



# Rochdale Boroughwide Housing

FOR INFORMATION

Agenda Item No **2**

**REPORT TO PERFORMANCE  
MANAGEMENT SUB-COMMITTEE**

11 May 2009

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## ***PERFORMANCE MANAGEMENT INFORMATION***

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### **1 Summary**

- 1.1 This report sets out the performance achieved in 2008/09.
- 1.2 The various tables show boroughwide performance against the targets set, together with comparison with the previous year's performance. A quick indicator column within the tables shows whether performance achieved the target for 2008/2009 or not. Charts have been included to provide information on key indicators at area level.
- 1.3 Progress against the local performance indicators is included in **Appendix B**.

#### Quick Indicator Key:

4th quarter boroughwide performance indicates that:

- ✓ performance has exceeded the target
- = performance is roughly equal to the target
- X performance did not achieve the target

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### **2 It is recommended that the sub-committee:**

- 2.1 Note and comment on the performance levels for 2008/09 and targets for 2009/10 and beyond.**

**The Sub-Committee is asked to refer to the 2-page coloured Performance Management Summary report that highlights the areas of concern using a traffic light system. The Board should pay particular attention to the items shaded red. Each indicator on the summary sheet has a reference to link it to the relevant section in the main performance report.**

- 2.2 Note and comment on Appendix B, which details the current information available on the local indicators.**
- 2.3 Note and comment on Appendix C, which gives details of Sheltered Housing performance and consider whether it is appropriate to set specific targets for sheltered housing.**

## 2. Performance and Targets

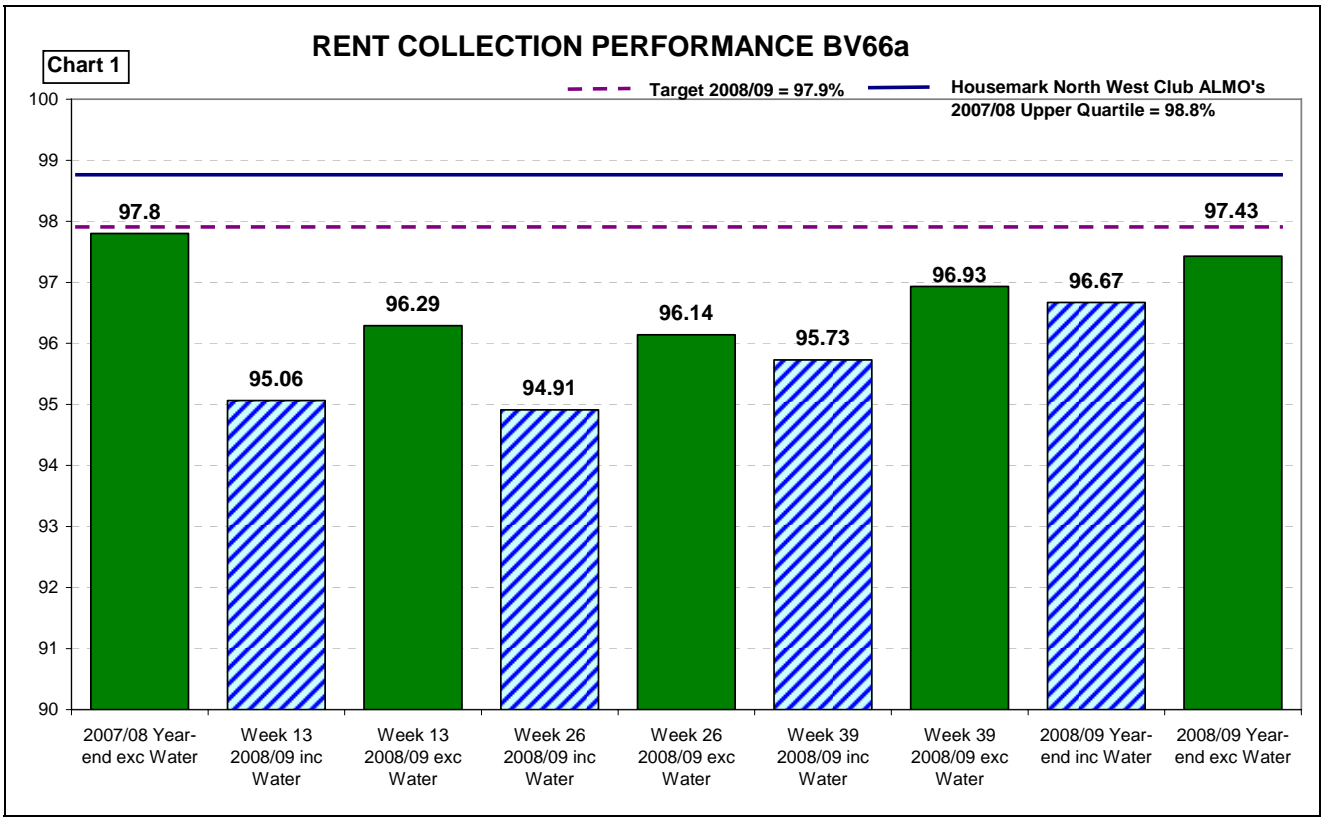
3.1 Rent Collection and Arrears						
Quick Indicator	Performance Indicator	Actual 2008/09	Target 2008/09	Actual 2007/08	Future Targets	Chart Ref.
X	% of rent collected. (includes current tenants arrears in the total of what is to be collected and treats housing benefit as rent collected along with cash) <b>ex BV66a</b>	<b>97.43%</b> (96.67% inclusive of water)	<b>97.9%</b> (97.4% inclusive of water)	<b>97.84%</b> <sup>(1)</sup> (96.8% inclusive of water)	2009/10 = <b>00.0%</b> 2010/11 = <b>00.0%</b> 2011/12 = <b>00.0%</b>	1
X	Number of tenants with more than 7 weeks of (gross) rent arrears as a % of all council tenants. <b>ex BV66b</b>	<b>5.65%</b> (780 tenants)	<b>4.0%</b>	<b>5.62%</b> <sup>(1)</sup> (781 tenants)	2009/10 = <b>00.0%</b> 2010/11 = <b>00.0%</b> 2011/12 = <b>00.0%</b>	
✓	% of tenants in arrears who have had NSP's served <b>ex BV66c</b>	<b>23.5%</b> (1524 NSP's)	<b>25%</b>	<b>21.8%</b> <sup>(1)</sup> (1409 NSP's)	2009/10 = <b>00.0%</b> 2010/11 = <b>00.0%</b> 2011/12 = <b>00.0%</b>	
X	% of tenants evicted as a result of rent arrears. <b>ex BV66d</b>	<b>0.98%</b> <sup>(1)</sup> (137 tenants)	<b>0.90%</b>	<b>0.74%</b> <sup>(1)</sup> (103 tenants)	2009/10 = <b>00.0%</b> 2010/11 = <b>00.0%</b> 2011/12 = <b>00.0%</b>	
X	Arrears of current tenants as a proportion of the rent roll	<b>2.18%</b> (2.78% incl. of water)	<b>1.8%</b> (2.2% incl. of water)	<b>2.21%</b> <sup>(1)</sup> (2.90% incl. of water)	2009/10 = <b>00.0%</b> 2010/11 = <b>00.0%</b> 2011/12 = <b>00.0%</b>	2
X	The % of all current tenants owing over 13 weeks rent (net of housing benefit), excluding those owing less than £250	<b>1.99%</b> (275 tenants)	<b>1.3%</b>	<b>1.79%</b> <sup>(1)</sup> (249 tenants)	2009/10 = <b>0.00%</b> 2010/11 = <b>0.00%</b> 2011/12 = <b>0.00%</b>	-
N/A	Number of 'notices seeking possession' served	<b>1524</b>	<b>N/A</b>	<b>1409</b>	<b>N/A</b>	-
N/A	Number of arrears cases entered into Court	<b>381</b>	<b>N/A</b>	<b>384</b>	<b>N/A</b>	-
N/A	No. of Possession Orders granted	<b>101</b>	<b>N/A</b>	<b>71</b>	<b>N/A</b>	-
N/A	Number of evictions applied for	<b>429</b>	<b>N/A</b>	<b>350</b>	<b>N/A</b>	-
N/A	Number of evictions carried out	<b>137</b>	<b>N/A</b>	<b>103</b>	<b>N/A</b>	-

The committee will see that we have not achieved our target for rent collection for 2008/09. In terms of percent of rent collected performance dropped by 0.41% on last year excluding water and by 0.13% including water.

