

# Our performance in 2023/24



## How we did Percentage (%) of Customers\*

### On The Phone

|  |  |                                   |
|--|--|-----------------------------------|
| Answer your call within 20 seconds;<br><small>(Source: Telephony Management Reports)</small> | 85%<br><small>Customer Service Units</small> | 97%<br><small>Switchboard</small> |
| Be polite, friendly and easy to understand;<br><small>(Source: CTOS**)</small>               | 97%  |                                   |
| Provide you with a high quality telephone service.<br><small>(Source: CTOS**)</small>        | 95%  |                                   |

### In Our Local Offices

|  |                              |                                |  |
|--|------------------------------|--------------------------------|--|
| Our staff will be polite, friendly and easy to understand;<br><small>(Source: CTOS**)</small>                  | 95%<br><small>Polite</small> | 96%<br><small>Friendly</small> | 96%<br><small>Easy to understand</small> |
| We will aim to see you within 15 minutes whenever you visit a local office.<br><small>(Source: CTOS**)</small> |                              | 94%                            |  |

### In Your Home

|  |     |
|--|-----|
| Provide you with a high quality home visit service.<br><small>(Source: CTOS**)</small> | 81% |
|--|-----|

### When You Request Information

|   |     |
|---|-----|
| We will answer Freedom of Information requests within the 20 working day deadline;<br><small>(Source: FOI Performance Report)</small>     | 86% |
| We will respond to Data Subject Requests within one calendar month.<br><small>(Source: Data Protection Annual Performance Report)</small> | 92% |

### Making A Complaint

|   |     |
|---|-----|
| We will answer first stage complaints within 10 working days;<br><small>(Source: Complaints Management System)</small>  | 60% |
| We will answer second stage complaints within 20 working days.<br><small>(Source: Complaints Management System)</small> | 14% |

### Communication Support

|  |   |                                       |   |
|--|---|---------------------------------------|---|
| Provide communication support in the office or on the telephone on request.<br><small>(Source: Communication Support Usage Report)</small> | Number of phone interpreting calls facilitated 11,403 | Number of audio conversions 2         | Number of braille translations 5                            |
|  | Number of face to face interpreting sessions 126      | Number of large print translations 22 | <small>(Source: Communication Support Usage Report)</small> |

\*All Performance Targets are 100% unless otherwise stated  
\*\* CTOS is the Continuous Tenant Omnibus Survey which is carried out annually on our tenants.

