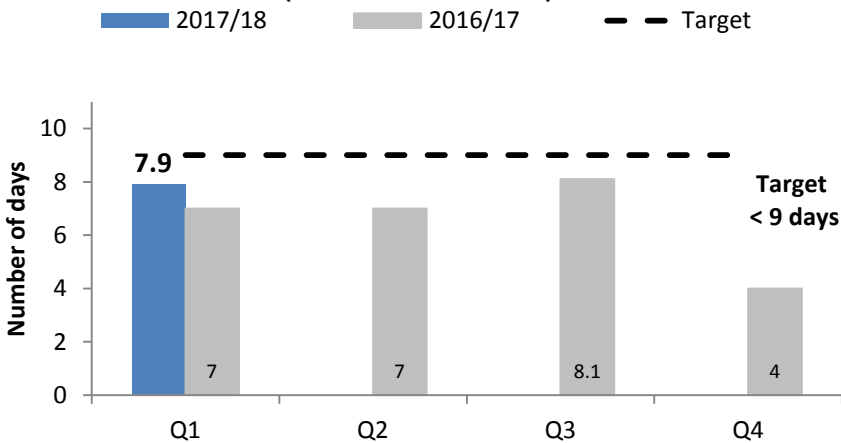
Comments

'Change processing time' has decreased by 1 day, showing a 5.4% improvement in the first quarter of this year and remains well within the target.

FINANCE:  
NI 181b Time taken to process Housing Benefit change events

GREEN

Time taken to process HB support change events  
(lower outturn is better)



Quarter	2017/18	2016/17	Target
Q1	7.9	7.0	9
Q2	7	7.0	9
Q3	8.1	8.1	9
Q4	4	4.0	9

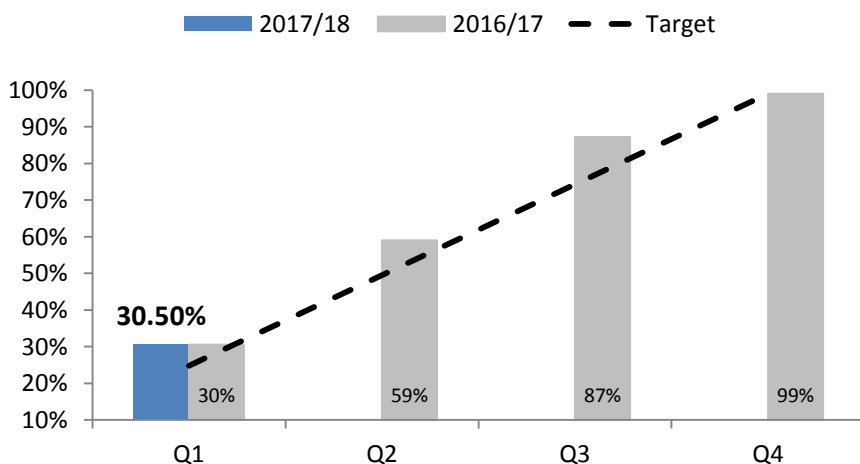
Comments

Following excellent Q4 performance, the first quarter performance was affected by the annual pension statement update in February. This meant processing time returned to an average trend, but is still within the target by 12.22%.

FINANCE:  
F1: Percentage of Council Tax collected

GREEN

% of Council Tax collected (higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	30.5%	30.5%	24.8%
Q2	59%	59.0%	49.5%
Q3	87%	87.2%	74.3%
Q4	99%	99.0%	99.0%

Comments

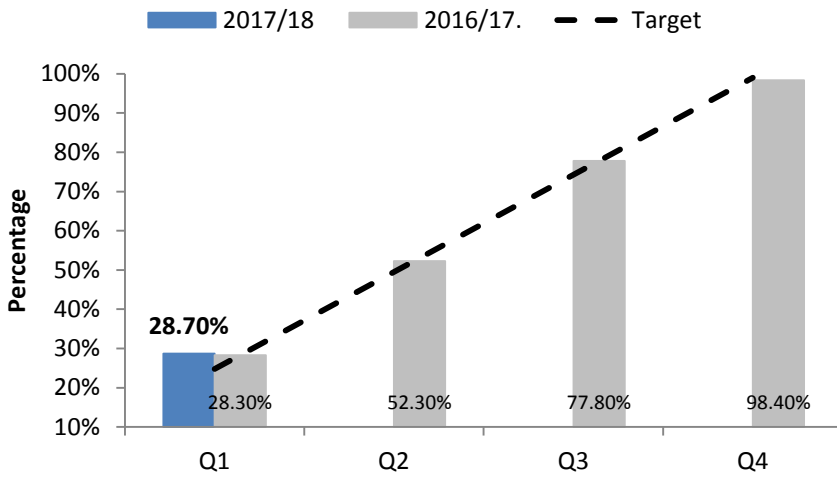
Council Tax collection for the first quarter is within the target by 22.98% and is the same as the corresponding quarter last year.

**FINANCE:**

**F2: Percentage of non-domestic rates collected**

**GREEN**

**% of non domestic rates collected (higher outturn is better)**



Quarter	2017/18	2016/17.	Target
Q1	28.7%	28.3%	24.8%
Q2		52.3%	49.5%
Q3		77.8%	74.3%
Q4		98.4%	99.0%

**Comments**

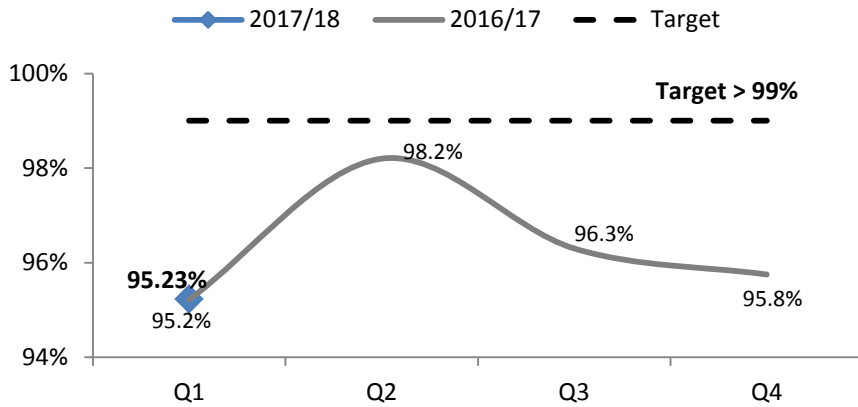
The first quarter collection rates are better than the target by 15.73% and are better than the corresponding quarter last year.

**FINANCE:**

**F3: Percentage of invoices paid within 30 days or within supplier payment terms**

**AMBER**

**% of invoices paid within 30 days or within supplier payment terms (higher outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	95.2%	95.2%	99%
Q2		98.2%	99%
Q3		96.3%	99%
Q4		95.8%	99%

**Comments**

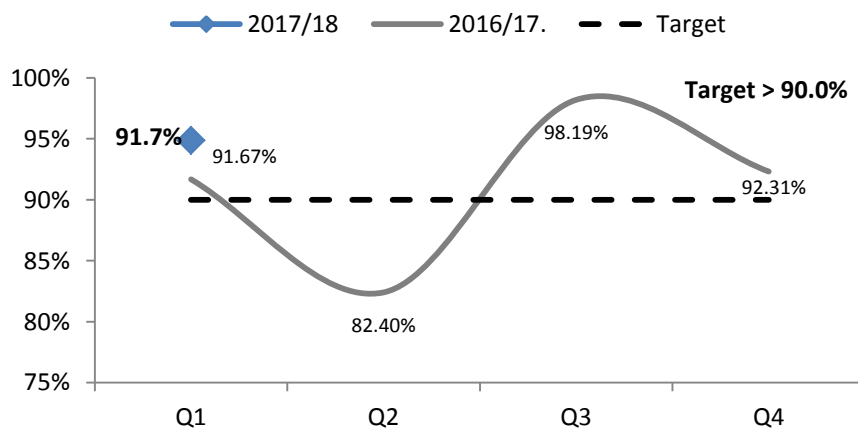
The overall performance in Q1 continues a downward trend and is off target by 3.8%. Out of 2914 total invoices, 2775 were paid on time.

**FINANCE:**

**F4: Percentage of invoices from small/local businesses paid within 10 days**

**GREEN**

**% of invoices from small/ local businesses paid within 10 days (higher outturn is better)**



Quarter	2017/18	2016/17.	Target
Q1	94.9%	91.7%	90.0%
Q2		82.4%	90.0%
Q3		98.2%	90.0%
Q4		92.3%	90.0%

**Comments**

Of the 28 invoices in this category only 2 missed the target. The overall performance was an improvement on the previous quarter and exceeded the target by 5.45%. As a comparison in Q4 3 out of 39 invoices missed their target.

