


# Tempo

Keeping you up to speed on our activity

Weekly update for our Stakeholders



24 March 2017

## Weekly update on the National Housing Prime and Regional Primes

### Shaping our people into tomorrows' leaders

We care about helping our people achieve their goals. We especially encourage growth within the business. The career pathway is a programme where we offer support and develop our staff. It's a 1 year programme launched in 2016 by Stuart Jones, Communications and Customer Services Director for the Customer Service Centre.

The programme is designed to nurture our customer service staff into tomorrows' leaders. Also, to understand those interested in becoming the future managers in our business. It focuses on the core competencies required to be a leader. The initial process is quite rigorous. Only those demonstrating ambition are invited on to the pathway.

Five candidates from last year graduated, they were; Matt Bowman, now manager of Frontline Complaints, Steven Salisbury, Natalie Davies, Danielle Hill all now Area Managers within Occupancy Services and Anthony Hughes who is working on improvement projects. Each attended a graduation day hosted by Stuart. Here they presented back to senior management their achievements, what they had learned on the pathway and their future goals.

This year there are 7 new candidates on the career pathway. They come from across all areas of the business. We have Paul Gallagher - Frontline Complaints, Michael Parle - NHP helpdesk, Daniel Lawrence and Lucy Johnson - Occupancy Services, Lee Williams - RP Helpdesk, Natalie Costigen - Customer Solutions, and Michelle Brooks - Occupancy Services Admin, all looking to climb up the ladder.

Michael Parle, from the Helpdesk, wants to move higher using the pathway, *"I'd like to find myself in a management position at the end of the career pathway, whether it be on the help desk or taking a role in another department. I think it has already opened my eyes to what is expected of being a manager."*

Every six months the candidates will face a Dragon's Den style review. Here they have the opportunity to present back to senior management what they've been up to.

The candidates participate in activities that help them grow and realise whether management is for them. They get involved with everything from development planning to being exposed to management roles, stepping in their shoes and other general leadership situations. They're also invited to management meetings and training.

Graduate Natalie Davies enjoyed getting involved, *"I was given the opportunity to cover as interim team manager for my team, whilst my manager was helping another department in the business. I really enjoyed the role and it gave me a lot of confidence."*



The career pathway doesn't always guarantee a management position on graduation. However, it does better equip individuals to be considered for management positions when opportunities arise.

Matt Bowman has some good advice for those embarking on the pathway, *"I learned a lot about myself, my strengths and my weaknesses. My advice to anybody on the pathway would be to take any opportunity that is presented to you as you will only get back what you put in. The career pathway is an excellent way of showcasing peoples' talents!"*

The career pathway proved to be a massive success in its first year. We give our luck to the candidates currently working towards graduation and hope they end up exactly where they want to be.

# National Housing Prime Performance

February 2017

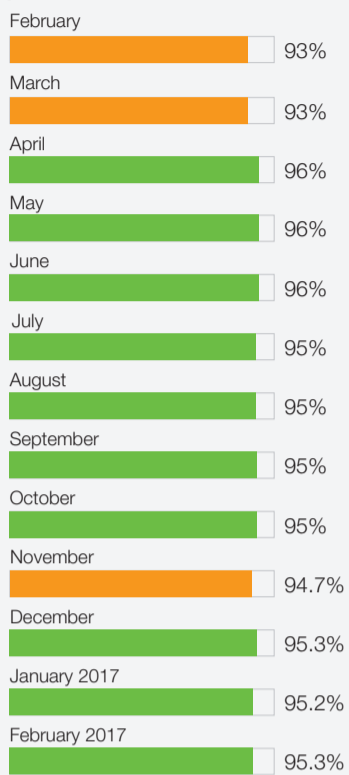
How do we measure against our Key Performance Indicators (KPIs) and Targets?

## Overall Response Maintenance

Our KPI:

95%

Target achieved in April, May, June, July, August, September, October, December, January and February



## Overall Customer Satisfaction

Our results

Target:  
Net Promoter Score

+55



\*February 17 performance affected by changing supplier in the South West

## Landlord's Gas Safety Inspections

Our results

Our KPI:

0

Target achieved in May, June, July, August, September, October and November



\*This figure was impacted by reduced accessibility to properties over the festive period.

