

## HOUSEMARK BALANCED SCORECARD - Q4 2009 10

	Indicator	Source	Collection by	Results Q4 09/10	Target 2009/10	STATUS
<b>Access and Customer Care</b>						
1	Satisfaction of tenants with landlord services (BV74a and NI 160) – General Needs Housing	STATUS survey	Glynis Hanson	<b>80.60%</b>	82.00%	
2	Satisfaction of ethnic minority tenants with overall service (%) (BV 74b)	STATUS survey	Glynis Hanson	<b>83.06%</b>	82.00%	
3	Satisfaction of non-ethnic minority tenants with overall service (%) (BV 74c)	STATUS survey	Glynis Hanson	<b>80.43%</b>	82.00%	
4	% of inbound calls to organisation answered (c/o Call Centre)	c/o Impact P/ship	Mark Fisher	<b>91.9%</b>	90%	
5	% of tenants who felt staff were able to deal with their problem (extracted from current STATUS Q22 answer)	STATUS survey	Glynis Hanson	<b>80.7%</b>		
6	Average response time to calls (in seconds)	c/o Impact P/ship	Mark Fisher	<b>38</b>	20 seconds	
7	Avoidable contact: The proportion of customer contact that is of low or no value to the customer (NI 14)		4-week survey	RBH Staff / P&P	<b>5.45%</b>	8%
8	Have you achieved the Customer Service Excellence Standard? Yes or No	n/a	n/a	<b>n/a</b>	n/a	n/a
9	Average time taken to respond to complaints	Existing Kpi	Chris Baldock	<b>7.6 days</b>	7 days	
<b>Equality &amp; Diversity</b>						
10	Does the organisation follow the CRE Code of Practice in rented housing? Enter 1 for YES or 0 for NO (BV 164)	Existing Kpi	Chris Baldock	<b>Yes</b>	YES	
<b>Equality &amp; Diversity continued</b>						
11	What level of the Equalities Standard has been reached (1-5)	RBH/ RMBC assess-ment	Equality & Diversity Manager	<b>Level 4</b>	Level 4	
12	% of customers on who the landlord has diversity information (age, gender, ethnicity, disability, religious beliefs and sexual orientation)		Chris Baldock	Age 68.7% Ethnicity 72.2% Gender 98.7% Disability 15.8% Sexual Orientation 14.5% Religion/ Belief 16.0%	Age 64% Ethnicity 81% Gender 98% Disability 20% Sexual Orientation 20% Religion/ Belief 20%	

## HOUSEMARK BALANCED SCORECARD - Q4 2009 10

	Indicator	Source	Collection by	Results Q4 09/10	Target 2009/10	STATUS
<b>Stock Condition &amp; Asset Management</b>						
13	% repairs completed within priority timescales	Existing kpi	Chris Baldock	97.41%	98.00%	
14	% emergency repairs completed within target (GNPI 18)	Existing kpi	Chris Baldock	96.08%	98.00%	
15	% urgent repairs completed within target (GNPI 19)	Existing kpi	Chris Baldock	96.55%	98.00%	
<b>Stock Condition &amp; Asset Management (continued)</b>						
16	Average time to complete routine (non-urgent) repairs (BPSA and BV73)	Existing kpi	Chris Baldock	10.09 days	10 days	
17	% routine repairs completed on time (GNPI 20)	Existing kpi	Chris Baldock	98.30%	98.00%	
18	% response repairs where appointment was made and kept (BV 185)	Existing kpi	Chris Baldock	86.68%	96.69%	
19	Tenants satisfaction with repairs service (BPSA) Current STATUS Q24	STATUS survey	Chris Baldock	78.5%	N/A	
20	Average "End to End" repairs time		Mark Fisher	12 days	10 days	
21	% Repairs completed "Right First Time"		Mark Fisher	82.99%	60%	
22	Average repair cost per property (BPSA)		M Fisher	£1,497	£1,500	
23	Gas safety certificates outstanding (BPSA)	Info available	Wendy Jones	0.60%	0.5%	
24	Average "End to End" adaptations time		Ian Rothwell	322 days	N/A	
25	% tenants satisfied with "disabled adaptations" to their home		Ian Adshead/ Ian Rothwell	Q4 96% cum ytd 97%	N/A	
26	% non-decent homes (BV184a and NI 158)	Existing kpi	Chris Baldock	1.70%	1.80%	

