



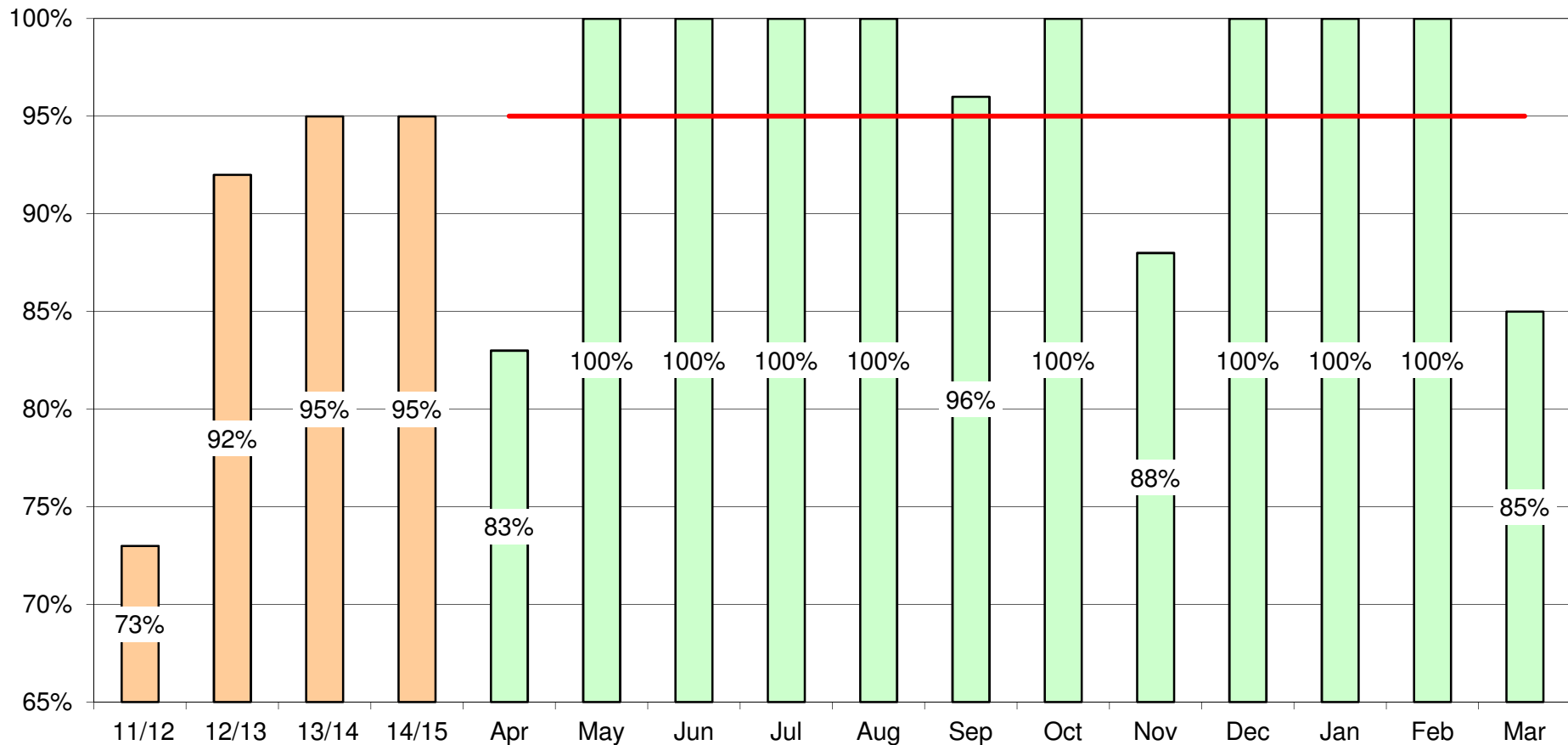
Performance Summary Information

March 2016

Benchmark performance comparisons are with 33 housing providers in the HouseMark East of England group 2014/15 (as at January 2016)

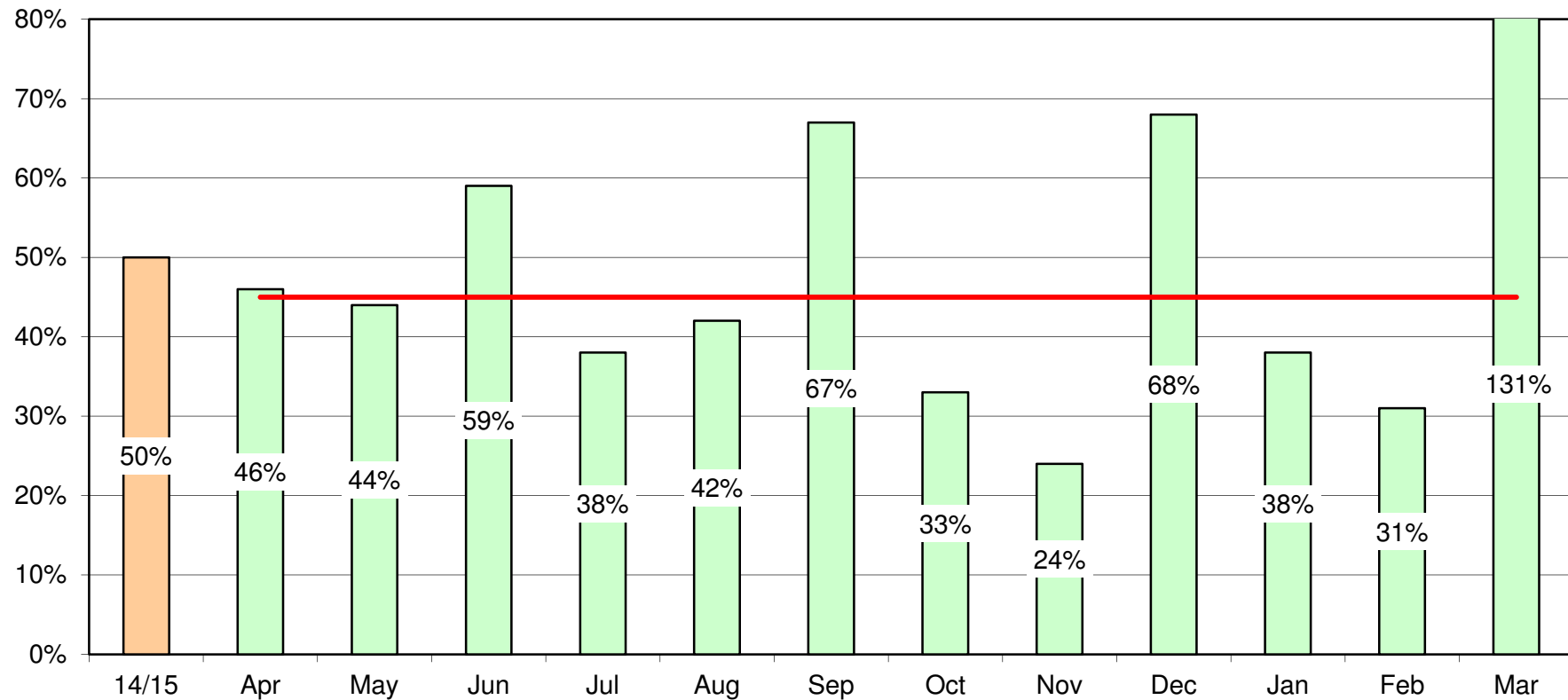
ASB cases not reopened within 90 days

CBH target	95%	RAG
CBH outcome	96% YTD	G
Benchmark performance comparison	Upper quartile 98.7%	
Comment: Last period we have had 13 cases reopened. Reviewing our performance indicates that we have closed these cases too early. We will put new monitoring measures in place to help improve our successful closure rate.		



