

HOME GROUP LTD QUARTERLY PERFORMANCE TRENDS 2010/11

Performance Measure	Performance at March 2010	Actual performance during 2010/11				Are we better than at the start of the year?	What target have we set for the period to March 2011?	Are we where we want to be?
		Quarter 1 June 2010	Quarter 2 September 2010	Quarter 3 December 2010	Quarter 4 March 2011			
Proportion of houses with a gas safety certificate	97.97%	99.59%	99.61%	99.90%		100%		
Proportion of houses with a Legionella assessment	95.24%	100%	100%	100%		100%		
Proportion of houses with a solid fuel certificate	98.50%	97.00%	96.69%	97.81%		100%		
Proportion of houses which meet the Decent Homes Standard	96.3%	98.0%	99.50%	100%		100%		
Proportion of houses which are occupied	97.5%	97.78%	98.03%	98.20%		98%		
Loss of rent from empty Customer Services properties	1.49%	1.23%	1.07%	0.86%		1.4%		
Loss of rent from empty Care and Support properties	6.02%	7.04%	5.55%	5.28%		6.20%		
Repairs carried out on time	93.1%	96.79%	97.12%	96.82%		96.5%		
Time taken to recruit to frontline posts in Care and Support – from decision to fill the post to the post being offered to the successful candidate;	34 days	29 days	59 days	61 days		35 days		
and from decision to fill to start date	58 days	55 days	79 days	71 days		50 days		
Rent and service charge arrears for social housing	4.25%	4.17%	4.06%	4.92%		3.50%		
Rent and service charge arrears for Care and Support	5.94%	5.86%	6.19%	6.65%		5.00%		
Sickness absence	5.03%	4.24%	4.66%	5.02%		4.00%		

We've also set up a follow up a telephone check with a sample of customers who have had repairs carried out. This is carried out every week by an independent company to help us measure a number of different things including customer satisfaction and whether the repair was carried out in response to just one report being made (right first time). Results and feedback from customers help us improve what matters most.

Performance Measure	Performance at May 2010	Actual performance during 2010/11				Are we better than at the start of the year?	What target have we set for the period to March 2011?	Are we where we want to be?
		Quarter 1 June 2010	Quarter 2 September 2010	Quarter 3 December 2010	Quarter 4 March 2011			
Overall satisfaction	84%	83%	83%	80%		85%		
Was the work done in response to just one request for action?	76%	83%	83%	78%		80%		