



Executive

Performance Management Report

Quarter 2, 2017/18

(July - September 2017)

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

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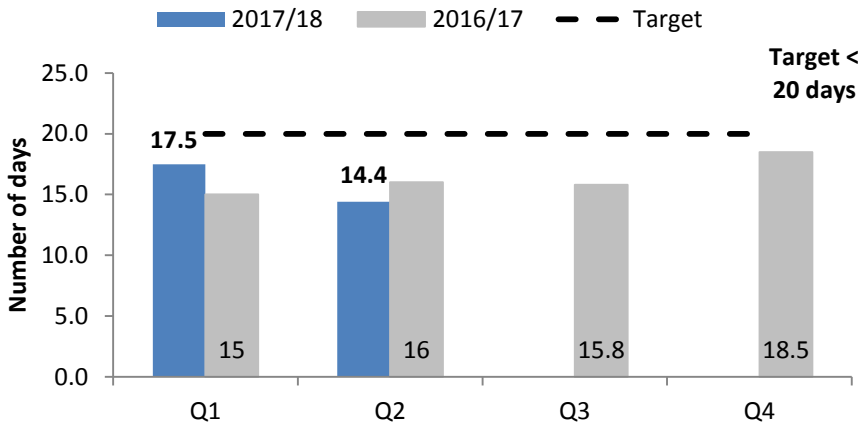
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FINANCE:

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	14.4	16	20
Q3		15.8	20
Q4		18.5	20

Comments

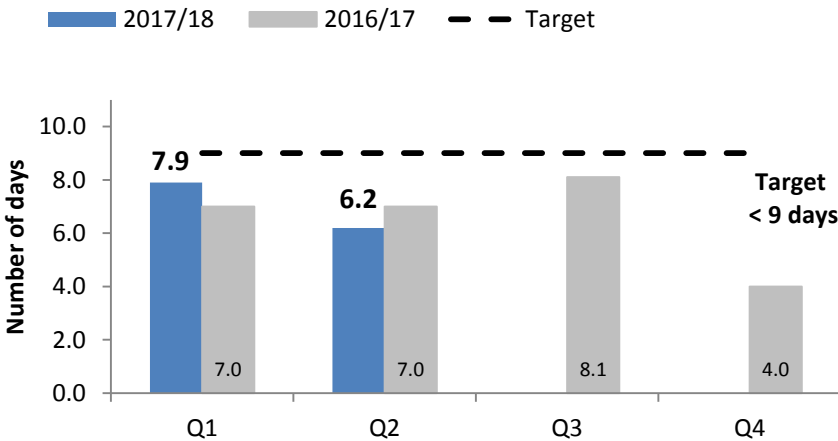
The time taken to process new claims has shorteneded by 3.1 days in quarter 2, exceeding the target by 28%. This great improvement in performance over the preceding quarter is linked to the process changes implemented as part of the 'Systems thinking' project.

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	6.2	7.0	9
Q3		8.1	9
Q4		4.0	9

Comments

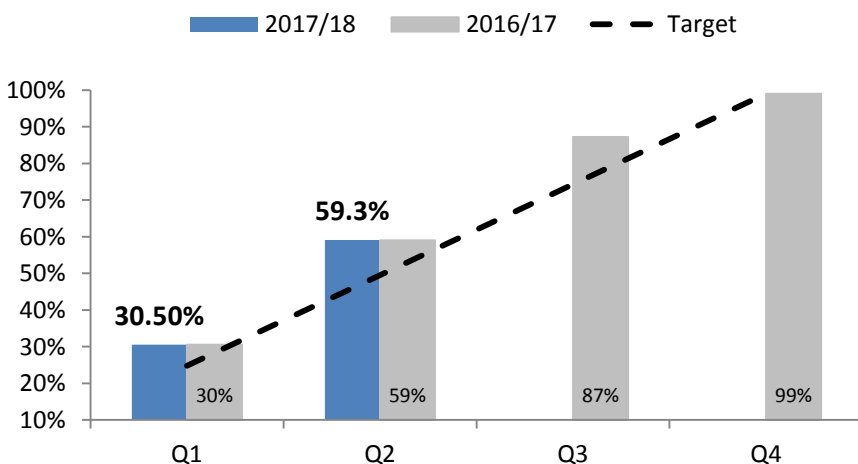
The time taken to process events changes has shortened by 1.7days from the last quarter, exceeding the target by 31.11%. The improvement is linked to the process changes implemented as part of the 'Systems thinking' project.

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	59.1%	59.0%	49.5%
Q3		87.2%	74.3%
Q4		99.0%	99.0%

Comments

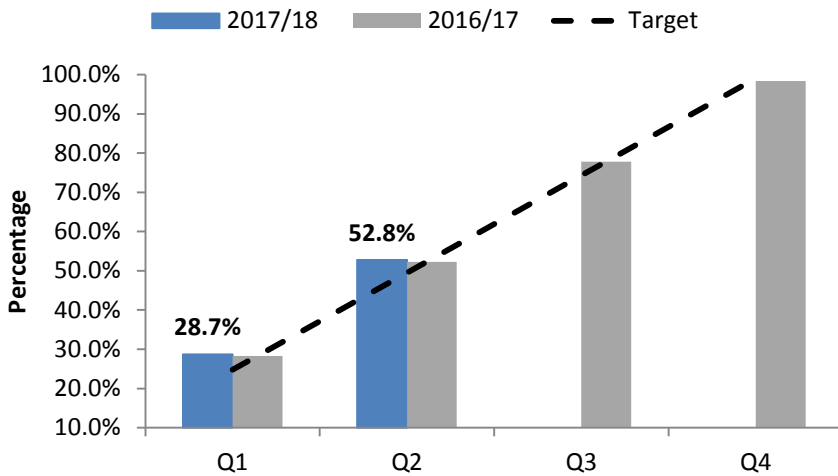
Council Tax collection for the second quarter performed well and exceeds the target by 19.39% and is the same level as the corresponding quarter last year.

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	52.8%	52.3%	49.5%
Q3		77.8%	74.3%
Q4		98.4%	99.0%

Comments

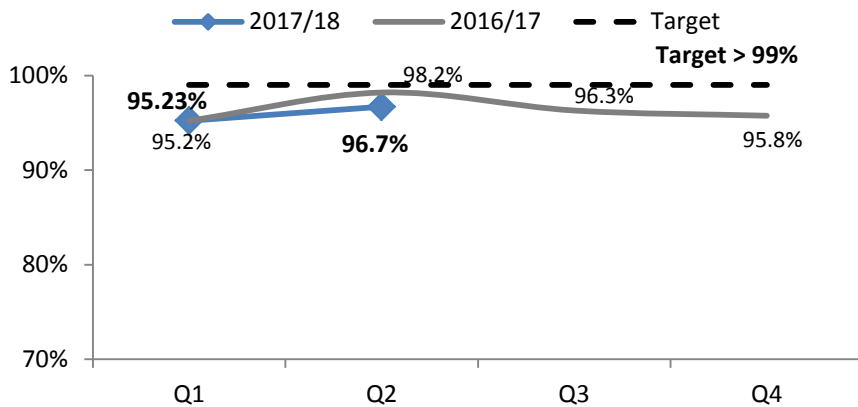
The second quarter collection rates exceeds the target by 6.66% and shows a small improvement when compared with the corresponding quarter last year.

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	96.7%	98.2%	99%
Q3		96.3%	99%
Q4		95.8%	99%

Comments

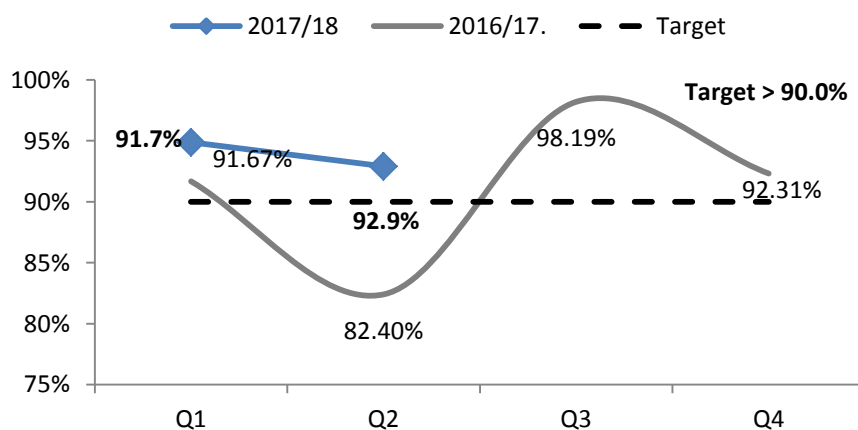
The overall performance in Q2 has improved over the preceding quarter, however it is still slightly missing the target by 2.32%. Out of 520 total invoices, 503 were paid on time.

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	92.9%	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 has slightly dropped from the previous quarter, but it still exceeded the target by 3.22%.