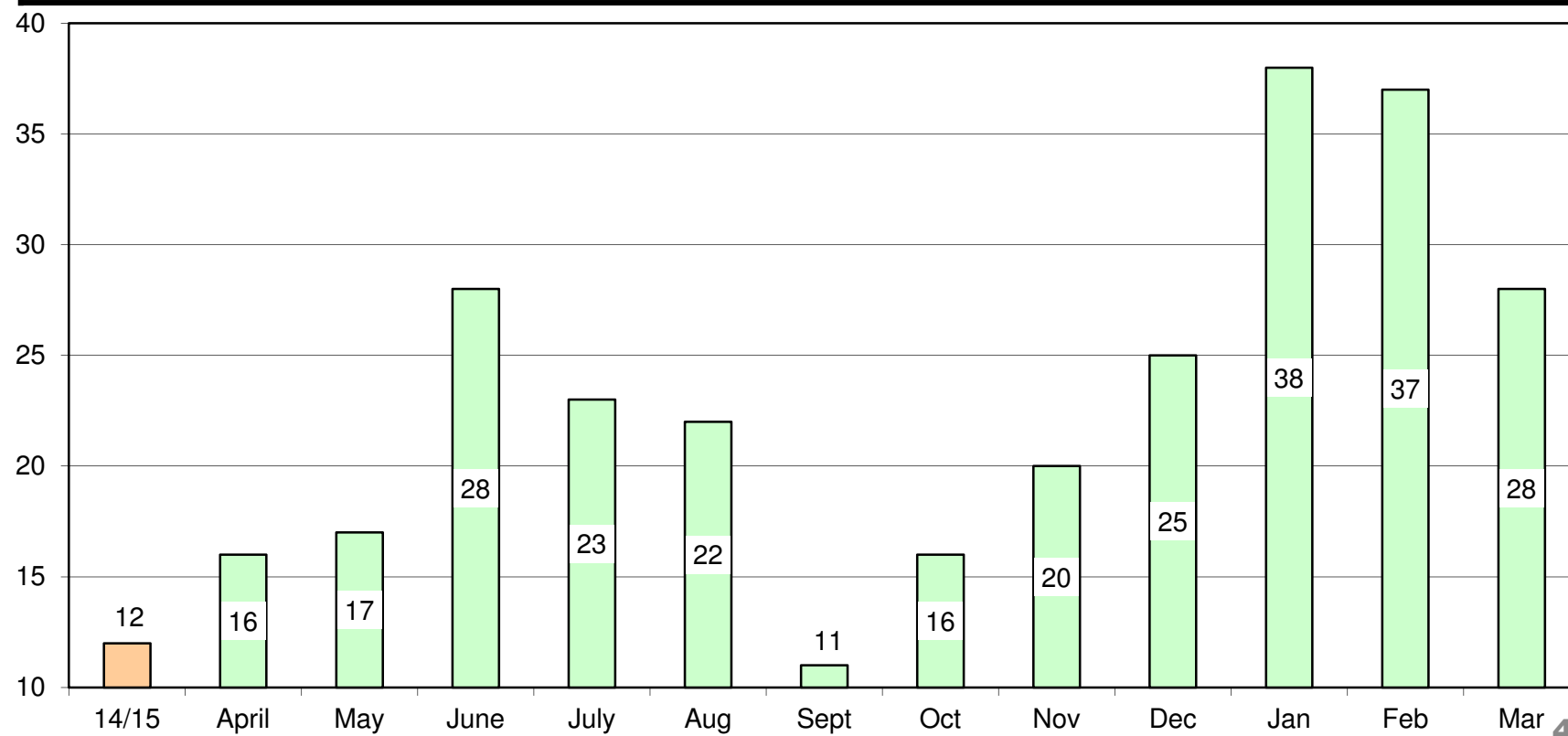
Housing Options cases where homelessness was prevented

CBH target	45%	RAG
CBH outcome	55% YTD	G
Benchmark performance comparison	N/A	
Comment: In the final month of each quarter we obtain a case prevention figure from two local support agencies & add it into our own internal data; this has the effect of misrepresenting the % figure for that particular month, hence we have excluded it from the Dashboard (March result would otherwise read 131%, as below).		



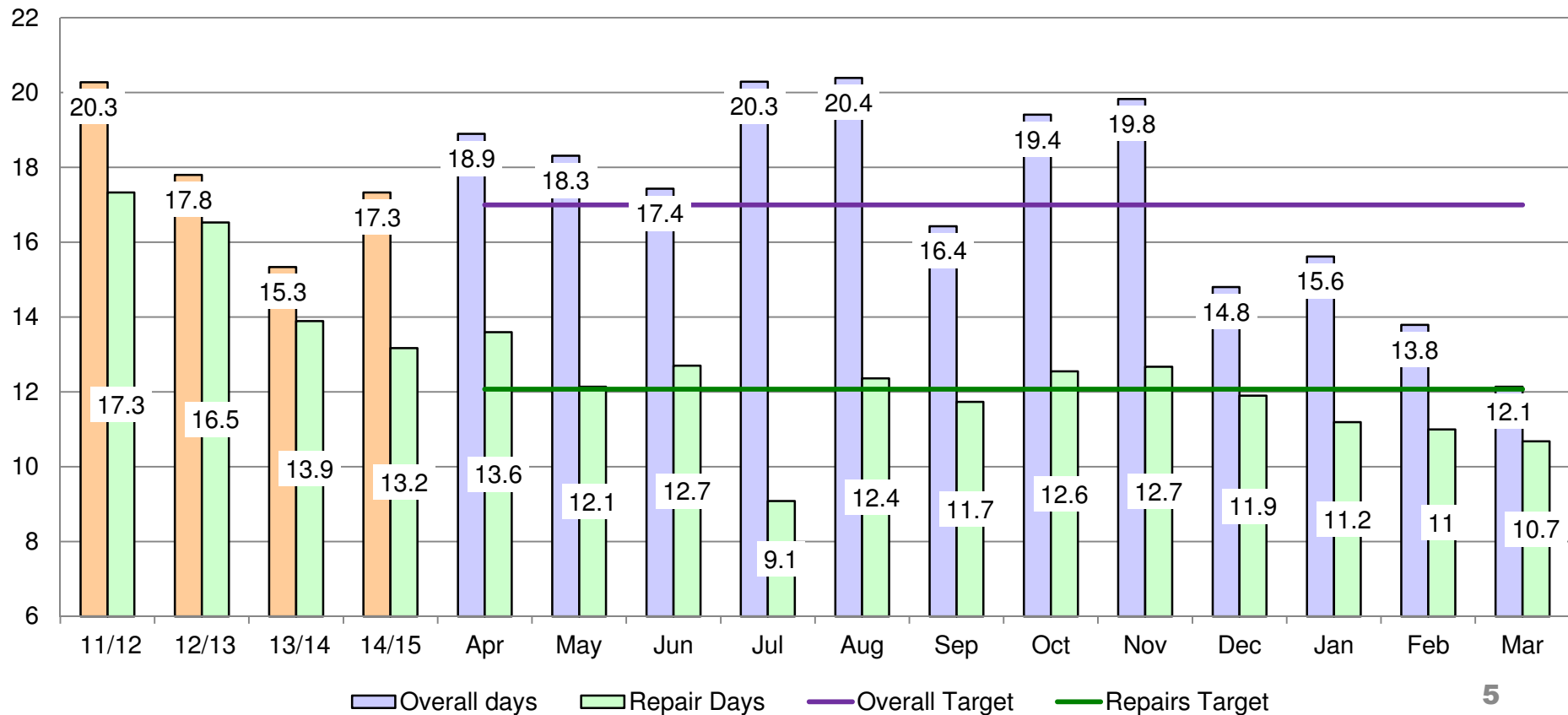
Number of households in bed & breakfast accommodation

CBH target	0	RAG
CBH outcome	28	R
Benchmark performance comparison	Local target	
Comment: The number of households in B&B had risen steadily in October through to January peaking at 42 by 15 February. Analysis in mid-February showed that this was due to a reduction of around 50% in social housing lettings being available to households in TA. A combination of measures were put in place from mid-February to improve on the position: tightening up some internal processes (on B&B authorisations & introducing a B&B decisions deadline of 7 days), bringing about a reduction in client appointment waiting times, attempting to increase the flow of social lettings available to those in TA to rebalance the previous position.		



