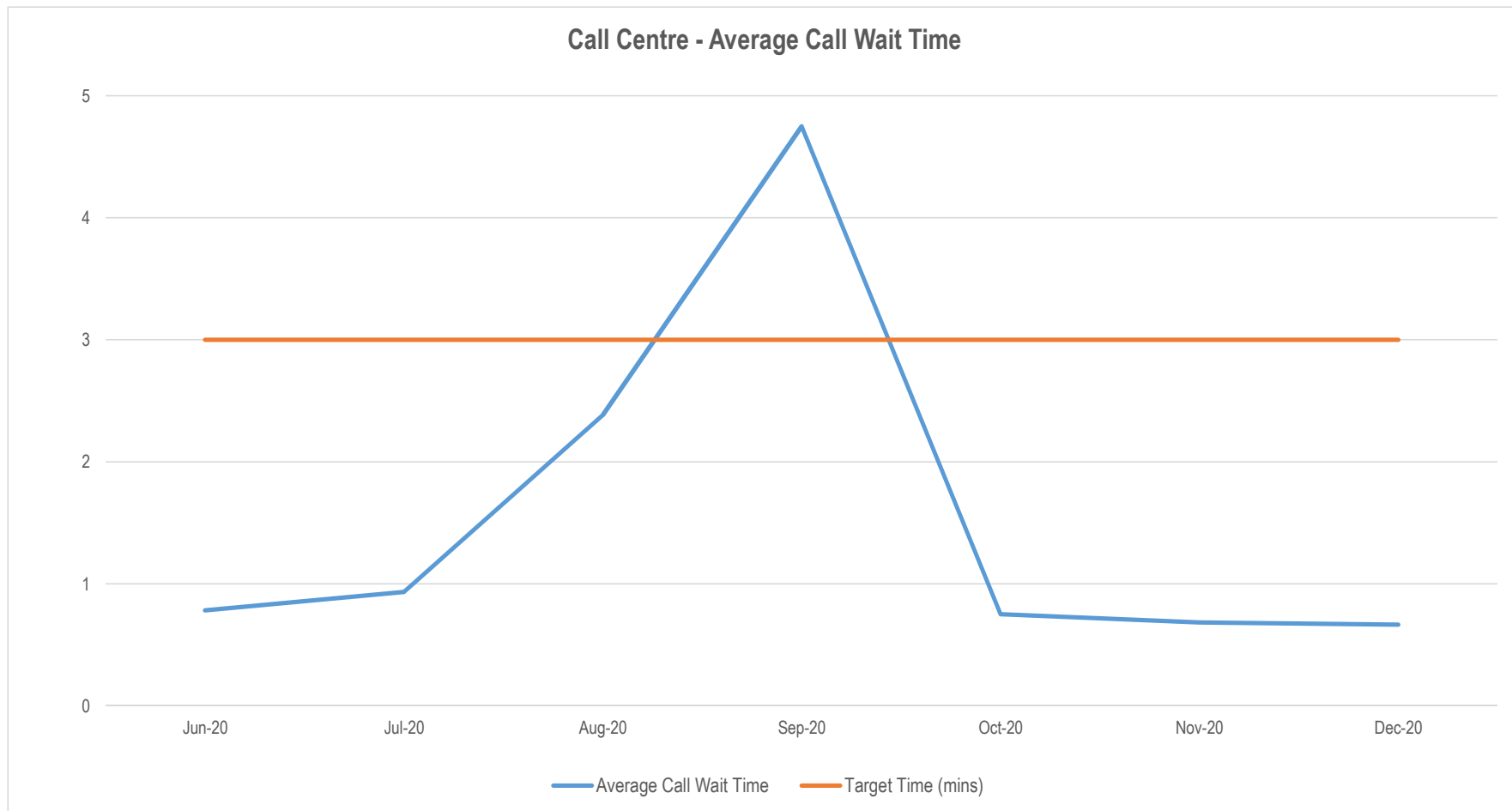


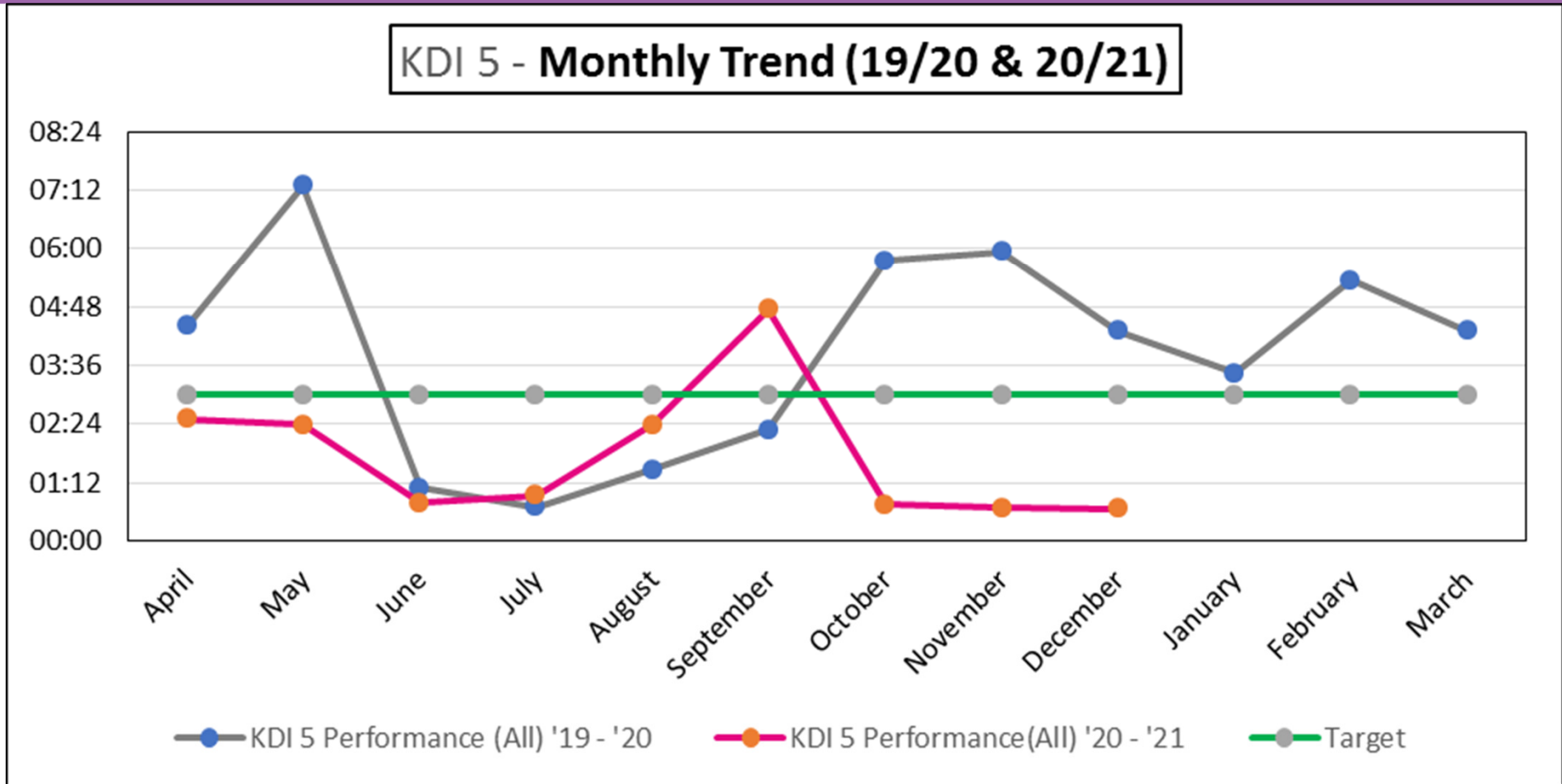
# Appendix A

## RMI Contract Performance

# Call Centre KDI 5 - Average Call Waiting (June-Dec 2020)



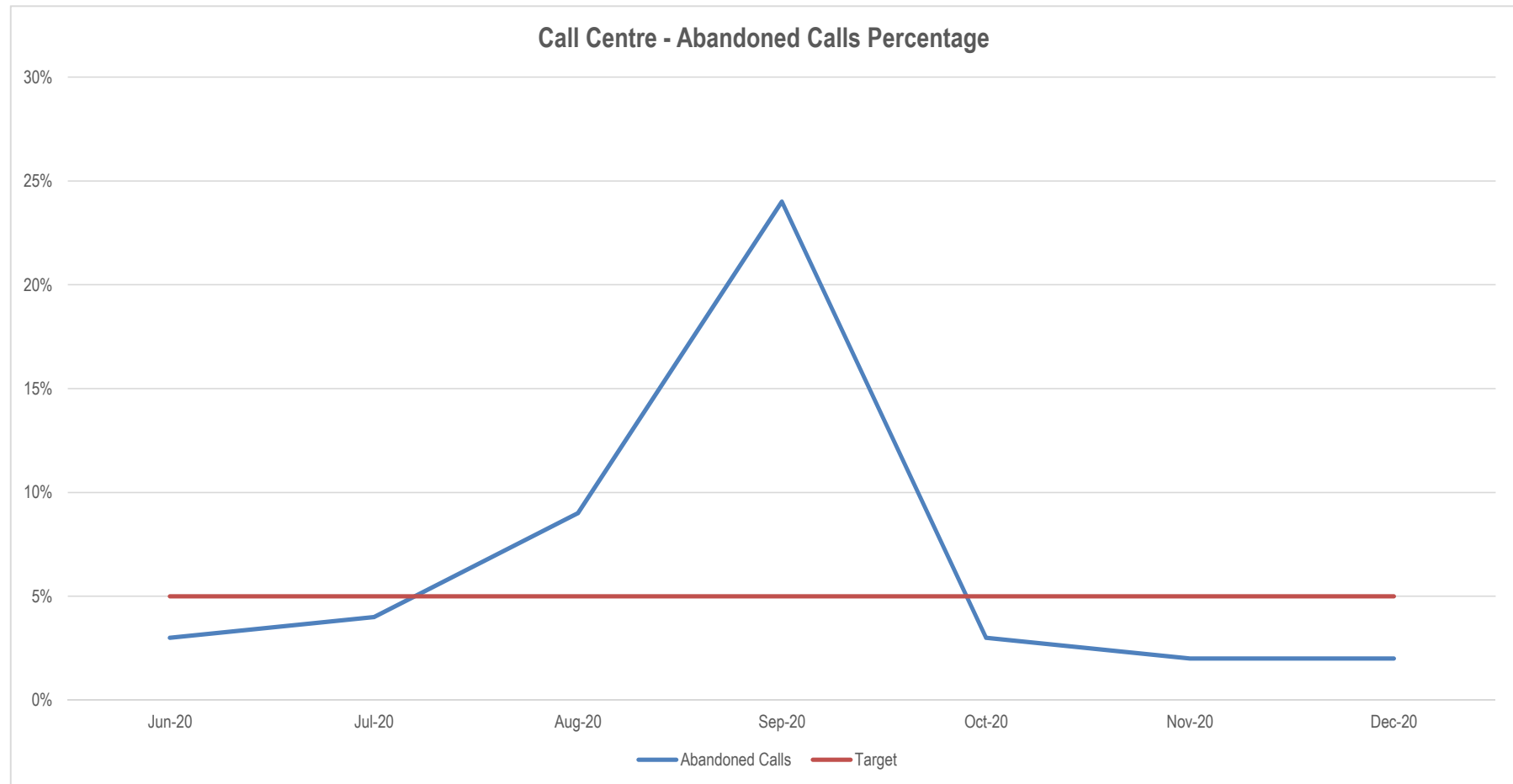
# Call Centre KDI 5 – Average Call Waiting



# Call Centre KDI 5 – Average Call Waiting 2019/20 – 2020/21

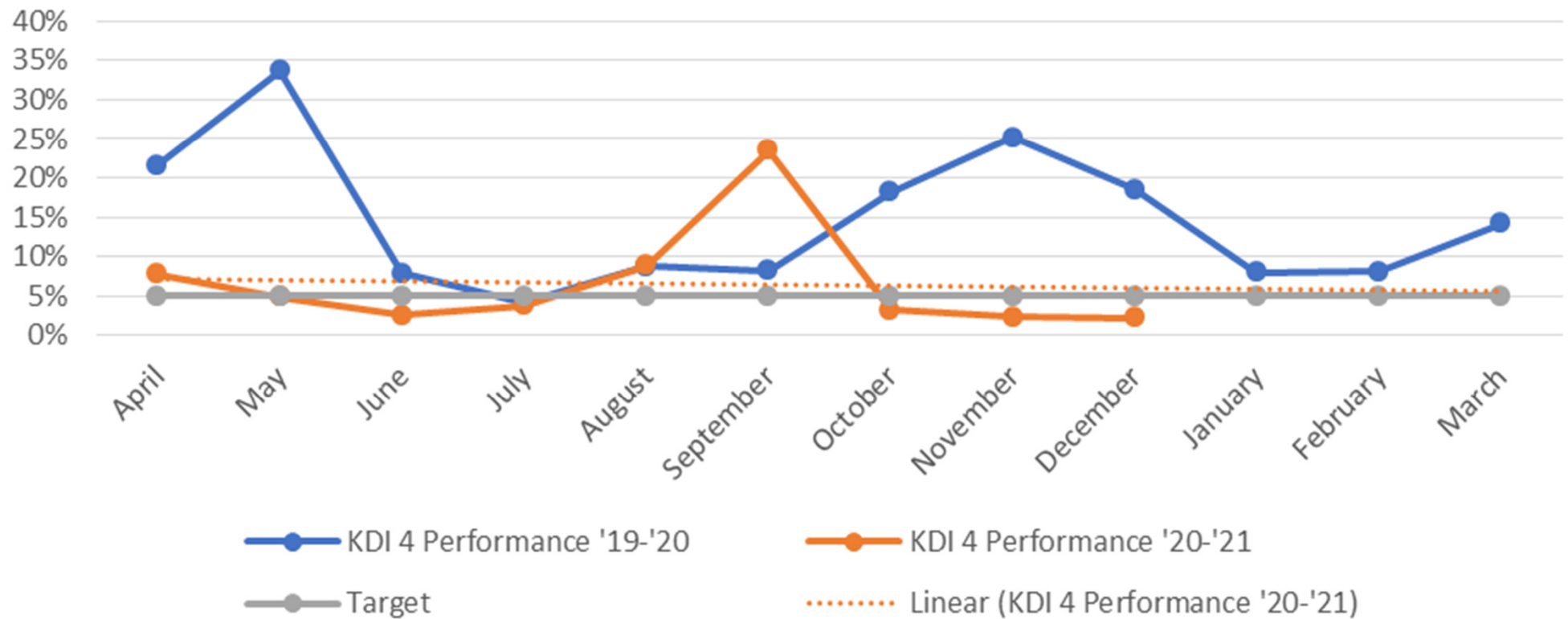
	April	May	June	July	August	September	October	November	December	January	February	March
<b>KDI 5 Performance (All) '19 - '20</b>	00:04:24	00:07:18	00:01:06	00:00:42	00:01:28	00:02:17	00:05:45	00:05:56	00:04:18	00:03:26	00:05:20	00:04:18
<b>KDI 5 Performance(All) '20 - '21</b>	00:02:30	00:02:23	00:00:47	00:00:56	00:02:23	00:04:45	00:00:45	00:00:41	00:00:40			
<b>Target</b>	00:03:00	00:03:00	00:03:00	00:03:00	00:03:00	00:03:00	00:03:00	00:03:00	00:03:00	00:03:00	00:03:00	00:03:00

