

CORPORATE SERVICES PERFORMANCE REPORT - MANAGEMENT COMMITTEE

INDICATOR	Corporate Services Key Performance Indicator	Q1 Target	Q1 Apr-Jun 2020	Q2 Target	Q2 Jul-Sept 2020	Q3 Target	Q3 Oct-Dec 2020	Q4 Target	Q4 Jan-Mar 2021	Target 2020/21	Cummulative 20/21	Performance Achieved 19/20	Peer Group Avg Performance 2019/20	Comments	
ARC PERFORMANCE STATISTICS															
I 1	% of tenants satisfied with overall service provided by THA	100%	97%	100%	97%	100%	97%	100%	97%	100%	97%	97%	91%	Customer satisfaction surveys remain suspended during COVID, which means the last figures from Research Resource monthly reports are being used, which is Q3 19/20.	
I 2	% of tenants who feel that THA is good at keeping them informed about their services and decisions	100%	100%	NA	NA	NA	NA	NA	NA	NA	100%	100%	95%	Full 2019 TSS result is 100% which is up from 97% in 2016 TSS. RSL average for 18/19 is 93%	
I 5	% of tenants satisfied with opportunities given to participate in decision making.	100%	100%	NA	NA	NA	NA	NA	NA	NA	100%	100%	94%	Full 2019 TSS result is 100% which is up from 99% in 2016 TSS. RSL average for 18/19 is 88%	
I 3 & 4	(i) Number of complaints received in reporting year:														
	Stage 1 - Frontline	NA	6	NA	21	NA	12	NA	22	NA	61	Avg 5.65 per 100 units	Avg 2.6 per 100 units	SHR reports per 100 units and combines Stage 1 and 2 complaints. At the end of the year we are averaging 3.32 Stage 1 and Stage 2 complaints per 100 units.	
	Stage 2 - Investigation	NA	0	NA	4	NA	4	NA	4	NA	12				
	(ii) Number of complaints carried forward from previous year:														
	Stage 1 - Frontline	NA	0	NA	0	NA	0	NA	0	NA	0	0	0	Unable to obtain	This data is not published on SHR website, so we are contacting the Associations direct to see if they'll share the data.
	Stage 2 - Investigation	NA	1	NA	0	NA	0	NA	0	NA	1	1	1	Unable to obtain	Ref 2212 was carried forward from 19/20 and closed in Q1. As above for peer group data
	(iii) Number (and percentage) of complaints responded to in full														
	Stage 1 - Frontline	100%	6 (100%)	100%	21 (100%)	100%	12 (100%)	100%	22 (100%)	100%	61 (100%)	110 (99%)	110 (99%)	99%	
	Stage 2 - Investigation	100%	NA	100%	4 (100%)	100%	4 (100%)	100%	4 (100%)	100%	12 (100%)	16 (100%)	16 (100%)	86.42%	
	(iv) Time taken (and Average) in working days to provide a full response														
Stage 1 - Frontline	NA	8 days (1.3 days)	NA	107 days (5 days)	NA	50 days (4 days)	NA	94 days (4.3 days)	NA	259 days (4.3 days)	364 days (3 days)	364 days (3 days)	3.36 days	SHR website doesn't provide information on total number of days, so only average working days provided for this figure. At 4.3 days, this is slightly higher than the previous year at 3 days. Despite the pandemic, we have managed to maintain full response on average within timescale.	
Stage 2 - Investigation	NA	NA	NA	48 days (12 days)	NA	73 days (18 days)	NA	54 days (13.5 days)	NA	175 days (14.5 days)	295 days (18 days)	295 days (18 days)	10.56 days	SHR website doesn't provide information on total number of days, so only average working days provided for this figure. At 14.6 days, despite the pandemic, we've managed to reduce, albeit marginally, the average timescale to respond for Stage 2 complaints from 15 days.	
C 1	% Absence due to Sickness	NA	5.75%	7.87%	5.43%	NA	4.99%	4.57%	4.32%	NA	5.19%	9.23%	4.90%	Most staff were working from home or furloughed during Q1 and this appears to have a positive impact on staff sickness absence. We continue to have 2 staff members on long term sickness absences into Q2, which are being managed in line with procedures. There were few short-term absences during Q2. Q4 thre remains 1 long term sickness being managed and other shor-term absences. It appears we have almost halved our sickness absence at the end of the year 20/21 from the 9.23% reported for 19/20.	
C 1	% of total staff turnover	NA	0	NA	2	NA	2	NA	2	NA	6%	6.00%	24.00%	1 full time permanent member of staff left in Q2. 1 temporary full time member of staff left in Q3. 1 full time permanent member of staff retired in Q4. We have remained consistent with last year's figure and still remain much lower than the peer group average of 24%.	
Org Details	Total number of RSL members at last AGM	NA	NA	NA	119	NA	NA	NA	NA	NA	119	139	Unable to obtain	This data is not published on SHR website, so we are contacting the Associations direct to see if they'll share the data.	
Org Details	Number of members attending last AGM	NA	NA	NA	17	NA	NA	NA	NA	NA	17	40	Unable to obtain	This data is not published on SHR website, so we are contacting the Associations direct to see if they'll share the data.	
Org Details	% attendance at AGM	NA	NA	10%	14%	NA	NA	NA	NA	10%	14%	29%	Unable to obtain	This data is not published on SHR website, so we are contacting the Associations direct to see if they'll share the data.	

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Corporate Services Key Performance Indicator	Q1 Target	Q1 June 2020	Q2 Target	Q2 Sept 2020	Q3 Target	Q3 Dec 2020	Q4 Target	Q4 Mar 2021	Target 2020-21	Cummulative 20/21	Performance achieved 19/20	Peer Group Avg Performance 2019/20	Comments
Number of Stage 2 Complaints Acknowledged	100%	NA	100%	3 (75%)	100%	3 (75%)	100%	4 (100%)	100%	10 (83%)	13 (87%)	Local target	1 acknowledgement missed in Q2. 1 acknowledgement missed in Q3. 100% achieved in Q4, but still come in just below last year's figure of 87%.
% of Committee meeting attendance	80%	42%	80%	62%	80%	67%	80%	72%	80%	65%	85%	Local target	Attendance is likely to be low due to COVID-19 restrictions and difficulites in getting on-line. Papers are being issued to all MC members, so opportunity to digest and question what is going on in the Association is being maintained. Although still below target of 80%, Q4 showed a marked increase from previous quarters and as confidence builds in technology, attendance is increasing again.

key:
on target
outwith target but manageable
outwith target - action required
No target - manageable

*Peer Group organisations are Parkhead, Shettleson, West of Scotland and Milnbank Housing Associations. These were identified and agreed by PIN for inclusion within Landlord Performance Reports