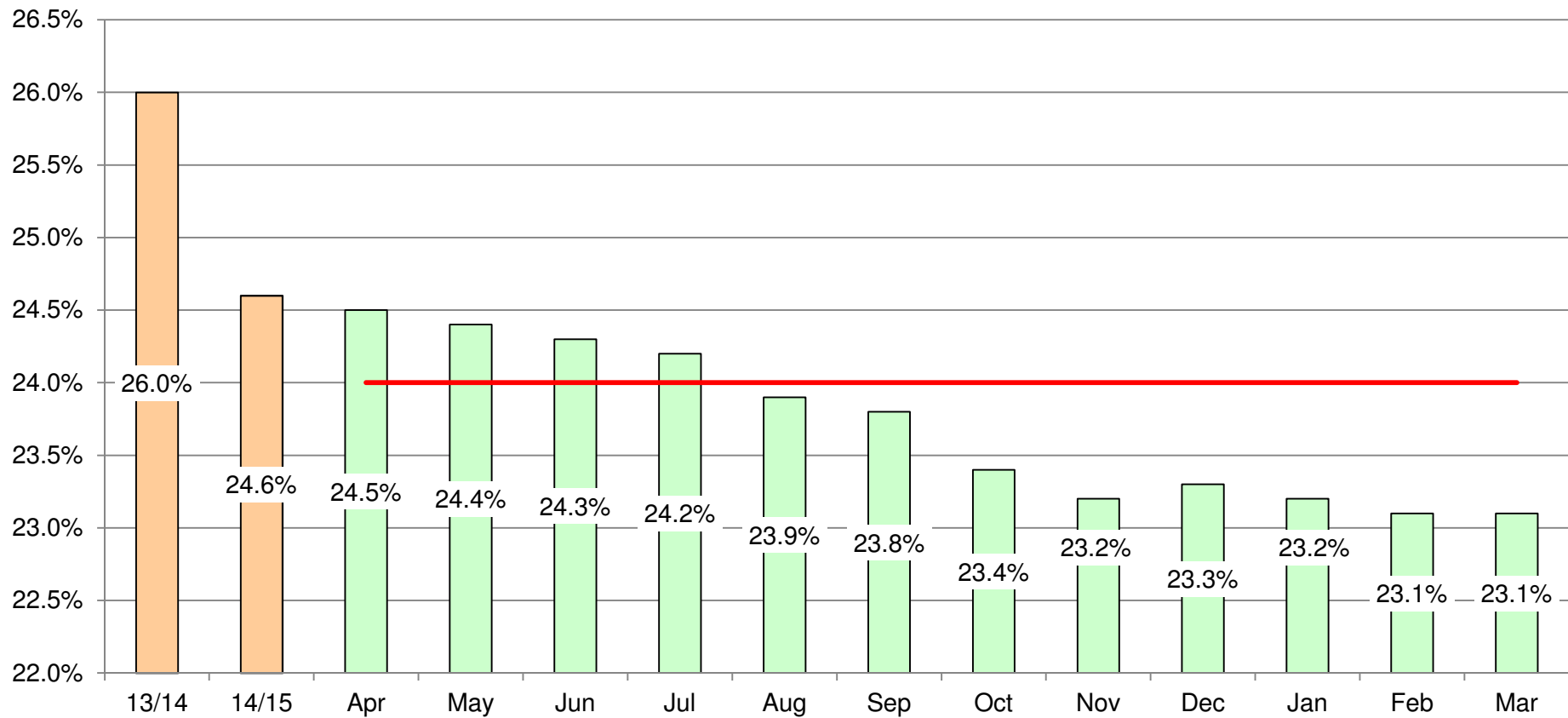
Average days to relet General Needs properties

CBH overall target	17 days	RAG
CBH cumulative overall outcome	16.81 days YTD	G
CBH repair target	14 days	
CBH cumulative repair outcome	11.23 days YTD	G
Benchmark performance comparison (overall days)	N/A – no equivalent HouseMark benchmark	
Comment:		



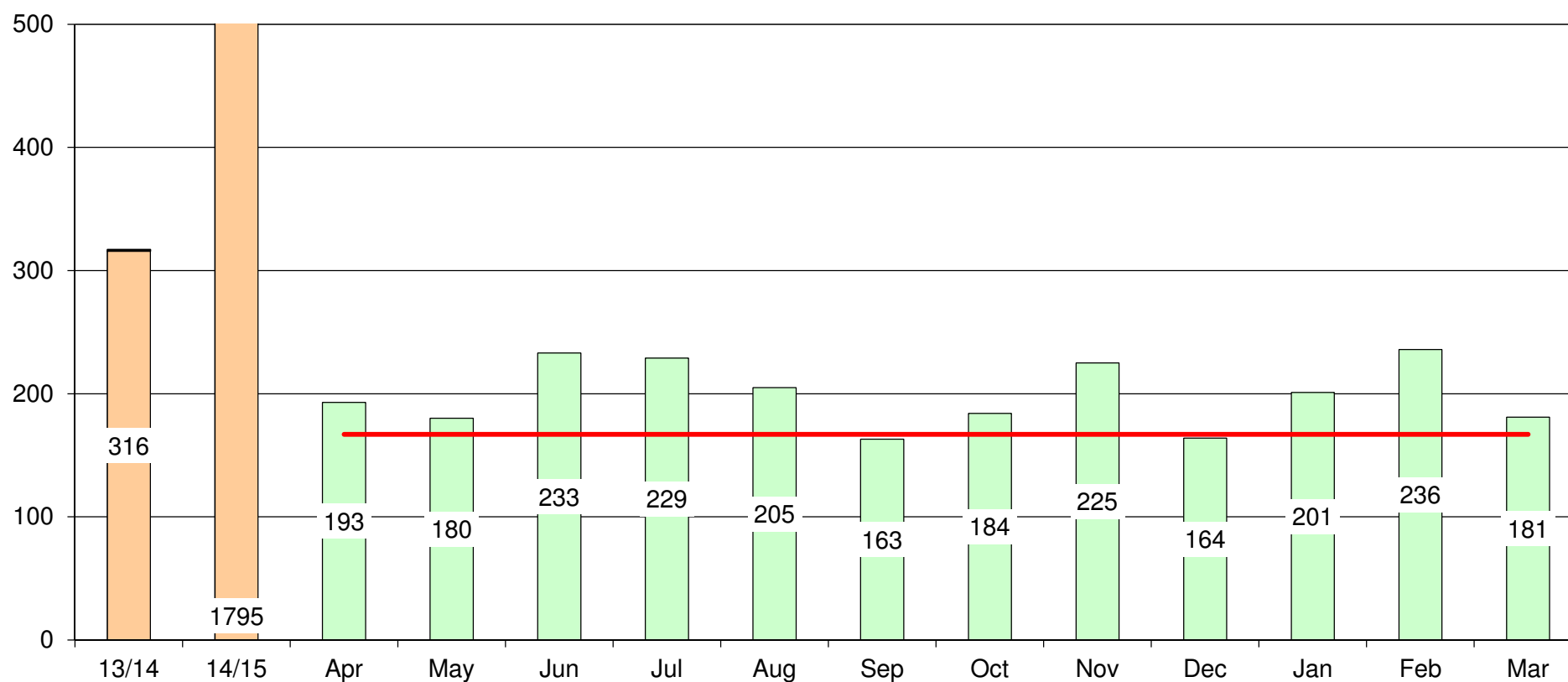
Underoccupied Council homes

CBH target – % of residents underoccupying Council homes	24%	RAG
CBH outcome	23.1% YTD	G
Benchmark performance comparison	Local target	
Comment:		



