

HOMEWISE - Performance Indicators and Targets

April 2018 to March 2019

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

			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	4000	3222	1241	4463
	Number of clients receiving assistance to				
	carry out works	2000	2243		2243
	Value of work/Disability Aids	£400,000	£432,185.50		£432,185.50
	Tenure - Owner Occupier	80%	83.93%		83.93%
	% of clients who continue to live independently	70%	77.12%		77.12%
	BME clients as % of all clients	3%	13.75%		13.75%
	Elderly clients as % of all clients	70%	77.12%		77.12%
	Disabled clients as % of all clients	55%	60.93%		60.93%
	% of Client satisfaction - feedback/questionnaires	75%	90.03%		90.03%
	% satisfied with Homewise services	95%	100%		100.00%
	Overall service - Excellent		96.76%		96.76%
	- Very Good		2.48%		2.48%
	- Good		0.76%		0.76%
	- 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	513		513
c) To provide additional support to older and disabled people					
to aid independent living:					
	Number of clients supported	500	1730		1730
	Average number of days from enquiry to completion	14 days	7.41		7.41