



FOR INFORMATION

Agenda Item No **2**

**REPORT TO THE PERFORMANCE
MANAGEMENT SUB-COMMITTEE**

24 MAY 2007

Performance Management Information

1. Summary

- 1.1 This report sets out the performance achieved in 2006/07.
- 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 2006/2007 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. Added to these are ones on Former Tenant Arrears, as recommended by our Auditors Deloitte Touche.

Quick Indicator Key:

4th quarter boroughwide performance indicates that:

- ✓ performance is exceeding the target
- = performance is roughly equal to the target
- X performance is not achieving the target

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The lead board member for this issue is Brian Davies.

2 It is recommended that the sub-committee:

- 2.1 **Note and comment on the performance levels for 2006/07 and targets for 2007/08 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 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.**

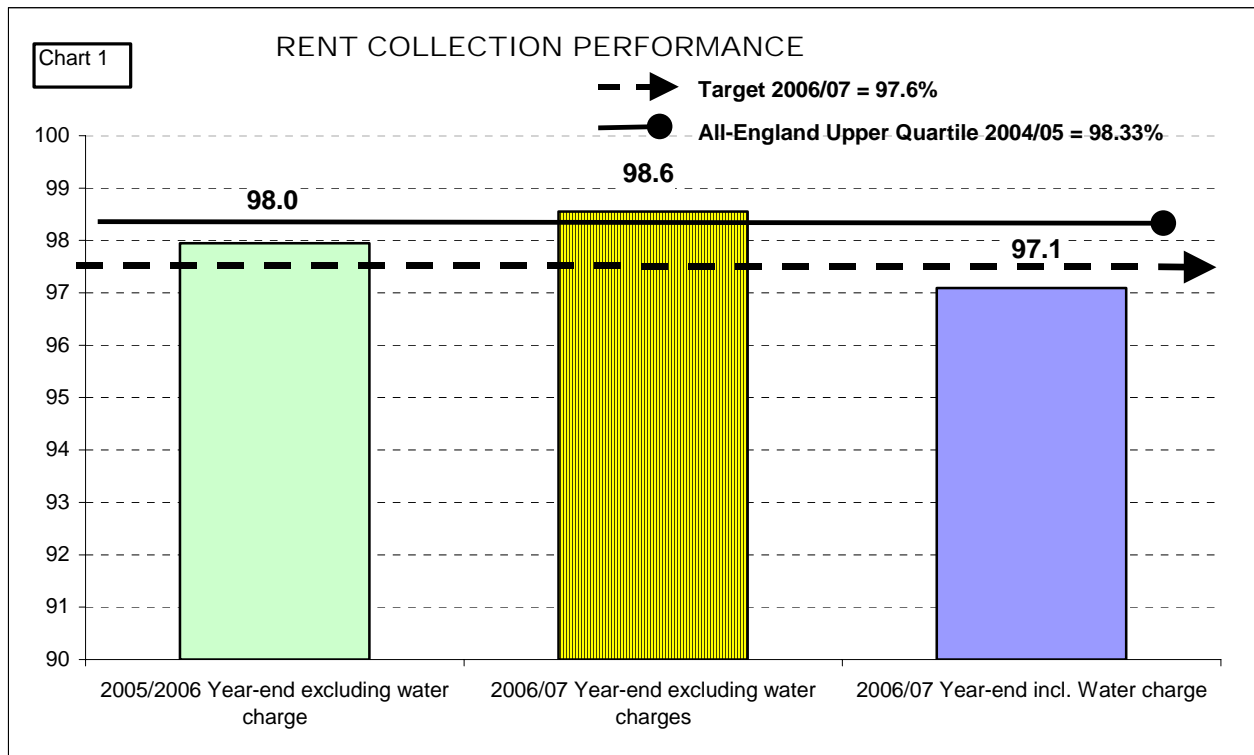
3. PERFORMANCE AND TARGETS

3.1 Rent Collection and Arrears

Quick Indicator	Performance Indicator	Actual 2006/07	Target 2006/07	Actual 2005/06	Future Targets	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	98.6% ⁽¹⁾ (97.1% inclusive of water)	97.6% (97.2% inclusive of water)	98.0% (97.1% inclusive of water)	2007/08 = 97.8% 2008/09 = 97.9% 2009/10 = 98.0%	1
X	Number of tenants with more than 7 weeks of (gross) rent arrears as a % of all council tenants. BV66b	4.9% ⁽¹⁾ (690 tenants)	4.2%	4.3%	2007/08 = 4.1% 2008/09 = 4.0% 2009/10 = 3.9%	
X	% of tenants in arrears who have had NSP's served BV66c	27.6% ⁽¹⁾ (2014 NSP's)	25%	19.6%	2007/08 = 25% 2008/09 = 25% 2009/10 = 25%	
✓	% of tenants evicted as a result of rent arrears. BV66d	0.66% ⁽¹⁾ (94 tenants)	0.90%	0.97%	2007/08 = 0.9% 2008/09 = 0.9% 2009/10 = 0.9%	
=	Arrears of current tenants as a proportion of the rent roll (ex BV66b)	1.85% ⁽¹⁾ (2.6% incl. of water)	1.8% (2.2% incl. of water)	1.72% (2.3% incl. of water)	2007/08 = 1.8% 2008/09 = 1.8% 2009/10 = 1.8%	2
=	The % of all current tenants owing over 13 weeks rent (net of housing benefit), excluding those owing less than £250	1.44% ⁽¹⁾ (203 tenants)	1.3%	1.34%	2007/08 = 1.3% 2008/09 = 1.3% 2009/10 = 1.3%	-
N/A	Number of 'notices seeking possession' served (excl. water charges)	2014	N/A	1742	N/A	-
N/A	Number of arrears cases entered into Court	431	N/A	794	N/A	-
N/A	No. of Possession Orders granted	64	N/A	85	N/A	-
N/A	Number of evictions applied for	391	N/A	548	N/A	-
N/A	Number of evictions carried out	94	N/A	144	N/A	-

