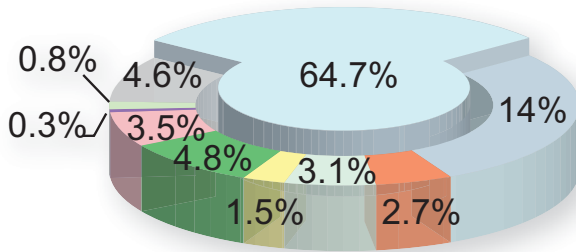
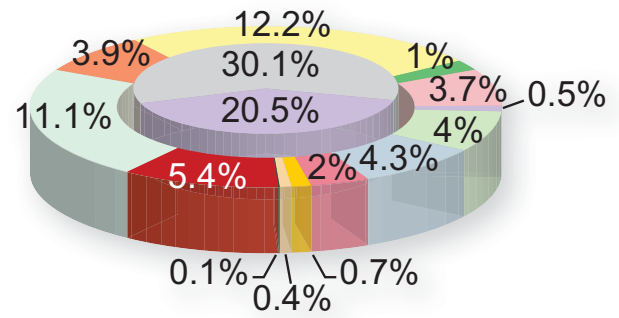


Performance



£'000	INCOME
65,457	Rents & service charges
14,196	Grants - Care & Support
2,690	Development management fees
3,167	Grants - Community involvement
1,481	First tranche shared ownership sales
4,820	Sale of housing properties
3,533	Properties developed for sale to other registered providers
290	Sales & marketing fees
786	Properties developed for sale - non social housing
4,695	Other
101,115	TOTAL



£'000	EXPENDITURE
28,978	Management costs (including wages)
19,781	Net interest
5,157	Service charge costs
10,704	Support
3,793	Rent - private sector landlords
11,769	Maintenance / repairs
979	First tranche shared ownership sales
3,533	Properties developed for sale to other registered providers
521	Properties developed for sale - non social housing
3,882	Development costs
4,150	Community involvement - programme costs
1,939	Housing properties depreciation
634	Rent losses from bad debts
383	Other
56	Corporation tax
96,259	TOTAL

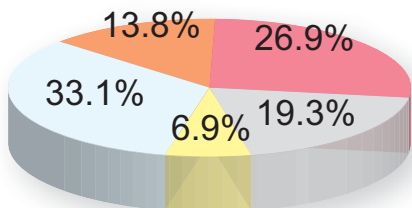
	2009-10 Performance	2010-11 Performance	2010-11 Target
MAINTENANCE AND REPAIRS (EAST HOMES)			
% Emergency repairs completed within timescales	98.7%	93.6%	97%*
% Urgent repairs completed within timescales	92.8%	98.4%	97%*
% Routine repairs completed within timescales	90.5%	97.1%	97%*
% Stock meeting Decent Homes Standard	98.0%	100%	100%
VOIDS AND LETTINGS			
General Needs relet time	27.4 days	22.27 days	28 days
Supported Housing relet time	47.5 days*	59 days	46 days
% of General Needs stock vacant and available to let	0.4%	0.4%	0.4%
% of General Needs stock vacant but unavailable to let	0.5%	1.0%	1.2%
FINANCIAL INDICATORS			
General Needs arrears	4.71%	4.25%	5.3%
Shared Ownership arrears	3.31%	2.13%	4.5%
Number of Shared Ownership sales	31	11	N/A
Number of Rent Now, Buy Later completions	106	49	N/A
Average void period for sales	15.2weeks	6.2weeks	12 weeks
RESIDENT SATISFACTION			
Satisfied with overall service	76.1%	70.0%	N/A
Satisfied with views being taken into account	69.9%	68.1%	70%
Number of residents satisfied with SER services	97.6%	94.8%	85%

*Excludes foyers.

Performance figures for the Group's housing services, including the resident profile of both our social rented and supported homes.

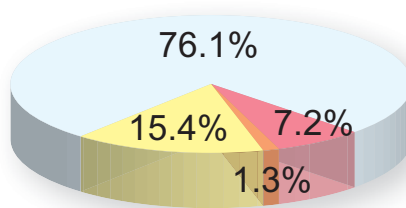
GENERAL NEEDS RESIDENT PROFILE

Household types of new tenants



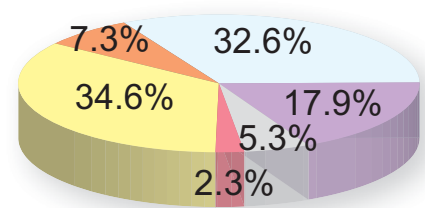
- Older people
- Single adult
- Multi adult - no children
- Lone parent
- Multi adult - with children