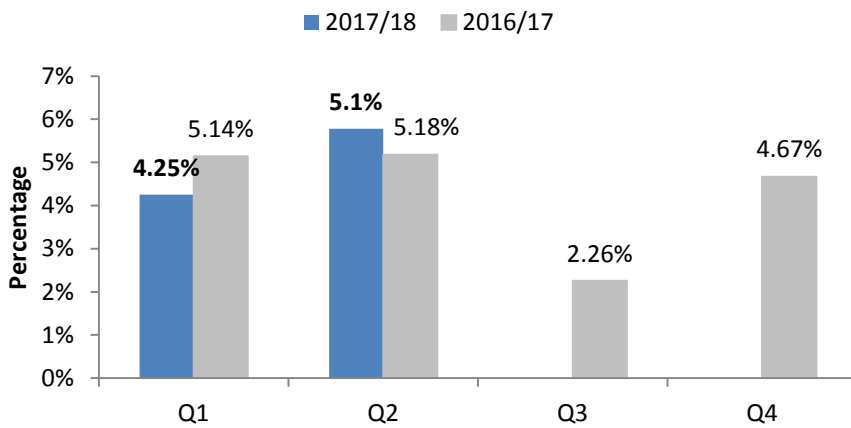
STRATEGIC HR

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
Q1	4.25%	5.14%
Q2	5.78%	5.18%
Q3		2.26%
Q4		4.67%

Comments

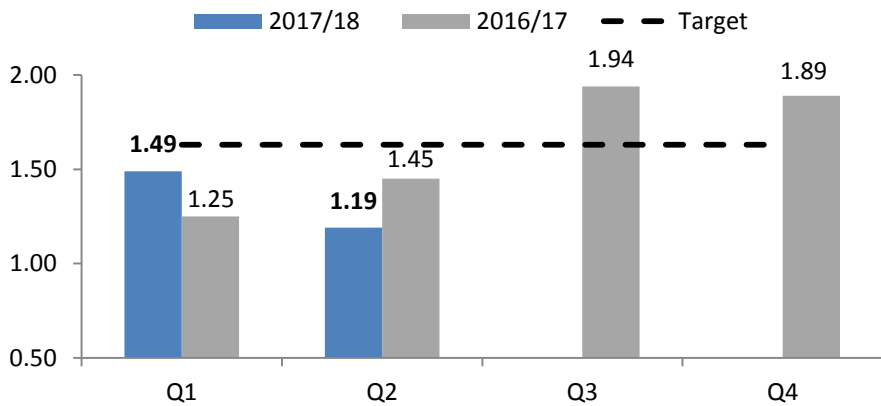
Staff turnover has increased slightly by 1.53% since last quarter, representing 27 members of staff leaving in the quarter and 30 new starters joining in the same period.

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	1.19	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. The average days lost due to sickness has dropped by 0.3 day from the previous quarter, exceeding the target by 26.99%.

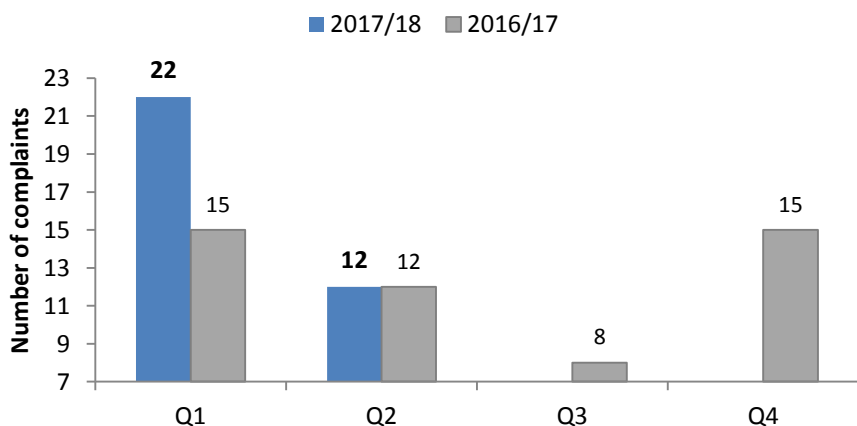
POLICY & GOVERNANCE

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	12
Q3		8
Q4		15

Comments

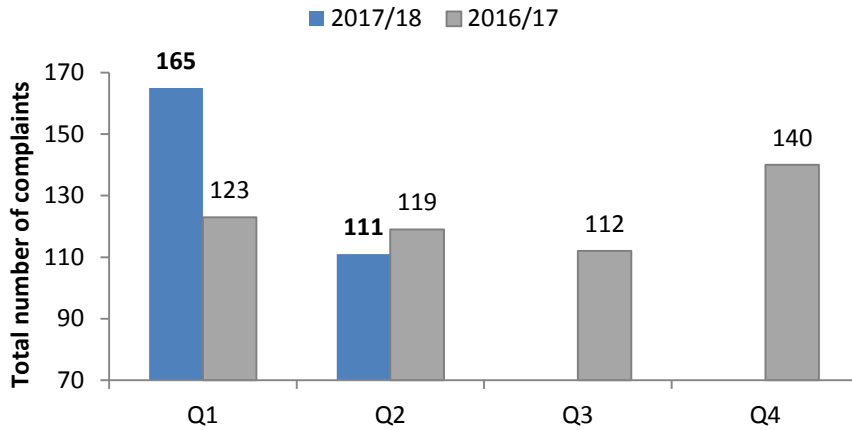
In the second quarter much fewer complaints were escalated to level 3, especially in Planning, which experienced a surge in complaints received in the first quarter, due to the overall householder application increase. This number has now significantly improved with only 4 level 3 complaints received in Q2, compared with 13 received in Q1.

COMPLAINTS:

M2: Total number of complaints received

No target

Total number of complaints received



Quarter	2017/18	2016/17
Q1	165	123
Q2	111	119
Q3		112
Q4		140

Comments

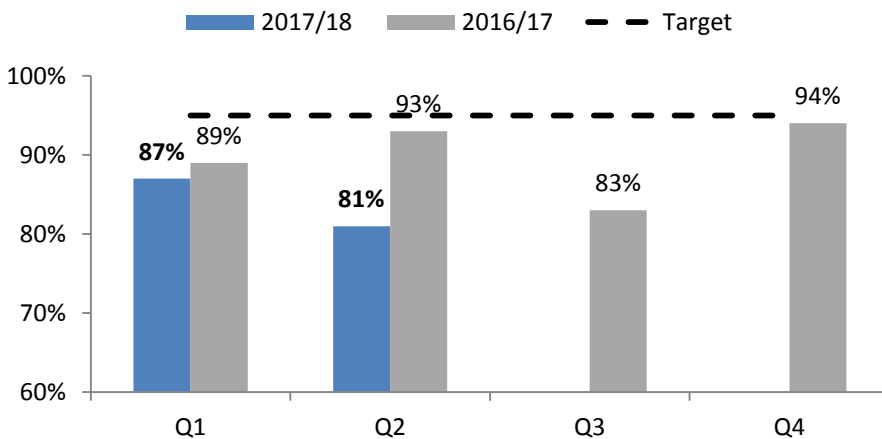
The total number of complaints has dropped by 54 in the second quarter, mainly due to a significant decrease (44) in complaints for Environmental Services (from 69 in Q1 to 25 in Q2).

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	81%	93%	95%
Q3		83%	95%
Q4		94%	95%

Comments

The performance has dropped by 7.44% from the previous quarter and is now over 14.73% below the target. This is due to a small number of complex level 3 cases which impacted the overall performance.

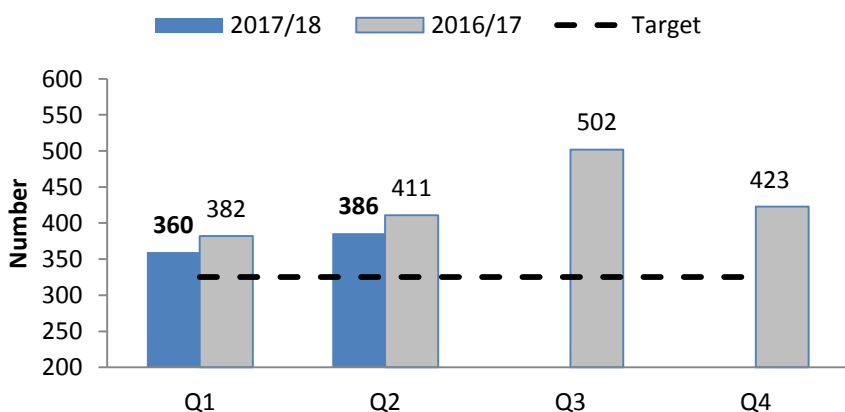
COMMUNITY SERVICES

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	386	411	325
Q3		502	325
Q4		423	325

Comments

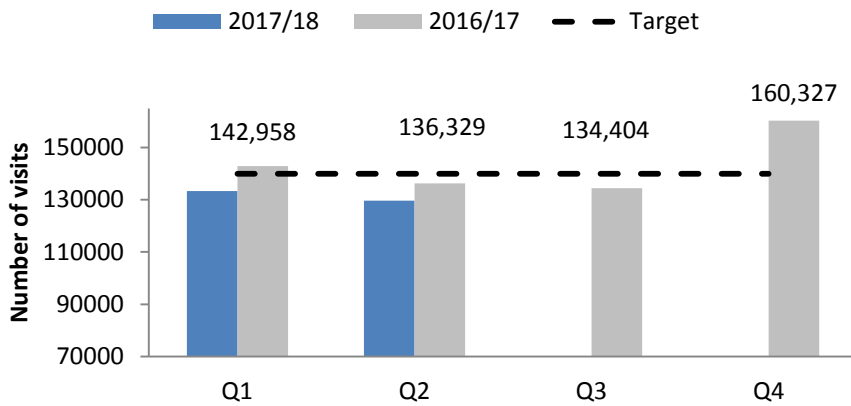
There were 26 more cards issued in the second quarter compared to the preceding one. The performance exceeds the target by 18.77%.

