

Item 5c

Berneslai Homes Key Performance Indicators

Ref.	Description	11/12	12/13	13/14	Target 14/15	14/15 Q1	14/15 Q2	14/15 Q3	14/15 Q4
BH1	The percentage of all tenants satisfied with the overall service provided	90%	91%	90%	90%	91%		91%	
BH2	The percentage of tenants that are satisfied that their views are taken into account?	74%	77%	74%	74%	71%		71%	
BH3	Number of complaints received (cumulative)	191	140	131	220	34	61	100	130
BH4	Number of compliments received (cumulative)	733	1050	771	675	199	477	705	944
BH5	The percentage of tenants satisfied with the repairs and maintenance service	86%	88%	89%	86%	88%		88%	
BH6	The proportion of local authority dwellings which are non-decent dwellings at the start of the financial year	11.1%	8.86%	6.28%	6%	6.28%			4.29%
BH7	Urgent repairs time PRIP KPI 7	98.96%	98.74%	99.89%	98.3%	99.75%	99.75%	99.77%	99.80%
BH8	Average time for non-urgent repairs PRIP KPI 8 (days)	9.32	9.22	9.29	9	9.26	9.73	9.58	9.46
BH9	Percentage of planned repairs funded from Revenue Expenditure	43.89%	44.01%	45.72%	40%	47.12%			
BH10	Percentage of responsive repairs for which the LA made and kept an appointment PRIP KPI 14	99.34%	99.59%	99.14%	99.08%	99.16%	99.27%	99.24%	99.19%
BH11	Average time to re-let local authority housing (calendar days)	26.10	22.48	21.43	23.5	22.42	22.9	22.78	23.61
BH12	Rent collected by the local authority as a proportion of rents owed on HRA dwellings	98.93%	99.05%	99.00%	96%	97.34%	98.13%	98.78%	98.58%
BHC1	% of staff defining under the DDA definition of disability	4.20%	3.79%	5%	5%	4.76%	5.42%	5.24%	6%
BHC2	% of BME staff in total workforce	0.46%	0.2%	2.2%	1.0%	1.98%	1.8%	1.8%	1.8%
BHC3	Number of working days lost per FTE (year-end forecast) whole company	10.24	9.67	9.73	9.5	10.06	9.9	10.44	9.98
BHC4	Number of working days lost per FTE (Year-end forecast) excluding craft employees	8.73	9.64	10.18	8.5	11.23	11.18	11.05	10.26