



Board E&D Key Performance Indicators

December 2009

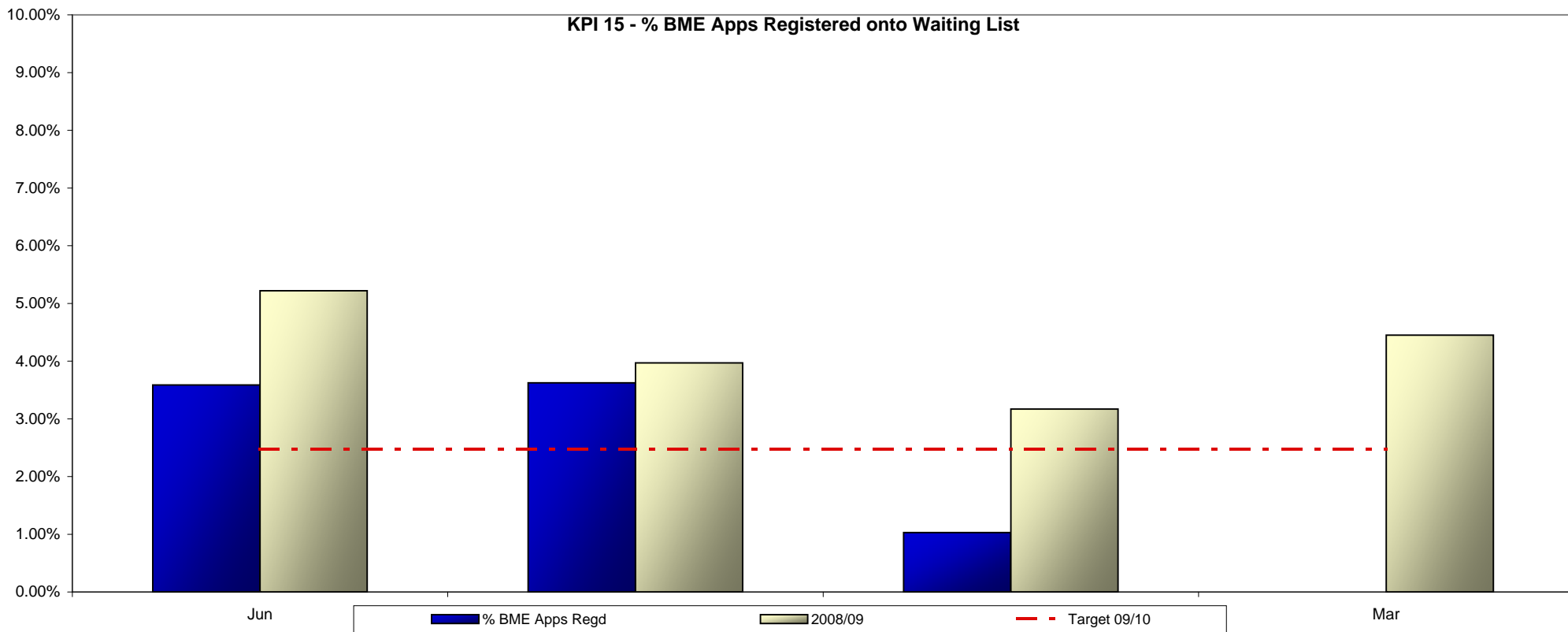
Produced by the Finance & Performance Team

KPI No.	KPI Description	Yr. End 08/09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Yr. to date	Target 2009/10	Top Quartile	Proj. Yr. End
15	% BME Applications registered onto the waiting list	4.25%			3.59%			3.62%			1.03%				2.91%	2.48%	Not Available	😊
16	% BME Offers	2.89%			3.14%			2.96%			1.05%				2.50%	2.48%	Not Available	😊
17	% BME Lettings	3.39%			1.70%			2.34%			2.82%				#####	2.48%	16.50%	😊
18	% BME Board Members	0.00%			0.00%			0.00%			0.00%					5.56%	Not Available	😐
19	% Female Board Members	45.45%			41.67%			50.00%			50.00%					51.50%	Not Available	😐
20	Racial Harassment number of reported cases for BME	4			1			3			5				9	10	Not Available	😐
21	Racial Harassment number of actions taken for BME	2			2			2			0				4	5	Not Available	😊
22	% Racial Harassment Satisfaction for BME	Nil			Nil			Nil			Nil				#N/A	85.00%	Not Available	Not Known
23	% Tenant Satisfaction for BME	N/A														80.00%	77.50%	😊
24	% TARA membership for BME	1.60%			1.60%			1.69%			5.40%					1.73%	Not Available	😊
25	% BME Involved in decision making structures	2.10%			2.23%			1.89%			2.43%				1.78%	1.73%	Not Available	😊

