

# HOMEWISE - Performance Indicators and Targets

April 2017 to March 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
<b>a) To provide a fully comprehensive service to clients to identify and carry our housing repairs and improvements:</b>					
	Number of Enquiries	2500	3231	1389	4620
	Average number of week from enquiry to completion of works	Minor - 8 weeks Major - 20 weeks	7.52 day 15 days		7.52 day 15 days
	Number of clients receiving assistance to carry out works	1000	2382		2382
	Value of work/Disability Aids	£500,000	£361,052.97	£52,160.80	£413,213.77
	Tenure - Owner Occupier	80%	89.95%		89.95%
	% of clients who continue to live independently	70%	78.43%		78.43%
	BME clients as % of all clients	3%	3.18%		3.18%
	Elderly clients as % of all clients	60%	78.43%		78.43%
	Disabled clients as % of all clients	30%	77.45%		77.45%
	% of Client satisfaction - feedback/questionnaires	66%	99.46%		99.46%
	% satisfied with Homewise services	95%	100%		100.00%
	Overall service - Excellent		95.26%		95.26%
	- Very Good		4.74%		4.74%
	- Good				0.00%
	- Satisfactory				0.00%
	% satisfied with Contractors	90%	100%		100.00%
<b>b) To provide advice on financing home repairs and improvements</b>					
	Number of clients given assistance	500	471		471
<b>c) To provide additional support to older and disabled people to aid independent living:</b>					
	Number of clients supported	500	1911		1911
	Average number of days from enquiry to completion	30 days	9.43 days		9.43 days