

CORPORATE SERVICES PERFORMANCE REPORT - MANAGEMENT COMMITTEE

INDICATOR	Corporate Services Key Performance Indicator	Q1 Target	Q1 Apr-Jun 2021	Q2 Target	Q2 Jul-Sept 2021	Q3 Target	Q3 Oct-Dec 2021	Q4 Target	Q4 Jan-Mar 2022	Target 2021/22	Cummulative 21/22	Performance Achieved 20/21	Peer Group Avg Performance 2020/21	Comments
ARC PERFORMANCE STATISTICS														
I 1	% of tenants satisfied with overall service provided by THA	100%	84%	100%	90%	100%	97%	100%	Not available yet	100%	90%	97%	89.70%	We commenced monthly satisfaction surveys in May 2021. In Q2 we remain a little lower than the peer group average, but have increased by 6% from Q1 figures. At the time of preparing this report the figures had not been provided for Q4 yet but we can see a significant increase in levels of satisfaction from 90% to 97%. Although now amber, this will continue to be monitored.
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%	93.97%	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%	92.00%	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	24	NA	31	NA	38	NA	16	NA	109	Combined = 73	Combined = 76	Combined 118 complaints received, which is an increase from 20/21 of 45
	Stage 2 - Investigation	NA	1	NA	1	NA	1	NA	6	NA	9			
	(ii) Number of complaints carried forward from previous year:													
	Stage 1 - Frontline	NA	0	NA	NA	NA	NA	NA	NA	NA	0	0	1	
	Stage 2 - Investigation	NA	0	NA	NA	NA	NA	NA	NA	NA	0	1	1	
	(iii) Number (and Percentage) of complaints responded to in full:													
	Stage 1 - Frontline	100%	24 (100%)	100%	31 (100%)	100%	38 (100%)	100%	15 (93.75%)	100%	93 (100%)	61 (100%)	98.90%	One stage 1 complaint took 6 days to close
	Stage 2 - Investigation	100%	1 (100%)	100%	1 (100%)	100%	1 (100%)	100%	5 (83%)	100%	3 (100%)	12 (100%)	95.50%	One stage 2 complaint wasn't closed until April and is outwith timescale due to unwillingness by tenant to make contact. Another stage 2 was missed by 4 days, due to competing priorities.
	(iv) Time taken (and Average) in working days to provide a full response													
Stage 1 - Frontline	NA	63 days (Avg 2.6 days)	NA	101 days (Avg 3.26 days)	NA	107 days (Avg 2.8 days)	NA	40 days (Avg 2.5 days)	NA	311 (Avg 2.85 days)	4.3 days	3.7 days	Despite Q4 having missed 100% response timescales, we are showing 2.85 days average against 5 day target.	
Stage 2 - Investigation	NA	22 days (Avg 22 days)	NA	6 days (Avg 6 days)	NA	3 days (Avg 3 days)	NA	85 days (Avg 14.2 days)	NA	116 days (Avg 12.9 days)	175 days (14.5 days)	10.4 days	Despite Q4 having missed 100% response timescales, we are showing 14.5 days average against 20 day target.	
C 1	% Absence due to Sickness	NA	3.34%	NA	5.13%	NA	8.42%	NA	10.40%	NA	6.90%	5.19%	12.10%	Figures represent 6 long term sickness absence and various short-term during the year. All managed in line with Attendance & Absence Management Policy. It is worth noting that 99 days absent in the full year were relating to Covid illness where staff members were unable to work from home. This represents around 40% of the absence in the year.
C 1	% of total staff turnover	NA	2	NA	0	NA	4.5%	NA	10.0%	NA	16.5%	6.00%	11.76%	Q1 - 1 f/t permanent member of staff left. Q2 - No terminations. Q3 - 2 f/t permanent members of staff left. Q4 3 f/t permanent members of staff left and 1 temporary f/t staff member ended their contract. All figures are based on Full time equivalents (FTE).
Org Details	Total number of RSL members at last AGM	NA	NA	NA	115	NA	NA	NA	NA	NA	115	119	Not available from SHR	
Org Details	Number of members attending last AGM	NA	NA	NA	25	NA	NA	NA	NA	NA	25	17	Not available from SHR	
Org Details	% attendance at AGM	NA	NA	10%	22%	NA	NA	NA	NA	10%	22%	14%	Not available from SHR	

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