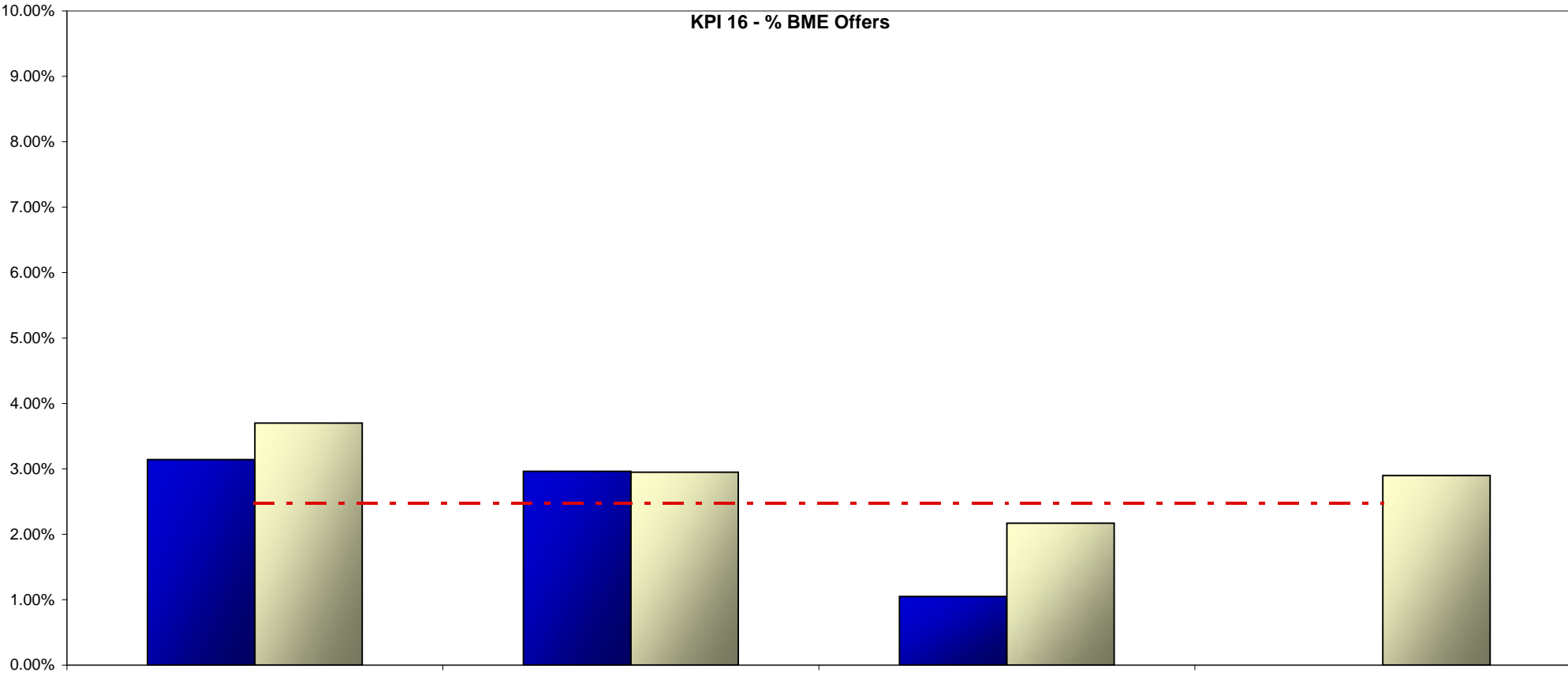
KPI Comments

<u>KPI</u>	<u>Description</u>	<u>Comments</u>
21	Actions taken BME	1 case closed due to no evidence/further complaints, 1 because the tenant abandoned, 1 passed to Police for further action, 2 ongoing.
22	Satisfaction BME	Surveys not sent on the 3 closed
24	TARA Membership	This figure has significantly risen due to a new TARA being established since quarter 2 and also a validation exercise of Equality and Diversity information was undertaken to ensure the data is held is accurate.

