




Quarterly Performance and Satisfaction KPIs at end of March (quarter four) 2020/21

AIM	Priority	KPI title	Collection frequency	Output Apr-Mar	target	RAG
Great Homes 	'Cheltenham Quality Standard' Programme	% dwellings with a valid gas safety certificate	Monthly	99.81	100	Orange
		% of E U and R repairs completed within target	Monthly	99.76	99	Green
		% tenants feeling safe and secure in home	Quarterly	88	90	Orange
		% tenants satisfied with quality of home	Quarterly	80	85	Orange
		% tenants satisfied with repairs and maintenance	Quarterly	78	90	Red
Inspired People 	People Plan Programme	Average number of working days lost to total sickness	Monthly	6.95	7	Green
	Service Improvement Programme	% Rent lost through CBC dwellings becoming vacant excluding temp furnished	Monthly	0.71	0.77	Green
		% repairs completed on first visit	Monthly	90.82	92	Orange
		Average time taken to relet minor void CBC properties (excluding FA and JDC) in days	Monthly	29.26	19	Red
Stronger Communities 	Customer Service Programme	Current arrears as % of rental income (excluding court costs)	Monthly	2.07	2.24	Green
		% Contact Centre Calls Answered within 60 seconds	Monthly	94.37	90	Green
		% tenants finding CBH easy to deal with	Quarterly	85	90	Orange
		% tenants satisfied that CBH listens to their views and acts upon them	Quarterly	73	80	Orange
	Helping customers/neighbourhoods thrive Programme	Complaints closed at stage 1 - % within agreed timescales	Monthly	90	100	Red
		% closed ASB cases that were resolved	Monthly	100	99	Green
		% of tenancies ending in less than 12 months	Quarterly	3.94	5	Green
Homelessness Prevention & Rough Sleeping Programme	Successful homeless preventions as a % of opened cases	Quarterly	66.43	55	Green	