# Call Centre KDI 4 - Calls Abandoned (%) June-Dec 2020



# Call Centre KDI 4 – Calls Abandoned

Call Centre - KDI 4 Monthly Trend Analysis ('19/20 & 20/21)



# Call Centre KDI 4 – Calls Abandoned 2019/20 – 2020/21

**Table 1a**

	2019-2020												
	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Total
Total Calls	2,732	2,936	2,132	1,994	1,953	2,106	3,002	3,230	2,838	3,919	4,055	3,632	34,529
Calls Lost	591	990	168	85	172	173	547	813	525	313	329	515	5,221

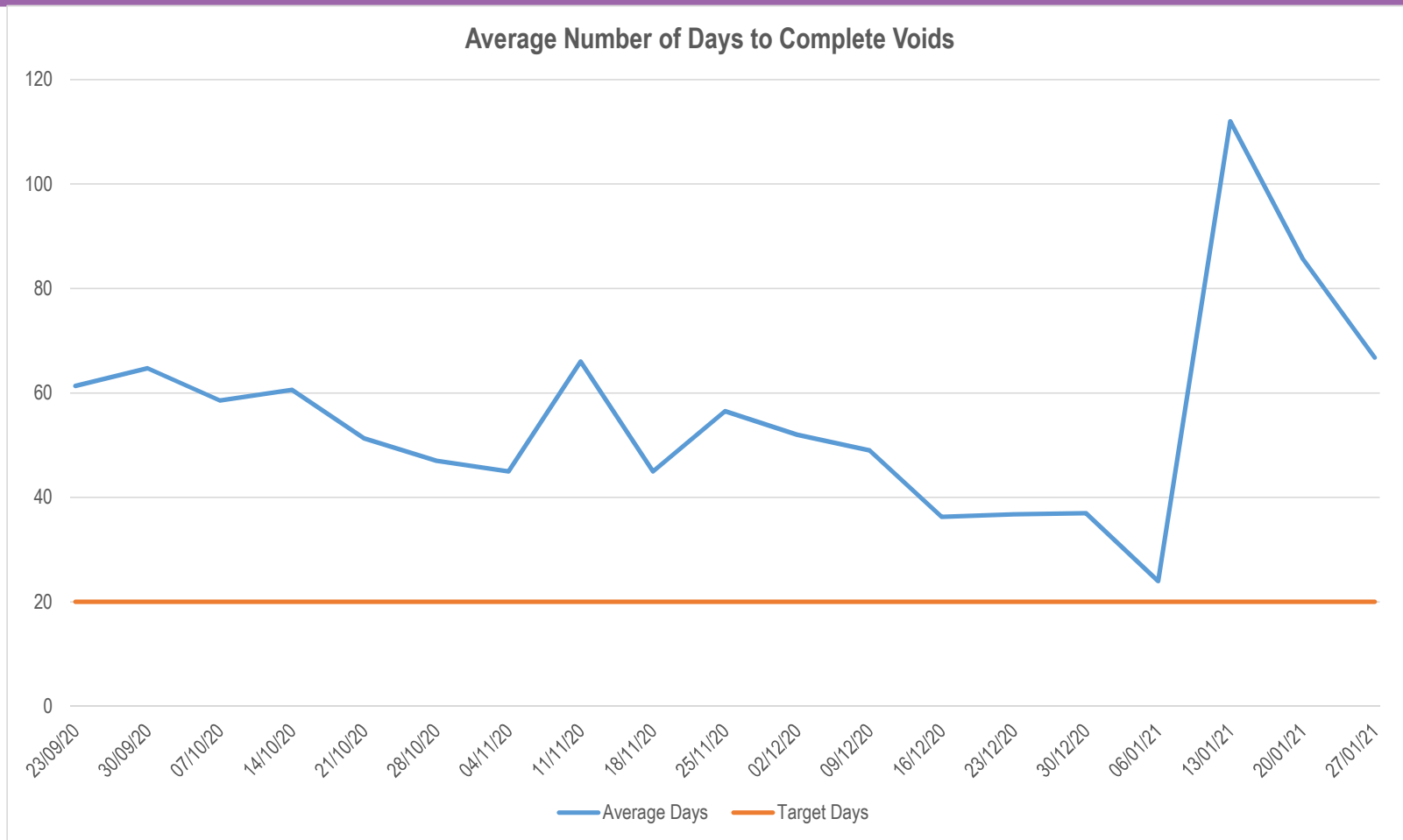
**Table 1b**

	2020-2021									
	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Total
Total Calls	1,672	1,597	4031	4536	5547	6817	5,896	5,464	4,988	40,548
Calls Lost	129	78	101	169	490	1,605	187	127	109	2,995