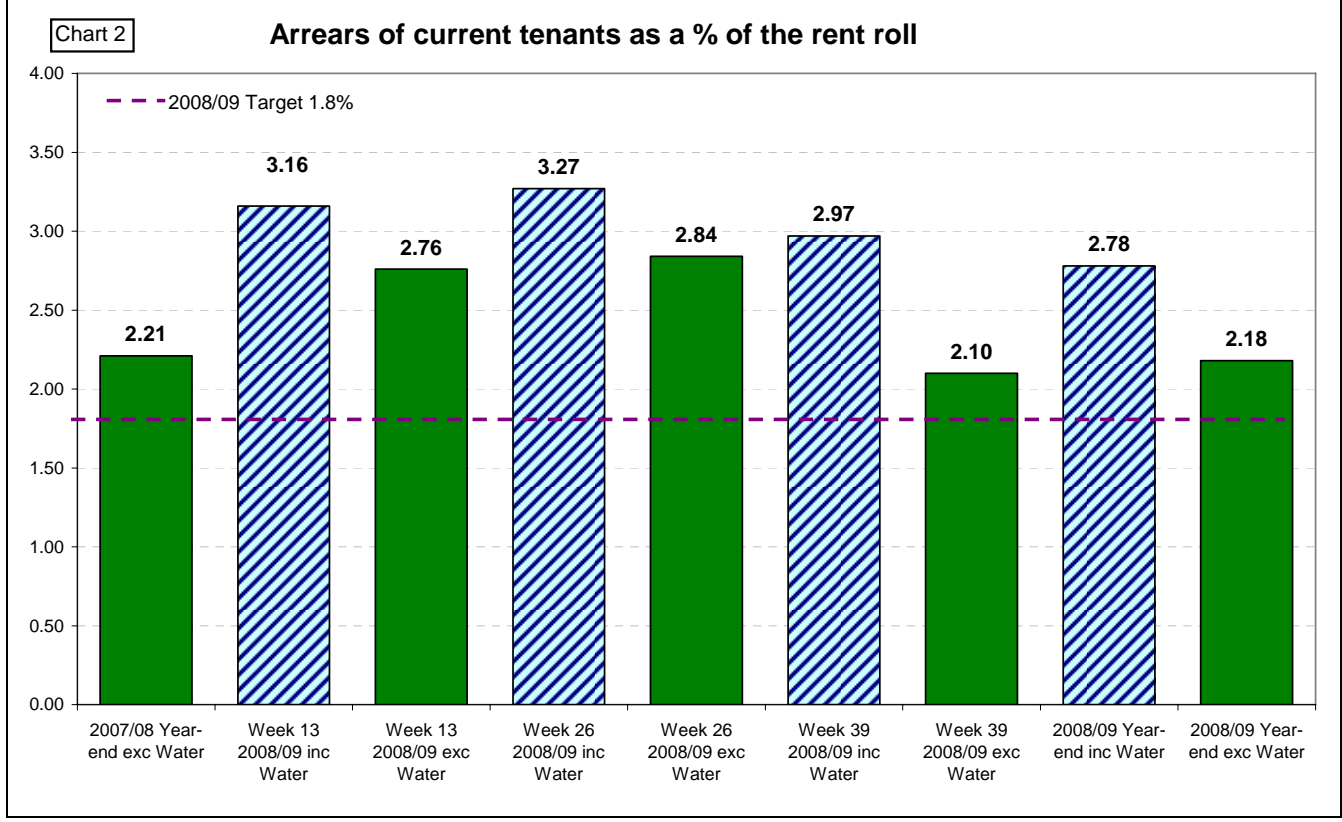
In terms of arrears activity there has been an increase in NSPs served and action taken throughout the year has been in line with procedure.

Several targeted initiatives have also taken place including teatime and Saturday morning visits and telephone contact.

It is clear the economic recession has impacted adversely on performance and is doing so for peer organizations.



Year-end figures by Management Area	<i>WATER CHARGES:</i>	<u>Included</u>	<u>Excluded</u>
	Heywood & Middleton	96.0%	96.5%
	South & Pennines	97.0%	97.8%
	Rochdale North	96.9%	97.6%
	<b>Total</b>	<b>96.7%</b>	<b>97.4%</b>



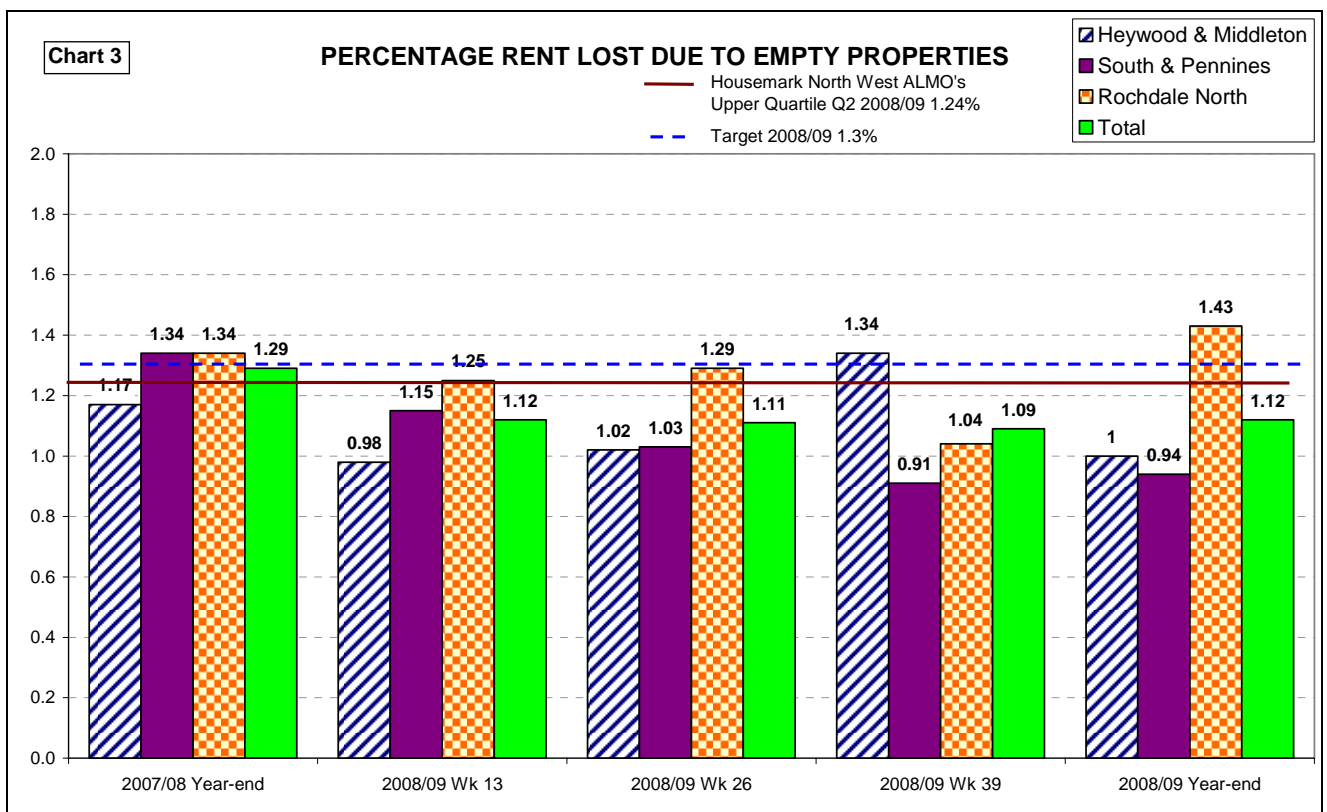
Year-end figures by Management Area	<i>WATER CHARGES:</i>	<u>Included</u>	<u>Excluded</u>
	Heywood & Middleton	3.08%	2.43%
	South & Pennines	2.57%	1.99%
	Rochdale North	2.69%	2.10%
	<b>Total</b>	<b>2.78%</b>	<b>2.18%</b>

