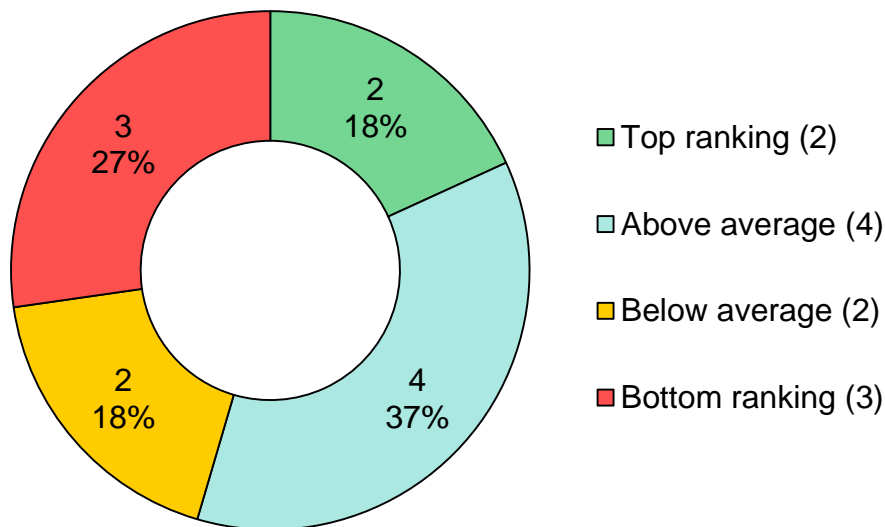


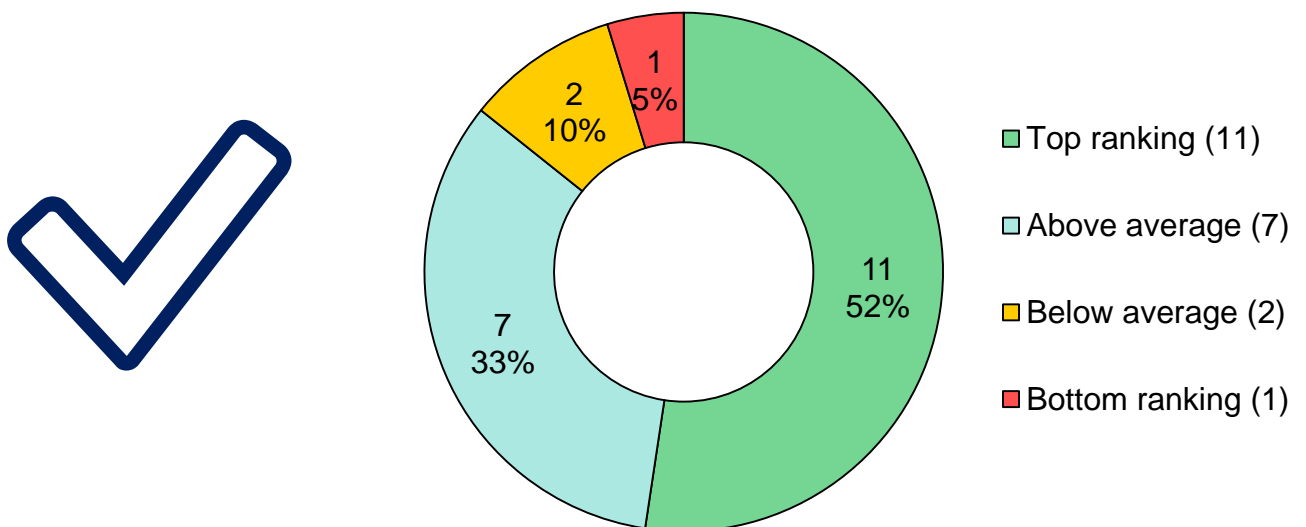
Summary of results: Housemark Cost and performance benchmarking report 2016/17

The attached report provides independent benchmarking analysis by Housemark of the cost and performance of council housing services, which ranks Brighton & Hove within our peer group (a comparator group of 15 councils with a stock of 10,000 dwellings or more). The charts below present rankings against 11 cost indicators and 21 performance indicators.

Cost indicators



Performance indicators



List of cost indicators

Top ranking:

- Total cost per property: responsive repairs and void works
- Major works management spend as % of service provision spend

Above average:

- Responsive repairs management spend as % of service provision spend
- Average cost per void repair
- Cyclical maintenance management spend as % of service provision spend
- Total cost per property: estate services

Below average:

- Void works management spend as % of service provision spend
- Average cost per responsive repair

Bottom ranking:

- Overheads as percentage of direct revenue costs
- Total cost per property: housing management
- Total cost per property: major works and cyclical maintenance

List of performance indicators

Top ranking:

- Total tenant arrears as % rent due (excluding voids)
- Average re-let time in days (standard re-lets)
- Rent loss due to voids
- Average number of responsive repairs per property
- Percentage of dwellings that are non-decent at the end of the year
- Satisfaction with the overall service
- Satisfaction that views are listened to
- Satisfaction that rent provides VFM (value for money)
- Satisfaction with quality of the home
- Satisfaction with ASB complaint outcome
- Satisfaction with ASB complaint handling

Above average:

- Tenancy turnover rate
- Appointments kept as a percentage of appointments made
- Average number of days lost to sickness
- Percentage of calls answered
- Average time taken to answer inbound calls
- Satisfaction with repairs
- Satisfaction with neighbourhood

Below average:

- Average number of calendar days to complete repairs
- Percentage of repairs completed at the first visit

Bottom ranking:

- Staff turnover

