

Local Offers Report

for the period from 01/04/2011 to 30/04/2011

Local Offer Measure	Derbyshire	Leicestershire	Nottinghamshire	Lincolnshire & Northamptonshire	Staffordshire & Warwickshire	Milton Keynes	Overall
±We will return your call within 1 working day	62.72%	58.14%	61.03%	59.52%	52.94%	54.55%	61.15%
±We will resolve your phone query at first point of contact	42.67%	36.94%	42.86%	49.64%	47.27%	39.39%	42.83%
±We will acknowledge your complaint by phone within 2 working days	11.76%	0.00%	0.00%	0.00%	NaN	NaN	8.70%
±We will offer a resolution to your complaint within 10 working days	56.25%	50.00%	50.00%	0.00%	NaN	NaN	52.38%
±We will complete any 'emergency' repair within 24 hours	NaN	NaN	NaN	NaN	NaN	NaN	NaN
±We will complete any repair classed as 'urgent' within 5 working days	NaN	NaN	NaN	NaN	NaN	NaN	NaN
±We will give you an appointment date and time slot for your repair and keep it	NaN	NaN	NaN	NaN	NaN	NaN	NaN
±We will not close your anti-social behaviour case without your agreement	50.00%	66.67%	NaN	100.00%	NaN	NaN	72.73%
±If you report a repair which needs inspecting a maintenance surveyor will visit you within 5 working days	100.00%	100.00%	100.00%	NaN	NaN	NaN	100.00%
±We will respond to your reports by victims of ASB, including those made to our 24 hour reporting phone line, within one working day and discuss how to proceed with you and make sure that you understand the options available	85.71%	33.33%	100.00%	100.00%	75.00%	NaN	80.00%

Local Offers Report

for the period from 01/05/2011 to 31/05/2011

Local Offer Measure	Derbyshire	Leicestershire	Nottinghamshire	Lincolnshire & Northamptonshire	Staffordshire & Warwickshire	Milton Keynes	Overall
± We will return your call within 1 working day	60.65%	59.38%	57.95%	63.16%	58.33%	57.14%	59.77%
± We will resolve your phone query at first point of contact	44.90%	44.25%	43.26%	46.20%	50.00%	53.06%	45.17%
± We will acknowledge your complaint by phone within 2 working days	6.67%	25.00%	0.00%	0.00%	NaN	0.00%	8.33%
± We will offer a resolution to your complaint within 10 working days	21.43%	25.00%	0.00%	0.00%	NaN	0.00%	17.39%
± We will complete any 'emergency' repair within 24 hours	94.78%	81.82%	98.33%	100.00%	50.00%	NaN	94.85%
± We will complete any repair classed as 'urgent' within 5 working days	84.00%	71.43%	83.87%	75.00%	60.00%	100.00%	82.05%
± We will give you an appointment date and time slot for your repair and keep it	72.78%	73.68%	77.62%	84.62%	75.00%	100.00%	75.09%
± We will not close your anti-social behaviour case without your agreement	NaN	100.00%	NaN	NaN	NaN	NaN	100.00%
± If you report a repair which needs inspecting a maintenance surveyor will visit you within 5 working days	96.43%	100.00%	85.71%	100.00%	100.00%	100.00%	94.34%
± We will respond to your reports by victims of ASB, including those made to our 24 hour reporting phone line, within one working day and discuss how to proceed with you and make sure that you understand the options available	81.82%	0.00%	100.00%	66.67%	100.00%	100.00%	78.26%