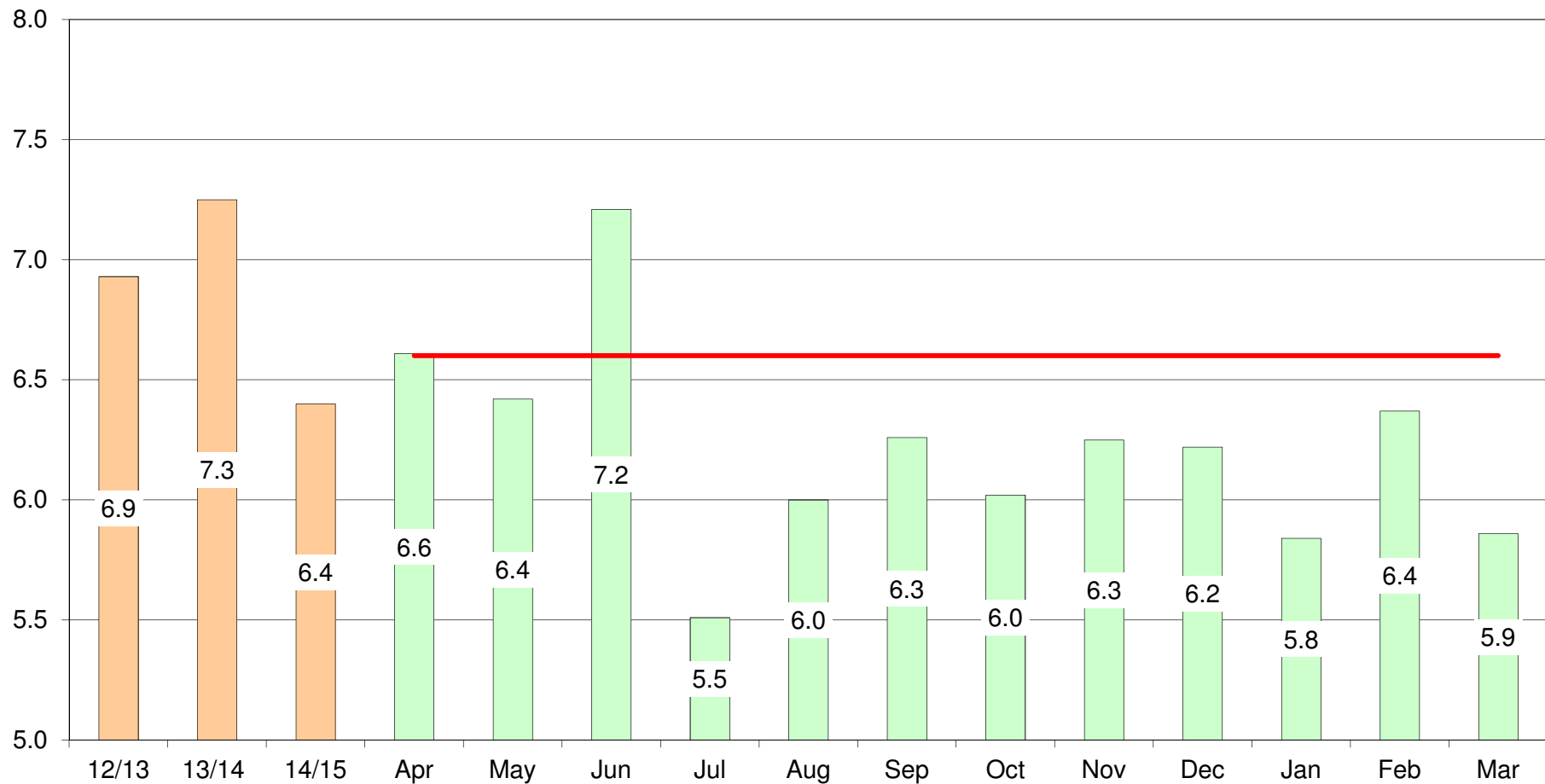
Tenancy audits completed

CBH target	2,000 (6,000 over three years)	RAG
CBH outcome cumulative	2,388 YTD	G
Benchmark performance comparison	Local target	
Comment: The team have hit target this year and have achieved some successful outcomes during the year highlighting tenancy fraud and identifying vulnerable tenants who require support.		



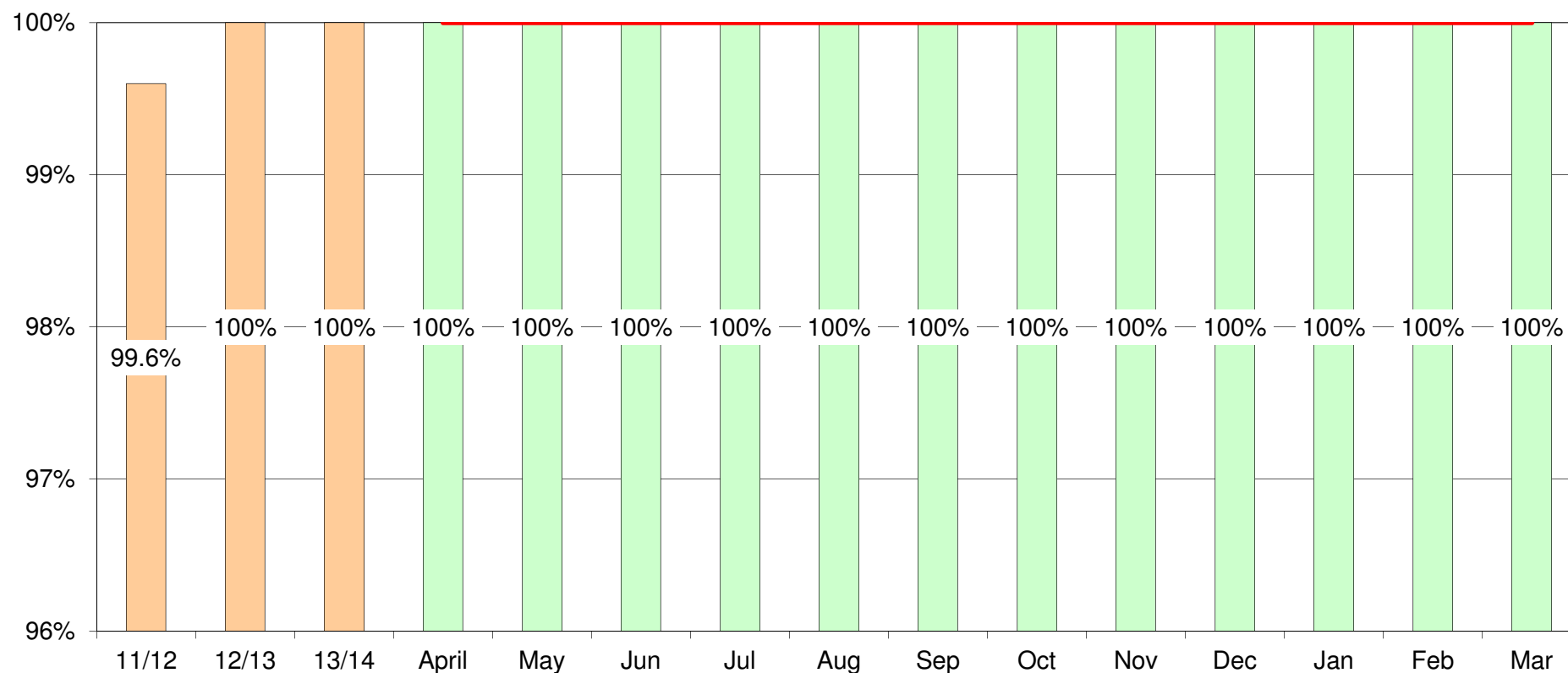
Average days to complete a repair

CBH target	6.6 days	RAG
CBH outcome (latest cumulative)	6.2 days YTD	G
Benchmark performance comparison	Upper quartile 7.5 days	G
Comment:		