KPI 15 - % BME Apps Registered onto Waiting List

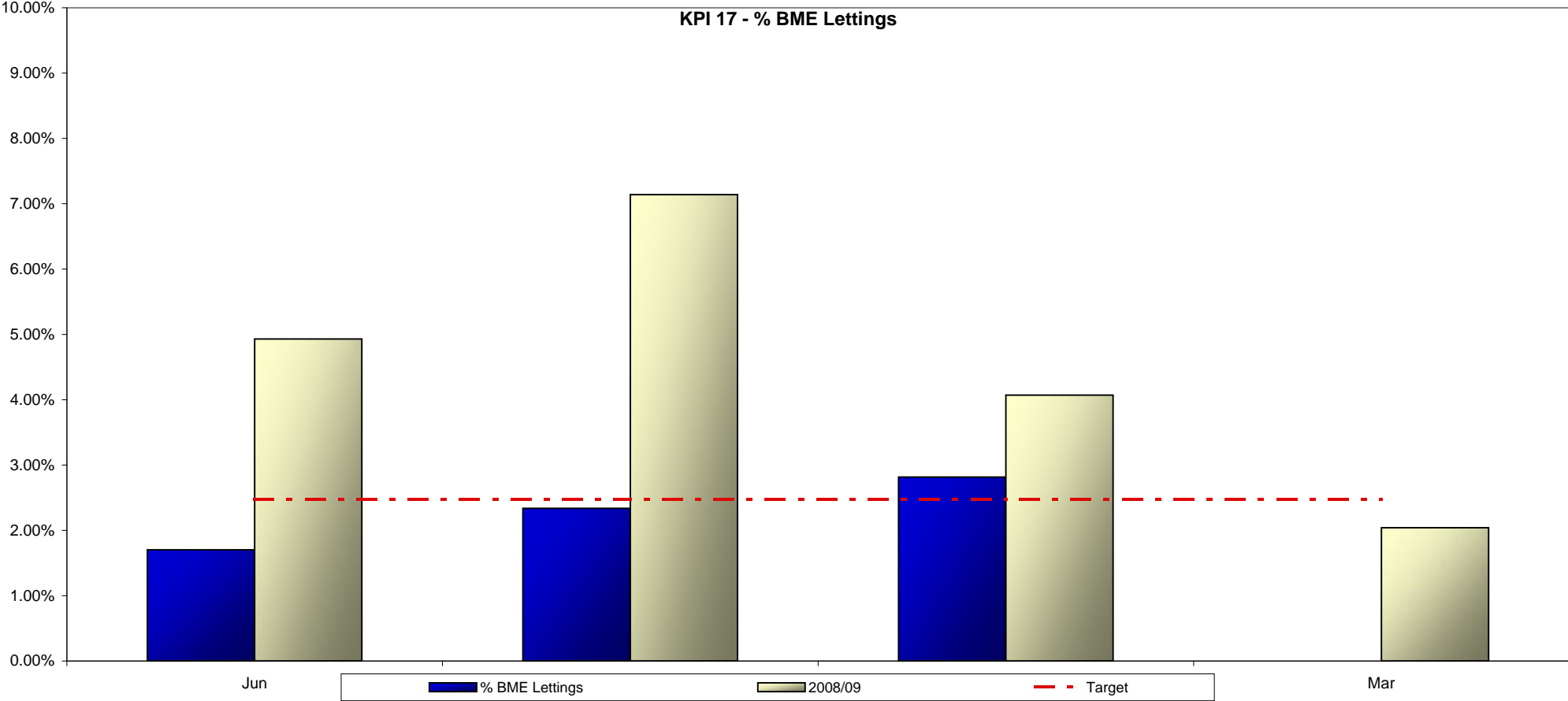


KPI 16 - % BME Offers