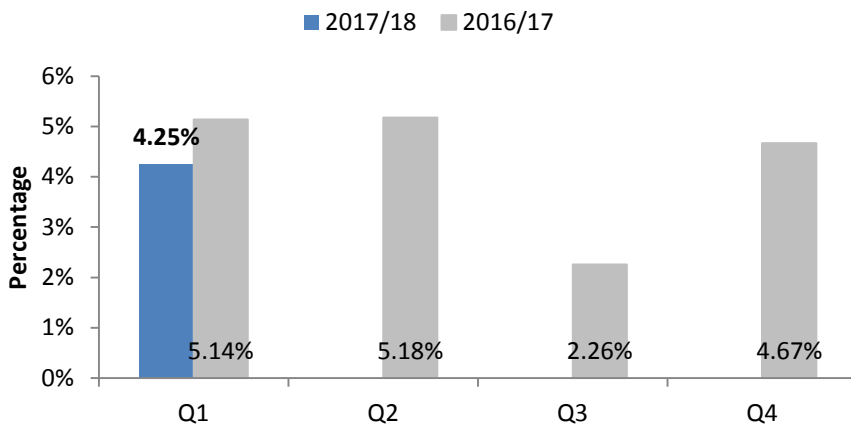
## STRATEGIC HR

### RESOURCES:

HR1: Staff turnover – all leavers as a percentage of the average number of staff in period

No target

Staff turnover - all leavers as a percentage of the average number of staff in a period



Quarter	2017/18	2016/17	2015/16
Q1	4.25%	5.14%	3.70%
Q2		5.18%	5.05%
Q3		2.26%	5.16%
Q4		4.67%	4.01%

#### Comments

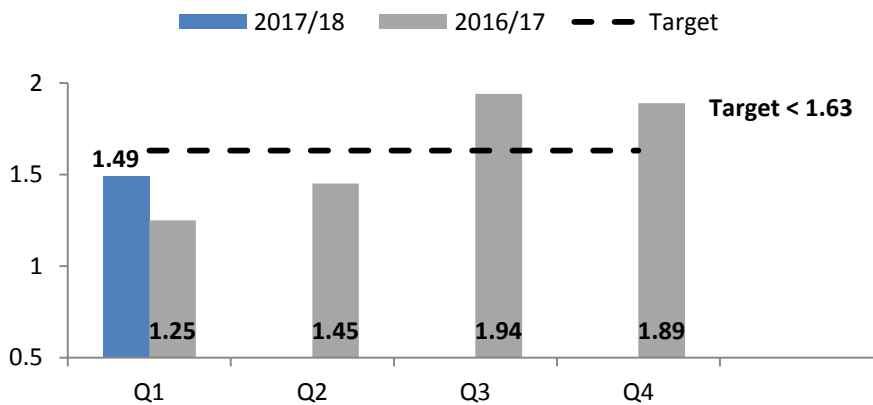
Staff turnover has decreased by nearly 9% since last quarter representing 19 members of staff leaving in the quarter and 24 new starters joining in the same period.

### RESOURCES:

HR2: Average working days lost due to sickness absence per employee

GREEN

Working days lost due to sickness absence (lower outturn is better)



Quarter	2017/18	2016/17	Target
Q1	1.49	1.25	1.63
Q2		1.45	1.63
Q3		1.94	1.63
Q4		1.89	1.63

#### Comments

The target for this indicator has changed starting from Q1 2017-18 from 1.38 to 1.63 lost working days per employee per quarter. The first quarter shows a great improvement of 21.16% over the preceding quarter, exceeding the target by 8.59%.

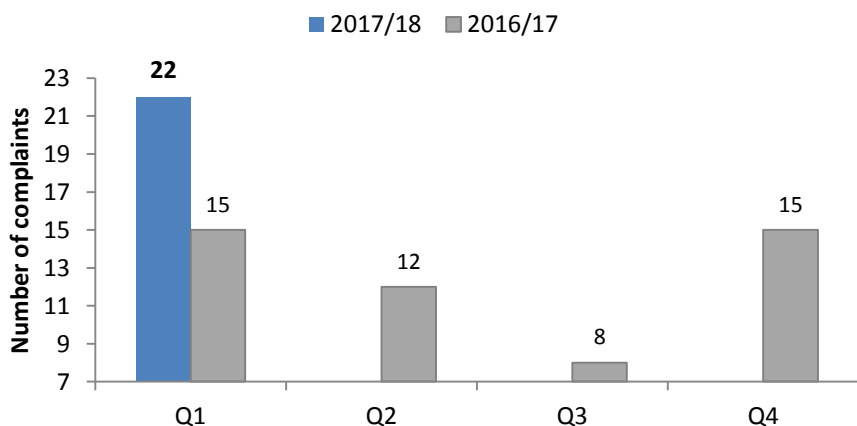
## POLICY & GOVERNANCE

### COMPLAINTS:

M1: Number of Level 3 (Exec Dir) and Ombudsman Complaints received

No target

Number of Level 3 (CEx) and Ombudsman complaints received



Quarter	2017/18	2016/17
Q1	22	15
Q2		12
Q3		8
Q4		15

#### Comments

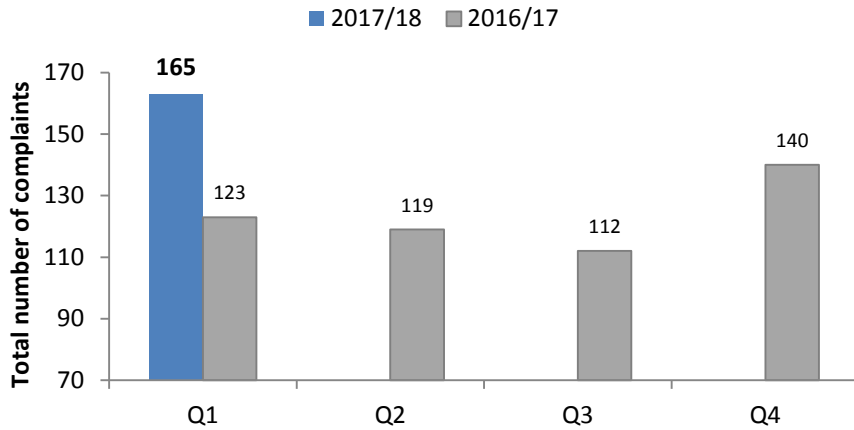
The number of level 3 complaints has increased from the preceding quarter. The biggest rise was in the Planning service area with an increase from 6 in Q4 to 13 in Q1. The increase in complaints is linked to the overall increase in the number of householder planning applications received.

**COMPLAINTS:**

M2: Total number of complaints received

No target

Total number of complaints received



Quarter	2017/18	2016/17
Q1	165	123
Q2		119
Q3		112
Q4		140

**Comments**

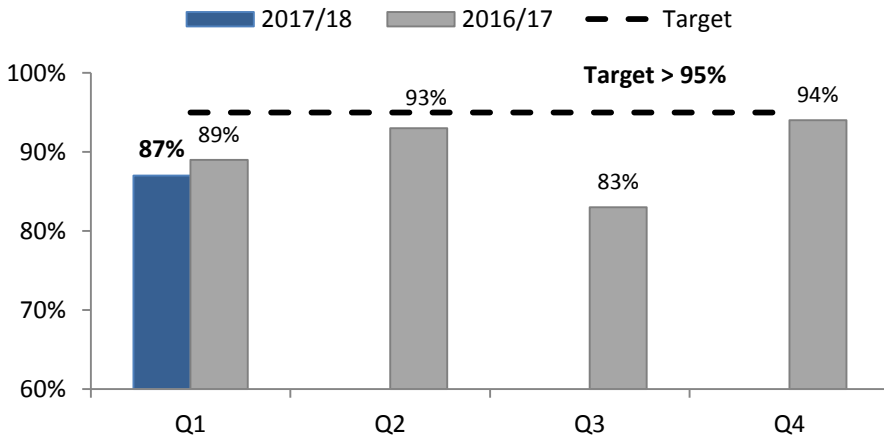
The number of complaints has increased in the first quarter mainly due to an increase in Environmental Services complaints due to the introduction of disabled parking bay charges.

**COMPLAINTS:**

M3: % of complaints responded to within target times of 10 days Level 1 & 15 days for Level 2 and 3

RED

% of complaints responded to within WBC target times of Level 1 (10 days) and Level 2,3 (15 days) (higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	87%	89%	95%
Q2		93%	95%
Q3		83%	95%
Q4		94%	95%

**Comments**

The performance has dropped by 7.44% from the previous quarter and is now over 5% below the target. This is due to a small number of complex level 3 cases which impacted the overall performance.

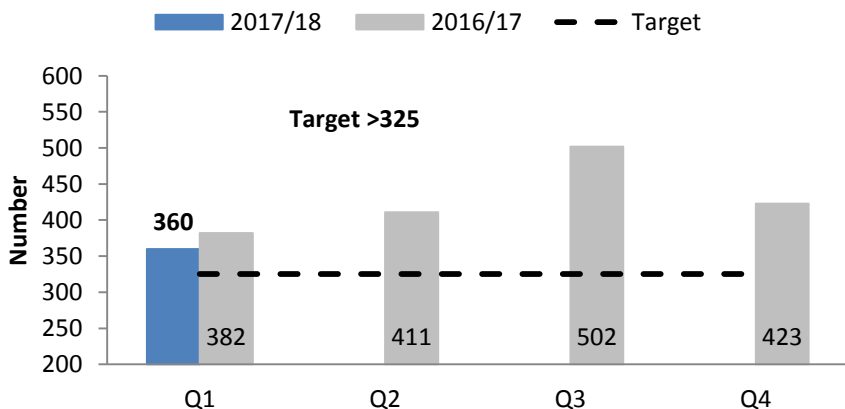
**COMMUNITY SERVICES**

**COMMUNITY SERVICES:**

CS1: Number of Access to Leisure Cards issued

GREEN

Number of Access to Leisure Cards issued (higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	360	382	325
Q2		411	325
Q3		502	325
Q4		423	325

**Comments**

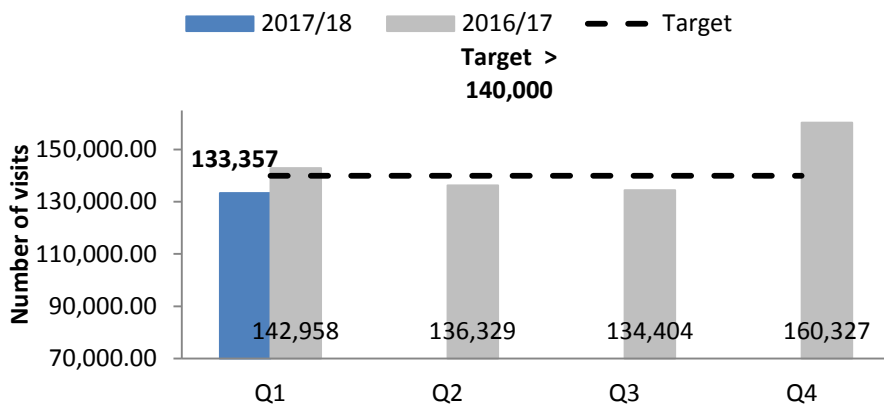
The first quarter figure shows a drop in the number of cards issued by 63 since the previous quarter, but the performance still exceeds the target by 10.76%.