### 3.2 Empty Properties

Quick Indicator	Performance Indicator	Actual 2008/09	Target 2008/09	Actual 2007/08	Future Targets	Chart Ref.
✓	Percentage of rent lost with dwellings becoming empty	1.1% <sup>(1)</sup>	1.3%	1.29% <sup>(1)</sup>	2009/10 = 1.3% 2010/11 = 1.1 % 2011/12 = ??%	3
✓	Average relet times (days) (excludes properties that were empty due to under-going major capital works)	27.3 days <sup>(1)</sup>	33 days	34.3 days <sup>(1)</sup> (changed from 33.9)	2009/10 = 31 2010/11 = 30 2011/12 = ??	4
✓	Percentage of stock empty and available for letting	1.01% <sup>(1)</sup> (139 props as at 31.03.09)	1.1%	0.95% <sup>(1)</sup> (132 props as at 31.03.08)	2009/10 = 1.0% 2010/11 = 0.95% 2011/12 = ?.?%	-

Comments:

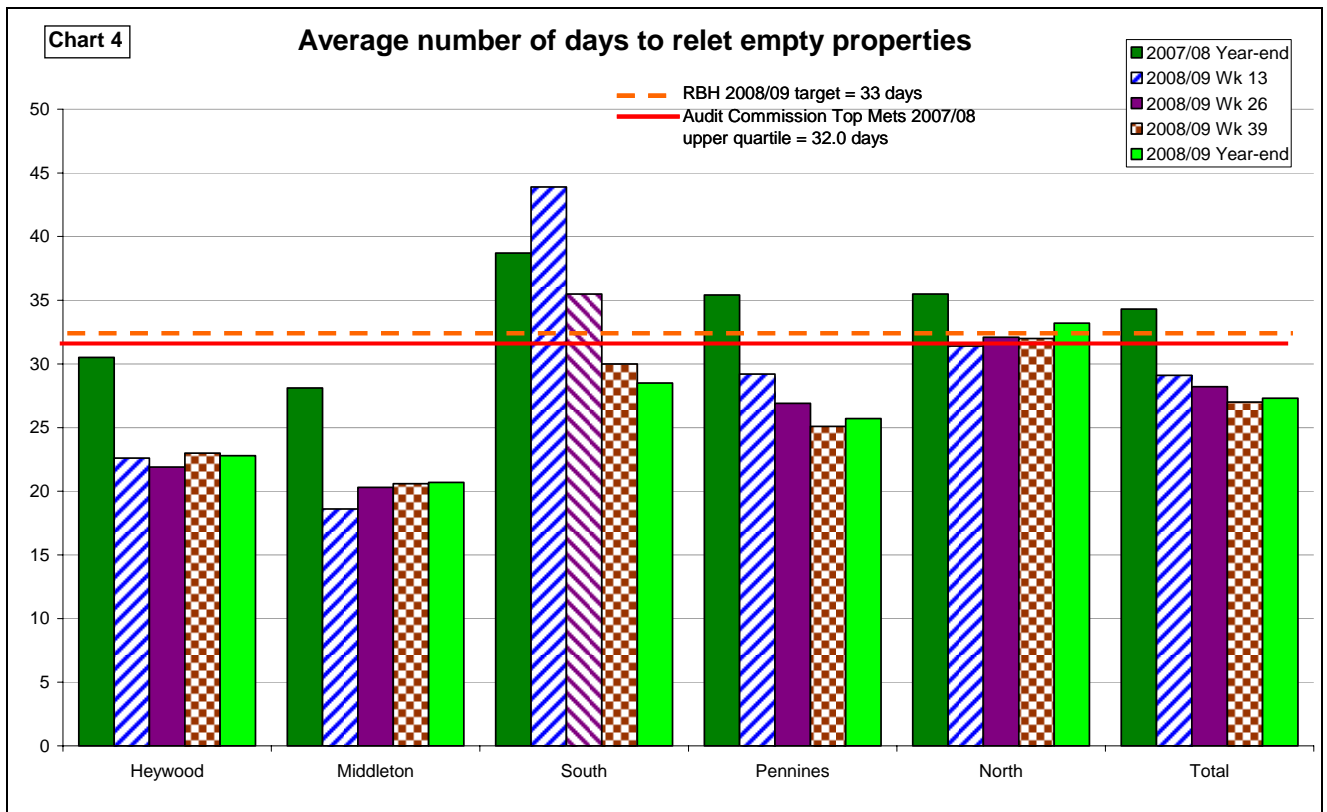
(1) Performance continues to be excellent on these 3 indicators and especially on void turnaround times. Further improvements are expected as we implement the outcomes of Project Viper.



# AVERAGE VOID RELET TIMES BY PROPERTY TYPE (CALENDAR DAYS)

**Q4 2008/09 Cum YTD Figures**

	BUNGALOW	FLAT	HOUSE	MAISONETTE	SHELTERED BUNGALOW	SHELTERED FLAT	TOTAL
<b>HEYWOOD</b>	<b>21.6</b> (12 Props)	<b>19.8</b> (146 Props)	<b>26.0</b> (63 Props)	<b>23.0</b> (24 Props)	<b>10.5</b> (4 Props)	<b>37.7</b> (21 Props)	<b>22.8</b> (270 Props)
<b>MIDDLETON</b>	<b>20.2</b> (17 Props)	<b>20.4</b> (237 Props)	<b>21.1</b> (84 Props)	<b>28.6</b> (32 Props)	<b>24.5</b> (4 Props)	<b>15.6</b> (47 Props)	<b>20.7</b> (421 Props)
<b>PENNINES</b>	<b>23.1</b> (16 Props)	<b>25.1</b> (48 Props)	<b>25.1</b> (759 Props)		<b>39.5</b> (4 Prop)	<b>28.4</b> (20 Props)	<b>25.7</b> (163 Props)
<b>ROCHDALE NORTH</b>	<b>34.4</b> (46 Props)	<b>31.5</b> (372 Props)	<b>41.0</b> (106 Props)	<b>37.3</b> (3 Props)	<b>24.5</b> (6 Props)	<b>27.1</b> (39 Props)	<b>33.2</b> (572 Props)
<b>ROCHDALE SOUTH</b>	<b>25.8</b> (29 Props)	<b>24.8</b> (202 Props)	<b>32.3</b> (216 Props)		<b>28.0</b> (1 Props)	<b>30.2</b> (19 Props)	<b>28.5</b> (467 Props)
<b>CLOVERHALL</b>	<b>63.0</b> (4 Props)		<b>40.6</b> (13 Props)				<b>45.9</b> (17 Props)
<b>TOTAL</b>	<b>28.6</b> (124 Props)	<b>25.6</b> (1005 Props)	<b>30.8</b> (557 Props)	<b>26.8</b> (59 Props)	<b>24.9</b> (19 Props)	<b>25.5</b> (146 Props)	<b>27.3</b> (1910 Props)

