



Rochdale
Boroughwide Housing

FOR INFORMATION

Agenda Item No 2

REPORT TO PERFORMANCE
MANAGEMENT SUB-COMMITTEE

DATE: 10 MAY 2010

PERFORMANCE MANAGEMENT INFORMATION

1 Summary

- 1.1 This report sets out the performance achieved in 2009/10.
- 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 2009/2010 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

For further information about this report please contact: Chris Baldock,
Policy & Performance Unit, Old Post Office, The Esplanade, Rochdale, OL16 1AE.
Telephone: (01706) 273837 e-mail: chris.baldock@rbhousing.org.uk

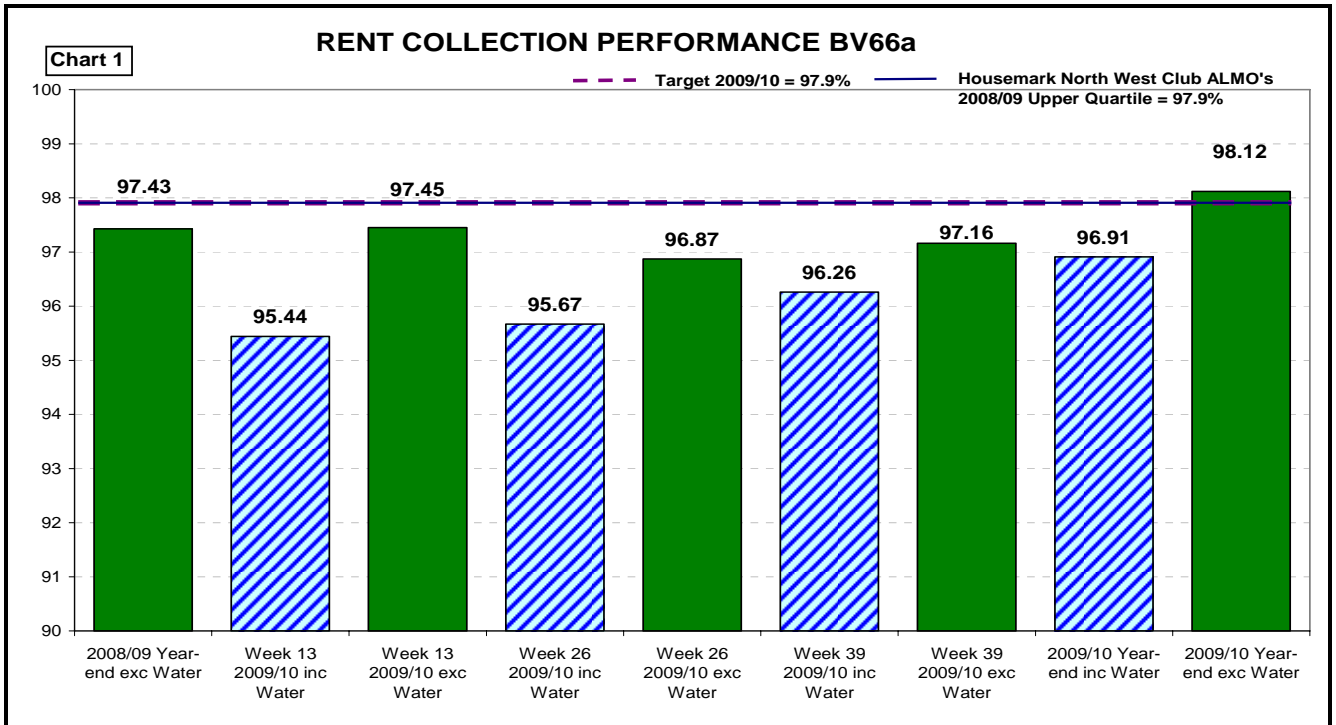
2 It is recommended that the sub-committee:

Note and comment on the performance levels achieved during the 3rd quarter.

- 2.1 **The Sub-Committee is asked to refer to the 1-page coloured Performance Management Summary report that highlights the key performance indicators chosen for closer scrutiny using a traffic light system. The sub-committee 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.**

