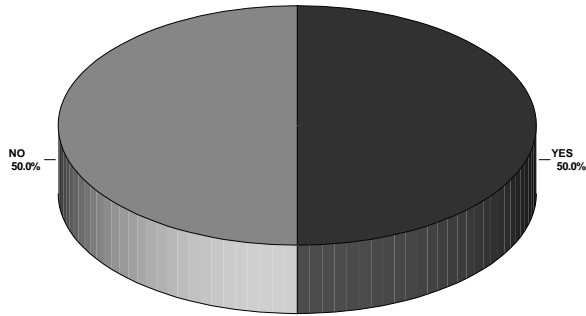


# BENCHMARKING QUESTIONNAIRE 2000/01

## Question

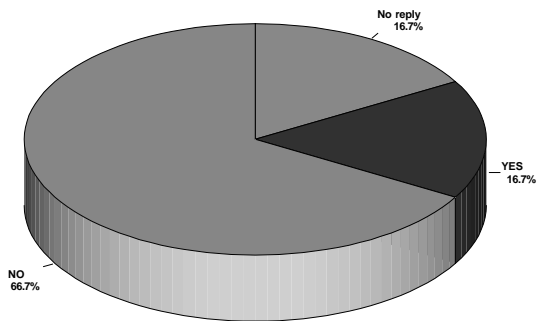
1 Does the authority follow the Commission for Racial Equality's Code of Practice in rented housing?

Commission for Racial Equality's Code of Practice



2 Do you have a BME Strategy?

BME Strategy



3 New tenancies given to vulnerable people, excluding elderly people, as a percentage of all new tenancies except those given to the elderly?

22%	BDC
Not known	SHHA
7%	FHDC
34.87%	MSDC
3.40%	St EBC
3%	ORBIT

4 The percentage of lettings to new tenants arranged by the Council/RSL, whether in its own dwellings or through its nominations to housing associations to:-

Homeless Households:	19%	BDC	Others:	81%	BDC
	4%	FHDC		96%	FHDC
	23.28%	MSDC		76.72%	MSDC
	10.60%	St EBC		89.40%	St EBC
	Not applicable	ORBIT		Not applicable	ORBIT
	Not applicable	SHHA		Not applicable	SHHA

5 The percentage of dwellings that are empty at 31.3.01:-

Available for letting or awaiting minor repairs:	0.594%	BDC	Others:	0.05%	BDC
	0.77%	SHHA		0.42%	SHHA
	0.43%	FHDC		1	FHDC
	0.85%	MSDC		0.17%	St EBC
	0.35%	St EBC		0	ORBIT
	1.10%	ORBIT			

6 What is your total stock at 31.3.01?

3916	BDC
6884	SHHA
2993	FHDC
3762	MSDC
6306	St EBC
854	ORBIT

7 How many applications are held on your Housing Register?

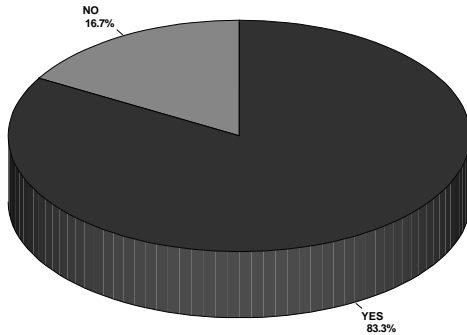
Applicants:	1039	BDC	Transfers:	358	BDC
	None	SHHA		None	SHHA
		FHDC		255	FHDC
	1173	MSDC		374	MSDC
	2695	St EBC		640	St EBC
	540	ORBIT		143	ORBIT

8 How many active applications in housing need are held on your Housing Register?

Applicants:	422	BDC	Transfers:	358	BDC
	1763	SHHA		382	SHHA
	997	FHDC		255	FHDC
	736	MSDC		231	MSDC
	2041	St EBC		640	St EBC
	540	ORBIT		143	ORBIT

