

Our performance in 2022/23



How we did Percentage (%) of Customers*

On The Phone

Answer your call within 20 seconds; <small>(Source: Telephony Management Reports)</small>	82 % <small>Customer Service Units</small>
Be polite, friendly and easy to understand; <small>(Source: CTOS**)</small>	97 %
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; <i>(Source: CTOS)</i>	<div>98 %</div> Polite	<div>98 %</div> Friendly	<div>98 %</div> Easy to understand
We will aim to see you within 15 minutes whenever you visit a local office. <i>(Source: CTOS)</i>			<div>86 %</div>

In Your Home

Provide you with a high quality home visit service. <small>(Source: CTOS)</small>	84 %
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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>	76 %
We will respond to Data Subject Requests within one calendar month. <small>(Source: Data Protection Annual Performance Report)</small>	93 %

Making A Complaint***

We will answer first stage complaints within 10 working days; <small>(Source: Complaints Management System)</small>	53 %
We will answer second stage complaints within 20 working days. <small>(Source: Complaints Management System)</small>	9 %

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 6,571	Number of audio conversions 0	Number of braille translations 7
	Number of face to face interpreting sessions 123	Number of large print translations 29	<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.
***The timescales for answering a complaint changed on 1/7/22 from 15 days and therefore % shown reflects 1/7/22 to 31/3/23.