

The Cairn logo, consisting of the word "cairn" in a lowercase, sans-serif font, is centered on a white ribbon-like shape that has a pointed bottom edge. The ribbon is set against a dark blue background.

cairn

Q4 2016/17  
Performance  
Review

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# Introduction

Welcome to Cairn's quarterly performance review. This pack contains information on our collective performance across a range of KPIs (key performance indicators), covering our core objectives – **Great homes. Great services. Great people.**

This pack is produced on a quarterly basis and focuses on our improvement journey towards Top 10 by 2025.

The data displayed within this pack demonstrates performance trends, rather than stand-alone performance for each individual quarter. Where available and practical you will see the quarterly performance detailed alongside year-to-date (YTD) performance. Quarterly figures provide the performance for that 3 month period alone, whereas YTD figures are aggregated for the financial year in question (NB – when looking at YTD figures bear in mind that these are 'reset' at the beginning of the new financial year)

Benchmarking is undertaken using the results from the previous years ARC submission. In 2017/18 we will be benchmarking against our Peer Group using figures from the 2016/17 ARC submission when the Scottish Housing Regulator publishes them in September 2017.

Further information is available from the Business Improvement Team, contact details can be found at the end of the pack

# Services

## % Overall Satisfaction

2015/16 – 85.81%

2016/17 - 86.00%

2016/17 Target – 92.00%

The figures shown are the results from the Annual Satisfaction survey only.

Throughout the year we had planned to include the results from the service specific satisfaction surveys in our year end overall satisfaction performance. However, after analysing the impact that this would have and after receiving further guidance from the Scotland's Housing Network regarding our approach we have decided not to include the SSSS results.

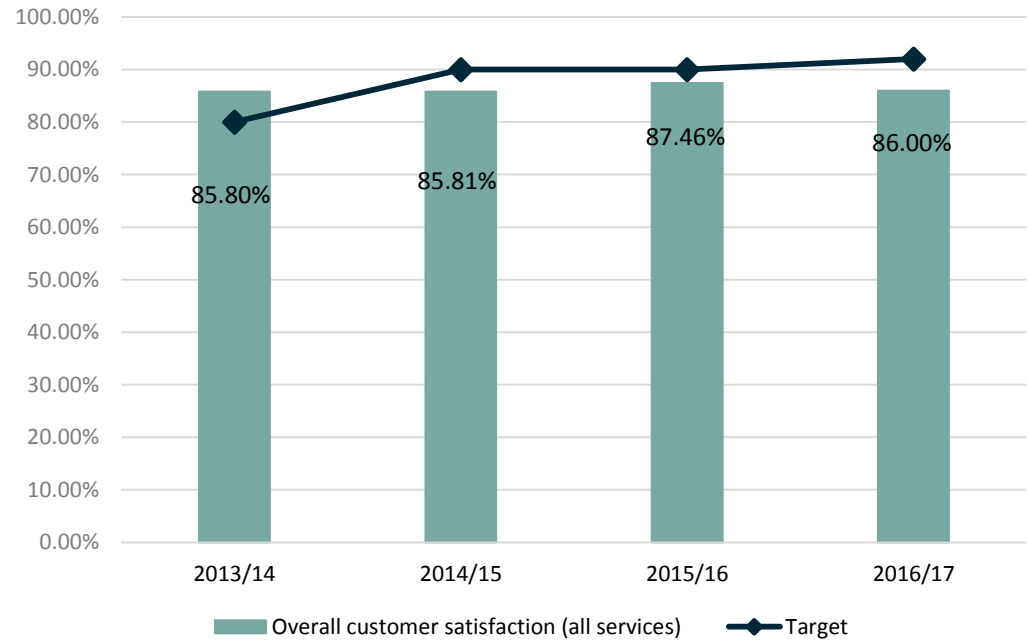
Including the SSSS results would only increase our overall satisfaction to 86.23% but it would reduce our response rate from 15.65% to 9.07%. The Scottish Housing Regulator advises that this indicator is supposed to provide us with a point in time snapshot of our customer's satisfaction and that the best way to achieve this is to use our annual survey results.