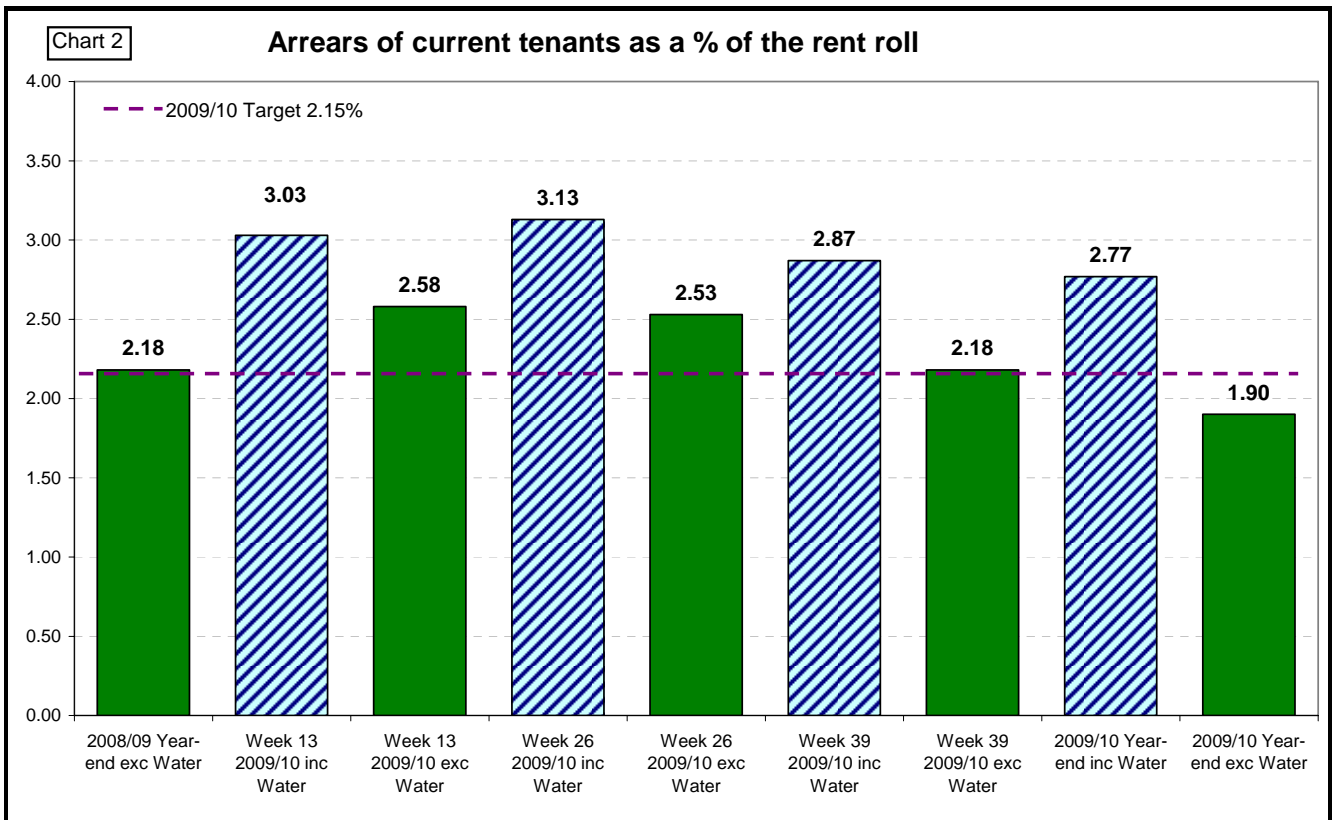
3. Performance and Targets

3.1 Rent Collection and Arrears					
Quick Indicator	Performance Indicator	Actual 2009/10	Target 2009/10	Actual 2008/09	Chart Ref.
✓	% 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) BV66a	98.12% ⁽¹⁾ (96.91% inclusive of water)	97.9%	97.43% (96.67% inclusive of water)	1
X	Number of tenants with more than 7 weeks of (gross) rent arrears as a % of all council tenants. BV66b	5.47% ⁽²⁾ (748 tenants)	5.0%	5.65% (780 tenants)	
X (✓)	% of tenants in arrears who have had NSP's served (NSPs/Tenants in arrears) BV66c	22.37% ⁽³⁾ (1366 NSP's / 6107 tenants in arrears)	20% (5% per quarter)	23.54% (1524 NSP's / 6474 tenants in arrears)	
✓	% of tenants evicted as a result of rent arrears. BV66d	0.60% ⁽⁴⁾ (82 tenants)	0.74%	0.98% ⁾ (1372 tenants)	
✓	Arrears of current tenants as a proportion of the rent roll (ex BV66b)	1.90% (2.77% incl. of water)	2.15%	2.18% (2.78% incl. of water)	2
X	The % of all current tenants owing over 13 weeks rent (net of housing benefit), excluding those owing less than £250	1.90% ⁽²⁾ (259 tenants)	1.3%	1.99% (275 tenants)	-
N/A	Number of 'notices seeking possession' served (excl. water charges)	1366	N/A	1524	-
N/A	Number of arrears cases entered into Court	261	N/A	381	-
N/A	No. of Possession Orders granted	75	N/A	101	-
N/A	Number of evictions applied for	259	N/A	429	-
N/A	Number of evictions carried out	82	N/A	137	-
<p>Comments:</p> <p>(1) Overall there was an increase in the amount of rent collected in 2009/10 compared to the previous year. This reflected speedier action by area teams and the impact of the Money Matters team in its interventions.</p> <p>(2) Although the numbers of tenants owing more than 7 weeks gross arrears dropped the percentage slightly increased – possibly because some properties demolished during the year had tenants with significant arrears. This also applies to those owing more than 13 weeks</p> <p>(3) Although the performance indicator was over target, this was due to two positive results. The number of NSP's was down 158 on last year and there were far fewer tenants in arrears, down from 6474 to 6107.</p> <p>(4) Generally it can be seen that there has been a reduction in legal/court action, and evictions, indicating greater success in our more preventative approach</p>					



Week 52 figures by Management Area

WATER CHARGES:	Included	Excluded
Heywood & Middleton	95.5%	96.4%
South & Pennines	97.4%	98.5%
Rochdale North	97.0%	98.2%
Total	96.9%	98.1%



