

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

Q2 2018/19
Performance
Review

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- % overall customer satisfaction
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- % of appointments kept
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- % of investigations responded to within timescale
- Satisfaction survey scores
- Satisfaction feedback - comments

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- % satisfied with quality of home
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- Staff absence

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- Rent loss due to voids as % of debit
- New let: average turnaround times
- % of new tenancies sustained for more than one year

Notes

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 2018/19 we will be benchmarking against our Peer Group using figures from the 2017/18 ARC submission when the Scottish Housing Regulator publishes them in September 2018.

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

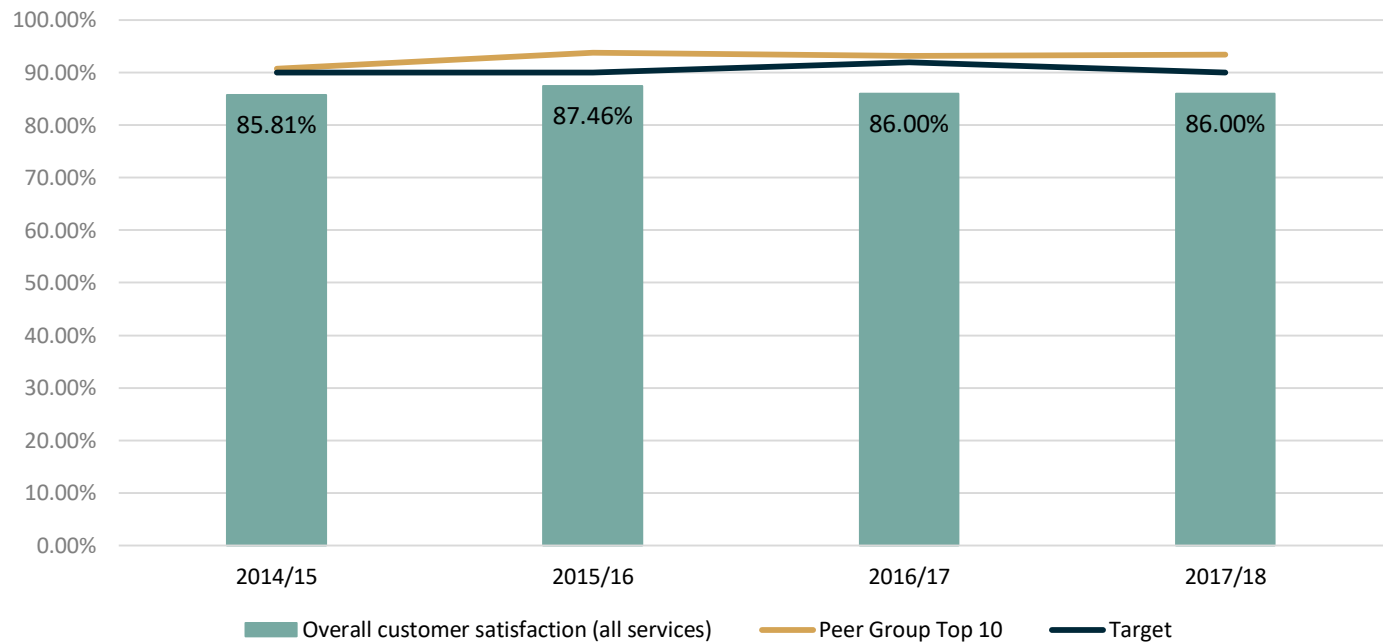
Services

% Overall Satisfaction