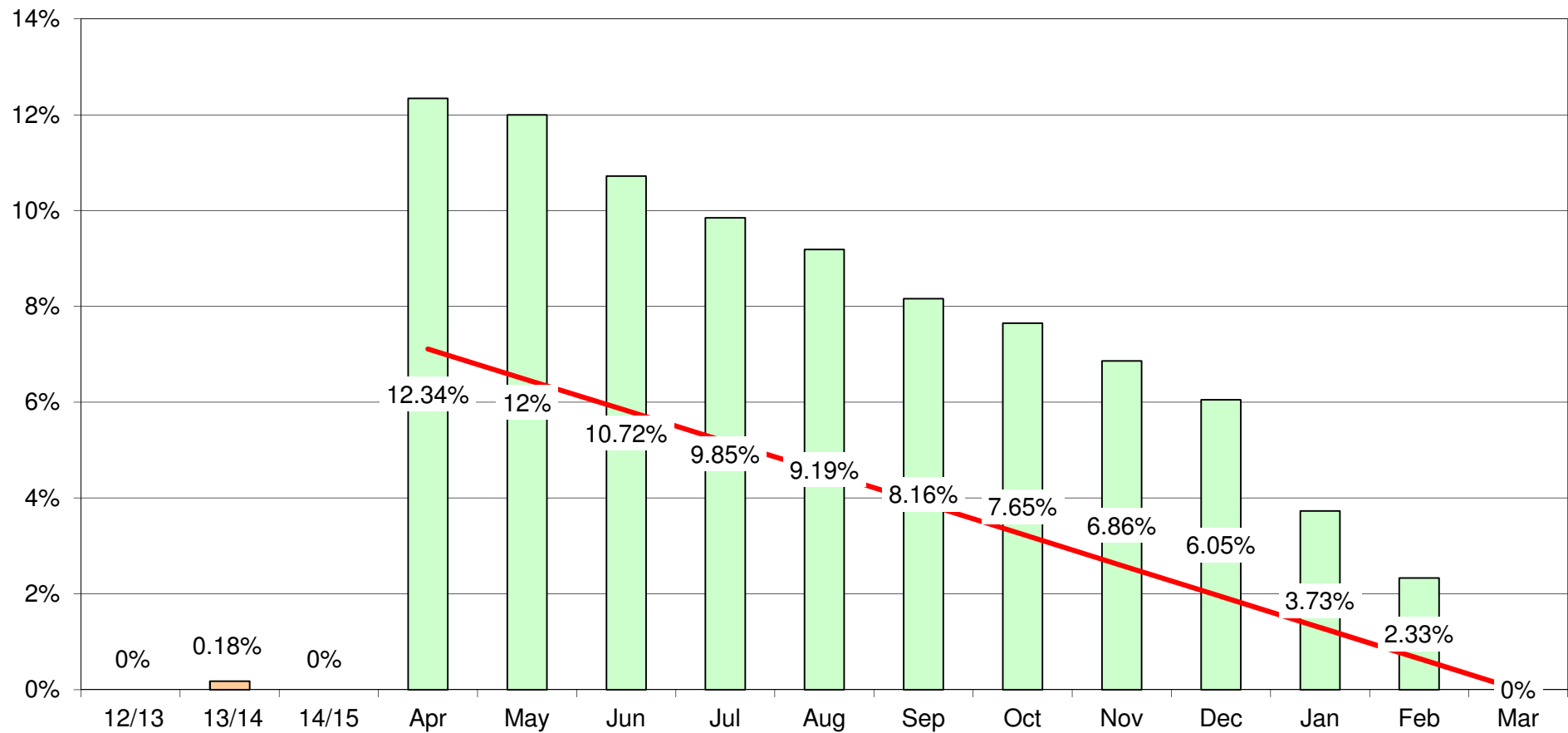
Properties with valid gas certificate

CBH target	100%	RAG
CBH outcome	100%	G
Benchmark performance comparison	Upper quartile 100%	G
Comment:		



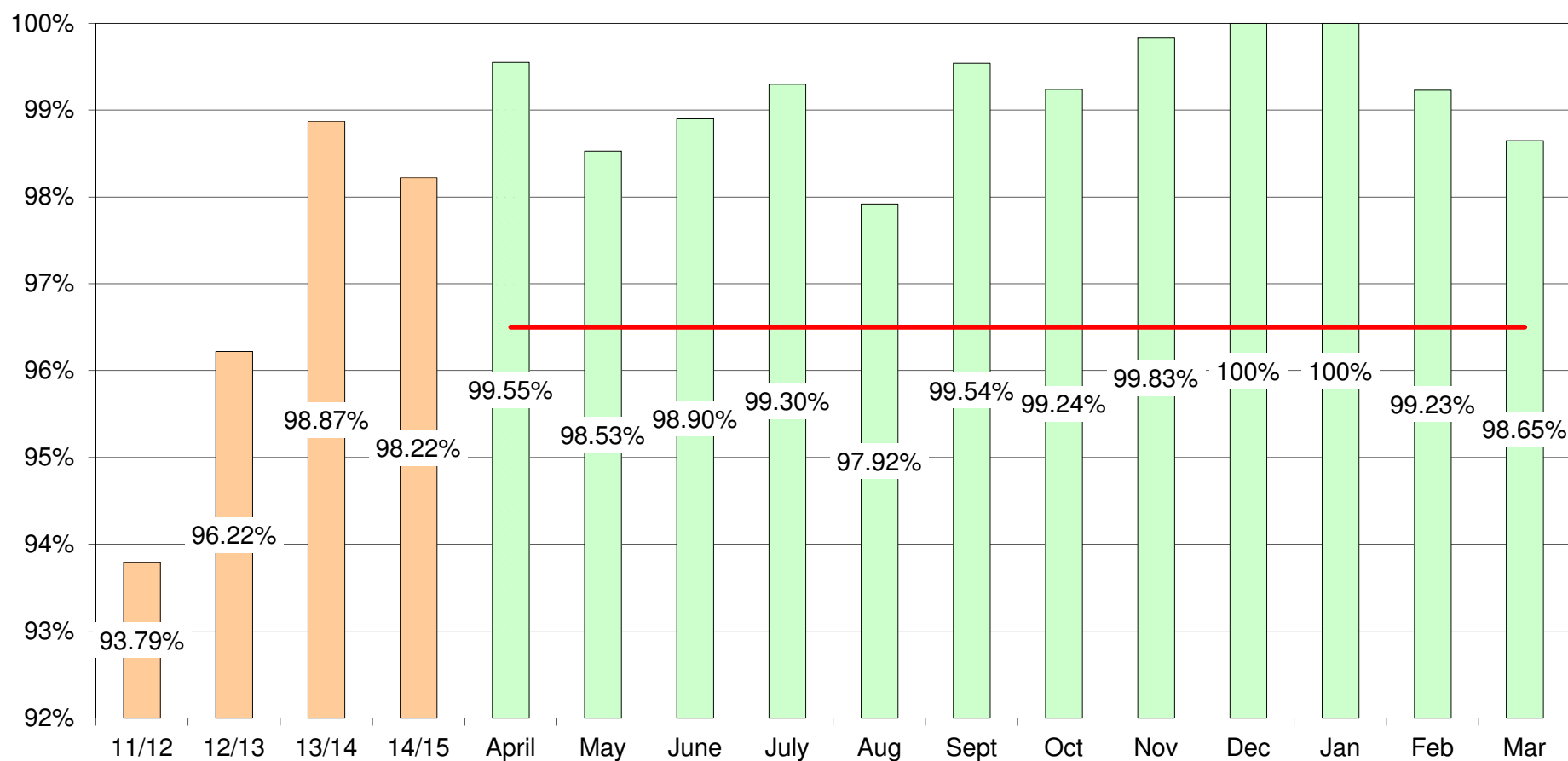
Non-Decent Council homes

CBH target	0% (5-year target)	RAG
CBH outcome	0%	G
Benchmark performance comparison	Upper quartile 0%	G
Comment: Of the 5954 stock, there are 0 Non Decent Homes.		



