




This report sets out progress made in the first 6 months of operation against the commitments made in the Year 1 Business Plan (BP)

Your Repairs – Asset Development Strategy

BP objective : management of the Council’s responsive repairs & planned works programme

-  **22,459** calls handled by call centre
-  **14,096** jobs completed
-  **99.3%** routine repairs within 28 day target
-  **96.6%** average customer satisfaction
-  **11 day** turnaround for void properties
-  **91%** voids completed within 20 day target
-  **3,643** emergency jobs raised
-  **99.5%** emergency jobs attended within 4 hours target

-  Efficiency saving as a result of operational alignment. Further savings will be delivered through heating & gas delivery efficiency
-  Reduction of void average completion time (key to key process) from 16 to 11 days
-  Review undertaken and service improvement plan in development

BP objective: commissioning and analysis of targeted Stock Condition Surveys




Stock condition surveys in council owned properties to shape future investment programmes and inform regeneration decision. Pennington Choices commissioned to undertake programme.



-  **8,611** properties
-  **6** months Programme - Oct to Mar
-  **3** phases

Your Neighbourhood – building social capacity

Preparation for delivery of Year 2 - 6 BP

-  **74** Resident Communicators recruited to help feed messages to and from communities
-  New Economics Foundation (NEF) commissioned to develop the social KPI for YourMK in collaboration with communities
-  Corporate Social Responsibility plan in place across YourMK maximising local jobs, local skills and local value.