## Benchmarking

Peer Group Ranking 2015/16 – 28<sup>th</sup>

Peer Group Ranking 2014/15 – 28<sup>th</sup>

Peer Group Ranking 2013/14 – 28<sup>th</sup>



# Services

## % satisfied with value for money

2015/16 – 82.88%

2016/17 – 80.61%

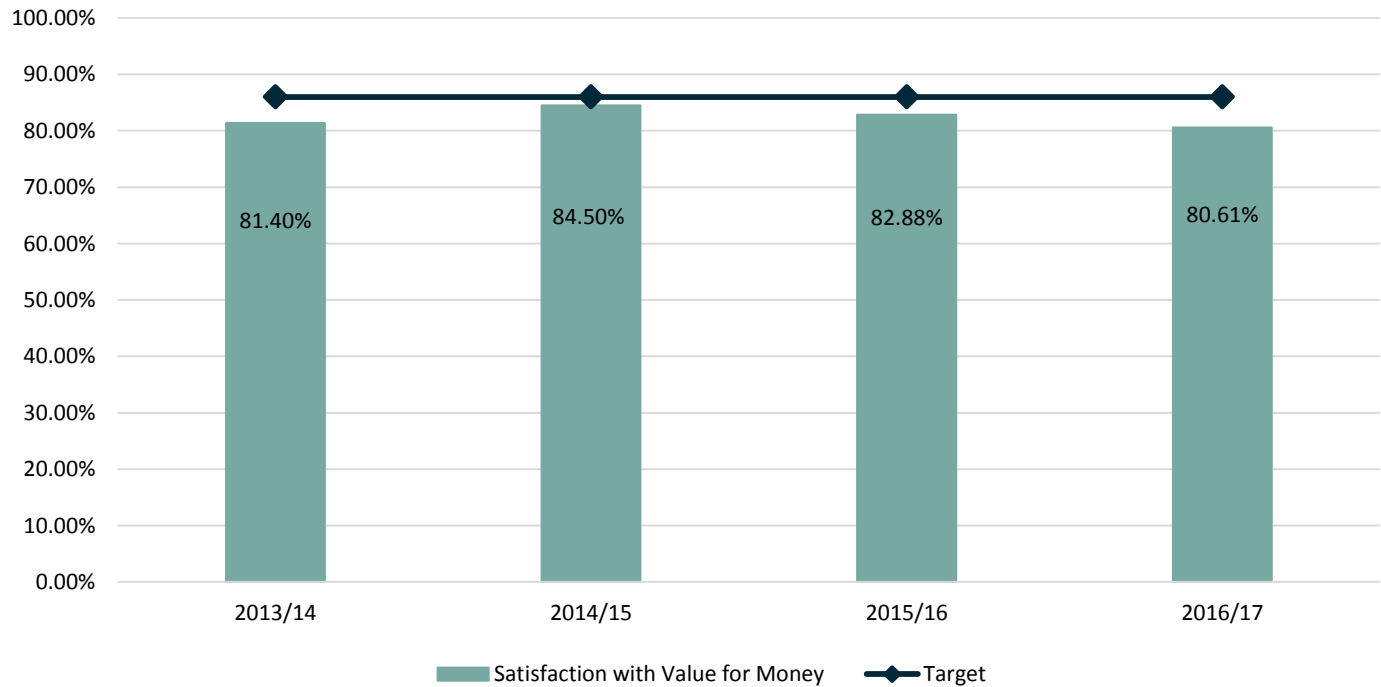
2016/17 Target – 86.00%

## Benchmarking

Peer Group Ranking 2015/16 – 11<sup>th</sup>

Peer Group Ranking 2014/15 – 7<sup>th</sup>

Peer Group Ranking 2013/14 – 12<sup>th</sup>



# Services

## % satisfied with repairs and maintenance

2015/16 – 89.04%

2016/17 – 89.08%

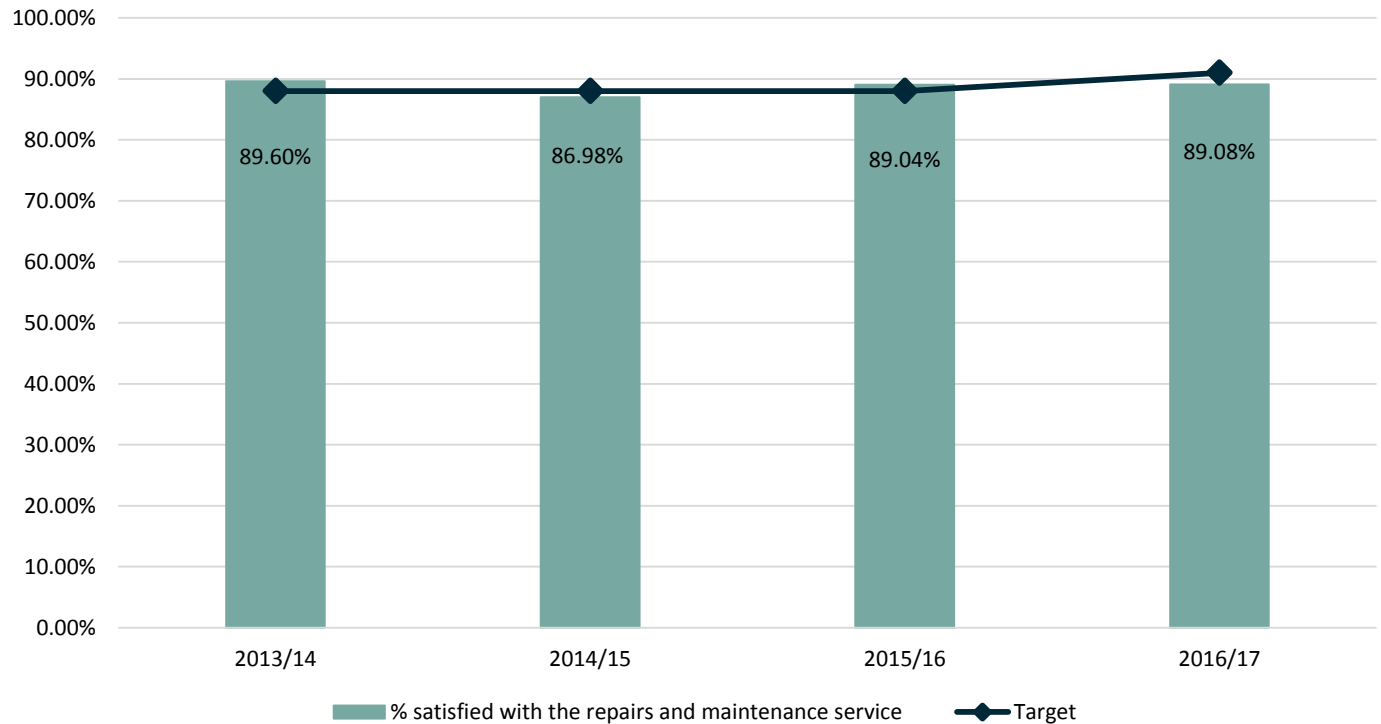
2016/17 Target – 91.00%

## Benchmarking

Peer Group Ranking 2015/16 – 26<sup>th</sup>

Peer Group Ranking 2014/15 – 27<sup>th</sup>

Peer Group Ranking 2013/14 – 16<sup>th</sup>



# Services

## % appointments kept

2015/16 Year End – 99.90%

2016/17 Year End – 100.00%

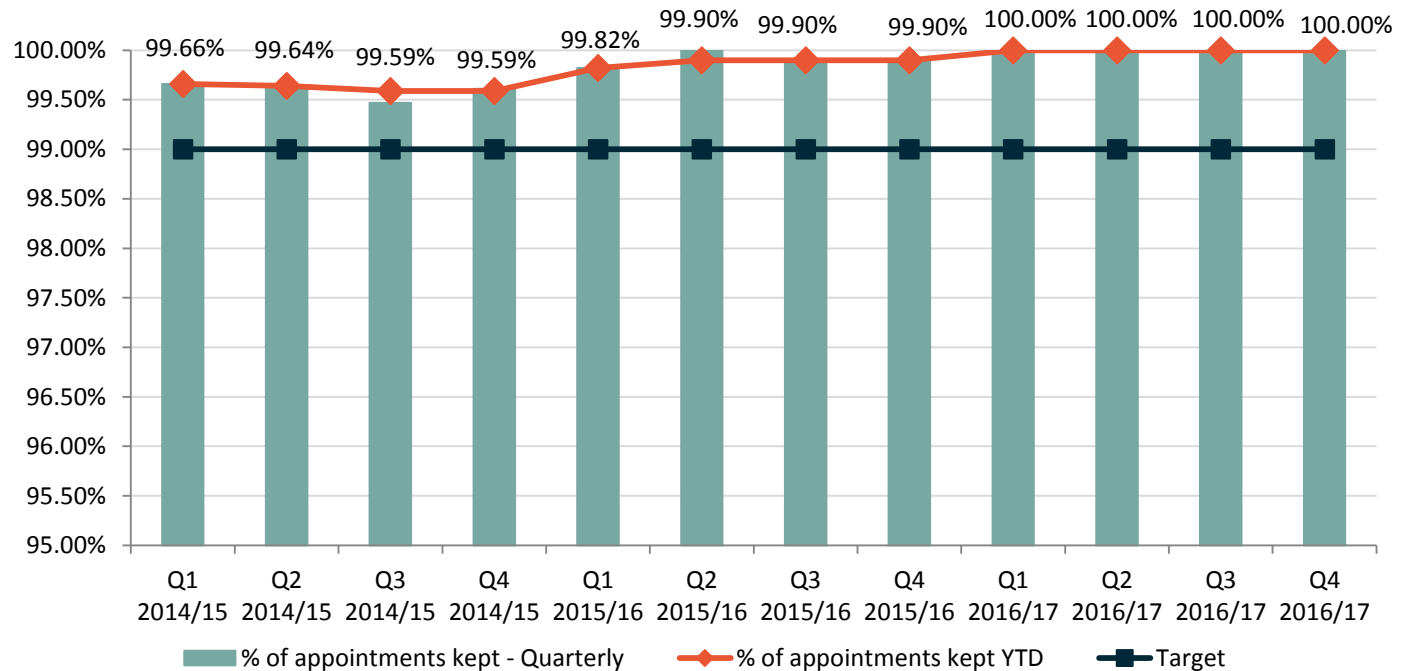
2016/17 Target – 99.00%

## Benchmarking

Peer Group Ranking 2015/16 – 4<sup>th</sup>

Peer Group Ranking 2014/15 – 4<sup>th</sup>

Peer Group Ranking 2013/14 – 9<sup>th</sup>



# Services

## Right First Time

2015/16 Year End – 97.21%

2016/17 Year End – 97.27%

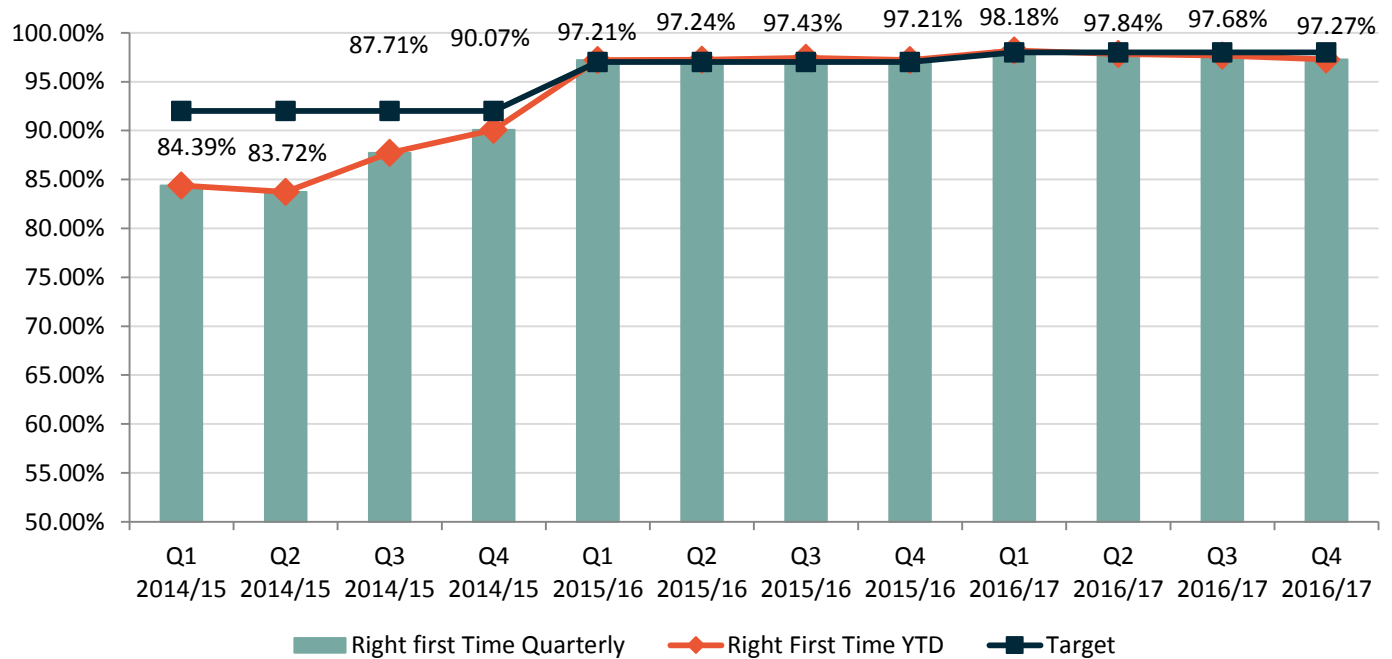
2016/17 Target – 98.00%

## Benchmarking

Peer Group Ranking 2015/16 – 8<sup>th</sup>

Peer Group Ranking 2014/15 – 26<sup>th</sup>

Peer Group Ranking 2013/14 – 18<sup>th</sup>





# Services

% of stage 1 (frontline) complaints responded to within timescale

2015/16 Year End – 100.00%

2016/17 Year End – 100.00%

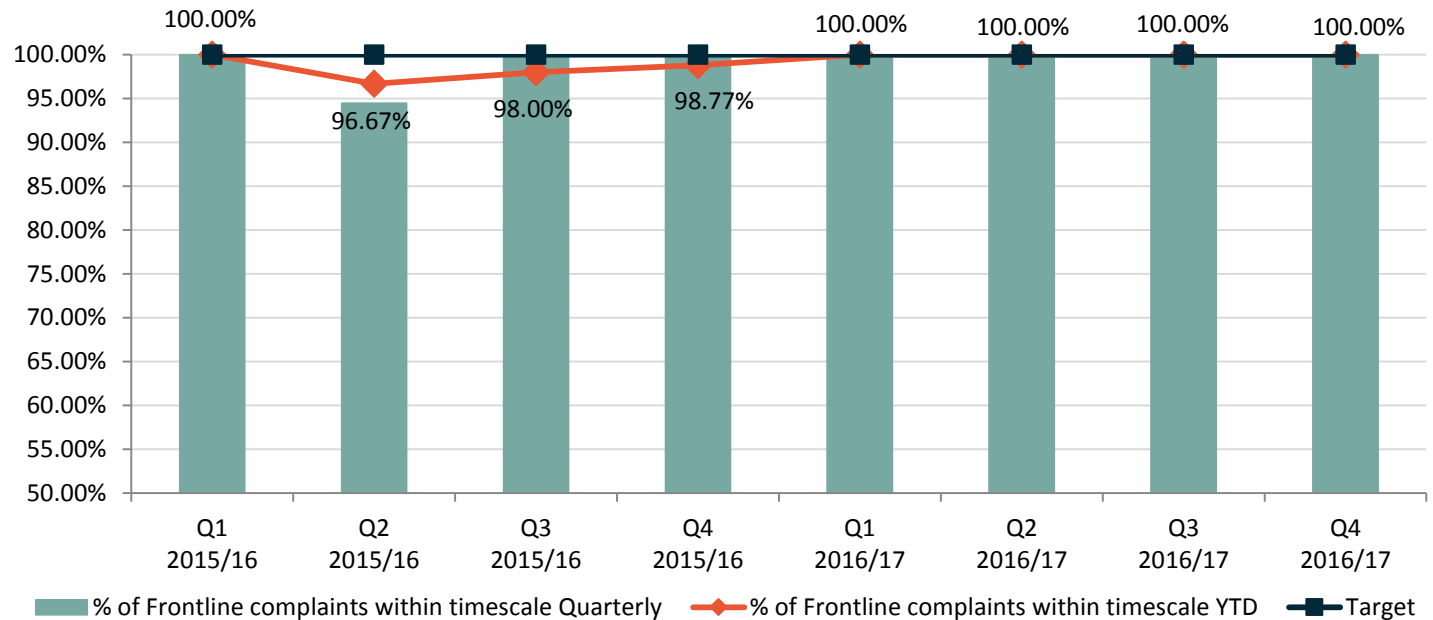