Age of new tenants



- Under 18 (0%)
- 18 - 24 years
- 25 - 59 years
- 60 - 74 years
- Over 75

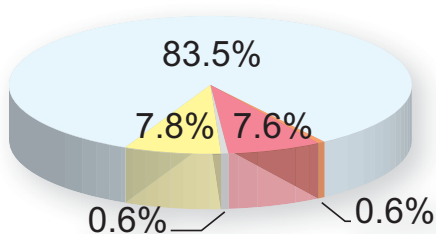
Ethnicity of new tenants



- White British
- White other (incl Irish)
- Black/Black British
- Asian/Asian British
- Mixed
- Chinese/other

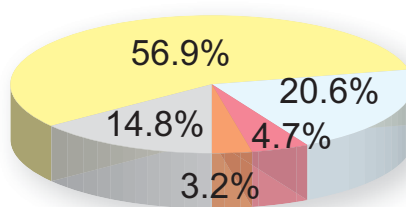
SUPPORTED HOUSING RESIDENT PROFILE

Household types of new tenants



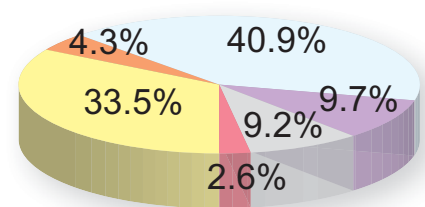
- Older people
- Single adult
- Multi adult - no children
- Lone parent
- Multi adult - with children

Age of new tenants



- Under 18
- 18 - 24 years
- 25 - 59 years
- 60 - 74 years
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Ethnicity of new tenants



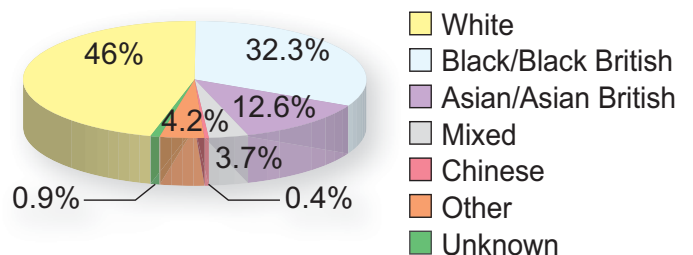
- White British
- White other (incl Irish)
- Black/Black British
- Asian/Asian British
- Mixed
- Chinese/other

COMPLAINTS: 2010-11

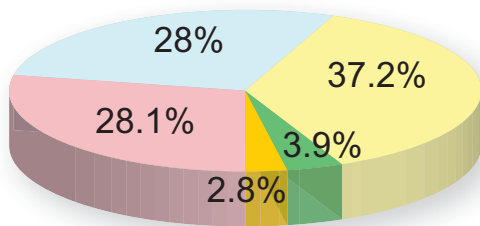
860 stage 1 complaints
 52 stage 2 complaints
 2 complaints referred to Housing Ombudsman

ETHNICITY OF STAFF

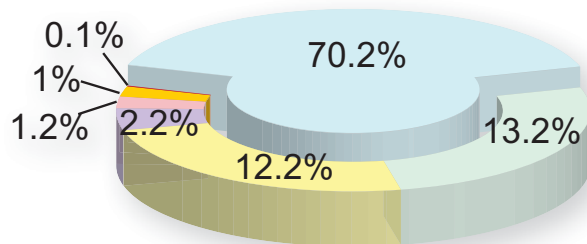
We had 805 employees on 31 March 2011



Performance information for our social and economic regeneration projects and schemes, including foyers.



£'000	INCOME
3,604	Supporting people
3,587	Rent and service charges
4,767	Grants / donations (including funding from East Homes)
499	Other activities
365	Other
12,822	TOTAL



£'000	EXPENDITURE
8,996	Accommodation services
1,693	Community involvement and regeneration
1,561	Childrens centres
280	Education and employment
150	Time for Youth
132	Management & administration
10	Property management
12,822	TOTAL

Foyer performance	
<ul style="list-style-type: none"> • 57% of all foyer residents were in employment, education or training activities • An average of 20 foyer residents a month took part in volunteering • 78% of all foyer residents who moved-on, did so having successfully met all the goals in their support plan • 73% of the 408 foyer resident departures were planned 	<ul style="list-style-type: none"> • 39% of people who moved-on from the foyers were in education or training programmes • 19% moved-on with a level 1 or above qualification • 12% left with a basic skills qualification • 18% people moved-on from the foyer with employment • First Step Foyer assisted a total of 41 referrals to other housing (supported or otherwise), up from 23 in 2009/10

