



## QHS Results- Spring 2009



| Criteria               | Opening & Reception | Telephone Accessibility | Information & Documentation | People Seeking Housing | Maintenance | Rent payment / collection | Complaints | Estate Management | Participation | Equality & Diversity |
|------------------------|---------------------|-------------------------|-----------------------------|------------------------|-------------|---------------------------|------------|-------------------|---------------|----------------------|
| Toynbee                | 88                  | 87                      | 70                          | 84                     | 90          | 89                        | 76         | 71                | 75            | 81                   |
| Island Homes           | 85                  | 80                      | 79                          | 85                     | 86          | 92                        | 78         | 71                | 73            | 74                   |
| Community              | 91                  | 79                      | 81                          | 88                     | 84          | 91                        | 82         | 84                | 88            | 85                   |
| One Housing Group Avg  | 88                  | 82                      | 76                          | 85                     | 86          | 90                        | 78         | 75                | 78            | 80                   |
| <b>QHS Target</b>      | <b>76</b>           | <b>79</b>               | <b>66</b>                   | <b>72</b>              | <b>73</b>   | <b>81</b>                 | <b>64</b>  | <b>68</b>         | <b>69</b>     | <b>72</b>            |
| <b>Enhanced Target</b> | <b>84</b>           | <b>83</b>               | <b>74</b>                   | <b>75</b>              | <b>78</b>   | <b>90</b>                 | <b>72</b>  | <b>74</b>         | <b>76</b>     | <b>84</b>            |

### On Site Audit Results (latest audit in bold / Spring 09)

| Criteria          | Opening & Reception | Telephone Accessibility | Information & Documentation | People Seeking Housing | Maintenance | Rent payment / collection | Complaints | Estate Management | Participation | Equality & Diversity |
|-------------------|---------------------|-------------------------|-----------------------------|------------------------|-------------|---------------------------|------------|-------------------|---------------|----------------------|
| Toynbee London    | 87%                 | <b>100%</b>             | 87%                         | 83%                    | 67%         | 93%                       | 90%        | <b>79%</b>        | <b>88%</b>    | <b>87%</b>           |
| Toynbee Berkshire | 87%                 | 83%                     | 76%                         | 94%                    | 81%         | 91%                       | 77%        | <b>83%</b>        | <b>88%</b>    | <b>87%</b>           |
| Island Homes      | 84%                 | <b>100%</b>             | 85%                         | 92%                    | 60%         | 92%                       | 78%        | <b>83%</b>        | <b>88%</b>    | <b>87%</b>           |
| Community         | 86%                 | <b>100%</b>             | 84%                         | 94%                    | 81%         | 91%                       | 88%        | <b>86%</b>        | <b>88%</b>    | <b>87%</b>           |

### Mystery Shopping (latest audit in bold / Spring 09)

| Date                   | Sep-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Toynbee London         |        | 89.6%  |        |        | 85.4%  |        | 85.4%  |        |        | 97.9%  |
| Toynbee Berkshire      | 64.6%  |        |        |        | 93.8%  | 64.6%  |        |        |        |        |
| Island Homes - Milwall |        |        | 81.3%  |        |        |        |        |        | 75.0%  |        |
| Island Homes - Samuda  |        |        | 91.7%  |        |        |        |        |        |        |        |
| Community              |        | 83.3%  |        | 68.8%  |        |        | 79.2%  |        |        | 72.2%  |