

Key - what do we mean?
























Improved		The best	
No movement		In the middle	
Getting worse		Way off	
		Not shared by peers	



Our peers are housing organisations with similar number of properties, property type and location

Incommunities Service Standards

The Performance indicators set below each of the standards show how we are meeting our service standards for 2011-12

customer care standard	Target	Apr - Jun QTR 1	Jul - Sep QTR 2	Trend	Comparison with peers
The number of customer telephone calls made to Incommunities	-	75,062	66,097	-	
The number of customer telephone calls answered by Incommunities staff	62,506	67,857	63,134		
The percentage of customers satisfied with how their telephone call was handled by Incommunities staff	90%	94%	95%		
complaints standard	Target	Apr - Jun QTR 1	Jul - Sep QTR 2	Trend	Comparison with peers
The percentage of customers satisfied with how we handled their complaint	80%	74%	74%		
The percentage of customers satisfied with the outcome of their complaint	85%	78%	69%		
equality and diversity standard	Target	Apr - Jun QTR 1	Jul - Sep QTR 2	Trend	Comparison with peers
The number of customers who have given us their personal information	15,037	14,339	14,661		
homes standard - (repairs and gas servicing)	Target	Apr - Jun QTR 1	Jul - Sep QTR 2	Trend	Comparison with peers
The percentage of appointments for repairs kept by us	97%	92%	94%		
The percentage of customers satisfied with how we dealt with their repair and maintenance jobs	85%	89%	90%		
The percentage of repairs which were completed right first time	95%	81.4%	84.1%		
The percentage of homes that have had a gas service check carried out	100%	99.7%	99.4%		
The percentage of emergency repairs we completed within 24 hours	99.5%	98.5%	98.5%		
aids and adaptations	Target	Apr - Jun QTR 1	Jul - Sep QTR 2	Trend	Comparison with peers
The percentage of customers satisfied that the adaptation met their needs	95%	100%	100%		
The percentage of customers satisfied with the completed adaptation work	95%	97%	98%		
development and regeneration	Target	Apr - Jun QTR 1	Jul - Sep QTR 2	Trend	Comparison with peers
The percentage of customers satisfied with their refurbished home	95%	97%	96%		
The percentage of homes meeting the decent homes standard	100%	100%	100%		

tenancy standard	Target	Apr - Jun QTR 1	Jul - Sep QTR 2	Trend	Comparison with peers
The percentage of customers satisfied with the service they received when getting their new home	95%	86.1%	87.0%		
rent	Target	Apr - Jun QTR 1	Jul - Sep QTR 2	Trend	Comparison with peers
The percentage of customers in rent arrears	4%	4.5%	4.1%		
The percentage of former Incommunities customers still owing us rent	1.25%	1.80%	2.01%		
housing access and advice	Target	Apr - Jun QTR 1	Jul - Sep QTR 2	Trend	Comparison with peers
The average number of days it has taken us to declare a customer as homeless	33 days	18 days	16 days		
neighbourhood and community standard	Target	Apr - Jun QTR 1	Jul - Sep QTR 2	Trend	Comparison with peers
The grade given by Incommunities customer inspectors for our estate services	Standard (30)	Excellent (31)	Excellent (31)		
Anti-Social Behaviour (ASB)	Target	Apr - Jun QTR 1	Jul - Sep QTR 2	Trend	Comparison with peers
The percentage of customers satisfied that they were kept up to date with the progress of their complaint about ASB	88%	71.0%	77.0%		
The percentage of customers satisfied with how we handled their complaint about ASB	83%	63%	75.0%		
The percentage of customers who were satisfied with the outcome of their ASB complaint	83%	63%	72%		
working with others	Target	Apr - Jun QTR 1	Jul - Sep QTR 2	Trend	Comparison with peers
The percentage of customers who think their neighbourhood is a nice place to live	85%	80%	82%		
employability standard	Target	Apr - Jun QTR 1	Jul - Sep QTR 2	Trend	Comparison with peers
The number of people we have helped to get a job	174*	70*	139*		
The number of people we have helped into self employment	50*	31*	59*		
involvement and empowerment	Target	Apr - Jun QTR 1	Jul - Sep QTR 2	Trend	Comparison with peers
The percentage of Incommunities Board or Local Management Trust members who are our tenants	40%	52%	52%		

If you want to find out more about how we are meeting any of the above standards please contact the Service Improvement by using the information request form under "our performance"



* - 12 weeks (Cumulative figures, target)