

Our performance in 2021/22



How we did Percentage (%) of Customers*

On The Phone

Answer your call within 20 seconds; <small>(Source: Telephony Management Reports)</small>	82% Customer Service Units	87% Switchboard
Be polite, friendly and easy to understand; <small>(Source: CTOS**)</small>	98%	
Provide you with a high quality telephone service. <small>(Source: CTOS)</small>	96%	

In Our Local Offices

Our staff will be polite, friendly and easy to understand; <small>(Source: CTOS)</small>	98% Polite	98% Friendly	95% Easy to understand
We will aim to see you within 15 minutes whenever you visit a local office. <small>(Source: CTOS)</small>	94%		

In Your Home

Provide you with a high quality home visit service.	86%
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When You Request Information

We will answer Freedom of Information requests within the 20 working day deadline; <small>(Source: FOI Performance Report)</small>	74%
We will respond to Data Subject Requests within one calendar month. <small>(Source: Data Protection Annual Performance Report)</small>	94%

Making A Complaint***

We will answer first stage complaints within 15 working days; <small>(Source: Complaints Management System)</small>	67%
We will answer second stage complaints within 15 working days. <small>(Source: Complaints Management System)</small>	2%

Communication Support

Provide communication support in the office or on the telephone on request. <small>(Source: Communication Support Usage Report)</small>	Number of phone interpreting calls facilitated 3,081	Number of audio conversions 0	Number of braille translations 7
	Number of face to face interpreting sessions 115	Number of large print translations 29	<small>(Source: Communication Support Usage Report)</small>

*All Performance Targets are 100% unless otherwise stated ● Red = < 80% ● Amber = ≥80% and <90% ● Green ≥90%
** CTOS is the Continuous Tenant Omnibus Survey which is carried out annually on our tenants.
*** This process is currently being redesigned and performance targets may change.