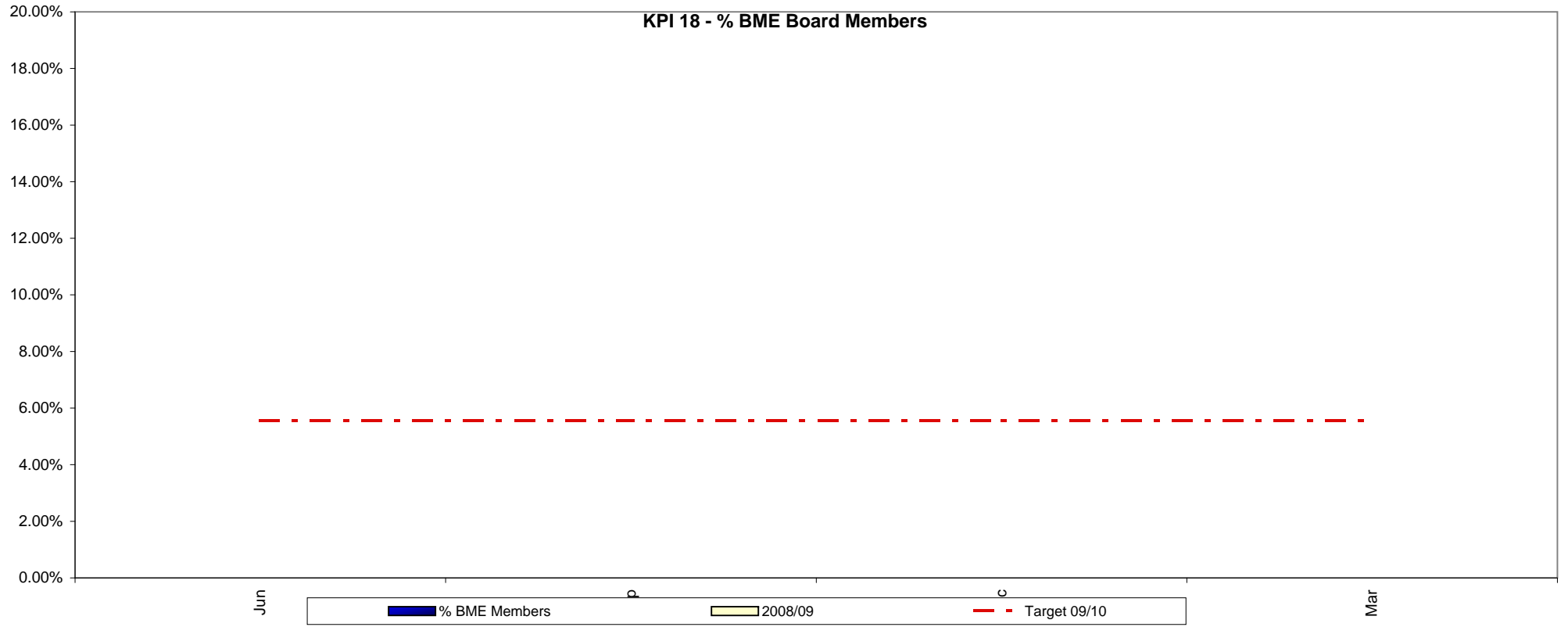


Legend: % BME Offers (blue bar), 2008/09 (yellow bar), Target 09/10 (red dashed line)