COMMUNITY SERVICES:

CS2: Number of Visits to Farnham Leisure Centre

RED

**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	129,700	136,329	140,000
Q3		134,404	140,000
Q4		160,327	140,000

Comments

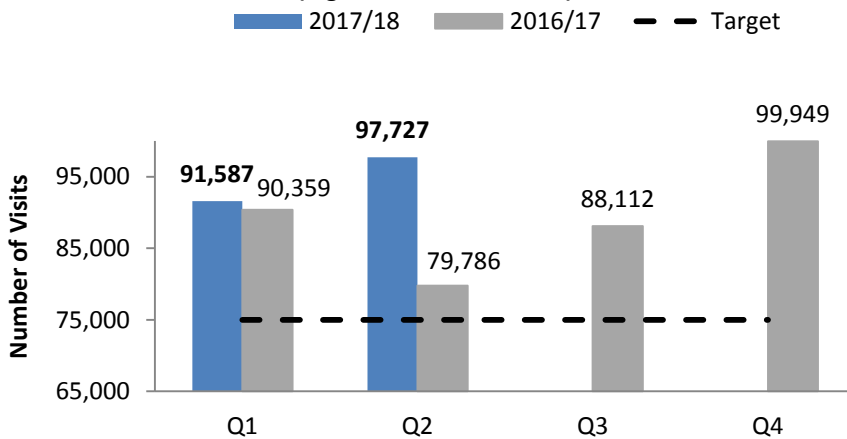
A downward trend continues and the performance is now 7.36% below the target. The revision of the target is recommended (further details in the Covering Report).

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	97,727	79,786	75,000
Q3		88,112	75,000
Q4		99,949	75,000

Comments

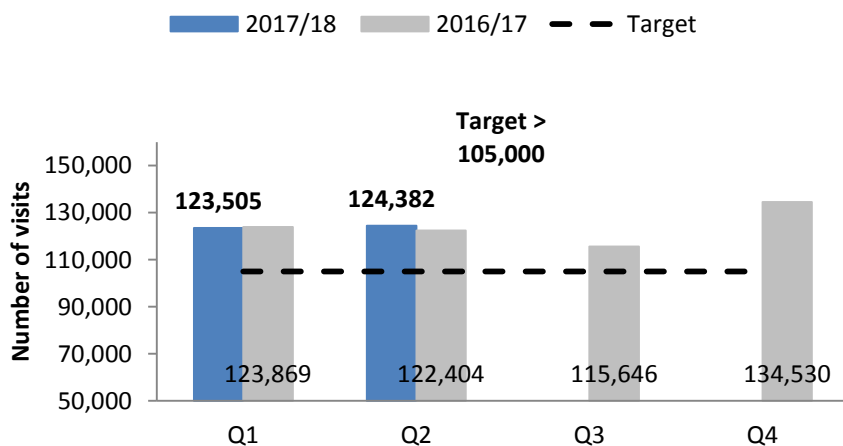
Performance in the second quarter has improved by 6,140 visits and exceeds the target by 30.30%.

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	124,382	122,404	105,000
Q3		115,646	105,000
Q4		134,530	105,000

Comments

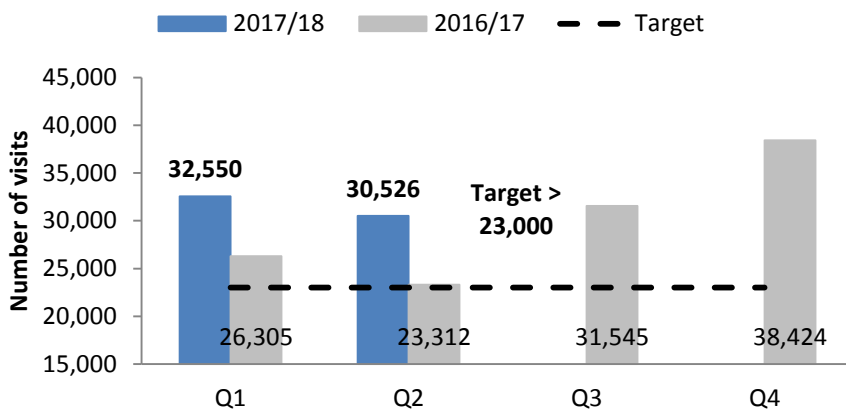
Performance continues to exceed the new increased target (from 92K to 105K) in the second quarter by 18.46% and remains at the same level when compared with the corresponding quarter last year and shows a small improvement over the preceding quarter.

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	30,526	23,312	23,000
Q3		31,545	23,000
Q4		38,424	23,000

Comments

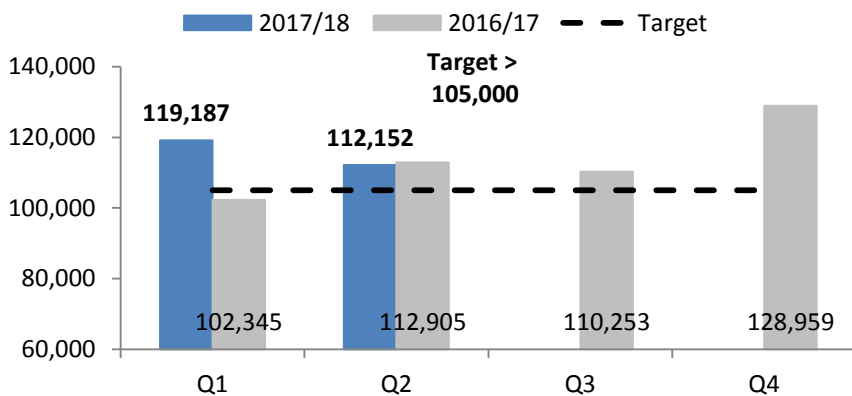
The first quarter performance has dropped slightly, but it still exceeds the target (by 32.72%) and the performance of the corresponding quarter last year (by 30.95%).

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	112,152	112,905	105,000
Q3		110,253	105,000
Q4		128,959	105,000

Comments

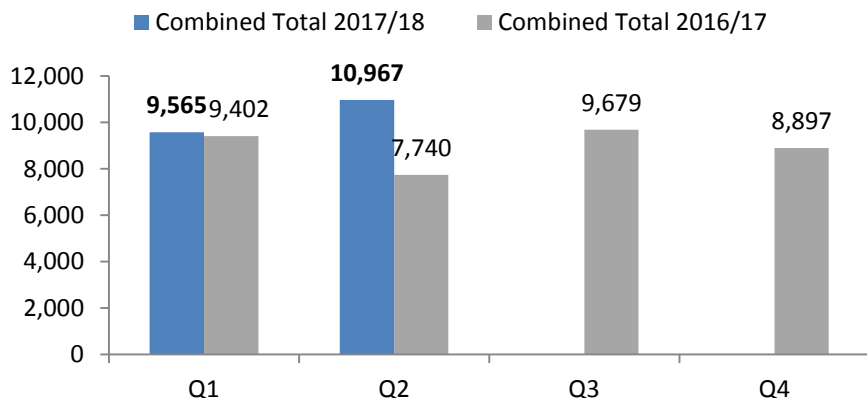
Performance has dropped slightly in the second quarter but it still exceeds the new increased target (from 92K to 105K) by 6.81% , and remained on the same level when compared with the corresponding quarter last year.

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	10,967	7,740
Q3		9,679
Q4		8,897

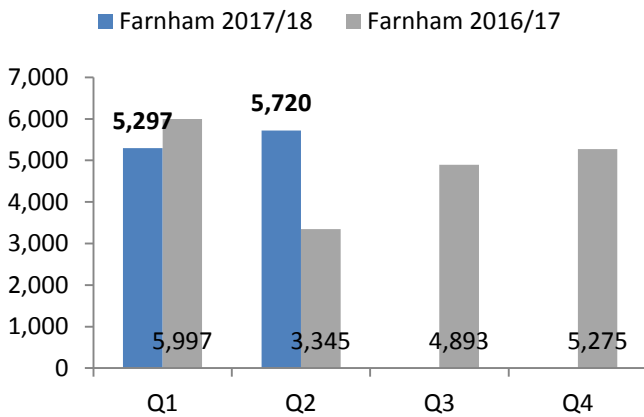
Comments

The figures for quarter 2 show an improvement of 1402 visits and use from Q1, with an improvement in the number both in Farnham (+423) and Godalming (+9515).

