

South Lakes Housing



Performance Indicators Quarter 2 - 2007/08



South Lakes Housing Performance Indicators for 2007/8

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 table below shows our performance for quarter 2 in key areas of the service we provide. 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 Indicators for 2007/8

Good governance Risk & Performance Management	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
Average attendance at Board Meetings(cuml)	N/A	15	15	16	16		Quarterly	
Chief Executive report periodically on Board Recruitment & diversity	N/A	N/A	1	N/A	N/A		Annually	To be reported in March 08
Percentage of tenants who believe SLH is good at keeping them informed about things that affect them	N/A	86%	N/A	N/A	N/A		3 yearly	Upper quartile – new KPI from status survey
The Board will carry out an annual self assessment	N/A	N/A	Jan 2008	N/A	N/A	-	Annual	

Finance	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
Average number of days taken to pay invoices (in quarter)	41	32	30	18.5	25		Quarterly	Procedural changes caused delays in processing as the change was introduced at the start of quarter 2.
Pay minimum percentage of invoices in agreed time period (BVPI 8)	N/A	N/A	90%	N/A	71.6%		Quarterly	New indicator
Average number of days taken to receive payment from debtors (in qtr)	60	35	45	25.6	25.3		Quarterly	
Achieve submission date to Inland Revenue & Companies House	Nov 06	Jan 07	Nov 07	N/A	N/A		Annual	
Pay statutory creditors (I Revenue) by 19 th of month	100%	100%	100%	100%	100%		Quarterly	
Pay minimum % of invoices in agreed time period (BVPI 8)	N/A	N/A	90%	90.1%	71.6%		Quarterly	New indicator

South Lakes Housing Performance Indicators for 2007/8

Finance	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
Total core management cost per property	£385	£387	N/A	N/A	N/A		Annual	New indicator – top quartile
Total overhead cost (back office costs) per tenancy compared to our peers	£116	£136	N/A	N/A	N/A		Annual	New indicator- top quartile
Response & Void repairs spend per property	£447	£481	N/A	N/A	N/A		Annual	New indicator - upper middle quartile
Number of properties managed per employee (excluding support staff)	119	118	N/A	N/A	N/A		Annual	New indicator – top quartile

Staff	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
BVPI 11a Percentage of females top 5% of earners	20%	20%	20%	20%	20%		Quarterly	
BVPI 12 Working days lost due to sickness absence in quarter	5.1	3.7	4 days	2.75	3.3		Quarterly	We are the top performing ALMO in our peer group by a substantial margin on this indicator
BVPI 14 Percentage of employees retiring early (excluding ill-health)	0%	0%	0%	0%	0%		Quarterly	
BVPI 15 Percentage of employees retiring early (including ill-health)	0%	0%	0%	0%	0%		Quarterly	
BVPI 16a Percentage of employees declaring that they meet DDA Act	1%	0%	5%	5%	5%		Quarterly	
Number of sickness absences reported under RIDDOR	N/A	N/A	0	0	0		Quarterly	
Number of work placements provided (cuml)	N/A	21	15	6	11		Quarterly	The target will be achieved by the end of the year.

South Lakes Housing Performance Indicators for 2007/8

Access & Customer Focus	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
Average number of days taken to respond to complaints received (cumul)	4	5	5	8	5	● G	Quarterly	
Percentage of complaints responded to within target time (cumul)	91%	100%	95%	100%	100%	● G	Quarterly	
Average number of days taken to respond to letters received (cumul)	2	3	5	2	3	● G	Quarterly	
Percentage of letters responded to within target time (cumul)	99%	98%	95%	100%	93%	● A	Quarterly	Detailed investigation required on a number of enquiries
BVPI 74a Satisfaction of tenants with the overall service	89.3%	85%	87%	N/A	N/A	● R	3 Years	Influenced by early phase of DHP. Top quartile performance achieved. National trends show decline with increased public aspirations
Number of Ombudsman enquiries	N/A	N/A	0	0	0	● G	Quarterly	
Number of upheld complaints to the ombudsman	N/A	N/A	0	0	0	● G	Quarterly	
Percentage of housing interviews where interviewee waits less than 5 minutes	96%	91.5%	92%	90.5	93%	● A	Quarterly	Very minor change