**COMMUNITY SERVICES:**

**CS2: Number of Visits to Farnham Leisure Centre**

**AMBER**

**Number of visits to Farnham Leisure Centre  
(higher outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	133,357	142,958	140,000
Q2		136,329	140,000
Q3		134,404	140,000
Q4		160,327	140,000

**Comments**

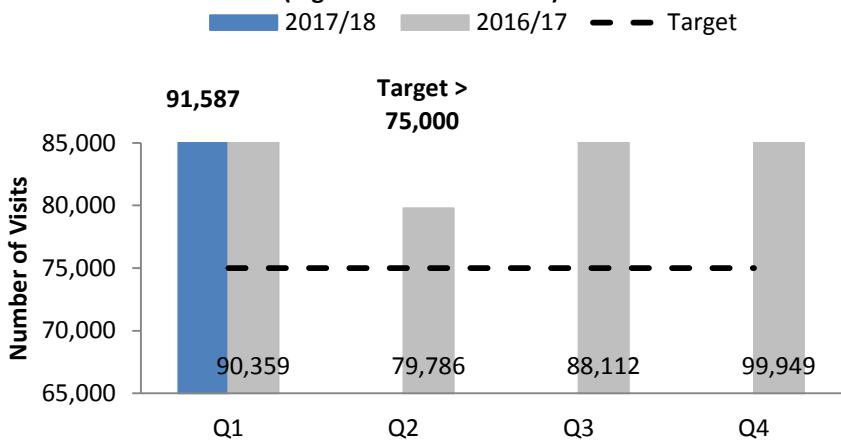
After a very strong performance in quarter 4, the first quarter figure dropped by 16.82%, and is now 4.75 % below the target of 140,000.

**COMMUNITY SERVICES:**

**CS3: Number of Visits to Cranleigh Leisure Centre**

**GREEN**

**Number of visits to Cranleigh Leisure Centre  
(higher outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	91,587	90,359	75,000
Q2		79,786	75,000
Q3		88,112	75,000
Q4		99,949	75,000

**Comments**

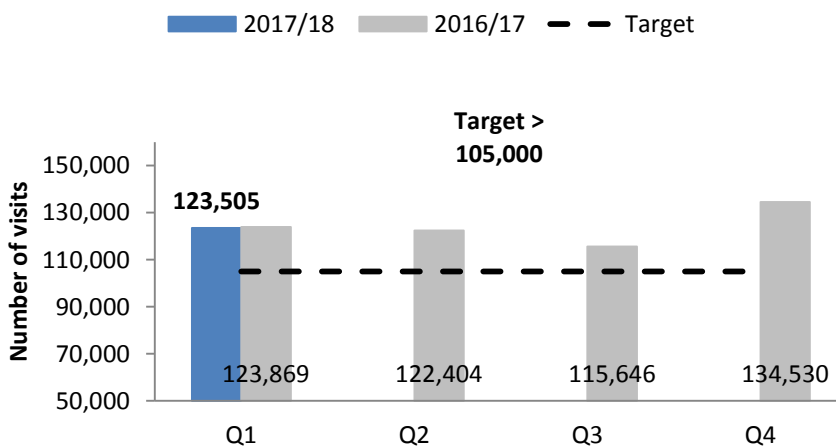
Performance in the first quarter has dipped by 8,362 visits (around 8.36%), however it still exceeds the target by 22.12%.

**COMMUNITY SERVICES:**

**CS4: Number of visits to Haslemere Leisure Centre**

**GREEN**

**Number of visits to Haslemere Leisure Centre  
(higher outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	123,505	123,869	105,000
Q2		122,404	105,000
Q3		115,646	105,000
Q4		134,530	105,000

**Comments**

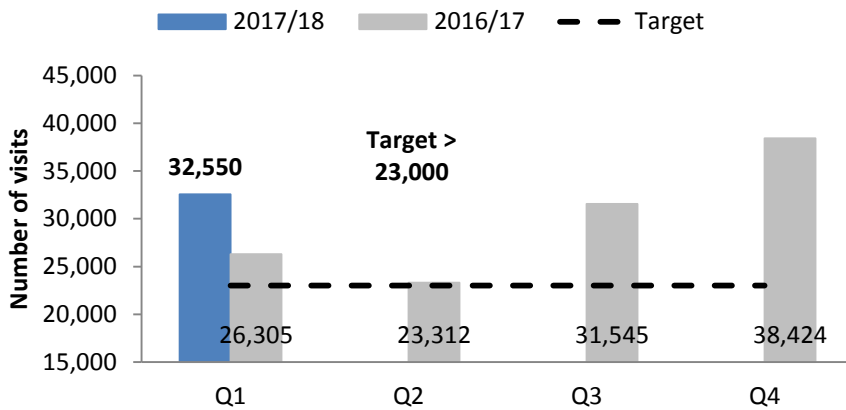
Performance continues to exceed the new increased target ( from 92K to 105K ) in the first quarter by 17.62% and remains at the same level when compared with the corresponding quarter last year.

**COMMUNITY SERVICES:**

CS5: Number of Visits to The Edge Leisure Centre

**GREEN**

**Number of visits to the Edge Leisure Centre  
(higher outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	32,550	26,305	23,000
Q2		23,312	23,000
Q3		31,545	23,000
Q4		38,424	23,000

**Comments**

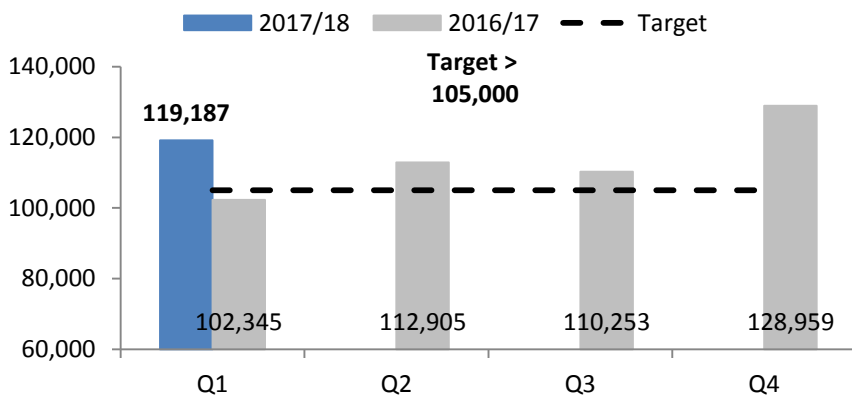
The first quarter performance has dropped slightly, but it still exceeds the target (by 41.52%) and the performance of the corresponding quarter last year (by 23.74%).

**COMMUNITY SERVICES:**

CS6: Number of Visits to Godalming Leisure Centre

**GREEN**

**Number of visits to Godalming Leisure Centre  
(higher outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	119,187	102,345	105,000
Q2		112,905	105,000
Q3		110,253	105,000
Q4		128,959	105,000

**Comments**

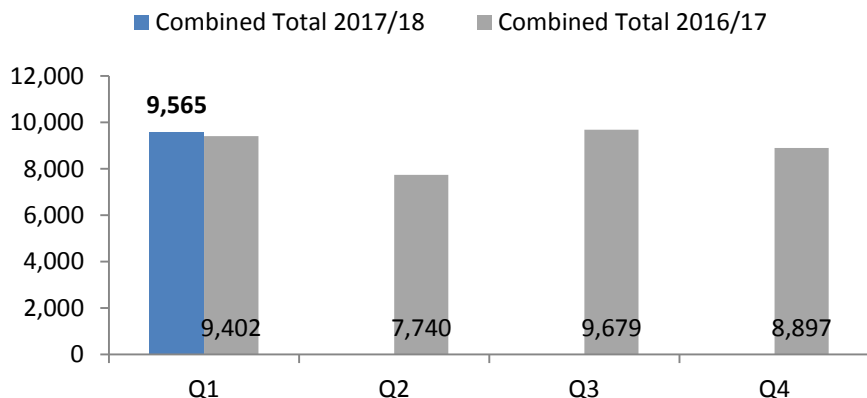
Performance continues to exceed the new increased target ( from 92K to 105K ) in the first quarter by 13.51% , and it also exceeds the performance of the corresponding quarter last year ( by 16.46%).

**COMMUNITY SERVICES:**

CS7: Total number of visits to and use of museums ( Farnham & Godalming)

**No target**

**The number of visits and use of museums - Combined**



Quarter	Combined Total 2017/18	Combined Total 2016/17
Q1	9,565	9,402
Q2		7,740
Q3		9,679
Q4		8,897

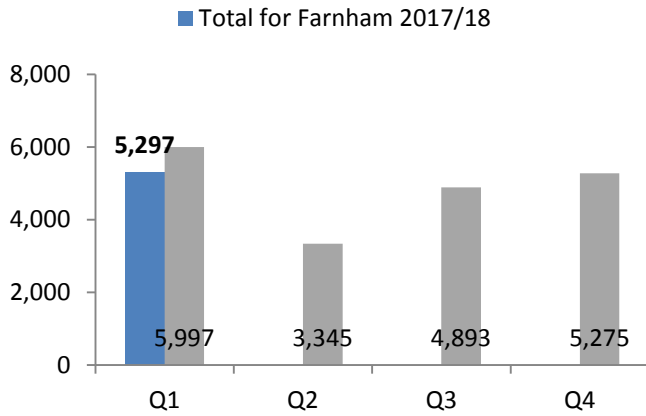
**Comments**

The figures for quarter 1 show an improvement of 668 visits and use from Q4, with an improvement in the number both in Farnham ( +22) and Godalming (+646).