2016/17 Target – 100.00%

## Benchmarking

Peer Group Ranking 2015/16 – 5<sup>th</sup>

Peer Group Ranking 2014/15 – 9<sup>th</sup>

Peer Group Ranking 2013/14 – 31<sup>st</sup>



# Services

% of stage 2 complaints (investigations)  
completed within timescale

2015/16 Year End – 100.00%

2016/17 Year End – 100.00%

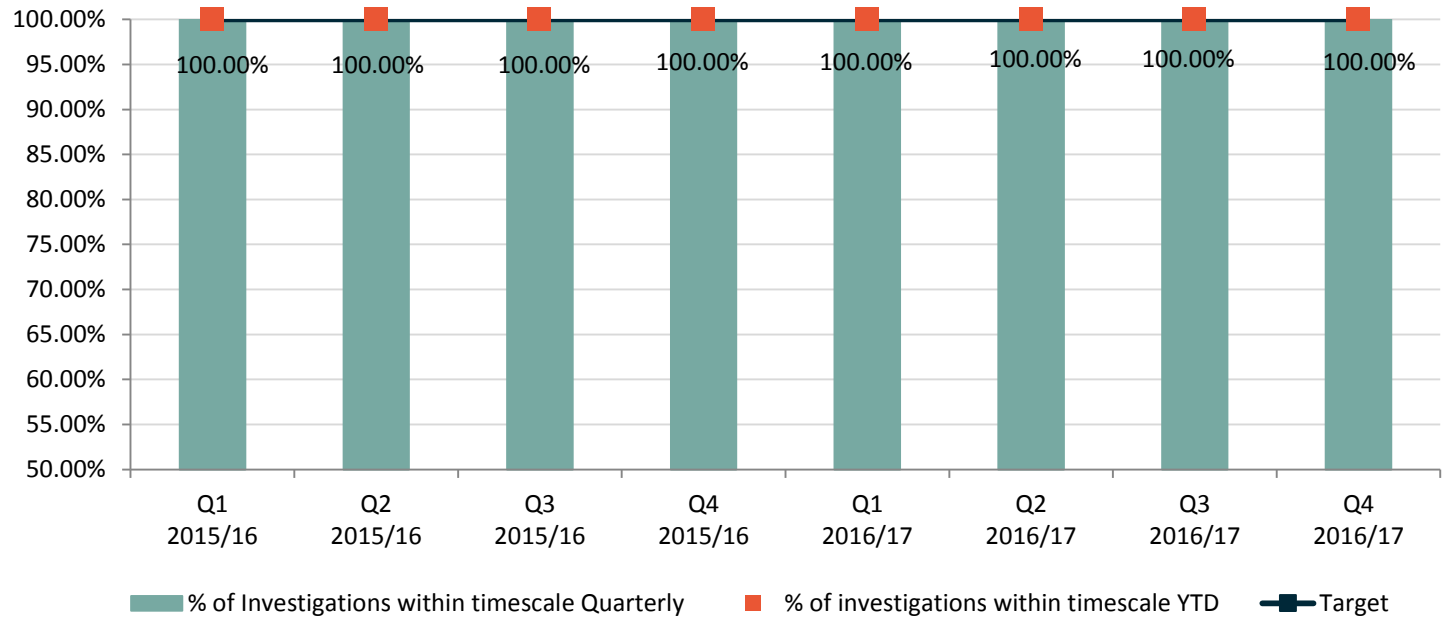
2016/17 Target – 100.00%

## Benchmarking

Peer Group Ranking 2015/16 – 5<sup>th</sup>

Peer Group Ranking 2014/15 – 9<sup>th</sup>

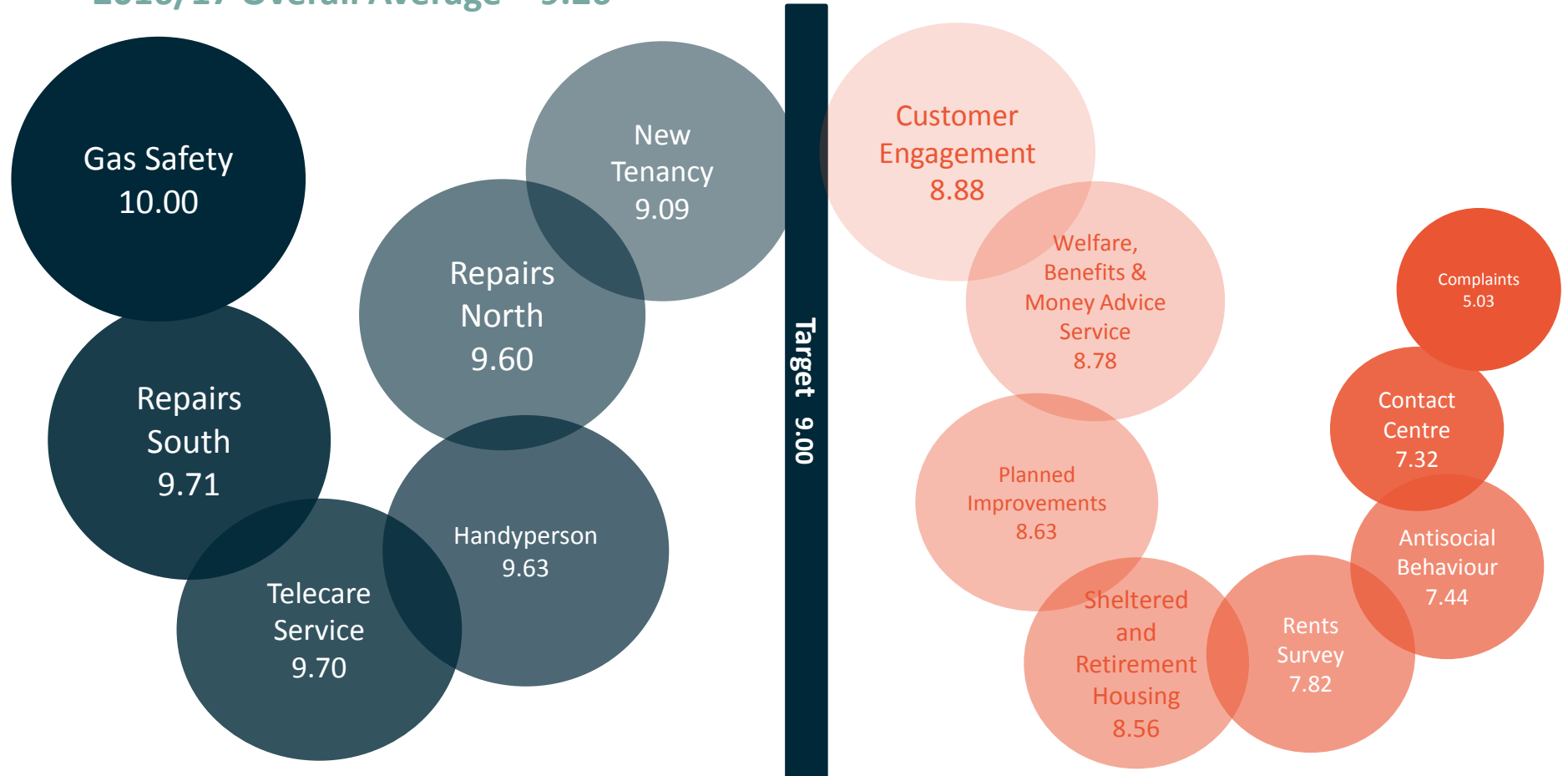
Peer Group Ranking 2013/14 – 31<sup>st</sup>



# Services

## Service Specific Satisfaction Surveys Q4 Results

2016/17 Overall Average – 9.26



# Services

## Service Specific Satisfaction Survey Responses Q4

2016/17 Target – 9.00

2016/17 Overall Average – 9.26

Service Specific Satisfaction Survey	No of Responses	Average Score	Variation from Target (9.00)
Gas safety survey	1	10	1.00
Repairs Survey South	32	9.71	0.71
Telecare Survey	19	9.70	0.70
Handyperson Survey	127	9.63	0.63
Repairs Survey North	27	9.60	0.60
New tenancy survey	35	9.09	0.09
Customer engagement survey	14	8.88	-0.12
Welfare Benefits and Money Advice Service	1	8.78	-0.22
Planned improvements survey	144	8.63	-0.37
Sheltered and Retirement housing survey	34	8.56	-0.44
Rents survey	5	7.82	-1.18
Antisocial Behaviour survey	1	7.44	-1.56
Contact Centre survey	12	7.32	-1.68
Complaints survey	5	5.03	-3.97
Total	457	9.06	0.06

# Services

## Q4 Tenant Feedback

"Very efficient he explained what he was doing job now completed to my total satisfaction "

**Repairs North**

"Overall a friendly and efficient service - felt very confident in the abilities and attitude of the service, thanks "

**Handyperson**

"I'm happy, I'd be pleased if you would give me the name of the foorer as the vinyl floor is perfection I would pay for our kitchen to be done "

**Planned Improvements**

"I was extremely upset by the state of the flat. The doors were almost unable to be closed because of nicotine and the window frames were in the same state, they were never cleaned or repaired. The main hall carpet is extremely dirty and has a hole in it. I have asked for it to be cleaned or replaced nothing been done! The Kitchen is also in need of repair, which was supposed to have been done prior to my move "

**New Tenancy**

"I love living in Glentamar and being part of the activities that the social committee have organised the problems are being addressed and I'm happy "

**Customer Engagement**

"Courteous and friendly staff taking the initial call followed up by a speedy response and repair well done "

**Repairs South**

"My house no 96 has a run down kitchen, circa 1984 a bathroom that no one in the private sector would tolerate. Radiators circa 1984 rust peeling off , paint falling off again in p/s would be replaced. Doors throughout a collection of doors well past there sell by date, different types yet the rent goes up higher than inflation, year in year out "

**Sheltered and Retirement Housing**

"Very happy with the standard of home offered and the help and advise from Cairn employees "