9 Do you acknowledge receipt of applications?

Receipt of Applications

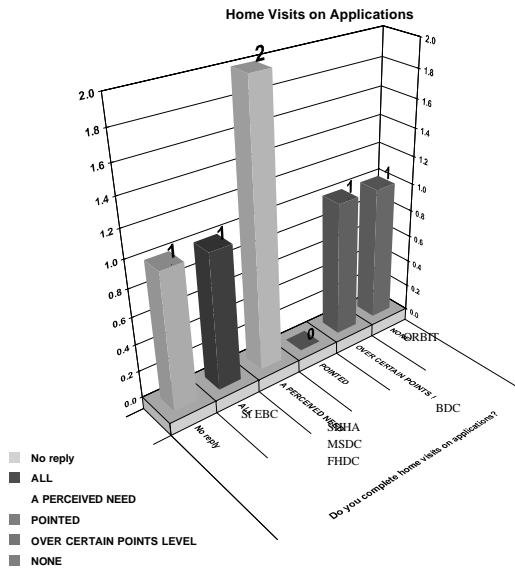


BDC	Yes
SHHA	Yes
FHDC	Yes
MSDC	No
St EBC	Yes
ORBIT	Yes

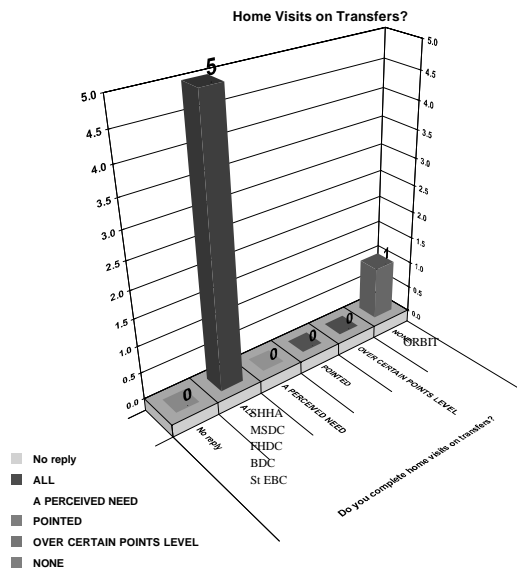
10 What is the target acknowledgement time?

Day of receipt of application	BDC
2	SHHA
7 days	FHDC
10	St EBC
Not applicable	ORBIT
Do on day of receipt	MSDC

11 Do you complete home visits on applications?

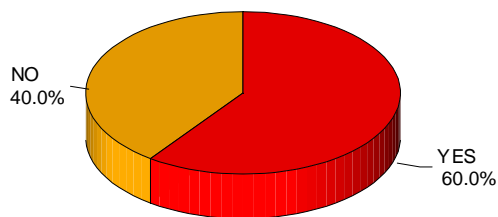


12 Do you complete home visits on transfers?



13 Do you have a target time to complete home visits?

Target time to complete home visits?



14 If YES, what is the target time?

15 working days	BDC
28	SHHA
Only wait list applicants within 3 months of offer made.	St EBC
N/A	ORBIT
No target date	MSDC
No target date	FHDC

15 What percentage of home visits are completed within target?

78%	BDC
All	SHHA
100%	St EBC
N/A	ORBIT
Blank	MSDC
Blank	FHDC

16 What is the target time taken to match a property (in days)?

10	BDC
1	SHHA
No target	St EBC
N/A	ORBIT
ASAP	MSDC
10 days	FHDC

17 What percentage of matchings are completed within target?

80%	BDC
Not monitored	SHHA
No target set	St EBC
N/A	ORBIT
85%	MSDC
85%	FHDC

18 What is your refusal rate?

28%	BDC
70%	SHHA
11.60%	FHDC
31.64%	St EBC
N/A	ORBIT
40%	MSDC

19 How many reasonable offers are applicants allowed?

Applicants

3	BDC
2 - then deferred - 2 further 12 months	SHHA
2	FHDC
1	MSDC
One - then deferred for 6 months	St EBC
3	ORBIT

Transfers

3	BDC
As above	SHHA
2	FHDC
1	MSDC
One - then deferred for 6 months	St EBC
3	ORBIT

Homeless

1	BDC
1	SHHA
1	FHDC
1	MSDC
One - then discharged duty	St EBC
0	ORBIT

20 What happens once all reasonable offers have been made?

Removal from list until circumstances change.	BDC
Presented to Panel of Senior Members	SHHA
Application suspended for 2 years	FHDC
Deferred	MSDC
Deferred	St EBC
Letter and deleted from Waiting List	ORBIT

21 How many properties are made available to you each year by RSL's?

122	BDC
47 New/Relets	SHHA
67	FHDC
81	MSDC
Varies year to year	St EBC
N/A	ORBIT

22 How many of your nominations are accepted by RSL's each year?

100%	BDC
67	FHDC
81	MSDC
All	St EBC
N/A	ORBIT
No reply	SHHA

23 What is the average target time to match?

21 days new build - 7 days relets	BDC
7 days	FHDC
N/A	MSDC
10 days	St EBC
N/A	ORBIT
Nothing	SHHA