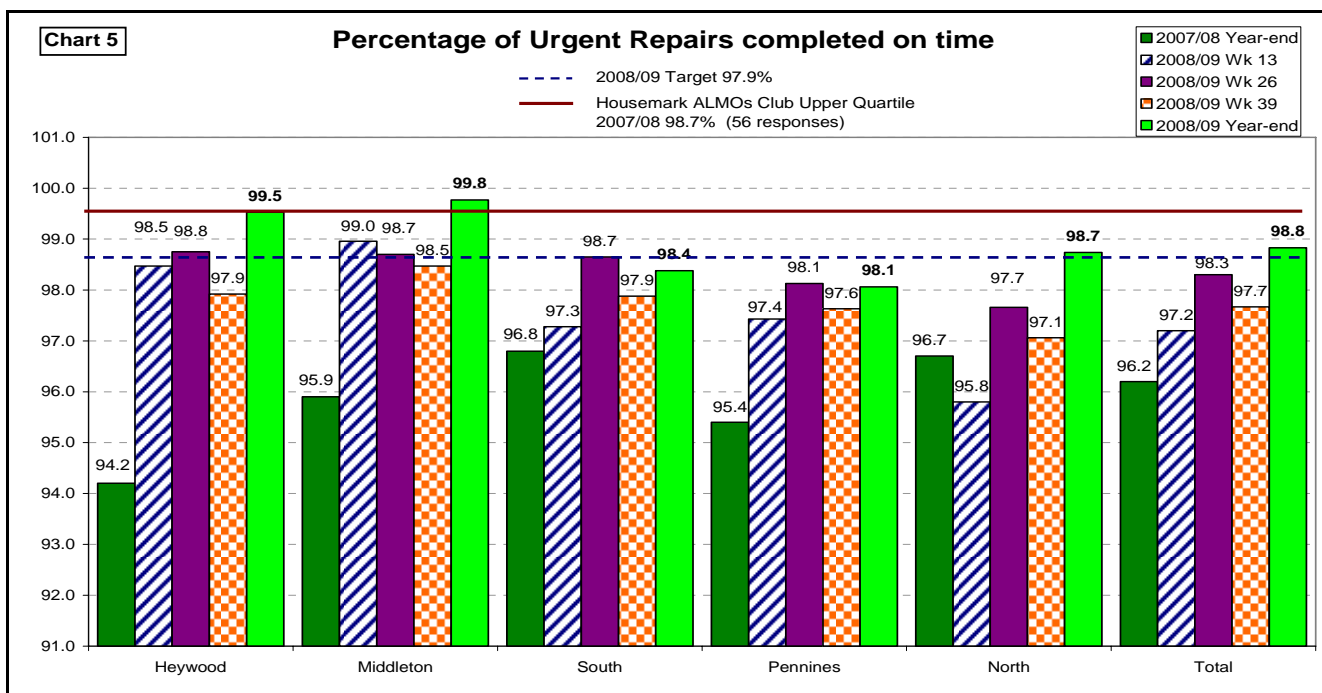


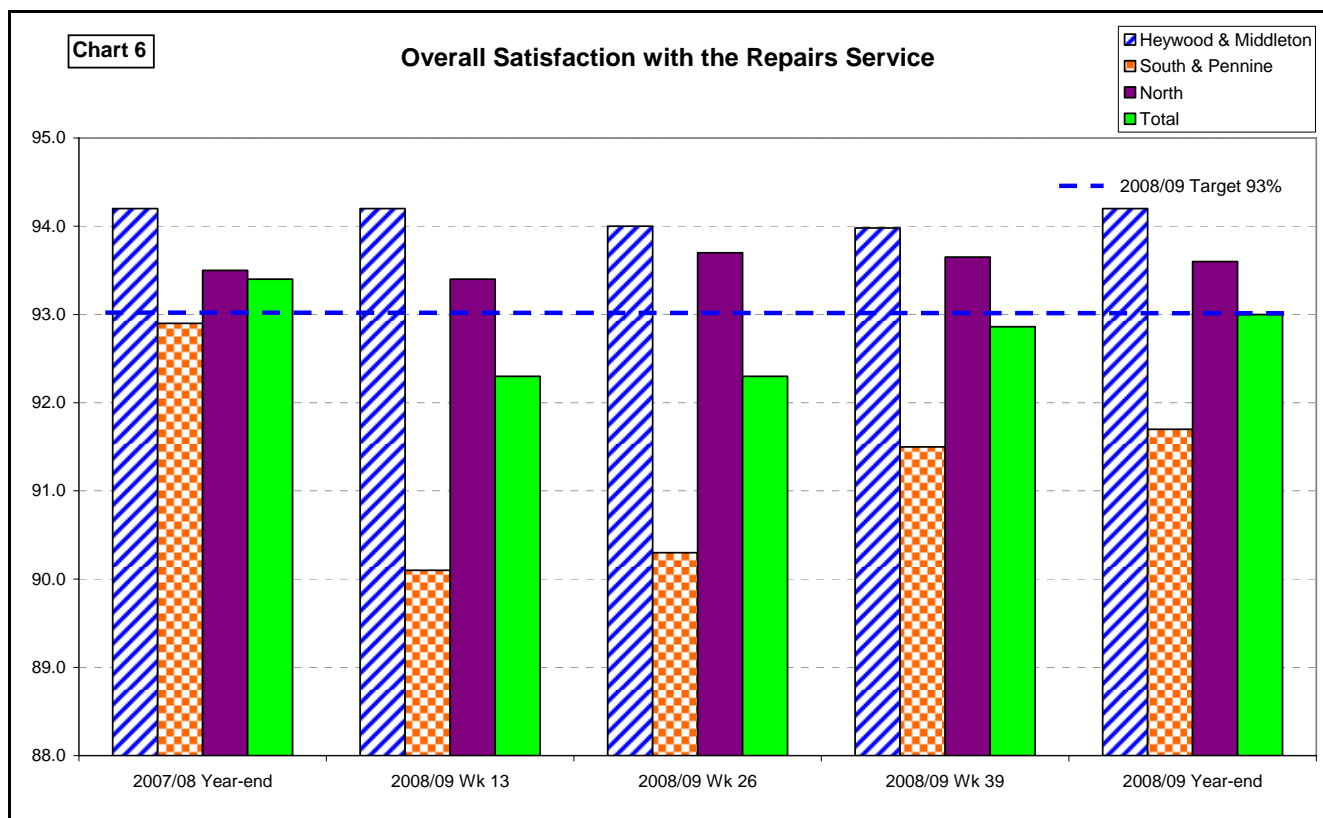
### 3.3 Repairs

Quick Indicator	Performance Indicator	Actual 2008/09	Target 2008/09	Actual 2007/08	Future Targets	Chart Ref.
✓	% of urgent repairs completed in Govt. time limits. (ex BV72)	98.8%	97.9%	96.2%	2009/10 = 98.0% 2010/11 = 98.1% 2011/12 = 00.0%	5
=	Average time to complete non-urgent responsive repairs. (days)	10.5 days	10	9.4 days	2009/10 = 10 2010/11 = 9 2011/12 = 0	-
✓	% of repairs completed within priority timescales.	97.6%	96.0%	96.7%	2009/10 = 96% 2010/11 = 97% 2011/12 = 00%	-
✓	% of repair jobs for which an appointment was made and kept by LA. (Appts made and kept as a % of all repairs which required access) ex BV185	92.5%	83%	87.7%	2009/10 = 84% 2010/11 = 85% 2011/12 = 00%	-
✓	Average time to complete Priority 4 non-urgent responsive repairs (in calendar days)	31.7 days	35 days	37 days	2009/10 = 35 2010/11 = 32 2011/12 = 00	
✓	CPA Emergency & Urgent Right to Repair as a % of all repairs (Note: the lower the better)	33.6%	38%	34%	2009/10 = 38% 2010/11 = 38% 2011/12 = 00%	
N/A	Proportion planned vs responsive R&M expenditure ex BV211a	29.1%	36%	34%		
N/A	Proportion of expenditure on Urgent/Emergency vs Non-urgent repairs ex BV211b	37.4%	N/A	36.3%		
✓	Overall satisfaction with the repairs service (postal and telephone survey combined)	93%	93%	93.4%	2009/10 = 94% 2010/11 = 94% 2011/12 = 00%	6

**Comments:**

Performance on repairs has been very good throughout the year particularly on appointments made and kept.