## Farnham

Quarter	Farnham 2017/18	Farnham 2016/17
Q1	5,297	5,997
Q2		3,345
Q3		4,893
Q4		5,275

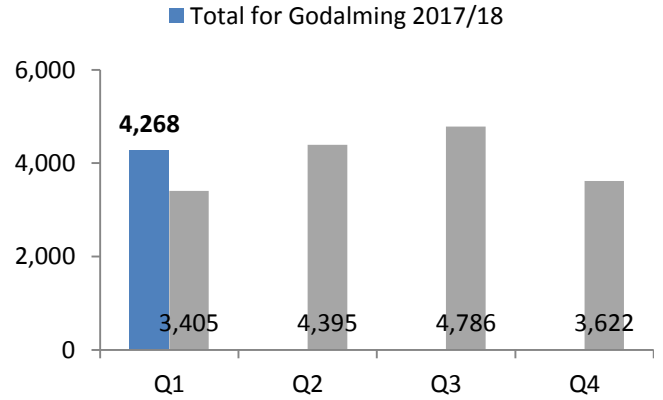
The number of visits and use of museums - Farnham



## Godalming

Quarter	Godalming 2017/18	Godalming 2016/17
Q1	4,268	3,405
Q2		4,395
Q3		4,786
Q4		3,622

The number of visits and use of museums - Godalming

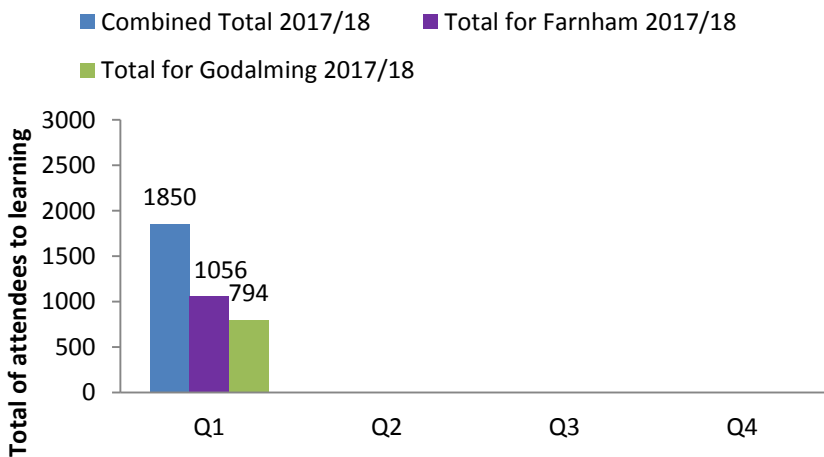


## COMMUNITY SERVICES:

CS8: Total users of learning activities (number of attendees to on-site and off-site learning activities)

No target

### Total attendees to on-site/off-site learning activities



Quarter	Combined Total 2017/18	Total for Farnham 2017/18	Total for Godalming 2017/18
Q1	1,850	1,056	794
Q2			
Q3			
Q4			

### Comments

The total number of learning activities remained at the same level as in the preceding quarter. The loan boxes scheme and outreach sessions with schools continue to be popular. The Godalming Museum displayed an exhibition provided by the Surrey County Archaeological Unit on recent excavations at Witley Camp at the Town Fete.

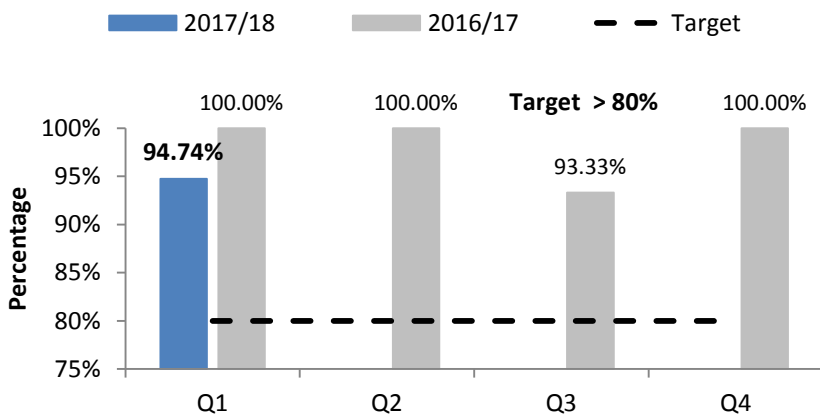


PLANNING:

P151 (NI157a): Processing of planning applications: Major applications - % determined within 13 weeks

GREEN

Major applications: % determined in 13 weeks (national indicator) (higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	94.74%	100.00%	80%
Q2		100.00%	80%
Q3		93.33%	80%
Q4		100.00%	80%

Comments

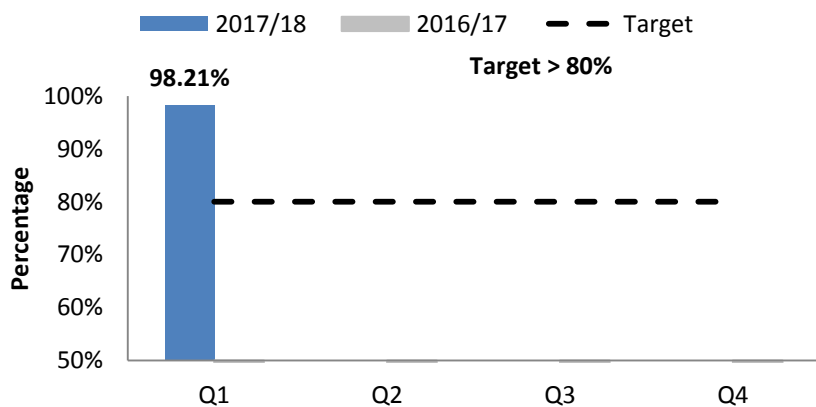
The first quarter saw 18 out of 19 applications determined within 13 weeks. The performance continues to exceed the target by 18.43%.

PLANNING:

P153: Processing of planning applications: Non-major applications - % determined within 8 weeks

GREEN

Non-Major applications: % determined in 8 weeks (national indicator) (higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	98.21%	N/A	80%
Q2		N/A	80%
Q3		N/A	80%
Q4		N/A	80%

Comments

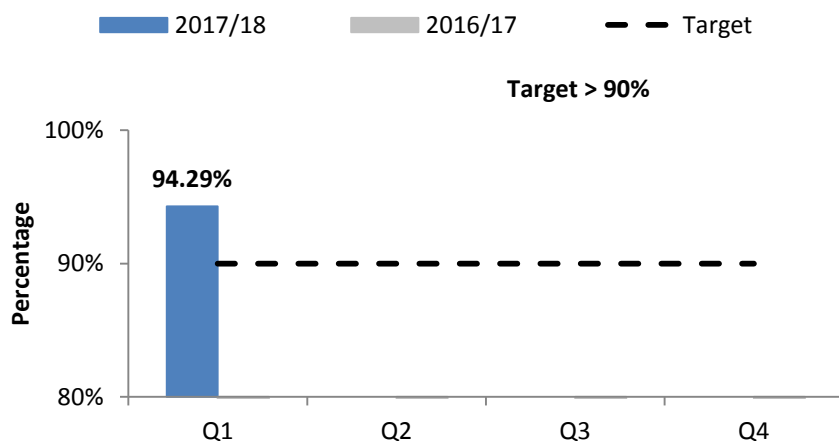
This is a new national indicator. In the first quarter 439 out of 447 non-major applications were determined within the given timescale of 8 weeks and performance in this first quarter exceeded the target of 80% by 22.76%.

PLANNING:

P123: Processing of planning applications: Other applications - % determined within 8 weeks

GREEN

Other applications: % determined within 8 weeks (national indicator) (higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	94.29%	N/A	90%
Q2		N/A	90%
Q3		N/A	90%
Q4		N/A	90%

Comments

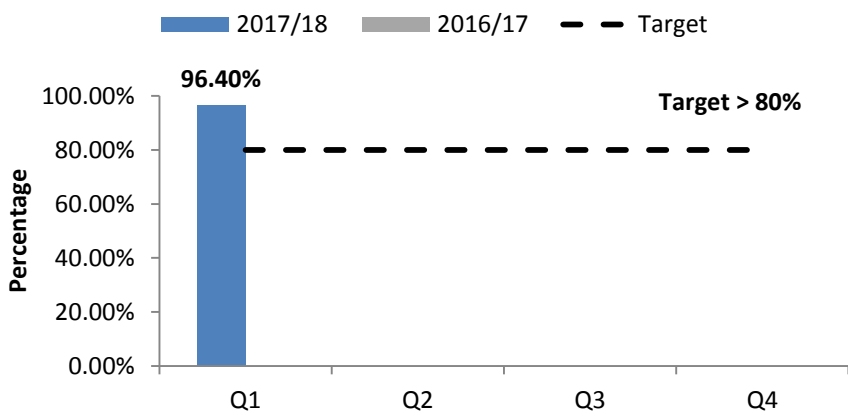
This is a new national indicator. In the first quarter 33 out of 35 applications were determined within the expected 8 weeks time frame. Performance exceeded the 90% target by 4.76%.

**PLANNING:**

LP9: Delivery of all other residual applications: % determined within its target

**GREEN**

**Delivery of all other residual applications:  
% determined within its target (higher outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	96.40%	N/A	80%
Q2		N/A	80%
Q3		N/A	80%
Q4		N/A	80%

**Comments**

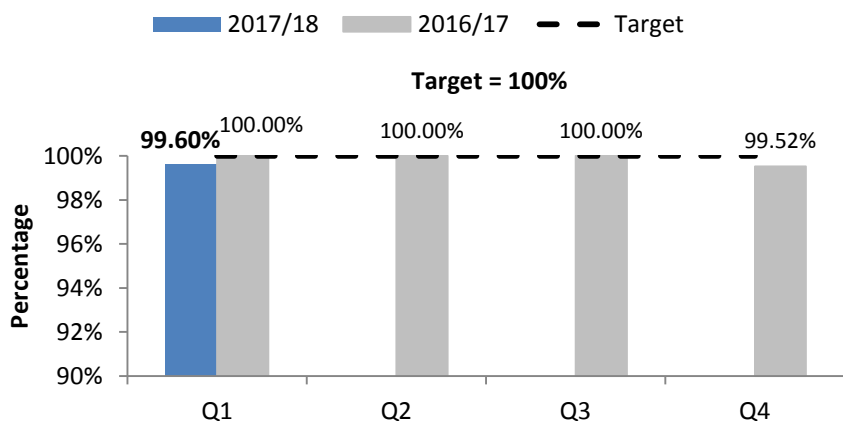
This new local indicator introduced in April 2017 monitors performance of all remaining applications processed by the service. 134 out of 139 residual applications were determined within the relevant target. Condition discharge applications will also be included from the next quarter once data compatibility issues are resolved.

