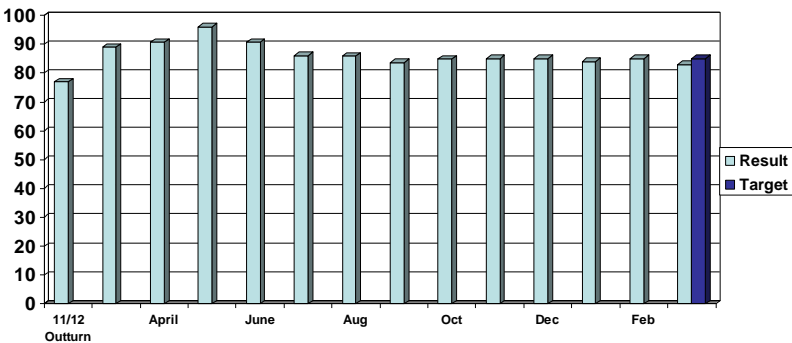




Performance Summary Information
March 2014

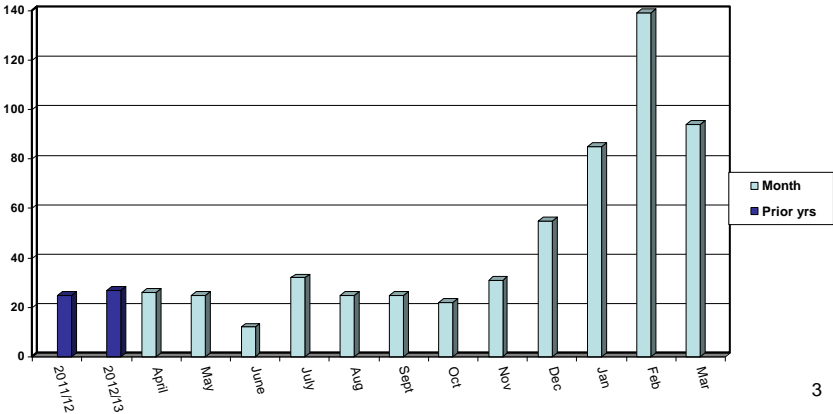
First Call Resolution

CBH Target	85%	RAG
CBH Outcome	83%	A
Benchmark performance comparison	N/A	
Comment: Target not met - CBC reviewing training for front line team		



Average Call Waiting Time

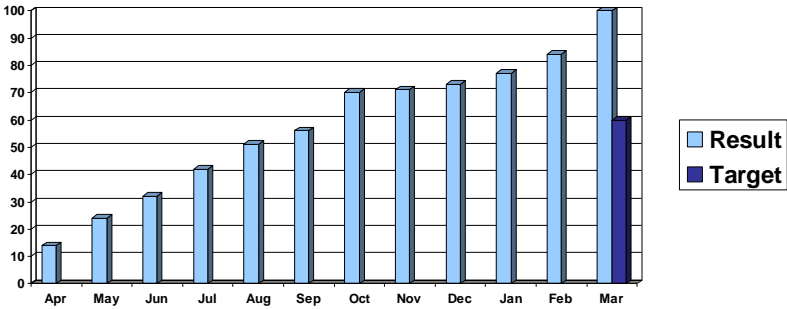
CBH Target	25 seconds	RAG
CBH Outcome (latest month)	94 seconds	R
Benchmark performance comparison	Housemark UQ 12/13 10 seconds.	R
Comment: Target not met - CBC reviewing resources and processes. This service is delivered on behalf of CBH by the CBC Customer Service Centre.		



3

Resident involvement

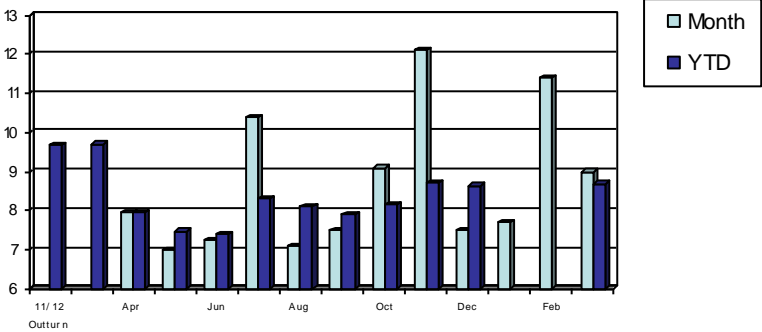
CBH Target – number of residents involved	60	RAG
CBH Outcome	105	G
Benchmark performance comparison	N/A	
Comment: Target met		