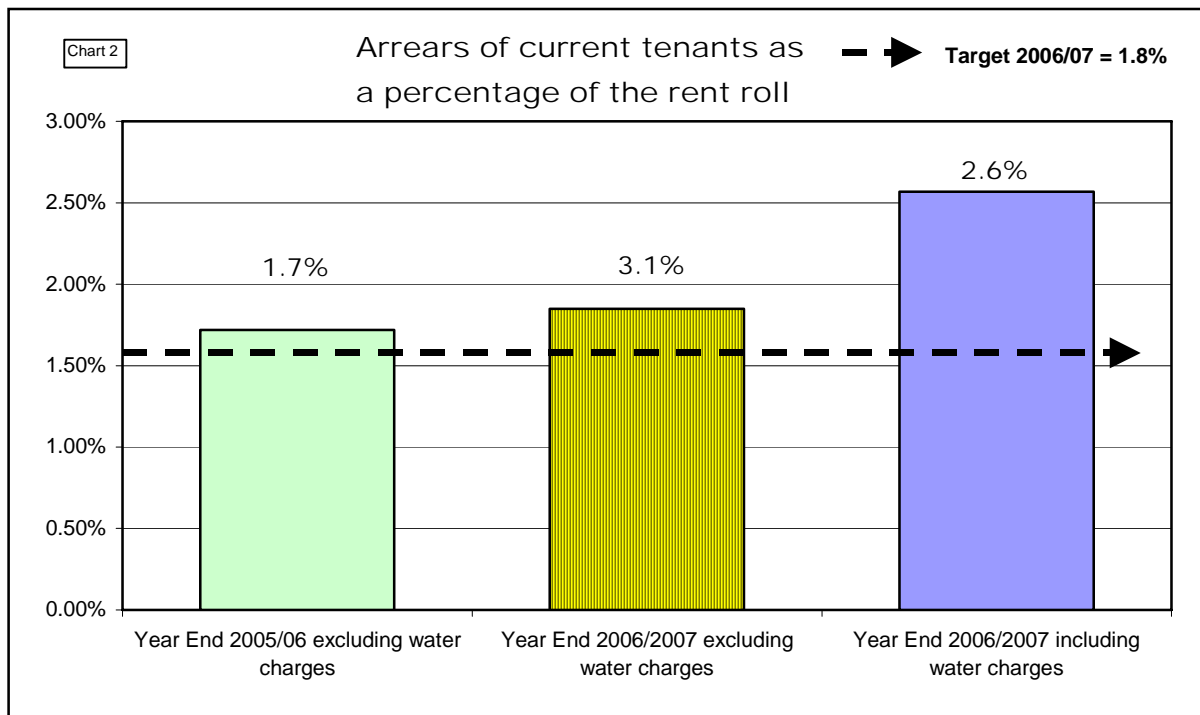
Comments:

(1) Performance for the year on rent collection has been excellent especially given the upheaval caused by the introduction of a new Housing Benefit IT system by the Council mid year. Firm and fair application of our arrears policy allied to good dialogue and partnership working with the Council's Revenues and Benefits has helped us to overcome the mid year difficulties. The HB difficulties are the main reason for the increase in the number of NSPs served. The increase in tenants with more than 7 weeks (gross) rent arrears is due to the fact that water charge arrears cannot be separated out from rent in the calculation of this PI



Year-end figures by Management Area

	<i>WATER CHARGES:</i>	<u>Included</u>	<u>Excluded</u>
Heywood & Middleton		96.9%	98.2%
South & Pennines		97.3%	98.8%
Rochdale North		97.1%	98.6%
Total		97.1%	98.6%