Local Offers Report

for the period from 01/06/2011 to 30/06/2011

Local Offer Measure	Derbyshire	Leicestershire	Nottinghamshire	Lincolnshire & Northamptonshire	Staffordshire & Warwickshire	Milton Keynes	Overall
± We will return your call within 1 working day	56.28%	45.24%	59.17%	58.14%	77.27%	20.00%	56.31%
± We will resolve your phone query at first point of contact	42.45%	46.29%	42.24%	44.32%	46.15%	56.76%	42.97%
± We will acknowledge your complaint by phone within 2 working days	10.53%	0.00%	NaN	NaN	NaN	NaN	10.00%
± We will offer a resolution to your complaint within 10 working days	25.00%	0.00%	NaN	NaN	NaN	NaN	23.53%
± We will complete any 'emergency' repair within 24 hours	96.06%	100.00%	94.12%	100.00%	100.00%	100.00%	96.10%
± We will complete any repair classed as 'urgent' within 5 working days	90.18%	88.89%	91.38%	90.00%	100.00%	33.33%	90.04%
± We will give you an appointment date and time slot for your repair and keep it	76.91%	69.74%	81.05%	85.29%	88.89%	87.50%	78.57%
± We will not close your anti-social behaviour case without your agreement	100.00%	0.00%	50.00%	75.00%	0.00%	NaN	63.64%
± If you report a repair which needs inspecting a maintenance surveyor will visit you within 5 working days	90.24%	100.00%	100.00%	100.00%	66.67%	100.00%	91.94%

+ We will respond to your reports by victims of ASB, including those made to our 24 hour reporting phone line, within one working day and discuss how to proceed with you and make sure that you understand the options available	88.24%	50.00%	100.00%	50.00%	NaN	NaN	84.00%
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Local Offers Report

for the period from 01/07/2011 to 31/07/2011

Local Offer Measure	Derbyshire	Leicestershire	Nottinghamshire	Lincolnshire & Northamptonshire	Staffordshire & Warwickshire	Milton Keynes	Overall
±We will return your call within 1 working day	74.18%	55.81%	66.43%	80.43%	77.78%	60.00%	71.34%
±We will resolve your phone query at first point of contact	45.95%	55.48%	44.71%	39.46%	56.47%	58.97%	46.37%
±We will acknowledge your complaint by phone within 2 working days	45.00%	50.00%	10.00%	0.00%	100.00%	50.00%	36.11%
±We will offer a resolution to your complaint within 10 working days	64.71%	0.00%	40.00%	0.00%	100.00%	0.00%	48.48%
±We will complete any 'emergency' repair within 24 hours	90.67%	87.50%	94.87%	100.00%	100.00%	100.00%	92.54%
±We will complete any repair classed as 'urgent' within 5 working days	94.49%	100.00%	88.68%	100.00%	71.43%	100.00%	92.59%
±We will give you an appointment date and time slot for your repair and keep it	77.11%	72.50%	77.20%	75.44%	70.00%	100.00%	76.68%
±We will not close your anti-social behaviour case without your agreement	80.00%	0.00%	100.00%	100.00%	NaN	NaN	70.59%
±If you report a repair which needs inspecting a maintenance surveyor will visit you within 5 working days	83.72%	85.71%	66.67%	100.00%	0.00%	NaN	78.38%
±We will respond to your reports by victims of ASB, including those made to our 24 hour reporting phone line, within one working day and discuss how to proceed with you and make sure that you understand the options available	100.00%	50.00%	85.71%	71.43%	100.00%	100.00%	89.19%

