

HOMEWISE - Performance Indicators and Targets

April to June 2018

Our priority is to provide the highest quality of services that meets the needs of our community - How are we doing?

APRIL 2017 to MARCH 2018			ACHIEVEMENTS	Additional Support	
OBJECTIVE	PERFORMANCE INDICATOR	TARGET/S	CORE/IHIS	Independent Living	TOTAL
a) To provide a fully comprehensive service to clients to identify and carry out housing repairs and improvements:					
	Number of Enquiries	4500	816	329	1145
	Number of clients receiving assistance to carry out works	2000	457		457
	Value of work/Disability Aids	£500,000	£179,543.33		£179,543.33
	Tenure - Owner Occupier	80%	91.17%		91.17%
	% of clients who continue to live independently	70%	74.40%		74.40%
	BME clients as % of all clients	3%	3.47%		3.47%
	Elderly clients as % of all clients	70%	74.40%		74.40%
	Disabled clients as % of all clients	75%	78.93%		78.93%
	% of Client satisfaction - feedback/questionnaires	75%	98.95%		98.95%
	% satisfied with Homewise services	95%	100%		100.00%
	Overall service - Excellent		98.94%		98.94%
	- Very Good		1.06%		1.06%
	- Good				0.00%
	- Satisfactory				0.00%
	% satisfied with Contractors	90%	100%		100.00%
b) To provide advice on financing home repairs and improvements					
	Number of clients given assistance	500	142		142
c) To provide additional support to older and disabled people to aid independent living:					
	Number of clients supported	500	315		315
	Average number of days from enquiry to completion	14 days	8.37 days		8.37 days