

HYNDBURN HOMEWISE SOCIETY LTD

THE PERFORMANCE INDICATORS AND TARGETS

OBJECTIVES	PERFORMANCE INDICATOR		TARGET	ACHIEVEMENTS 1.4.12 to 31.3.13
a. To provide a fully comprehensive service to assist clients to identify and carry our housing repairs and improvements				
	Number of enquiries	by personal visit by telephone by letter/email/fax	1000 1000 1000	1048 1289 981
	Time from enquiry to first action		1 weeks	0.15 week
	Average number of weeks from enquiry to completion		Minor works - 8 weeks Major works - 20 weeks	2.8 weeks 10.65 weeks
	No of clients receiving assistance to carry out works		2000	2964
	Value of work/Disability Aids provided		£500,000	£542,008.60
	Tenure - owner occupier		80%	88%
	% of clients who continue to live independently		70%	96.1%
	BME clients as % of all clients		8%	2.3%
	Elderly clients as % of all clients		60%	85%
	Disabled clients as % of all clients		9%	60.1%
	Percentage of non grant aided work		75%	95%
	Ratio of public:private funding		80:20	1:99
	Value of work completed/Agency budget		2:1	3.6:1
	Approved Contractors list		Annual review	100%
	% of client satisfaction questionnaires returned		70%	84%
	Percentage satisfied with Homewise		95%	100%
	Percentage satisfied with contractor		90%	100%
	Number of maintenance surveys/inspections		100	61
b. To provide advice on financing home repairs and improvements				
	Number of clients given assistance		500	651
c. To act as a referral agency connecting clients with national energy efficiency work provider				
	Number of referrals		400	287
	Number of clients having works done		100	243
d. To provide additional support to older/disabled people to aid independent living				
	Number of clients supported		1500	2153
	Average number of days from enquiry to completion		Aids 8 days Small repairs - 30 days	7.7 12.1
e. To assist the local authority by playing an appropriate role in regeneration and similar initiatives				
	Number of regeneration and similar projects participated in		100%	100%