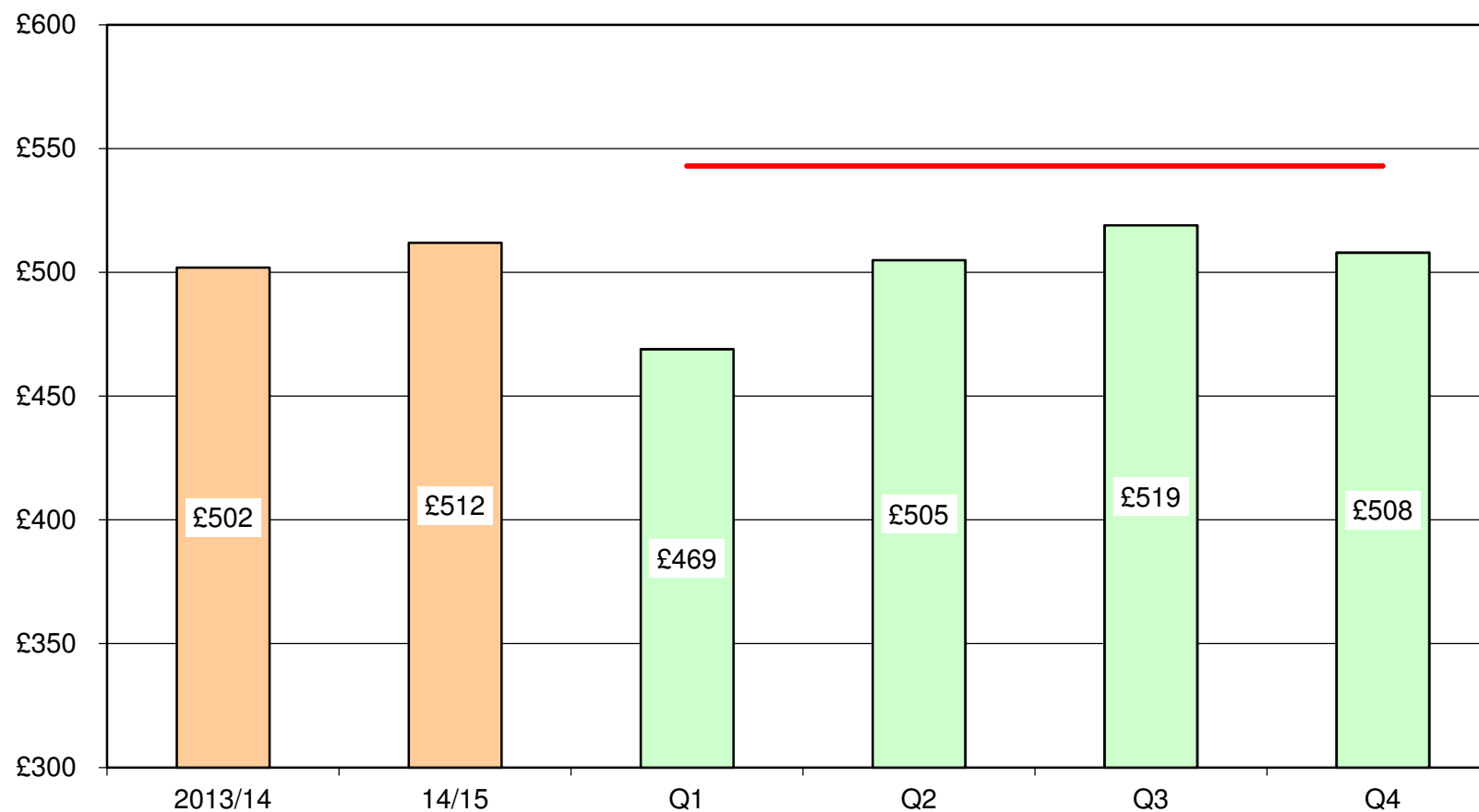
Repairs satisfaction

CBH target	96.5%	RAG
CBH outcome (latest cumulative)	99.25% YTD	G
Benchmark performance comparison	Upper quartile 98.9%	G
Comment:		



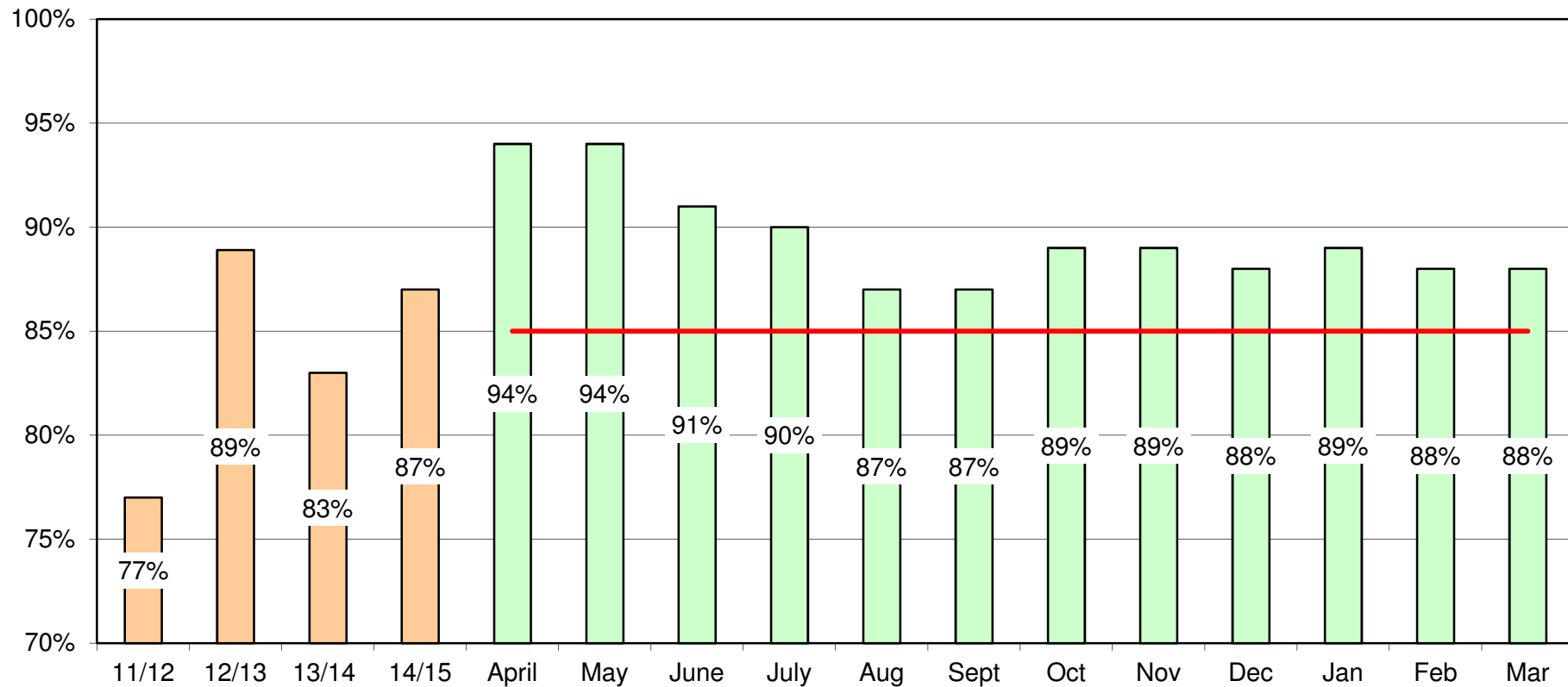
Repair and void costs per property

CBH target	£543	RAG
CBH outcome (year to date)	£508	G
Benchmark performance comparison	£624	G
Comment: Final figures as a result of outturn figures.		



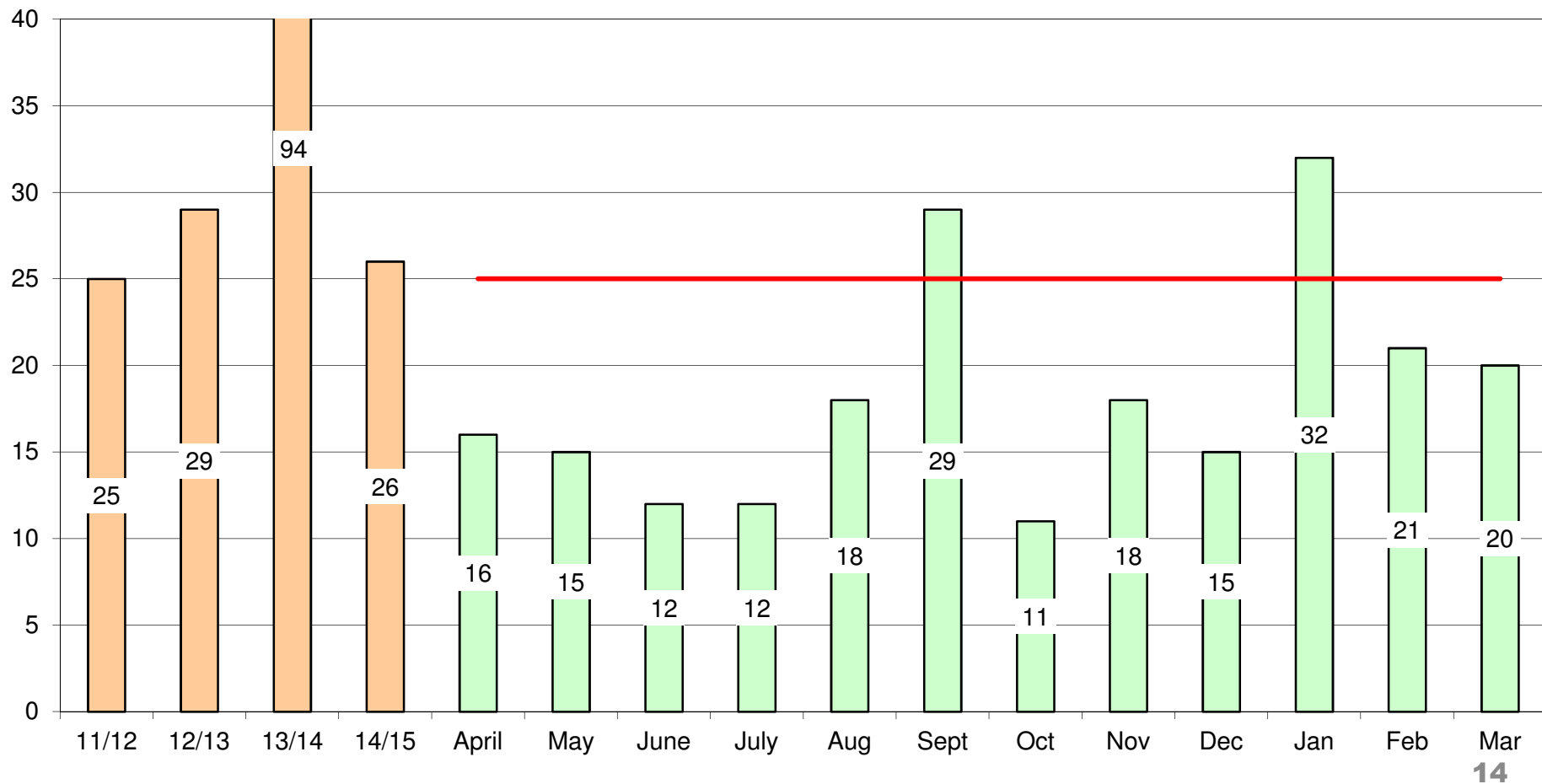
First call resolution

CBH target	85%	RAG
CBH outcome	89% YTD	G
Benchmark performance comparison	96%	
Comment: Sustained performance above local target of 85%		



