

KPI	Measure	Source	Outcome	Collection Frequency	Reporting Frequency	Board	Annual Report
1	Total number of enquiries received	HHIA Case Management System	Customers experience an excellent service Customers receive a high quality service with grants determined within timescales.	Monthly	Quarterly	X	X
2	Total number of DFG applications received - by borough/district	HHIA Case Management System		Monthly	Quarterly	X	X
3	Total number of DFG applications determined as eligible - by borough/district	HHIA Case Management System		Monthly	Quarterly	X	X
4	Number of DFG grant determinations given within 6 months of receipt - by borough/district	HHIA Case Management System		Monthly	Quarterly	X	X
5	Total number of DFGs completed - by borough/district	HHIA Case Management System		Monthly	Quarterly	X	X
6	Number of DFGs completed 12 months or more after determination - by borough/district.	HHIA Case Management System		Monthly	Annually		X
7	Total number of “privately funded” applications received - by borough/district	HHIA Case Management System	Customers experience an excellent service Customers receive a high quality service with applications determined within timescales.	Monthly	Quarterly	X	X
8	Total number of “privately funded” works completed - by borough/district	HHIA Case Management System		Monthly	Quarterly	X	X
9	Total value of “privately funded” works completed - by borough/district	HHIA Case Management System		Monthly	Quarterly	X	X

10	Number of DFGs completed <£1,000 value - by borough/district	HHIA Case Management System	Customers are supported to maintain independence A wide range of improvements are undertaken to adapt properties to meet customers' needs.	Monthly	Quarterly	X	X
11	Number of DFGs completed £1,001-£4,999 value - by borough/district	HHIA Case Management System		Monthly	Quarterly	X	X
12	Number of DFGs completed £5,000 to £30,000 value - by borough/district	HHIA Case Management System		Monthly	Quarterly	X	X
13	Number of DFGs completed >£30,001 value - by borough/district	HHIA Case Management System		Monthly	Quarterly	X	X
14	Number of DFGs completed where beneficiary is a child - by borough/district.	HHIA Case Management System		Monthly	Quarterly	X	X
15	Number of households ineligible for a DFG provided with advice and information - by borough/district.	HHIA Case Management System	Customers are supported to maintain independence Customers are supported to access further assistance or support to maintain their independence.	Monthly	Quarterly	X	X

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16	Number of referrals made to other services by the HHIA by type – <ul style="list-style-type: none"> a) Home safety b) Befriending c) Dementia d) Assistive technology e) Safeguarding f) Voluntary sector services g) Housing h) Social Care i) GP j) Other 	HHIA office systems	The service supports residents to access other services to maintain or promote independence Customers receive advice and support to access other services.	Quarterly	Quarterly	X	X
17	Total number of DFGs completed where recipient was in hospital immediately prior to completion.	HHIA office systems	The service contributes to wider health and social care improvements The HHIA enables customers to remain at home by undertaking works to support their independence	Quarterly	Quarterly		X
18	Number of grant recipients who report an improvement in being able to undertake daily tasks following completion of works.	HHIA Customer Satisfaction Survey		At end of all completed works	Annual		X

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19	Number of unique visitors to the HHIA web-page(s)	HHIA web-analytics	<p>Awareness of the HHIA services increases over time</p> <p>Residents and professionals have a wide range of easily accessible information.</p>	Monthly	Quarterly	X	X
20	% of respondents who returned a Customer Satisfaction Survey who were happy with the quality of work completed (DFGs)	Customer satisfaction Survey	<p>Customers are provided with an excellent service</p> <p>Contractors working on behalf of the HHIA meet the standards required.</p>	At end of all completed works	Quarterly	X	X
21	% of respondents who returned a Customer Satisfaction Survey who were happy with the quality of work completed (self-funders)	Customer satisfaction Survey	<p>Customers are provided with an excellent service</p> <p>Contractors working on behalf of the HHIA meet the standards required.</p>	At end of all completed works	Quarterly	X	X
22	% of respondents who returned a Customer Satisfaction Survey who were happy with the overall quality of the	Customer satisfaction Survey	<p>Customers are provided with an excellent service</p>	At end of all completed works	Quarterly	X	X

	service received from the HHIA (DFGs)		The HHIA meets the standard of service required.				
23	% of respondents who returned a Customer Satisfaction Survey who were happy with the overall quality of the service received from the HHIA (self-funders)	Customer satisfaction Survey	Customers are provided with an excellent service	At end of all completed works	Quarterly	X	X
24	Number of complaints received.	HHIA office systems	The HHIA meets the standard of service required.	Monthly	Annual	X	X
25	% of complaints upheld.	HHIA office systems		Monthly	Annual	X	X
26	% of all respondents who returned a Customer Satisfaction Survey who would recommend the HHIA to someone else.	Customer satisfaction Survey		At end of all completed works	Annual		X
27	Average time taken to complete works from date application approved (DFGs) – by borough/district	HHIA Case Management System	Customers experience an excellent service	Quarterly	Quarterly	X	X
28	Average time taken to complete works from date application approved (self-funded) – by borough/district	HHIA Case Management System	Customers receive a high quality service with average time to complete works improving year-on-year.	Quarterly	Quarterly	X	X

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29	Number of applications for a DFG approved by tenure – by borough/district: <ul style="list-style-type: none"> - Owned outright - Owned with a mortgage - Private rented - Shared ownership - Rented from a RP - Rented from a local authority 	HHIA Case Management System	Customers are supported to maintain independence Activity encompasses a wide range of tenures.	Quarterly	Annually		X
30	Number of self-funded works completed by tenure – by borough/district: <ul style="list-style-type: none"> - Owned outright - Owned with a mortgage - Private rented - Shared ownership - Rented from a RP - Rented from a local authority 	HHIA Case Management System		Quarterly	Quarterly	X	X
31	Number of applications for a DFG approved by household type – by borough/district	HHIA Case Management System	A wide range of needs are met by the HHIA Activity encompasses a wide range of household types.	Quarterly	Quarterly	X	X
32	Number of self-funded works completed by household type – by borough/district	HHIA Case Management		Quarterly	Quarterly	X	X

		System					
33	Number of applications for a DFG approved by gender – by borough/district	HHIA Case Management System		Quarterly	Annually		X
34	Number of self-funded works completed by gender – by borough/district	HHIA Case Management System		Quarterly	Annually		X
35	Number of applications for a DFG approved by ethnicity – by borough/district	HHIA Case Management System		Quarterly	Annually		X
36	Number of self-funded works completed by ethnicity – by borough/district	HHIA Case Management System		Quarterly	Annually		X
37	Number of applications for a DFG approved by age – by borough/district	HHIA Case Management System		Quarterly	Annually		X
38	Number of self-funded works completed by age – by borough/district	HHIA Case Management System		Quarterly	Annually		X