**Table 1c**

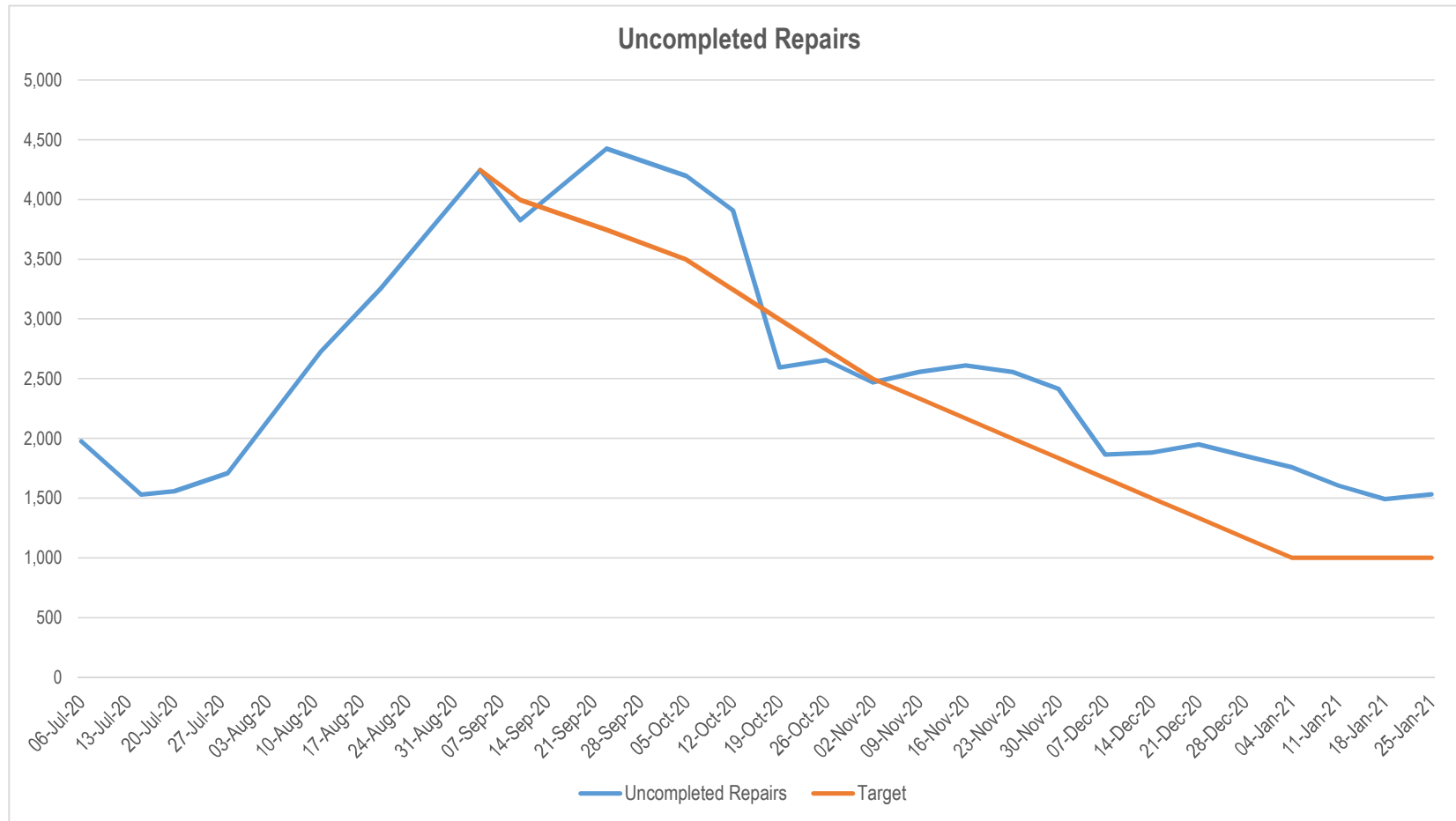
	April	May	June	July	August	September	October	November	December	January	February	March
KDI 4 Performance '19-'20	22%	34%	8%	4%	9%	8%	18%	25%	18%	8%	8%	14%
KDI 4 Performance '20-'21	8%	5%	3%	4%	9%	24%	3%	2%	2%			
Target	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%

