

# South Lakes Housing



## Performance Indicator Targets

2008/09

Quarter One



## South Lakes Housing Performance Indicator targets for 2008/09

**South Lakes Housing wants to deliver an excellent housing service. To help us achieve this, we monitor how we are doing against a range of performance indicators and set ourselves stretching targets each year to make sure we continue to improve our service to customers.**

**The symbols show if we are meeting our targets and how our performance compares to the last quarter or other time when the indicator was measured.**

### *Guide to Symbols*



**performance meeting or improving on target**



**under performing this quarter or risk that may not meet target at year end**




**under performing and will not meet target at year end**

**N/A**




**not required until year end**







## South Lakes Housing Performance Indicator targets for 2008/09

Staff, Finance & Customer Focus	2006/7 Actual	2007/8 Actual	2008/9 Target	Quarter one	On Target?	Frequency	Analysis / Reasons for Variance
NI160: Tenant satisfaction with landlord services	85%	85%	86%	N/A	-	Bi-annual	
% of invoices paid on time	-	71.6%	88%	87%		Quarterly	Performance improved significantly and expected to meet year end target
Average number of days taken to pay invoices (cumul)	32	30	28	26		Quarterly	
BVPI 12 Working days lost due to sickness absence (cumul)	3.7	3	3	2.2		Quarterly	
Average number of days taken to respond to complaints received (cumul)	5	6	4	7		Quarterly	Performance suffered during the Audit Commission inspection which monopolised Senior officers time. The cumulative figure has suffered as a result but performance is now back on track
Percentage of complaints responded to within target time (cumul)	100%	89%	96%	75%		Quarterly	
Average number of days taken to respond to letters received (cumul)	3	3	3	3		Quarterly	
Percentage of letters responded to within target time (cumul)	98%	91%	95%	94%		Quarterly	
Percentage of housing interviews where interviewee waits less than 5 minutes	91.5%	92%	93%	91%		Quarterly	Slight downturn in performance during Audit Commission inspection period – performance now meeting target

Stock Investment	2006/7 Actual	2007/8 Actual	2008/9 Target	Quarter One	On Target?	Frequency	Analysis / Reasons for Variance
NI158: Percentage non decent council homes	35.6%	22.1%	5%	25.9%		Quarterly	
Percentage customer satisfaction with planned maintenance (cumul)	88%	82%	90%	-	-	Quarterly	Satisfaction slips have been sent out – none returned to date

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Percentage customer satisfaction gas servicing (cumul)	99.5%	99%	99%	-	-	Quarterly	Satisfaction slips have been sent out - awaiting returns
Percentage of gas appliances serviced on schedule	N/A	100%	100%	100%		Quarterly	
Percentage customer satisfaction with Aids & Adaptations(cumul)	100%	96%	97%	100%		Quarterly	
Percentage customer satisfaction gas repairs (cumul)	92%	98.5%	95%	95%		Quarterly	

Responsive Repairs	2006/7 Actual	2007/8 Actual	2008/9 Target	Quarter One	On Target?	Frequency	Analysis / Reasons for Variance
BVPI 72 Percentage of urgent repairs completed in govt time limits (cumul)	97%	97%	99%	99%		Quarterly	
BVPI 73 Average number of days taken to complete non urgent repairs (cumul)	9	9	9	11		Quarterly	Teething problems from the introduction of new technology has had an effect on these figures but the expected efficiency improvements once implementation is completed should ensure year end targets met
% of all repairs completed within relevant target times	-	93%	95%	93%		Quarterly	
Percentage of responsive repairs where access required and appointment made and kept (cumul)	90%	87%	93%	91%		Quarterly	
Percentage customer satisfaction with individual responsive repairs (cumul)	91%	98%	98%	97%		Quarterly	
Emergency & urgent repairs as a % of total repairs	32%	29%	30%	28%		Quarterly	

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Allocations, Lettings & Estate Management	2006/7 Actual	2007/8 Actual	2008/9 Target	Quarter One	On Target?	Frequency	Analysis / Reasons for Variance
BVPI 212 Average number of days taken to re-let dwellings (cumul)	23	21	20	24	A	Quarterly	Figure remains in the upper quartile but the expected improvement in time taken from the introduction of the new voids teams has not yet materialised. Joint monitoring group set up (incorporating officers from both housing management and maintenance) to streamline the process
BVPI 69 Percentage of rent loss through empty properties	1.03%	1.29%	1%	0.5%	G	Quarterly	
Percentage of tenants satisfied with overall re-let service	97%	99%	98%	100%	G	Quarterly	
Satisfaction with how housing application has been dealt with	66%	71.5%	75%	73%	G	Quarterly	

Tenancy & Estate Management	2006/7 Actual	2007/8 Actual	2008/9 Target	Quarter One	On Target?	Frequency	Analysis / Reasons for Variance
Percentage satisfied with how ASB complaint dealt with (cumul)	86%	100%	90%	N/A	-	Annual	
Percentage of anti social behaviour cases investigated within target (cumul)	93%	100%	97%	100%	G	Quarterly	
Percentage of tenants visited between 6 and 8 weeks of moving in	N/A	N/A	80%	82%	G	Quarterly	

Tenant Involvement	2006/7 Actual	2007/8 Actual	2008/9 Target	Quarter One	On Target?	Frequency	Analysis / Reasons for Variance
Percentage tenants who are members of Tenant Involvement Club (TIC)	-	10%	10%	10%	G	Quarterly	
Number of recognised Tenants & Resident associations holding regular meetings	11	12	12	12	G	Quarterly	

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Leasehold Management & Right to Buy	2006/7 Actual	2007/8 Actual	2008/9 Target	Quarter One	On Target?	Frequency	Analysis / Reasons for Variance
Leaseholder satisfaction with repairs service	N/A	N/A	90%	N/A	-	Annual	
Percentage of properties that were sold within the Government time scales	100%	100%	100%	100%	<b>G</b>	Quarterly	

Housing Income Management	2006/7 Actual	2007/8 Actual	2008/9 Target	Quarter One	On Target?	Frequency	Analysis / Reasons for Variance
BVPI 66a Proportion of rent collected	97.3%	98.3%	98.5%	97.29%	<b>A</b>	Quarterly	Seasonal trend – on course to meet target at year-end
Current rent arrears as percentage of annual debit	1.5%	1.4%	1.4%	2.2%	<b>A</b>	Quarterly	Figure is 1.8% excluding direct debit and supporting people technical arrears. On target for year-end
Former tenancy arrears as a % of rents debit	-	0.9%	0.8%	0.9%	<b>A</b>	Quarterly	Write-offs list prepared and awaiting authorisation. On target for year-end.

Sheltered Housing	2006/7 Actual	2007/8 Actual	2008/9 Target	Quarter One	On target?	Frequency	Analysis / Reasons for Variance
Personal response to sheltered housing call outs (average time in minutes)(cumul)	17	16	15	15	<b>G</b>	Quarterly	
Call centre alarm response – percentage within 60 seconds (cumul)	93%	95.6%	98.5%	97%	<b>A</b>	Quarterly	Target is very challenging – the new provider has considerably improved performance which now equals the best achieved to date