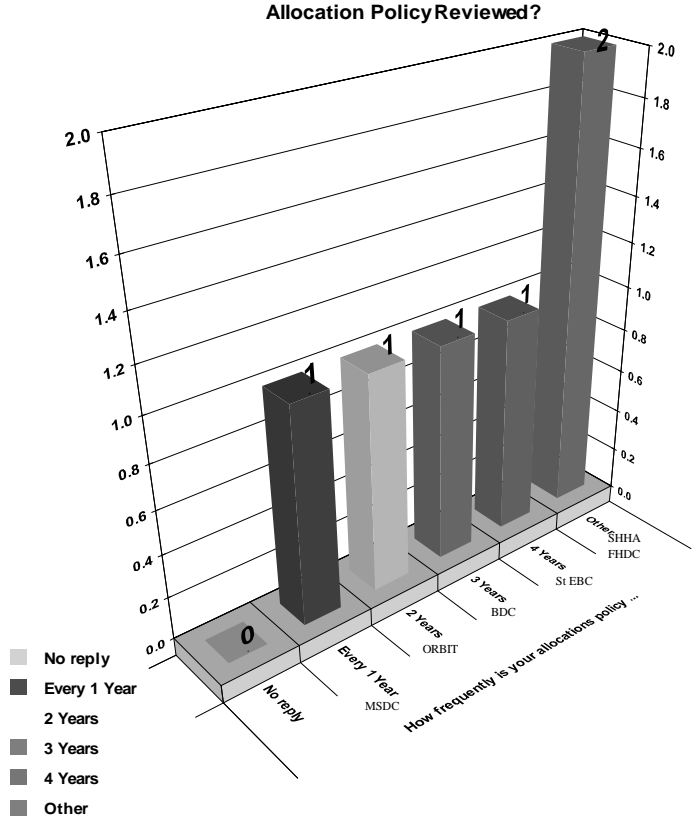
24 What number of those nominations are within the target nomination period?

100%	BDC
90%	FHDC
N/A	MSDC
100%	St EBC
N/A	ORBIT
	SHHA

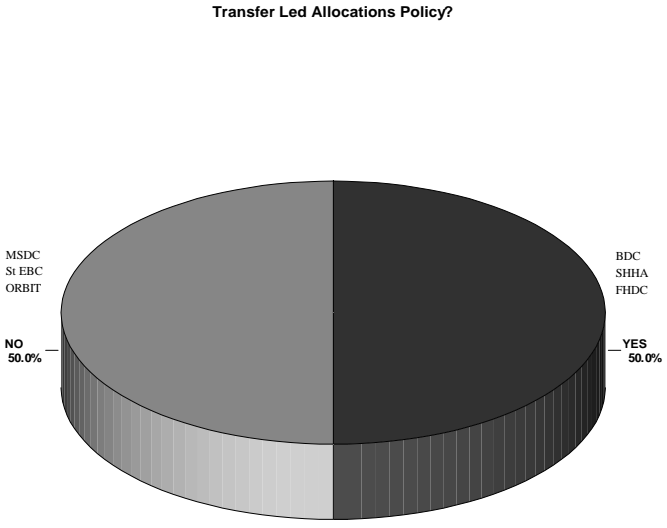
25 What percentage of nomination rights are taken up by you each year (2000/2001)?

100%	BDC
100%	FHDC
100%	MSDC
100%	St EBC
N/A	ORBIT
	SHHA

26 How frequently is your allocations policy reviewed?



27 Do you operate a Transfer Led Allocations Policy?



28 How many working hours are spent on:

Applications per week:

47	BDC
111	SHHA
78.78	FHDC
70 hours per week	MSDC
174	St EBC
One Day	ORBIT

Home Visits per week:

8	BDC
15	SHHA
highlighted within time codes	FHDC
20 hours	MSDC
16	St EBC
None	ORBIT

Matching per week:

27	BDC
10	SHHA
15	FHDC
15	MSDC
40	St EBC
N/A	ORBIT

29 What tenant involvement processes are included within the allocations process?

Input	BDC
None	SHHA
Tenants Forum Input	MSDC & FHDC
Consult with Tenants Forums and tenants via Housing News	St EBC
None	ORBIT