Local Offers Report

for the period from 01/08/2011 to 31/08/2011

Local Offer Measure	Derbyshire	Leicestershire	Nottinghamshire	Lincolnshire & Northamptonshire	Staffordshire & Warwickshire	Milton Keynes	Overall
± We will return your call within 1 working day	74.06%	75.47%	74.36%	65.52%	71.43%	80.00%	73.91%
± We will resolve your phone query at first point of contact	44.19%	45.88%	44.05%	44.57%	54.22%	50.00%	44.56%
± We will acknowledge your complaint by phone within 2 working days	90.91%	50.00%	100.00%	100.00%	100.00%	0.00%	85.71%
± We will offer a resolution to your complaint within 10 working days	86.36%	100.00%	100.00%	100.00%	100.00%	100.00%	91.43%
± We will complete any 'emergency' repair within 24 hours	100.00%	100.00%	95.24%	100.00%	100.00%	NaN	98.46%
± We will complete any repair classed as 'urgent' within 5 working days	92.05%	93.33%	91.55%	100.00%	85.71%	100.00%	92.19%
± We will give you an appointment date and time slot for your repair and keep it	79.14%	78.89%	76.44%	80.00%	65.38%	100.00%	78.08%
± We will not close your anti-social behaviour case without your agreement	75.00%	100.00%	100.00%	100.00%	NaN	100.00%	94.12%
± If you report a repair which needs inspecting a maintenance surveyor will visit you within 5 working days	53.66%	16.67%	48.39%	33.33%	50.00%	NaN	48.19%
± We will respond to your reports by victims of ASB, including those made to our 24 hour reporting phone line, within one working day and discuss how to proceed with you and make sure that you understand the options available	93.75%	100.00%	100.00%	100.00%	100.00%	NaN	96.30%

Local Offers Report

for the period from 01/09/2011 to 30/09/2011 (ran 17/10/11)

Local Offer Measure	Derbyshire	Leicestershire	Nottinghamshire	Lincolnshire & Northamptonshire	Staffordshire & Warwickshire	Milton Keynes	Overall
☒ We will return your call within 1 working day	81.94%	75.00%	76.79%	80.49%	74.29%	100.00%	80.31%
☒ We will resolve your phone query at first point of contact	57.05%	53.41%	54.46%	47.54%	50.50%	61.29%	55.11%
☒ We will acknowledge your complaint by phone within 2 working days	63.16%	66.67%	85.71%	50.00%	NaN	NaN	67.74%
☒ We will offer a resolution to your complaint within 10 working days	93.75%	100.00%	85.71%	NaN	NaN	NaN	92.00%
☒ We will complete any 'emergency' repair within 24 hours	94.74%	75.00%	100.00%	100.00%	100.00%	NaN	94.20%
☒ We will complete any repair classed as 'urgent' within 5 working days	95.52%	100.00%	88.00%	66.67%	75.00%	NaN	91.51%
☒ We will give you an appointment date and time slot for your repair and keep it	75.03%	81.25%	79.22%	72.00%	79.31%	85.71%	76.74%
☒ We will not close your anti-social behaviour case without your agreement	60.00%	100.00%	100.00%	66.67%	100.00%	NaN	70.59%
☒ If you report a repair which needs inspecting a maintenance surveyor will visit you within 5 working days	51.52%	50.00%	33.33%	14.29%	60.00%	NaN	47.25%
☒ We will respond to your reports by victims of ASB, including those made to our 24 hour reporting phone line, within one working day and discuss how to proceed with you and make sure that you understand the options available	100.00%	100.00%	100.00%	NaN	NaN	NaN	100.00%

Local Offers Report

for the period from 01/10/2011 to 31/10/2011

Local Offer Measure	Derbyshire	Leicestershire	Nottinghamshire	Lincolnshire & Northamptonshire	Staffordshire & Warwickshire	Milton Keynes	Overall
⊕ We will return your call within 1 working day	73.63%	79.59%	81.94%	91.07%	80.77%	36.36%	77.56%
⊕ We will resolve your phone query at first point of contact	53.53%	50.85%	52.49%	49.22%	51.11%	62.86%	52.56%
⊕ We will acknowledge your complaint by phone within 2 working days	70.59%	100.00%	88.89%	100.00%	100.00%	50.00%	80.56%
⊕ We will offer a resolution to your complaint within 10 working days	83.33%	100.00%	100.00%	100.00%	100.00%	100.00%	91.49%
⊕ We will complete any 'emergency' repair within 24 hours	97.06%	100.00%	100.00%	88.89%	NaN	NaN	96.88%
⊕ We will complete any repair classed as 'urgent' within 5 working days	89.80%	66.67%	93.75%	100.00%	80.00%	NaN	89.74%
⊕ We will give you an appointment date and time slot for your repair and keep it	61.80%	55.26%	61.28%	59.65%	56.00%	56.25%	60.92%
⊕ We will not close your anti-social behaviour case without your agreement	86.36%	NaN	87.50%	100.00%	NaN	NaN	88.24%
⊕ If you report a repair which needs inspecting a maintenance surveyor will visit you within 5 working days	41.00%	33.33%	46.15%	50.00%	0.00%	NaN	41.61%
⊕ We will respond to your reports by victims of ASB, including those made to our 24 hour reporting phone line, within one working day and discuss how to proceed with you and make sure that you understand the options available	86.67%	NaN	80.00%	50.00%	100.00%	NaN	83.33%