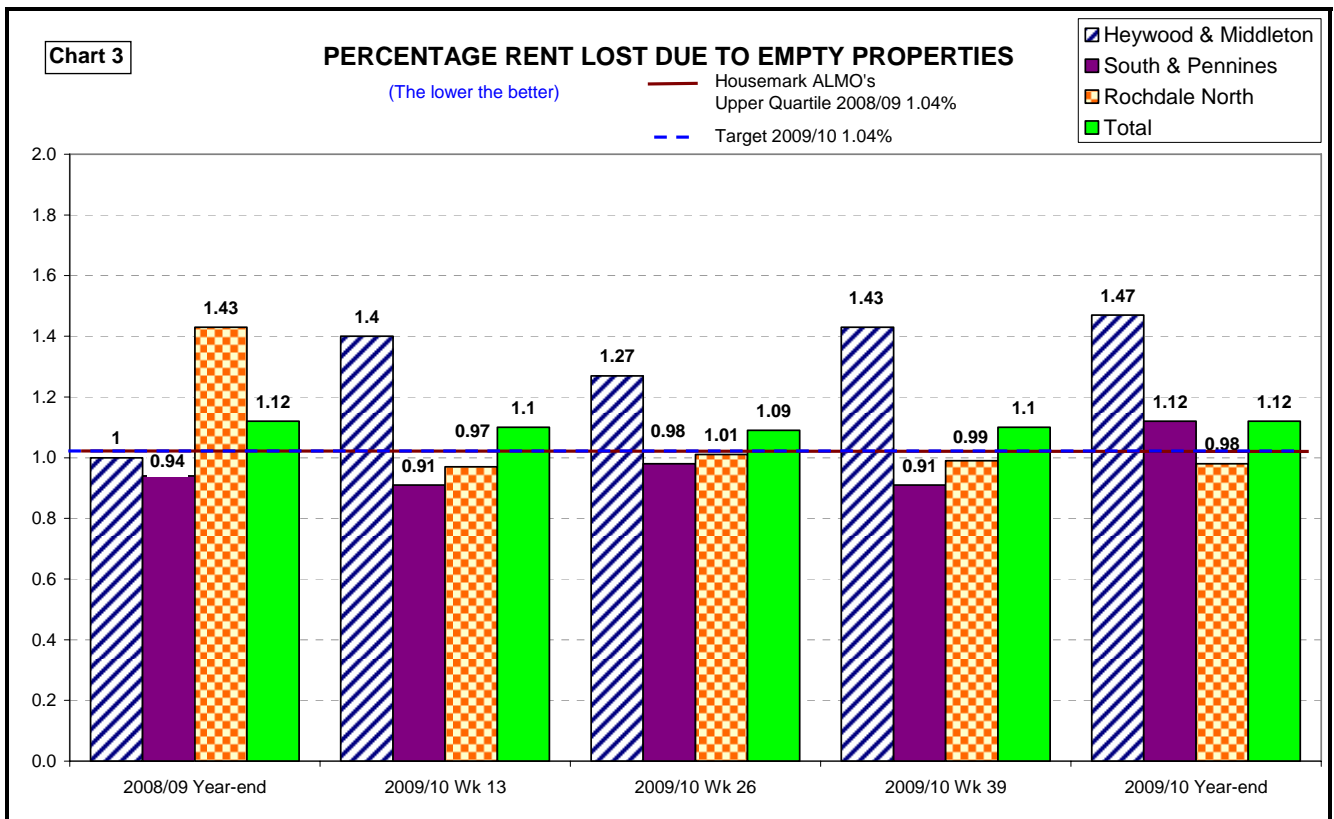
Week 52 figures by Management Area

WATER CHARGES:	Included	Excluded
Heywood & Middleton	2.98%	1.90%
South & Pennines	2.58%	2.37%
Rochdale North	2.69%	1.87%
Total	2.77%	1.90%

3.2 Empty Properties					
Quick Indicator	Performance Indicator	Actual 2009/10	Target 2009/10	Actual 2008/09	Chart Ref.
X	Percentage of rent lost with dwellings becoming empty	1.12%	1.04%	1.1%	3
X	Average relet times (days) (excludes properties that were empty due to under-going major capital works)	27.8 days	25 Days	27.3 days	4
✓	Percentage of stock empty and available for letting	0.92% (126 props as at 31/03/10)	1.0%	1.01% (139 props as at 31.03.09)	-

Comments:

Rent loss just missed target because of the impact of the bad weather during December to February – a number of properties were empty longer than normal due to difficulties with access for repairs and viewing.
This knocked on in terms of turn round times at year end.

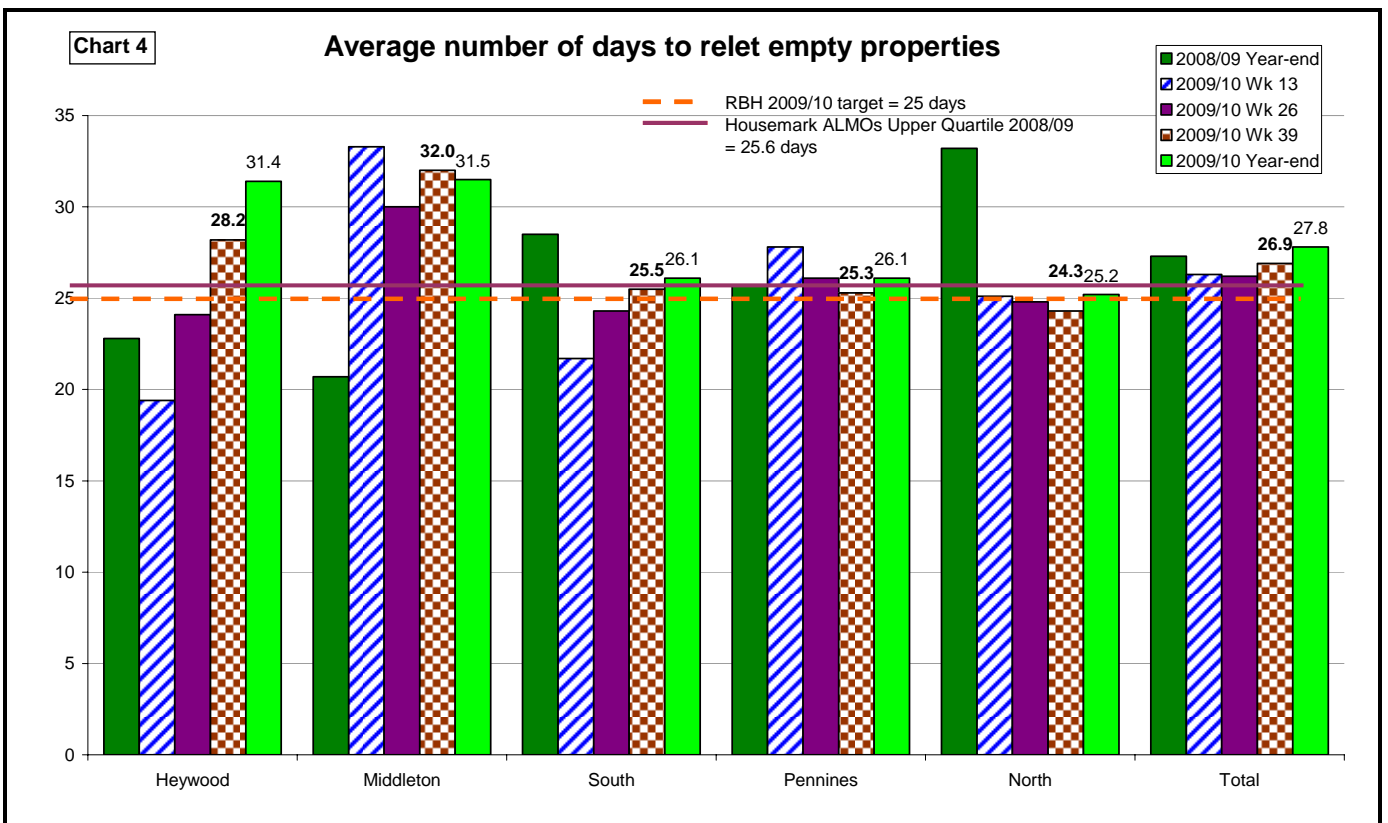


AVERAGE VOID RELET TIMES BY PROPERTY TYPE (CALENDAR DAYS)