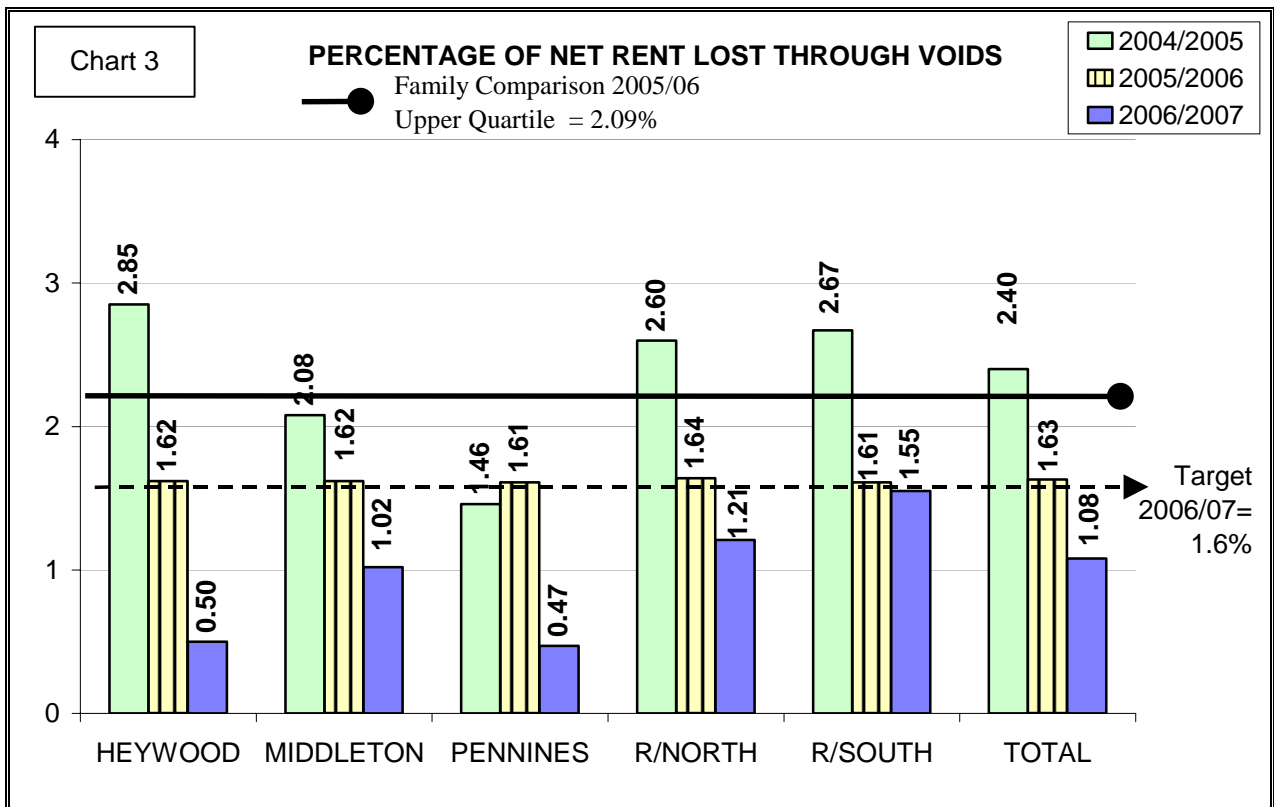
Year-end figures by Management Area

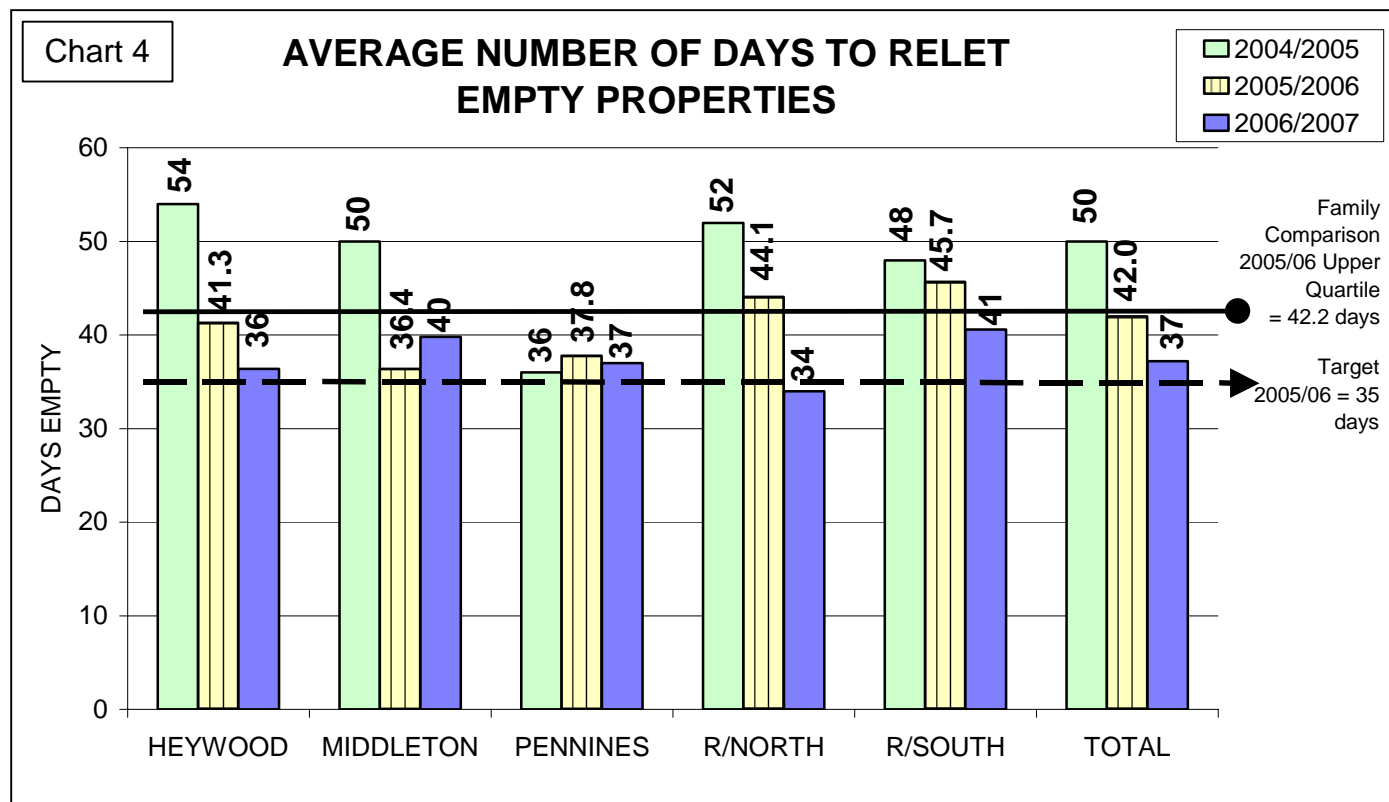
	<i>WATER CHARGES:</i>	<u>Included</u>	<u>Excluded</u>
Heywood & Middleton		2.73%	1.90%
South & Pennines		2.58%	1.96%
Rochdale North		2.39%	1.69%
Total		2.57%	1.85%

3.2 Empty Properties						
Quick Indicator	Performance Indicator	Actual 2006/07	Target 2006/07	Actual 2005/06	Future Targets	Chart Ref.
✓	Percentage of rent lost with dwellings becoming empty	1.4% ⁽¹⁾	1.6%	1.6%	2007/08 = 1.3% 2008/09 = 1.3% 2009/10 = 1.3%	3
=	Average relet times (days) (excludes properties that were empty due to undergoing major capital works)	37.5 days ⁽¹⁾	35 days	42 days	2007/08 = 35 2008/09 = 35 2009/10 = 35	4
✓	Percentage of stock empty and available for letting	1.1% ⁽¹⁾ (152 props as at 31.03.07)	1.3%	1.2%	2007/08 = 35 2008/09 = 35 2009/10 = 35	-

Comments:

(1)
Note: Still awaiting information from Cloverhall.





AVERAGE VOID RELET TIMES BY PROPERTY TYPE (CALENDAR DAYS)

