

How well did we keep our Customer Service Commitments in 2009/2010?

What can you expect when you contact us?

The percentage of enquiries dealt with at the time of request has fallen slightly – sometimes enquiries need to be dealt with by specialist staff or we need to investigate before we can give you a response. We have started to re-design our processes to make sure the person you first speak to has the expertise to deal with your request where possible.

We will	Performance 2006/2007	Performance 2007/2008	Performance 2008/2009	Performance 2009/2010
Resolve your enquiry at time of request or inform you when we will get back to you	85% enquiries dealt with at time of request	86% enquiries dealt with at time of request	83% enquiries dealt with at time of request	77% enquiries dealt with at time of request
Provide access to emergency advice and assistance 24/7	92% customers surveyed satisfied with the accessibility of the out of hours service	93% customers surveyed satisfied with the accessibility of the out of hours service	88% customers surveyed satisfied with the accessibility of the out of hours service	100% customers surveyed satisfied with the accessibility of the out of hours service
Not keep you waiting to speak to someone for more than 10 minutes	93% of customers waited less than 10 minutes	92% of customers waited less than 10 minutes	90% of customers waited less than 10 minutes	95% customers rated the time they had to wait as good or excellent
Return your phone call within 4 hours if you were unable to get through to an advisor because the lines were engaged	100% of voicemail calls were returned within 4 hours	100% of voicemail calls were returned within 4 hours	100% of voicemail calls were returned within 4 hours	97% of voicemail calls were returned within 4 hours
Use a private interview room when discussing anything personal or confidential	91% customers surveyed had privacy	92% customers surveyed had privacy	88% customers surveyed had privacy	96% customers surveyed had privacy
Provide an interpreter or signer, and provide translation, large print or audio version of any of our published information	Language line used 20 times to provide instant interpretation	Language line used 105 times to provide instant interpretation, and 30 documents translated	Language line used 97 times to provide instant interpretation, and 2 documents translated	The Big Word was used 19 times to provide instant interpretations, and 4 documents were translated
Ensure all our advisors are approachable, friendly	98% customers found the service approachable and friendly	98% customers found the service approachable and friendly	99% customers found the service approachable and friendly	99% customers found the service approachable and friendly

Keep you informed of progress of your query within 5 working days	78% customers said they were kept informed of progress	77% customers said they were kept informed of progress	76% customers said they were kept informed of progress	74% customers said they were kept informed of progress
Ensure you are treated fairly				98% customers surveyed said they were treated fairly
Advise you of how to request a review of any decision or make an appeal, and the relevant timescales	100% customers surveyed said they know how to make an appeal or complaint	80% customers surveyed said they know how to make an appeal or complaint	81% customers surveyed said they know how to make an appeal or complaint	91% customers surveyed said they know how to make an appeal or complaint

Homelessness

A group of homelessness service users have recently looked at the customers' journey through the homeless process, and helped us to identify how we can improve.

We Will	Performance 2006/2007	Performance 2007/2008	Performance 2008/2009	Performance 2009/2010
Interview you to assess your housing needs and identify and discuss all options and try to prevent you becoming homeless	On average customers waited 1.5 days for their interview	85% homeless people who were roofless were interviewed the same day	100% homeless people who were roofless were interviewed the same day	100% homeless people who were roofless were interviewed the same day
If you are threatened with loss of your existing home: arrange an appointment to assess your housing needs and identify and discuss ways in which crisis can be prevented	94% interviewed within 5 working days	93% interviewed within 5 working days	94% interviewed within 5 working days	91% interviewed within 5 working days
Advise you of the Council's duty to provide interim accommodation if you are homeless whilst we fully check whether you are in priority need and unintentionally homeless	Information not available for 06/07	98% customers surveyed said the Council's duty to provide temporary accommodation was explained	94% customers surveyed said the Council's duty to provide temporary accommodation was explained	96% customers surveyed said the Council's duty to provide temporary accommodation was explained
Advise you in writing of the outcome of your interview	92% advised in writing within 28 days	94% advised in writing within 28 days	90% advised in writing within 28 days	93% advised in writing within 28 days

within 28 days				
Accompany you to view temporary accommodation	84% accompanied	85% accompanied	85% accompanied	76% accompanied
Arrange free travel to school if your temporary accommodation is in a different community	66% of relevant cases	66% of relevant cases	67% of relevant cases	63% of relevant cases
Arrange storage of your furniture	79% of applicable cases	83% of applicable cases	81% of applicable cases	87% of applicable cases

Repairs

Our new electronic appointment system, Optitime has improved the appointment system, including a text reminder being sent to the customer prior to the visit. We keep customers better informed about what is happening with their repair - if the job cannot be completed at the first visit the operatives will not leave your home without giving you an appointment for when they will be back.