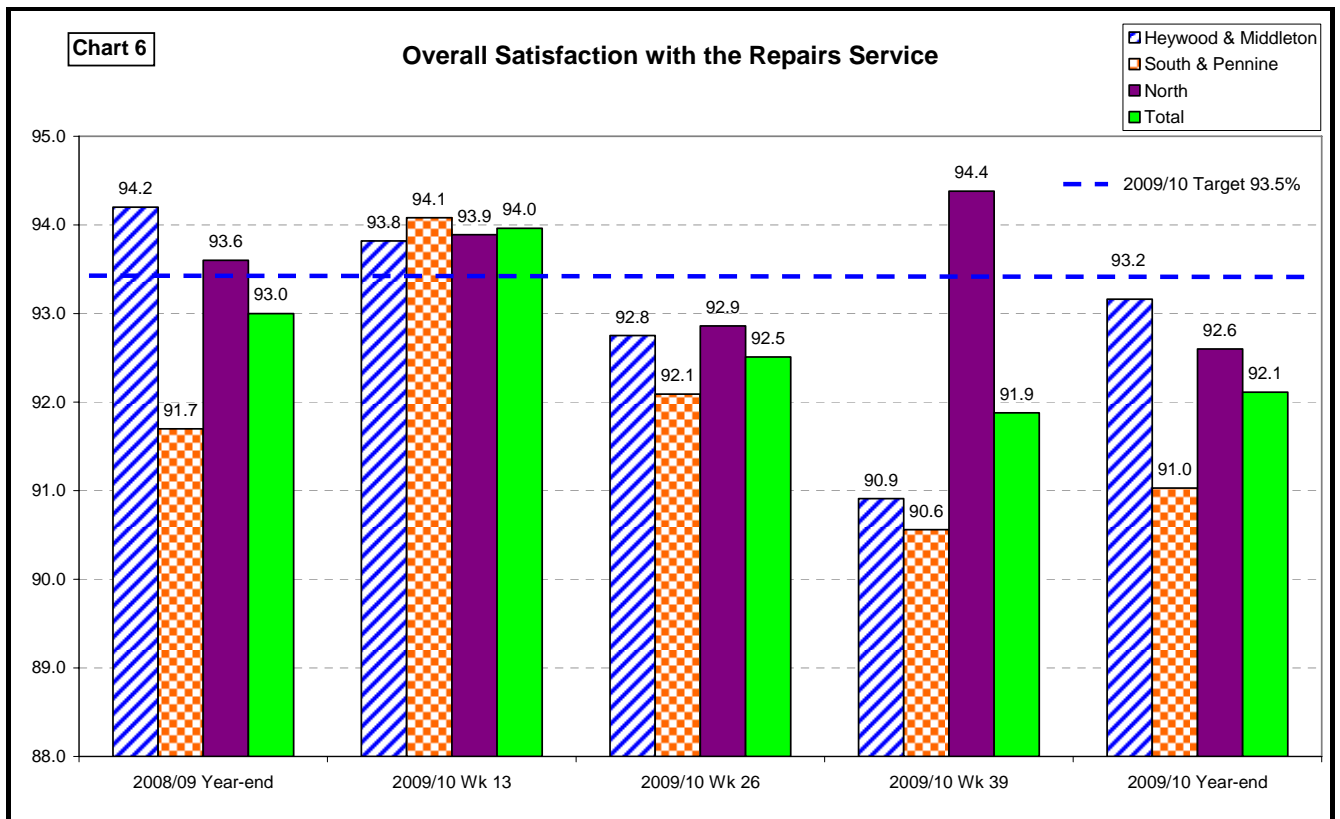
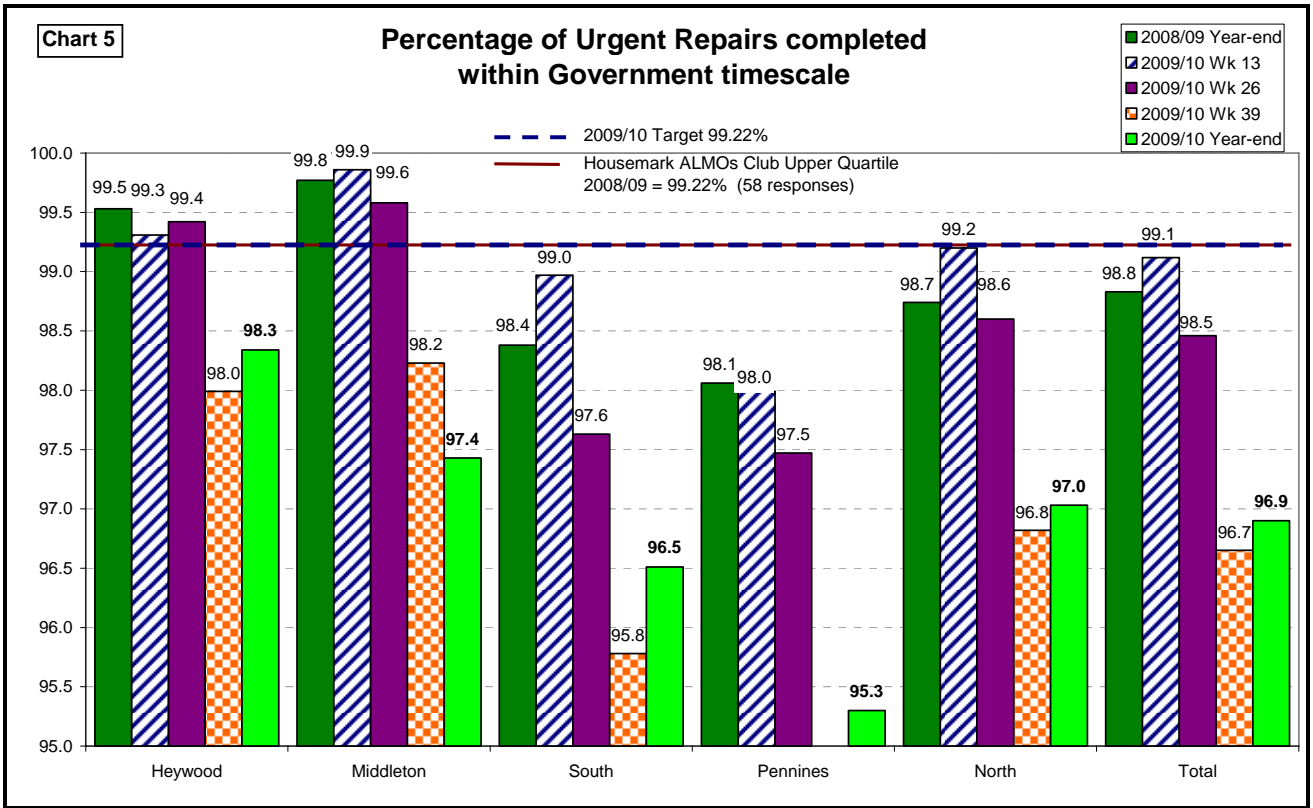
Q4 2009/10 Cum YTD Figures