# Void Completions



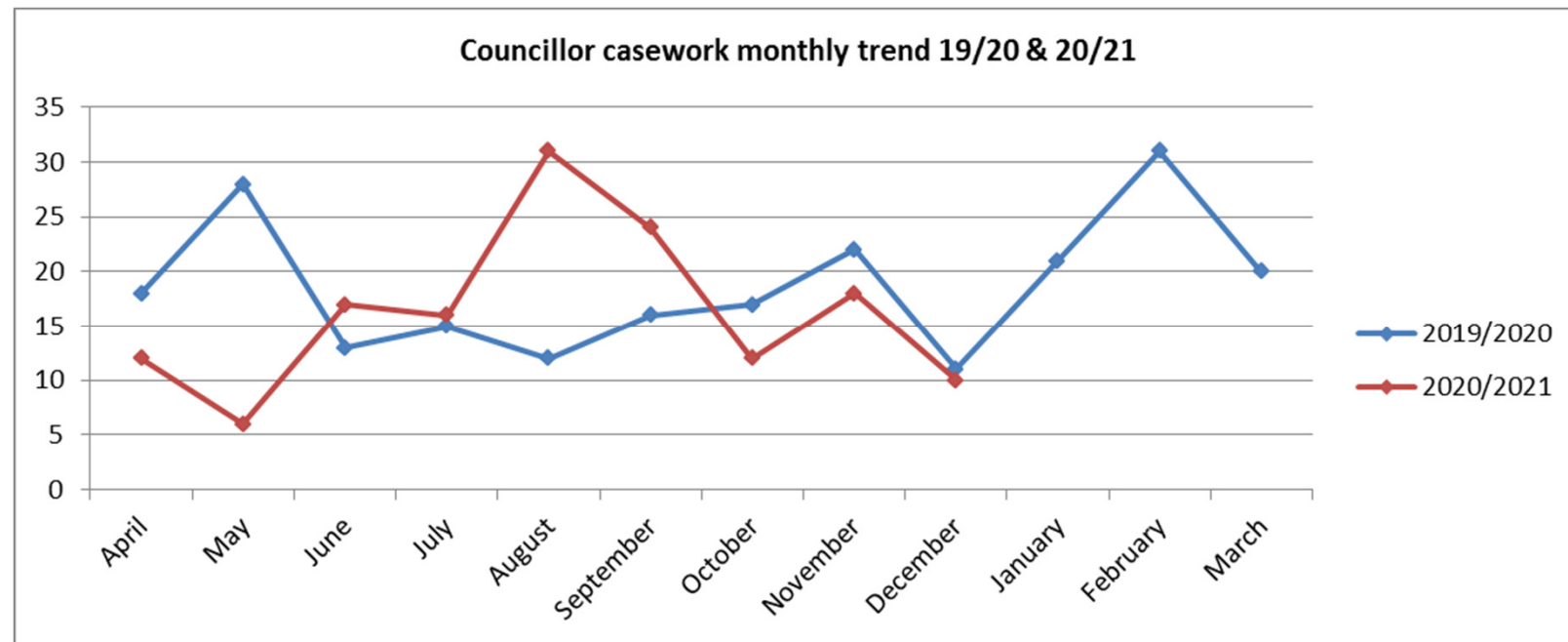


# Uncompleted Repairs - WIP



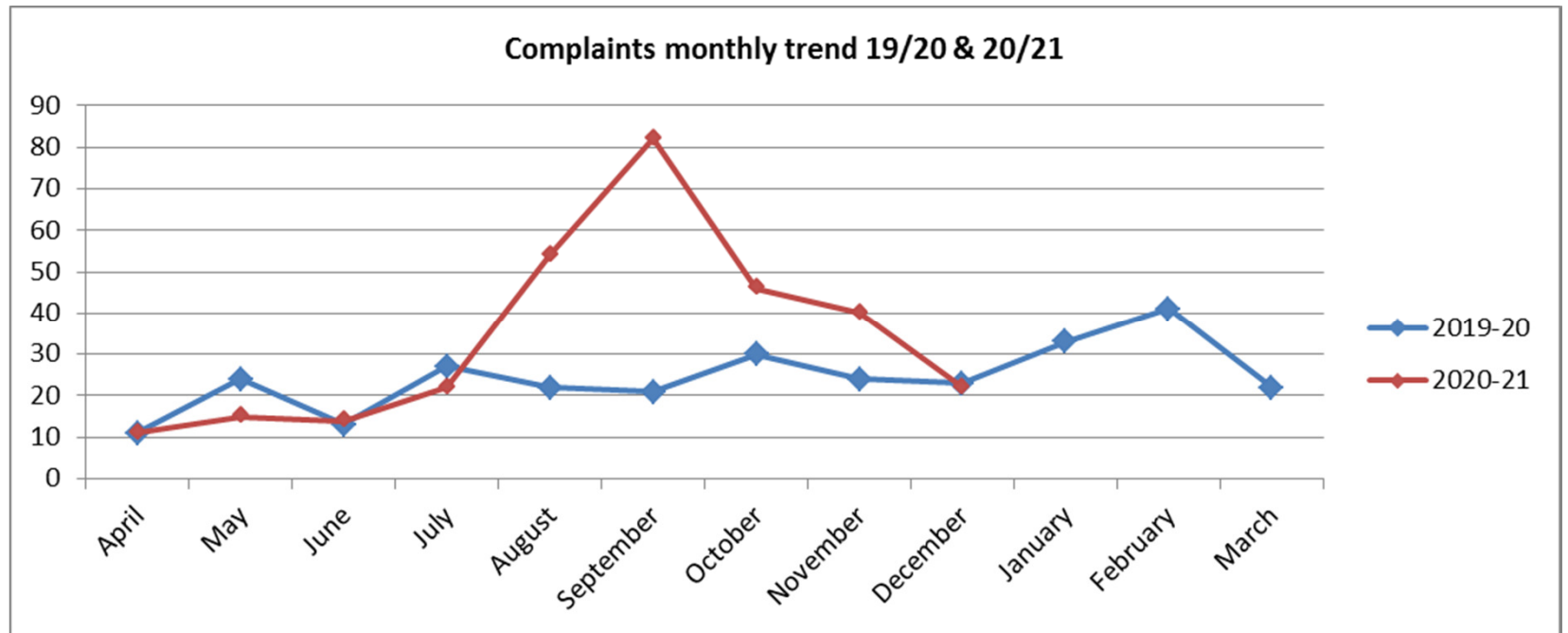
# Member Casework – 2019/20 & 2020/21

Councillor Casework	2019-20	2020 - 21
April	18	12
May	28	6
June	13	17
July	15	16
August	12	31
September	16	24
October	17	12
November	22	18
December	11	10
January	21	
February	31	
March	20	



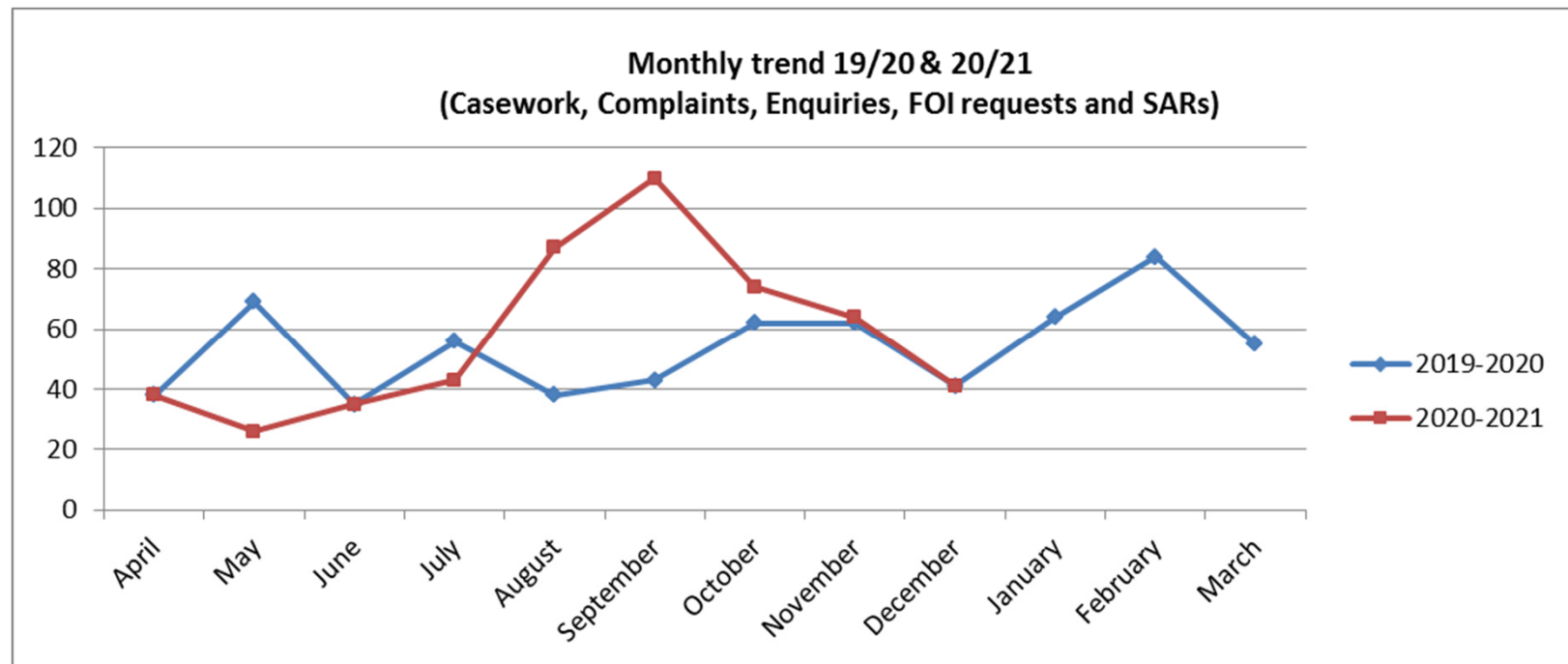
# Complaints – 2019/20 & 2020/21

Complaints	2019-20	2020-21
April	11	11
May	24	15
June	13	14
July	27	22
August	22	54
September	21	82
October	30	46
November	24	40
December	23	22
January	33	
February	41	
March	22	



