

HYNDBURN HOMEWISE SOCIETY LTD

THE PERFORMANCE INDICATORS AND TARGETS

OBJECTIVES	PERFORMANCE INDICATOR	TARGET	ACHIEVEMENTS 1.4.14 to 30.9.14
a. To provide a fully comprehensive service to assist clients to identify and carry out housing repairs and improvements			
	Number of enquiries	by personal visit by telephone by letter/email/fax	500 1000 1000
			709 858 541
	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	1.35 weeks 12.5 weeks
	No of clients receiving assistance to carry out works	1000	1229
	Value of work/Disability Aids provided	£500,000	161061.01
	Tenure - owner occupier	80%	90.06%
	% of clients who continue to live independently	70%	97%
	BME clients as % of all clients	3%	3.08%
	Elderly clients as % of all clients	60%	81.49%
	Disabled clients as % of all clients	30%	61.31%
	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	1.51:1
	Approved Contractors list	Annual review	
	% of client satisfaction questionnaires returned	66%	95.57%
	Percentage satisfied with Homewise	95%	100%
	Percentage satisfied with contractor	90%	100%
b. To provide advice on financing home repairs and improvements			
	Number of clients given assistance	500	253
c. To act as a referral agency connecting clients with national energy efficiency work provider			
	Number of referrals	100	83
	Number of clients having works done	75	1
d. To provide additional support to older/disabled people to aid independent living			
	Number of clients supported	500	901
	Average number of days from enquiry to completion	repairs - 30 days	11.35