Q4 Cumulative 2006/07 Figures

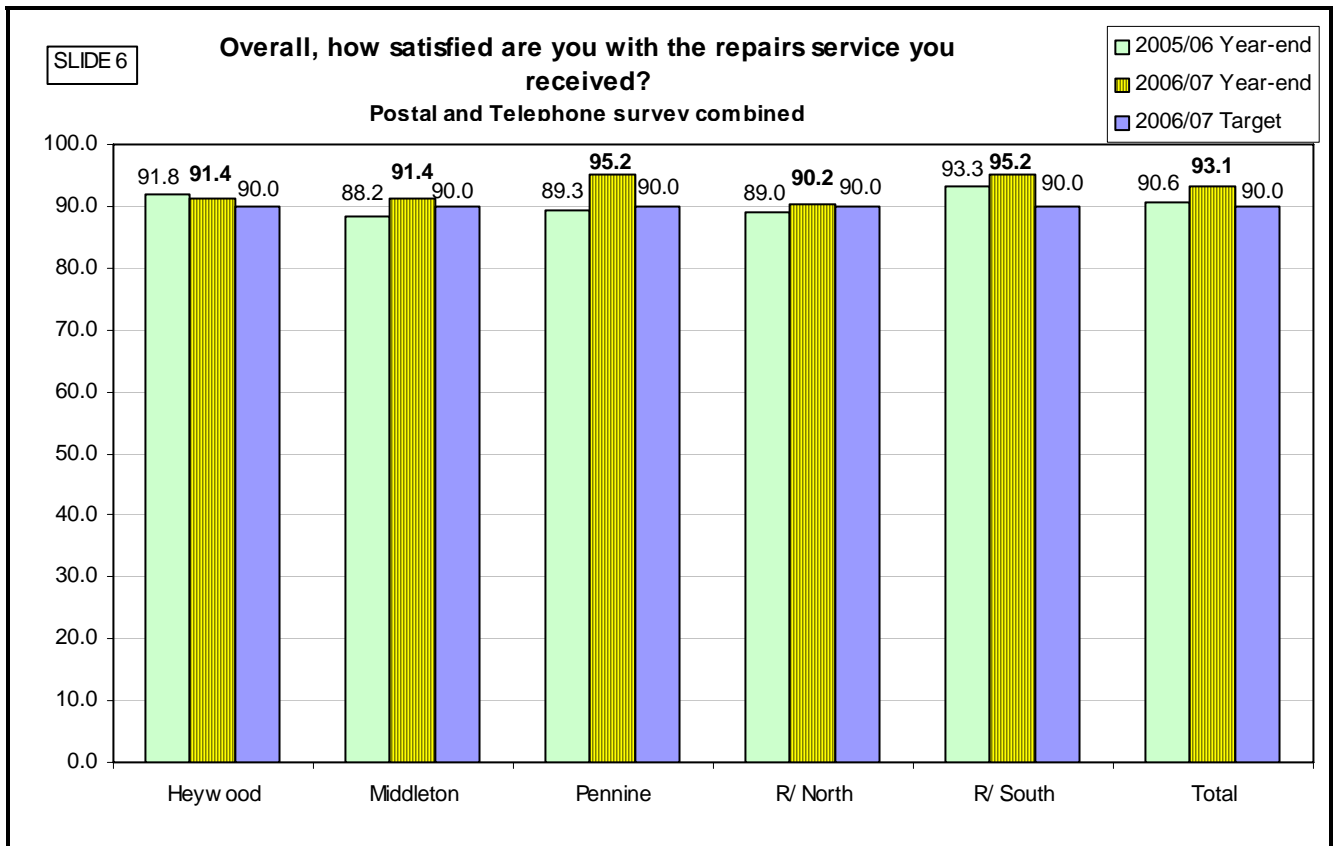
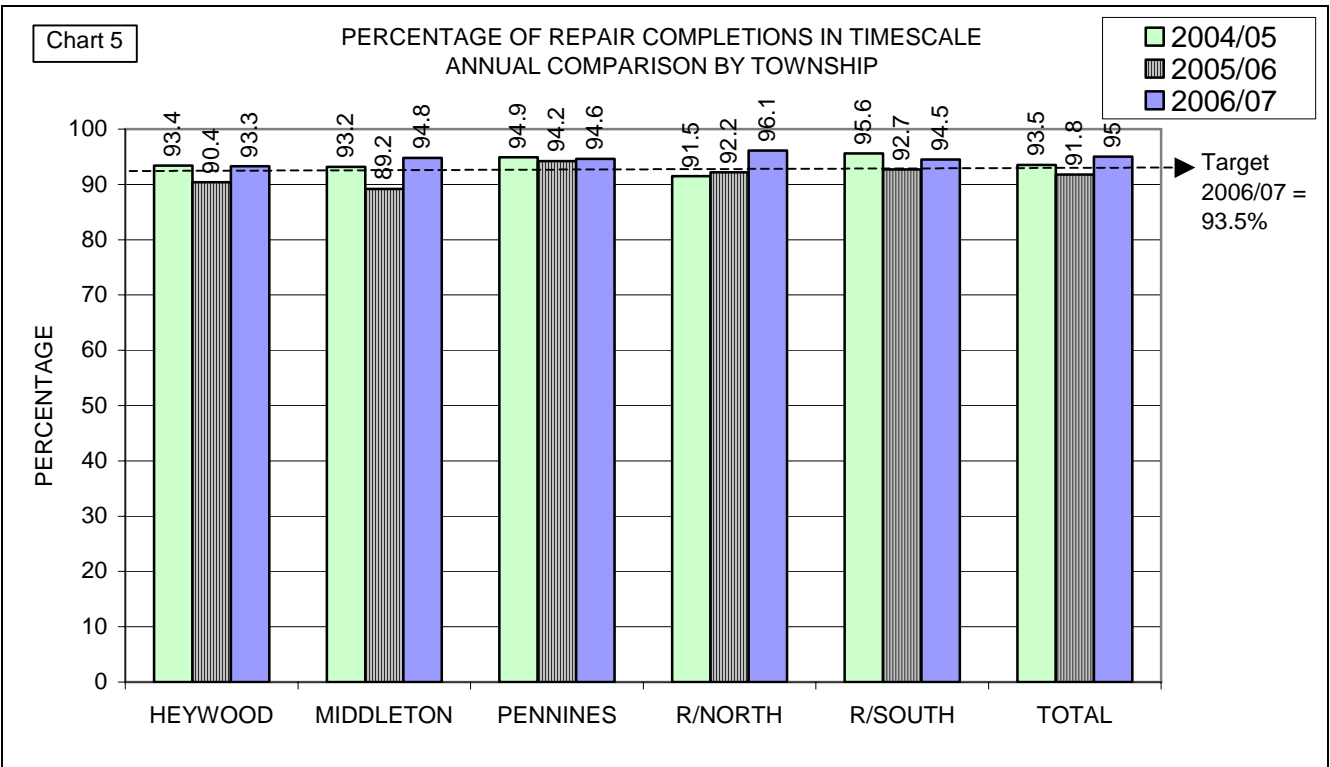
	BUNGALOW	FLAT	HOUSE	MAISONETTE	SHELTERED BUNGALOW	SHELTERED FLAT	TOTAL
HEYWOOD	39.3 (18 Props)	33.1 (139 Props)	43.1 (46 Props)	28.8 (18 Props)	42.0 (1 Props)	47.8 (23 Props)	36.5 (245 Props)
MIDDLETON	32.8 (22 Props)	37.3 (166 Props)	39.8 (69 Props)	47.0 (32 Props)	28.0 (1 Props)	53.4 (27 Props)	39.8 (317 Props)
PENNINES	34.5 (20 Props)	34.6 (52 Props)	42.5 (60 Props)		28.0 (12 Props)	34.5 (21 Props)	37.0 (165 Props)
ROCHDALE NORTH	34.5 (42 Props)	34.0 (489 Props)	36.2 (95 Props)	17.5 (2 Props)	19.6 (5 Props)	27.7 (21 Props)	34.0 (654 Props)
ROCHDALE SOUTH	34.9 (28 Props)	40.3 (218 Props)	39.8 (166 Props)	46.7 (3 Props)	41.5 (4 Props)	61.4 (17 Props)	40.6 (436 Props)
CLOVERHALL	105.0 (5 Props/ 525 days)	14.0 (1 Props/ 14 days)	50.8 (12 Props/ 610 days)				63.8 (18 Props/ 1149 days)
TOTAL	37.5 (135 Props/ 5070 days)	35.7 (1065 Props/ 38013 days)	40.0 (448 Props/ 17919 days)	39.9 (55 Props/ 2196 days)	29.1 (23 Props/ 670 days)	44.9 (109 Props/ 4890 days)	37.5 (1835 Props/ 68758 days)

3.3 Repairs						
Quick Indicator	Performance Indicator	Actual 2006/07	Target 2006/07	Actual 2005/06	Future Targets	Chart Ref.
X	% of urgent repairs completed in Govt. time limits.	93.5% ⁽¹⁾	97.5%	97.5%	2007/08 = 97.8% 2008/09 = 97.9% 2009/10 = 98.0%	-
=	Average time to complete non-urgent responsive repairs. (days)	10.9 days ⁽²⁾	10	11	2007/08 = 10 2008/09 = 10 2009/10 = 10	-
✓	% of repairs completed within priority timescales.	95% ⁽¹⁾	93.5%	92%	2007/08 = 95% 2008/09 = 95% 2009/10 = 95%	5
=	% 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	74% ⁽³⁾	75%	64%	2007/08 = 82% 2008/09 = 83% 2009/10 = 84%	-
✓	CPA Emergency & Urgent Right to Repair (Note: the lower the better)	31%	N/A	N/A	2007/08 = 38% 2008/09 = 38% 2009/10 = 38%	
✓	Overall satisfaction with the repairs service (postal and telephone survey combined)	93% ⁽⁴⁾	90%	91%	2007/08 = 82% 2008/09 = 83% 2009/10 = 84%	6

Comments:

Performance on the majority of repairs PIs has been good especially given the reduction in repairs expenditure and the uncertainty caused by the repairs market testing process which included a significant reduction in staffing levels.

