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Below is a table which explains how we've been performing in key areas for the period to the end of March 2011.

The performance in key areas relates to issues raised in December 2009 customer survey comments.

Performance In Key Areas		Year End 2009/10 March	Target 2010/2011	Performance @ 30/6/10	Performance @ 30/9/10	Performance @ 31/12/10	Performance @ 31/3/11	Are we on target?	Are we getting better?
	% of emergency repairs completed on time	99.99%	100%	99.99%	100%	99.97%	99.98%		
	% of urgent repairs completed on time	99.98%	99%	100%	99.99%	99.98%	99.98%		
	% of routine repairs completed on time	99.98%	99%	99.99%	99.98%	99.98%	99.97%		
	% of repairs completed right first time	92.00%	95%	98%	97.90%	98.20%	98.50%		
	% of customers satisfied with completed responsive repairs	95.30%	95%	94%	94.60%	95.55%	95.30%		
	% of telephone calls returned within 24 hours	89.52%	90%	90.12%	97.18%	88.67%	98.69%		
	% of letters responded to within 10 working days	89.08%	95%	87%	85.26%	88.06%	91.52%		
	% of initial response times to Anti Social Behaviour cases (1 – 5 working days)	100%	100%	88%	87.5%	100%	100%		
	% of Anti Social Behaviour cases closed	71.43%	90%	71%	75%	66%	80%		
	% of rent arrears	1.98%	2.6%	2.79%	2.20%	2.21%	1.80%		
	Average days to re-let a general needs dwelling	29.46 days	26 days	22.6 days	26.29 days	26.06 days	21.39 days		
	% of support plans reviewed (sheltered schemes)	93.30%	86%	84.84%	27.49%	95.65%	91.60%		

Key	Are we meeting our targets?	Key	Are we getting better?
	Meeting or exceeding our target		Performance has improved against last quarter
	Marginally below target *		Performance has remained the same against last quarter **
	Significantly below target		Performance has deteriorated against last quarter

\*Tolerance 5%

\*\*Tolerance 1%