### 3.4 Right to Buy and Mortgages

Quick Indicator	Performance Indicator	Actual 2008/09	Target 2008/08	Actual 2007/08	Future Targets
✓	% of Right To Buy applications admitted or rejected within Govt timescales.	100% <sup>(1)</sup>	100%	100%	2009/10 = 100% 2010/11 = 100% 2011/12 = 100%
✓	Average time (days) taken to serve Right to Buy acknowledgement notices	10.9 <sup>(1)</sup>	16.5	13.4	2009/10 = 16.0 2010/11 = 16.0 2011/12 = 00.0
✓	Percentage of Right to Buy offer prices dispatched within Govt timescales.	100% <sup>(1)</sup>	100%	100%	2009/10 = 100% 2010/11 = 100% 2011/12 = 100%
✓ ✓	Average time (days) taken to serve Right to Buy offer notices <b>Houses</b> <b>Flats</b>	12.0 <sup>(1)</sup> 24.4	30 57	22.7 44.1	2009/10 = 30 / 57 2010/11 = 30 / 57 2011/12 = 00 / 00
✗	Arrears as a % of the total outstanding mortgage balance.	3.32% <sup>(2)</sup>	1.85%	2.7%	2009/10 = 1.85% 2010/11 = 1.85% 2011/12 = 0.00%

Comments:

(1) All performance indicators show improvement in respect of time served on notices. The number of RTB's are still in decline at this current time.

(2) The small remaining mortgage portfolio contains a number of more difficult cases and mortgage arrears have increased over recent months as interest rates have risen. On the mortgage side we still have a number of difficult cases with high level arrears going to legal with a view to repossession.

## LSET NEIGHBOUR NUISANCE DATA 2008/09

New NH1 incident type (Primary Cause)	North	South	Pennines	Middleton	Heywood	TOTAL
	08/09	08/09	08/09	08/09	08/09	08/09
i) Damage	23	29	16	10	1	79
ii) Dispute	7	16	9	4	3	39
iii) Environmental	38	38	13	6	3	98
iv) General Nuisance	40	22	74	26	31	193
v) Harassment	42	10	25	12	9	98
vi) Hate Crime	9	10	6	1	0	26
vii) Noise Nuisance	179	84	57	47	48	415
viii) Sexual	1	2	0	0	0	3
ix) Serious Property Damage	1	2	1	0	0	4
x) Threats	11	5	6	4	1	27
xi) Violence	7	7	1	4	2	21
xii) Youth Nuisance	42	35	11	27	15	130
Action Taken:	North	South	Pennines	Middleton	Heywood	TOTAL
	08/09	08/09	08/09	08/09	08/09	08/09
i) a. Warning	79	41	37	50	30	237
i) b. ABC	10	5	1	12	2	30
ii) NOSP	12	2	6	12	7	39
iii) Possession	8	2	1	2	5	18
iv) ASBO	5	5	0	8	2	20
v) Injunction	3	2	3	0	2	10
vi) Other Legal / Court	1	1	3	3	1	9
vii) Mediation	2	0	1	0	1	4
viii) Referrals	18	20	14	10	20	82
ix) Other Action	7	1	7	4	0	19

### Comments:

LSET has worked closely with the Police and other partners to undertake activity on a number of areas reporting high levels of anti-social behaviour. In January, in conjunction with GMP, the Tenant Participation Unit and Littleborough Area Office LSET carried out a week of intensive activity on the Birch View estate, an area about which both RBH and GMP had received a large number of complaints.

Every household on the estate received a joint visit from an Enforcement Officer or Tenant Participation Officer and PCSO. LSET and GMP pooled their information to produce a joint intelligence report and a number of targets were identified for enforcement/ police action. This work is still ongoing.

In February LSET carried out a similar joint initiative in the Belfield area- another area of strategic threat due in the main to a large number of reports of youths setting fire to wheelie bins. Again Officers from the Team carried out a comprehensive door-knock exercise with GMP and conducted a two-day surgery taking a number of witness statements. A number of targets were identified and a series of multi-agency warnings/ ABC interviews conducted involving Enforcement Officers, GMP and the Fire and Rescue Service. Again work is still ongoing from this activity.

The Team has carried out similar joint-working activity in Newhey and further work in the Barleyfield area of Middleton is in planning stages. Following the success of the pilot s222 Injunction, we are currently seeking a further 2 injunctions to exclude prolific offenders from the Town Centre. LSET is also working with GMP to develop co-located working. A single point of contact has been appointed to attend the Police intelligence briefings and 2 Police outposts have been identified- one on the Lower Falinge, a second on the Kirkholt estates.

## 2008/09 COMPLAINTS STATISTICS

3.6 Formal Complaints 2008/09					
Quick Indicator	Performance Indicator	Actual 2008/09	Target 2007/08	Actual 2007/08	Chart Ref.
✓	Percentage of complaints responded to within 15 working days	97.6%	97%	93.2% <sup>(1)</sup>	-
✓	Average time (working days) to investigate and respond to complaints	6.1 days	7 days	7.8 days <sup>(21)</sup>	-

Performance on complaints has been much improved with targets met.

Service Area	Total	Yes	No	Partial	Not Proven	Total days	Ave Time	Over 15 days	% within 15 days
South	37	4	25	8	0	166	4.5	1	97%
North	28	1	24	3	0	134	4.8	0	100%
Central Rehousing	28	1	26	1	0	148	5.3	1	96%
Middleton	22	2	15	5	0	147	6.7	0	100%
Pennine	15	1	9	5	0	60	4.0	0	100%
Capital Schemes / Plan Maintenance	5	1	3	1	0	22	4.4	0	100%
Raising the Standard Prog	3	1	0	2	0	25	8.3	0	100%
Disrepair, Safety & Prog & Planning	1	0	1	0	0	15	15.0	0	100%
Heywood	15	5	9	1	0	80	5.3	1	93%
Technical Section	7	3	2	2	0	33	4.7	0	100%
IT & Support Services	1	1	0	0	0	162	162.0	1	0%
Policy & Performance	1	1	0	0	0	5	5.0	0	100%
Cloverhall Co-op	1	0	0	1	0	1	1.0	0	100%
Rent & RTB	4	1	2	1	0	29	7.3	0	100%
<b>Total</b>	<b>168</b>	<b>22</b>	<b>116</b>	<b>30</b>	<b>0</b>	<b>1027</b>	<b>6.11</b>	<b>4</b>	<b>97.6%</b>

3.7 Personnel					
Quick Indicator	Performance Indicator	2008/09 Actual	2008/09 Targets	2007/08 Actual	Future Targets
✓	Percentage of new starters from Asian Communities - Service Delivery Plan (SDP)	9.43% <sup>(1)</sup>	14%	20.9%	2009/10 = 14% 2010/11 = % 2011/12 = %
N/A	Percentage of early retirements (excluding ill health) as a % of total workforce (BV14)	0.16% <sup>(2)</sup>	No target set	0.46% <sup>(2)</sup>	No target set
N/A	Percentage of ill-health retirements as a percentage of total workforce (BV15)	0% <sup>(3)</sup>	No target set	0.46% <sup>(3)</sup>	No target set
X	Percentage of employees from ethnic minority communities (BV17 / SDP)	6.75% <sup>(4)</sup>	11.5%	8.08% <sup>(4)</sup>	2009/10 = 10% 2010/11 = % 2011/12 = %
✓	Percentage of employees declaring that they meet the Disability Discrimination Act 1995 disability definition	6.6% <sup>(5)</sup>	5.50%	5.18% <sup>(5)</sup>	2009/10 = 7.0% 2010/11 = % 2011/12 = %
=	Percentage sickness days lost	4.2% <sup>(6)</sup>	4.0%	3.7% <sup>(6)</sup>	2009/10 = 4% 2010/11 = % 2011/12 = %
=	Number of days lost due to short term sickness for full time employees	4.14 days <sup>(7)</sup>	4 in full year	4.48 days <sup>(7)</sup>	2009/10 = 4 days 2010/11 = days 2011/12 = days
X	Number of days lost due to long term sickness for full time employees	6.35 days <sup>(8)</sup>	5 in full year	4.65 days <sup>(8)</sup>	2009/10 = 6 days 2010/11 = days 2011/12 = %
X	Percentage of top 5% of earners that are women (BVPi 11a)	40.6% <sup>(9)</sup>	50%	49% <sup>(9)</sup>	2009/10 = 50% 2010/11 = 50% 2011/12 = %
X	Percentage of top 5% of earners that are from BME employees (BVPi 11b)	6.25% <sup>(10)</sup>	10%	5.3% <sup>(10)</sup>	2009/10 = 10% 2010/11 = % 2011/12 = %
N/A	Percentage of job applicants from the BME community	11.0% <sup>(11)</sup>	N/A	15.81%	

