

Performance Issues for July 2008

Members of the East Area Board may wish to note the following key performance issues for the month of July 2008.

Current Rent Arrears (page 6 & 7)

- The Borough target for this indicator has been set at 1.94%. Performance in the North East has deteriorated from 2.23% in April to 2.42% in July and the South East has deteriorated from 2.13% to 2.32%. This follows the seasonal trend we see every year. A realignment of Arrears Officers areas has taken place and in addition, management of the arrears process has been strengthened. This will lead to an improvement in performance.

Empty Homes (page 9)

- Performance has significantly improved (32.13 days) upon the same period last year (37.93 days). A revised way of advertising has positively impacted on performance. However, a more robust approach towards assessing owner-occupier applicants and the temporary suspension of works has had a detrimental effect that will reflect in the August/September performance figures. Thereafter, performance will improve due to the positive changes in the bidding process and the target will thereafter continue to be met.

Percentage of Appointments Made and Kept (page 14 & 15)

- The Borough target for this indicator is 96% and performance for both the North East and the South East is above target at 97.11% and 97.74% respectively.

Average Time to Complete Non-Urgent Repairs (page 16 & 17)

- The borough target for this indicator has been set at 9 days and performance is better than the target in both the North East at 7.5 days and the South East 7.3 days.

Gas Servicing Outstanding More Than 12 Months (page 19 & 20)

- In the North East the number of outstanding services at the end of July was nine, seven of which were less than two weeks overdue. In the South East there were 36 services outstanding, 33 of which were less than two weeks overdue. The continued increase in outstanding servicing has been attributed to the suspension of Environmental Protection Act Notices and the automatically generated letters not being sent out to customers advising them of their forthcoming service, which has resulted in abortive visit by engineers. Although this problem has now been resolved, the appointments for July had already been processed prior to the resolution. Immediate actions were instigated to rectify this. Proactive measures have been put in place, including Saturday working and cold calling by gas engineers, to reduce the outstanding servicing over 12 months. A substantial number of appointments with customers have already been programmed in to reduce the figure.

Repairs Contact Centre (page 21 & 22)

- The average queue time for July 2008 was 1 minute 21 seconds showing deterioration in performance. This is down to the two days on 7th and 8th of July

when the telephone exchange went down and callers were able to get through to the queue via the freephone system but we were unable to pick up their calls. This resulted in an average wait of 21 minutes 11 seconds and 2 minutes 8 seconds respectively. Taking these two periods out of the equation then the performance would be 21 seconds which is within target.

- The number of abandoned calls has deteriorated due to problems with the VIP telephone system twice over the period of July. This has impacted on the performance due to tenants having reduced access to report repairs through a single line only. Taking these two periods out of the equation then the performance would be 2.69% which is in-keeping with the figures reported recently.

Complaints Acknowledged Within Timescale – 5 Working Days (page 26)

- All complaints have been acknowledged within 5 working days and therefore performance is on target at 100%.

Complaints Responded to Within Timescale – 20 Working Days (page 27)

- All complaints have been responded to within 20 working days and therefore performance is on target at 100%.