

			Aim: Provide High Quality Services		2022-23 Q1-4	2023-24 Q1-4		
Aims	Goals	Ownership	Indicators of progress	Curr target			RAG	New Comments
Provide High Quality Services	A quick and reliable repairs and maintenance service that gets the job done right first time	Repairs and Maintenance	(RR1) Repairs done right first time	95%	Not available	Not available	N/A	Continued issues with BI Power reporting. Manual figures for last quarter only.
			(RR2) Repairs completed within target timescale	95%	Not available	69.72%	R	2,753 completed from 3,949. Quarter 3 & 4 figures considered more reliable.
			(RR3) Repairs appointments made and kept	95%	Not available	Not available	N/A	Continued issues with BI Power reporting
			(Mears) Repairs - Post Inspections	10%	Not undertaken	12%	G	All jobs are checked via desktop inspections to post completion photos.
			(BITMO) Repairs - Number of post inspections	10%	2%	16%	G	Started 17.2.23
			(Mears Only) Repairs - Customer satisfaction surveys	90%	No data	89.00%	A	Average of 38 responses per month
			Satisfaction with repairs - most recent (internal survey)	90%	98.14%	86.52%	A	Contact by phone.
			Satisfaction with repairs - last 12 months (TSM survey)	90%	76.00%	77.00%	R	TSM survey via consultancy. 237 tenants Q1-3. LCC average 70%.
			Percentage of estate issues completed from 1/4ly estate walkabout	100%	N/A	89%	A	28 issues identified, 25 actioned.
	Quality and targeted investment that maintains decent homes	Repairs and Maintenance	Homes that do not meet the Decent Homes Standard	0	0	1	G	Surveys re-started
			Percentage of communal areas meeting the required standard	100%	100%	100%	G	Inspections completed weekly
			Properties with a stock condition survey completed in the last 5 years	1843	c.200	544	R	Staff post being advertised.
			Capital Investment programme completed (100% for the year)	100%	100%	95%	A	Commitments will ensure that spend will equal budget by the year-end.
	Maximise rent collected with timely intervention and support	Income & Tenancy	Percentage of rent collected	96%	95.99%	96.22%	G	Ahead of city - in upper quartile - City 94.87%
			Percentage of rent owed	3%	3.58%	2.85%	G	Ahead of city 4.38% / Ranked 1st in City
			Amount of rent owed	£250k	£268,069	£226,299	G	£268,069 at end Mar 2023 / Hunslet £390k, Middleton £330k, Beeston £354k
			% of arrears cases owing 7 weeks rent plus	7.7% (LCC end Mar 23)	5.70%	3.91%	G	At end Mar 2023 City was 7.70%.
			Number of Household Supported with Financial Hardship	TBC	160	179	N/A	Target to be set based on resource
			Income generated	TBC	£107,170	£386,352	N/A	2 FI Officers
			Number of notices served	N/A	98 (11.38%)	133 (14.86%)	N/A	Hunslet 108 (11.25%) Middleton 50 (4.81%) Beeston 88 (8.94%)
			Number of cases entered to court	N/A	9	14	N/A	1 April, 1 May, 1 June, 1 July, 1 Aug, 1 Sep, 1 Oct, 2 Nov, 2 Dec, 1 Jan, 2 Feb
			Number of Court orders obtained	N/A	8	13	N/A	63% increase

