

SENTINEL 2009/10 PERFORMANCE INDICATORS

Driving improvements

The table below shows our performance over the past year. These results put our performance in the top 25% of Housing Associations in the South of England.




We work hard to continually improve the services we deliver to our customers, and we raise the bar each year to make sure we're always getting better. If we don't manage to meet a target, we make sure that we make the necessary changes to improve.

Performance Indicators	2009/10 Actual	2009/10 Target	At a glance	Quartile	2008/09 Actual	2007/08 Actual
Repairs						
Tenants satisfied with quality of responsive repairs work	95%	95%	😊	1	96%	96%
Emergency repairs completed in target (1 day)	99.7%	99.0%	😊	1	99.6%	99.5%
Urgent repairs completed in target (7 days)	98.3%	97.5%	😊	1	96.7%	99.1%
Routine repairs completed in target (21 days)	98.6%	97.5%	😊	1	96.3%	98.7%
Repairs completed right first time	97.5%	95.0%	😊	1	96.4%	99.4%
Appointments made and kept	99.5%	95.0%	😊	-	98.7%	97.8%
Re-letting empty properties						
Number of voids (general needs)	31	44	😊	-	29	28
Void rent lost (general needs)	0.5%	0.5%	😊	-	0.6%	0.6%
Void rent lost (sheltered)	0.9%	5.0%	😊	-	3.8%	4.4%







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Average re-let time in days (general needs)	23	21		1	26	27 days
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Rent collection

Proportion of rent collected	99.9%	99.5%		-	99.6%	100.2%
Current rent arrears	2.9%	3.0%		2	3.2%	3.5%
Total rent arrears	4.0%	3.7%		Median	4.3%	4.4%







Customer services

Satisfaction with service overall	87%	87%		2	-	-
Tenant satisfaction with reporting repair to Customer Service Centre	99%	97%		-	99%	100%
Customer Service Centre calls resolved first contact	93%	85%		-	98%	96%
Customer Service Centre calls lost	19%	9%		-	10%	13%
Response to written correspondence within 10 working days	98.1%	99.0%		-	99%	99.2%
Number of complaints	425	-	-	-	273	297
Satisfaction with complaint process	90.2%	85%		1	87%	88%




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Satisfaction with complaint outcome	87.5%	85%		1	85%	86%
Satisfaction with ASB complaints process	89%	85%		1	88%	83%
Satisfaction with ASB complaints outcome	84%	80%		1	84%	84%

Asset Management

Tenants satisfied with major works	98.7%	98.0%		-	97.8%	99.6%
Homes achieving Decent Homes Standard	100%	100%		-	97%	96%
Average energy efficiency (SAP) rating	71.5	68.1		-	67.1	64.6
Kitchen refurbishments	449	462		-	273	296
Bathroom refurbishments	476	472		-	282	311
Gas servicing of all properties	99.9%	100%		1	99.7%	99.7%

Organisation

Efficiencies delivered	£1.4m 5.7%	£610k 2.5%		-	£560k 2.6%	£758k 2.6%
Sickness (average days per person)	10.4	7.0		-	8.1	6.7
Staff turnover	13%	16%		-	7%	15%

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CommuniCare telephone response to alarm calls within 30 Seconds	90%	85%	😊	-	87%	90%
Homes completed	430	400	😊	-	171	238
Satisfaction with quality of new home	95%	95%	😊	-	94%	-
Shared ownership satisfaction with sales process	100%	90%	😊	-	100%	100%
Shared ownership satisfaction overall	100%	85%	😊	-	100%	100%

NB Quartile 1 (top quartile) means the performance level of the top 25% of housing associations in the south (using 2008/09 comparison data)

If you would like to have your say on the performance information that we publish, please contact Damien Ward, Performance manager on 01256 312878 or Damien.ward@sentinelha.org.uk