1. At the beginning of the year we re-categorised urgent repairs to bring local categorisation in line with national Right to Repair categories. We also decentralised our CH and electrical teams. Both these affected performance although by Q4 we were very nearly hitting our target.
2. Our performance on this indicator has improved this year but we need to make further progress
3. There has been significant improvement in the % of jobs for which an appointment was made and kept. However we must strive to improve this further to keep pace with best performance and customer expectation.
4. Overall satisfaction with the service is at its highest ever level.



3.4 Right to Buy and Mortgages					
Quick Indicator	Performance Indicator	Actual 2006/07	Target 2006/07	Actual 2005/06	Future Targets
✓	% of Right To Buy applications admitted or rejected within Govt timescales.	100%	100%	100%	2007/08 = 100% 2008/09 = 100% 2009/10 = 100%
=	Average time (days) taken to serve Right to Buy acknowledgement notices	17.6 ⁽¹⁾	17.5	17.6	2007/08 = 17.5 2008/09 = 17.5 2009/10 = 17.5
✓	Percentage of Right to Buy offer prices dispatched within Govt timescales.	100%	100%	100%	2007/08 = 100% 2008/09 = 100% 2009/10 = 100%
✓ X	Average time (days) taken to serve Right to Buy offer notices	29.3 ⁽¹⁾	30	30.4	2007/08 = 30 / 57 2008/09 = 30 / 57 2009/10 = 30 / 57
	Houses	59.0	57	58.5	
X	Arrears as a % of the total outstanding mortgage balance.	2.1% ⁽²⁾	1.85%	1.7%	2007/08 = 1.85% 2008/09 = 1.85% 2009/10 = 1.85%

Comments:

(1) Government timescales for RTB notices continue to be met in 100 % of cases. The tighter local timescales set are currently just falling short of the new local targets as regards acknowledgements, but we have had a record number of applications in February (131 houses & 45 flats) and March (104 houses and 27 flats). It is an achievement in itself to reach the 100% government timescales. The local timescale for the issue of offer notices on houses is phenomenal due to the number of applications. Flat sales continue to grow in number too.

(2) Mortgage arrears have increased as there is a greater percentage of difficult cases in relation to overall mortgage numbers remaining in the portfolio. The arrears reduction target has not been achieved, however, some of these matters will be resolved in the very near future. Although there has been an increase in the level of service charge arrears, major works arrears continue to be reduced above the target, which in view of the amounts involved, represents a considerable achievement on the part of the collection team.

3.5 Neighbour Nuisance 2006/07 Cumulative						
Incidents Reported:						
	North	South	Pennines	Middleton	Heywood	Borough
Neighbour Nuisance	143	97	108	54	35	437
Dispute	6	3	3	2	4	18
Racial Harassment	27	10		3	3	43
Other Hate	2					2
Harassment	17	14	8	5	3	47
Youth Nuisance	114	41	14	40	21	230
Noise Nuisance	115	23	16	29	10	193
Violence/Threats	33	17	7	6	6	69
Other Breach Of Tenancy	11					11
TOTAL	468	205	156	139	82	1050

Action Taken:						
	North	South	Pennines	Middleton	Heywood	Borough
Warning	70	45	42	32	29	218
ABC	11		3	4		18
Notice Seeking Possession	16	4	4	1	3	28
Possession	1	1	1	3	1	7
Anti-Social Behaviour Order.	14	3	1	3	1	22
Injunction	9	4	1	3	1	18
Other Court Action	2		1	2		5
Mediation	1	1				2
Referrals	34	11	8	14	14	81
Other Action (e.g. visits, etc)	63	47	36	20	18	184
Action by Area Office	258	127	119	123	86	713

3.6 Formal Complaints Q4 2006/07

Quick Indicator	Performance Indicator	Actual 2006/07	Target 2006/07	Actual 2005/06	Chart Ref.
=	Percentage of complaints responded to within 15 working days	92.9% ⁽¹⁾ (Q4 Nett = 97.1%)	97%	86% (298 out of 347)	-
=	Average time (working days) to investigate and respond to complaints	8 days ⁽¹⁾	7 days	11	-

Comments:

1) The Quarter 3 & 4 nett figures exceeded the target of 97%, which has improved the cumulative figures to 92.9%.

The Quarter 4 complaints are broken down as follows:- see over

Service Area	Total	Yes	No	Partial	Not Proven	Total days	Ave Time	Over 15 days	% within 15 days
North	12		11	1		55	4.6	0	100%
Middleton	7	1	5	1		58	8.3	0	100%
South	8	1	5	2		65	8.1	0	100%
Pennine	1		1			11	11.0	0	100%
Central Rehousing	2		2			9	4.5	0	100%
Technical Section	2			2		12	6.0	0	100%
Heywood	0					0	---	0	---
Boroughwide Services	1			1		13	13.0	0	100%
Nuisance & Debt Recovery	1		1			36	36.0	1	0%
Arrears/Debt Recovery	1	1				22	22.0	1	0%
Total	35	3	25	7	0	281	8.03	2	97.10%