Peer Group Ranking 2014/15 – 28th

Peer Group Ranking 2015/16 – 28th

Peer Group Ranking 2016/17 – 33rd



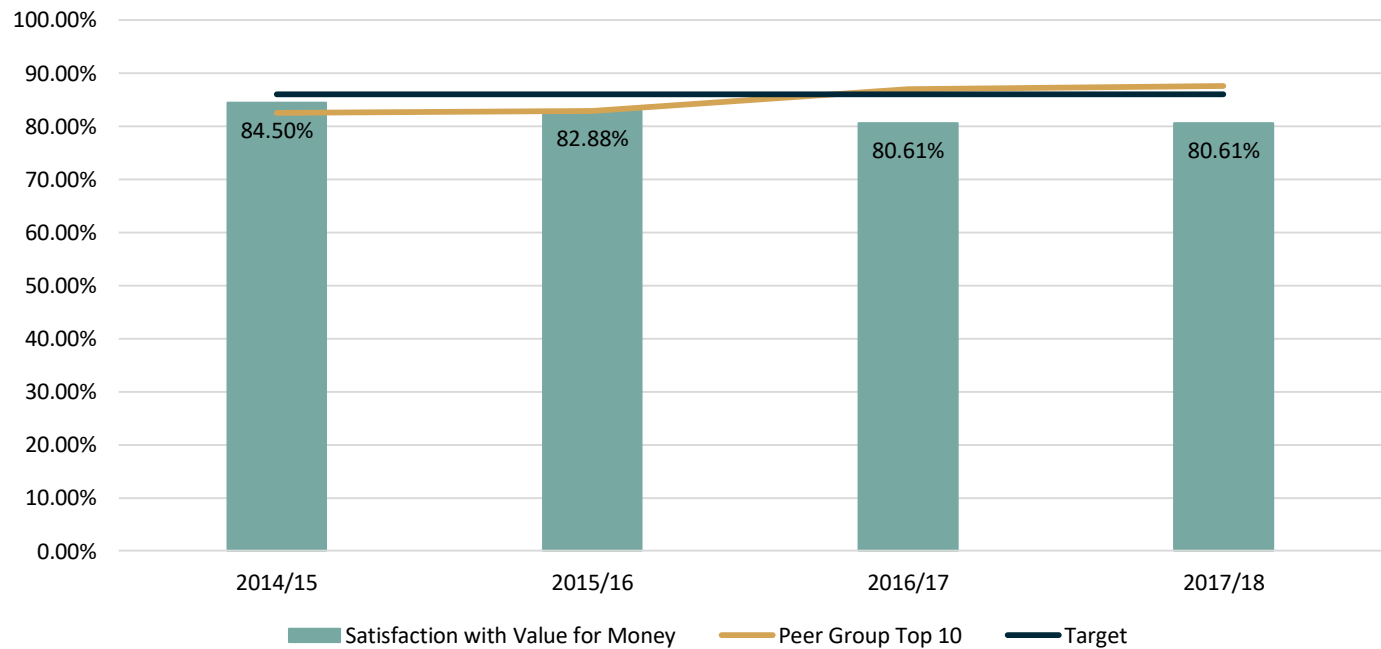
Services

% satisfied with value for money

Peer Group Ranking 2014/15 – 7th

Peer Group Ranking 2015/16 – 11th

Peer Group Ranking 2016/17 – 23rd



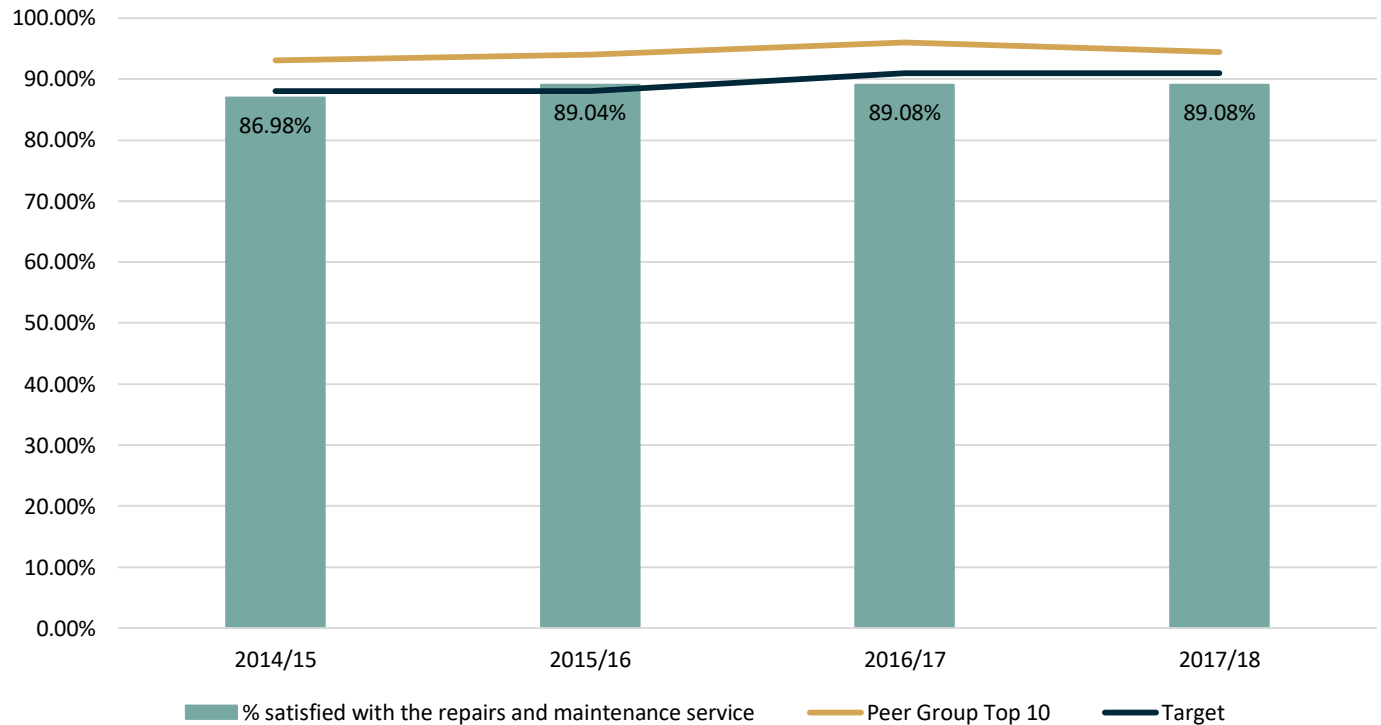
Services

% satisfied with repairs and maintenance

Peer Group Ranking 2014/15 – 27th

Peer Group Ranking 2015/16 – 26th

Peer Group Ranking 2016/17 – 26th



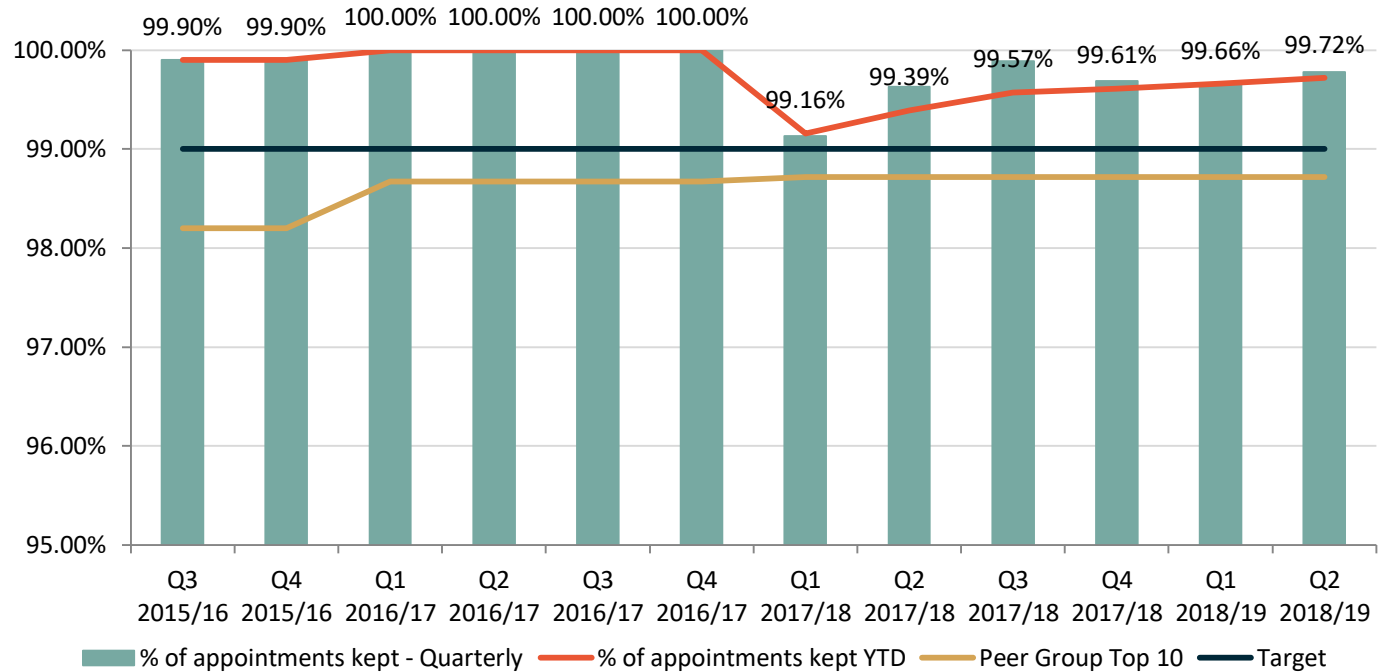
Services

% appointments kept

Peer Group Ranking 2014/15 – 4th

Peer Group Ranking 2015/16 – 4th

Peer Group Ranking 2016/17 – 1st



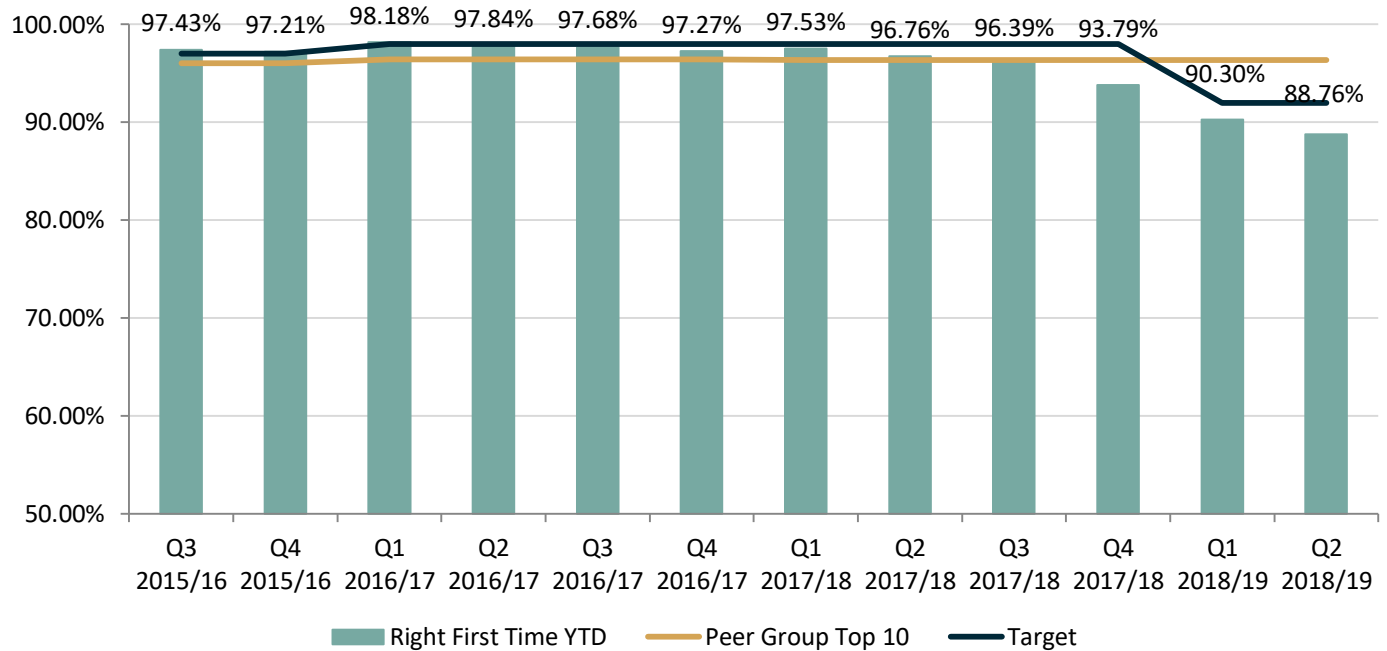
Services

Right First Time

Peer Group Ranking 2014/15 – 26th

Peer Group Ranking 2015/16 – 8th

Peer Group Ranking 2016/17 – 8th



Services

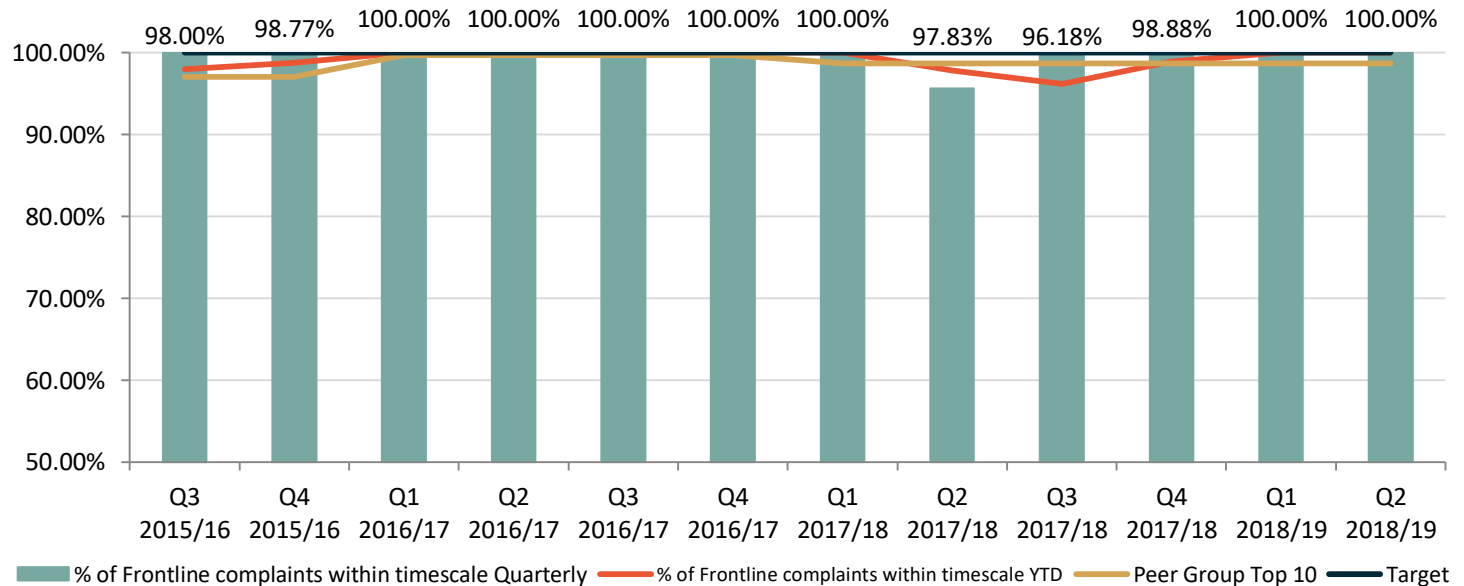


% of stage 1 (frontline) complaints responded to within timescale

Peer Group Ranking 2014/15 – 9th

Peer Group Ranking 2015/16 – 5th

Peer Group Ranking 2016/17 – 1st



Services

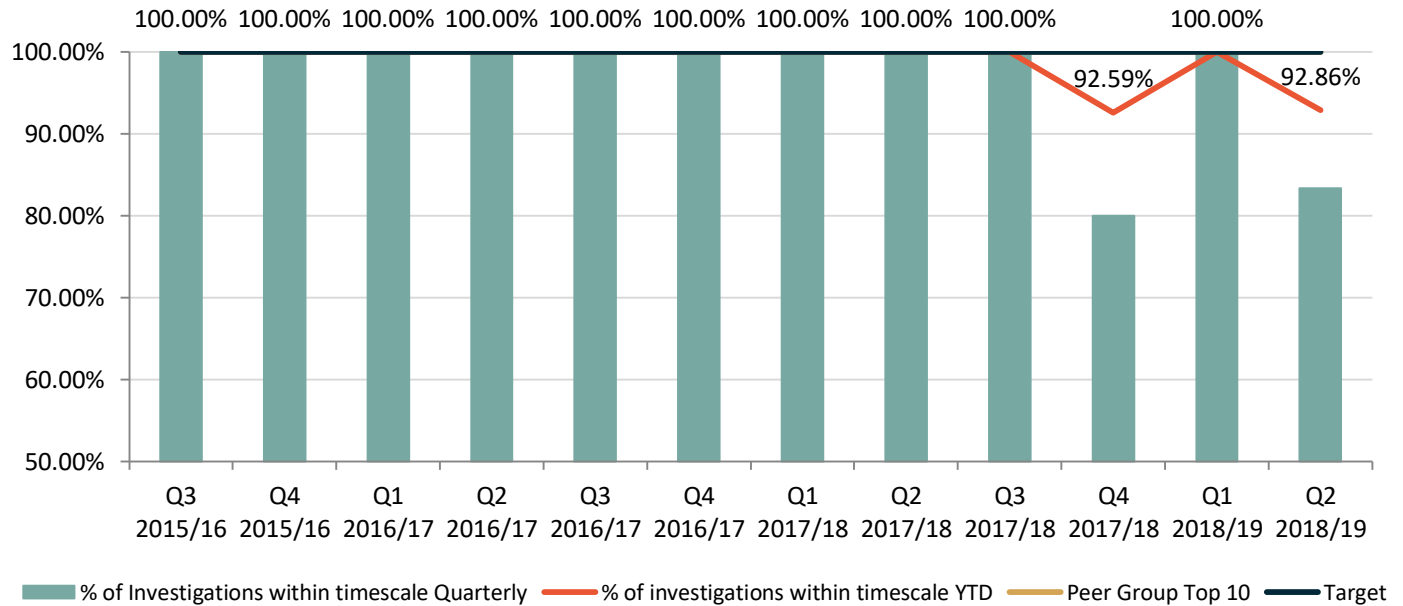