	BUNGALOW	FLAT	HOUSE	MAISONETTE	SHELTERED BUNGALOW	SHELTERED FLAT	TOTAL
HEYWOOD	28.4 (16 Props)	30.8 (129 Props)	33.9 (55 Props)	33.4 (14 Props /)	35.0 (2 Props)	28.0 (11 Props)	31.5 (429 Props)
MIDDLETON	30.6 (16 Props)	28.8 (248 Props)	38.3 (93 Props)	37.9 (34 Props)	21.0 (1 Props)	27.1 (37 Props)	31.5 (429 Props)
PENNINES	21.4 (17 Props)	25.8 (38 Props)	29.7 (78 Props)		21.8 (5 Prop)	20.4 (31 Props)	26.1 (169 Props)
ROCHDALE NORTH	31.3 (49 Props)	22.2 (415 Props)	31.3 (117 Props)	16.3 (3 Props)	21.0 (2 Props)	33.3 (29 Props)	25.2 (615 Props)
ROCHDALE SOUTH	33.3 (32 Props)	23.0 (181 Props)	28.2 (154 Props)		19.3 (4 Props)	28.5 (15 Props)	26.1 (386 Props)
CLOVERHALL	17.3 (3 Props)		56.7 (6 Prop)				43.6 (9 Prop)

TOTAL	29.8 (133 Props)	25.2 (1011 Props)	32.0 (503 Props)	35.4 (51 Props)	22.8 (14 Props)	27.1 (123 Props)	27.8 (1835 Props)
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3.3 Repairs					
Quick Indicator	Performance Indicator	Actual 2009/10	Target 2009/10	Actual 2008/09	Chart Ref.
X	% of urgent repairs completed in Govt. time limits.	96.90% ⁽¹⁾	99.22%	98.8%	-
=	Average time to complete non-urgent responsive repairs. (in calendar days)	10.1 days	10 days	10.5 days	-
✓	Average time to complete Priority 4 non-urgent responsive repairs (in calendar days)	25.9 days	30 days	31.7 days	-
X	% of repairs completed within priority timescales.	97.4%	98.0%	97.6%	5
X	% 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) old BV185	86.68% ⁽²⁾	96.69%	92.5%	-
N/A	CPA Emergency & Urgent Right to Repair as a % of all repairs (Note: the lower the better)	32.44%	N/A	33.61%	
N/A	Proportion planned vs responsive R&M expenditure ex BV211a	31.92%	N/A	29.08%	
N/A	Proportion of expenditure on Urgent/Emergency vs. Non-urgent repairs ex BV211b	36.0%	N/A	37.44%	
X	Overall satisfaction with the repairs service (postal and telephone survey combined)	92.1% ⁽³⁾	93.5%	93.0%	6
X	Outstanding Gas Services - % over 12 month target	0.60%	0.50%	0.89%	
✓	Accident Frequency Rates (Riddor/Working hours in period times 1 million to calculate frequency per million hours)	4.92 ⁽⁴⁾ Per million hours worked (cum)	5.65 Per million hours worked	6.59 Per million hours worked (cum)	
✓	RIDDOR reportable accidents (Annual measure)	5	6	6	
<p>Comments:</p> <p>(1) The volume of urgent repairs increased by 39% during December & January mainly due to the adverse weather conditions, this additional volume was managed however some targets were missed due to the unusual demand.</p> <p>(2) The repairs appointment service was temporarily suspended during the year due to unexpected demand on emergency & urgent repairs resulting in a lower than average performance for this KPI.</p> <p>(3) This target reduced marginally compared to last year and we are continuing to closely monitor comments made by tenants to see if the service can be improved.</p>					



3.4 Right to Buy and Mortgages				
Quick Indicator	Performance Indicator	Actual 2009/10	Target 2009/10	Actual 2008/09
✓	% of Right To Buy applications admitted or rejected within Govt timescales.	100%	100%	100%
✓	Average time (days) taken to serve Right to Buy acknowledgement notices	11.4 days	16.0 days	10.9 days
✓	Percentage of Right to Buy offer prices dispatched within Govt timescales.	100%	100%	100%
✓ ✓	Average time (days) taken to serve Right to Buy offer notices Houses Flats	12.4 17.7	30 57	12.0 22.8
X	Arrears as a % of the total outstanding mortgage balance.	3.43%	2.4%	3.32
<p>Comments:</p> <p>Numbers remain constant. General trend indicates slight increase in the number of applications. All are dealt with within Government time frames.</p>				

3.5 Neighbour Nuisance 2009/10 Cumulative						
Incidents Reported:						
	North	South	Pennines	Middleton	Heywood	Borough
Damage	29	24	12	8	2	75
Dispute	8	11	9	4	2	34
Environmental	76	45	20	13	6	160
General Nuisance	75	39	19	28	17	178
Harassment	28	24	13	13	9	87
Hate Crime	5	10	1	3	1	20
Noise Nuisance	176	87	38	64	39	404
Sexual	0	5	0	1	0	6
Serious property damage	10	0	2	2	2	16
Threats	19	6	2	3	2	32
Violence	23	6	5	4	1	39
Youth Nuisance	86	30	9	25	5	155
TOTAL	535	287	130	168	86	1206

Action Taken:						
	North	South	Pennine	Middleton	Heywood	Borough
Warning	123	35	17	26	41	242
ABC	8	4	3	4	0	19
Notice Seeking Possession	3	2	4	5	6	20
Possession	3	1	2	3	2	11
Anti-Social Behaviour Order.	9	2	4	0	0	15
Injunction	3	2	0	1	0	6
Other Legal/Court Action	0	0	0	1	2	3
Mediation	0	4	4	0	1	9
Referrals	16	6	10	11	9	52
Other action	2	0	0	1	1	4
TOTAL	167	56	44	52	62	381

Quarter 4 saw the culmination of excellent joint working between Pennines area staff, LSET and partner agencies with the successful application for two ASBOs relating to Birch View and offenders who had, over a prolonged period of time, perpetrated ASB on the estate.

