

H&E Quality Standards 2020/21- progress report



Action	2020/21			Latest Note	Managed By
	Status	Value	Target		
% of application outcomes communicated within 28 days	Data not yet available		100%	Year end data will not be available until June 2021	John Kerr
% of applications followed up for discussion within 7 working days	Data not yet available		100%	Year end data will not be available until June 2021	Edward Thomas
% of ASB reports followed up within 1 working day.	Data not yet available		100%	Year end data will not be available until June 2021	Edward Thomas
% of participation request acknowledgements sent within 5 working days of notification	N/A		100%	No participation requests were submitted during 2020/21.	Elaine Troup
% of referral acknowledgements sent within 5 working days of notification		100%	100%	Target met.	Stephen Brooks
% of tenant enquiries responded to on same working day	Data not yet available		100%	Year end data will not be available until June 2021	Edward Thomas
% of Tenants that have been provided with housing officer contact details		100%	100%	Target met	Edward Thomas
% satisfied with the quality of temporary or emergency accommodation	Data not yet available		85%	Year end data will not be available until June 2021	John Kerr

PI Status	
	Alert
	Warning
	OK