**PLANNING:**

P1: All planning applications - % determined within 26 weeks

**AMBER**

**All applications: % determined in 26 weeks  
(higher outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	99.60%	100.00%	100%
Q2		100.00%	100%
Q3		100.00%	100%
Q4		99.52%	100%

**Comments**

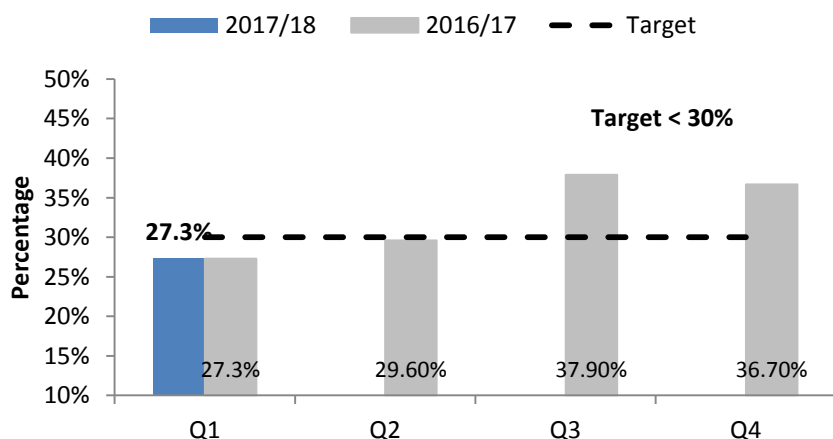
2 out of 501 applications missed the 26 weeks target in this quarter, taking it slightly below the target by 0.4%.

**PLANNING:**

P2: Planning appeals allowed (cumulative year to date)

**GREEN**

**Planning appeals allowed (lower outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	27.3%	27.3%	30%
Q2		29.60%	30%
Q3		37.90%	30%
Q4		36.70%	30%

**Comments**

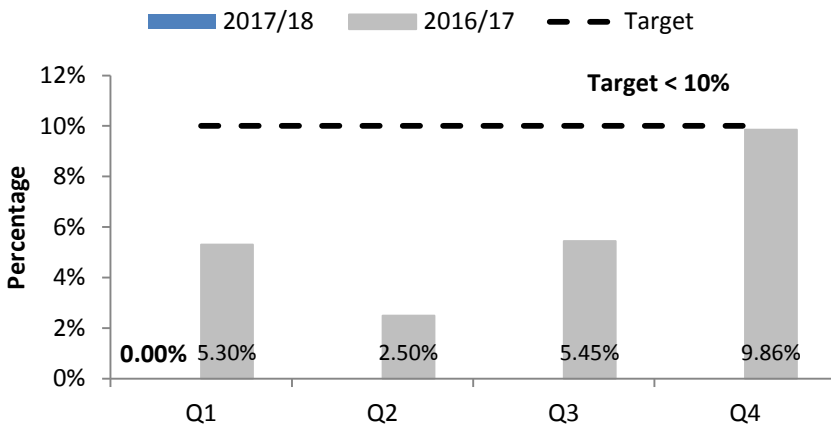
3 out of 11 appeals were allowed in the first quarter and for the first time since Q2 in 2016 the performance was within the target by 9%.

**PLANNING:**

**P152 (P3): Major planning appeals allowed as % of major application decisions made (cumulative)**

**GREEN**

**Major planning appeals allowed as % of Major Application decisions made (lower outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	0.00%	5.30%	10%
Q2		2.50%	10%
Q3		5.45%	10%
Q4		9.86%	10%

**Comments**

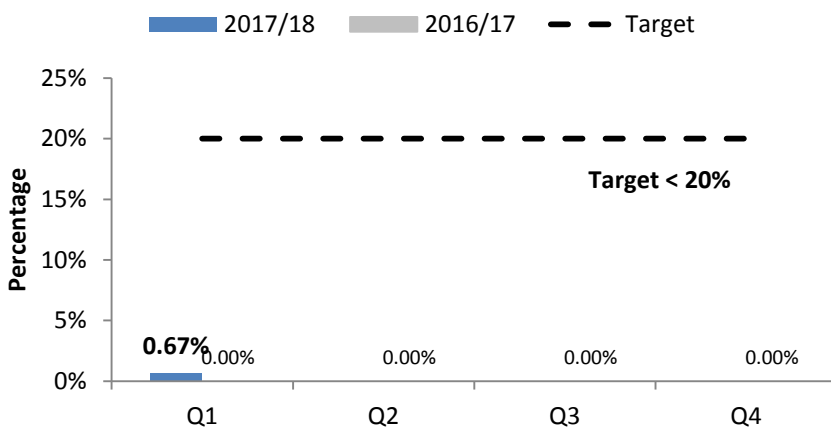
A more challenging target was introduced as of April 2017 (from 20% to 10%). The first quarter saw very good performance with no major appeals allowed out of 19 major applications determined.

**PLANNING:**

**P154: Non-major planning appeals allowed as % of non-major application decisions made (cumulative)**

**GREEN**

**Non-major planning appeals allowed as % of Non-major Application decisions made (lower outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	0.67%	N/A	20%
Q2		N/A	20%
Q3		N/A	20%
Q4		N/A	20%

**Comments**

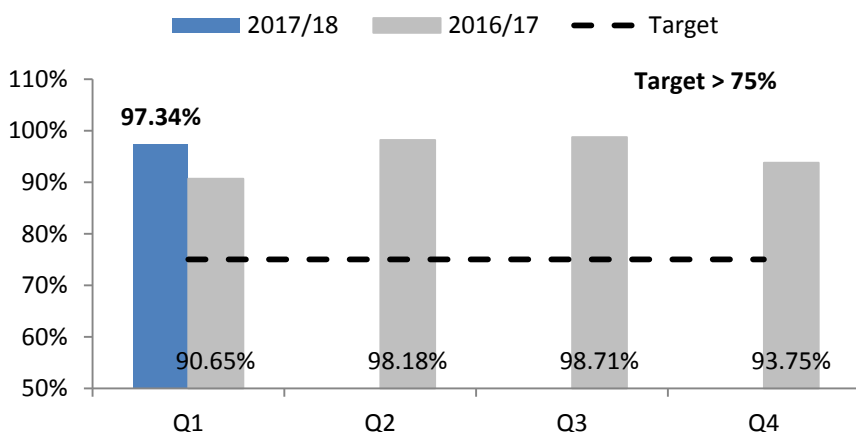
This new national indicator was introduced in April 2017. The performance in the first quarter was very good with only 3 non-major appeals allowed out of the total of 447 non-major application decisions made.

**PLANNING:**

**P4: Percentage of enforcement cases actioned within 12 weeks of receipt ( Actioned = investigated, a planning application received, a notice issued / or a case is closed )**

**GREEN**

**% of enforcement cases actioned within 12 weeks of receipt (higher outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	97.34%	90.65%	75%
Q2		98.18%	75%
Q3		98.71%	75%
Q4		93.75%	75%

**Comments**

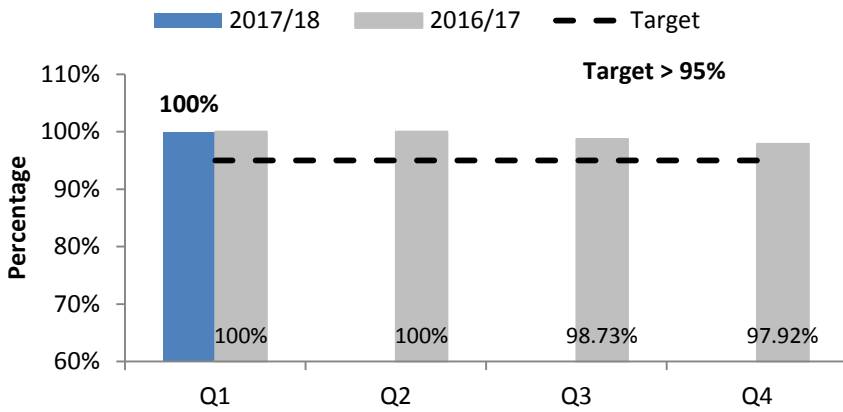
In quarter 1, 73 out of 75 enforcement cases were actioned within 12 weeks of receipt. The performance improved by 3.59% and it exceeds the target by 29.79%.

**PLANNING:**

P5: Percentage of Tree applications determined within 8 weeks

**GREEN**

**% of tree applications determined within 8 weeks (higher outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	100%	100%	95%
Q2		100%	95%
Q3		98.73%	95%
Q4		97.92%	95%

**Comments**

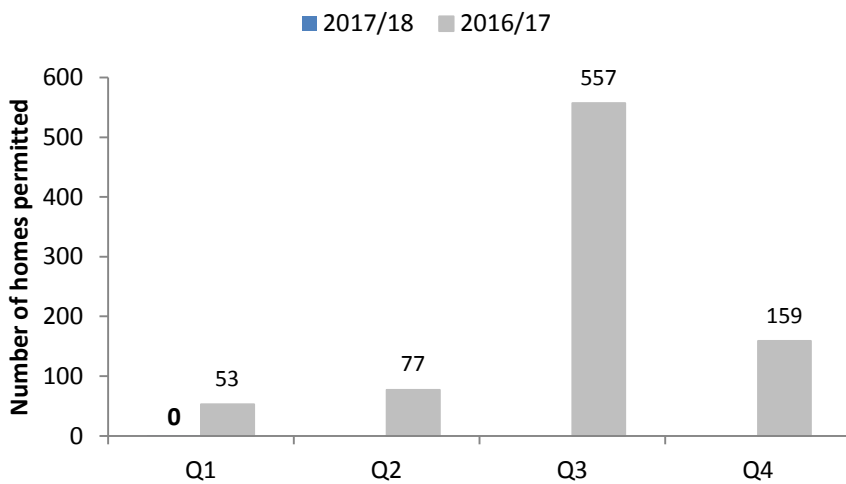
An excellent performance in the first quarter with all 49 applications determined within target.