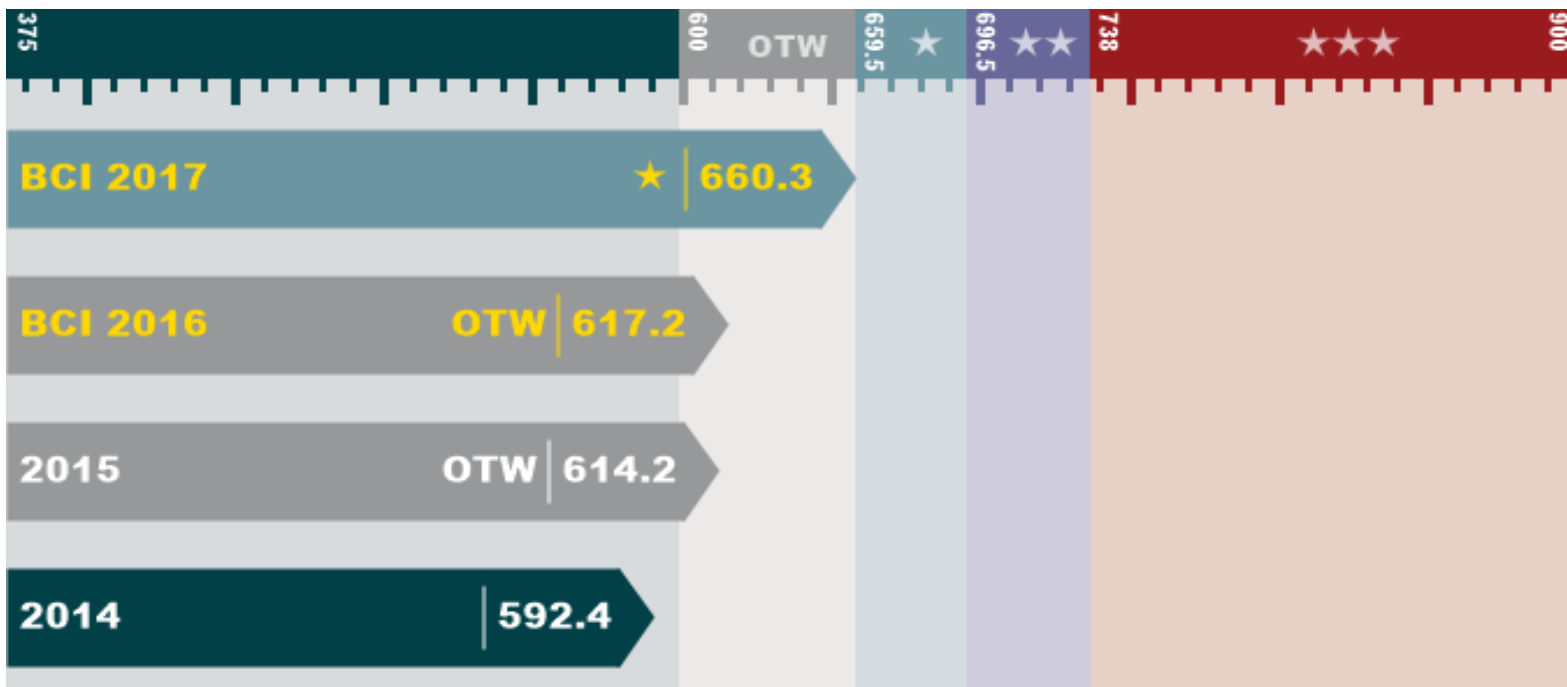
**New Tenancy**

# People

## Overall Staff Engagement (Best Companies Survey)

Cairn have achieved 1\* Star status following this years survey.

Staff Engagement is the focus of this years WIG. The main areas that the WIG is aimed at addressing are the staff engagement with managers and the leadership of the organisation.



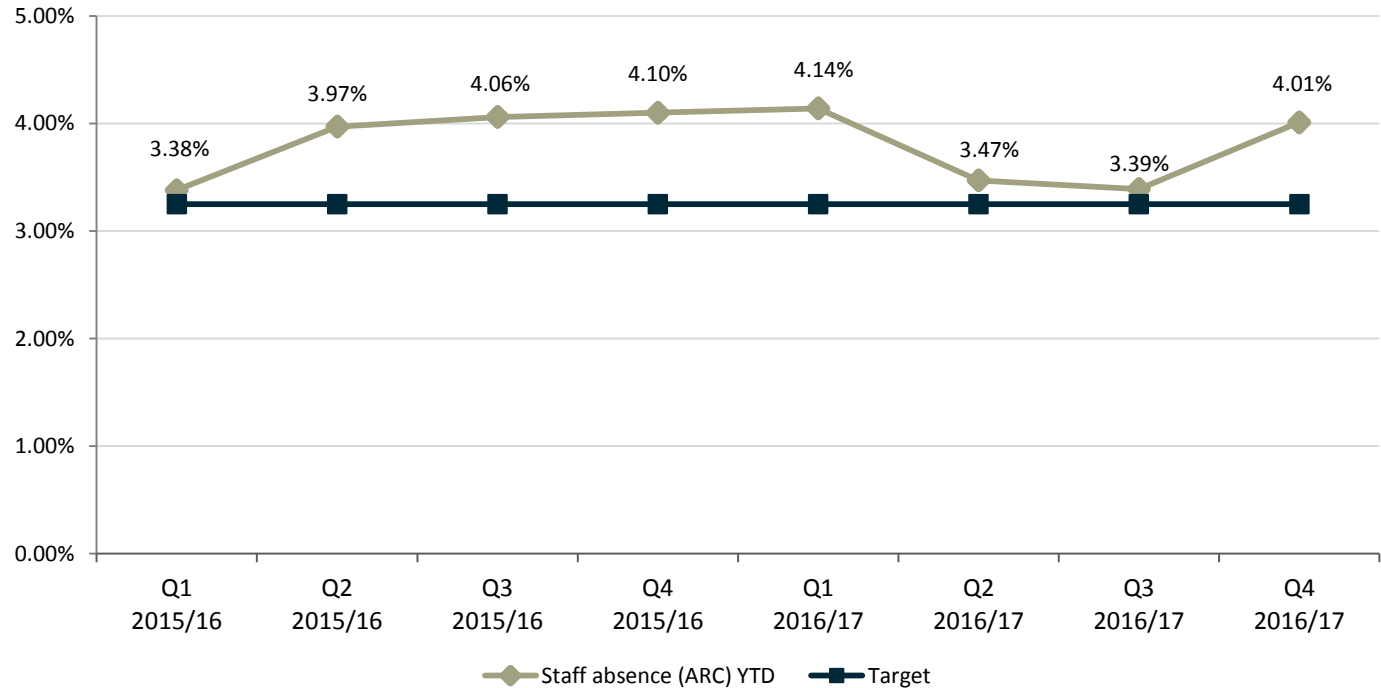
# People

## Staff Absence

2015/16 Year End – 4.10%  
2016/17 Year End – 4.01%  
2016/17 Target – 3.25%

## Benchmarking

Peer Group Ranking 2015/16 – 21<sup>st</sup>  
Peer Group Ranking 2014/15 – 22<sup>nd</sup>  
Peer Group Ranking 2013/14 – 23<sup>rd</sup>



# People

## Personal Performance & Development Completion

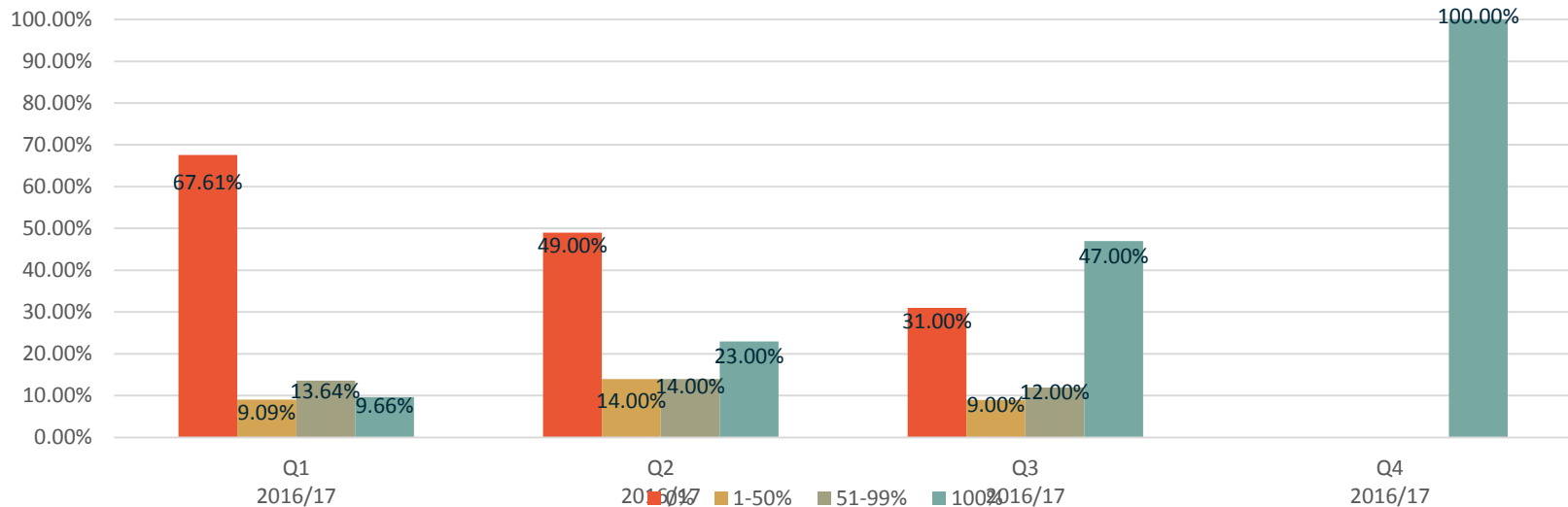
PPD completion target – 100%

Timescale for completion – end of Q2 2016/17

The percentage of managers who have completed their PPD's is 100% reflecting the efforts to complete their performance appraisals with their line reports. A couple of adjustments were made to remove new starters joining near the end of March who had not been involved in the 2016-2017 performance appraisal year as these were distorting the completion figures. The percentage of staff who have completed their Cornerstone self-assessment reviews is 100% also.