			Number of evictions	N/A	3	7	N/A	1 April, 1 May, 3 June, 0 July, 0 Aug, 0 Sep, 0 Oct, 0 Nov, 0 Dec, 1 Jan, 1 Feb	
			% of Financial Hardship cases closed with a positive	N/A	N/A	N/A	N/A		
	Local and responsive Tenant and Customer Contact	Tenancy Support		Quick and reliable telephone service - number of	Not Available	Not Available	Not Available	N/A	Phone statistics being developed.
				Tenancy Amendments completed within target time	10 working days	100%	100%	G	100% within target - 3 April, 2 May, 1 June, 2 July, 4 Aug, 2 Sep, 3 Oct, 2 Nov, 1 Dec, 3 Jan, 4 Feb, 4 Mar (31)
				Mutual Exchanges completed within target time	42 days	26	26	G	100% within target - 1 April, 2 May, 4 June, 5 July, 3 Aug, 2 Sep, 0 Oct, 1 Nov, 1 Dec, 1 Jan, 2 Feb, 3 Mar
	Effective reletting of properties to minimise time properties are empty	Tenancy Support		Time taken to relet empty properties - Gross Relet	28 days	72.96 days	46.86	R	Above target but improvement over the year as new systems adopted.
				Number of tenancy terminations	N/A	85	102	N/A	Opening of new housing our of area.
				Number of commencements	N/A	101	111	N/A	Affected by higher terminations
				Number of voids at period end	18	9	11	G	New procedures introduced.
				Percentage of properties untenanted	1.00%	0.40%	0.60%	G	11 of 1832
	Support for those older tenants who need it	Tenancy Support		Retirement Life Residents with a Support Plan	N/A	108	101	G	Service review to follow.
				Support Plan reviewed within target time	95%	97.22%	98.09%	G	Exceeding target
				RL Residents receiving Warden Service	N/A	63	65	N/A	Service review to follow.
				Number of residents signed up for floating support	N/A	3	5	N/A	Partially countering the overall decline in numbers.
				Yearly RL service review report	May annually	May-22	Due July 24	G	Due July 2024

BITMO Aim: Build a Stronger, Safer, Greener Community

Aims	Goals	Owner	Indicators of progress	Curr target annual	Q1-4 2022-23	Q1-4 2023-24	RAG	New Comments
Build a Stronger and Safer Community	Make homes and the environment as safe and secure as possible	Repairs and Maintenance						
			All homes have a current gas safety certificate (Gas safety checks)	100%	98.75%	98.97%	A	19 of 1836
			Percentage of homes with a Gas safety certificate overdue for 0-4 weeks	0%	0.65%	0.60%	A	11 of 1836
			Percentage of properties with a Gas safety certificate overdue for 1-3 months	0%	0.60%	0.44%	A	8 of 1832
			Percentage of properties with a Gas safety certificate overdue for over three months	0%	0.00%	0.00%	G	0 properties
			All homes have a current electric periodic inspection certificate (Electrical safety checks)	100%	77.56%	89.52%	A	LBS contracted to bring to 100%. 192 o/s.
			Fire Safety inspections to communal areas (Fire safety checks)	100%	100%	100%	G	157 areas checked
			Asbestos safety checks where periodic inspections due	100%	TBA	100.00%	G	All re-inspections complete. Overall 1280 completed of 1836. 86 Communal areas
			Water safety checks - new	100%	100%	100%	G	Sayes done 14.9.23 (5 items). Due annually.
			Annual green spaces and footpath inspection (100% per year)	100%	100%	100%	G	Annual inspections complete.
	Expect tenants to abide by their tenancy agreements and hold them to their responsibilities	Repairs / Tenancy Support / Comm Dev	Respond to tenant permission requests within 10 days (See Permissions log)	100%	100%	100%	G	81 received and responded to within 10 days.
			Annual Tenancy Contacts - Combined	100%	69.1%	N/A	N/A	Now split between General, Priority & RL
			Annual Tenancy Contacts - General	33%	N/A	33.68%	G	489 of 1,452 visited (33% target)
			Annual Tenancy Contacts - Priority	100%	N/A	88.89%	A	240 of 270 vsited = 88.89%
			Percentage of new tenant visits completed within 28 day target	75%	TBC	81.4%	G	92 out 113 for year = 81.4% Q1 8 of 17 – 47.1% / Q2 28 of 33 – 84.8% / 21 of 27 – 77.8% / Q4 35 of 36 – 97.2%
	Tackle anti-social behaviour quickly and effectively	Tenancy Support	ASB - number of cases opened	N/A	79	93	N/A	18% increase
			ASB - number of cases closed	N/A	82	85	N/A	4% increase
			ASB cases relative to the size of the landlord	N/A	4.30%	5.08%	N/A	Low in comparison to LCC ASB figures.
			Support - opened and closed	N/A	23/29	37/31	N/A	
			LASBT Number of cases closed - situation improved	66.67%	Not available	65.71%	A	35 closed / 23 improved.
LASBT Number of cases opened			N/A	Not available	26	N/A	26 cases opened / 35 closed	