Farnham

Quarter	Farnham 2017/18	Farnham 2016/17
Q1	5,297	5,997
Q2	5,720	3,345
Q3		4,893
Q4		5,275

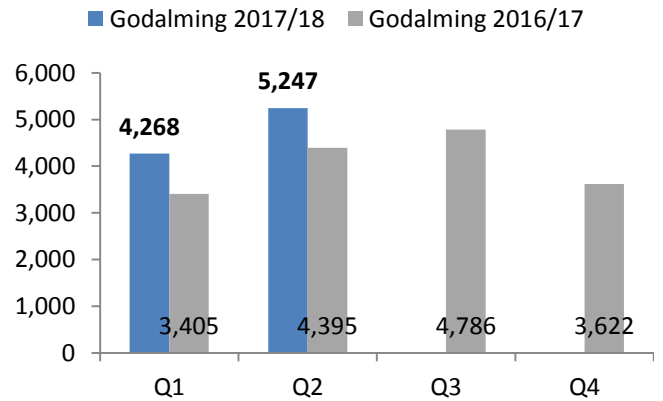
The number of visits and use of museums - Farnham



Godalming

Quarter	Godalming 2017/18	Godalming 2016/17
Q1	4,268	3,405
Q2	5,247	4,395
Q3		4,786
Q4		3,622

The number of visits and use of museums - Godalming

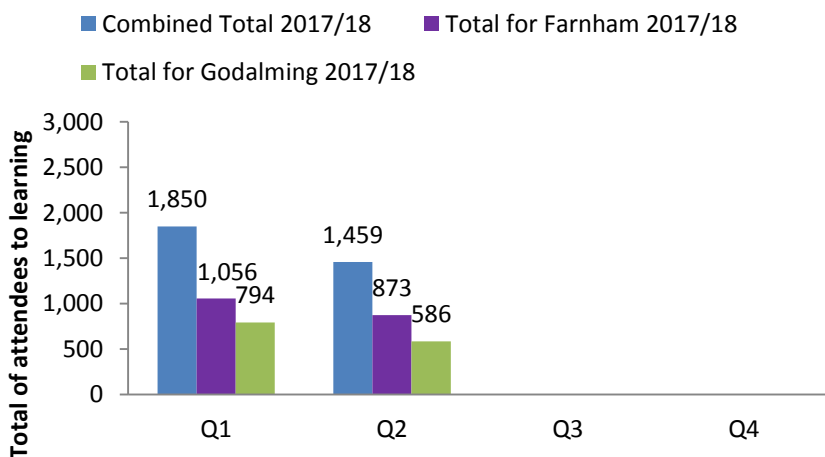


COMMUNITY SERVICES:

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	1,459	873	586
Q3			
Q4			

Comments

The total number of learning activities has dropped in the second quarter due to the summer holiday season. Farnham Museum introduced a new one off Bug Hunt event, which was sold out. Also a new pop-up café trial funded by Surrey was a success. The Godalming Museum displayed a few exhibitions which were very successful with the audience, including Godalming Photographic Club, historical postcards of Godalming displayed alongside contemporary drawings of the same view by local artist Stephen Goddard.

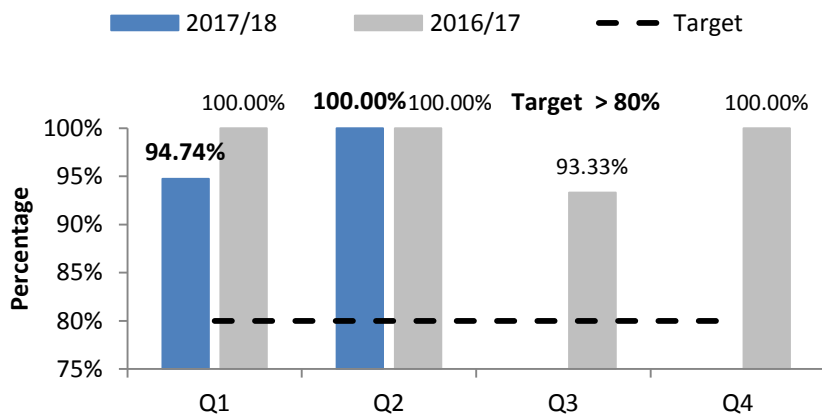
PLANNING SERVICE

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%	100.00%	80%
Q3		93.33%	80%
Q4		100.00%	80%

Comments

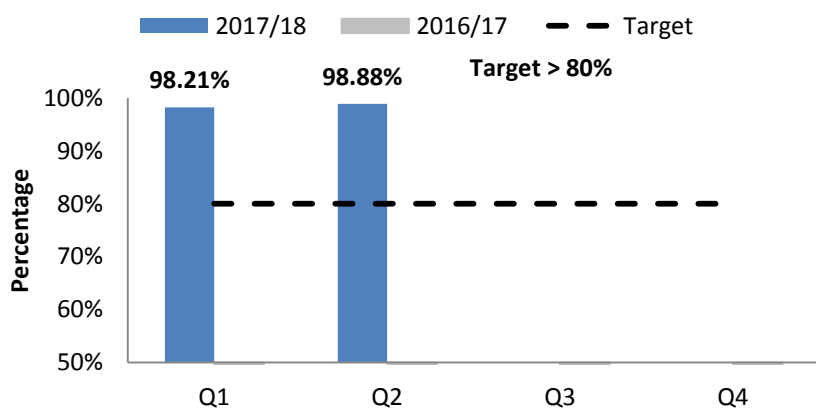
The second quarter saw all 20 out of 20 applications determined within 13 weeks. The performance continues to exceed the target by 25%.

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	98.88%	N/A	80%
Q3		N/A	80%
Q4		N/A	80%

Comments

This is a new national indicator. In the second quarter 440 out of 445 non-major applications were determined within the given timescale of 8 weeks. Good performance exceeded the target of 80% by 23.60%.

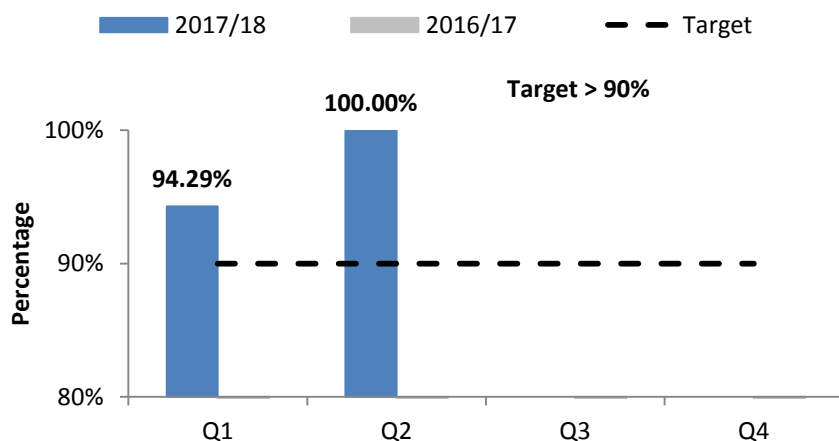
replaces NI157b

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	100.00%	N/A	90%
Q3		N/A	90%
Q4		N/A	90%

Comments

This is a new national indicator. In the second quarter all 43 applications were determined within the expected 8 weeks time frame.

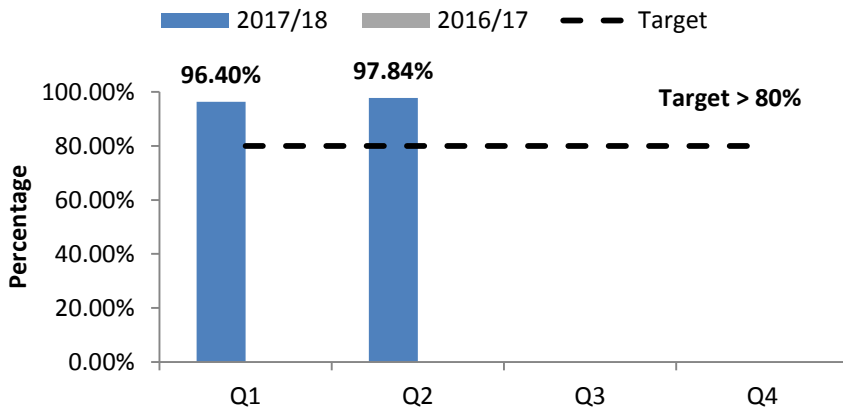
replaces NI157c

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	97.84%	N/A	80%
Q3		N/A	80%
Q4		N/A	80%

Comments

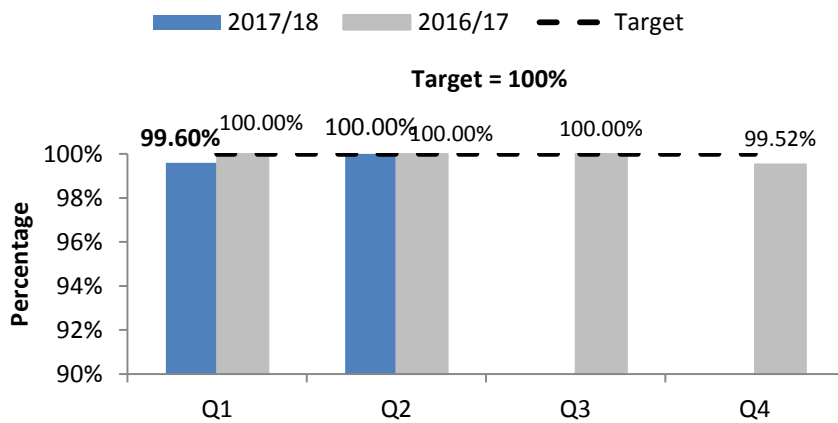
This new local indicator introduced in April 2017 monitors performance of all remaining applications processed by the service. 136 out of 139 residual applications were determined within the relevant target. Condition discharge applications will also be included from the next quarter once data compatibility issues are resolved.