We are looking to improve further on the embedding of PPD reviews and the Cornerstone system. To support this, the 2017-2018 appraisal year will encompass quarterly periods to more accurately reflect completion within each quarter.

We have also adjusted the performance review year to run from 1 May until 30 April, one month behind the financial year. We did this as some operational areas are reliant on end of year figures for their review conversations, some of which were not available until the middle of the month following the appraisal year end, resulting in delays in the end of year performance reviews. By moving the performance review period one month behind, we anticipate the end of year reviews being undertaken on time so that the completed year can be archived and the new performance year opened.





# Homes

## % satisfied with quality of home

2015/16 – 90.12%

2016/17 – 90.58%

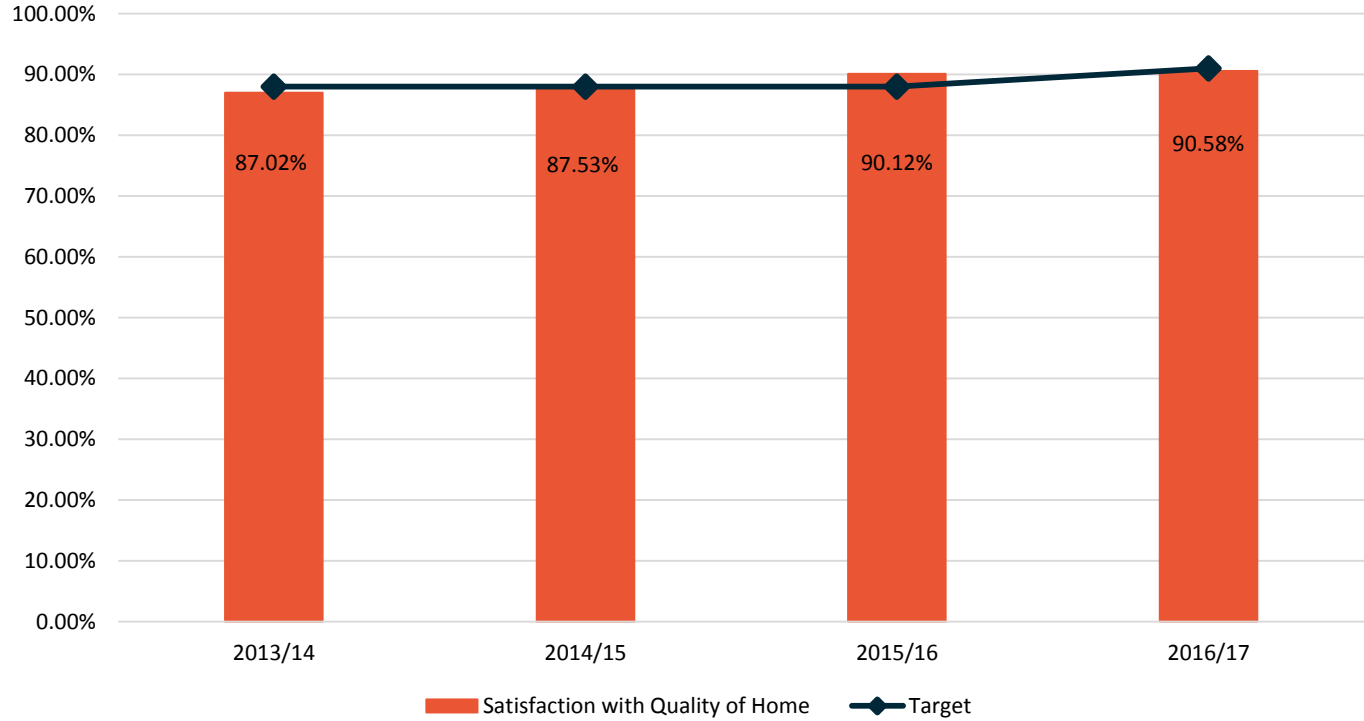
2016/17 Target – 91.00%

## Benchmarking

Peer Group Ranking 2015/16 – 13<sup>th</sup>

Peer Group Ranking 2014/15 – 13<sup>th</sup>

Peer Group Ranking 2013/14 – 12<sup>th</sup>



# Homes

## % SHQS Compliance

2015/16 Year End – 90.64%

2016/17 Year End – 93.04%

2016/17 Target – 90.00% \*

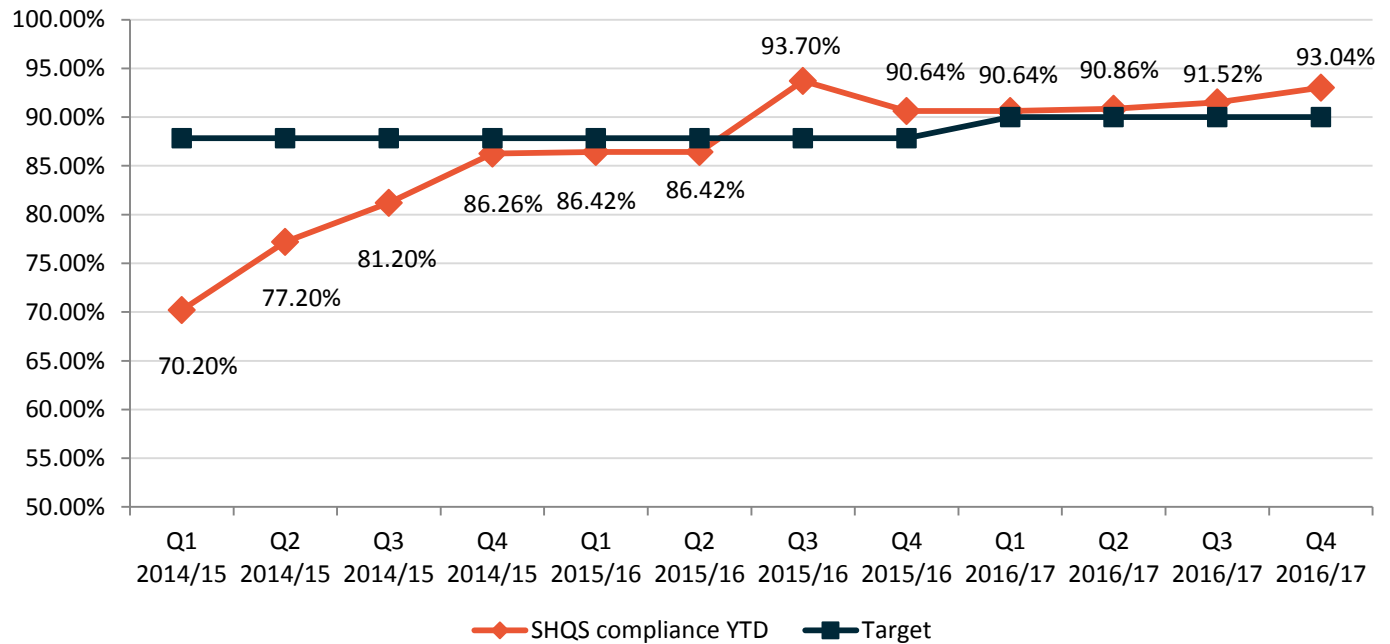
\* Exemptions and Abeyances have been excluded as per the ARC guidance.