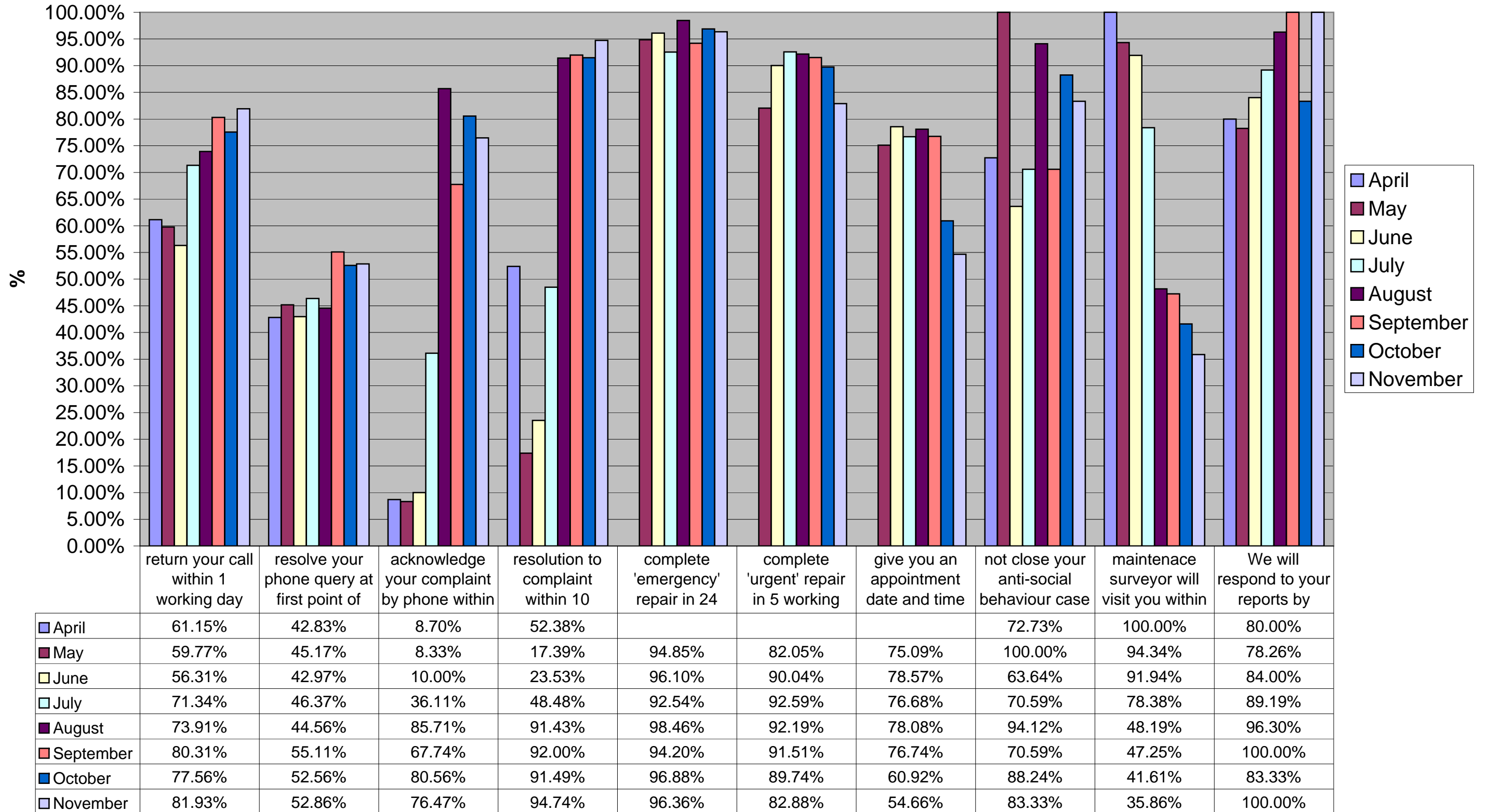
Local Offers Report

for the period from 01/11/2011 to 30/11/2011

Local Offer Measure	Derbyshire	Leicestershire	Nottinghamshire	Lincolnshire & Northamptonshire	Staffordshire & Warwickshire	Milton Keynes	Overall
☐ We will return your call within 1 working day	83.66%	76.09%	78.92%	87.50%	80.00%	53.85%	81.93%
☐ We will resolve your phone query at first point of contact	52.05%	51.77%	57.35%	51.14%	42.71%	61.76%	52.86%
☐ We will acknowledge your complaint by phone within 2 working days	80.00%	50.00%	70.00%	80.00%	66.67%	100.00%	76.47%
☐ We will offer a resolution to your complaint within 10 working days	96.00%	100.00%	100.00%	75.00%	100.00%	100.00%	94.74%
☐ We will complete any 'emergency' repair within 24 hours	97.14%	93.75%	94.34%	94.74%	100.00%	NaN	96.36%
☐ We will complete any repair classed as 'urgent' within 5 working days	83.16%	75.00%	86.21%	90.00%	50.00%	NaN	82.88%
☐ We will give you an appointment date and time slot for your repair and keep it	56.71%	57.25%	48.01%	54.40%	53.73%	40.00%	54.66%
☐ We will not close your anti-social behaviour case without your agreement	66.67%	NaN	100.00%	100.00%	NaN	NaN	83.33%
☐ If you report a repair which needs inspecting a maintenance surveyor will visit you within 5 working days	33.98%	40.00%	40.74%	60.00%	20.00%	NaN	35.86%
