



Service Standards 24/25 Quarter 1

St Leger Homes of Doncaster

Presented by Jackie Linacre, Head of Customer Services

SERVICE STANDARDS

Promise	Measures to meet the promise made
<p>All staff and contractors are: Helpful, respectful, courteous, polite, friendly and professional.</p> <p>We will keep our promises and do what we say we will.</p> <p>We will treat you as an individual, with respect and decency and without discrimination.</p>	<p>98% of customers who thought staff and contractors were polite and respectful - measured by transactional surveys</p>
	<p>95% respond to written enquiries, complaints and compliments within 10 working days</p>
	<p>% of complaints received about broken promises.</p>
<p>We will carry out necessary work to help you feel safe in your home.</p>	<p>Damp and mould inspections raised during the quarter, completed in target (This measure will be implemented following the introduction of Awaab's law, which will ensure Social housing landlords will have to investigate and fix damp and mould in their properties within strict new time limits).</p>
<p>We will do our best to get it right first time, every time.</p>	<p>95% satisfied with the condition of your new property (measured via new tenants' satisfaction survey)</p>
	<p>88% of tenants satisfied with the most recent responsive repair carried out on their property (measured following the completion of a repair)</p>

Promise	Measure
<p>We will always aim to offer you an appointment that is the most convenient to you within the operating hours we deliver our services.</p>	<p>98% of repairs appointments made and kept</p>
<p>Working with other agencies, we will make a positive contribution to your neighbourhood</p>	<p>95% of Low ASB reports responded to within 5 working day. 95% of Medium Risk ASB reports responded to within 3 working days. 90% of High Risk ASB reports responded to within 1 working day.</p>
	<p>60% of customers, whose ASB was closed during the quarter, satisfied with the way their anti-social behaviour complaint was handled. (Measured by transactional surveys on close of ASB cases)</p>
<p>We will ask for and listen to your views to help inform the decisions we make and to improve our services</p> <p>We will always aim to deal with your enquiries quickly and effectively having knowledgeable staff</p> <p>We will be easy to contact using your own preferred method</p>	<p>We will make an assessment of tenancy support needs and respond to all referrals within 12 working days.</p>
	<p>88% of customers satisfied that the person they spoke to had the knowledge or information to resolve your call at the first point of contact.(measured through transactional surveys)</p>
	<p>100% of policies that require approval by Board discussed at the One Voice Forum.</p>
	<p>90 % of calls answered within 150 seconds.</p>

SERVICE STANDARD MEASURES – Q1 24/25

IN TARGET

- % of customers satisfied with condition of property – **Target is 95% - Q1 24/25 performance is 100%/ Q4 23/24 cumulative performance was 95.83%;**
- High risk neighbour disputes, tenancy breaches or anti-social behaviour within 1-day - **Target is 90% - Q1 24/25 performance is 91.72% – Q4 23/24 cumulative was 93.26%**
- Customers, whose ASB was closed during the quarter, satisfied with the way their anti-social behaviour complaint was handled – **Target is 60% - Q1 24/25 performance is 75% - No data for Q4 24/25;**
- Written enquiries, complaints/ compliments within **10 working days – Target is 95% - Q1 24/25 performance is 98.61% - Q4 23/24 cumulative was 89.87%**

WITHIN TOLERANCE or NO TARGET

- Appointments made and kept – **Target is 98%. Q1 performance 24/25 is 94.18% - Q4 23/24 cumulative was 96.6%;**
- % of tenants satisfied with the most recent responsive repair carried out on their property – **Target is 88% - Q1 24/25 performance is 80.90% - Q4 23/24 cumulative was 86.19%;**
- Referrals to our tenancy support team and undertake an assessment of need – **Target is within 12 days - Q1 24/25 performance is 11.3 days - Q4 23/24 cumulative was 14.2 days.**
- % of customers who thought staff and contractors were polite and respectful – **Target is 98% - Q1 24/25 performance is 90.48% - Q4 performance was 85.32%**
- Medium neighbour disputes, tenancy breaches or anti-social behaviour within, 3 days – **Target is 95% - Q1 24/25 performance is 88.98% - Q4 23/24 cumulative was 70.81%;**
- **No Target - % of complaints about broken promises – Q1 24/25 performance is 4.63 - Q4 23/24 cumulative was 6%.**

SERVICE STANDARD MEASURES – Q1 24/25

NOT IN TARGET

- Customers satisfied that the person they spoke to had the knowledge or information to resolve a call at the first point of contact – **Target is 88% - Q1 24/25 performance is 75.45% - Q4 23/24 cumulative 75%.**
- Calls answered within 150 seconds. **Target is 90% within 150 seconds. Q1 24/25 performance is 62.26% - Q4 23/24 cumulative was 54.8%**
- % of policies (customer facing) that required consultation with the One Voice Forum – **Target is 100% - 2 policies required consultation but were not discussed at the One Voice Forum meeting.**

NO DATA AVAILABLE

- Damp and mould inspections raised during the quarter, completed in target (Will be implemented following the introduction of Awaab's law, which will ensure Social housing landlords will have to investigate and fix damp and mould in their properties within strict new time limits).