Through intensive support work with complainants who were reluctant to come forward, this positive result has been achieved. Similarly on Rochdale South two injunctions and possession of the offender's property were secured in a case where there had been significant impact on other RBH tenants. Several breaches of the injunction have occurred and enforcement action / prosecution remains ongoing. The Heywood Week Of Action saw LSET working alongside colleagues from Cedar Ave and other partner agencies in a week long operation in the centre of Heywood, Angel Meadow and Back O Moss. Over the five days door knocks were conducted on RBH properties and numerous breaches of tenancy identified, with tenants being issued with breach of tenancy warnings. Work continues in relation to issues uncovered during the week.

The operation was deemed a success overall and RBH's involvement greatly appreciated by the RSCP. Work on the of the IOM project (Spotlight Team) began and obviously remains as a work in progress. Despite teething troubles being encountered by partner agencies development of RBH's role has been positive and early indications are that we will be able to play a significant part in the overall project. Of perhaps the greatest significance has been an increased mutual understanding between ourselves and partners of the ways in which each of us works and which will hopefully lead to more efficient and beneficial working practices.

3.6 Formal Complaints Q4 2009/10					
Quick Indicator	Performance Indicator	Actual 2009/10	Target 2009/10	Actual 2008/09	Chart Ref.
X	Percentage of complaints responded to within 15 working days	93.9%	98.5%	97.6%	-
X	Average time (working days) to investigate and respond to complaints	7.6 days	6 days	6.1 days	-

Comments:

The percentage of complaints responded to within 15 working days improved from 90.2% in Quarter 3 to 97.7% in Quarter 4. However, annually the figure was 93.9% against a target of 98.5%. A new Complaints procedure is due to come into operation in June 2010, with one of its aims being to improve performance.

The past year's complaints are broken down by Service Area below:-

2009/10 COMPLAINTS STATISTICS

Service Area	Total	Yes	No	Partial	Not Proven	Total days	Ave Time	Over 15 days	% within 15 days
South	27	2	20	5		182	6.7	1	96.3%
North	33	3	28	2		199	6.0	0	100.0%
Central Rehousing	12	0	10	2		67	5.6	1	91.7%
Middleton	29	9	15	5		306	10.6	4	86.2%
Pennine	25	1	18	6		157	6.3	1	96.0%
Heywood	9	0	4	5		61	6.8	1	88.9%
Engineering Services	2	2				28	14.0	0	100.0%
Cloverhall	1			1		4	4.0	0	100.0%
Multi-area responsibility	1		1			84	84.0	1	0.0%
RMBC Out of Hours service	1	1				2	2.0	0	100.0%
Personnel & Staff Development	1		1			6	6.0	0	100.0%
Policy & performance	3		3			26	8.7	0	100.0%
Finance	2			2		20	10.0	0	100.0%
Rent & RTB	2		2			6	3.0	0	100.0%
Repairs Support & Admin	3	1	1	1		9	3.0	0	100.0%
Planned Maintenance	3	1		2		34	11.3	0	100.0%
Technical Section	8	1	5	2		46	5.8	1	87.5%
Capital Schemes	1		1			4	4.0	0	100.0%
Development (RTS)	1		1			1	1.0	0	100.0%
Total	164	21	110	33	0	1242	7.57	10	93.9%

3.7 Personnel				
Quick Indicator	Performance Indicator	2009/10 Actuals	2009/10 Targets	2008/09 Actuals
N/A	Percentage of job applicants from BME community	9.61% ⁽¹⁾	n/a	6.75%
=	Percentage of new starters from Asian Communities - Service Delivery Plan	13.79% ⁽²⁾	14%	9.43%
N/A	Percentage of early retirements (excluding ill health) as a percentage of total workforce (BV14)	0.16% ⁽³⁾	n/a	0.16%
N/A	Percentage of ill-health retirements as a % of total workforce (BV15)	0.16% ⁽⁴⁾	n/a	0.0%
=	Percentage of employees from ethnic minority communities (BV17 / SDP)	9.61% ⁽¹⁾	10%	6.75%
=	Percentage of employees declaring that they meet the 1995 Disability Discrimination Act disability definition	6.93% ⁽⁵⁾	7%	6.6%
X	Percentage sickness days lost	4.57% ⁽⁶⁾	4%	4.2%
X	Number of days lost due to short term sickness for full time employees	4.75 days ⁽⁷⁾	4 days	4.14 days
X	Number of days lost due to long term sickness for full time employees	6.72 days ⁽⁸⁾	6 days	6.35 days
=	Percentage of top 5% of earners that are women (BVPI 11a)	46.34% ⁽⁹⁾	50.0%	40.6%
N/A	Percentage of top 5% of earners that are from BME employees (BVPI 11b)	4.88% ⁽¹⁰⁾	n/a	6.25%

(1) This is slightly under the target by 0.39%. BME definition now includes Irish people and other White Europeans as well as Black and other minority ethnic groups.

(2) This is slightly under the target for the year by 0.21%. This is an improvement on 2008/9.

(3) There has only been 1 approved application for the whole year. This is the same as 2008/9

(4) The criteria for approval has been significantly tightened following changes to the pension regulations this is evidenced by only 1 application being approved.

(5) An increase of 3 since December all are existing employees who following referral to Occupational Health have been identified as being covered by the DDA.

(6) This is 0.57% above the target for 2009/10 and a 0.37% increase compared to 2008/9.

(7) It was anticipated that one of the indirect outcomes of job evaluation could be an increase in intermittent absence and over the last 12 months with the exception of April, May and December short term absence in each month has been higher when compared to 2008/9.

(8) This is 0.72 of a day above the target. Long term absence has equated to an average of 22 employees off each month. All cases are kept under review and referral to Occupational Health undertaken as appropriate.

(9) This KPI has not changed significantly over the last 12 months as there is very little turnover at this level.

(10) This KPI has not changed significantly over the last 12 months as there is very little turnover at this level.

3.8 The Housemark Balanced Scorecard commences with the first quarter 2009/10 and selected kpi's from this new scorecard has been used to compare RBH performance with 3 star ALMOs.