KPI 17 - % BME Lettings



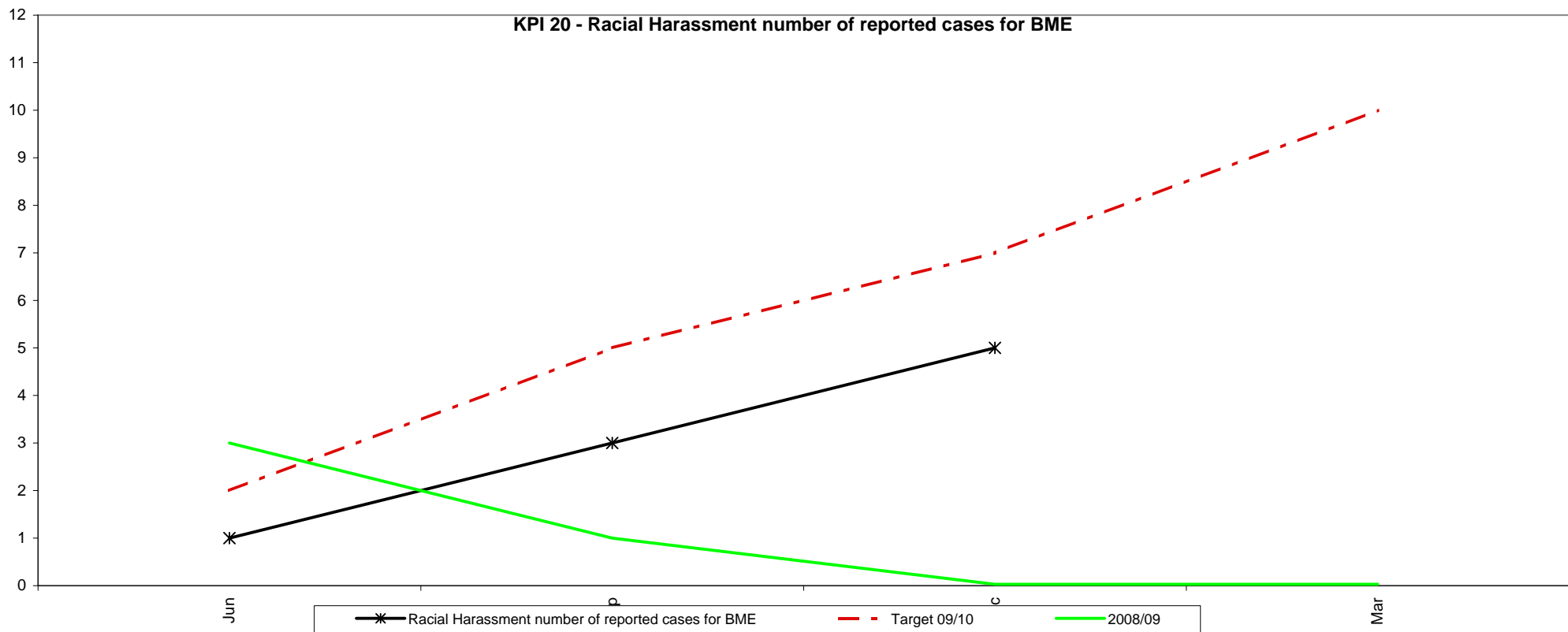
KPI 18 - % BME Board Members



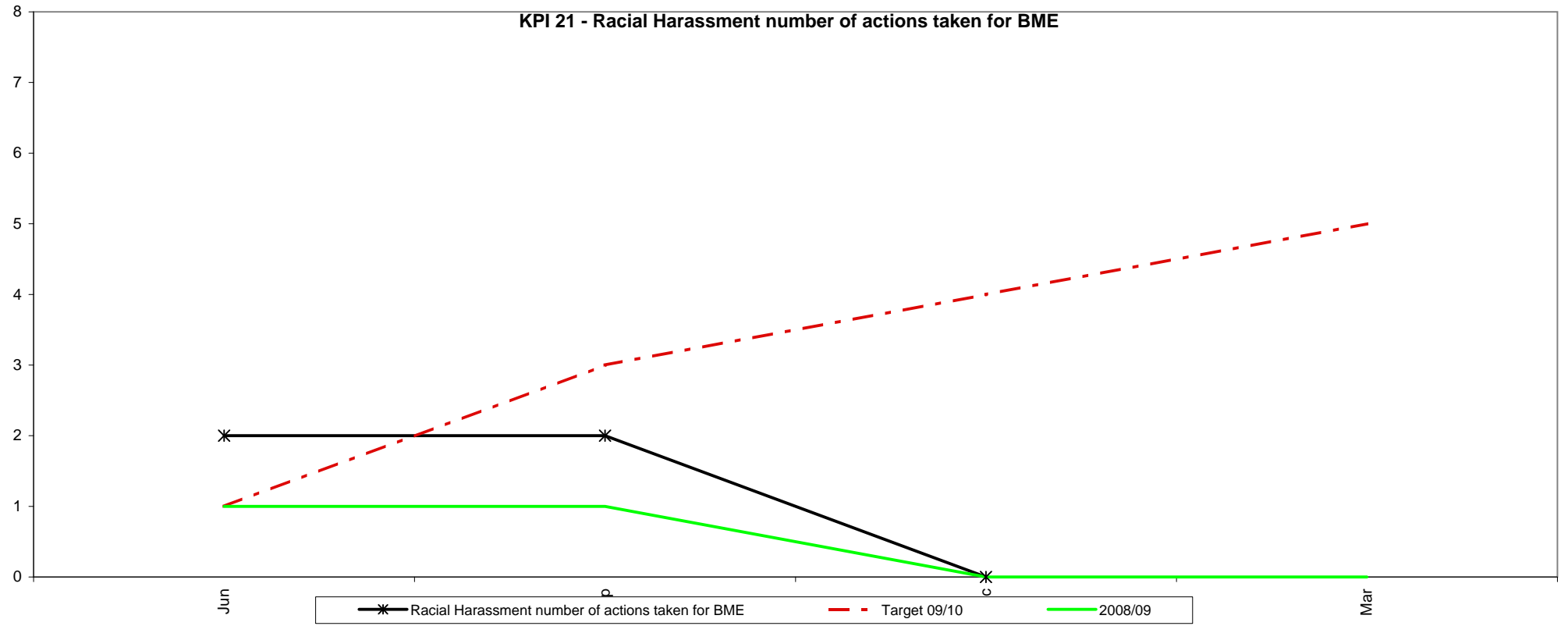
