

Strategic Performance Indicators

Each of the measures below help us see how well we are performing against the Strategic Objectives in our Corporate Plan

Making a Difference

Teamwork Honesty Professionalism Respect Commitment

Mar 2017



STANDARD

Regulatory Judgement - Co-Regulation Status

The Welsh Government's assessment on Financial Viability and Governance & Services

Sets out whether we have adequate financial resources to meet current and future business and financial commitments

Nov 2016



PASS

Code of Governance

Do we comply with the Community Housing Cymru (CHC) Code of Governance?

Sets out a benchmark for Welsh housing governance

Mar 2017

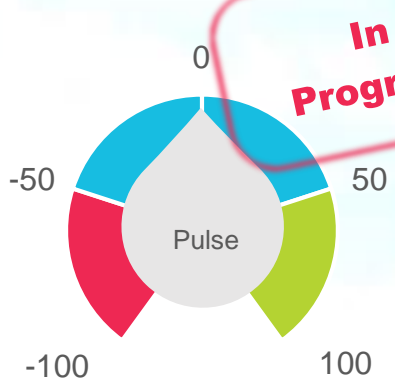


Community Reinvestment

£1.99 reinvested into our communities for every £1 spent

Based on the Local Multiplier 3 (LM3) toolkit to measure how spending generates local economic impact

Growth		
The change in the number of properties we own since March 16		
Type of Home	Number @ Mar-17	Movement
Bungalow	371	⇒ 0
Flat	2,536	↑ 11
House	5,708	↓ 62
Maisonettes	5	⇒ 0
Sheltered Bungalow	84	⇒ 0
Sheltered Housing	372	↓ 17
Grand total	9,076	↓ 68

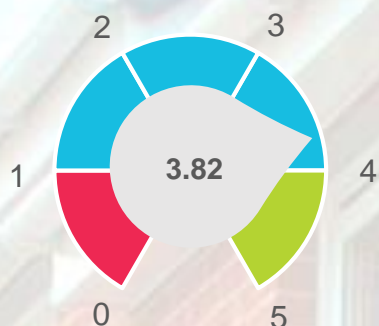


Tenant Pulse

Would you recommend us as a landlord to family and friends?

This is a single number that can be tracked to inform decisions about processes, services and other innovations

Jul 2016



Employee Engagement Score

The employee engagement score taken from the Gallup Engagement Survey 2016

Engaged staff are involved in and enthusiastic about their work

Where we did well

My colleagues are committed to doing quality work

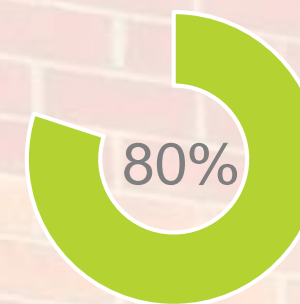
I have the materials and equipment to do my work right

Where we want to improve

In the last seven days, I have received recognition or praise for doing good work

This last year, I have had the opportunities to work and grow

Jul 2016



High Performing Workforce

The percentage of our workforce who are high performing

This is our assessment against our Making a Difference Dialogue process