




CBH Business Plan Quarterly Performance and Satisfaction KPIs at end of December (quarter three) 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 | 99.81 | 100 | |
| | | % of E U and R repairs completed within target | Monthly | 99.77 | 99 | |
| | | % tenants feeling safe and secure in home | Quarterly | 88 | 89.75 | |
| | | % tenants satisfied with quality of home | Quarterly | 82 | 84.50 | |
| | | % tenants satisfied with repairs and maintenance | Quarterly | 79 | 90 | |
| Inspired People  | People Plan | Average number of working days lost to total sickness | Monthly | 4.35 | 5.25 | |
| | Service Improvement | Average time taken to relet minor void CBC properties (excluding FA and JDC) in days | Monthly | 31.11 | 19 | |
| | | Current arrears as % of rental income (excluding court costs) | Monthly | 2.47 | 2.37 | |
| Stronger Communities  | Customer Service | % Contact Centre Calls Answered within 60 seconds | Monthly | 94.02 | 90 | |
| | | % tenants finding CBH easy to deal with | Quarterly | 84 | 90 | |
| | | % tenants satisfied that CBH listens to their views and acts upon them | Quarterly | 73 | 80 | |
| | | Complaints closed at stage 1 - % within agreed timescales | Monthly | 89.47 | 100 | |
| | Helping customers/ neighbourhoods thrive | % closed ASB cases that were resolved | Monthly | 100 | 99 | |
| | | % of tenancies ending in less than 12 months | Quarterly | 5.01 | 5 | |
| | Homelessness Prevention & Rough Sleeping | Successful homeless preventions as a % of opened cases | Quarterly | 64.86 | 55 | |