## Complaints

Our results

Target:  
Our Complaint Rate

1.75%



## Move Ins

Our results

Our KPI:

95%

Target achieved in May, June, October, November and February



# Regional Prime Performance

February 2017

How do we measure against our Key Performance Indicators (KPIs) and Targets?

## Overall Response Maintenance

		■ Anything below KPI	■ Within 5% of KPI	■ At or above KPI										
<b>South East</b>														
Category	KPI	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan <sub>2017</sub>	Feb
Priority 0	100%	■	■	■	■	■	■	■	■	■	■	■	■	■
Priority 1	96%	■	■	■	■	■	■	■	■	■	■	■	■	■
Priority 2	94%	■	■	■	■	■	■	■	■	■	■	■	■	■
Priority 3	94%	■	■	■	■	■	■	■	■	■	■	■	■	■
Priority 4	94%	■	■	■	■	■	■	■	■	■	■	■	■	■
Priority 7	96%	■	■	■	■	■	■	■	■	■	■	■	■	■

<b>South West</b>														
Category	KPI	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan <sub>2017</sub>	Feb
Priority 0	100%	■	■	■	■	■	■	■	■	■	■	■	■	■
Priority 1	96%	■	■	■	■	■	■	■	■	■	■	■	■	■
Priority 2	94%	■	■	■	■	■	■	■	■	■	■	■	■	■
Priority 3	94%	■	■	■	■	■	■	■	■	■	■	■	■	■
Priority 4	94%	■	■	■	■	■	■	■	■	■	■	■	■	■
Priority 7	96%	■	■	■	■	■	■	■	■	■	■	■	■	■

<b>Scotland and N.I</b>														
Category	KPI	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan <sub>2017</sub>	Feb
Priority 0	100%	■	■	■	■	■	■	■	■	■	■	■	■	■
Priority 1	96%	■	■	■	■	■	■	■	■	■	■	■	■	■
Priority 2	94%	■	■	■	■	■	■	■	■	■	■	■	■	■
Priority 3	94%	■	■	■	■	■	■	■	■	■	■	■	■	■
Priority 4	94%	■	■	■	■	■	■	■	■	■	■	■	■	■
Priority 7	96%	■	■	■	■	■	■	■	■	■	■	■	■	■

<b>Central</b>														
Category	KPI	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan <sub>2017</sub>	Feb
Priority 0	100%	■	■	■	■	■	■	■	■	■	■	■	■	■
Priority 1	96%	■	■	■	■	■	■	■	■	■	■	■	■	■
Priority 2	94%	■	■	■	■	■	■	■	■	■	■	■	■	■
Priority 3	94%	■	■	■	■	■	■	■	■	■	■	■	■	■
Priority 4	94%	■	■	■	■	■	■	■	■	■	■	■	■	■
Priority 7	96%	■	■	■	■	■	■	■	■	■	■	■	■	■

### Level 2 Asset Compliance (including mitigation)

Our KPI	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan <sub>2017</sub>	Feb
South East	99.1%	100%	99.9%	100%	100%	100%	100%	100%	100%	99.8%	100%
South West	99.9%	99.9%	100%	99.9%	100%	100%	100%	99%	99.7%	99.9%	99.8%
Scotland and Northern Ireland	99.6%	100%	100%	100%	100%	100%	100%	100%	99.9%	100%	100%
Central	100%	100%	100%	100%	100%	100%	100%	99.9%	100%	100%	100%



### Overall Customer Satisfaction

Our KPI	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan <sub>2017</sub>	Feb
South East	78.8%	82.4%	86.8%	82.4%	91.5%	90.1%	86.0%	90.9%	84.4%	86.6%	92.0%
South West	80.6%	87.9%	87.4%	81.7%	89.9%	86.3%	86.8%	93.5%	94.9%	89.3%	87.0%
Scotland and Northern Ireland	91.9%	92.1%	89.1%	96.0%	93.4%	91.3%	94.1%	93.0%	94.2%	89.2%	94.0%
Central	89.7%	92.5%	92.5%	94.3%	93.1%	94.7%	91.0%	94.1%	95.2%	88.4%	90.0%



To provide feedback on this edition of Tempo, please contact:  
[Communications@carillionamey.co.uk](mailto:Communications@carillionamey.co.uk)

For more information on our improvement plan please visit:

**Website:** [www.carillionamey.co.uk](http://www.carillionamey.co.uk) **Facebook:** [www.facebook.com/carillionamey](http://www.facebook.com/carillionamey)

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