Comments:

- (1) The reduction of external recruitment has had an impact. No BME staff recruited during quarter 4.
- (2) The early retirement has occurred as a result of the closure of the Joiners Shop.
- (3) No ill-health retirements have been processed. 3 long term sicknesses have been dealt with via the Company's Medical Incapacity procedure
- (4) Due to the lower level of external recruitment this has had an impact on the kpi.
- (5) The target has been exceeded. Disability data is compiled from recruitment info and also any referrals to the Occupational Health Physician who will advise if an employee is covered by the Disability Discrimination Act if their health changes during their employment.
- (6) Slightly over target at year-end. An increase of 0.51% when compared to 2007/08.
- (7) The target for short term absence has been exceeded. It has also improved by 0.34 of a day compared to 2007/08.

- (8) The target has not been met in 2008/09 due to the number of long term absence cases continuing for more than 6 months given the health issues associated with each of these absences.
- (9) The top 5% of posts relates to POSc6 and above. In previous quarters it has included POSc4, but due to incremental progression for a postholder this has affected this kpi.
- (10) Both postholders are employed in the Legal Team
- (11) 121 of the 1098 job applicants were from the BME community

3.8 BVPi 8 measures how we perform with regard to paying invoices within 30 days.

Quick Indicator	Performance Indicator	2008/09 Actuals	2008/09 Targets	2008/09 Q3 Actuals	2007/08 Year-end Actuals
✓	Invoices paid within 30 days	%	95% (National 100%)	97.6%	97.6%

3.9 The table comparing RBH performance with 3 star ALMOs has been updated with the Q4 2008/09 performance for 20 ALMOs. This is shown on the next page.

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 Registered in England and Wales No 4394435

## RBH PERFORMANCE COMPARED TO 3-STAR ALMO's - Q4 2008/09

** Q2 results	Local authority deprivation rank [low = higher levels of deprivation]	Proportion of rent collected (incl. rent arrears) BV66a		No. of tenants with more than 7 weeks gross rent arrears as % of total		% of tenants in arrears who have had NOSPs served		% of tenants evicted as a result of rent arrears		Working Days Lost Due to Sickness Absence		% of response repairs where an appointment was made and kept		Average time taken to complete non-urgent repairs	
		Q3 08/09	Rank	Q3 08/09	Rank	Q3 08/09	Rank	Q3 08/09	Rank	Q3 08/09	Rank	Q3 08/09	Rank	Q3 08/09	Rank
<b>3-Star ALMO's (Properties)</b>															
Ashfield Homes (7,303)	80	98.50%	1	3.01%	4	15.12%	6	0.26%	9			98.90%	4	7.10	6
Bolton At Home (18,500)	51			2.32%	3	14.41%	5	0.24%	7	13.59	16	82.43%	16	8.79	9
Brent Housing (13,000)	53			9.97%	18	**15.3%	7	0.59%	15	8.00	10	99.84%	1	**6.20	1
Carrick Housing (3,800)	120	97.07%	11					0.00%	1	5.04	2			8.09	8
Cheltenham	202			3.14%	5	23.59%	12	0.48%	14	13.21	15	98.60%	7	6.93	4=
CityWest Homes (22,000)	71	96.98%	12	5.35%	8	20.08%	11	0.17%	5					6.86	3
Derby Homes (13,900)	69	97.60%	9	5.90%	9	11.79%	4	0.13%	3	4.04	1	87.40%	15		
Gateshead Housing		98.23%	6	6.27%	10	17.72%	8	0.42%	12	7.90	9	96.92%	11	15.93	15
Hounslow Homes (16,500)	105	95.46%	14	**7.86	16	**37.41	14	**0.27%	10	8.72	11	99.61%	2	13.00	12
Homes for Islington	8	98.50%	1	7.50%	13	18.70%	9	0.20%	6	5.20	3	98.70%	6		
Kensington & Chelsea (10,000)	101	95.84%	13	**8.47	17										
Kirklees (28,000)	82	**94.80%	15	7.67%	14	8.99%	2	0.47%	13					14.46	13
Manchester Northwards Hsg		93.06%	16	15.11%	19					8.80	12	96.56%	12	12.57	10
Poole Housing (5,200)	216			6.42%	11	7.11%	1	0.04%	2	5.70	4	99.38%	3	15.10	14
Sandwell	14	98.27%	5	2.30%	2	29.37%	13	0.25%	8	7.74	8	97.05%	10	6.93	4=
Sheffield Homes (43,244)	63	98.30%	4	6.85%	12	19.78%	10	0.86%	17	10.30	13	98.40%	8	8.07	7
Solihull	199	97.19%	10	4.25%	6	11.00%	3	0.72%	16	7.25	7	98.80%	5	16.00	16
Stockport Homes (12,086)	161	98.39%	3	2.28%	1	63.60%	15	0.98%	18	6.18	5	92.90%	14	12.60	11
Warrington Golden Gates (9,000)	165	97.77%	8	5.29%	7			0.14%	4	6.62	6	96.23%	13	20.61	17
Your Homes Newcastle ( )	37	98.15%	7	7.68%	15			0.33%	11	11.42	14	98.00%	9	6.37	2

If RBH included:

<b>RBH 2008/09 Q3 (13988)</b>	25	96.93%	12	5.91%	10	17.44%	8	0.73%	17	7.86	9	84.5%	16	10.56	10
<b>RBH 2008/09 Q4 (13966)</b>		97.4%	10	5.65%	9	23.54%	8	0.98%	18	10.49	9	92.5%	15	10.50	10