PLANNING:

P1: All planning applications - % determined within 26 weeks

GREEN

**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%	100.00%	100%
Q3		100.00%	100%
Q4		99.52%	100%

Comments

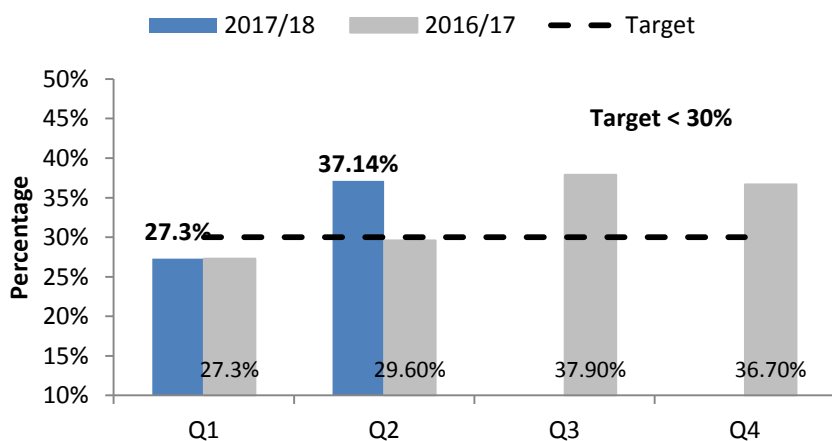
In the second quarter all 509 applications were determined within the agreed timescale, meeting the target of 100%.

PLANNING:

P2: Planning appeals allowed (cumulative year to date)

RED

Planning appeals allowed (lower outturn is better)



Quarter	2017/18	2016/17	Target
Q1	27.3%	27.3%	30%
Q2	37.14%	29.60%	30%
Q3		37.90%	30%
Q4		36.70%	30%

Comments

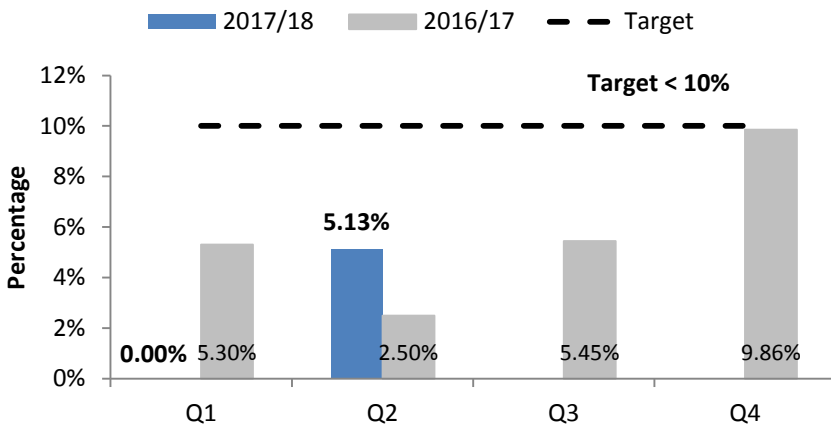
In the second quarter 13 appeals were allowed out of 35 appeals determined (year to date figure) missing the target by 23.67%

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	5.13%	2.50%	10%
Q3		5.45%	10%
Q4		9.86%	10%

Comments

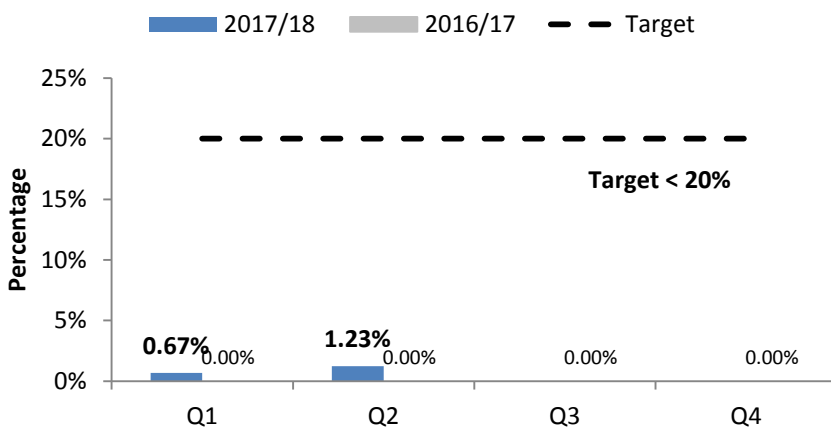
A more challenging target was introduced as of April 2017 (from 20% to 10%). The second quarter saw a very good performance with only 2 major appeals allowed against 39 major applications determined.

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	1.23%	N/A	20%
Q3		N/A	20%
Q4		N/A	20%

Comments

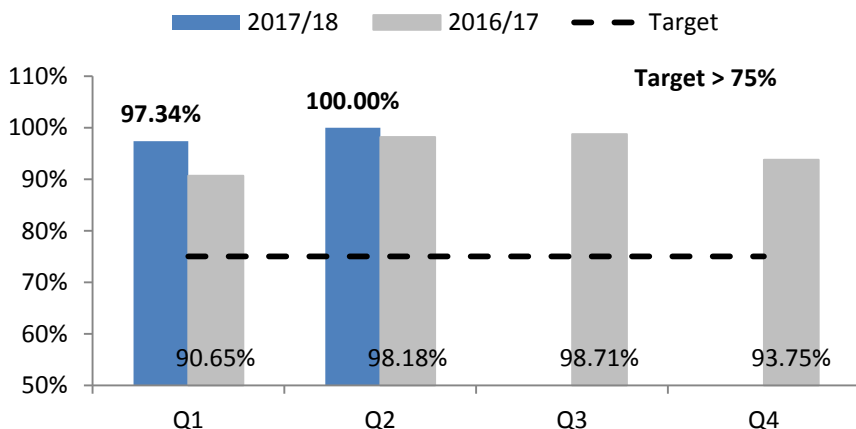
This new national indicator was introduced in April 2017. The performance in the first quarter was very good with only 11 non-major appeals allowed against a total of 892 non-major application decisions made.

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	100.00%	98.18%	75%
Q3		98.71%	75%
Q4		93.75%	75%

Comments

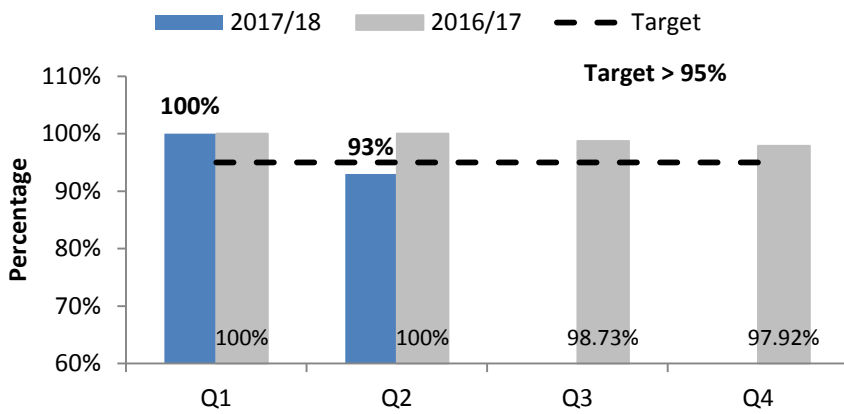
In quarter 2, all 80 enforcement cases were actioned within 12 weeks of receipt. The performance improved by 2.73% and it exceeds the target by 33.33%.

PLANNING:

P5: Percentage of Tree applications determined within 8 weeks

AMBER

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



Quarter	2017/18	2016/17	Target
Q1	100%	100%	95%
Q2	93%	100%	95%
Q3		98.73%	95%
Q4		97.92%	95%

Comments

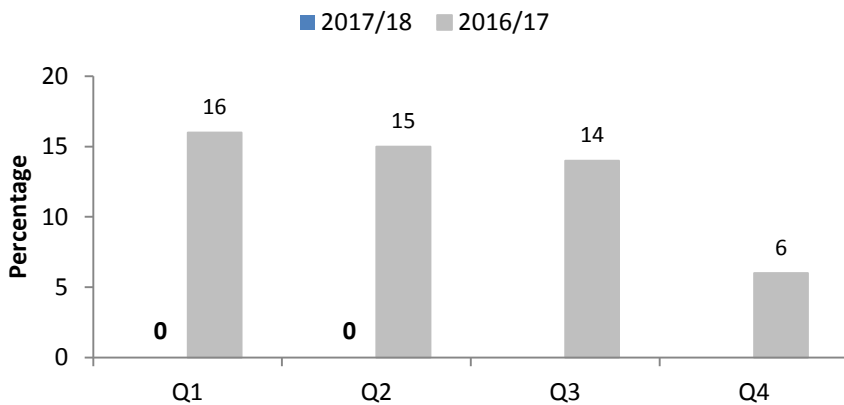
In the second quarter 50 out of 54 applications were determined within the 8 weeks timescale, missing the target by 2.1%. This was the result of 4 complex cases which required additional time to complete.