# Casework, Complaints, Enquiries, FOI requests and SARs

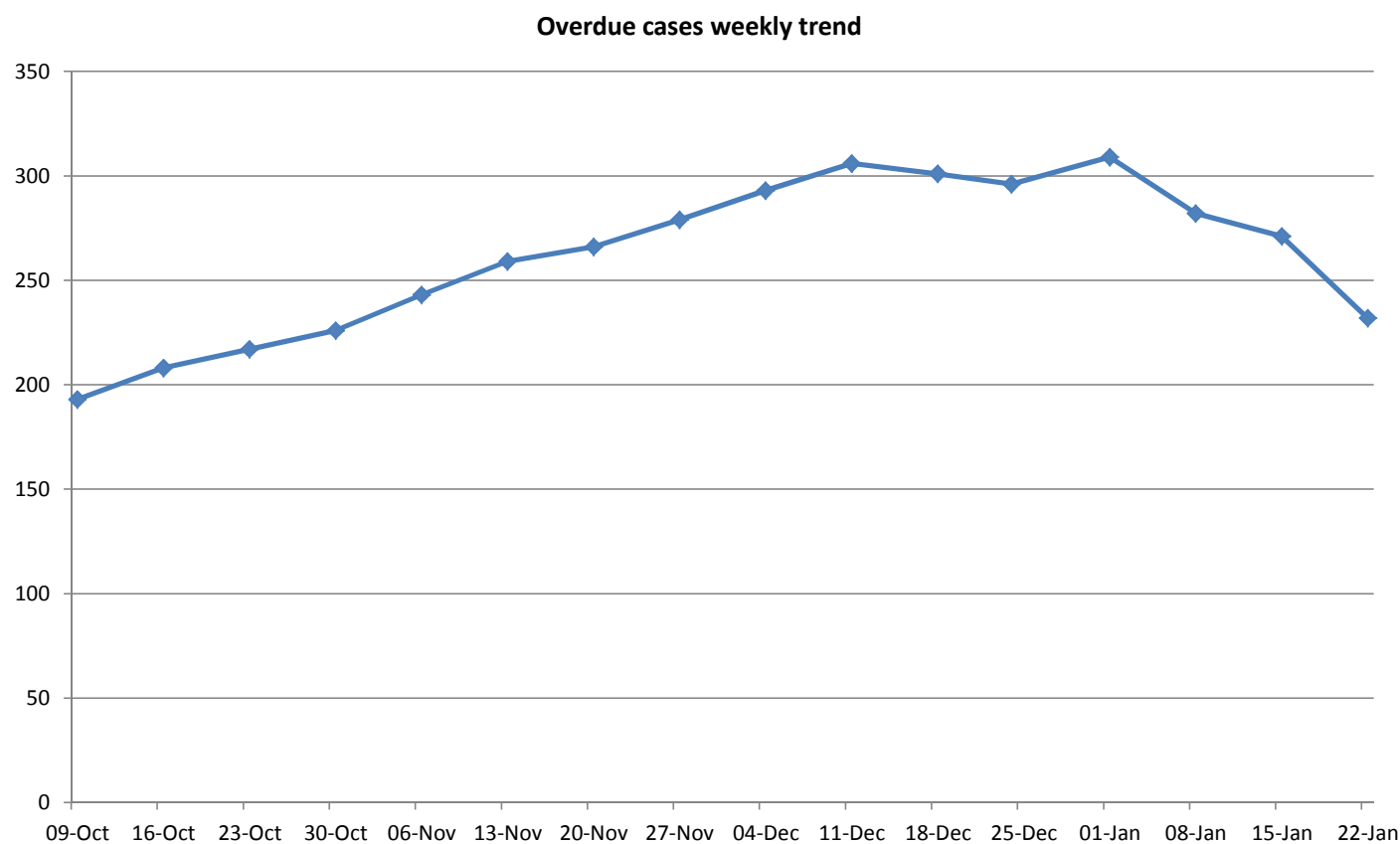
	2019-2020	2020-2021
April	38	38
May	69	26
June	35	35
July	56	43
August	38	87
September	43	110
October	62	74
November	62	64
December	41	41
January	64	
February	84	
March	55	



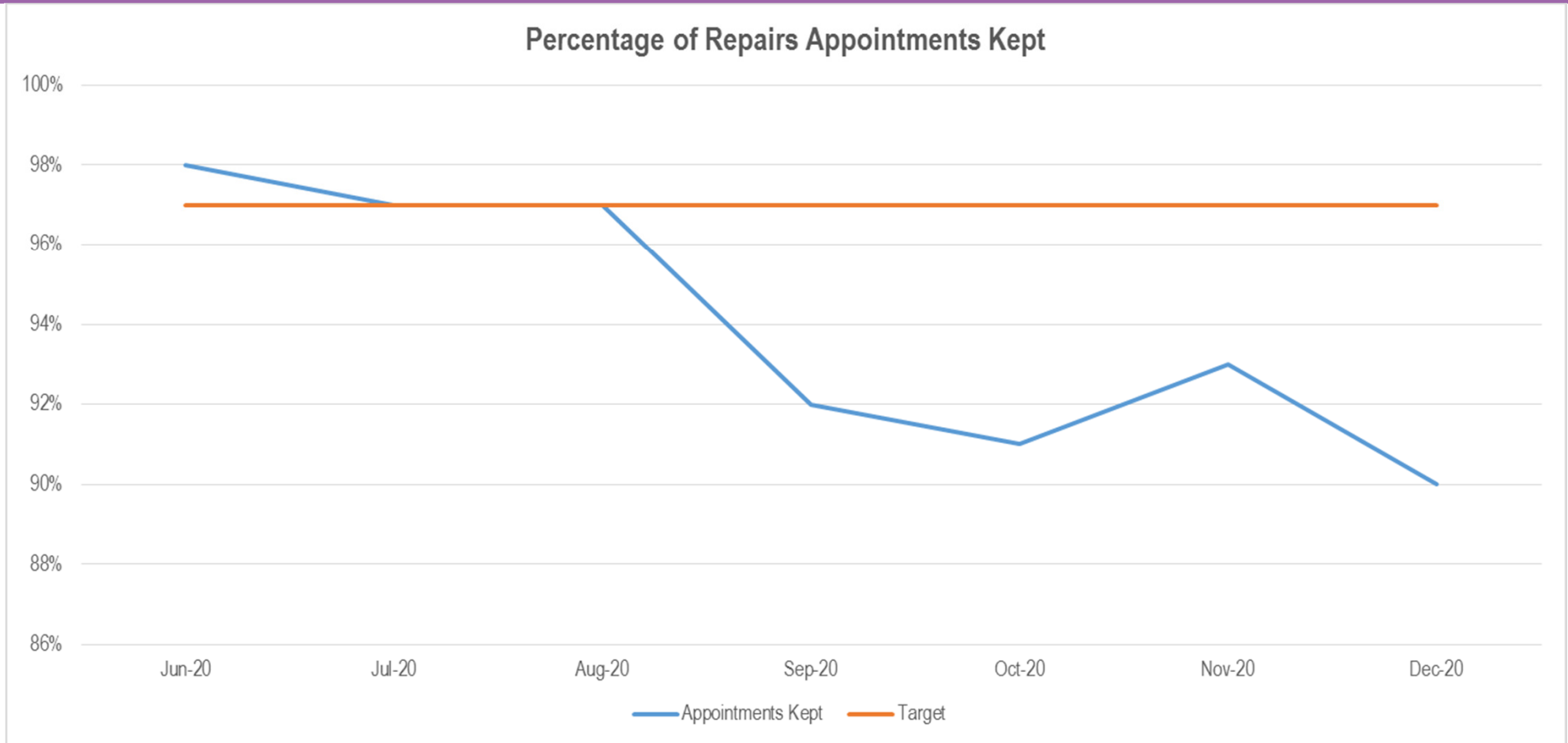
(Note: SARs = Subject Access Request from Resident)

# Open Cases by Stage Type (22<sup>nd</sup> January 2021)

	open cases	Overdue	Overdue %
Stage 1 Complaint	153	142	92.81%
Stage 2 Complaint	12	11	91.67%
Stage 3 Complaint	3		
Councillor casework	38	34	89.47%
Enquiry	50	44	88.00%
FOI	1	0	0.00%
SARs	1	1	100.00%
<b>Total</b>	<b>258</b>	<b>232</b>	<b>89.92%</b>