**PLANNING:**

P7: Number of affordable homes permitted (homes granted planning permission)

**No target**

**Number of affordable homes permitted**



Quarter	2017/18	2016/17
Q1	0	53
Q2		77
Q3		557
Q4		159

**Comments**

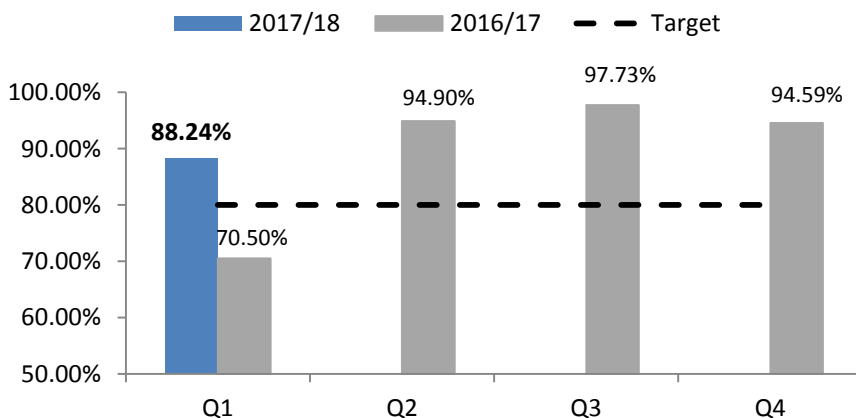
No affordable homes were permitted in the first quarter.

**PLANNING:**

P8: Percentage of complete Building Control applications checked within 10 days

**GREEN**

**% of building control applications checked within 10 days (higher outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	88.24%	70.50%	80%
Q2		94.90%	80%
Q3		97.73%	80%
Q4		94.59%	80%

**Comments**

There was a small dip in performance from the preceding quarter with 14 out of 119 checks not completed within the 10 days timescale. The performance still continues to exceed the target by 10.3%.

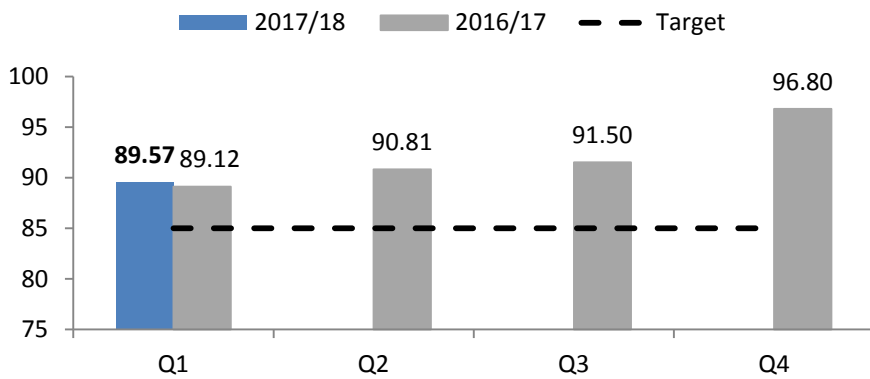
## ENVIRONMENTAL SERVICES

### ENVIRONMENTAL SERVICES:

NI 191: Residual household waste per household (kg)

RED

**Residual household waste per household (kg)**  
(lower outturn is better)



Quarter	2017/18	2016/17	Target
Q1	89.57	89.12	85
Q2	-	90.81	85
Q3	-	91.50	85
Q4	-	96.80	85

**Comments**

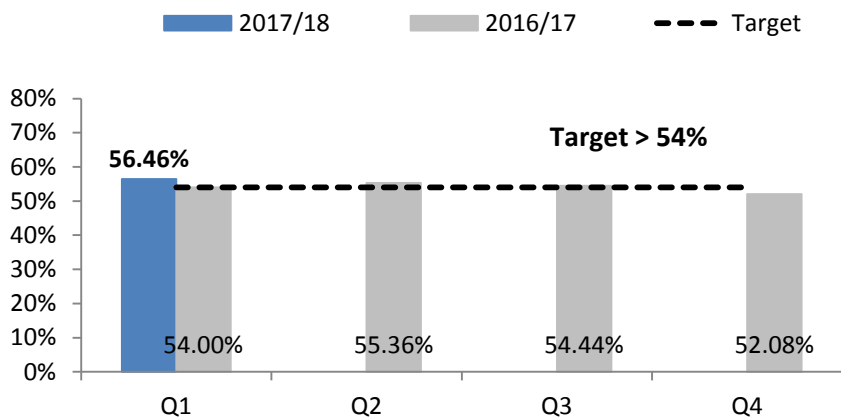
Q1 shows an excellent improvement of 7.46% over the preceding quarter, a total reduction of 7.23kg per household, and is now only 5.38% outside of the target. For comparison Q4 missed the target by 13.88%.

### ENVIRONMENTAL SERVICES:

NI192: Percentage of household waste sent for reuse, recycling and composting

GREEN

**% of household waste sent for reuse, recycling and composting (higher outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	56.46%	54.00%	54%
Q2	-	55.36%	54%
Q3	-	54.44%	54%
Q4	-	52.08%	54%

**Comments:**

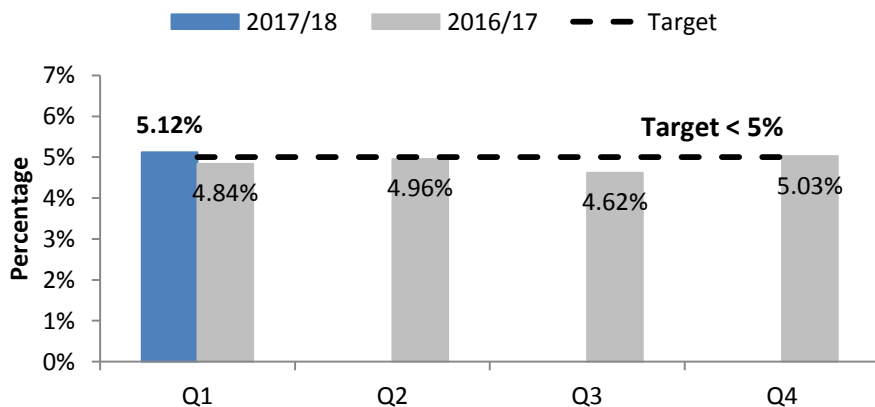
The first quarter performance improved slightly by 4.38% which brings it within the target. The rise is due to the increase in green waste tonnages due to the summer months, and also improved food waste collection tonnages following the recent promotional campaign.

### ENVIRONMENTAL SERVICES:

E1: MRF (materials recycling facility) reject rate

AMBER

**MRF Reject Rate (lower outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	5.12%	4.84%	5%
Q2	-	4.96%	5%
Q3	-	4.62%	5%
Q4	-	5.03%	5%

**Comments**

The reject rate has increased slightly by 0.09% taking it outside the target. This is likely to be due to contamination from bring sites. The crew use bin hangers wherever possible when they see contamination from households.

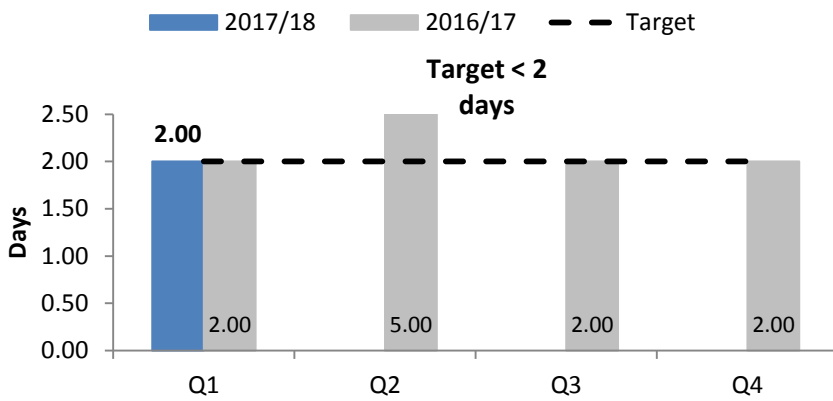
\* bring sites - non-residential recycling facilities in public car parks etc.

**ENVIRONMENTAL SERVICES:**

**E2: Average number of days to remove fly-tips**

**GREEN**

**Average number of days to remove fly-tips (lower outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	2.00	2.00	2
Q2		5.00	2
Q3		2.00	2
Q4		2.00	2

**Comments**

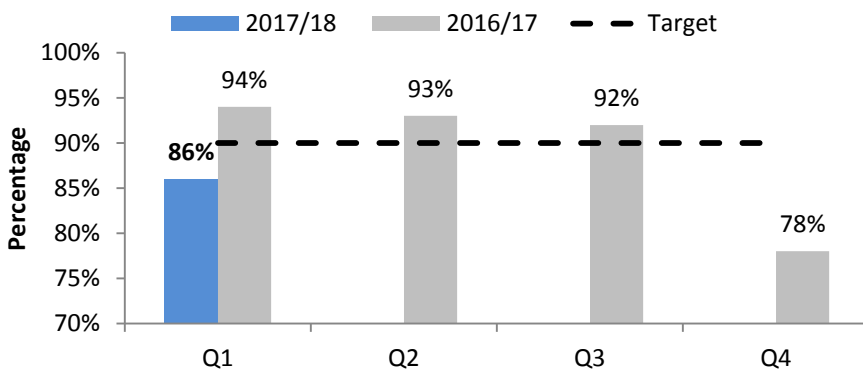
There were 149 incidents in Q1 2017/18 compared with 125 in the same quarter last year. Despite the higher numbers the team succeeded in removing the fly tips within the target time of 2 days.

