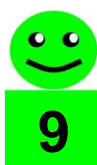


BATRA - Performance Summary Full Year 2010/11

	Area	Performance Indicator Description	2009/10 Performance	Latest Performance April - Mar 2010/11	Target for 2010/11	Progress
	Customer Contact	Average Time Taken to respond to complaints (Working days)	10	6	10.00	
	Customer Contact (1)	% of Telephone calls answered in 10 seconds	93.92	95.35	94.50	
	Housing Management	Average time taken to relet properties	34.95	23.85	22.00	
	Housing Management	% ASB closed cases in the current reporting period which have been resolved	87.50	94.83	89.00	
	Housing Management	Estate Inspections - % done and report sent out in 10 working days	NEW	95.00	100.00	
	Housing Management	Current Rent Arrears (£'s)	351,357	299,045	328,673	
	Housing Management	Proportion of rent collected exc b/f arrears	99.70	99.57	101.06	
	Repairs	% emergency repairs completed in timescale	100.00	99.95	99.85	
	Repairs	Non emergency repairs - % of appointments made that are kept	99.54	99.75	99.50	
	Repairs	% repairs completed "Right First Time"	99.82	99.58	99.85	
	Adaptations	Average time taken to complete Adaptations for all works (calendar days)	114.3	93.63	100.00	
	Decent Homes	Overall Customer Satisfaction with Decent Homes works	88.20	93.38	94.00	
	Supported Housing	Response rate to warden intercom calls received at the Tunstall Contact Centre. % in 60 seconds	96.16	98.13	98.00	



Above / On Target



Just Below Target



Below Target