



SERVICE STANDARDS PERFORMANCE MONITORING

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Quality & Performance Manager

2017-18 Quarter 3



ONE OCEAN: PROUD OF OUR VALUES



THE NEIGHBOURHOOD & COMMUNITY STANDARD

No	Performance Indicator	Actual 2016/17	Target 2017/18		Quarter 3	Year-to-Date	Management Summary
			Target	Trigger Point			
2	Average no. of calendar days to resolve ASB cases (days)	62.6days	61	90	55.5	52.9	<p>4/4 Targets met or exceeded</p> <p>0/4 Trigger Points reached</p> <p>Manager's prolonged absence resulted in breakdown of ASB satisfaction survey process – system back up and running for Quarter 4.</p>
3	% of ASB cases successfully resolved	98.58%	95.50%	87%	100%	99.34	
4	% of tenants satisfied with handling of their ASB case	81.50%	85%	75%	x	87.44%	
5	% of tenants satisfied with outcome of their ASB case	73.86%	80%	73%	x	80.02%	
6	% of monitors satisfied with the Grounds Maintenance (GM) service	90.76%	n/a	n/a	93.00%	94.67%	
8	% of monitors satisfied with the Communal Cleaning (CC) service	96.55%	n/a	n/a	100.00%	99.33%	

THE RESIDENT INVOLVEMENT & EMPOWERMENT STANDARD

No.	Performance Indicator	Actual 2016/17	Target 2017/18		Quarter 3	Year-to-Date	Management Summary
			Target	Trigger Point			
10	Total no. of calls received	63,194	n/a	n/a	14,065	42,431	<p>2/4 Targets met or exceeded</p> <p>0/4 Trigger Points reached</p> <p>Call volumes have continued to decrease as activity on other channels increases.</p> <p>More calls are being handled at first point of contact, despite increased welfare reform and leasehold enquiries requiring caller transfer.</p> <p>LiveChat transactions have not increased as projected, however do show substantial year-on-year growth, with a 50% uplift for December 2017, in comparison with December 2017.</p>
11	% of calls answered within target timeframe	74.67%	70% in 60 seconds	55% in 60 seconds	90.00%	84.00%	
12	% of all calls handled at first point of contact	63.96%	68%	60%	67.00%	64.00%	
13	Number of LiveChat contacts	NEW	2,000	1,750	408	1,016	
14	Number of MyOcean registrations	NEW	1,000	900	209	1,426	



PASSIONATE ABOUT CUSTOMER SERVICE



THE HOME STANDARD

No.	Performance Indicator	Actual 2016/17	Target 2017/18 Target	2017/18 Trigger Point	Quarter 3	Year-to-Date	Management Summary
15	Percentage of all repairs completed on time	97.14%	98.50%	90%	97.76%	97.65%	<p>4/6 Targets met or exceeded</p> <p>0/6 Trigger Points reached</p>
16	Percentage of repairs completed right first time	95.28%	95.00%	90%	96.78%	96.69%	
17	Percentage of tenants satisfied with repairs service	96.48%	96.50%	90%	96.66%	96.60%	
18	Percentage of responsive repairs appointments made that were kept	98.80%	98.50%	90%	96.78%	96.54%	
20	Percentage of Gas Certificates outstanding at end of period	0.00%	0%	0%	0%	0%	
22	Average end-to-end time for all reactive repairs (days)	5.31	8	10	5.54	5.75	



QUALITY AND VALUE IN ALL WE DO



THE TENANCY STANDARD – ALLOCATIONS, LETTINGS & VULNERABILITY

No.	Performance Indicator	Actual 2016/17	Target 2017/18		Quarter 3	Year-to-Date	Management Summary
			Target	Trigger Point			
24	Percentage of new tenants satisfied with the allocation & letting process	97.01%	98%	90%	98.57%	96.50%	<p>2/4 Targets exceeded</p> <p>0/4 Trigger Points reached</p> <p>There was a 16% increase in lettings activity during the year, which was already high compared with other registered providers.</p> <p>Direction of travel and year end results are very positive, considering peak tenancy turnover rates and increased incidences of hard-to-let properties.</p>
25	Average re-let time of all standard void properties (in calendar days)	20.69 days	19	25	23.40	19.86	
26	Number of customers receiving a lifeline service	286	300	286	297	297	
27	Number of Ocean Extra visiting hours per week generated by customer demand	22.50 hours	20	n/a	20.5	21.5	



INNOVATIVE, AMBITIOUS AND BRAVE FOR THE FUTURE OF OUR BUSINESS, CUSTOMERS AND COMMUNITIES



THE TENANCY STANDARD - RENT

No.	Performance Indicator	Actual 2016/17	Target 2017/18		Quarter 3	Year-to-Date	Management Summary
			Target	Trigger Point			
29	Rent collected as a percentage of total rent due (excluding arrears brought fwd)	99.90%	99.00%	95.20%	99.70%	99.70%	<p>3/3 Targets exceeded</p> <p>0/3 Trigger Points reached</p>
30	Rent arrears as a percentage of total rent due	1.41%	2.05%	3.05%	1.33%	1.33%	
31	Former tenant arrears as a percentage of total rent due	0.64%	0.95%	1.20%	0.79%	0.79%	