BITMO Aim: Be a Well Run, Tenant Led Organisation									
Aims	Goals	Owner	Indicators of progress	Target current	Q1-4 2022-23	Q1-4 2023-24	RAG	New Comments	
Be a Well-run organisation	Maintain an organisation that is tenant led	Governance and Finance	Full Tenant Board membership	100%	85%	83%	A	10 places filled - 2 recently resigned.	
			Increase in Number of shareholders	10%	0%	2.2%	R	Forthcoming raffle in next newsletter to attract new shareholders.	
			Complaints relative to the size of the landlord - Stage 1 (number for each 1,000 homes)	LCC c56/1000	30.41	17.43	A	Q1 10/ Q2 10/ Q3 6/ Q4 6 (32) complaints / 1836 homes.	
			Complaints relative to the size of the landlord - Stage 2 (number for each 1,000 homes)	N/A	8.29	6.54	A	Q1 3/Q2 2/Q3 5/Q4 2 (12) complaints / 1832 homes.	
			Complaints responded to within Complaint Handling Code timescales - Stage 1	100%	69.69%	90.63%	A	Q1 9/Q2 9/Q3 5/Q4 6 (of 10/10/6/6) responded to within 10 w days (29/32). LCC 80% Q1.	
			Complaints responded to within Complaint Handling Code timescales - Stage 2	100%	66.66%	75.00%	G	Q1 3/Q2 2/Q3 3/Q4 1 (9) of 3 & 2 & 5 & 2 (12) responded to within 15 w	
			Number of complaints referred to the Ombudsman in period	0	2	3	N/A	One case of maladministration subject to appeal.	
			A Five Year Business Plan that will be reviewed annually. This will include a review of Governance and Finance arrangements as well as establish and review BITMO's Mission, Aims, Goals and Values.	100%	100%	100%	G	End of 5 year plan (2019-24). New strategy planning initiated.	
			An online Annual Report produced by BITMO for all tenants	100%	100%	100%	G	2023/24 report online www.belleisleletmo.co.uk	
	Support and develop skills within the organisation	Governance and Finance	% of Board members attending all Full Board meetings	100%	72.17%	77.14%	A	14/15 (28.3..24), 10/17 (25.1.24), 10/17 (30.11.23), 15/17 (12.10.23), 8/13 (7.9.23), 12/13 (27.7.23), 12/13 (25.5.23).	
			Board appraisal - number who complete this within the year	100%	86%	21%	R	7 Board appraisals in April 2024 (47%).	
			Board training - all Board members to attend at least two formal training sessions in the year	100%	85.7%	94%	A	Includes Equalities training and internal training.	
			Staff attendance - Number of days lost through absence (average per employee)	10	19.4	11.0	A	43% improvement on prior year. Some long term sickness (LTS) during 23-24 which has impacted the figures. Breakdown 23-24 LTS 8 days, STS 3 days.	
			Staff appraisal - number who complete within the year	100%	97%	81%	A	One team in particular did not have appraisals during the year. This is being rectified asap.	
	Manage Money and Resources	Governance and Finance	Budget surplus/(deficit) target and projection	(£354k)	£74,000	£35k Jan 24		Year end accounts in preparation.	
			Unqualified annual audit by independent organisation	Unqualified	Unqualified 2021-22	Unqualified 2022/23	G	Annual	