3.7 Personnel					
Quick Indicator	Performance Indicator	2006/07 Actual	2006/07 Targets	2005/06 Actuals	Future Targets
=	Percentage of new starters from Asian Communities - Service Delivery Plan (SDP)	13.5% ⁽¹⁾	14%	21.5%	2007/08 = 14% 2008/09 = 14% 2009/10 = 14%
N/A	Percentage of early retirements (excluding ill health) as a percentage of total workforce (BV14)	0.7% ⁽²⁾	No target set	0.2%	No target set
N/A	Percentage of ill-health retirements as a percentage of total workforce (BV15)	0.3% ⁽²⁾	No target set	0.5%	No target set
X	Percentage of employees from ethnic minority communities (BV17 / SDP)	8.4% ⁽³⁾	11.5%	8.6%	2007/08 = 12% 2008/09 = 13% 2009/10 = 14%
✓	Percentage of employees declaring that they meet the Disability Discrimination Act 1995 disability definition	4.6% ⁽²⁾	4.0%	4.1%	2007/08 = 5%
X	Percentage sickness days lost	4.3% ⁽⁴⁾	4.0%	4.3%	2007/08 = 4%
✓	Number of days lost due to short term sickness for full time employees	4.9 ⁽⁵⁾	5 in full year	5.6	2007/08 = 5 days
X	Number of days lost due to long term sickness for full time employees	5.8 ⁽⁶⁾	5 in full year	5.6	2007/08 = 5 days
X	Percentage of top 5% of earners that are women (BVPi 11a)	44% ⁽⁷⁾	50%	39%	2007/08 = 50% 2008/09 = 50% 2009/10 = 50%
X	Percentage of top 5% of earners that are from BME employees (BVPi 11b)	4.0% ⁽⁸⁾	10%	10%	2007/08 = 10% 2008/09 = 10% 2009/10 = 10%
<p>Comments:</p> <p>(1) Slightly under target due to lower levels of recruitment.</p> <p>(2) Compared to 2005/06 there has been an overall reduction of 4 BME employees. Again lower levels of recruitment affected this PI.</p> <p>(3) Ill-health retirements are only approved by the Occupational Health Physician under strict guidelines issued by the Pension Fund.</p> <p>(4) Whilst the overall percentage levels have not changed there are more employees with a full attendance record. In 2005/06 there were 173 employees; this has increased to 198 employees in 2006/07.</p> <p>(5) Constant monitoring and reviewing of procedures have helped in ensuring that short term absence has reduced to less than 5 days.</p> <p>(6) Long term absence has been prevalent across all 3 divisions. In previous years only the Technical Division has been affected by long term absence. Long term absence has improved from January 2007, with a significant reduction in March 2007.</p> <p>(7) The top 5% of posts covers posts graded POSc4 and above. There is nearly an equal number of males and females within these posts.</p> <p>(8) The ending of fixed term contracts for 3 BME employees has had an impact on this PI.</p>					

- 3.8 Attached as Appendix 3 is performance data from all the 3-star ALMOs, which was requested at the last meeting. This data has been obtained through Housemark and shows the main performance indicators from 13 ALMOs for 2005/6. RBH's performance for both 2005/6 and 2006/7 is also shown and is ranked. The local authority ranking in the national deprivation index is shown for context. Performance data for 2006/7 for the 3-star ALMOs should be available for the next meeting.
- 3.9 RBH's performance is generally comparable with the 3-star ALMOs – notably for rent collection (ranked 7th) and rent loss through vacant dwellings (ranked 7th). However, three performance indicators stand out as potentially comparatively weak - number of tenants with more than 7 weeks gross rent arrears as percentage of total; percentage of urgent repairs completed within govt. time limits; and percentage of response repairs where an appointment was made and kept. Officers will report back to the next meeting on these areas after analysis of the complete 2006/7 data.

Gareth Swarbrick

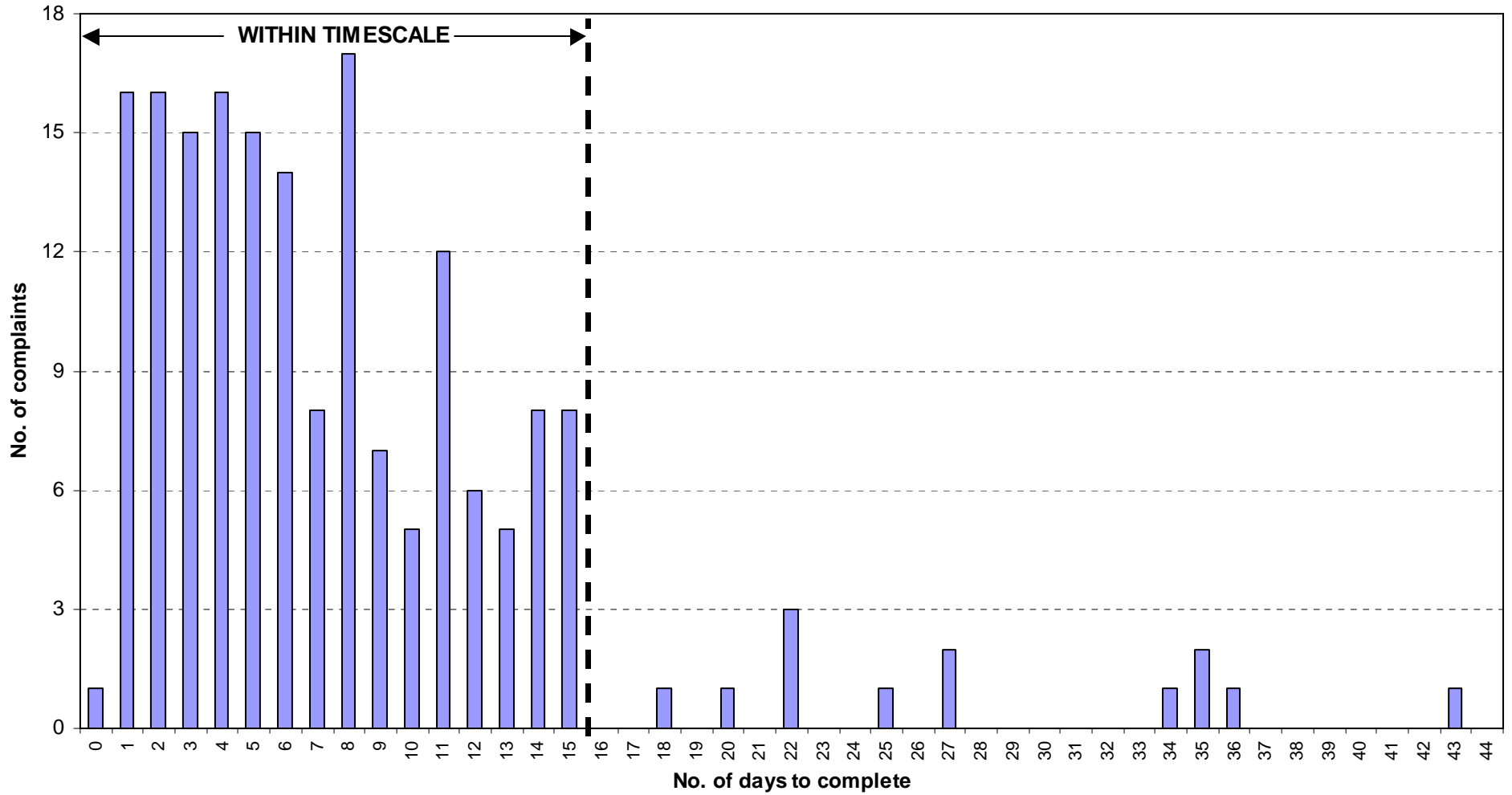
Acting Managing Director

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.