HONEST, ENTHUSIASTIC AND ALWAYS POSITIVE



THE DEVELOPMENT STANDARD

No	Performance Indicator	Actual 2016/17	Target 2017/18		Quarter 3	Year-to-Date	Management Summary
			Target	Trigger Point			
D1	Number of rented units started on site	97	64	n/a	10	51	<ul style="list-style-type: none"> Falmouth (6) and Polstain (4) started on site in Q3
D2	Number of rented units completed	67	105	n/a	14	28	<ul style="list-style-type: none"> Blackwater (12) and Cott Road 2 (2) handed over in Q3
D3	Number of Homebuy units started on site	44	26	n/a	6	20	<ul style="list-style-type: none"> Falmouth (4) and Polstain (2) started on site in Q3
D4	Number of Homebuy units completed	41	47	n/a	6	12	<ul style="list-style-type: none"> Blackwater (4) and Cott Road 2 (2) completed in Q3
D5	%age of tenants satisfied with their new home	94.00%	96	n/a	100%	97.5%	<ul style="list-style-type: none"> Cott Road 1, Treloggan and Mount surveys received in Q3, all scoring 100%



PASSIONATE ABOUT CUSTOMER SERVICE



THE GOVERNANCE & VIABILITY STANDARD

No	Performance Indicator	Actual 2016/17	Target 2017/18		Quarter 3	Year-to-Date	Management Summary
			Target	Trigger Point			
F1	Total number of units managed by landlord	4,515	4,567	n/a	4,546	4,546	<ul style="list-style-type: none"> All financial indicators were positive for the period and loan compliance is being fully met.
F2	Loan facility drawn down in year	£5m	£0m	n/a	£0m	£0m	
F3	Outstanding loan debt at end of year	£150m	£150m	n/a	£150m	£150m	
F4	Operating cash flow interest cover ration	1.48	1.27	n/a	1.48	1.48	
F5	Loan to asset cover ratio	147%	148%	n/a	145%	145%	
F6	Loan gearing	80.87%	81%	n/a	80.4%	80.4%	
F7	Management direct costs per unit	£918	£728	n/a	£717	£717	
F8	Revenue maintenance costs per unit	£712	£967	n/a	£806	£806	
F9	Investment costs per unit	£272	£359	n/a	£260	£260	

GOVERNANCE & VIABILITY STANDARD GLOSSARY

<p>FP2: Loan facility drawn down in year Reports the amount we have borrowed (drawn down) from our lenders in the current financial year. Our aim is to borrow no more than the amount approved by Board and our lenders in the annual approval of the 30 year business plan.</p>	<p>FP3: Outstanding loan debt at end of year This is the amount we owe our lenders at the end of the year/quarter. Our aim is to owe no more than the figure planned in the approved 30 year business plan.</p>
<p>FP4: Interest cover ratio “Interest cover” measures the number of times we can afford to pay our lenders interest bill from our “operating surplus” (i.e. the money we generate from our normal daily activities). Lenders are keen to make sure that there is some margin for error and that our operating surplus more than covers the interest bill – i.e. if we have an unexpected overspend will we still be able to pay our interest bill? This is a very important ratio that is defined by our loan agreement with the bank. Missing this ratio could result in paying a higher rate of interest to our lenders.</p>	<p>FP5: Loan to asset cover ratio This measure compares the value of housing stock security held by our lenders with the amount of money we owe our lenders. Our target is the minimum cover our lenders are happy with. This is important to our lenders as it assures them that, in the event of Ocean defaulting on the loan, the lenders can recover their debts from the security we have granted them</p>
<p>FP6: Loan gearing Loan gearing compares how much we owe the bank as a % of the total value of our business. Our aim is to maintain this percentage at a level no more than the figure planned in the approved 30 year business plan.</p>	<p>FP7: Management direct costs per unit This simply divides our management costs reported in the management accounts by the number of units we manage (FP1). Arriving at a cost per unit that can be benchmarked with other Housing Associations.</p>
<p>FP8: Revenue maintenance costs per unit This simply divides our <u>revenue</u> maintenance costs reported in the management accounts by the number of units we manage (FP1). Arriving at a cost per unit that can be benchmarked with other Housing Associations.</p>	<p>FP9: Investment Costs per unit This simply divides our <u>capital</u> investment costs reported in the management accounts by the number of units that we manage (FP1). Arriving at a cost per unit that can be benchmarked with other Housing Associations.</p>



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