PLANNING:

P6: Number of Affordable homes delivered by all housing providers (H1 - for Housing)

No target

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



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

Comments

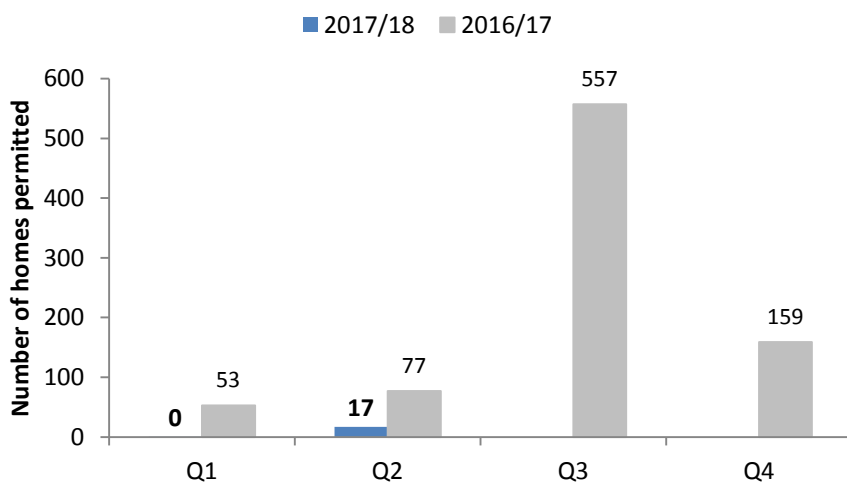
There were no affordable homes delivered in quarter 2 for the second quarter running. However there are 66 expected to be delivered before the end of March 2018.

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	17	77
Q3		557
Q4		159

Comments

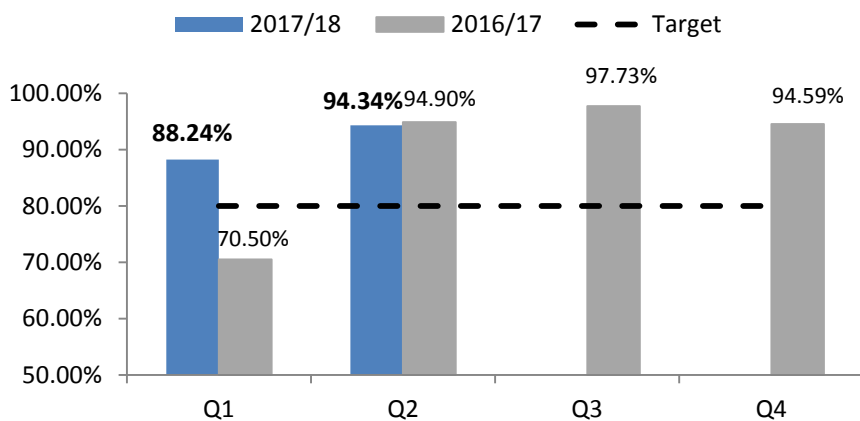
A total of 17 dwellings were granted planning permission in the second quarter:
 - 2 at Alfold Garden Centre;
 - 15 at Ockford Ridge Site A;

PLANNING:

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

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	94.34%	94.90%	80%
Q3		97.73%	80%
Q4		94.59%	80%

Comments

An improvement in performance from the preceding quarter with 100 out of 106 checks completed within the 10 days timescale. The performance still continues to exceed the target by 17.93%.

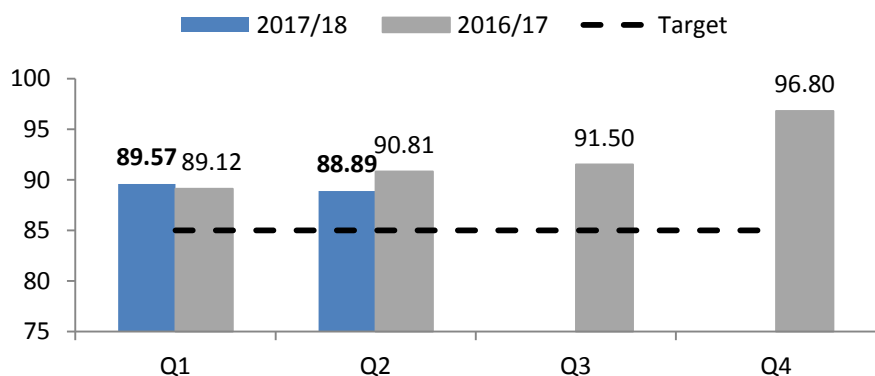
ENVIRONMENTAL SERVICES

ENVIRONMENTAL SERVICES:

NI 191: Residual household waste per household (kg)

AMBER

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



Quarter	2017/18	2016/17	Target
Q1	89.57	89.12	85
Q2	88.89	90.81	85
Q3		91.50	85
Q4		96.80	85

Comments

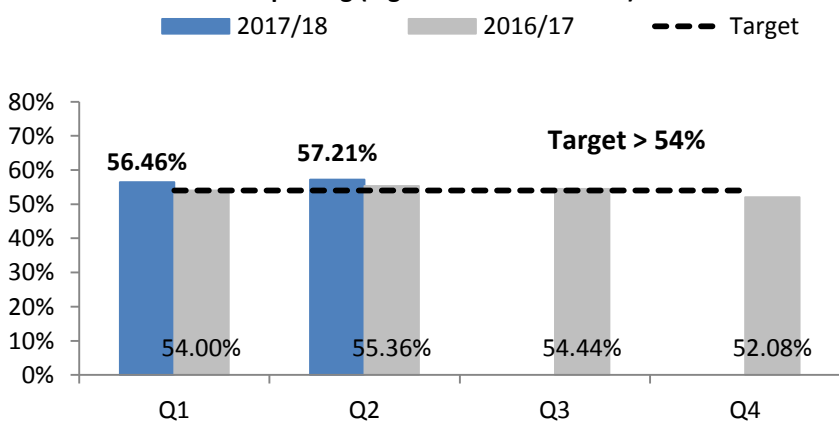
The performance continues to improve in the second quarter with residual waste dropping by 0.68kg per household, returning back to amber after 4 quarters in red. This improvement is linked to the success of food waste recycling awareness campaign.

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	57.21%	55.36%	54%
Q3		54.44%	54%
Q4		52.08%	54%

Comments:

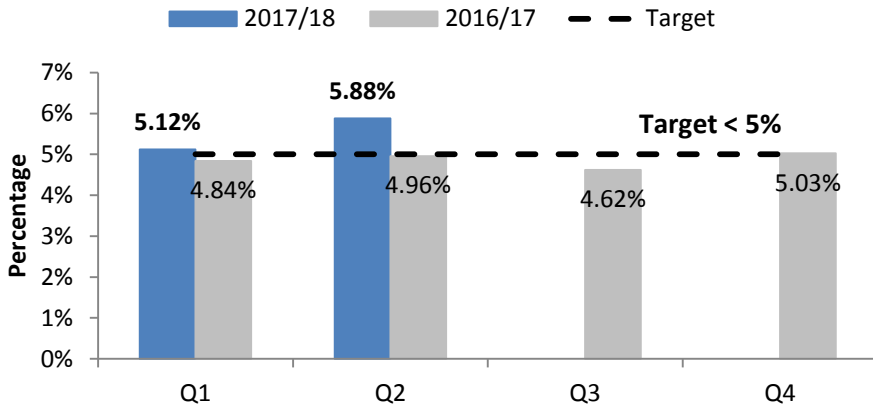
Performance continues to improve over the preceding quarter and now exceeds the target by 5.94%. The rise is due to the increase in green waste tonnages due to the summer months.

ENVIRONMENTAL SERVICES:

E1: MRF (materials recycling facility) reject rate

RED

MRF Reject Rate (lower outturn is better)



Quarter	2017/18	2016/17	Target
Q1	5.12%	4.84%	5%
Q2	5.88%	4.96%	5%
Q3	-	4.62%	5%
Q4	-	5.03%	5%

Comments

The reject rate has increased by 0.76% over the summer, missing the target by 17.6% and falling into red. Although no clear reason was found, this drop in performance is believed to be linked to the use of agency staff during the holiday season for collections, who may not apply the contamination policy as well as the usual staff.

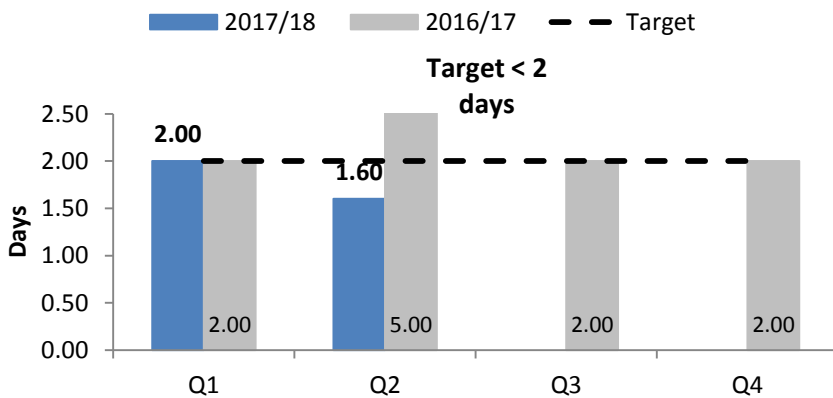
* bring sites - non-residential recycling facilities in public car parks etc.

