

Performance

The performance of the Homemovers service is routinely monitored both in-house and externally by the Newheartlands Monitoring and Implementation Group (MIG). Ten Key Performance Indicators are monitored during the year, as shown below. These indicators are used to monitor not only the performance of the Home Ownership Advisory Officers but also other key elements of the overall service offered. This includes Valuers, Independent Financial Advisors (IFAs) and ART Homes Ltd (the agent providing equity relocation loans in cases of low income owner-occupiers who choose to buy another property elsewhere)

2007/08 results for Wirral

Key Performance Indicator	Numbers	Target Met		Comments
		Yes	No	
1a	69			
1b	69			
1c	66			
2	50	100%	-	
3	12	83%	17%	Results outside target due to lack of response from clients
4	12	83%	17%	Results outside target due to lack of response from clients
5	4	100%	-	
6	17	94%	6%	Result outside target due to lack of response from client
7	8	100%	-	
8	3	100%	-	
9	3	100%	-	
10	See table below			

Definitions

- KPI 1a** – Ongoing cases at end of reporting period
- KPI 1b** – New cases starting during the reporting period
- KPI 1c** – Cases completed during the reporting period
- KPI 2** – Time taken to respond to priority cases (28 day target)
- KPI 3** – Time taken for IFA to visit resident following referral by HOAO (target 14 days)
- KPI 4** – Time taken for IFA to provide a written report to client (target 10 days)
- KPI 5** – Time taken for a case to reach decision following referral to Discretionary Panel (target 28 days)

- KPI 6** – Time taken by Valuer to visit and provide report to owner (target 28 days & 7 days)
- KPI 7** – Time taken for ART to visit the client following referral (target 21 days)
- KPI 8** – Time taken for ART to issue loan offer after visit (14 days)
- KPI 9** – Time taken for ART to contact client’s solicitor following receipt of signed loan offer (7 days)
- KPI 10** – 75% of returned customer satisfaction survey forms should have a rating of good, very good or excellent (results for KPI 10 shown below)

	Target met
	Target not met

Criteria for KPI 10	Very Poor	Poor	Good	Very Good	Excellent	Percentage of total returned either Good, Very Good or Excellent
Time taken to respond to enquiries	0	0	1	1	7	100%
Officers understanding of your needs	0	0	1	1	7	100%
The information provided to you	0	0	3	1	5	100%
The amount of contact or time your HOAO spent with you	0	0	1	2	6	100%
The service received from the IFA	0	0	1	0	2	100%
The service received from ART Homes	0	0		0	2	100%
The service received from your valuer	0	0	2	2	0	100%
The service received from your solicitor	0	0	1	1	2	100%
Overall rating of service	0	0	1	1	7	100%

Complaints

There have been no formal complaints during 07/08

Monitoring of letter response times (target 15 working days from receipt of incoming letter)

The sample of letters taken were all within the service standard