KPI 19 - % Female Board Members



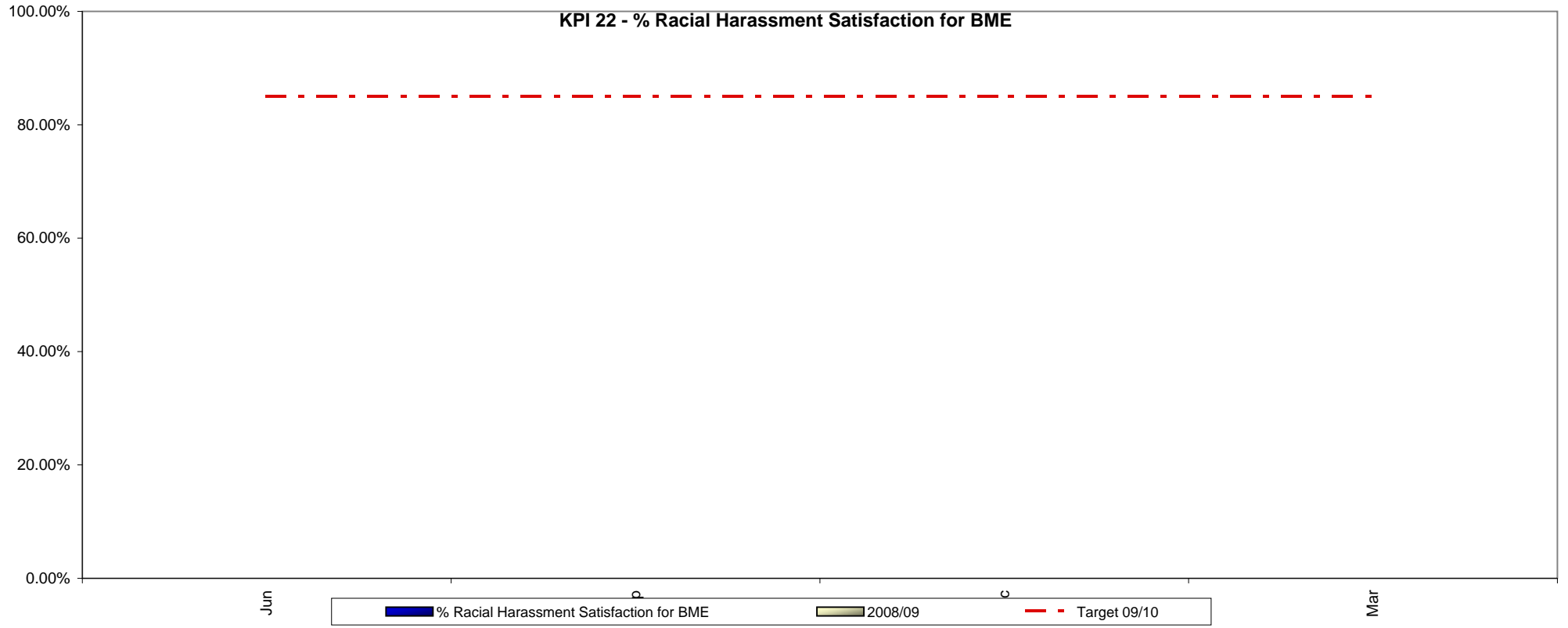
KPI 20 - Racial Harassment number of reported cases for BME