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	1.60	5.00	2
Q3	-	2.00	2
Q4	-	2.00	2

Comments

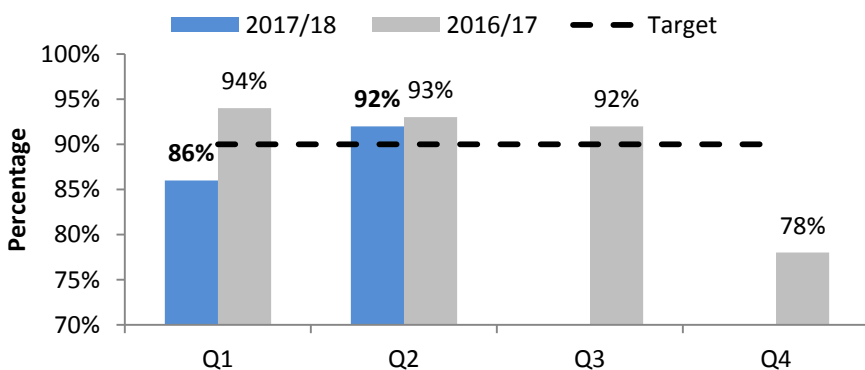
Very good performance in the second quarter has seen the time taken to remove fly-tips reduced and performance exceed the target by 20%.

ENVIRONMENTAL SERVICES:

E3: Percentage of compliance for litter and detritus
(Percentage of inspections that meet the DEFRA code of practice on litter and detritus)

GREEN

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



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

Comments

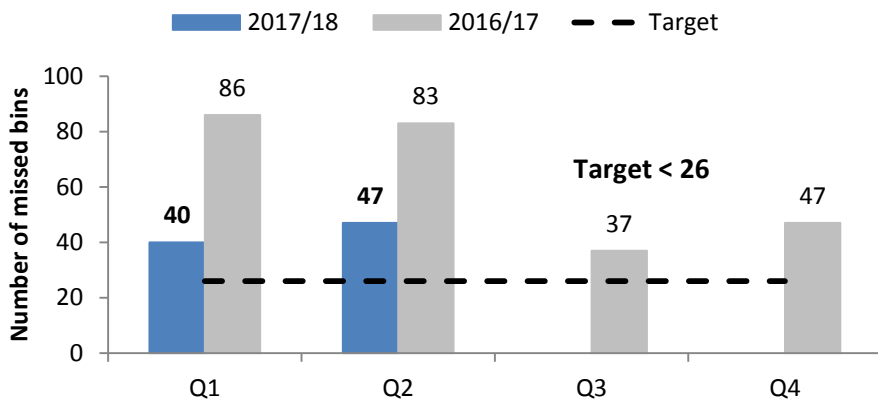
The performance has significantly improved in the second quarter returning back to green after 2 quarters of underperforming. Performance improved by 6.98% over the preceding quarter and is now exceeding the target by 2.22%.

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	47	83	26
Q3		37	26
Q4		47	26

Comments

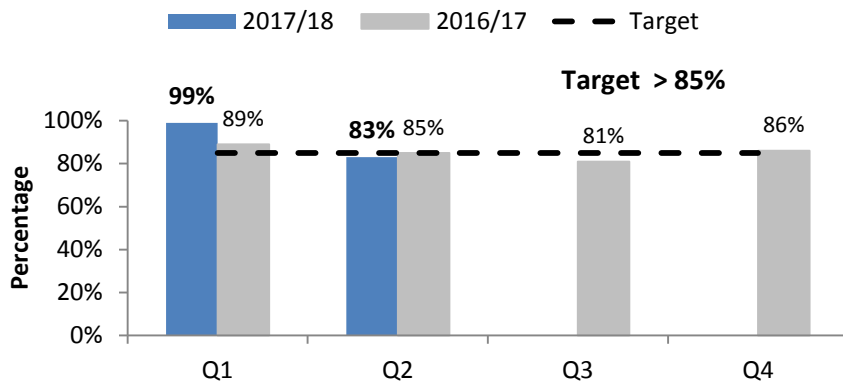
The performance on this challenging target has dipped by 17.5% over the preceding quarter. The team is continuing to work with Veolia to improve the performance, although the contracted level at which we can set penalties is 50, and the contractor is performing within this limit.

ENVIRONMENTAL SERVICES:

NI 182: Satisfaction of Business with local authority regulation services

AMBER

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



Quarter	2017/18	2016/17	Target
Q1	99%	89%	85%
Q2	83%	85%	85%
Q3		81%	85%
Q4		86%	85%

Comments

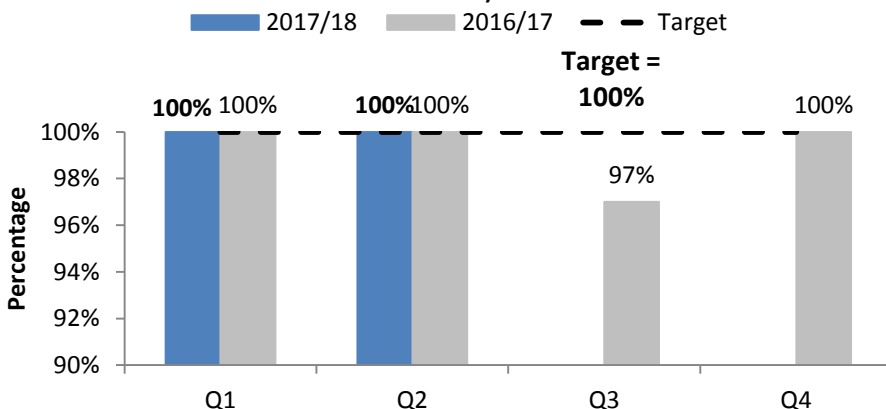
The performance has dropped in the second quarter by 16% due to 1 low score review which affected the statistics. The indicator has fallen slightly below the target by 2.35%

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%	100%
Q3		97%	100%
Q4		100%	100%

Comments

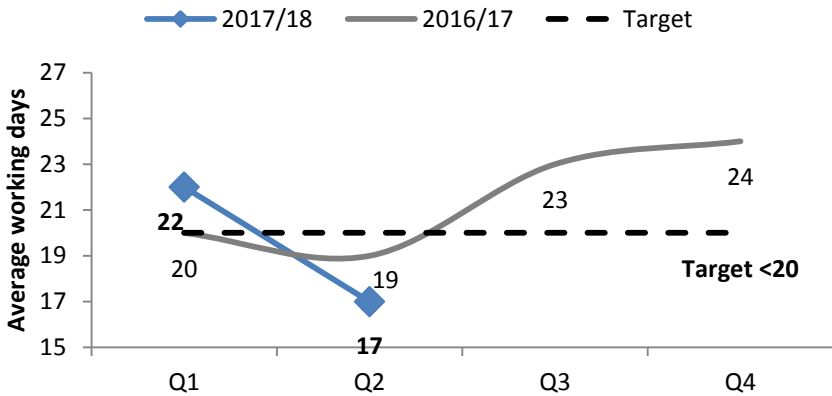
In the second quarter all inspections for category A/B (High Risk) food premises have been carried out within the targeted timescale of 28 days.

HOUSING:

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

GREEN

Average number of working days taken to re-let (lower outturn is better)



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

Comments

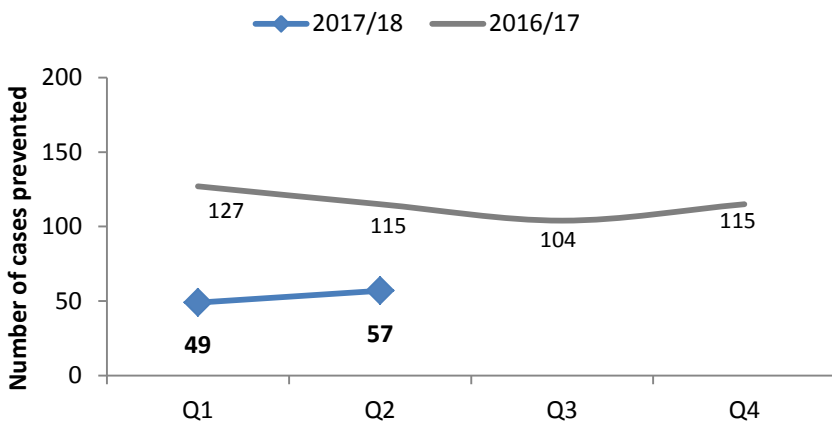
44 homes were relet in Q2. The team achieved target. 35 homes were let within 20 working days.