4

Complaints – average number of working days to respond

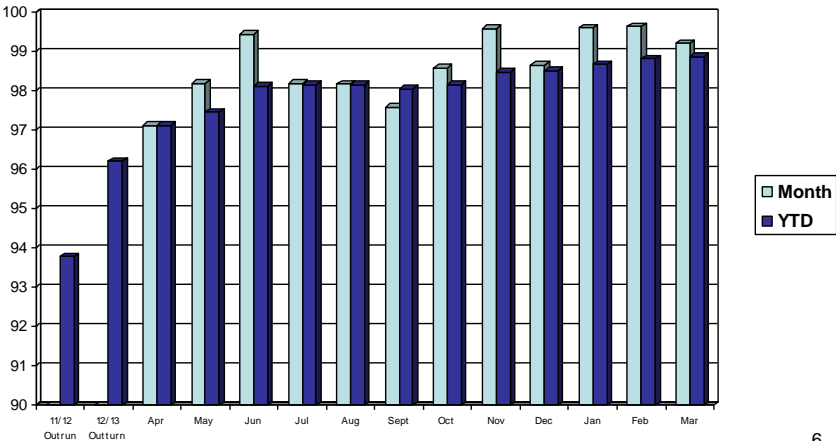
CBH Target.	10 working days	RAG
CBH Outcome (year to date)	8.69	G
Benchmark performance comparison		G
Comment: Target met		



5

Repairs Satisfaction

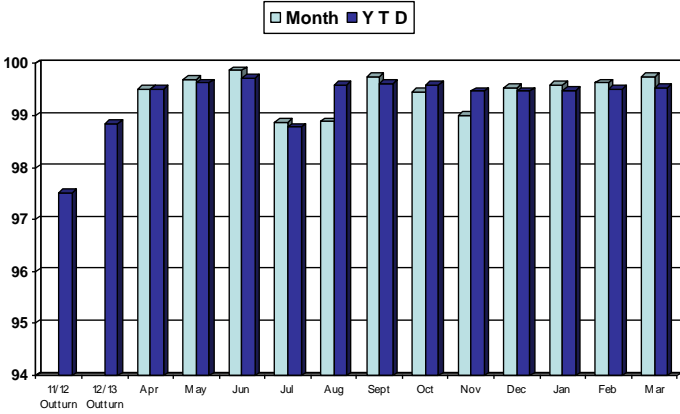
CBH Target.	94.00%	RAG
CBH Outcome (latest cumulative)	98.87%	G
Benchmark performance comparison	U Q 12/13 96.68%	G
Comment: Target met. 24,292 repairs completed in 2013/14.		



6

Repairs Appointments made and kept

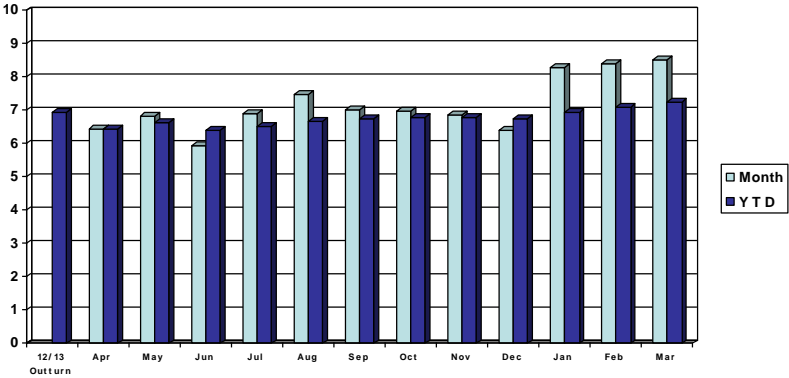
CBH Target.	98.50%	RAG
CBH Outcome (latest cumulative)	99.54%	G
Benchmark performance comparison	H'mark U Q 12/13 99.36%	G
Comment: Target met		