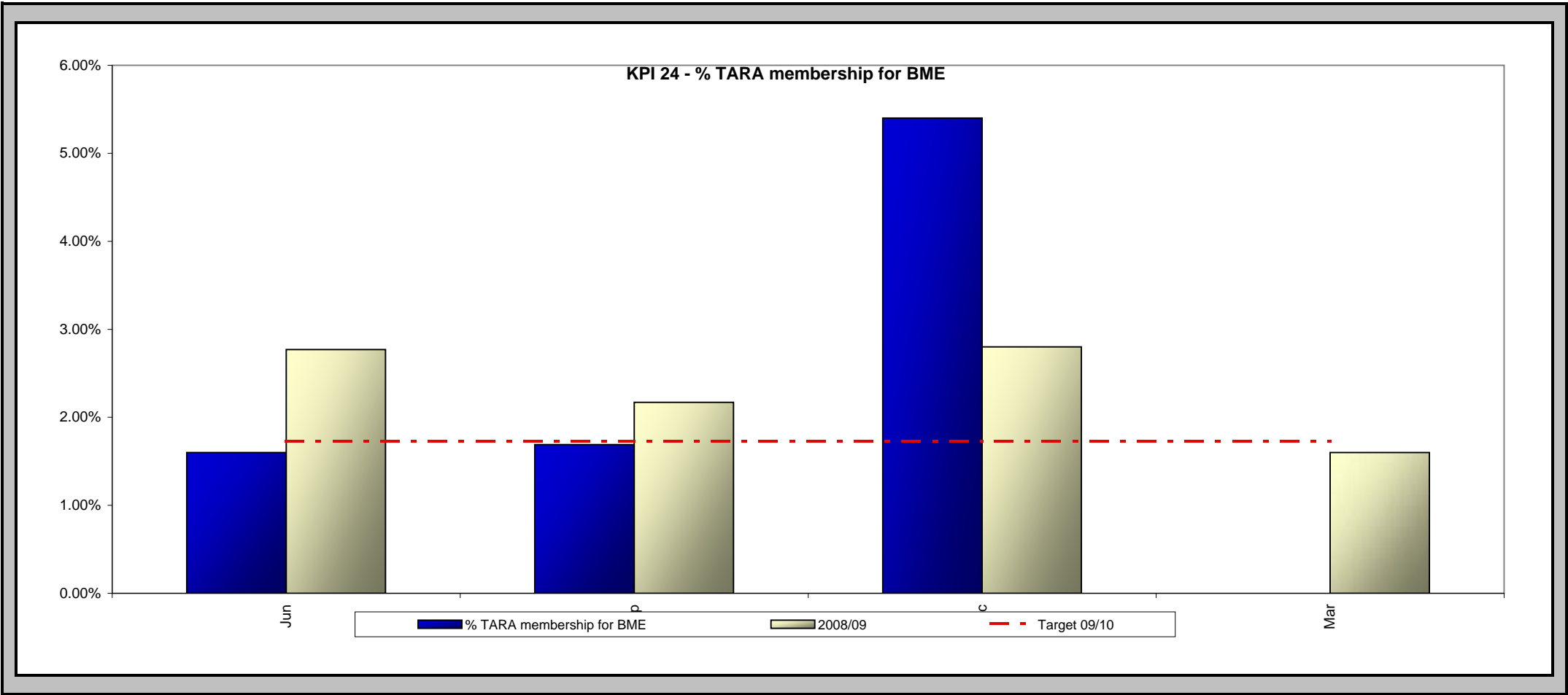


KPI 21 - Racial Harassment number of actions taken for BME



KPI 22 - % Racial Harassment Satisfaction for BME





KPI 25 - % BME Involved in decision making structures