HOUSING:

H3: Housing advice service – homelessness cases prevented

No target

Number of homelessness cases prevented (higher outturn is better)



Quarter	2017/18	2016/17
Q1	49	127
Q2	57	115
Q3		104
Q4		115

Comments

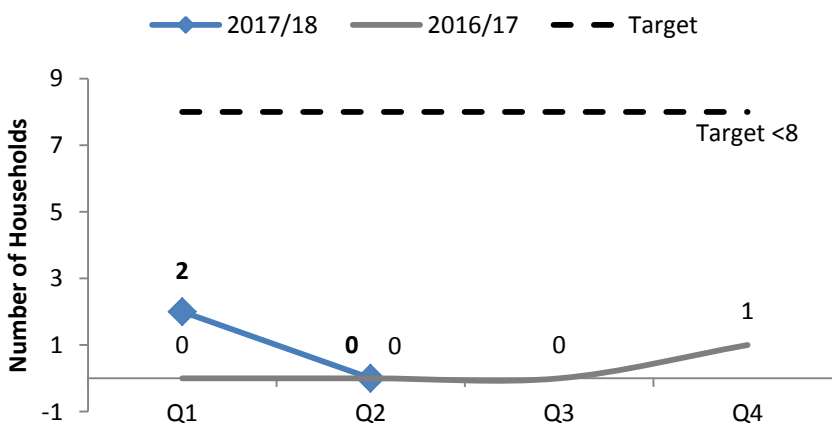
In preparation of the Homelessness Reduction Act the team are no longer collecting homelessness prevention data from all housing teams and Waverley CAB. The team could not provide the level of details on other cases as required under the record requirements of the Act.

HOUSING:

H4: Number of households living in temporary accommodation

GREEN

Number of Households living in temporary accommodation (lower outturn is better)



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

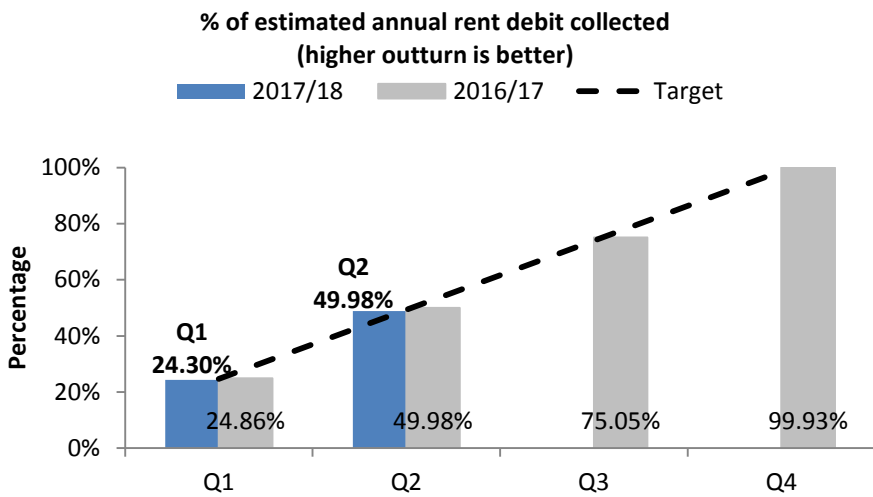
Comments

The PI reports on the number of households in temporary accommodation at a set date at the end of each quarter.

HOUSING:

H5: Percentage of estimated annual rent debit collected

AMBER



Quarter	2017/18	2016/17	Target
Q1	24.30%	24.86%	24.65%
Q2	48.90%	49.98%	49.30%
Q3		75.05%	73.95%
Q4		99.93%	98.65%

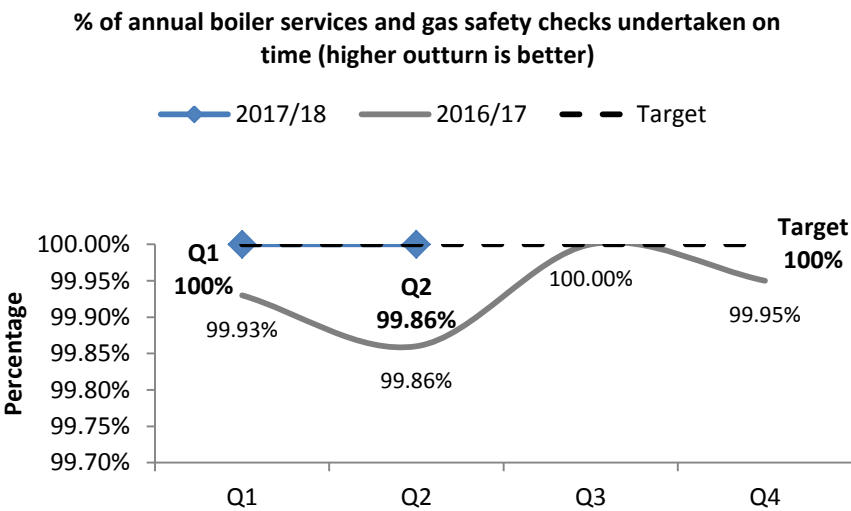
Comments

The team performed slightly below target. The dip in performance can be conversely related to the work undertaken to get accounts in credit. Over 1,000 tenants are in credit with total value £599k.

HOUSING:

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

GREEN



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

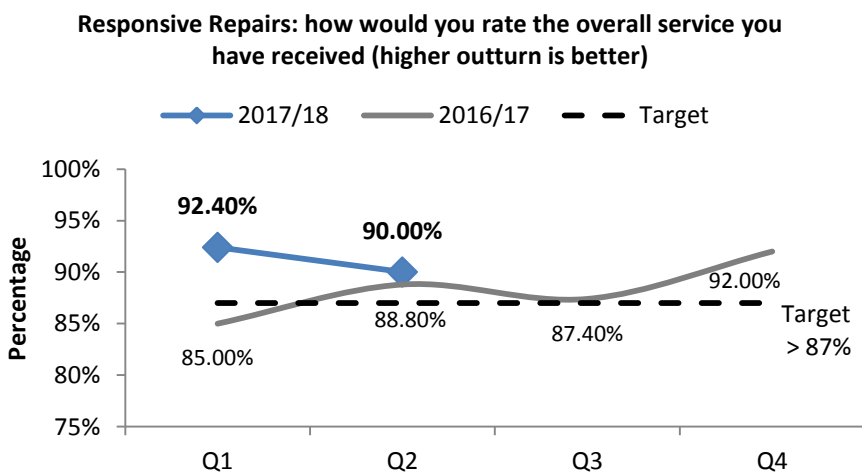
Comments

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

HOUSING:

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

GREEN



Quarter	2017/18	2016/17	Target
Q1	92.40%	85.00%	87.00%
Q2	90.00%	88.80%	87.00%
Q3		87.40%	87.00%
Q4		92.00%	87.00%

Comments

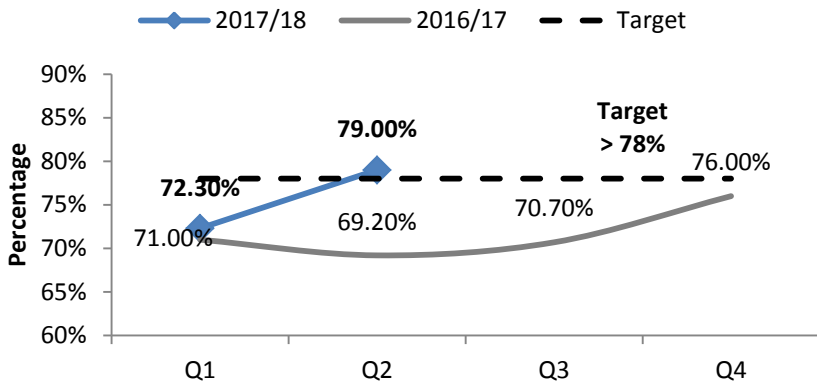
From 2016/17 tenant's views are collected by an independent telephone survey. Overall satisfaction remains high.

HOUSING:

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

GREEN

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	79.00%	69.20%	78.00%
Q3		70.70%	78.00%
Q4		76.00%	78.00%

Comments

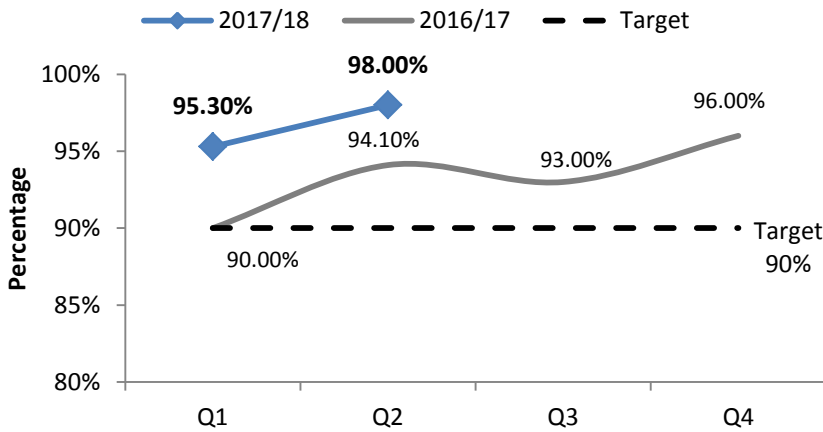
The teams continuous efforts to improve job diagnosis and maintain well stocked vans has achieved target.

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	98.00%	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