We Will	Performance 2006/2007	Performance 2007/2008	Performance 2008/2009	Performance 2009/2010
Offer you an appointment	84% customers surveyed were offered an appointment	85% customers surveyed were offered an appointment	86% customers surveyed were offered an appointment	99% customers surveyed were offered an appointment
Complete the work in the promised timescale	93% customers surveyed said was completed on time	95% customers surveyed said was completed on time	94% customers surveyed said was completed on time	98% customers surveyed said was completed on time
Complete the repair at the first visit	92% of repairs completed at first visit	95% of repairs completed at first visit	96% of repairs completed at first visit	96% of repairs completed at first visit
Ensure the repair is completed to a good quality standard	95% customers surveyed were satisfied with the quality of their repair	96% customers surveyed were satisfied with the quality of their repair	96% customers surveyed were satisfied with the quality of their repair	99% customers surveyed were satisfied with the quality of their repair
Tidy up after completing the work	97% customers surveyed said the worker tidied up	98% customers surveyed said the worker tidied up	97% customers surveyed said the worker tidied up	99% customers surveyed said the worker tidied up
Ensure your home has a current gas safety certificate if you have gas appliances		88% gas safety certificates renewed within 12 months	97% gas safety certificates renewed within 12 months	97% gas safety certificates renewed within 12 months

Antisocial Behaviour

The Safer Neighbourhood Team staff delivering this service now work shift patterns, and appointments are made to suit the convenience of the Customer.

We Will	Performance 2006/2007	Performance 2007/2008	Performance 2008/2009	Performance 2009/2010
Visit you to discuss the complaint, take your statement and agree an action plan within 1 weekday in harassment cases, and within 5 working days in other cases	23% visited within 24 hours 80.2% visited within 5 working days	22% visited within 24 hours and 84% visited within 5 working days	20% visited within 24 hours and 78% visited within 5 working days	100% visited within 5 working days

Lettings

We Will	Performance 2006/2007	Performance 2007/2008	Performance 2008/2009	Performance 2009/2010
Arrange a joint visit to the house and discuss any issues with you, including repair and decoration	98% customers surveyed were accompanied	99% customers surveyed were accompanied	99.8% customers surveyed were accompanied	99.4% customers surveyed were accompanied
Make sure the house is in an acceptable condition	89% customers surveyed were satisfied with the condition	95% customers surveyed were satisfied with the condition	96% customers surveyed were satisfied with the condition	97% customers surveyed were satisfied with the condition

Housing Support

We Will	Performance 2006/2007	Performance 2007/2008	Performance 2008/2009	Performance 2009/2010
Ensure you are fully aware of the support plan and agree with the service to be provided	95% customers surveyed said their support plan had been explained	100% customers surveyed said their support plan had been explained	92% customers surveyed said their support plan had been explained	70% customers surveyed said their support plan had been explained

Tenant Participation

We Will	Performance 2006/2007	Performance 2007/2008	Performance 2008/2009	Performance 2009/2010
Provide useful information about our services	86% customers surveyed felt were kept informed	82% customers surveyed felt kept informed	85% customers surveyed felt kept informed	84% customers surveyed felt kept informed
Consult you on changes to Housing & Building Services	79% customers surveyed feel consulted	74% customers surveyed feel consulted	75% customers surveyed feel consulted	73% customers surveyed feel consulted
Take account of your views when making decisions and	92% customers surveyed said we take account of their	95% customers surveyed said we take account of their	93% customers surveyed said we take account of their	96% customers surveyed said we take account of

developing the service	views	views	views	their views
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