

Executive Summary

This Summary Sheet illustrates a breakdown of the overall performance of BHP in Quarter 2 April- September 2011. Out of the 76 main indicators, 23 met or exceeded target, 3 indicators did not meet target, 9 were within the 5% tolerance level that was set for each indicator, 13 indicators were not available for Quarter 2 reporting and 28 indicators had no target and are for information purposes only.

Performance for the quarter remains good, with only 3 indicators not meeting target. 2 out of 3 Performance Indicators (PIs) that were Exceptions in Quarter 1 have now met target or is within the 5% tolerance level for PIs. Performance indicators which were not available are predominantly due to estate services where we are implementing a new IT project to capture service data.

HIGHLIGHTS:

23 Key Performance Indicators (KPI) met or exceeded target for Quarter 2 - the best performing KPIs were:

> Working days lost due to Sickness Absence (Human Resources)

> Stage 2 complaints as a percentage of Stage 1 (Complaints)




> Percentage of Stage 2 complaints responded to within 20 days (Complaints)

> Percentage of Residents satisfied with the standard of Internal cleaning (Estate Services)


The Exceptions for Quarter 2:

- Percentage of repairs finished on first visit
 - Ready to Let time (days)
 - Percentage of members enquires



			
Repairs & Voids	5 out of 8	2 out of 8	1 out of 8
Empty Properties	—	2 out of 3	1 out of 3
Health & Safety	No Target		
Leaseholds	PI measured by annual figure		
Rent & Arrears Collection	2 out of 3	1 out of 3	—
Anti-Social Behaviour	3 out of 3	—	—
Housing Support	1 out of 1	—	—
HR, Communications & Correspondance	3 out of 4	1 out of 4	—
Complaints	3 out of 5	1 out of 5	1 out of 5
Estate Services	5 out of 7	2 out of 7	—

Summary of Performance Indicators

		Percentage of Indicators	Number of Indicators
Target Not Met	●	4%	3
Within 5% Tolerance Level	●	12%	9
Exceeded or Met Target	●	30%	23
not available		17%	13
no target required		37%	28
Total		100%	76

Number of Performance Indicators	
Technical Indicators	19
Housing Management Indicators	16
Other Indicators	
> HR, Communications & Correspondance	4
> Complaints	23
> Estate Services	14
Total	76