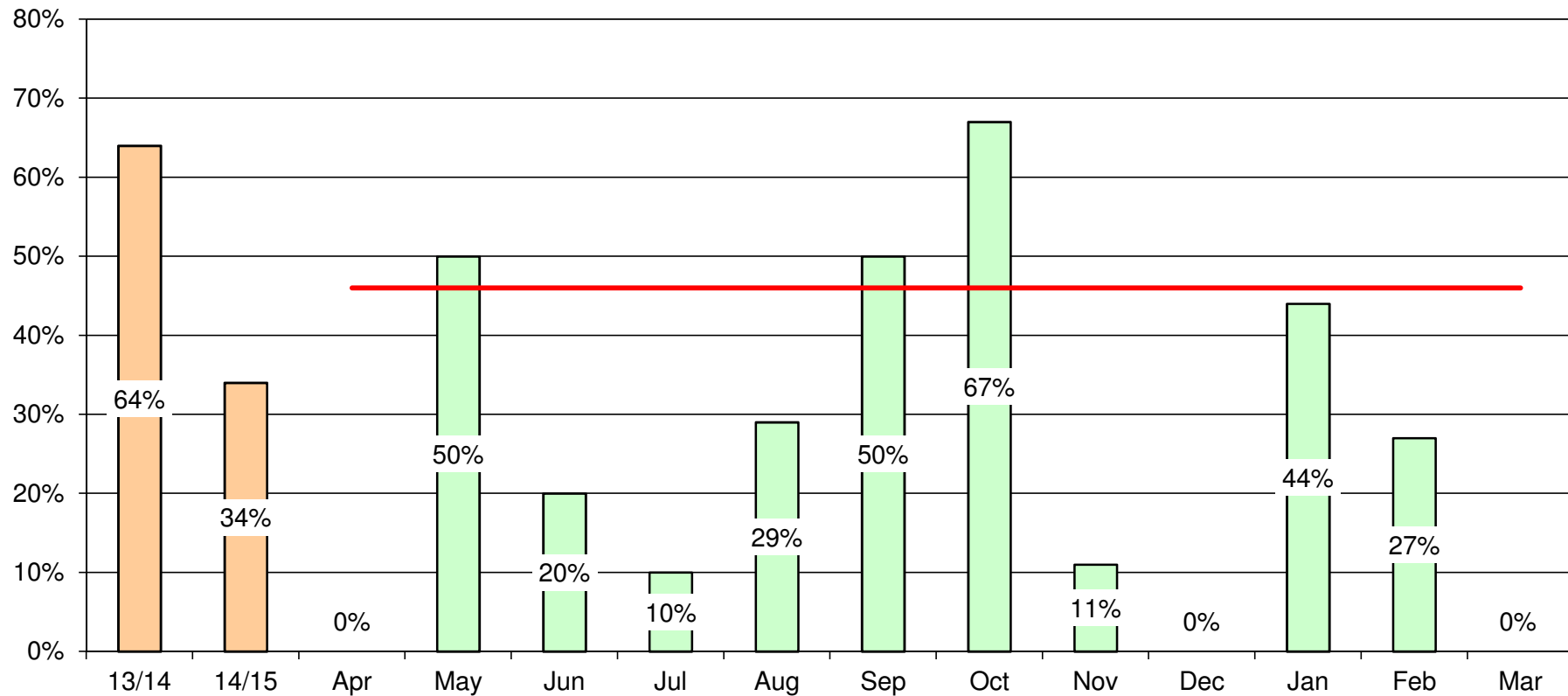
Average call waiting time

CBH target	25 seconds	RAG
CBH outcome	21 seconds YTD	G
Benchmark performance comparison	Upper quartile 7.4 seconds	R
Comment:		



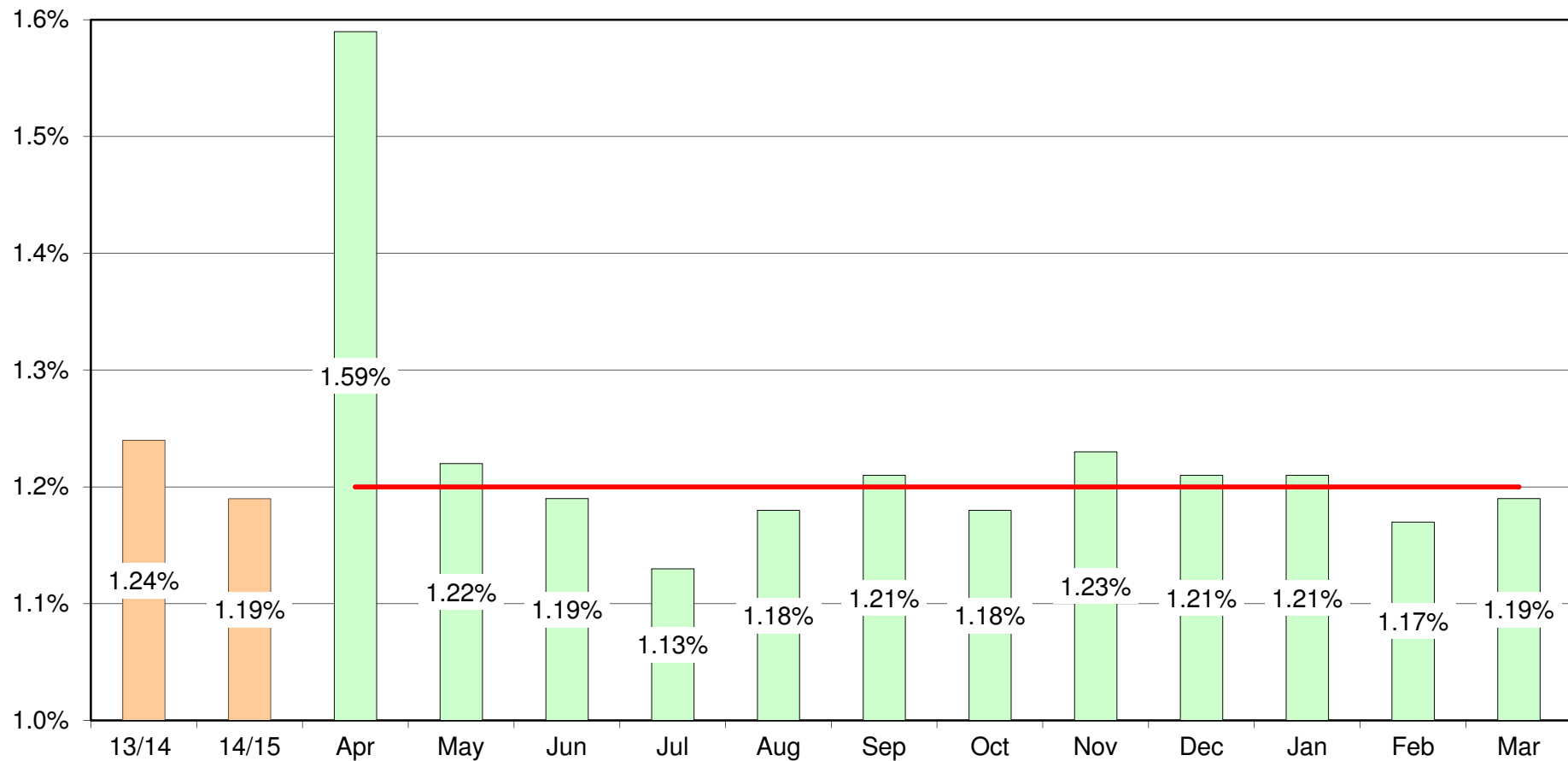
Stage 1 complaints upheld

CBH target	46%	RAG
CBH outcome	25% YTD	G
Benchmark performance comparison	Upper quartile 36.5%	G
Comment:		