# Appointments Made & Kept (%) June-Dec 2020



# Community Investment

## COMMITMENT Number 1 - Support for SME's and Social Enterprises

Business mentoring (non-building trade)

### Active Weight Loss



### Virtual Assistant

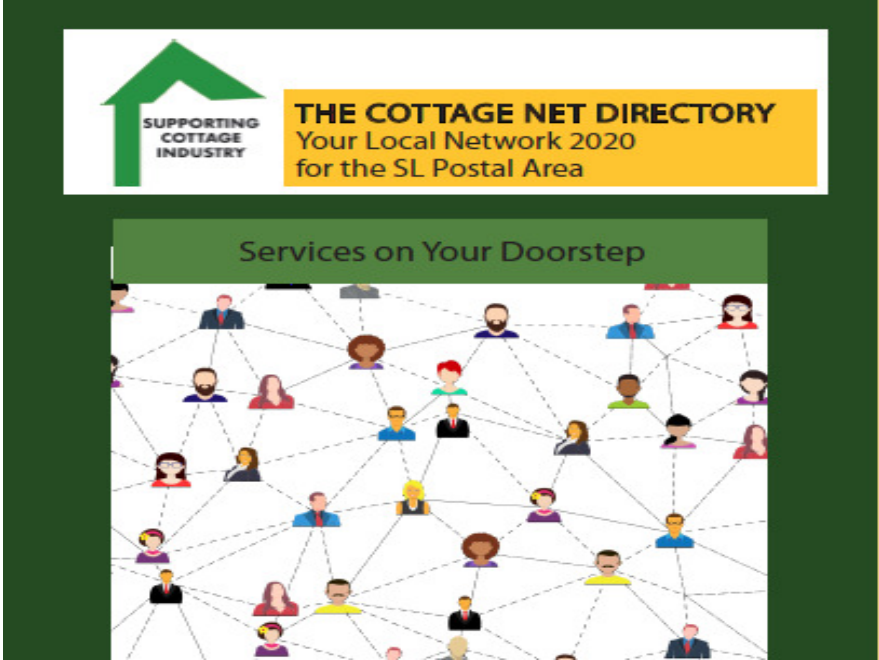


# Community Investment

**COMMITMENT Number 1 - Support for SME's and Social Enterprises**

Support either Social Enterprise or Community Interest Company

## The Slough Hub



**SUPPORTING COTTAGE INDUSTRY**

**THE COTTAGE NET DIRECTORY**  
Your Local Network 2020  
for the SL Postal Area

Services on Your Doorstep

The graphic features a network diagram of diverse people icons connected by dashed lines, representing a community network.



# Community Investment


COMMITMENT Number 2 - Targeted recruitment from disadvantage groups/community to support "Pathways to Work"

SMART  
WORKS  
READING

East Berkshire Community Learning and Skills Service

## Personal Development for Employment

Monday to Thursday 9-5 hours a day Monday 9-5 hours a day 1 Week



**LEARN WITH US:**

- Free for jobseekers and low income
- Exploitation of own strengths and knowledge/experience
- Linking strengths and experience to employment opportunities
- Developing a personal action plan for employment
- Support with job search, interview skills and CV/writing
- Individual information, advice and guidance support
- Progression to further learning and into work

**HOW TO ENROL:**

- To book a place please contact Clare Jacobson 01753 655175 or email [clare.jacobson@adoborn.co.uk](mailto:clare.jacobson@adoborn.co.uk)

**COURSE VENUE:**

Online - internet access and wifi required

Learn | enjoy | improve

Slough  
Heritage Learning

32 learners to date

10 Into employment

5 in volunteer roles

2 new Business start up

# Community Investment

## COMMITMENT Number 4 – Partnerships & Health Programmes

Become a  
**#OneSlough**  
**Community Champion**  
Help stop the spread of COVID-19

Sign up at  
[www.oneslough.org.uk/champions](http://www.oneslough.org.uk/champions)



**Do you want to help your community?**  
Anyone living or working in Slough can get involved.



**Get live updates on COVID-19**  
Receive the latest information and government guidelines on how to stay safe and healthy.



**Spread the word**  
Share this information with your family, friends, work colleagues and the wider community.



**Help us to stop the virus**  
Keeping our communities well informed will help minimise the risk of the virus spreading.



**Become a #OneSlough Community Champion**  
Join our network of local people to help during the COVID-19 pandemic.

**Slough CVS Newsletter - 4th Dec**  
**Getting Covid messages into the community**

Community Response 'Train the Trainer' pilot, on Zoom, took place this week, presented by Claire Giacobbe and Samina Hussain.

Find out how [sloughcvsvs.org.uk](#)