Gareth Swarbrick
 Chief Executive
 Rochdale Boroughwide Housing Ltd.
 Registered Office: PO Box 69 The Old Post Office The Esplanade Rochdale OL16 1AE
 Registered in England and Wales No 4394435

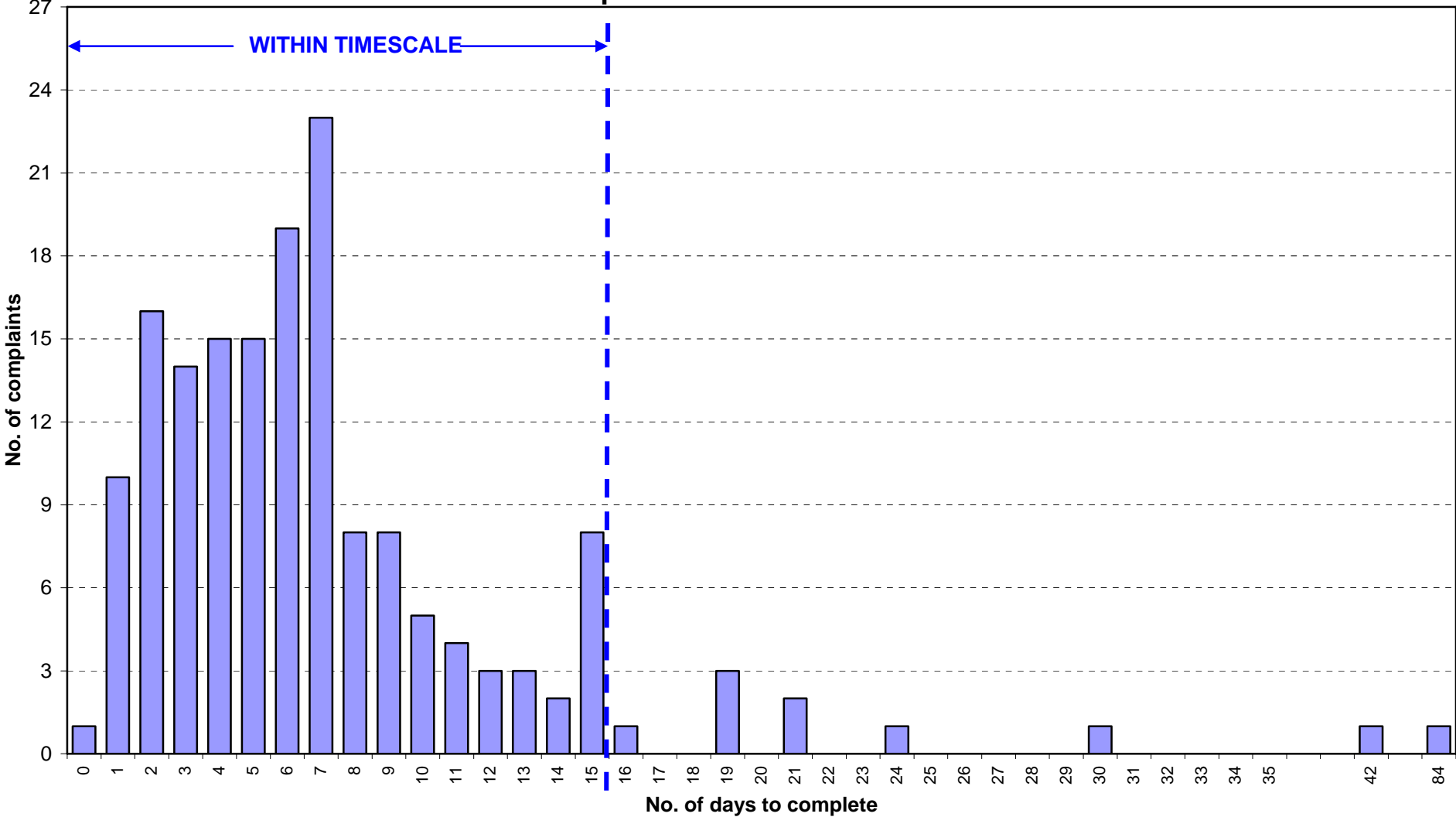
COMPARISON WITH 3 STAR ALMO's

	RBH Q4 2009/10	RBH Q3 2009/10	Ashfield Homes	Barnesal Homes	Bolton At Home	Brent Housing	Carrick Housing	Cheltenham	City West Homes	Derby Homes	Gateshead Housing	Hounslow Homes	Islington	Kensington & Chelsea	Kifflees	Northwade Hsg Manchester	Poole Housing	Sandwell	Sheffield Homes	Southill	Stockport Homes	Warrington Golden Gates	Your Homes Newcastle	
Access & Customer Care																								
1. Satisfaction of tenants with Landlord services (NI 160)	Result	80.6%	81.2%																					
	Rank																							
Equality & Diversity																								
11. Equality Standard - Level attained	Result	4	4																					
	Rank																							
12. % of customers on who the landlord has diversity information	Result	50.41%	47.91%		53.61%	60.40%	66.62%		49.92%	53.95%	66.67%	39.24%	68.62%		47.74%	81.67%	58.90%		84.61%	57.72%				72.53%
	Rank	12	13		11	7	6		12	10	5	14	4		13	2	8		1	9				3
Stock Condition & Asset Management																								
18. % response repairs where appointment was made and kept	Result	86.7%	91.2%	99.06%	94.65%	76.76%	99.90%		99.84%	96.01%	87.52%	99.01%		98.70%		99.00%	97.68%	99.75%	95.09%	99.10%	97.61%	95.30%	97.46%	97.00%
	Rank	18	17	5	16	18	1		2	13	17	6		8		7	9	3	15	4	10	14	11	12
23. Gas safety certificates outstanding	Result	0.60%	0.68%		0.14%		0.90%	5.00%	0.07%	0.66%	0.10%	0.62%	0.00%	0.67%	0.38%	1.57%	0.13%	0.00%	0.64%	0.30%	0.01%	0.00%	1.61%	1.50%
	Rank	11	15		8		15	19	5	13	6	11	1 =	14	10	17	7	1 =	12	9	4	1 =	18	16
26. % Non Decent Homes	Result	1.7%	2.3%		5.12%	3.68%		0.00%		0.00%	10.94%	0.00%	14.50%		4.00%	20.00%	9.30%	16.36%	19.00%	9.42%	10.00%	0.00%	37.19%	
	Rank	4	4		6	4		1 =		1 =	10	1 =	11		5	14	7	12	13	8	9	1 =	15	
28. Average SAP rating 2005 version (2001)	Result	66.84	66.83																					
	Rank																							
Tenancy & Estate Management																								
33. % of ASB cases resolved	Result		60%					63				87							45.21	93.2			90.58	
	Rank		5					4				3							5	1			2	
34. Average re-let times	Result	27.8	26.9	30.3	25.3	28.0	27.0	18.0	17.0	25.9	30.4	32.02	56.0	23.0	36.3	32.0	40.0	21.5	27.0	39.1	28.0	21.0	18.0	25.0
	Rank	12	10	14	8	12 =	10 =	2 =	1	9	15	17	21	6	18	16	20	5	10 =	19	12 =	4	2 =	7
Income Management & Debt Counselling																								
36. Rent collected as % of rent owed HMP210	Result	98.25	99.55			100.21	98.2	99.7%			100.71		98.73						100.4			100.94		98.72
	Rank	8	6			4	8	5			2		6						3			1		7
38. % rent arrears of current tenants	Result	1.90%	2.18%				2.60%	1.66%	1.68%		2.54%	2.28%		2.90%		4.80%	2.20%			2.48%	2.69%	1.11%		3.13%
	Rank	4	5				8	2	3		7	5		10		12	4			6	9	1		11
44. Former tenant arrears as a % of rent roll	Result	8.53%	6.77%																					
	Rank																							
Resident Involvement																								
45. % tenants satisfied their views are taken into consideration by Landlord (Status Q28)	Result	57.7%																						
	Rank																							
Allocations & Lettings																								
46. Percentage of new tenants satisfied with allocations & letting process	Result		N/A																					
	Rank																							
Supported Housing & Supporting People																								
47. % Supported/Sheltered Housing tenants satisfied with Landlord services	Result	95.50%		Sheltered only																				
	Rank																							
Management of Leaseholder & Shared Ov																								
50. % of Leaseholders satisfied with Landlord services	Result		63.2%																					
	Rank																							
53. % of Leaseholders satisfied with communal repairs service	Result		45.5%																					
	Rank																							