RBH Complaints Processed in 2006/07 Cumulative



Appendix B – Local performance indicator reports

Performance

Performance

Team: ALLOCATIONS	Performance						Quick Indicator	Commentary
	Target 2005/06	Target 2006/07	Actual Q1	Actual Q2	Actual Q3	Actual Q4		
Period: 2006/07								
a Percentage of applications input within 10 working days of receipt of all necessary information.	90%	90%	56%	72%	49%	97%		First accurate return following earlier problems with data calculation. This accords with performance expected if all staff are in attendance.
b Percentage of qualifying applicants being notified of decision within 10 working days of the completion of input / registration.	90%	90%	100%	100%	100%	100%		
c Percentage of medicals processed within 15 days of receipt at Home Choice	90%	90%	86%	79%	91%	89%		Dr Yapa, who assesses a number of the cases, on sick leave throughout most of this period, and cover not provided by Bury PCT.
d Percentage of nominations to Housing Associations within 5 working days of referral	90%	90%	88%	95%	91%	86%		
e Percentage of new tenancies maintained for 6 months or more	80%	80%	87%	90%	88%	85%		
f Percentage of Lets that are offered to homeless applicants	10%	10%	14%	13%	11%	10%		Possibly a reflection of reduced turnover.
g Percentage of Lets that are accepted on the first offer.	40%	40%	?	?	?	?		Correct data still not available.
h Percentage of Asylum and Immigration applicants that are assessed within 5 working days of Interview.	85%	85%	84%	75%	68%	91%		146 interviews completed.
i Percentage of applicants rehoused this period, within 3 months of their applications being registered.	25%	25%	30%	29%	32%	30%		
j Percentage of Mutual Exchanges completed within 42 days of the date of application.	100%	100%	100%	100%	100%	100%		Statutory timescale
k Percentage of accompanied viewings offered	100%	100%	100%	100%	100%	100%		

Team: ALLOCATIONS	Actual 2001/02	Target 2005/06	Target 2006/07	Actual Q1	Actual Q2	Actual Q3	Actual Q4	Actual Q3	Actual Q4	Commentary
Period: 2006/07										
a Percentage of applications input within 10 working days of receipt of all necessary information.	£12,537	90%	90%	x	x			x	97%	First accurate return following earlier problems with data calculation.
b Percentage of qualifying applicants being notified of decision within 10 working days of the completion of input / registration.	£9,116	90%	90%	100%	100%			100%	100%	
c Percentage of medicals processed within 15 days of receipt at Home Choice	£11,204	90%	90%	86%	79%			91%	89%	Dr Yapa, who assesses a number of the cases, on sick leave throughout most of this period, and cover not provided by Bury PCT.
d Percentage of nominations to Housing Associations within 5 working days of referral		90%	90%	88%	95%			91%	86%	
e Percentage of new tenancies maintained for 6 months or more		80%	80%	87%	90%			88%	85%	
f Percentage of Lets that are offered to homeless applicants	£10.51	10%	10%	14%	13%			11%	10%	Possibly a reflection of reduced turnover.
g Percentage of Lets that are accepted on the first offer.		40%	40%	x	x			x	x	Data not available.
h Percentage of Asylum and Immigration applicants that are assessed within 5 working days of Interview.		85%	85%	84%	75%			68%	91%	146 interviews completed.
i Percentage of applicants rehoused this period, within 3 months of their applications being registered.		25%	25%	30%	29%			32%	30%	
j Percentage of Mutual Exchanges completed within 42 days of the date of application.		100%	100%	100%	100%			100%	100%	Statutory timescale
k Percentage of accompanied viewings offered	N/A	100%	100%	100%	100%			100%	100%	

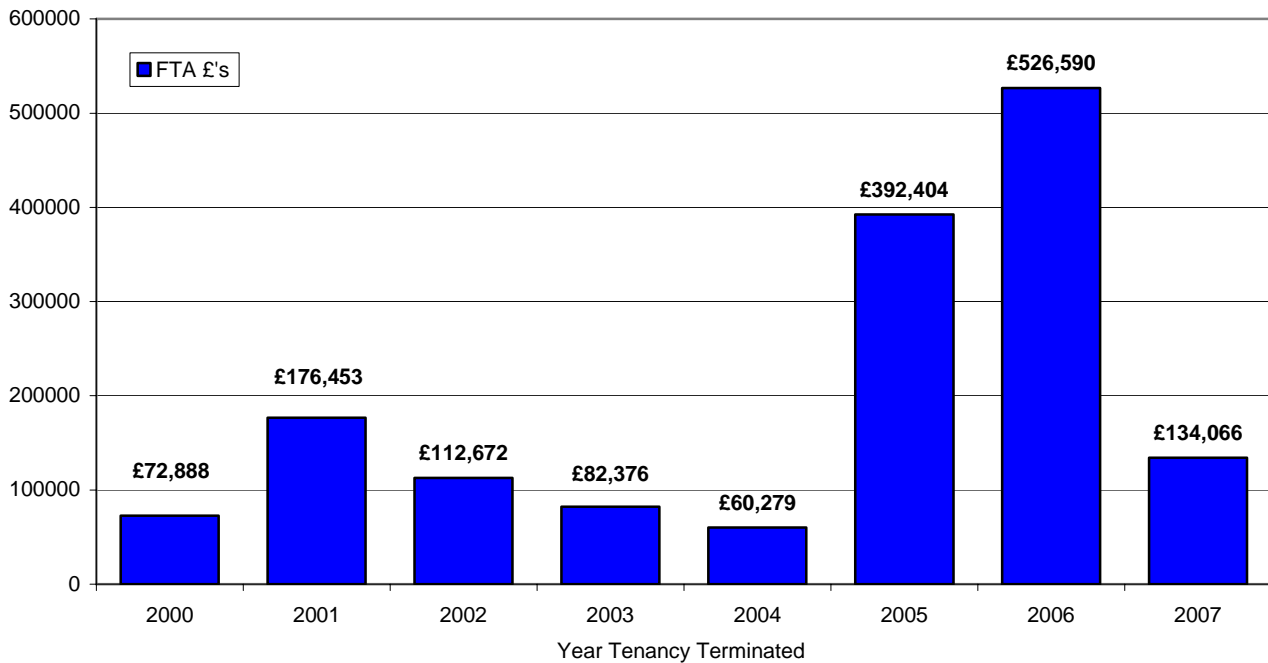
Lead officer: DEBBIE HOPWOOD, Principal Housing Manager	Performance					Quick Indicator	Commentary	
	Target 2006/07	Actual South & Pennine	Actual R/North	Actual Midd. & Heywood				
Period: Q4 2006/07						✓		
CARETAKING								
a Percentage of estates receiving a 6 monthly estate inspection.	100%	100%	100%	100%		✓		
b Percentage of communal areas cleaned within agreed timescales.	90%	100%	100%	66.3%		=		
c Percentage of tenant satisfaction with caretaking service	90%							
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	95%	i) 100% ii) 97.1% iii) 94.94%	i) 100% ii) 100% iii) 100%	i) 100% ii) 100% iii) 100%		✓		
SUPPORTED HOUSING								
e Percentage of sheltered schemes that are accessible by customers with physical disabilities	100%	100%	85%	90%		=		
f Average time taken to relet local authority sheltered housing dwellings (Cum. Ytd)	tba	28 days Bungalow 34 days Sheltered Flat (Pennine) 41 days Bungalow and 61 days Sheltered flat (South)						
g Percentage of tenants who are from the BME communities	tba	tba	1.00%	0		----		
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%	85%	85%	85%		✓		