☐ We will respond to your reports by victims of ASB, including those made to our 24 hour reporting phone line, within one working day and discuss how to proceed with you and make sure that you understand the options available	100.00%	100.00%	100.00%	100.00%	100.00%	NaN	100.00%

Local Offer Measure	April	May	June	July	August	September	October	November
+ Return your call within 1 working day	61.15%	59.77%	56.31%	71.34%	73.91%	80.31%	77.56%	81.93%
+ Resolve your phone query at first point of contact	42.83%	45.17%	42.97%	46.37%	44.56%	55.11%	52.56%	52.86%
+ Acknowledge your complaint by phone within 2 working days	8.70%	8.33%	10.00%	36.11%	85.71%	67.74%	80.56%	76.47%
+ Resolution to complaint within 10 working days	52.38%	17.39%	23.53%	48.48%	91.43%	92.00%	91.49%	94.74%
+ Complete 'emergency' repair in 24 hours		94.85%	96.10%	92.54%	98.46%	94.20%	96.88%	96.36%
+ Complete 'urgent' repair in 5 working days		82.05%	90.04%	92.59%	92.19%	91.51%	89.74%	82.88%
+ Give you an appointment date and time for your repair and keep it		75.09%	78.57%	76.68%	78.08%	76.74%	60.92%	54.66%
+ Not close your anti-social behaviour case without your agreement	72.73%	100.00%	63.64%	70.59%	94.12%	70.59%	88.24%	83.33%
+ Maintenance surveyor will visit you within 5 working days	100.00%	94.34%	91.94%	78.38%	48.19%	47.25%	41.61%	35.86%
+ We will respond to your reports by victims of ASB, within one working day	80.00%	78.26%	84.00%	89.19%	96.30%	100.00%	83.33%	100.00%

Local Offers Trend Data



Measure