**ENVIRONMENTAL SERVICES:**

**E3: Percentage of compliance for litter and detritus**

**AMBER**

**Percentage of compliance for litter and detritus (higher outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	86%	94%	90%
Q2		93%	90%
Q3		92%	90%
Q4		78%	90%

**Comments**

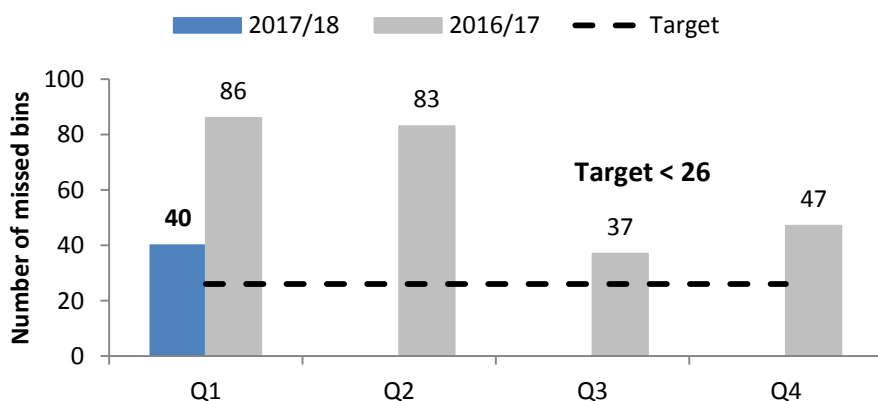
Although this figure has missed the target in Q1, the overall performance has improved by 8% from the preceding quarter.

**ENVIRONMENTAL SERVICES:**

**E4: Average number of missed bins per 104,000 bin collections each week**

**RED**

**Average number of missed bins per 104,000 bin collections each week (lower outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	40	86	26
Q2		83	26
Q3		37	26
Q4		47	26

**Comments**

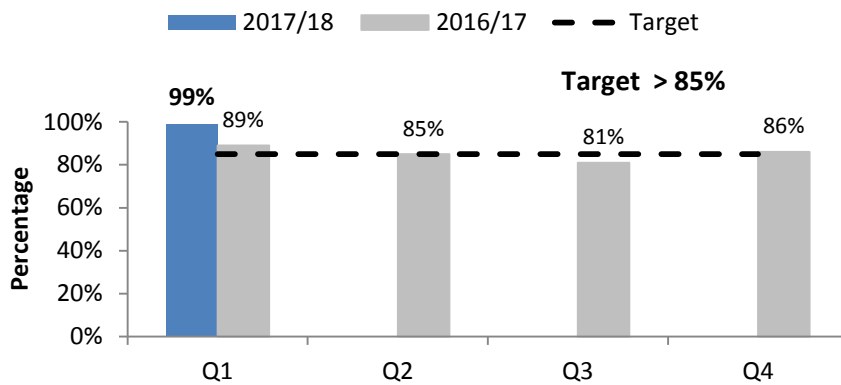
The number of missed bins is still above the challenging target set, but the performance has improved by 14.89% over the preceding quarter. Most weeks the average of missed bins is in middle 30s, and there was one week in which the target was achieved.

## ENVIRONMENTAL SERVICES:

NI 182: Satisfaction of Business with local authority regulation services

GREEN

% of businesses satisfied with LA regulation services  
(higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	99%	89%	85%
Q2	-	85%	85%
Q3	-	81%	85%
Q4	-	86%	85%

### Comments

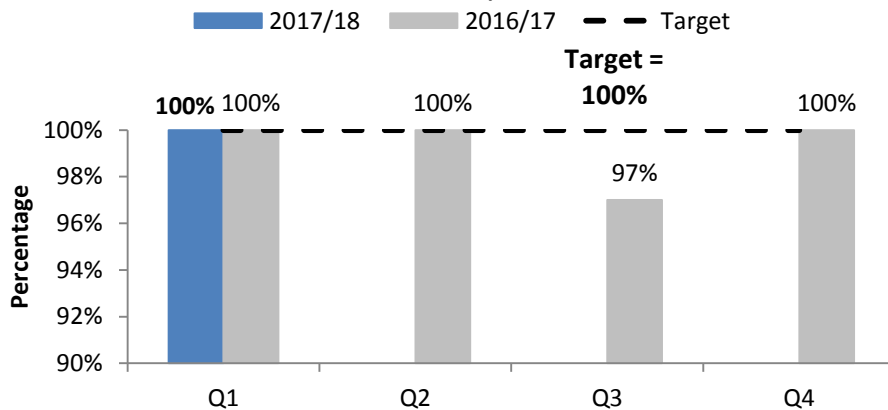
The first quarter has seen an excellent performance with a 13% improvement in satisfaction over the preceding quarter, exceeding the target by 16.47%.

## ENVIRONMENTAL SERVICES:

E5: Percentage of higher risk food premises inspections (category A&B) carried out within 28 days of being due

GREEN

Percentage of higher risk food premises inspections (category A&B) carried out within 28 days of being due (higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	100%	100%	100%
Q2	-	100%	100%
Q3	-	97%	100%
Q4	-	100%	100%

### Comments

In the first quarter, all 23 programmed inspections for category A/B (High Risk) Food premises have been carried out, within the targeted timescale of 28 days.

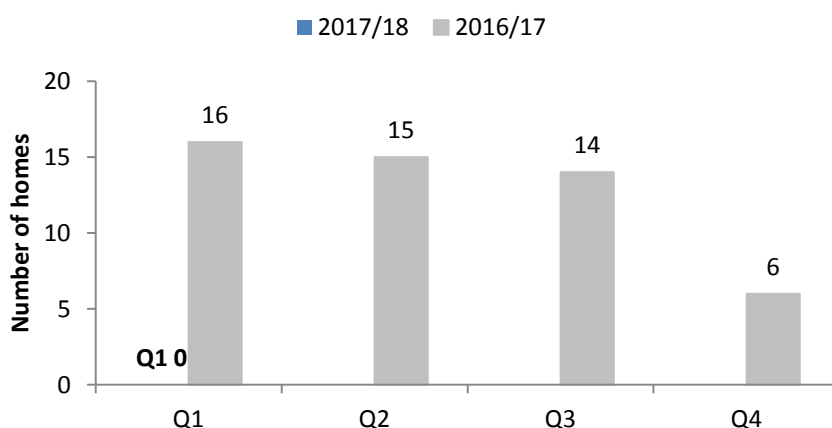
## HOUSING SERVICES

### HOUSING:

H1: Number of affordable homes delivered by all housing providers

No target

Number of affordable homes delivered



Quarter	2017/18	2016/17
Q1	0	16
Q2	-	15
Q3	-	14
Q4	-	6

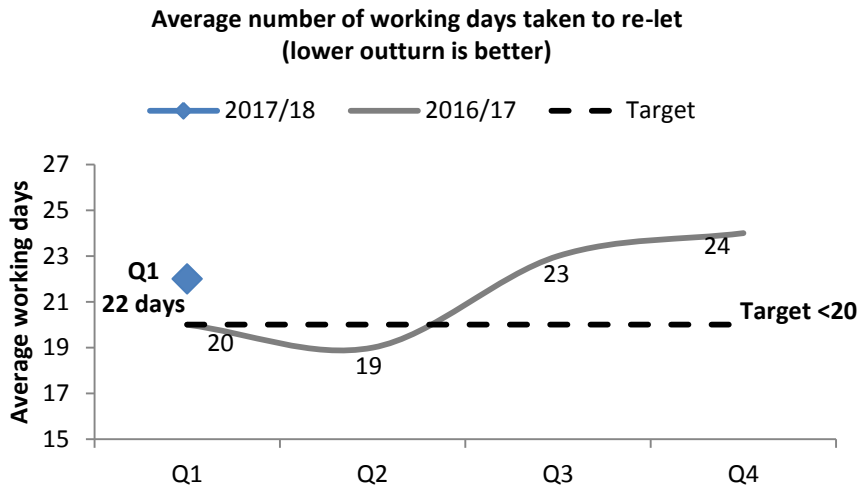
### Comments

No new homes were delivered in Q1. However there are a number of Council and Housing Association developments currently on site with 158 homes due in the future.

**HOUSING:**

H2: Average number of working days taken to re-let

**RED**



Quarter	2017/18	2016/17	Target
Q1	22	20	20
Q2		19	20
Q3		23	20
Q4		24	20

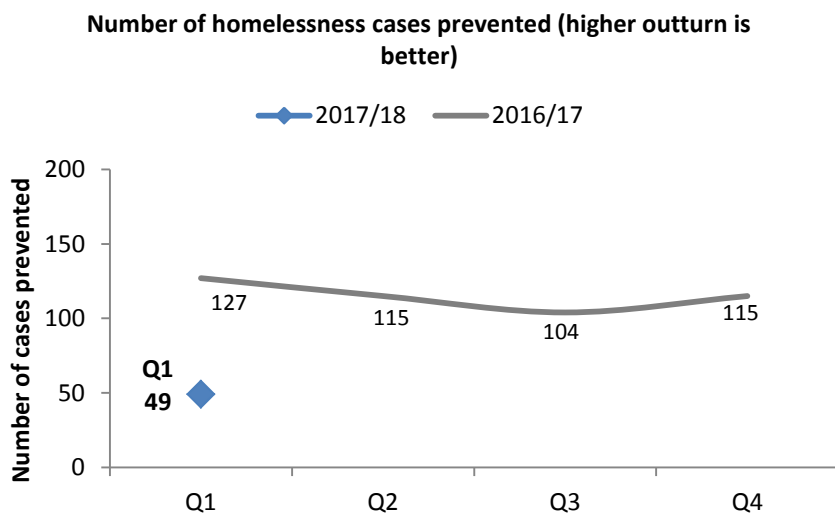
**Comments**

63 homes were re-let in Q1. The average time taken from tenancy end to tenancy start was 22 working days. 33 homes were let within 20 working days.