Team: GROUNDS MAINTENANCE	Actual 2001/02	Target 2006/07	Actual Q1	Actual Q2	Actual Q3	Actual Q4	Quick Indicator	Projected year end	Quick indicator	Commentary
Period: 2006/07										
a Percentage of routine grounds maintenance completed within specified timescale	£12,537	100%	100%	100%	100%	100%				
b Percentage of sites with satisfactory grass cutting Qtr 1 average 6 cuts Qtr 2 average 6 cuts Qtr 3 average 3 cuts Qtr 4 not applicable	£9,116	90%	100%	100%	100%	n/a				
c Percentage of tree orders responded to within specified timescale - Targets - 21 days for Inspections and 9 months for completion of works		90%	100% 80%	91% 84%	100% 79%	94% 92%				In third quarter 97% of emergency work was completed within 24hrs. In 4th quarter targets were on track for 100% but due to storm damage this has decreased
d Percentage of tenants satisfied with overall Grounds Maintenance Service.	£11,204	80%	64%	64%	64%	64%				

Local Former Tenant Arrears KPI's
 (requested by Auditors Deloitte Touche)

Local KPI	Comparison with year-end	2006/07 Year-end	2005/06 Year-end
a) Former Tenant Arrears as a percentage of rent debit.	=	3.7%	3.7%
b) Former Tenant Arrears as a percentage of total arrears.	✓	59.0%	61.2%
c) Total Write-offs as a % of Former Tenant Arrears	✓	11.0%	14.2%

FORMER TENANT ARREARS BY CALENDAR YEAR (£'s)



APPENDIX C

The 2006/07 figures for the 3-Star ALMO's should be available for the next meeting.

RBH PERFORMANCE COMPARED TO 3-STAR ALMO'S															
	Local authority deprivation rank [low = higher levels of deprivation]	Proportion of rent collected (incl.rent arrears)		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	
3-Star ALMO's		2005/06	Rank	2005/06	Rank	2005/06	Rank	2005/06	Rank	2005/06	Rank	2005/06	Rank	2005/06	Rank
Ashfield Homes	66	98.8%	4	2.1%	1	37.4%	9	0.6%	8	7.70	1	99.1%	3	10.3	6
Bolton At Home	50	96.7%	10	4.0%	3	28.8%	6	0.6%	7	16.80	10	67.3%	12	11.6	9
Brent Housing	81	98.4%	5	5.3%	5	10.6%	2	0.5%	6	10.00	5	97.4%	5	9.0	4
Carrick Housing	149	98.9%	2	3.3%	2	10.4%	1	0.1%	1	9.62	3	80.0%	9	9.0	3
CityWest Homes	39	96.2%	12	10.4%	13	32.8%	7	0.2%	3			99.0%	4	10.9	7
Derby Homes	69	98.9%	2	8.9%	12	35.3%	8	0.6%	9	10.48	7	53.2%	13	8.2	1
Hounslow Homes	102	97.2%	9	6.6%	6	39.5%	10	0.3%	4	12.15	9	99.6%	2	16.5	10
Kensington & Chelsea	116	96.5%	11	8.2%	10	13.0%	4	0.3%	5	7.90	2	96.3%	6	11.0	8
Kirklees	77	97.4%	8	6.7%	7	46.3%	13	0.7%	10			79.8%	10	16.7	12
Poole Housing	225	99.6%	1	4.2%	4	12.5%	3	0.1%	2	9.90	4	90.0%	8	16.0	11
Sheffield Homes	60	97.5%	7	8.3%	11	41.1%	11	1.1%	12	10.94	6	91.0%	7	8.9	2
Stockport Homes	159	96.2%	12	6.9%	8	44.9%	12	1.1%	12	11.00	8	72.5%	11	22.6	13
Warrington	147	98.1%	6	6.9%	8	14.2%	5	0.8%	11			99.8%	1	9.8	5
If RBH included:															
RBH 2005/06	25	98.0%	7th	7.4%	10th	19.6%	6th	1.0%	12th	11.20	9th	64.0%	13th	11.0	8th
RBH 2006/07	25	98.6%	5th	9.2%	13th	27.6%	6th	0.7%	10th	10.75	8th	74.0%	12th	10.9	7th
Additional Metrics															
	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		Average SAP rating dwellings		Rent written off as a % of rent roll	
3-Star ALMO's		2005/06	Rank	2005/06	Rank	2005/06	Rank	2005/06	Rank	2005/06	Rank	2005/06	Rank	2005/06	Rank
Ashfield Homes	66	28.1	4	1.43%	6	99.2%	3	1.10%	1	0.0%	1			0.8%	3
Bolton At Home	50	54.0	13	2.09%	10	98.9%	4	3.21%	7	29.8%	6	69	4		
Brent Housing	81	33.0	9	1.00%	4	98.0%	7	2.80%	5	28.0%	5	67	8		
Carrick Housing	149	18.0	1	0.56%	2	100.0%	1			50.0%	10	68	5 =	0.1%	1
CityWest Homes	39	29.0	6			99.3%	2			19.0%	3	83	1		
Derby Homes	69	31.5	8	1.95%	8	98.6%	5	1.90%	3	1.5%	2	66	9 =		
Hounslow Homes	102	43.2	11	1.21%	5	98.5%	6			68	5 =				
Kensington & Chelsea	116	21.0	2	0.12%	1	94.3%	12	3.55%	8	36.0%	8	68	5 =		
Kirklees	77	31.5	7	1.72%	7	96.3%	9	2.70%	4	33.6%	7	66	9 =	0.9%	4
Poole Housing	225	26.0	3	0.79%	3	96.8%	8	1.80%	2	58.0%	11	63	11	0.3%	2
Sheffield Homes	60	50.7	12	2.50%	11	95.8%	10	3.14%	6	74.9%	12	66	9 =	1.3%	5
Stockport Homes	159	40.0	10	2.00%	9	93.1%	13			42.0%	9	73	2		
Warrington	147	28.1	4			95.5%	11			28.2%	4	70	3	2.5%	6
If RBH included:															
RBH 2005/06	25	42.0	11th	1.63%	7th	97.5%	8th	1.72%	2nd	21.0%	4th	67	8th	0.61%	3rd
RBH 2006/07	25	37.5	10th	1.37%	6th	93.5%	13th	1.85%	3rd	1.5%	2nd=	63	*	0.46%	3rd
* New SAP scoring system introduced in 2006/7, therefore impossible to compare with previous years															