7

Average days to complete a repair

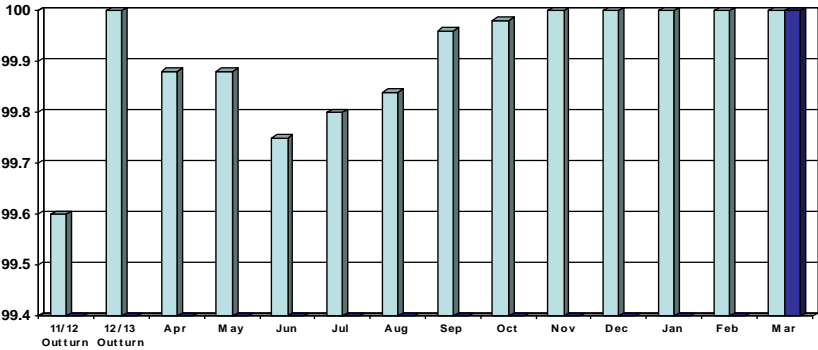
CBH Target.	8.5 days	RAG
CBH Outcome (latest cumulative)	7.25 days	G
Benchmark performance comparison	H'mark U Q 12/13 6.23 days	A
Comment:		



8

% Properties with valid gas certificate

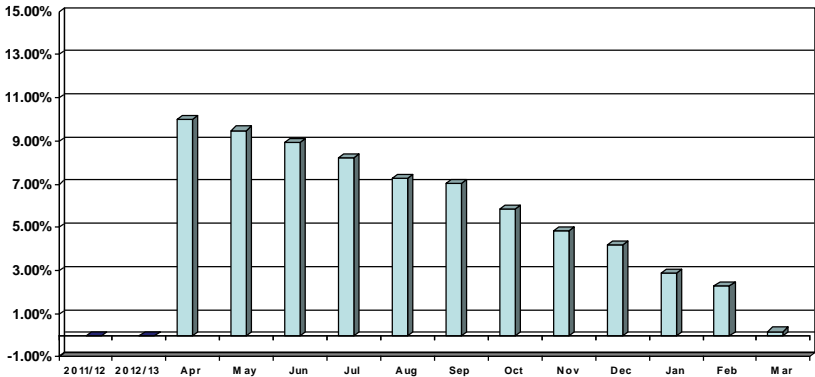
CBH Target.	100%	RAG
CBH Outcome	100%	G
Benchmark performance comparison	H'mark U Q 12/13 100%	G
Comment: The number of properties without a valid gas service at 31 March 2014 was zero. This is an excellent result. The contractor (Morrison) has complied with 100% service appointment schedule. Customer satisfaction with this service is 99.52%.		



9

% of Non Decent homes

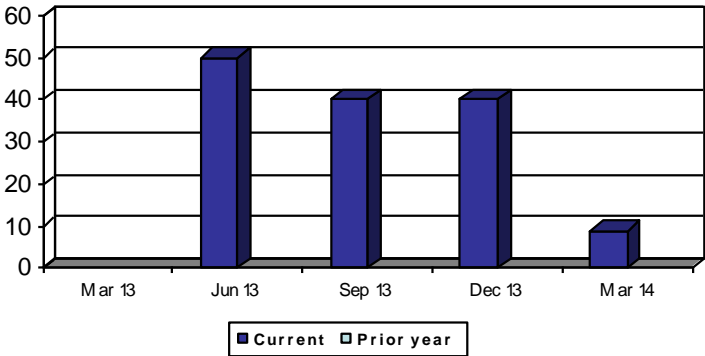
CBH Target.	0%	RAG
CBH Outcome	0.18%	G
Benchmark performance comparison	H'mark U Q 12/13 0.00%	G
Comment: 11 properties remain non-decent. In all cases, these are rewires where the tenants are refusing us access to carry out the works or the work is on hold due to tenant ill health.		



