

HOUSEMARK BALANCED SCORECARD - Q2 2009 10

	Indicator	Core	Optional	Timing A or Q	Source	Collection by	Results Previous	Results Q4 0809	Results Q2 09/10	Target 2009/10	STATUS
	Access and Customer Care										
1	Satisfaction of tenants with landlord services (BV74a and NI 160) – General Needs Housing	✓		A	STATUS survey	P&P	82%	81.19%	Annual measure	82.00%	
2	Satisfaction of ethnic minority tenants with overall service (%) (BV 74b)	✓		A	STATUS survey	P&P	81.98%	83.42%	Annual measure	82.00%	
3	Satisfaction of non-ethnic minority tenants with overall service (%) (BV 74c)		✓	A	STATUS survey	P&P	79.69%	80.97%	Annual measure	82.00%	
4	% of inbound calls to organisation answered (c/o Call Centre)		✓	Q	c/o Impact P/ship	Mark Fisher	Q2 91.60%	93.89%	98.80%	90%	
5	% of tenants who felt staff were able to deal with their problem (extracted from current STATUS Q22 answer)		✓	A	STATUS survey	P&P		82.4%	annual measure		
6	Average response time to calls (in seconds)		✓	Q	c/o Impact P/ship	Mark Fisher	Q2 34 seconds	14.6 seconds	Follow with Mark	20 seconds	
7	Avoidable contact: The proportion of customer contact that is of low or no value to the customer (NI 14)		✓	A	4-week survey	RBH Staff / P&P		8.09%	In progress		
8	Have you achieved the Customer Service Excellence Standard? Yes or No	Contextual information only		When change occurs	n/a	n/a	n/a	n/a	n/a	n/a	n/a
9	Average time taken to respond to complaints		✓	Q	Existing Kpi	Chris Baldock	Q1 5.8 days Q2 5.7 days	6.1 days	7.9 days	7 days	

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Equality & Diversity											
10	Does the organisation follow the CRE Code of Practice in rented housing? Enter 1 for YES or 0 for NO (BV 164)	Contextual information only		When changes occur	Existing Kpi	Chris Baldock	YES	YES	YES	YES	
Equality & Diversity continued											
11	What level of the Equalities Standard has been reached (1-5)	Contextual information only		When changes occur	RBH/RMBC assessment	Caroline Stewart	Q1 Level 3 Q2 Level 4	Level 4	Level 4	Level 4	
12	% of customers on who the landlord has diversity information (age, gender, ethnicity, disability, religious beliefs and sexual orientation)	✓		Q		Caroline Stewart	Age 53.25% Ethnicity 67.69% Gender 98.93% Disability 0 Sexual Orientation 0 Religion/ Belief 0	Age 56.5% Ethnicity 86.4% Gender 96.7% Disability 2.6% Sexual Orientation 2.4% Religion/ Belief 2.9%	Age 59.0% Ethnicity 88.5% Gender 98.9% Disability 4.6% Sexual Orientation 4.4% Religion/ Belief 5.0%	Age 64% Ethnicity 81% Gender 98% Disability 20% Sexual Orientation 20% Religion/ Belief 20%	
Stock Condition & Asset Management											
13	% repairs completed within priority timescales	✓		Q	Existing kpi	Chris Baldock	Q1 96.51% Q2 96.65%	97.56%	98.14%	96.00%	
14	% emergency repairs completed within target (GNPI 18)		✓	Q	Existing kpi	Chris Baldock	Q1 95.74% Q2 95.70%	96.62%	97.68%	96.00%	
15	% urgent repairs completed within target (GNPI 19)		✓	Q	Existing kpi	Chris Baldock	Q1 95.80% Q2 95.72%	96.75%	97.41%	96.00%	

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Stock Condition & Asset Management (continued)											
16	Average time to complete routine (non-urgent) repairs (BPSA and BV73)		✓	Q	Existing kpi	Chris Baldock	Q1 12.14 days Q2 10.51 days	10.50 days	10.0 days	10 days	
17	% routine repairs completed on time (GNPI 20)		✓	Q	Existing kpi	Chris Baldock	Q1 96.58% Q2 97.05%	97.77%	98.47%	96.00%	
18	% response repairs where appointment was made and kept (BV 185)	✓		Q	Existing kpi	Chris Baldock	Q1 88.4% Q2 91.4%	92.54%	91.91%	96.69%	
19	Tenants satisfaction with repairs service (BPSA) Current STATUS Q24	✓		A	STATUS survey	Chris Baldock	n/a	81.1%	Annual measure		
20	Average "End to End" repairs time		✓	Q		Mark Fisher	Q2 - 11.93 days	10.67 days	10.63 days	10 days	
21	% Repairs completed "Right First Time"	✓		Q		Mark Fisher	Q2 - 58%	71.77%	81.00%	60%	
22	Average repair cost per property (BPSA)		✓	A		I. Metcalfe I. Adshead	£478 07/08 £145 Q1 £88 Q2	£316	£1,636	£75	
23	Gas safety certificates outstanding (BPSA)	✓		Q	Info available	Dave Lake	Q1 97.3% Q2 98.3%	0.89%	0.43%	0.5%	
24	Average "End to End" adaptations time		✓	Q		Ian Rothwell	Q1 256 days Q2 198 days	258.39 days	255 days	N/A	
25	% tenants satisfied with "disabled adaptations" to their home		✓	A		Ian Adshead/ Ian Rothwell		98%	99%	N/A	
26	% non-decent homes (BV184a and NI 158)	✓		Q	Existing kpi	Chris Baldock	Q2 - 3.4%	1.80%	2.40%	1.80%	