% of stage 2 complaints (investigations) completed within timescale

Peer Group Ranking 2014/15 – 9th

Peer Group Ranking 2015/16 – 5th

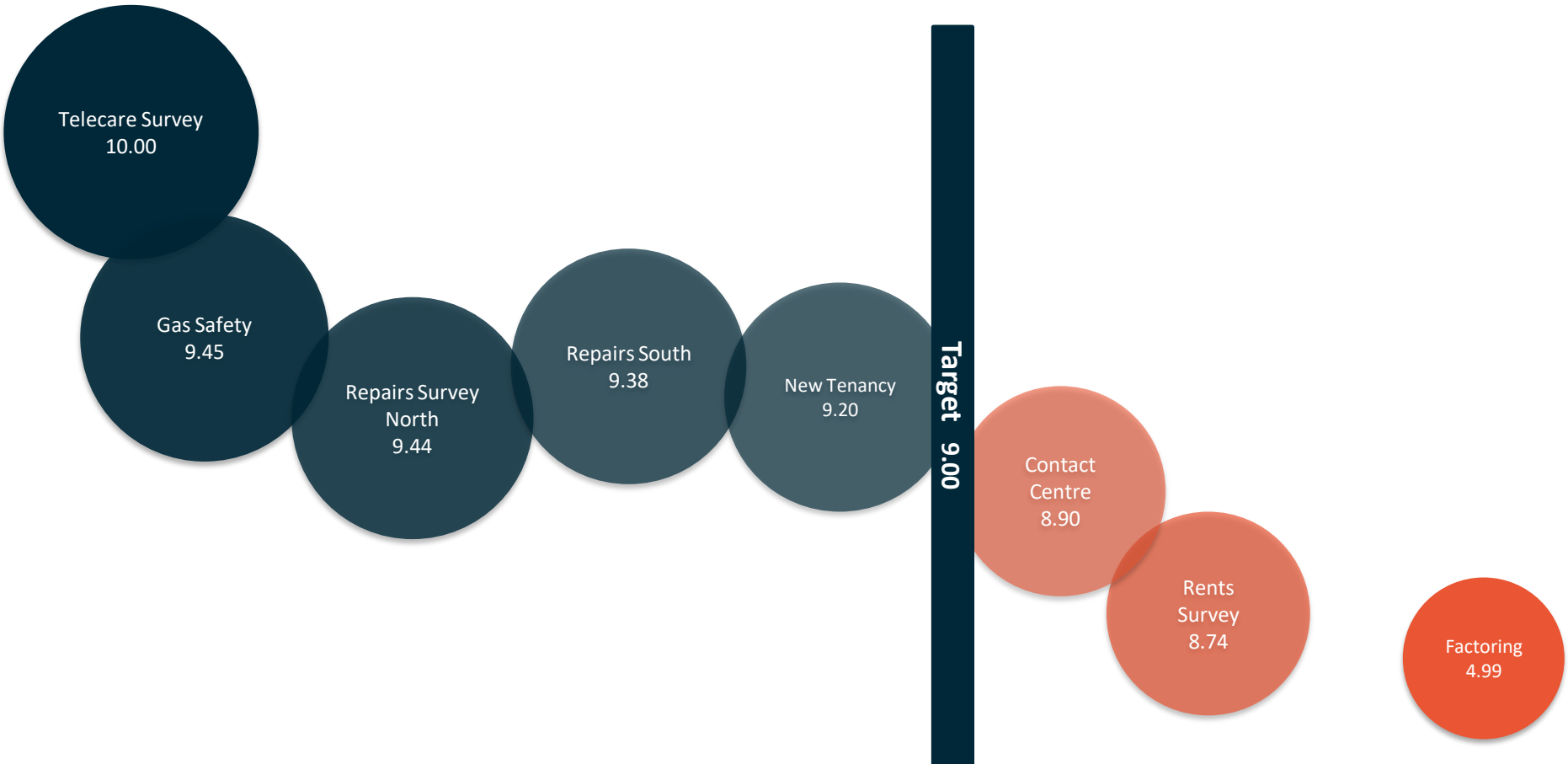
Peer Group Ranking 2016/17 – 1st



Services

Service Specific Satisfaction Surveys Q2 Results

2018/19 Overall Average – 8.82



Services



Service Specific Satisfaction Survey Responses Q2

2018/19 Target – 9.00

2018/19 Overall Average – 8.82

Service Specific Satisfaction Survey	No of Responses	Average Score	Variation from Target (9.00)
Telecare Survey	10	10	1.00
Gas safety survey	60	9.45	0.45
Repairs Survey North	26	9.44	0.44
Repairs Survey South	33	9.38	0.38
New tenancy survey	23	9.2	0.20
Contact Centre survey	20	8.9	-0.10
Rents survey	13	8.74	-0.26
Factoring survey	68	4.99	-4.01
Total	253	9.32	0.32

Services

Q2 Tenant Feedback

"The man who comes to do the safety checks is friendly and knows what he is doing. He leaves us feeling safe in our house. He gives us the updates on the smoke alarms"

Gas Safety

"In my current circumstances, between rent, council tax & living expenses, I am struggling"

Rents Survey