Value For Money																								
55. % void rent loss	Result	1.09%	1.10%	0.76%		1.40%	1.00%		1.40%	2.08%	1.86%	1.49%	1.66%	1.12%	1.54%	0.00%	2.00%	0.71%	1.36%	1.98%	1.05%	0.75%		3.23%
	Rank	7	7	4		9	5		10	17	14	11	13	7	12	1	16	2	8	15	6	3		18
56. Total net value of on-going cash releasing VFM gains since 2008/09	Result																							
	Rank																							
Prospects for improvement																								
59. Number of working days lost due to sickness absence (Housemark definition)	Result	3.08	3.03		6.54	10.3	5.9	7.71	7.74	3.54	3.67	8.23	8.46	5.5	9.3	5.7	8.2	5.2	5.65	9.61	6	4.54	4.51	7.75
	Rank	1	1		11	20	9	12	13	1	2	16	17	6	18	8	15	5	7	19	10	4	3	14
60. Investor in People?	Result	1	1																					
	Rank																							

KEY: Figures from a previous quarter

Appendix A

RBH Complaints Processed in 2009/2010



Appendix B – Local performance indicator reports

Team: ALLOCATIONS	Performance				Commentary
	Target 2008/09	Actual 2008/09	Target 2009/10	Actual 2009/10 Q4	
Period: Q4 2009/10					
a Percentage of applications input within 10 working days of receipt of all necessary information.	90%	100%	90%	56%	Backlog due to staff shortages and usage of leave. Part-time staff are working more hours at present and staff have been requested to work Saturdays to address the situation. Also looking into possibility of using Documotive to make the procedure quicker.
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%	74%	90%	90%	
d Percentage of nominations to Housing Associations within 5 working days of referral	90%	98%	90%	100%	
e Percentage of new tenancies maintained for 6 months or more	80%	87%	80%	88%	
f Percentage of Lets that are offered to homeless applicants	5%	2%	5%	2%	
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%	68%	85%	88%	Small number not hit target date.
i Percentage of applicants rehoused this period, within 3 months of their applications being registered.	25%	40%	25%	33%	
j Percentage of Mutual Exchanges completed within 42 days of the date of application.	100%	100%	100%	100%	
k Percentage of accompanied viewings offered	100%	100%	100%	100%	

Lead officer: DEBORAH JAMIESON, Principal Housing Manager	Performance						Commentary
	Target 2009/10	Actual South & Pennine	Actual R/North	Actual Midd. & Heywood M H	Quick Indicator	Target 2010/11	
Period: Q4 2009/10					✓		
CARETAKING (PHM's)							
a Percentage of estates receiving a 3 monthly estate inspection.		100%	100%	100%	✓		
b Percentage of communal areas cleaned within agreed timescales.		98%	100%	H. 100% M. 78%	✓		
c Percentage of tenant satisfaction with caretaking service							
d Percentage of caretaker work tickets completed within set timescales - i) Very Urgent (ie racist graffiti) ~ within 24 hours ii) Urgent ~ 3 days iii) Non-Urgent ~ 10 days		(i) 99% (ii) 100% (iii) 99%	(i) 100% (ii) 100% (iii) 100%	H & M (i) 100% (ii) 100% (iii) 100%	✓		
SUPPORTED HOUSING (Peter Smith)							
e Percentage of sheltered schemes that are accessible by customers with physical disabilities	100%	100%	100%	100%	✓		010/ 011 Target 100%
f Average time taken to relet local authority sheltered housing dwellings (Cum. Ytd)	25 days	22.7 days	32.5 days	27.5 days	=		Overall 26.7 days
g Percentage of tenants who are from the BME communities	2%	2.00%	2.00%	1.00%	=		010/ 011 Target 2%
h Percentage of residents for whom a care plan / risk assessment has been completed.	100%	100%	100%	100%	✓		010/011 target 100%
i Percentage of tenants satisfied with the sheltered service	85%	97%	97%	97%	✓		010/011 target 85%

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

Local kpi	Comparison with year-end	Q4 2009/10	Q3 2009/10
a) Former Tenant Arrears as a percentage of rent debit.	X	6.72%	4.44%
b) Former Tenant Arrears as a percentage of total arrears.	X	62.37%	60.78%
c) Total Write-off's as a % of Former Tenant Arrears	✓	4.72%	5.06%

FORMER TENANT ARREARS - AGE PROFILE

