

HYNDBURN HOMEWISE SOCIETY LTD

THE PERFORMANCE INDICATORS AND TARGETS

OBJECTIVES	PERFORMANCE INDICATOR		TARGET	ACHIEVEMENTS 1.4.13 to 31.3.14
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	500 1000 1000	1103 1464 681
	Time from enquiry to first action		1 weeks	0.02 Week
	Average number of weeks from enquiry to completion		Minor works - 8 weeks Major works - 20 weeks	1.93 weeks 18.6 weeks
	No of clients receiving assistance to carry out works		1000	2439
	Value of work/Disability Aids provided		£500,000	£399,467.61
	Tenure - owner occupier		80%	90.06%
	% of clients who continue to live independently		70%	97%
	BME clients as % of all clients		3%	2.88%
	Elderly clients as % of all clients		60%	77.86%
	Disabled clients as % of all clients		30%	75.85%
	Percentage of non grant aided work		75%	100%
	Ratio of public:private funding		25:75	0:100
	Value of work completed/Agency budget		2:1	3.28:1
	Approved Contractors list		Annual review	
	% of client satisfaction questionnaires returned		66%	88.12%
	Percentage satisfied with Homewise		95%	100%
	Percentage satisfied with contractor		90%	100%
	Number of maintenance surveys/inspections		30	27
b. To provide advice on financing home repairs and improvements				
	Number of clients given assistance		500	578
c. To act as a referral agency connecting clients with national energy efficiency work provider				
	Number of referrals		100	172
	Number of clients having works done		75	15
d. To provide additional support to older/disabled people to aid independent living				
	Number of clients supported		500	1861
	Average number of days from enquiry to completion		repairs - 30 days	12.6