

Monthly Performance

March 2020

The monthly Performance information outlines the measures, which are considered to best reflect the health of the organisation at a strategic level. This provides an 'at a glance' view of the performance in respect of the current year up to the end of March 2020 against our targets.



- ↑ Performance trend improving
- Performance trend static
- ↓ Performance trend deteriorating

- Excellence
- Performance on track to meet acceptable levels
- Performance not on track but within 10% of green
- Performance not on track by more than 10%

Customer Service	2018 / 2019 outturn	March 2020		2019 / 2020 Target
Percentage of tenants satisfied with adaptations service.	98%	95%	↓	95%
Percentage of responsive repairs fixed right first time.	93%	94%	↑	90%
Percentage of phone calls answered in 20 seconds at OneCALL.	82%	72%	↓	90%
Percentage of antisocial behaviour cases resolved.	97%	98%	↑	90%

Governance and Efficiency	2018 / 2019 outturn	March 2020		2019 / 2020 Target
Empty properties as a percentage of stock.	0.85%	1.07%	↓	0.8%
Rent arrears of current tenants as a percentage of annual rent debit.	3.10%	3.24%	↓	3.46%
Percentage of tenants paying by Direct Debit.	49.98%	50.64%	↑	49%
Percentage of complaints answered within target.	100%	100%	→	95%

Sustainable Communities	2018 / 2019 outturn	March 2020		2019 / 2020 Target
Average length of time on CBL members list (A and B).	44 weeks	47 weeks	↓	40 weeks
Number of new properties acquired or built.	402	402	→	340
Number of retrofits completed against those planned.	552	854	↑	309
Number of people without valid gas safety certificate.	0	0	→	0