"Cairn staff very friendly and helpful. Workman resolved initial issue but created a new one which I resolved myself. Otherwise workman very friendly. He returned the next morning to check it over. Great Service"

Repairs South

"I feel that I pay a lot of money for a service I am not totally aware of. What exactly it consists of. I feel that I pay a large sum for just grass to be cut"

Factoring Service

"The Cairn tradesperson was called Paul and was very friendly, professional, and helpful."

Repairs North

"The Cairn H A call centre have been very helpful to myself. I feel every time I phone it is not staff I speak to but a friend"

Contact Centre

"Very happy with speed of repair. Electrician was very helpful and friendly"

Repairs North

"We have been made most welcome by both staff and neighbours and everything is so peaceful and quiet first class"

New Tenancy

"No work gets done. But they still send a bill. The houses with kids don't get repair bills. Its there kids that do the damage."

Factoring Service

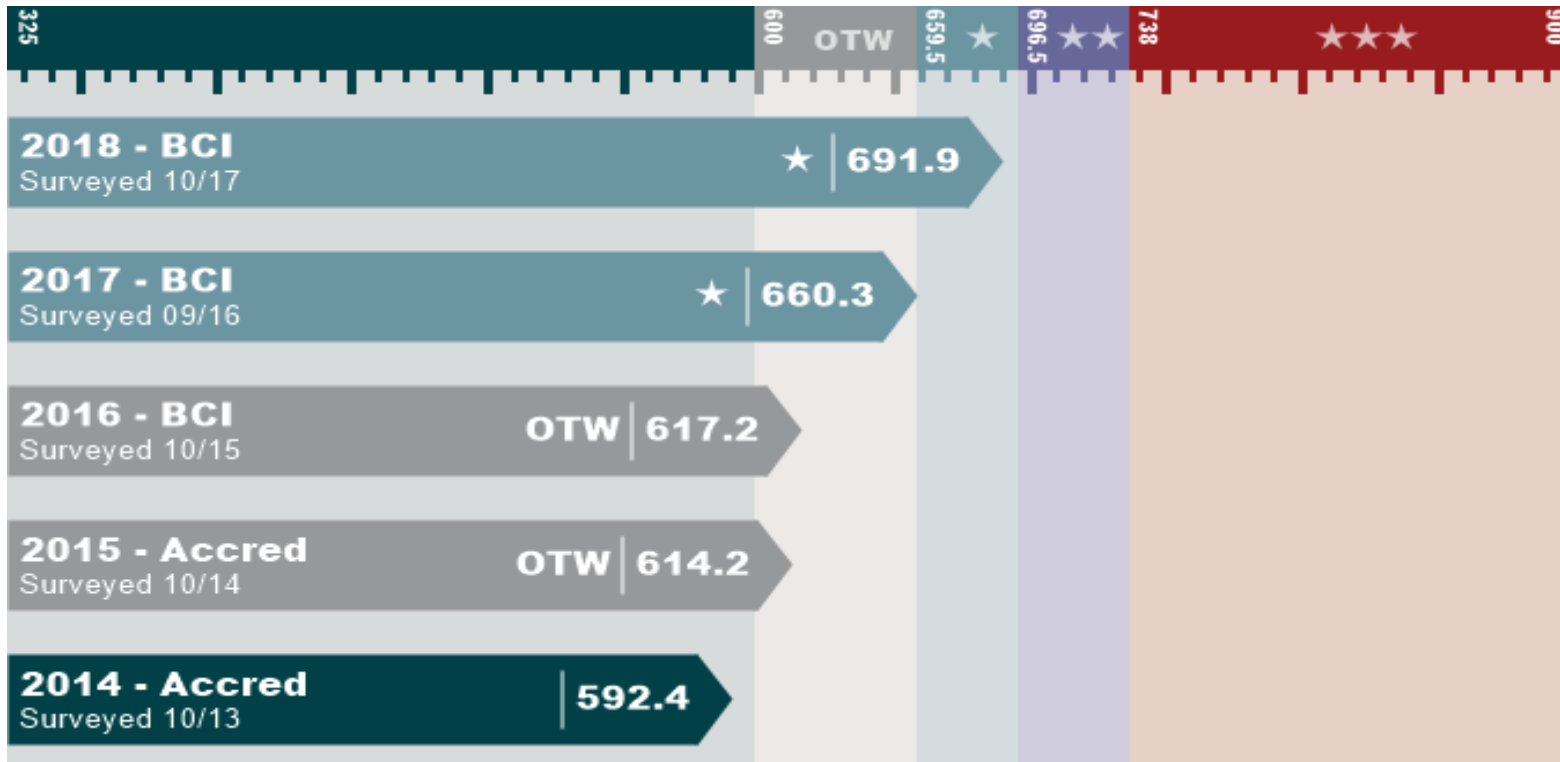
"Gas inspection went alright, but getting repairs done doesn't go so easy"

