

Appendix 4 – CBH delivery plan measures of success

Inspired People



Best companies '2 star' performer

12 apprenticeships completed or in process

Efficiency improvements equivalent to 1200 days over plan period

500 additional affordable homes delivered or in pipeline

Great Homes



65 PRS homes acquired or in pipeline

2 regeneration schemes approved

87% satisfied with overall quality of home

100% of homes meet compliance requirements

Carbon reduction target

Stronger Communities



90%+ customer satisfaction

85% satisfied CBH listens to their views and acts upon them

35% of customer contact transitioned to digital services

Deliver £15m of Social Value per year

Support 150 customers into jobs and training each year

£1m of additional benefits for tenants each year

5000 partner hours delivered to our customers each year

150 positive homelessness preventions per year

£1.5m of benefits delivered for Housing Options customers per year

CBH delivery plan performance and satisfaction targets

Inspired People	Average number of working days lost to total sickness
	Average time taken to relet minor void CBC properties (excluding FA and JDC) in days
	% Rent lost through CBC dwellings becoming vacant excluding temp furnished
	Current arrears as % of rental income (excluding court costs)
Great Homes	% dwellings with a valid gas safety certificate
	% tenants satisfied with quality of home
	% repairs completed on first visit
	% of E U and R repairs completed within target
	% tenants satisfied with repairs and maintenance
	% tenants feeling safe and secure in home
Stronger Communities	% closed ASB cases that were resolved
	% tenants satisfied that CBH listens to their views and acts upon them
	% Contact Centre Calls Answered within 60 seconds
	% tenants finding CBH easy to deal with
	Complaints closed at stage 1 - % within agreed timescales
	Successful homeless preventions as a % of opened cases
	% of tenancies ending in less than 12 months