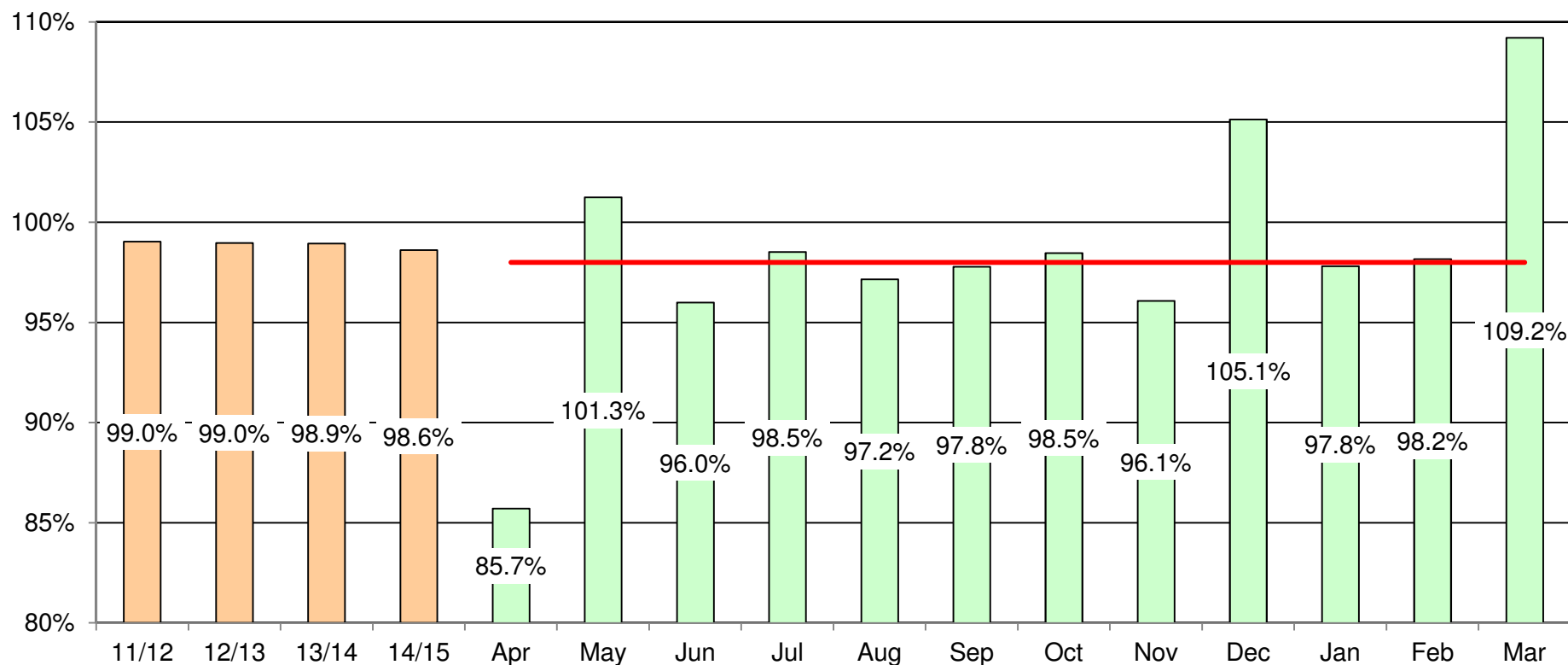
Former tenant arrears (% of annual rent debit)

CBH target	1.20%	RAG
CBH outcome	1.19%	G
Benchmark performance comparison	Upper quartile = 0.53%	R
Comment: Value written off: £201,467.02 No of FTA accounts : 407 Debt outstanding £341,137.93		



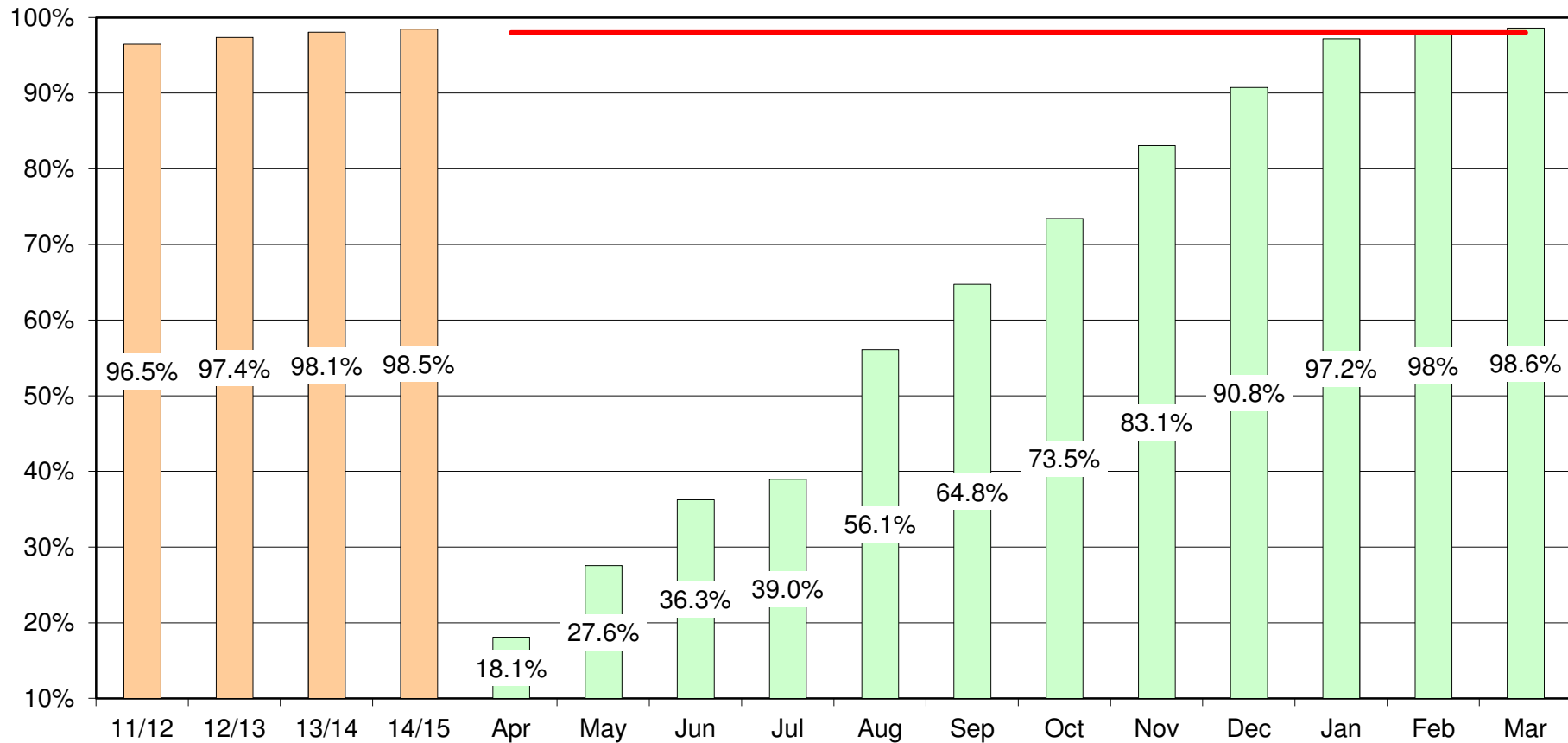
Rent collection (incl. arrears brought forward)

CBH target	98%	RAG
CBH outcome cumulative	98.85% YTD	G
Benchmark performance comparison	N/A	
Comment: The teams have exceeded the expected target, this is a great achievement in the current welfare reform climate and the impact this has had on our tenants income.		



Leasehold service charge collection

CBH target	98%	RAG
CBH outcome	98.6%	G
Benchmark performance comparison	N/A	
Comment: March target is 98% - Actual Income Collection 98.6% (equating to £334k in monetary terms); therefore achieved and surpassed the annual target set.		



% of Corporate Buildings assets with condition surveys

CBH target	100%	RAG
CBH outcome	100%	G
Benchmark performance comparison	N/A	
Comment:		