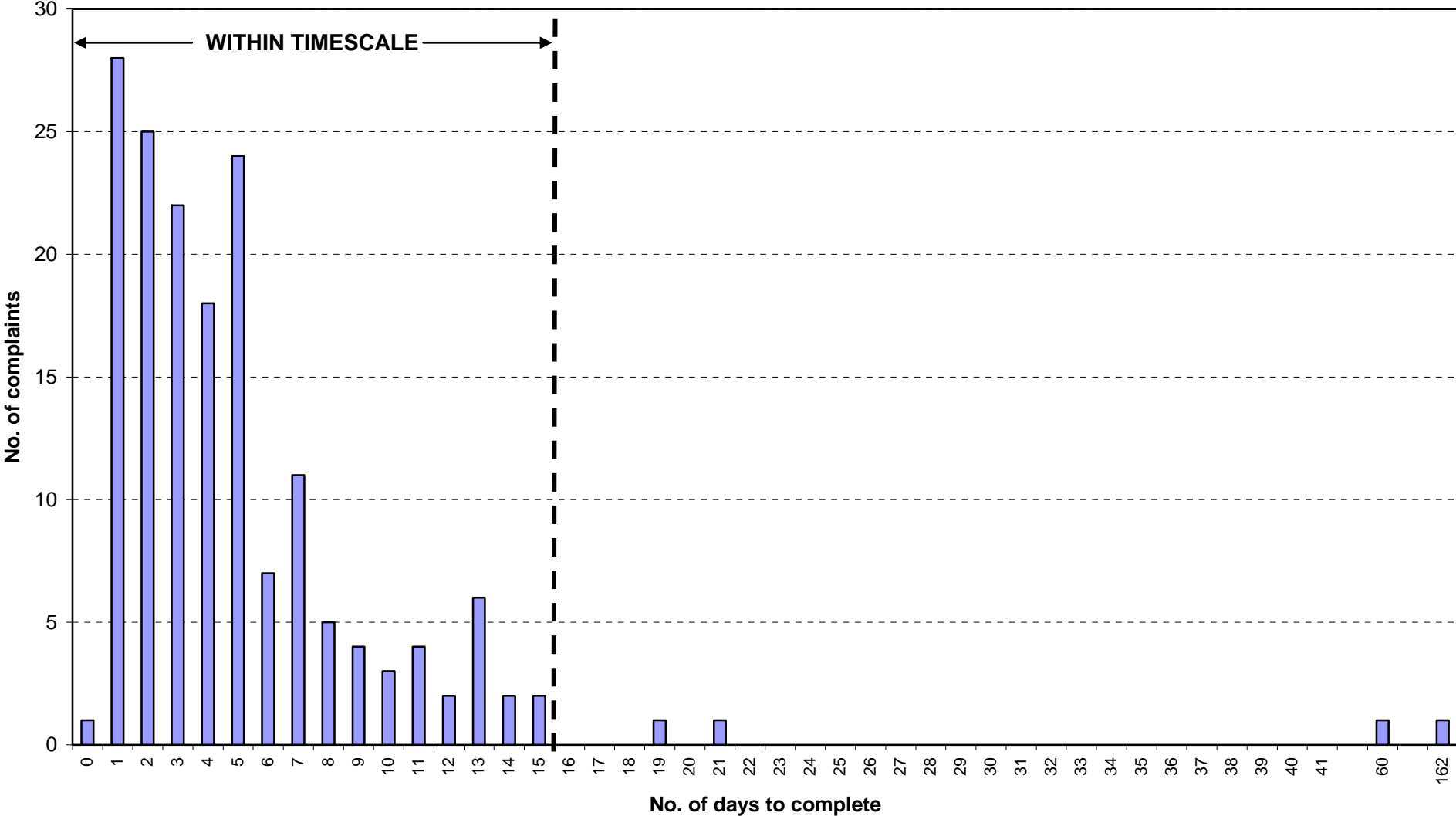
** Q2 results	Local authority deprivation rank [low = higher levels of deprivation]	Average relet times (days)		% of rent loss through vacant dwellings		% of urgent repairs completed within govt. time limits		% of rent arrears of current tenants		Proportion of homes which are non-decent Year-end		Average SAP rating dwellings Year-end	
		Q3 08/09	Rank	Q3 08/09	Rank	Q3 08/09	Rank	Q3 08/09	Rank	2008/09	Rank	2008/09	Rank
<b>3-Star ALMO's</b>													
Ashfield Homes (7,303)	80	25.90	8	0.62%	2	99.30%	5	1.23%	1				
Bolton At Home (18,500)	51	29.00	13	1.64%	12	100.0%	1=						
Brent Housing (13,000)	53	23.15	5	0.80%	3	**98.7%	9	2.80%	7				
Carrick Housing (3,800)	120	20.00	3=			100.0%	1=						
Cheltenham	202	20.00	3=	1.60%	10	98.79%	8	1.77%	4				
CityWest Homes (22,000)	71	24.80	6			99.28%	6						
Derby Homes (13,900)	69	26.84	9	1.44%	8	94.02%	16	2.60%	6				
Gateshead Housing		36.19%	16	1.62%	11	99.12%	7	3.15%	9				
Hounslow Homes (16,500)	105	49.00	20	1.94%	14	98.00%	11=						
Homes for Islington	8	16.70	2			96.10%	15						
Kensington & Chelsea (10,000)	101	28.00	11=	**0.81%	4	90.50%	17						
Kirklees (28,000)	82	35.17	15	**1.50%	9	98.61%	10						
Manchester Northwards Hsg		44.00%	19	1.70%	13	97.43%	13	6.70%	10				
Poole Housing (5,200)	216	15.40	1	54.00%	1			2.53%	5				
Sandwell	14	32.00	14	1.13%	6	99.60%	4	1.59%	3				
Sheffield Homes (43,244)	63	41.30	18	2.03%	15	97.40%	14						
Solihull	199	28.00	11=	0.96%	5	64.10%	19	2.94%	8				
Stockport Homes (12,086)	161	25.00	7	1.21%	7	98.00%	11=	1.30%	2				
Warrington Golden Gates (9,000)	165	27.00	10			86.79%	18						
Your Homes Newcastle ( )	37	38.00	17			100.0%	1						

If RBH included:

<b>RBH 2008/09 Q3 (13988)</b>	25	25.0	9	1.09%	6	97.7%	13	2.10%	5				
<b>RBH 2008/09 Q4</b>		27.3	11	1.12%	6	98.8%	8	2.18%	5				

# Appendix A

## RBH Complaints Processed in 2008/2009



## Appendix B – Local performance indicator reports

Team: <b>ALLOCATIONS</b>	Performance				Commentary
	Target 2007/08	Actual 2007/08	Target 2008/09	Q4	
Period: <b>Q4 2008/09</b>					
a Percentage of applications input within 10 working days of receipt of all necessary information.	90%	83%	90%	100%	
b Percentage of qualifying applicants being notified of decision within 10 working days of the completion of input / registration.	90%	100%	90%	100%	
c Percentage of medicals processed within 15 days of receipt at Home Choice	90%	83%	90%	74%	Impact of panel system affects turnround performance, and clinician on leave for most of March.
d Percentage of nominations to Housing Associations within 5 working days of referral	90%	100%	90%	98%	53 applications processed - just 1 over timescale.
e Percentage of new tenancies maintained for 6 months or more	80%	86%	80%	87%	
f Percentage of Lets that are offered to homeless applicants	10%		5%	2%	Reflects reduced numbers entering temporary accommodation and preventative approach to homelessness.
g Percentage of Lets that are accepted on the first offer.	40%		40%		Data not available.
h Percentage of Asylum and Immigration applicants that are assessed within 5 working days of Interview.	85%	79%	85%	68%	104 cases. Annual leave affected relatively high number not assessed within timescale. Majority of cases assessed within 5 days.
i Percentage of applicants rehoused this period, within 3 months of their applications being registered.	25%	38%	25%	40%	
j Percentage of Mutual Exchanges completed within 42 days of the date of application.	100%	100%	100%	100%	Statutory timescale.
k Percentage of accompanied viewings offered	100%	100%	100%	100%	Not all applicants will accept accompanied viewing.

