

Last updated:23.02.10						
Performance Indicator Description	Collection/Assessment Method	Audit Results	Improvement Targets			Next audit date
		Feb 2010	10/11	11/12	12/13	
<b>Improvement Priority 1 - More information about how complaints are being dealt with, details of what went wrong and how it will be put right</b>	Complaints Audit: Residents assess the quality of staff response letters to complaints	<b>57%</b>	70%	80%	90%	<b>June 2010</b>
<b>Improvement Priority 2 - Residents should not need to chase for progress</b>	a) Live Repairs Case Tracking: Resident Reviewers track repair jobs over a 3 week period to assess resident satisfaction with being kept informed with regards to their repair	<b>41%</b>	65%	75%	85%	<b>June 2010</b>
	b) Procedure Audit: Resident Reviewers examine the following 4 procedures: Anti-Social Behaviour, Harassment, Domestic Violence and Income Collection, to assess if they adequately advised and enabled staff to keep residents updated.	<b>73%</b>	85%	90%	95%	<b>June 2010</b>
<b>Improvement Priority 3 - Staff to return telephone calls within 24 hours</b>	a) Mystery Shops: Residents leave voicemail messages with staff across One Housing Group and recorded response times to see if they were in line with the 24hr response target	<b>21%</b>	50%	70%	90%	<b>June 2010</b>
	b) Staff questionnaire: A range of front line staff from all housing services departments are surveyed on their knowledge of service standards for response times	<b>89%</b>	92%	94%	96%	<b>June 2010</b>
<b>Improvement Priority 4 - Specialist maintenance staff on hand to answer queries</b>	a) Staff Survey/Test: To assess the Customer Contact Centre Officers' knowledge of repairs issues.	<b>53%</b>	70%	80%	90%	<b>June 2010</b>
	b) Resident Satisfaction Survey: To assess whether residents feel the Customer Contact Centre Officers have a good knowledge of repair issues	<b>82%</b>	85%	90%	95%	<b>June 2010</b>
<b>Improvement Priority 5 - Make staff</b>	a) Resident Satisfaction Survey: The Resident Reviewers contact residents to assess whether they were aware of the contact numbers for key front line staff	<b>36%</b>	50%	60%	70%	<b>Sep 2010</b>

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contact details for reporting key issues clear to residents	b) Publications Audit: The Resident Reviewers examine 6 One Housing Group publications to see if they can easily find staff contact details. Each publication is assessed by 5 residents.	49%	60%	70%	80%	Sep 2010