

## Quarterly Performance and Satisfaction KPIs at end of September (quarter two) 2020/21

AIM	Priority	KPI title	Collection frequency	YTD output	YTD target	YTD RAG
Great Homes	'Cheltenham Quality Standard'	% dwellings with a valid gas safety certificate	Monthly	99.74%	100%	Red
		% of E U and R repairs completed within target	Monthly	99.78%	99%	Green
		% tenants feeling safe and secure in home	Quarterly	89%	90%	Orange
		% tenants satisfied with quality of home	Quarterly	84%	90%	Orange
		% tenants satisfied with repairs and maintenance	Quarterly	79%	90%	Red
Inspired People	People Plan	Average number of working days lost to total sickness	Monthly	1.98	3.50	Green
	Service Improvement	Average time taken to relet minor void CBC properties (excluding FA and JDC) in days	Monthly	38.54	19	Red
		Current arrears as % of rental income (excluding court costs)	Monthly	2.77%	2.04%	Red
Stronger Communities	Customer Service	% Contact Centre Calls Answered within 60 seconds	Monthly	93.77%	90%	Green
		% tenants finding CBH easy to deal with	Quarterly	84%	90%	Orange
		% tenants satisfied that CBH listens to their views and acts upon them	Quarterly	74%	80%	Orange
		Complaints closed at stage 1 - % within agreed timescales	Monthly	85.71%	100%	Red
	Helping customers/ neighbourhoods thrive	% closed ASB cases that were resolved	Monthly	100%	99%	Green
		% of tenancies ending in less than 12 months	Quarterly	4.75%	5%	Green
		% tenants feeling safe and secure in home	Quarterly	89%	90%	Orange
	Homelessness Prevention & Rough Sleeping	Successful homeless preventions as a % of opened cases	Quarterly	64.10%	55%	Green