Lead officer: <b>DEBBIE HOPWOOD,</b> <b>Principal Housing Manager</b>	Performance					Quick Indicator	Commentary
	Target 2008/09	Actual South & Pennine	Actual R/North	Actual Midd. & Heywood M H			
Period: <b>Q4 2008/09</b>						✓	
<b>CARETAKING (PHM's)</b>							
a Percentage of estates receiving a 6 monthly estate inspection.	100%	100%	100%	100%		✓	Inspections now take place every 3 months
b Percentage of communal areas cleaned within agreed timescales.	90%	100%	100%	80% 100%		=	
c Percentage of tenant satisfaction with caretaking service	90%	72.3%				✓	
d Percentage of caretaker work tickets completed within set timescales - i) Very Urgent (ie racist graffiti) ~ within 24 hours	95%	(i) 96.78% (ii) 98.79% (iii) 98.00%	100% all	100% all		✓	
<b>SUPPORTED HOUSING (Peter Smith)</b>							
e Percentage of sheltered schemes that are accessible by customers with physical disabilities	100%	100%	100%	100%		✓	
f Average time taken to relet local authority sheltered housing dwellings (Cum. Ytd)	33 days					✓	
g Percentage of tenants who are from the BME communities	2%	2.00%	2.00%	1.00%		=	
h Percentage of residents for whom a care plan / risk assessment has been completed.	100%	100%	100%	100%		✓	
i Percentage of tenants satisfied with the sheltered service	85%	97%	97%	97%		✓	

**Local Former Tenant Arrears KPI's requested by Auditor's Deloitte Touche**

<b>Local kpi</b>	<b>Comparison with year-end</b>	<b>2008/09 Year-end</b>	<b>2007/08 Year-end</b>
<b>a) Former Tenant Arrears as a percentage of rent debit.</b>	<b>X</b>	<b>4.2%</b>	<b>3.6%</b>
<b>b) Former Tenant Arrears as a percentage of total arrears.</b>	<b>X</b>	<b>60.0%</b>	<b>55.9%</b>
<b>c) Total Write-off's as a % of Former Tenant Arrears</b>	<b>✓</b>	<b>6.9%</b>	<b>14.3%</b>
<b>d) Age profile of the Former Tenant Arrears</b>	Not currently available. Requires a new report to be created in Hummingbird		

# Appendix C

<b>SHELTERED HOUSING SCHEMES - CUM. 2008/09</b>						
	<b>Ave Days to complete repairs</b>			<b>Ave Relet Times</b>		
	Total Jobs	Total Days	Ave Days	Relet Props	Relet Days	Ave days Void
<b>MIDDLETON</b>						
Chisholm Court	53	469	8.85	7	133	19.00
Tonge Court	31	349	11.26	11	161	14.64
Threlkeld Court	42	368	8.76	6	175	29.17
Alkrington Court	27	239	8.85	5	77	15.40
Lonsdale Court	34	305	8.97	7	119	17.00
Norman Weall Court	52	581	11.17	8	98	12.25
Clough Court	27	312	11.56	4	28	7.00
Cheapside	15	168	11.20	3	70	23.33
Wood Street	10	98	9.80			
Dixon Street	2	21	10.50			
	<b>293</b>	<b>2910</b>	<b>9.93</b>	<b>51</b>	<b>861</b>	<b>16.88</b>
<b>HEYWOOD</b>						
Lindum Court	49	492	10.04	10	518	51.80
Barnett Court	37	300	8.11	4	77	19.25
Springfield Close	40	522	13.05	8	168	21.00
Isherwood Close	21	255	12.14	1	49	49.00
Cartridge Street	7	39	5.57			
Coomassie Street	10	54	5.40	2	21	10.50
Seymour Street	2	17	8.50			
	<b>166</b>	<b>1679</b>	<b>10.11</b>	<b>25</b>	<b>833</b>	<b>33.32</b>
<b>SOUTH</b>						
Derrick Walker Court	37	342	9.24	4	91	22.75
Ashfield House	53	496	9.36	11	399	36.27
Arnold Bagnall Court	55	460	8.36	3	70	23.33
Fieldway	94	869	9.24	2	42	21.00
	<b>239</b>	<b>2167</b>	<b>9.07</b>	<b>20</b>	<b>602</b>	<b>30.10</b>
<b>PENNINE</b>						
Ryefields	66	637	9.65	10	305	30.50
Saxon House	18	205	11.39	1	14	14.00
Olive Standing House	31	310	10.00	3	49	16.33
Harehill Court	18	217	12.06			
Thistleyfield	45	413	9.18	4	175	43.75
Sheriff Street	22	242	11.00	1	35	35.00
Chadwick Close	30	280	9.33	1	14	14.00
Halliwell Street	44	581	13.20	1	39	39.00
Royds Street	2	5	2.50			
Uncouth Street	3	29	9.67	1	70	70.00
West View	38	394	10.37	2	14	7.00
	<b>317</b>	<b>3313</b>	<b>10.45</b>	<b>24</b>	<b>715</b>	<b>29.79</b>
<b>NORTH</b>						
Moss Row	34	233	6.85	7	175	25.00
Ravendale	109	1096	10.06	11	273	24.82
Falinge Mews	32	310	9.69	5	112	22.40
Mountside View	27	218	8.07	3	42	14.00
Jack McCann Court	72	713	9.90	8	287	35.88
Low Bank	19	164	8.63	2	42	21.00
Yew Court	53	355	6.70	8	238	29.75
Thrum Hall Lane	12	117	9.75			
Lower Sheriff Street	1	14	14.00			
Raven Street	8	54	6.75	1	35	35.00
	<b>367</b>	<b>3274</b>	<b>8.92</b>	<b>45</b>	<b>1204</b>	<b>26.76</b>
	<b>1382</b>	<b>13343</b>	<b>9.65</b>	<b>165</b>	<b>4215</b>	<b>25.55</b>

## SHELTERED HOUSING RELATED KPI's

	Target	Dec.'08	Jan.'09	Feb.'09	Mar.'09	Apr.'09	May.'09	Jun.'09	Jul.'09	Aug.'09	Sep.'09	Oct.'09	Nov.'09	Dec.'09
<b>CARELINE CALLS</b>														
Incoming Calls	N/A	657	62	65										
Outgoing Calls	N/A	296	0	1										
<b>SHELTERED HOUSING CALLS</b>														
Incoming Calls		3024	2857	2940										
Outgoing Calls		930	936	942										
Background Calls	7500 to	1918	1618	1442										
TOTAL	8500	<b>5872</b>	<b>5411</b>	<b>5324</b>										
<b>CONTROL CENTRE RESPONSE TIME</b>														
Ave Response < 30 Seconds	N/A	86.5	88.00%	89.00%										
Ave Response < 60 Seconds	95-97%	96.5	97.00%	97.40%										
<b>CALLS MADE TO CALL CENTRE (INCOMING)</b>														
Warden Related Calls	N/A	389	330	371										
Tenant/Customer Calls	N/A	1926	1279	1405										
Door Entry Calls	N/A	1205	1206	1108										
Telecare Calls	N/A	86	33	27										
Aux Input	N/A	74	69	92										
Lone Worker Calls	N/A	0	2	2										
<b>CALLS ACTIVATED BY CALL CENTRE (OUTGOING)</b>														
Warden Called	N/A	568	569	621										
Carers/Keyholder Called	N/A	234	55	60										
Doctor Called	N/A	23	27	25										
Police Called	N/A	5	1	3										
Ambulance Called	N/A	3	0	1										
Tenant Called	N/A	109	98	98										
No Response Calls	N/A	24	14	10										
Careline Customers Called	N/A	90	23	7										
Lone Worker Calls	N/A	0	0	0										
Other	N/A	170	149	118										

**PERFORMANCE MANAGEMENT SUMMARY INFORMATION**  
**Quarter 4 2008/09**

Performance Measure			Overall (year end)	Report ref
<b>Complaints - % answered in 15 working days</b>	Target		97%	3.6
	Performance		98%	
	Improving ?			
<b>Complaints - average days to respond</b>	Target		7	3.6
	Performance		6	
	Improving ?			
<b>Right to Buy - applications actioned</b>	Target		100%	3.4
	Performance		100%	
	Improving ?			
<b>Right to Buy - acknowledgement notices</b>	Target		16.5 days	3.4
	Performance		11 days	
	Improving ?			
		<b>Houses</b>	<b>Flats</b>	
<b>Right to Buy - offer notices served</b>	Target (Days)	30	57	3.4
	Performance	12	23	
	Improving ?			
<b>Personnel - % top 5% of earners who are women</b>	Target		50%	3.7
	Performance		41%	
	Improving ?			
<b>Personnel - % BME employees</b>	Target		11.5%	3.7
	Performance		6.8%	
	Improving ?			
<b>Personnel - % days lost to sickness</b>	Target		4.0%	3.7
	Performance		4.2%	
	Improving ?			

**KEY**

PERFORMANCE
On or above target
At or above last years performance
Below last years performance

IMPROVING?
Better than last quarter
Same as last quarter
Worse than last quarter