## Benchmarking

Peer Group Ranking 2015/16 – 26<sup>th</sup>

Peer Group Ranking 2014/15 – 30<sup>th</sup>

Peer Group Ranking 2013/14 – 32<sup>nd</sup>



# Homes

## % EESSH Compliance

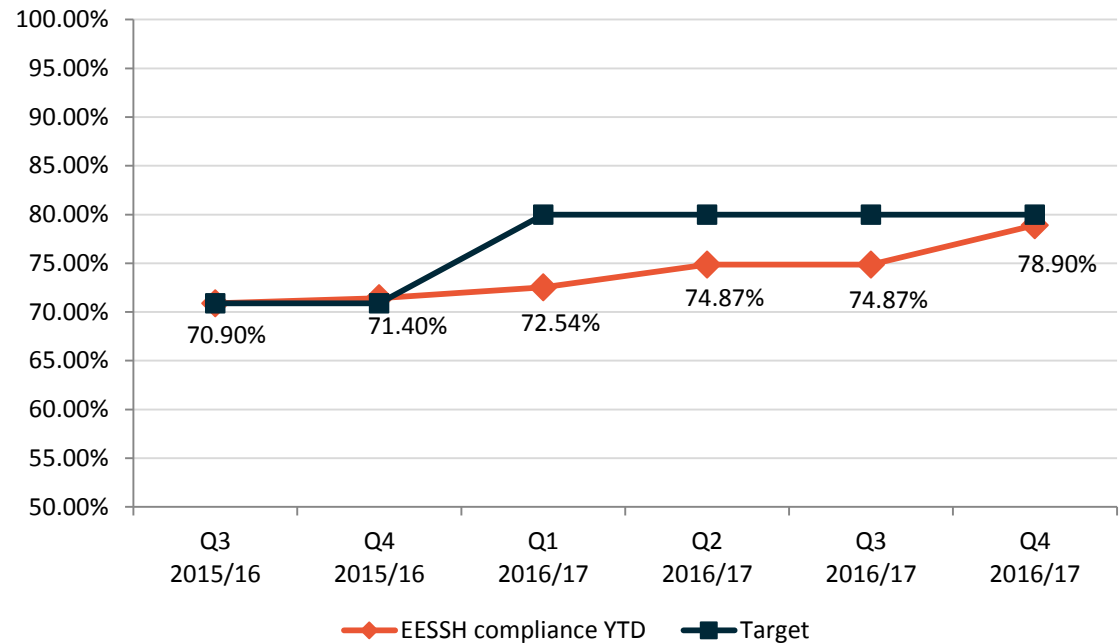
2015/16 Year End – 71.40%

2016/17 Year End – 78.90%

2016/17 Target – 80.00%

The Energy Efficiency Standard for Social Housing (EESSH) aims to improve the energy efficiency of social housing in Scotland. It will help to reduce energy consumption, fuel poverty and the emission of greenhouse gases. It will contribute to reducing carbon emissions by 42 per cent by 2020 and 80 per cent by 2050 in line with the requirements set out in the Climate Change (Scotland) Act 2009.

*Note – as this was a new indicator this year benchmarking information will not be available until the SHR produce their 2016-17 benchmarking report in September 2017.*



