



# Customer Service Standards

## Q3 Cumulative Performance 2024/25

St Leger Homes of Doncaster

# Executive Summary – Q3 Cumulative Performance

## •4 Standards in target:

- 3 have improved compared to Q2 cumulative 24/25;
- 1 has remained at 100%;

## •3 targets are within tolerance of the target:

- 1 has moved from being out of target Q2 cumulative (time taken to answer calls);
- 2 have improved compared to Q2 cumulative (repairs appointments made and kept and staff polite and helpful).

## •4 Standards not in target:

- Medium risk ASB – has moved from being in tolerance in Q2 cumulative to worsening Q3 cumulative (-5.18%) ;
- Satisfaction with most recent repair carried out slightly worsening compared to Q2 cumulative (-0.85%) ;
- Customers satisfied with knowledge of person they dealt with, slightly improving compared to Q2 cumulative and improving 3.9% comparing Q3 to Q2 only;
- 2 of which have moved from tolerance in Q2 to not in target in Q3 (medium risk ASB) improved compared to Q1 24/25 and 1 has slightly worsened.

•1 Standard has no target – complaints about broken promises, but is improving;

•1 Standard awaiting being measured – damp and mould inspections as awaiting the outcome of Awaab's law;

•1 Standard, customers satisfied with the condition of the property, could not be measured due to a change in the way feedback is captured. We are working with our external provider to put this in place during February and commenced manual surveys in January to ensure reporting for Q4.

•Information for those service standards not in target are included in the presentation;

•Performance is cumulative, unless otherwise stated.

<b>Green = In Target</b> <b>Amber = In tolerance</b> <b>Red = Not in Target</b>	<b>Cumulative Performance</b>			
	<b>Target</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>
% of customers satisfied with condition of property	<b>95%</b>	100%	Not available	Survey reviewed using Voicescape will recommence February
Written enquiries, complaints/ compliments within 10 working days	<b>95%</b>	98.61%	99.05%	99.17%
Customers, whose ASB was closed during the quarter, satisfied with the way their anti-social behaviour complaint was handled.	<b>60%</b>	75%	78.5%	79.3%
High risk neighbour disputes, tenancy breaches or anti-social behaviour within 1-day	<b>90%</b>	91.72%	93.24%	95.30%
% of policies (customer facing) that required consultation with the One Voice Forum.	<b>100%</b>	2 not discussed	100%	100%
Repairs appointments made and kept	<b>98%</b>	94.18%	95.55%	95.64%
% of customers who thought staff and contractors were polite and respectful	<b>98%</b>	87.61%	87.91%	88.59%

Service Standard	Cumulative Performance			
	Target	Q1	Q2	Q3
Medium neighbour disputes, tenancy breaches or anti-social behaviour within, 3 days	95%	88.98%	87.64%	82.46%
Referrals to our tenancy support team and undertake an assessment of need.	12 days	11.3 days	13.3 days	13.7 days
% of tenants satisfied with the most recent responsive repair carried out on their property (transactional)	88%	78.70%	75.83%	74.98%
Customers satisfied that the person they spoke to had the knowledge or information to resolve a call at the first point of contact.	88%	75.39%	74.57%	75.49%
Calls answered within 150 seconds.	90%	62.26%	77.44%	81.36%
Damp and mould inspections raised during the quarter, completed in target.	TBD	-	-	-
% of complaints about broken promises	None	4.63%	5.47%	5.35%

# Learning from feedback and outcomes

- Performance on call handling times and feedback from customers on satisfaction with time taken to answer calls showed that we needed to improve.
- This resulted in a service improvement plan being implemented during 24/25 for the Customer Access Team.
- The outcome is a large increase in the number of calls being answered within target, increasing from 62.26% in Q1 23/24 to 89.78% in Q3 only – just under the 90% target.
- This is helping to drive overall satisfaction with the Customer Access team which was 74.66% cumulative for Q3 and in January 2025 has increased to 77.78%

We are reviewing how we will deliver repairs to create more efficiencies. Potential actions include improving productivity by better planning of multi-trade jobs, specialist teams to deal with smaller reactive repairs, reviewing process for requests from vulnerable tenants in line with the vulnerable person's policy to be approved by Board.

- Improved performance on % of high- risk neighbour disputes dealt with within 1 day, improving from 91.72% in Q1 cumulative to 95.30% cumulative in Q3;
- Outcome has been an increase in % of customers satisfied with the way their ASB report was handled, increasing from 75% Q1 cumulative to 79.3% Q3 cumulative;
- Improvement follows the implementation of an Anti-social behaviour team following a review of performance against service standards and satisfaction with the handling of ASB – improving +4% in 24/25 compared with 23/24 TSMs
- We are quartile 1 performing when compared to all Local Authority providers in 23/24 (TSM measure)

- We implemented a new process in 24/25 to support improvements in complaint handling. As result TSM satisfaction has risen by 7% to 37% in 24/25.
- A subgroup of the Tenant Scrutiny Panel now involved in reviewing a sample number of complaint responses to feedback from a tenant perspective on adherence with the complaint code and quality of response. The outcomes will be fed back to TSP and are shared with Heads of Service.
- Learning from this and review of feedback from TSM and transactional surveys shows that whilst we continue to make improvements to how quickly we respond to we need to do more work to focus on the handling of complaints across the organisation.

- We continue to ensure that all new employees receive customer excellence training. This is mandatory. We hold spotlight sessions focusing on the customer excellence at our colleague festival and Directorate away days. The Customer Access Team has recently undertaken training to support them to effectively manage our customers through a call. We are embedding our values across the organisation throughout our internal communications to support a reduction in complaints on staff attitudes. All these action have helped improve satisfaction with the % of customers who thought staff were polite and respectful, increasing from 87.61% in Q1 to 88.59% in Q3 cumulatively.