10

Properties with an energy rating below E

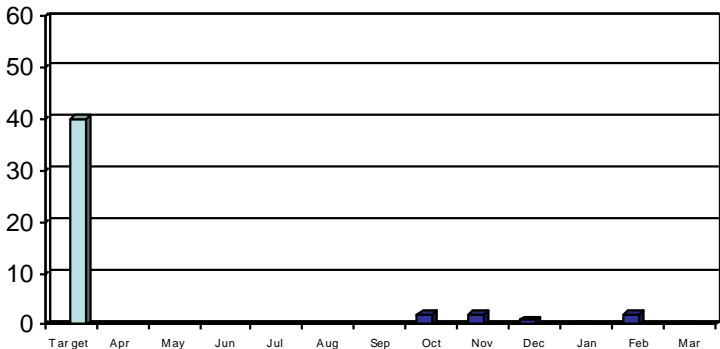
CBH Target.	40	RAG
CBH Outcome	9	G
Benchmark performance comparison		
Comment: Quarterly return		



11

Number attending pre-tenancy workshops

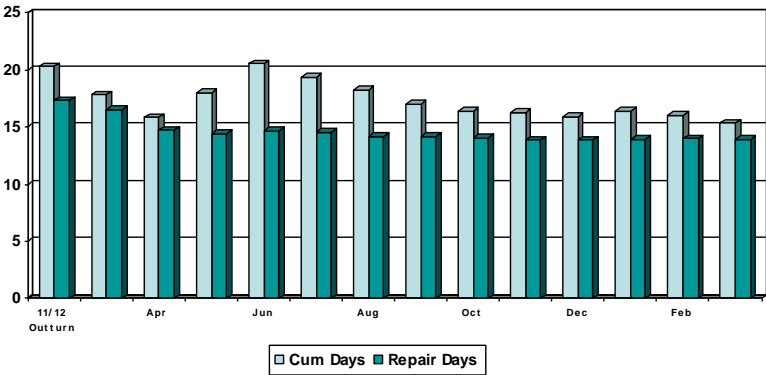
CBH Target.	40 young people attending	RAG
CBH Outcome	7	R
Benchmark performance comparison		
Comment: The target has not been met. A workshop has been arranged for every quarter in the next financial year. Young people have to attend now before they are allowed to bid for a property. Workshops have also been arranged for people in temporary accommodation. We are working with other agencies to up skill all potential tenants to minimise the risk of tenancy breakdown in the future.		



12

Re-let of General Needs Voids

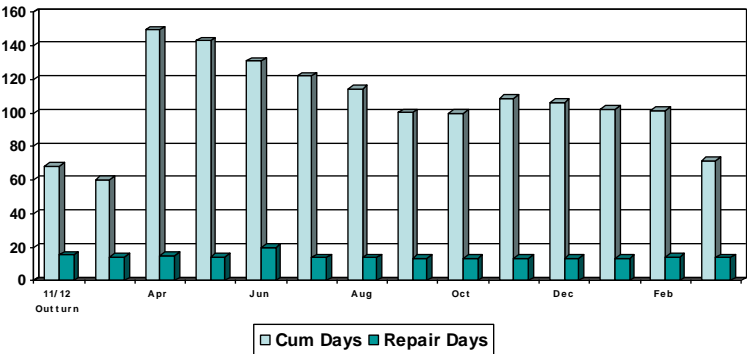
CBH Overall Target	20 days	
CBH Cumulative Overall Outcome	15.34 days	G
CBH Repair Target	15 days	
CBH Cumulative Repair Outcome	13.89 days	G
Benchmark performance comparison	Upper Quartile 12/13 17.03 days	A
Comment: The target has been met. 392 General Needs Voids have been completed this year with a cumulative average re-let time of 15.34 days.		



13

Re-let of Sheltered Standard Voids

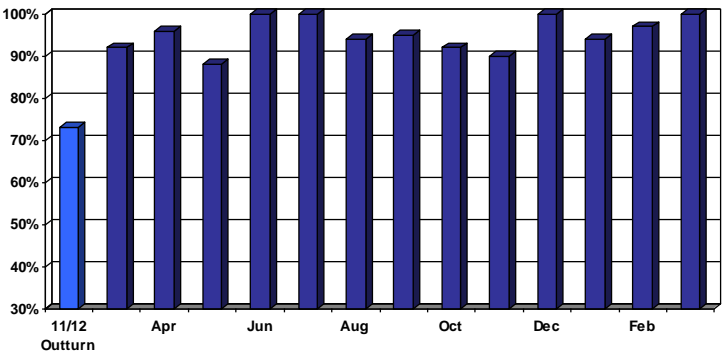
CBH Predicted Result Overall	75 days	
CBH Outcome Overall	99.33 days	G
CBH Repair Target	15 days	
CBH Repair Outcome	13.50 days	G
Benchmark performance comparison	Upper quartile 12/13 23.80 days	R
Comment: 66 Sheltered Voids re-let this year. The re-let times stated include a number of properties held for re-housing tenants from Joyce Brooks House. Worsnop House refurbishment re-lets are not included.		



