

Our Performance

	2007	2008	2009	Deviation
% customers who received advice by 5pm on day of first contact	95%	85%	94%	+ 9%
% customers who were seen within 30 minutes of arriving at Housing Rights Service office	70%	64%	99%	+ 35%
% new customers who had appointments within 5 working days of requesting one	73%	100%	100%	0%
% customers who were happy with speed of response by reception	93%	95%	97%	+ 2%
% customers who were happy with speed of contact from adviser	97%	96%	100%	+ 4%
% email enquiries responded to within 3 working days	N/A	87%	94%	+ 7%
% complaints responded to within 10 working days	N/A	100%	100%	0%

We continually look at ways of improving our service. Response times for customers improved in 2009. This is despite an increase in calls related to additional services.

In the last year, we have put new systems in place to make sure that clients can access the advice they need as quickly as possible. These have met with a positive response from our users

- We now have additional resources to deal with your queries, which has enabled us to reopen our telephone advice service on Wednesdays
- We have reviewed how we deliver our duty advice service, to reduce waiting times
- We have introduced a new triage procedure at reception so that we can make sure you are dealt with by the right person