# #OneSlough

One Slough Community Response  
Train the Trainer

Claire Giacobbe & Samina Hussain  
Date : January 2021

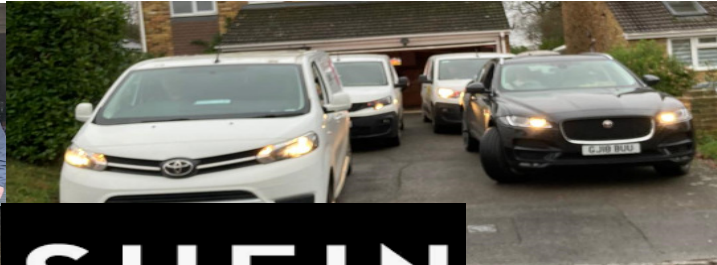
#OneSlough

STAY ALERT CONTROL THE VIRUS SAVE LIVES

# Community Investment

## COMMITMENT Number 7 - Support for the local community

3 Charities supported



**SHEIN**

30 Boxes of clothes



10 gifts delivered



56 gifts to the value of £400

# Community Investment

## COMMITMENT Number 4 & 7

### Support for the local community & Partnerships – Vaccine roll out



# Residents Satisfaction Survey 2020

## Overall satisfaction with RMI services



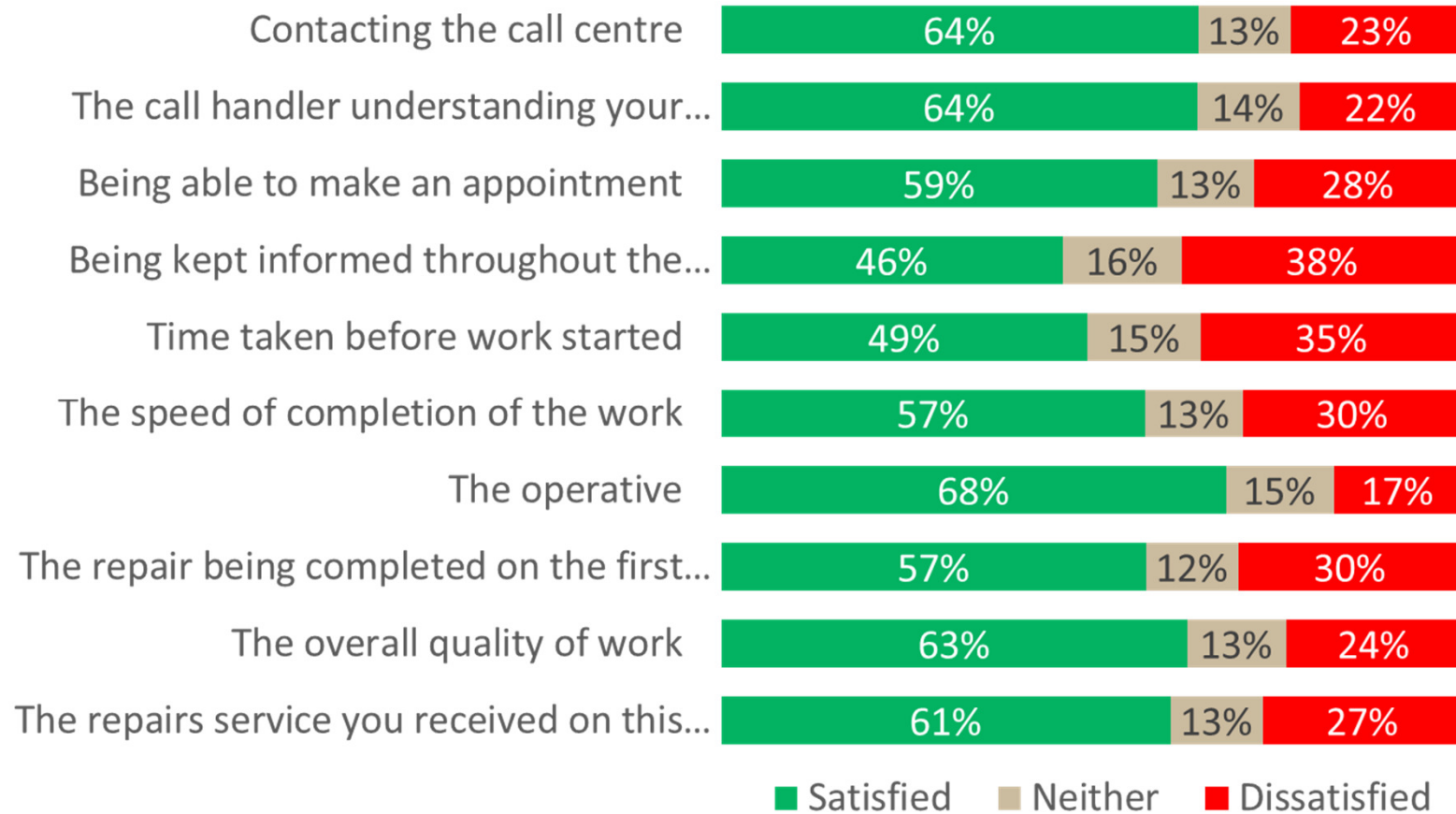
**51%**

Satisfied

**35%**

Dissatisfied

# The Repairs Journey



# Cleaning

## Frequency



**63%**

Satisfied

**24%**

Dissatisfied

## Standard

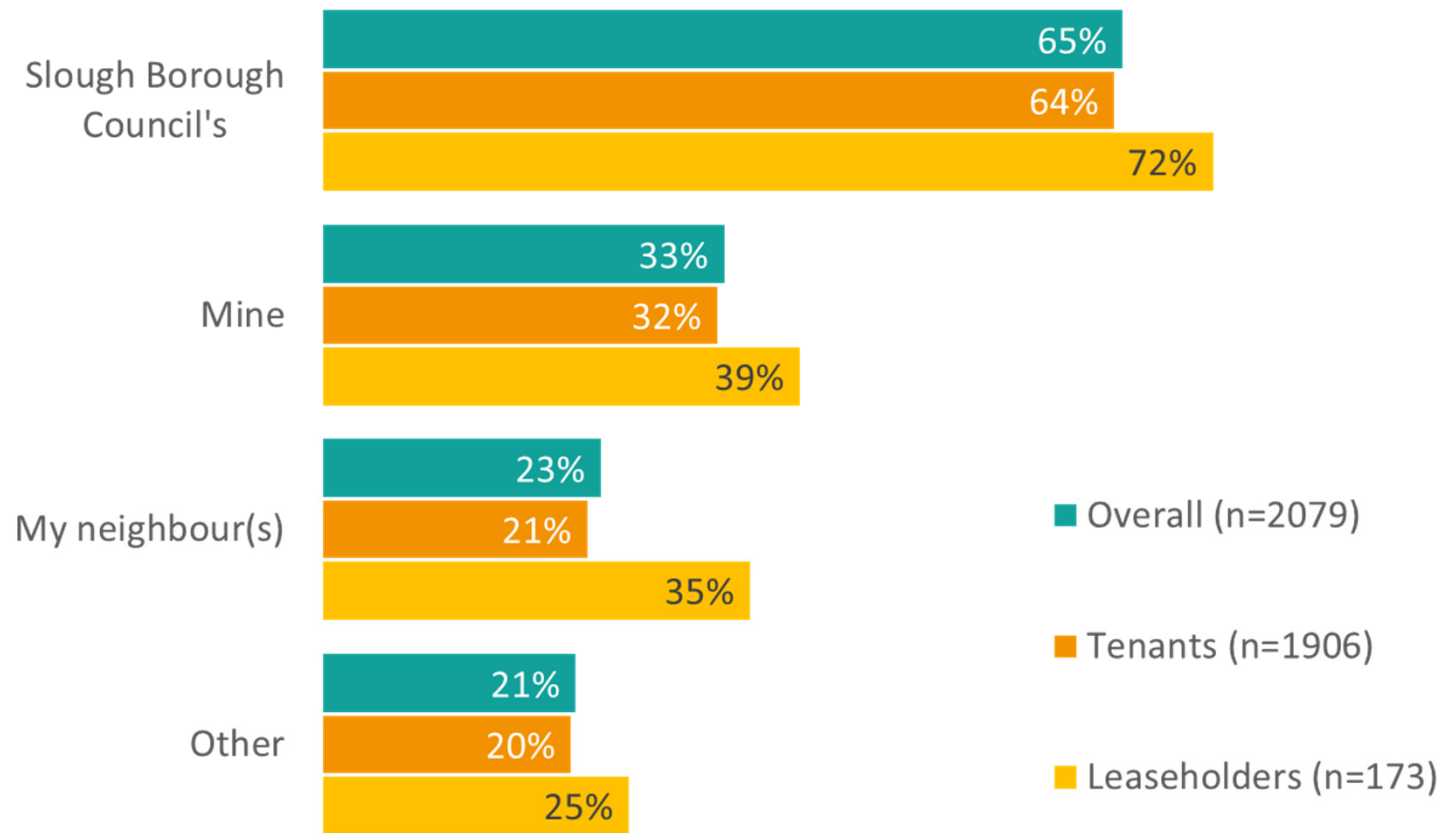
**59%**

Satisfied

**27%**

Dissatisfied

# Responsibility for Keeping Area Clean & Tidy





# Residents are Saying

"They should update when the job is delayed or postponed rather than keeping quiet until you call again."

"They need to listen more. Never take into consideration what you are saying. When reporting a repair they came out few weeks later."

"\* Response time. \*  
Communication with the client prior to the scheduled visit."

"Would like if they could do the job faster. Taking months for a repair is too long."

"Better customer service. Speak respectfully and politely to customers."

"More customer service staff. One person following jobs through to keeping tenants informed."

## **Approach to Estate Inspections**

- Fire Risk Assessments
- External & Street Inspections
- Full Estate Inspections

## November & December 2020

- South – 30 inspections
- North – 52 inspections
- East – 25 inspections