14

% A S B cases not re-opened within 90 days

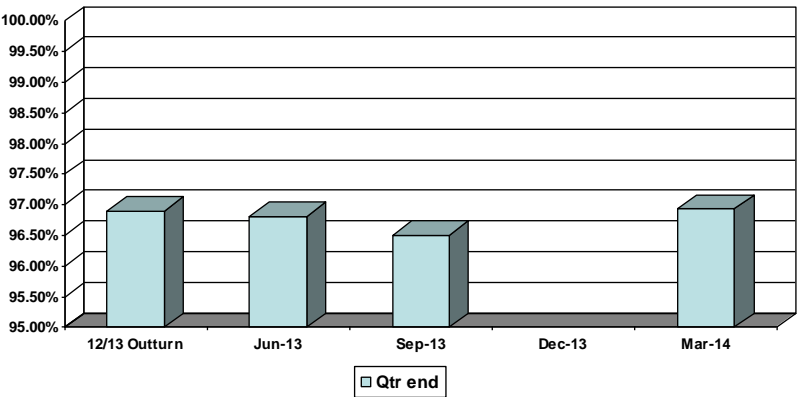
CBH Target.	93%	RAG
CBH Outcome	100 %	G
Benchmark performance comparison	N/A	
Comment: Target achieved.		



15

% Tenant ethnicity information

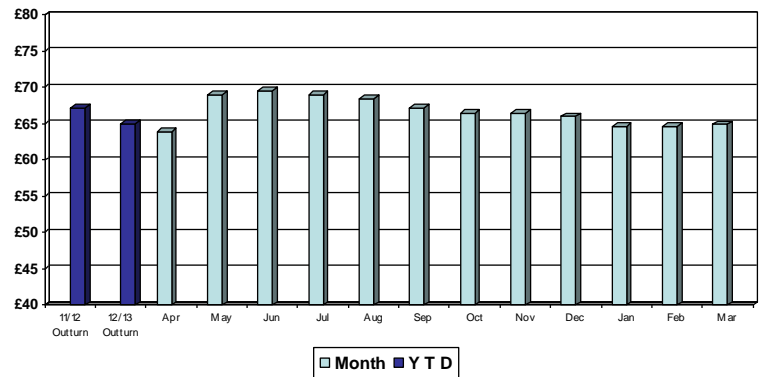
CBH Target.	95%	RAG
CBH Outcome	96.63%	G
Benchmark performance comparison	Upper Quartile 12/13 90.05%	G
Comment: This figure of 96.63% includes people who "refused to answer" as 'collected information'.		



16

Average cost of a repair

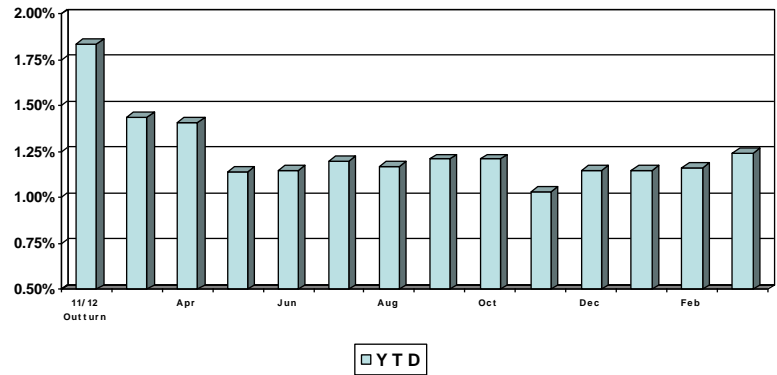
CBH Target.	£67.00	RAG
CBH Outcome (latest cumulative)	£64.90	G
Benchmark performance comparison	N/A	
Comment:		



