

# South Lakes Housing



## Performance Indicator Targets

2008/09

Quarter Two



## 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 previous 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	2007/8 Actual	2008/9 Target	Quarter One	Quarter Two	On Target?	Frequency	Analysis / Reasons for Variance
NI160: Tenant satisfaction with landlord services	85%	86%	N/A	N/A	-	Bi-annual	
% of invoices paid on time	71.6%	88%	87%	87%		Quarterly	Performance better than previous year and still expected to meet target
Average number of days taken to pay invoices (cumul)	30	28	26	26		Quarterly	
BVPI 12 Working days lost due to sickness absence (cumul)	3	3	2.2	3		Quarterly	
Average number of days taken to respond to complaints received (cumul)	6	4	7	6		Quarterly	Performance is back on track – cumulative figures still affected by down turn in performance during Audit Commission inspection which monopolised resources
Percentage of complaints responded to within target time (cumul)	89%	96%	75%	92%		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)	91%	95%	94%	94%		Quarterly	Performance improvement on previous year and expected to meet target
Percentage of housing interviews where interviewee waits less than 5 minutes	92%	93%	91%	93%		Quarterly	

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

Stock Investment	2007/8 Actual	2008/9 Target	Quarter One	Quarter Two	On Target?	Frequency	Analysis / Reasons for Variance
NI158: Percentage non decent council homes	22.1%	5%	25.9%	20.8%		Quarterly	
Percentage customer satisfaction with planned maintenance (cumul)	82%	90%	-	100%		Quarterly	
Percentage customer satisfaction gas servicing (cumul)	99%	99%	-	97%		Quarterly	Some unsatisfactory performance by one of the engineers who has since been removed from this contract
Percentage of gas appliances serviced on schedule	100%	100%	100%	100%		Quarterly	
Percentage customer satisfaction with Aids & Adaptations(cumul)	96%	97%	100%	100%		Quarterly	
Percentage customer satisfaction gas repairs (cumul)	98.5%	95%	95%	95%		Quarterly	

Responsive Repairs	2007/8 Actual	2008/9 Target	Quarter One	Quarter Two	On Target?	Frequency	Analysis / Reasons for Variance
BVPI 72 Percentage of urgent repairs completed in govt time limits (cumul)	97%	99%	99%	99%		Quarterly	
BVPI 73 Average number of days taken to complete non urgent repairs (cumul)	9	9	11	9		Quarterly	
% of all repairs completed within relevant target times	93%	95%	93%	94%		Quarterly	Performance improved since Q1 and expected to meet year-end target
Percentage of responsive repairs where access required and appointment made and kept (cumul)	87%	93%	91%	97%		Quarterly	
Percentage customer satisfaction with individual responsive repairs (cumul)	98%	98%	97%	98%		Quarterly	
Emergency & urgent repairs as a % of total repairs	29%	30%	28%	29%		Quarterly	

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

Allocations, Lettings & Estate Management	2007/8 Actual	2008/9 Target	Quarter One	Quarter Two	On Target?	Frequency	Analysis / Reasons for Variance
BVPI 212 Average number of days taken to re-let dwellings (cumul)	21	20	24	21.5	A	Quarterly	Figure well within the upper quartile. Performance improved markedly in the second quarter to 18.4 days and the cumulative figure has fallen sharply as a result
BVPI 69 Percentage of rent loss through empty properties	1.29%	1%	0.5%	0.7%	G	Quarterly	
Percentage of tenants satisfied with overall re-let service	99%	98%	100%	100%	G	Quarterly	
Satisfaction with how housing application has been dealt with	71.5%	75%	73%	90%	G	Quarterly	

Tenancy & Estate Management	2007/8 Actual	2008/9 Target	Quarter One	Quarter Two	On Target?	Frequency	Analysis / Reasons for Variance
Percentage satisfied with how ASB complaint dealt with (cumul)	100%	90%	N/A	N/A	-	Annual	
Percentage of anti social behaviour cases investigated within target (cumul)	100%	97%	100%	100%	G	Quarterly	
Percentage of tenants visited between 6 and 8 weeks of moving in	N/A	80%	82%	81%	G	Quarterly	

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

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

Leasehold Management & Right to Buy	2007/8 Actual	2008/9 Target	Quarter One	Quarter Two	On Target?	Frequency	Analysis / Reasons for Variance
Leaseholder satisfaction with repairs service	N/A	90%	N/A	N/A	-	Annual	
Percentage of properties that were sold within the Government time scales	100%	100%	100%	100%	<span style="color: green; font-weight: bold;">G</span>	Quarterly	

Housing Income Management	2007/8 Actual	2008/9 Target	Quarter One	Quarter Two	On Target?	Frequency	Analysis / Reasons for Variance
BVPI 66a Proportion of rent collected	98.3%	98.5%	97.3%	97.1%	<span style="color: orange; font-weight: bold;">A</span>	Quarterly	Partly seasonal trend and partly caused by failure of Cumbria County Council to process change of circumstances forms for Supporting People payments since April
Current rent arrears as percentage of annual debit	1.4%	1.4%	2.2%	3.2%	<span style="color: orange; font-weight: bold;">A</span>	Quarterly	Figure is 1.9% 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%	0.9%	<span style="color: orange; font-weight: bold;">A</span>	Quarterly	Write-offs to be removed shortly. On target for year-end

Sheltered Housing	2007/8 Actual	2008/9 Target	Quarter One	Quarter Two	On target?	Frequency	Analysis / Reasons for Variance
Personal response to sheltered housing call outs (average time in minutes)(cumul)	16	15	15	15	<span style="color: green; font-weight: bold;">G</span>	Quarterly	
Call centre alarm response – percentage within 60 seconds (cumul)	95.6%	98.5%	97%	97%	<span style="color: orange; font-weight: bold;">A</span>	Quarterly	Performance continues to equal the best achieved to date. Telecare Services Association target is 98.5% with a 2% tolerance