Gas Safety

People

Overall Staff Engagement (Best Companies Survey)

Cairn achieved 1* Star status in 2017/18.



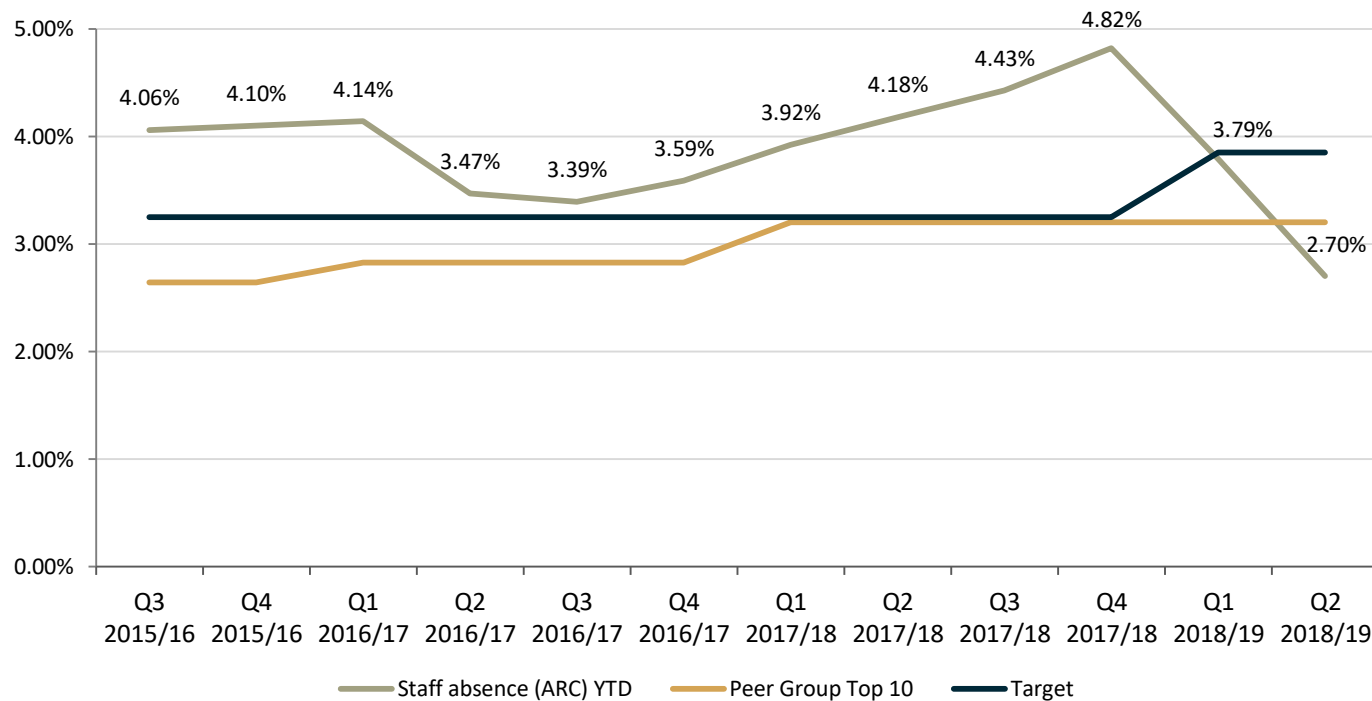
People

Staff Absence

Peer Group Ranking 2014/15 – 22nd

Peer Group Ranking 2015/16 – 21st

Peer Group Ranking 2016/17 – 23rd



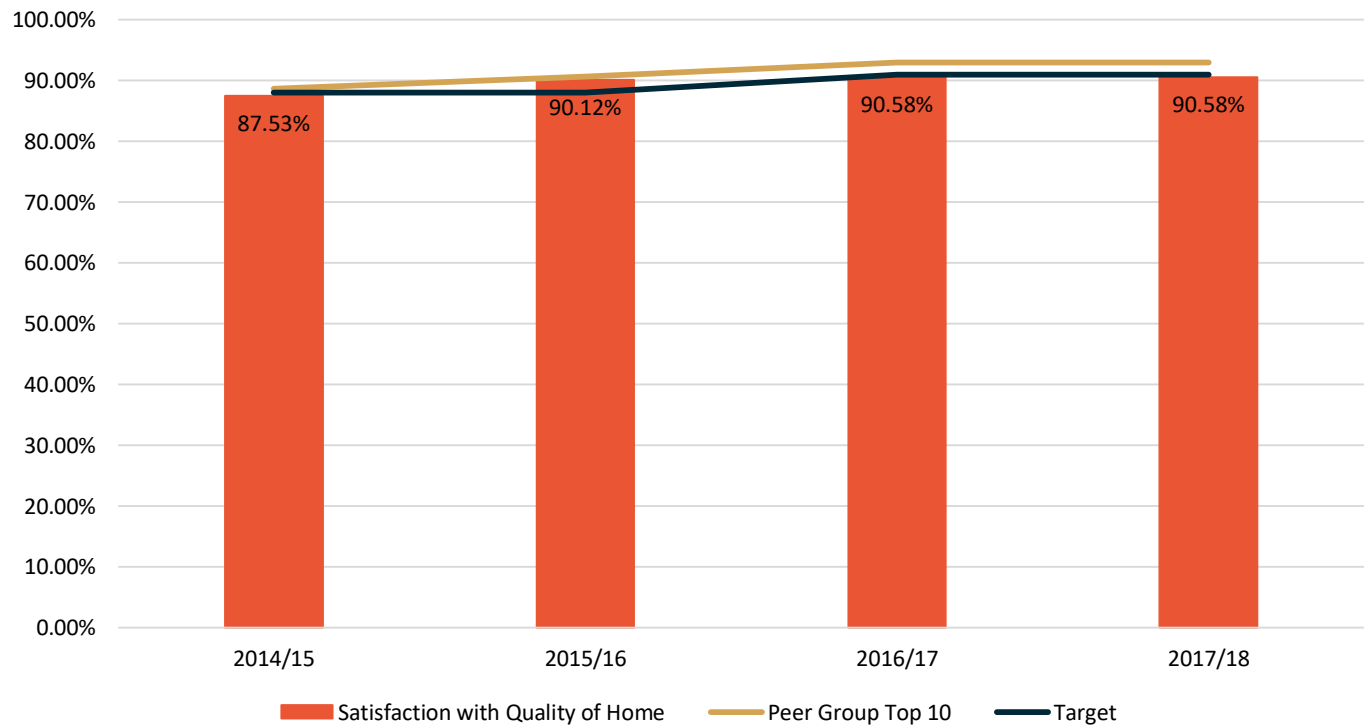
Homes

% satisfied with quality of home

Peer Group Ranking 2014/15 – 13th

Peer Group Ranking 2015/16 – 13th

Peer Group Ranking 2016/17 – 13th



