

HYNDBURN HOMEWISE SOCIETY LTD

THE PERFORMANCE INDICATORS AND TARGETS

OBJECTIVES	PERFORMANCE INDICATOR		TARGET	ACHIEVEMENTS 1.4.12 to 31.12.12
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	773 972 709
	Time from enquiry to first action		1 weeks	0.1 week
	Average number of weeks from enquiry to completion		Minor works - 8 weeks Major works - 20 weeks	2.67 weeks 11.13 weeks
	No of clients receiving assistance to carry out works		2000	2454
	Value of work/Disability Aids provided		£500,000	£415,158.43
	Tenure - owner occupier		80%	88%
	% of clients who continue to live independently		70%	97.07%
	BME clients as % of all clients		8%	2.85%
	Elderly clients as % of all clients		60%	77.93%
	Disabled clients as % of all clients		9%	63.91%
	Percentage of non grant aided work		75%	93.1%
	Ratio of public:private funding		80:20	12.1:87.9
	Value of work completed/Agency budget		2:1	2.9:1
	Approved Contractors list		Annual review	100%
	% of client satisfaction questionnaires returned		70%	86.31%
	Percentage satisfied with Homewise		95%	100%
	Percentage satisfied with contractor		90%	100%
	Number of maintenance surveys/inspections		100	47
b. To provide advice on financing home repairs and improvements				
	Number of clients given assistance		500	522
c. To act as a referral agency connecting clients with national energy efficiency work provider				
	Number of referrals		400	267
	Number of clients having works done		100	182
d. To provide additional support to older/disabled people to aid independent living				
	Number of clients supported		1500	1026
	Average number of days from enquiry to completion		Aids 8 days Small repairs - 30 days	8.01 13.25
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%