# Other Results

## % income collected

2015/16 Year End – 103.09%

2016/17 Year End – 103.07%

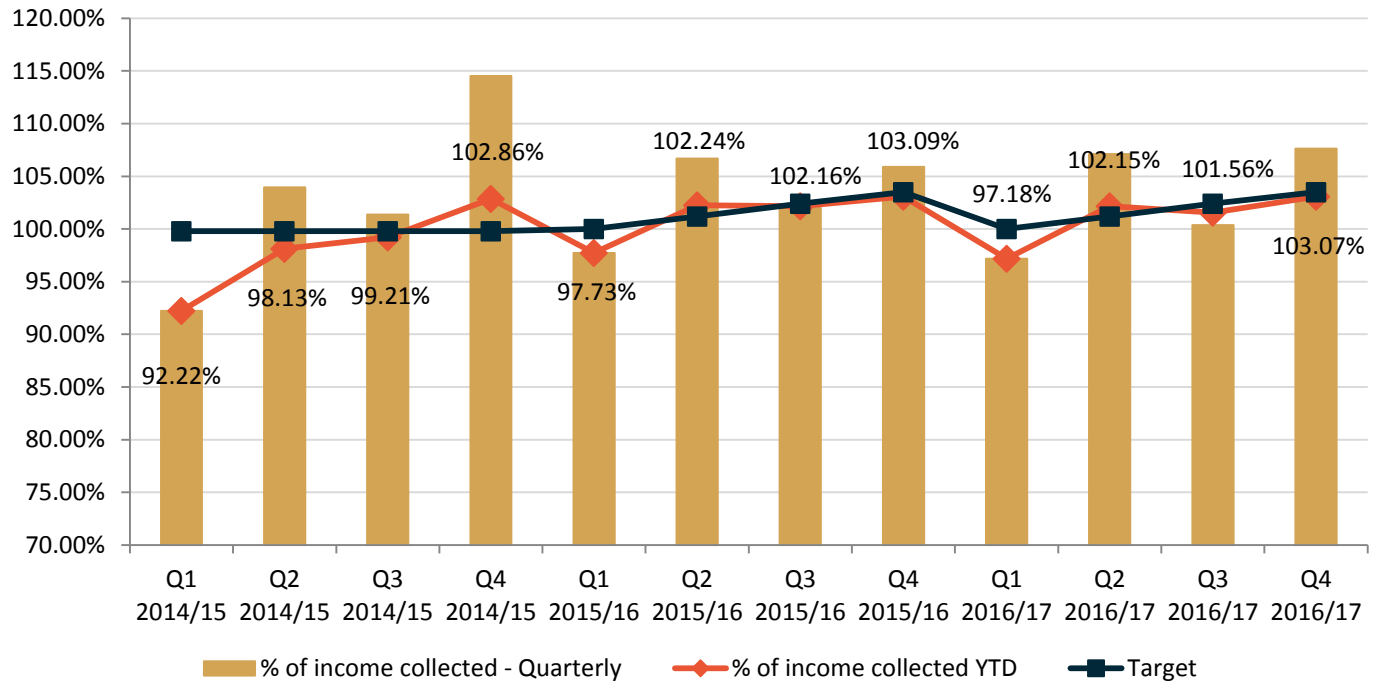
2016/17 Target – 103.50%

## Benchmarking

Peer Group Ranking 2015/16 – 2<sup>nd</sup>

Peer Group Ranking 2014/15 – 4<sup>th</sup>

Peer Group Ranking 2013/14 – 19<sup>th</sup>



# Other Results

## Rent loss due to voids as % of debit

2015/16 Year End – 0.64%

2016/17 Year End – 0.48%

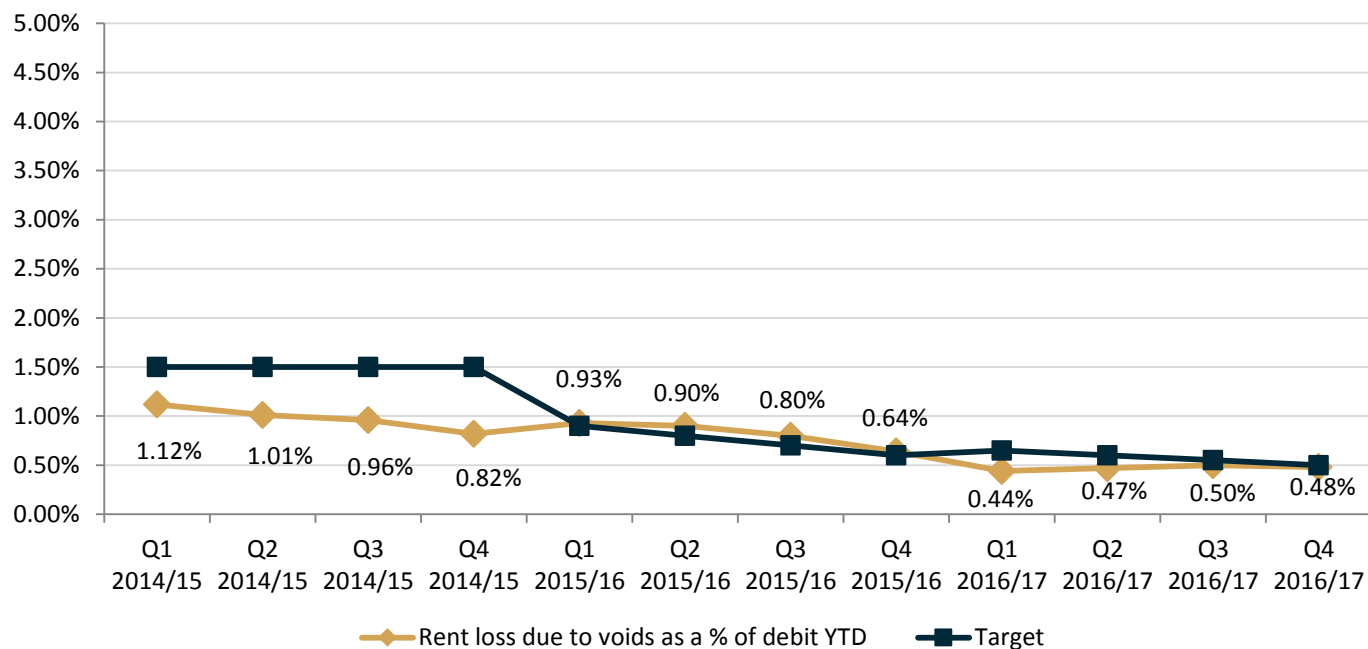
2016/17 Target – 0.50%

## Benchmarking

Peer Group Ranking 2015/16 – 25<sup>th</sup>

Peer Group Ranking 2014/15 – 28<sup>th</sup>

Peer Group Ranking 2013/14 – 32<sup>nd</sup>



# Other Results

## New let: average turnaround times

2015/16 Year End – 20.68 days

2016/17 Year End – 14.51 days

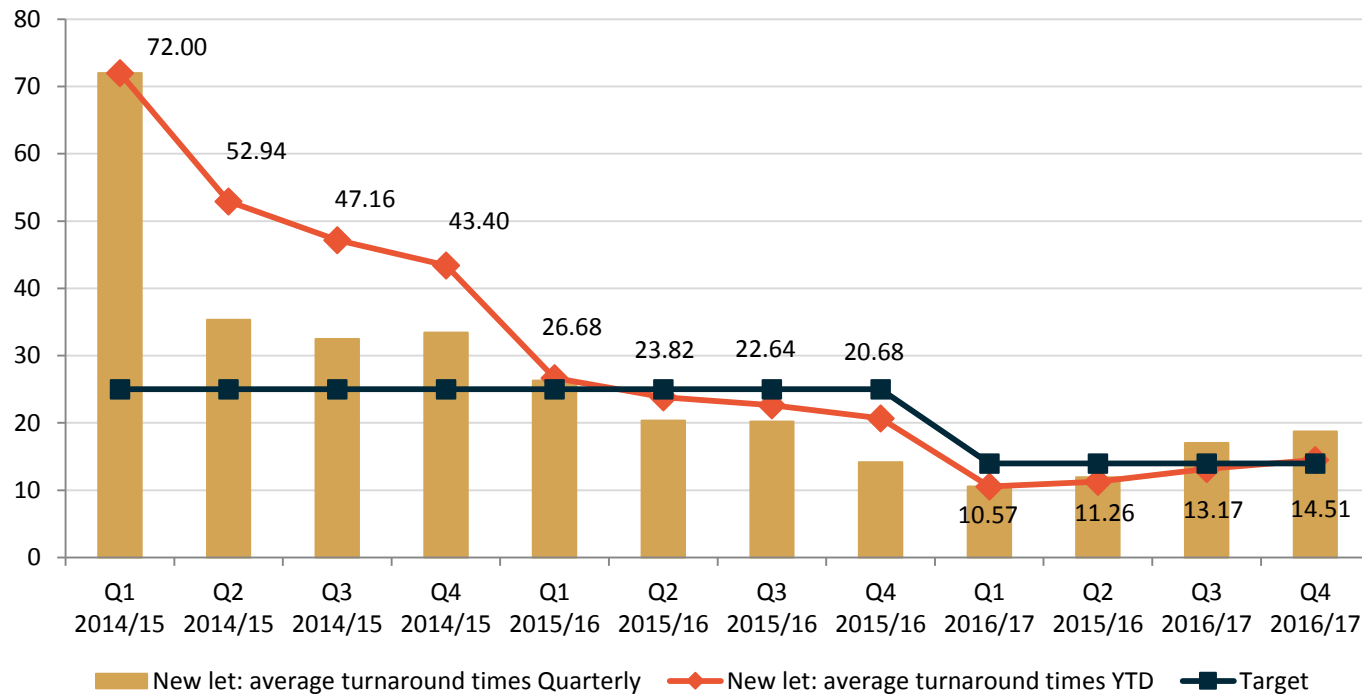
2016/17 Target – 14 days

## Benchmarking

Peer Group Ranking 2015/16 – 20<sup>th</sup>

Peer Group Ranking 2014/15 – 35<sup>th</sup>

Peer Group Ranking 2013/14 – 39<sup>th</sup>



# Other Results

## % of new tenancies sustained >1 Yr

2015/16 Year End – 86.16%

2016/17 Year End – 86.69%

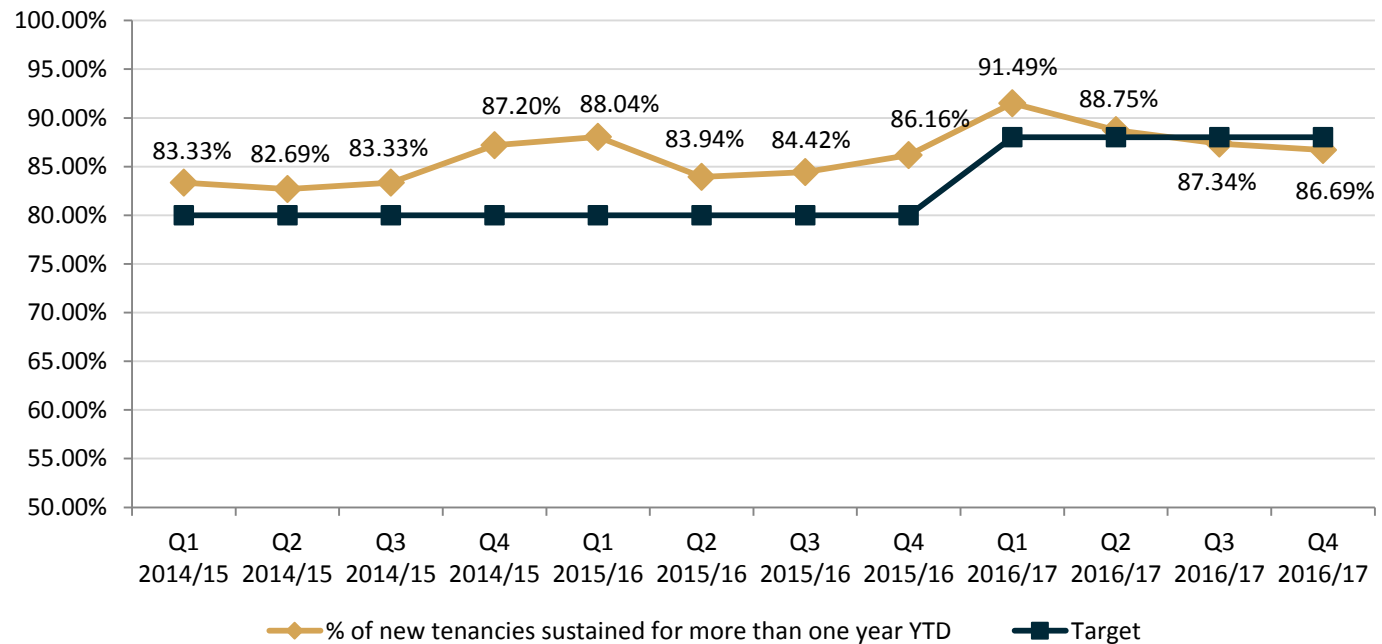
2016/17 Target – 88.00%

## Benchmarking

Peer Group Ranking 2015/16 – 33<sup>rd</sup>

Peer Group Ranking 2014/15 – 36<sup>th</sup>

Peer Group Ranking 2013/14 – 39<sup>th</sup>



# Notes

- The 2016/17 ARC return has now been completed and submitted to the SHR, a week ahead of schedule.
- We achieved or surpassed our targets on 8 out of the 18 indicators included in the pack however we have sustained or improved our performance from last year in 14 of the indicators.
- 100% achieved throughout the year for repairs appointments kept, stage 1 and stage 2 complaints.
- Early benchmarking information will be available from the SHN in June, for all SHN members who have provided them with their ARC returns. The full SHR benchmarking report will not be available until September.

For more information contact the Business Improvement team:

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