**HOUSING:**

H3: Housing advice service – homelessness cases prevented

**No target**



Quarter	2017/18	2016/17
Q1	49	127
Q2		115
Q3		104
Q4		115

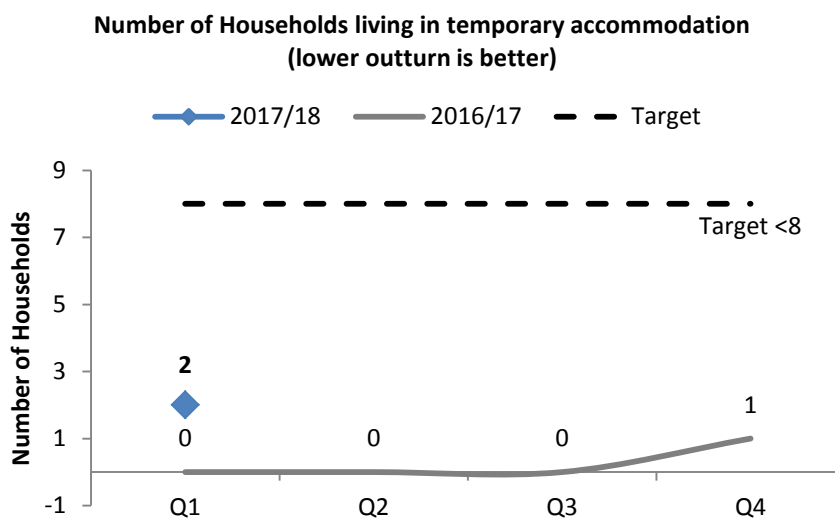
**Comments**

In preparation for the Homelessness Reduction Act the team is no longer collecting homelessness prevention data from all housing teams and Waverley CAB. The team could not provide the level of details on other cases as required under the Act.

**HOUSING:**

H4: Number of households living in temporary accommodation

**GREEN**



Quarter	2017/18	2016/17	Target
Q1	2	0	8
Q2		0	8
Q3		0	8
Q4		1	8

**Comments**

The PI reports on the number of households at a set date at the end of each quarter. The two households comprised of one single vulnerable man and a family of five. A total of four households were provided with temporary accommodation during the quarter.

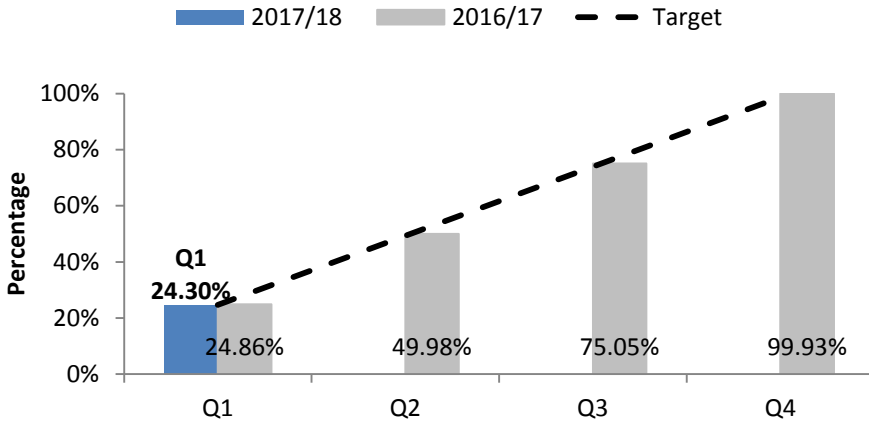


**HOUSING:**

H5: Percentage of estimated annual rent debit collected

**AMBER**

**% of estimated annual rent debit collected (higher outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	24.30%	24.86%	24.65%
Q2	49.98%	49.98%	49.30%
Q3	75.05%	75.05%	73.95%
Q4	99.93%	99.93%	98.65%

**Comments**

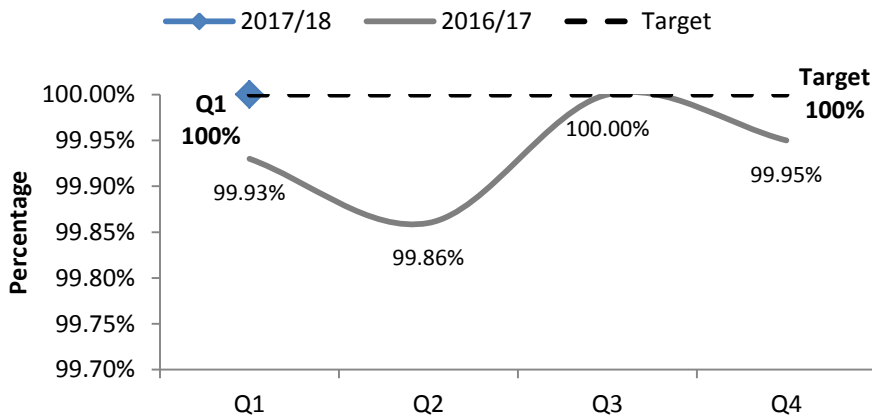
The team performed slightly below target. In total £7.5m has been collected against £7.7m charged. The dip in performance can be related to the work undertaken to get accounts in credit.

**HOUSING:**

H6: % of annual boiler services and gas safety checks undertaken on time

**GREEN**

**% of annual boiler services and gas safety checks undertaken on time (higher outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	100.00%	99.93%	100.00%
Q2	99.86%	99.86%	100.00%
Q3	100.00%	100.00%	100.00%
Q4	99.95%	99.95%	100.00%

**Comments**

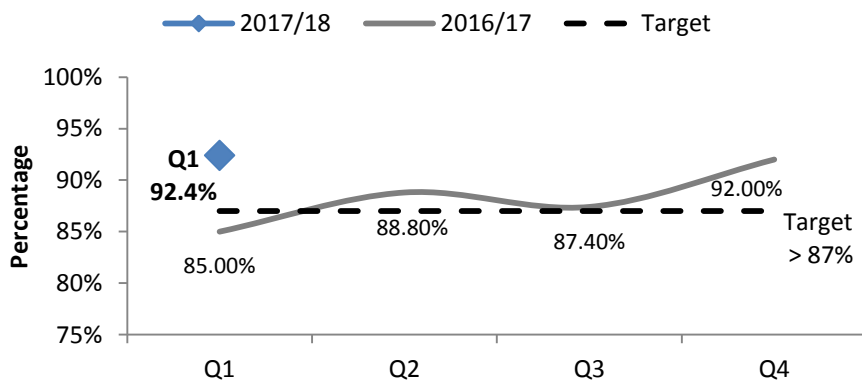
The team achieved target with no checks outstanding at the end of June. The improved performance reflects the team's ongoing proactive approach.

**HOUSING:**

H7: Responsive Repairs: how would you rate the overall service you have received

**GREEN**

**Responsive Repairs: how would you rate the overall service you have received (higher outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	92.40%	85.00%	87.00%
Q2	88.80%	88.80%	87.00%
Q3	87.40%	87.40%	87.00%
Q4	92.00%	87.00%	87.00%

**Comments**

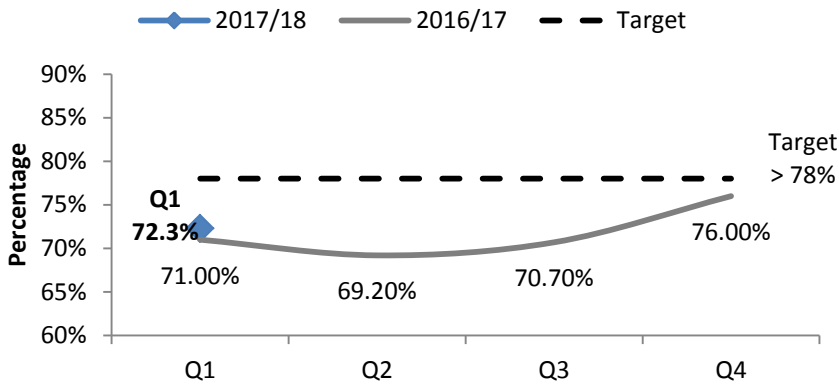
From 2016/17 tenant's views have been collected by an independent telephone survey. The tenant's satisfaction level has improved by 0.43% from the preceding quarter and it exceeds the target by 6.2%.

**HOUSING:**

**H8: Responsive Repairs: Was the repair fixed right the first time**

**RED**

**Responsive Repairs: Was the repair completed right the first time (higher outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	72.30%	71.00%	78.00%
Q2		69.20%	78.00%
Q3		70.70%	78.00%
Q4		76.00%	78.00%

**Comments**

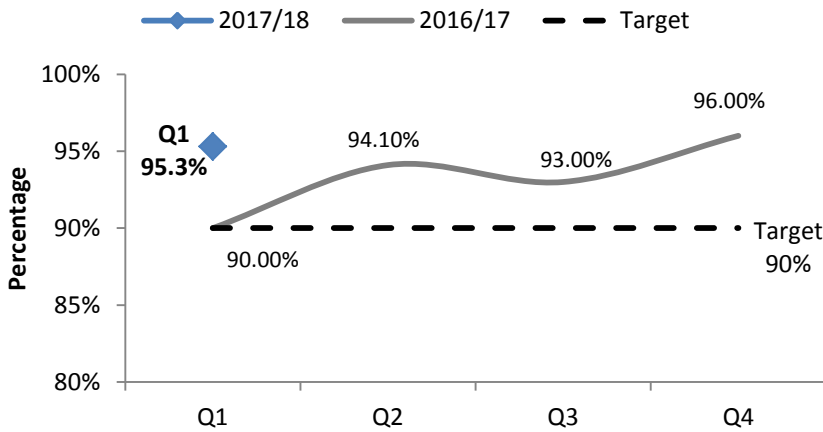
There continue to be challenges to meet target to provide first time fixes. The teams continue to strive to improve job diagnosis and maintain well stocked vans. This has not impacted the overall satisfaction with the service.

**HOUSING:**

**H9: Did the tradesperson arrive within the appointment slot**

**GREEN**

**Responsive Repairs: Did the tradesperson arrive within the appointment slot (higher outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	95.30%	90.00%	90.00%
Q2		94.10%	90.00%
Q3		93.00%	90.00%
Q4		96.00%	90.00%

**Comments**

The team continue to perform above target.

\* The targets have been set using past performance data and the market research company's benchmarking data. The targets have been set to deliver realistic service improvements. These targets are not contractual KPIs, the team are currently negotiating the contract targets