Homes



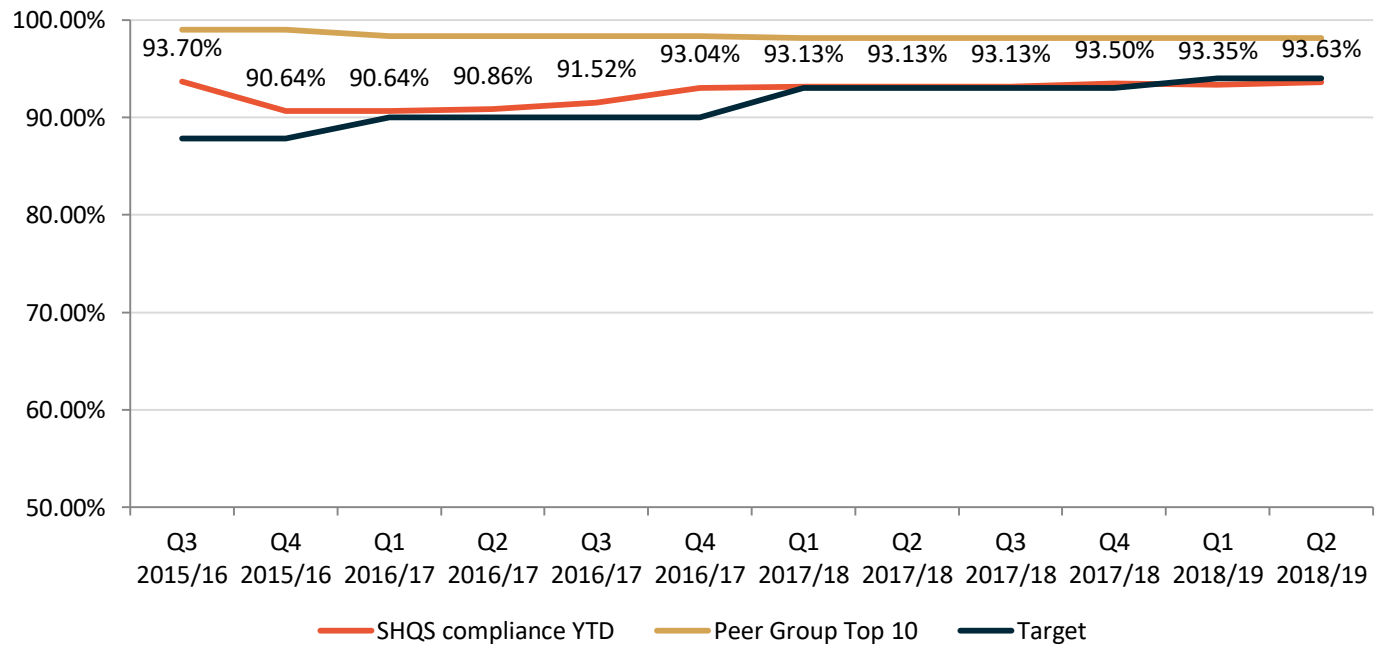
% SHQS Compliance

Peer Group Ranking 2014/15 – 30th

Peer Group Ranking 2015/16 – 26th

Peer Group Ranking 2016/17 – 23rd

Note – exemptions and Abeyances have been excluded as per the ARC guidance.

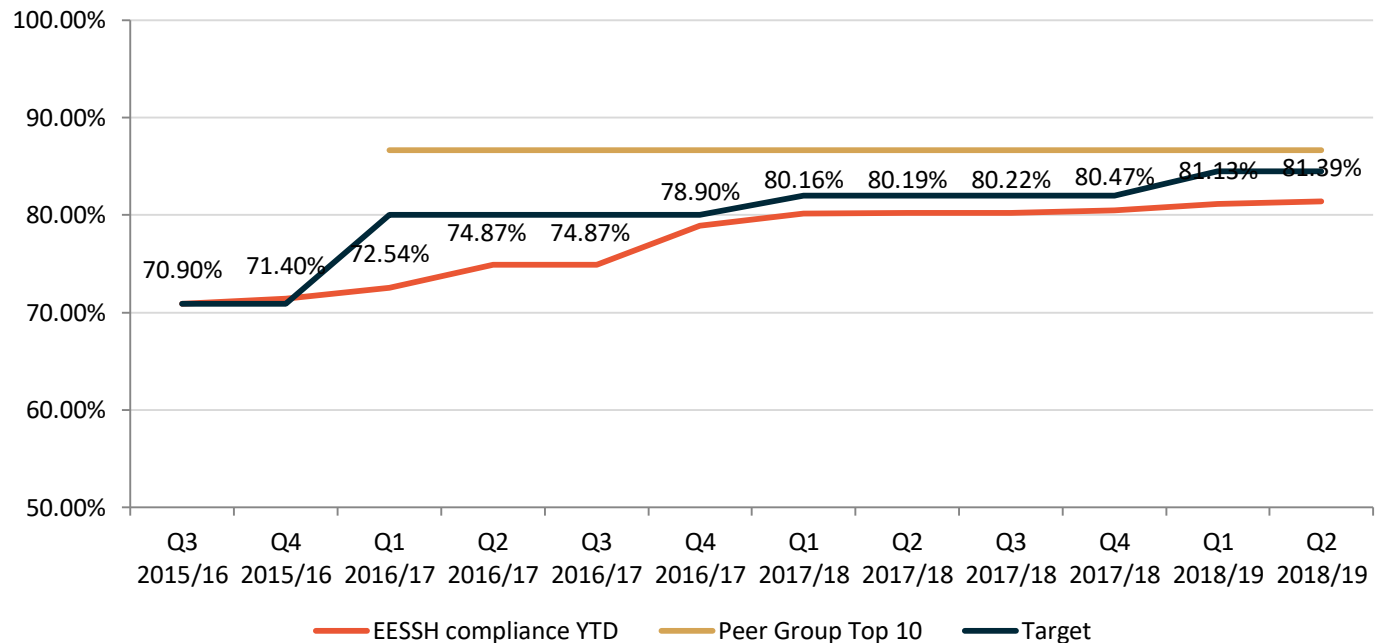


Homes

% EESSH Compliance

Peer Group Ranking 2016/17 – 22nd

Note – this was a new indicator in 15/16. Benchmark information is only available for 2016/17