## HOUSEMARK BALANCED SCORECARD - Q4 2009 10

	Indicator	Source	Collection by	Results Q4 09/10	Target 2009/10	STATUS
<b>Stock Condition &amp; Asset Management (continued)</b>						
27	% tenants satisfied with major works "improvements" to their home		Ian Adshead	93.25%	92.75%	
28	Average SAP ratings (BV63)	Existing kpi	Chris Baldock	66.84 (73)	Q2 - 66.5 (73)	
29	Accredited to ISO 14001: 2000 Environmental Management			n/a	n/a	
<b>Tenancy &amp; Estate Management</b>						
30	Number of new ASB cases per 1000 properties	Respect kpi's	Jonathan Walton	4.32	N/A	
31	% satisfied with the way their ASB complaint was dealt with	Respect kpi's	Jonathan Walton	77%	N/A	
32	% satisfied with the outcome of their ASB complaint	Respect kpi's	Jonathan Walton	82%	N/A	
33	% of ASB cases resolved	Respect kpi's	Jonathan Walton	90%	N/A	
34	Average re-let time (BV212)	Existing kpi	Chris Baldock	27.8 days	25 days	
35	% tenants satisfied with estate services	Status – extra question	Using Q14 Caretaking & Q15h Grass Cutting =	63.40%	N/A	
<b>Income Management &amp; Debt Counselling</b>						
36	Rent collected as % of rent owed (BV66a)	Existing kpi	Chris Baldock	98.12%	97.88%	
37	Proportion of rent collected (excluding rent arrears) LAs & ALMOs	Existing kpi	Chris Baldock	98.25%	99% ?	
38	% rent arrears of current tenants (GNPI 34)	Existing kpi	Chris Baldock	1.90%	2.15%	
39	% tenants owing 7 weeks + (BV66b)	Existing kpi	Chris Baldock	5.47%	5%	
40	% arrears cases with NOSPs (BV66c)	Existing kpi	Chris Baldock	22.37%	20%	
41	% tenants evicted because of arrears (BV66d)	Existing kpi	Chris Baldock	0.12% (0.60%)	0.74%	
42	% tenancies terminated in arrears > 1 week			DELETED		
43	Rent written off as a % of rent roll (HCPI)	Existing kpi	Chris Baldock	0.23%	0.60%	
44	Former tenant arrears as a % of rent roll (HCPI)	Existing kpi	Chris Baldock	8.53%	NA	

## HOUSEMARK BALANCED SCORECARD - Q4 2009 10

	Indicator	Source	Collection by	Results Q4 09/10	Target 2009/10	STATUS
<b>Resident Involvement</b>						
45	% tenants satisfied that their views are taken into account by their landlord (STATUS Q28)	STATUS survey	Glynis Hanson	57.7%	65.6%	
<b>Allocations &amp; Lettings</b>						
46	Percentage of new tenants satisfied with the allocation & letting process.	Nigel to add to new Relet Question-naire	Glynis Hanson	being developed		
<b>Supported Housing &amp; Supporting People</b>						
47	% Sheltered housing & Supported housing tenants satisfied with service provided by the landlord	Sheltered STATUS survey	Glynis Hanson	98.00%		
48	% of vulnerable people achieving independent living (NI 141 for CLG & DSO)	RMBC not RBH				
49	% of vulnerable people supported to maintain independent living (NI142 for CLG and DSO)					
<b>Management of Leasehold and Shared Ownership Services</b>						
50	% leaseholders satisfied with landlord services	New survey	Sue Hoyle	63.20%	To be set	
51	Satisfaction of ethnic minority leaseholders with overall service (%)	New survey	Sue Hoyle	66.60%	To be set	
52	Satisfaction of non-ethnic minority leaseholders with overall service (%)	New survey	Sue Hoyle	62.71%	To be set	
53	% leaseholders satisfied with communal repairs service (on new survey)	New survey	Sue Hoyle	45.50%	To be set	
<b>Management of Right to Buy Services</b>						
	No PI Agreed			N/A	N/A	
<b>Value For Money</b>						
54	% expenditure on planned to responsive maintenance (BV 211a)	Existing kpi	Chris Baldock	28.99%	36%	
55	% void rent loss (BPSA and ePBV69)	Existing kpi	Chris Baldock	1.12%	1.04%	
56	Total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year (NI 179)	New National kpi	Ian Metcalfe?	N/A	3%	
<b>Track Record in Delivering Improvement</b>						
	Covered by trend over time for many of the above PIs			N/A	N/A	

## HOUSEMARK BALANCED SCORECARD - Q4 2009 10

	Indicator	Source	Collection by	Results Q4 09/10	Target 2009/10	STATUS
<b>Performance Management</b>						
57	Accredited to ISO 9001: 2000 Quality Management (covering performance management systems) or other Quality Management System		NA / CB	Accredited to ISO 9001:2008	Accredited	
<b>Capacity</b>						
58	% of employees satisfied with their employer		Elaine Taylor	85%	N/A	
59	BV 12 Number of working days lost due to sickness absence		Chris Baldock	11.47 days	10 days	
60	What level of Investors in People Standard has been reached (1-5)		Alison Gregory	1 (judged against new standard in 2010/11)	1	