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Stock Condition & Asset Management (continued)											
27	% tenants satisfied with major works "improvements" to their home		✓	A		Ian Adshead	Q2 - 92.2%	92.50%	93.25%	92.75%	
28	Average SAP ratings (BV63)	✓		A	Existing kpi	Chris Baldock	Q1 & Q2 66 (72)	66.7 (73)	66.5 (73)	Q2 - 66.5 (73)	
29	Accredited to ISO 14001: 2000 Environmental Management		✓	When change occurs			n/a	n/a	n/a	n/a	
Tenancy & Estate Management											
30	Number of new ASB cases		✓	Q	Respect kpi's	Jonathan Walton		46			
31	% satisfied with the way their ASB complaint was dealt with		✓	A	Respect kpi's	Jonathan Walton		50%			
32	% satisfied with the outcome of their ASB complaint	✓		A	Respect kpi's	Jonathan Walton		75%			
33	% of ASB cases resolved	✓		Q	Respect kpi's	Jonathan Walton		25%			
34	Average re-let time (BV212)	✓		Q	Existing kpi	Chris Baldock	Q1 29.1 days Q2 28.2 days	27.3 days	26.2 days	25 days	
35	% tenants satisfied with estate services	✓		A	Status – extra question		Using Q14 Caretaking & Q15h Grass Cutting =	69.25%	Annual measure		
Income Management & Debt Counselling											
36	Rent collected as % of rent owed (BV66a)	✓		A	Existing kpi	Chris Baldock	Q1 96.29% Q2 96.14%	97.43%	96.87%	97.88%	
37	Proportion of rent collected (excluding rent arrears) LAs & ALMOs		✓	Q	Existing kpi	Chris Baldock	Q1 99.01% Q2 98.72%	100.15%	97.63%	99% ?	

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Income Management & Debt Counselling (continued)										
38 % rent arrears of current tenants (GNPI 34)	✓		Q	Existing kpi	Chris Baldock	Q1 2.76% Q2 2.84%	2.18%	2.53%	1.80%	
39 % tenants owing 7 weeks + (BV66b)		✓	Q	Existing kpi	Chris Baldock	Q1 6.31% Q2 6.50%	5.65%	6.78%	4%	
40 % arrears cases with NOSP's (BV66c)		✓	Q	Existing kpi	Chris Baldock	Q1 4.52% Q2 10.7%	23.54%	8.0% (16%)	25%	
41 % tenants evicted because of arrears (BV66d)		✓	Q	Existing kpi	Chris Baldock	Q1 0.26% Q2 0.50%	0.98%	0.44% (0.88%)	0.74%	
42 % tenancies terminated in arrears > 1 week	DELETED									
43 Rent written off as a % of rent roll (HCPI)		✓	Q	Existing kpi	Chris Baldock	Q1 0.27% Q2 0.26%	0.31%	0.19%	0.60%	
44 Former tenant arrears as a % of rent roll (HCPI)	✓		Q	Existing kpi	Chris Baldock	Q1 3.48% Q2 5.88%	8.90%	5.0% (10%)	NA	
Resident Involvement										
45 % tenants satisfied that their views are taken into account by their landlord (STATUS Q28)	✓		A	STATUS survey	P&P		65.6%	Annual Measure	65.6%	
Allocations & Lettings										
46 Percentage of new tenants satisfied with the allocation & letting process.	✓		Q	Nigel to add to new Relet Question-naire	P&P		New procedure being written	New procedure being written		
Supported Housing & Supporting People										
47 % Sheltered housing & Supported housing tenants satisfied with service provided by the landlord		✓	A	?	?		95.50%	Annual measure		
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)		✓		RMBC not RBH						

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Management of Leasehold and Shared Ownership Services											
50	% leaseholders satisfied with landlord services	✓		A	New survey	Sue Hoyle		Expected by end Q1	63.20%	To be set	
51	Satisfaction of ethnic minority leaseholders with overall service (%)		✓	A	New survey	Sue Hoyle		Expected by end Q1	66.60%	To be set	
52	Satisfaction of non-ethnic minority leaseholders with overall service (%)		✓	A	New survey	Sue Hoyle		Expected by end Q1	62.71%	To be set	
53	% leaseholders satisfied with communal repairs service (on new survey)		✓	A	New survey	Sue Hoyle		Expected by end Q1	45.50%	To be set	
Management of Right to Buy Services											
	No PI Agreed	N/A	N/A					N/a	N/a		
Value For Money											
54	% expenditure on planned to responsive maintenance (BV 211a)		✓	A	Existing kpi	Chris Baldock	Q1 25.68% Q2 28.72%	29.08%	29.72%	36%	
55	% void rent loss (BPSA and ePBV69)	✓		Q	Existing kpi	Chris Baldock	Q1 1.12% Q2 1.11%	1.12%	1.09%	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)	✓		A	New National kpi	Ian Metcalfe?	1.3% (£409k)	1.8% (£516k) provisional	Annual measure	3%	
Track Record in Delivering Improvement											
	Covered by trend over time for many of the above PIs	N/A	N/A						N/A		
Performance Management											
57	Accredited to ISO 9001: 2000 Quality Management (covering performance management systems) or other Quality Management System		✓	When change occurs		NA / CB	Accredited	Accredited	Accredited	Accredited	

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Capacity											
58	% of employees satisfied with their employer		✓	A		Elaine Taylor		Autumn 2009	Nov-09		
59	BV 12 Number of working days lost due to sickness absence	✓		Q		Chris Baldock	Q1 2.38 days Q2 5.1 days	10.49 days	5.36 days (10.7days)	10 days	
60	What level of Investors in People Standard has been reached (1-5)		✓	When change occurs		Ian McFadyen	1	1	1	1	