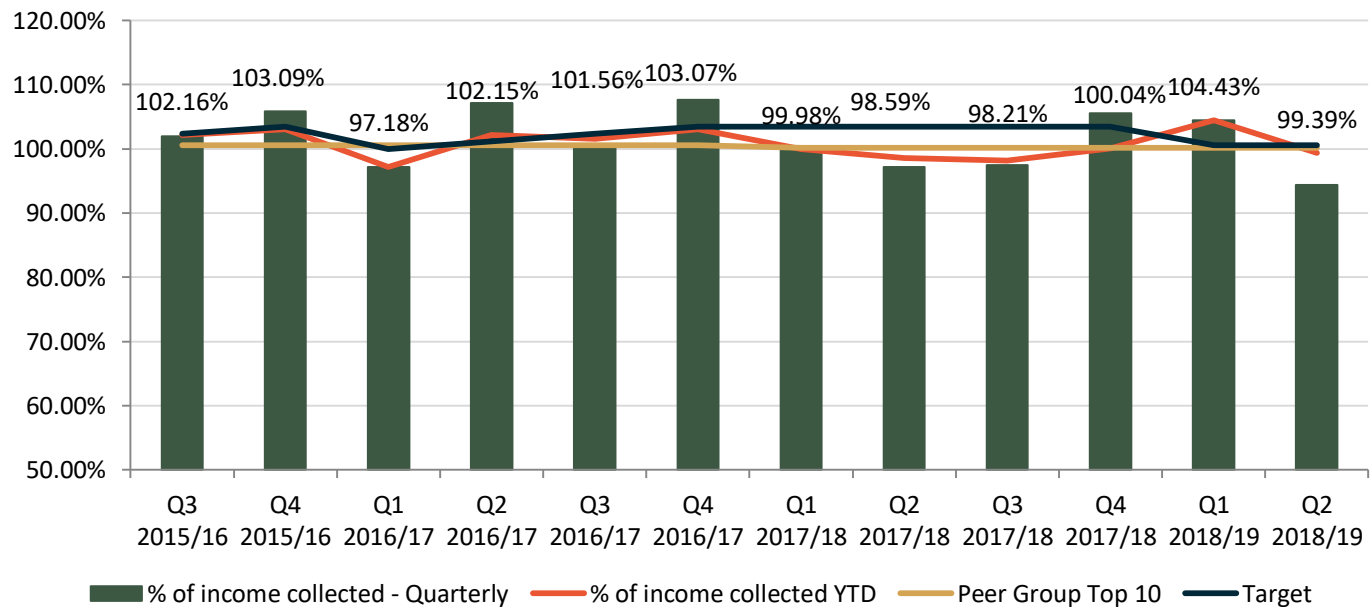
Other Results

% income collected

Peer Group Ranking 2014/15 – 4th

Peer Group Ranking 2015/16 – 2nd

Peer Group Ranking 2016/17 – 2nd



Other Results

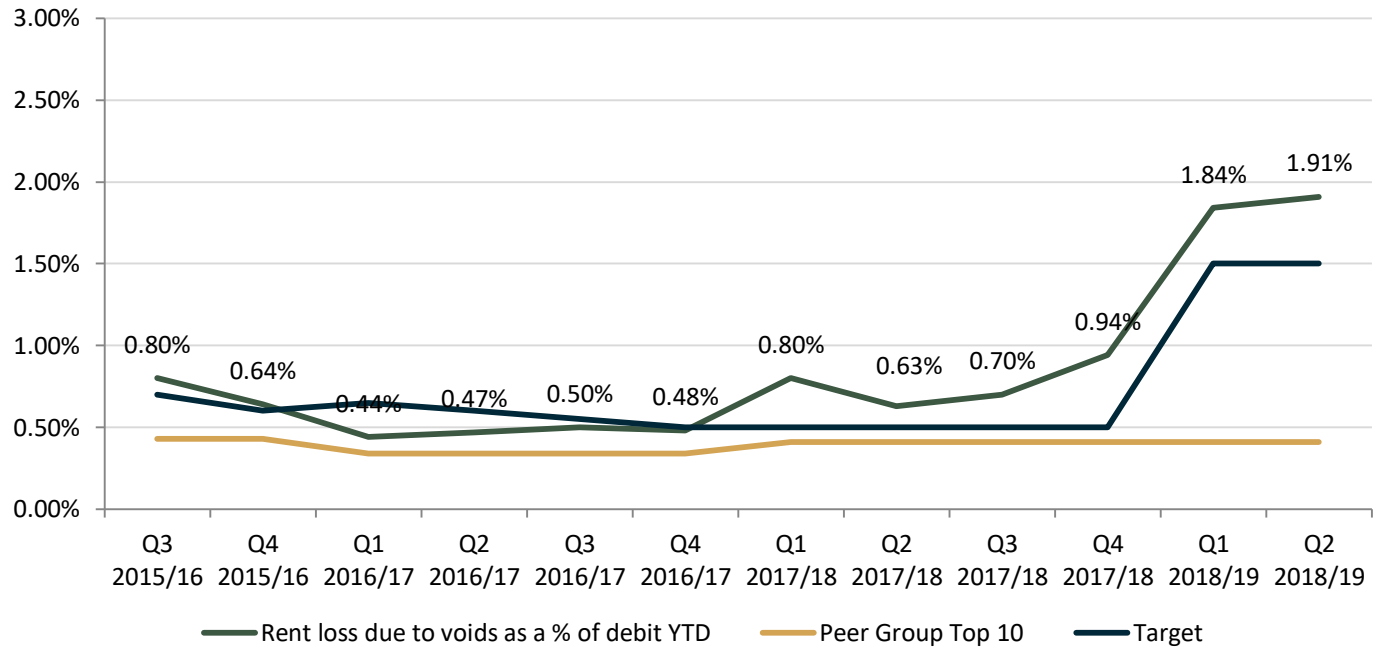


Rent loss due to voids as % of debit

Peer Group Ranking 2014/15 – 28th

Peer Group Ranking 2015/16 – 25th

Peer Group Ranking 2016/17 – 20th



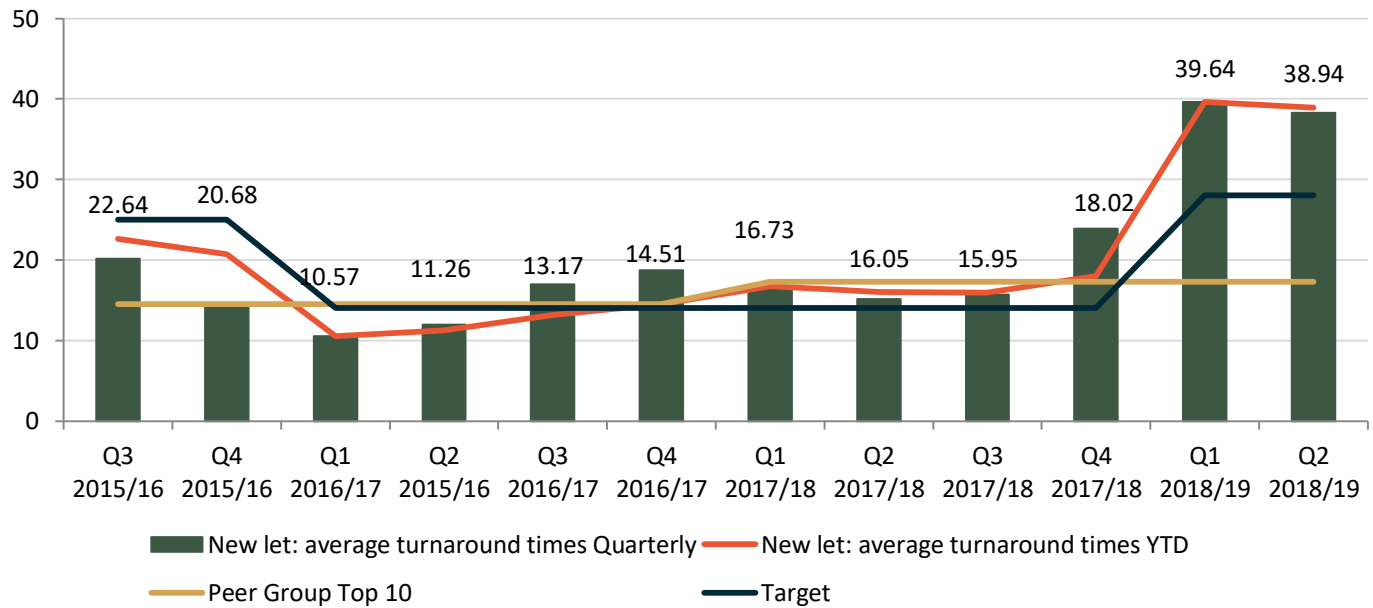
Other Results

New let: average turnaround times

Peer Group Ranking 2014/15 – 35th

Peer Group Ranking 2015/16 – 20th

Peer Group Ranking 2016/17 – 10th



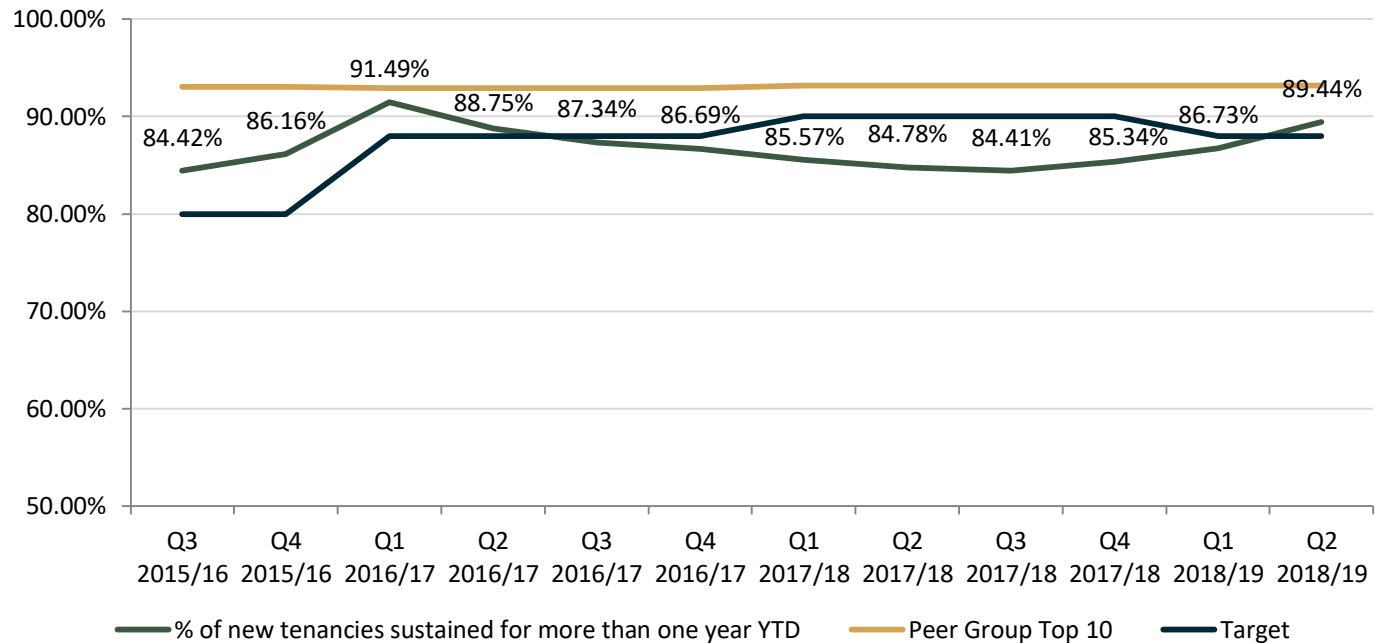
Other Results

% of new tenancies sustained >1 Yr

Peer Group Ranking 2014/15 – 36th

Peer Group Ranking 2015/16 – 33rd

Peer Group Ranking 2016/17 – 36th

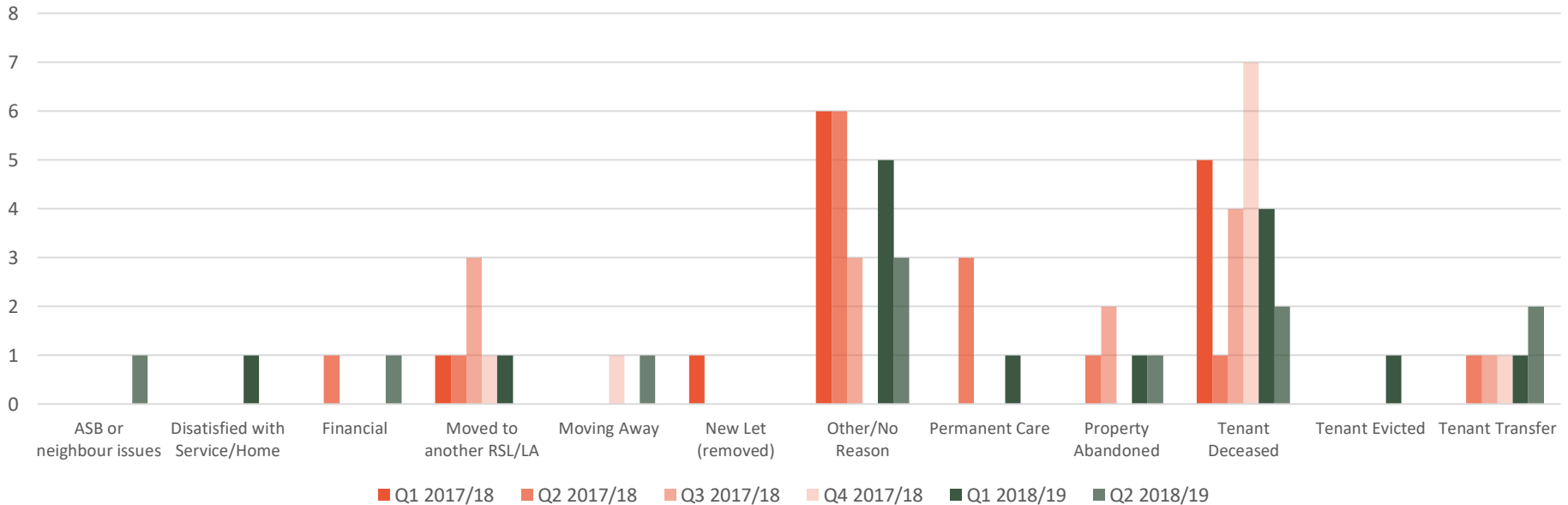


Other Results

Termination Reasons Breakdown – tenancies terminated in first year

This slide show the breakdown of termination reasons for tenancies that have terminated in the first year of their tenancy. A breakdown of reasons within the Other/No Reason and Moved to another RSL/LA categories is provided in the table to the right.

		Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Other/No Reason	Other (removed)	4	4	2			1
	Reason not specified (removed)	1	1			1	
	Blank	1	1	1		4	2
Moved to another RSL/LA	Moved to another RSL (removed)	1	1	3		1	
	MX to other RSL/LA						
	Relocating to LA Area						
	Tenant moved to LA Tenancy (removed)				1		



Other Results

Termination Reasons Breakdown – tenancies terminated in year

This slide show the breakdown of termination reasons for all tenancies that have terminated within each quarter (excluding occupancy agreements). A breakdown of reasons within the Other/No Reason and Moved to another RSL/LA categories is provided in the table to the right.

		Q1 2017 /18	Q2 2017 /18	Q3 2017 /18	Q4 2017 /18	Q1 2018 /19	Q2 2018 /19
Other/No Reason	Other (removed)	1	2	4			
	Reason not specified (removed)	9	14	11			
	Blank	3	3	3		3	
Moved to another RSL/LA	Moved to another RSL (removed)	6	5	11	2		
	MX to other RSL/LA	1		1	2	3	3
	Relocating to LA Area					6	3
	Tenant moved to LA Tenancy (removed)	4	2	7	4		