17

Former tenant arrears as % of annual rent debit

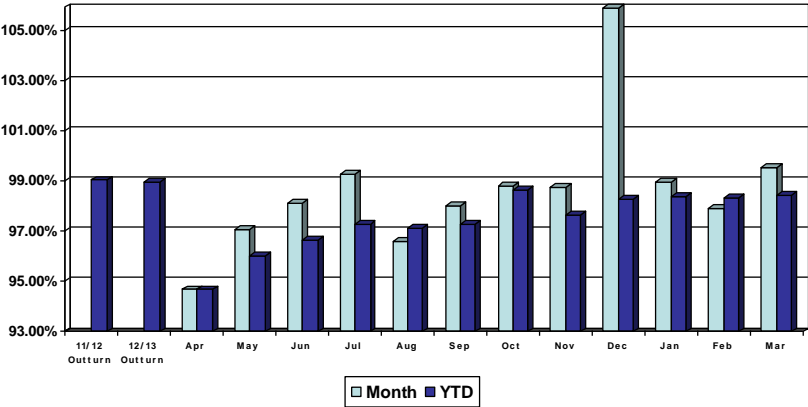
CBH Target.	1.75%	RAG
CBH Outcome	1.24%	G
Benchmark performance comparison	H'mark U Q 12/13 0.51%	R
Comment: Target has been met.		



18

Rent collection % (including arrears b/fwd)

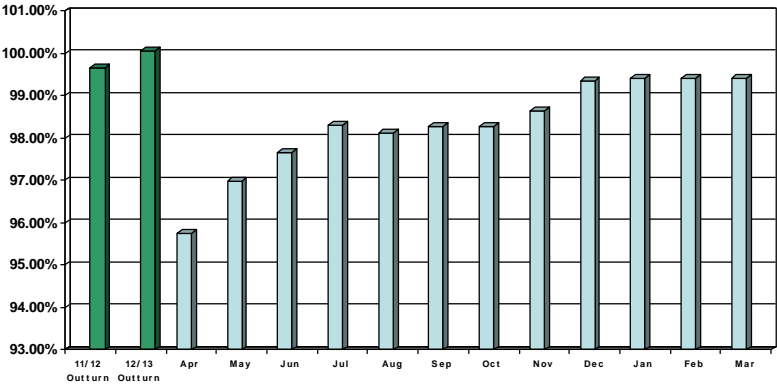
CBH Target	97.00%	RAG
CBH Outcome (latest cumulative)	98.43%	G
Benchmark performance comparison	N/A	
Comment: Target has been met		



19

Rent collection % (excluding arrears b/fwd)

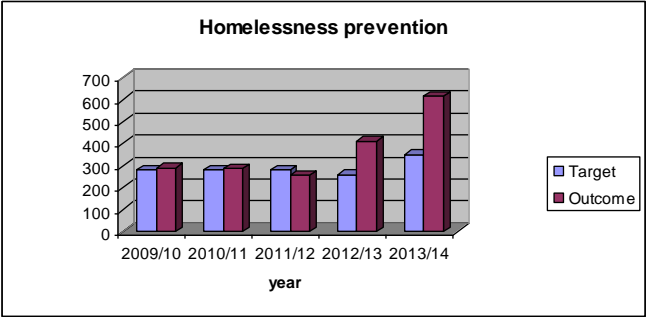
CBH Target.	97.50%	RAG
CBH Outcome (latest cumulative)	99.41%	G
Benchmark performance comparison	Upper Quartile 12/13 100.14%	A
Comment:		



20

Homelessness Prevention

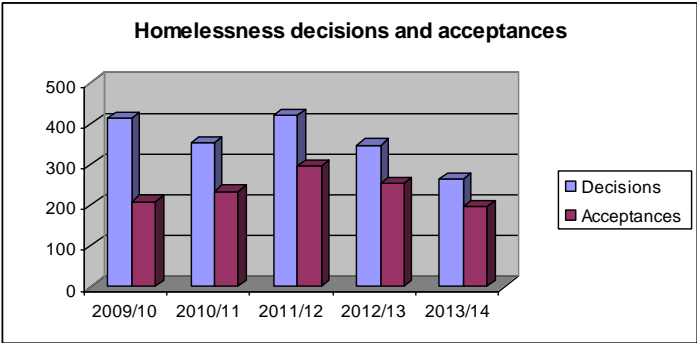
	2009/10	2010/11	2011/12	2012/13	2013/14
Target	280	280	280	260	350
Outcome	290	286	256	411	616



21

Homelessness decisions and acceptances

	2009/10	2010/11	2011/12	2012/13	2013/14
Decisions	415	354	422	348	263
Acceptances	209	234	297	254	197



22