Equality & Diversity	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
BVPI 74b Satisfaction of BME tenants with overall service	100%	100%	100% (2009/10)	N/A	N/A	● G	3 Years	
BVPI 74c Satisfaction of non-BME tenants with overall service	89.4%	85%	87% (2009/10)	N/A	N/A	● R	3 Years	Local issue of DHP and national trend
BVPI 75b Satisfaction of BME tenants with participation in management	50%	100%	100% (2009/10)	N/A	N/A		3 Years	







South Lakes Housing Performance Indicators for 2007/8

Stock Investment	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
Average SAP rating of local authority owned dwellings (BVPI 63)	70.1	71.2	73	N/A	N/A	N/A	Annual	
Proportion of homes non decent at start of year (BVPI 184a)	36%	35.6%	43%	43%	43%	N/A	Annual	
Percentage change in proportion of non decent homes in year (BVPI 184b)	3%	12.6%	18.1%	11.4%	23.7%	G	Quarterly	There is no necessary correlation between the works programme and the extent of non decency until completion 31.3.09
Percentage customer satisfaction (excellent / good) with planned maintenance (cumul)	95%	88%	95%	N/A	N/A	N/A	Quarterly	Returns are expected from quarter 3 onwards
Percentage customer satisfaction (excellent / good) gas servicing (cumul)	99.5%	99.5%	99.5%	N/A	N/A	N/A	Quarterly	Returns are expected from quarter 3 onwards
Percentage of gas appliances serviced on schedule	N/A	N/A	100%	N/A	N/A	N/A	Annual	
Percentage customer satisfaction with Aids & Adaptations(cumul)	100%	100%	95%	96%	100%	G	Quarterly	
Percentage customer satisfaction (excellent / good) gas repairs (cumul)	92%	92%	92%	92%	98%	G	Quarterly	A new gas contractor was appointed through the Northern Consortium from 1 st April 200. The contractor is finding his feet and performance and satisfaction levels have improved.

South Lakes Housing Performance Indicators for 2007/8

Decent Homes	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
Percentage of overall satisfaction per 'live' contract in quarter	N/A	N/A	75%	75% - - - -	75% 87% 82% 86% 88.5% 75%	G	Quarterly	Hallgarth Milnthorpe Kirkby Lonsdale Arnside Aids & Adaptations Ulverston Rural (8 survey questionnaires returned)
Percentage customer satisfaction prior to works commencing per 'live' contract in quarter	N/A	N/A	75%	77% - - - -	76% 85% 83% 93% 66.5% 75%	G	Quarterly	Hallgarth Milnthorpe Kirkby Lonsdale Arnside Aids & Adaptations Ulverston Rural
Percentage customer satisfaction during works per 'live' contract in quarter	N/A	N/A	75%	72.5% - - - -	73% 83.5% 76% 88% 83% 87.7%	G	Quarterly	Hallgarth Milnthorpe Kirkby Lonsdale Arnside Aids & Adaptations Ulverston Rural
Percentage customer satisfaction with finished product per 'live' contract in quarter	N/A	N/A	75%	89% - - - -	82% 87.5% 83% 86% 84% 75%	G	Quarterly	Hallgarth Milnthorpe Kirkby Lonsdale Arnside Aids & Adaptations Ulverston Rural
Average time in property per contract	N/A	N/A	21 days	-	16 15 19 16.5	G	Quarterly	Arnside Hallgarth Ulverston Rural Milnthorpe

South Lakes Housing Performance Indicators for 2007/8

Responsive Repairs	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
BVPI 72 Percentage of urgent repairs completed in govt time limits (cumul)	99%	97%	98%	95%	95%		Quarterly	Amended job orders will include tagging of 'right to repair' jobs in order to highlight issue and improve performance
BVPI 73 Average number of days taken to complete non urgent repairs (cumul)	9	9	9 (days)	9	9		Quarterly	
Percentage of all repairs completed within relevant target times	-	-	93%	93%	93%		Quarterly	These percentages do not include batched orders, this is a new indicator and we currently do not have a target
Number of trades operatives SLH employs	-	43	36	40	40		Quarterly	
BVPI 185 Percentage of responsive repairs where access required & appointment made and kept (cumul)	83%	90%	90%	86%	88%		Quarterly	New call centre being introduced, additional training and amended scripts in order to increase appointment levels
Percentage customer satisfaction (excellent/good) with individual responsive repairs (cumul)	91%	91%	91%	96%	97%		Quarterly	
Percentage satisfied with the repairs service	N/A	82%	N/A	N/A	N/A	-	3 Years	Status Survey results
Percentage of tenants who felt that repairs & maintenance was considered the most important service	N/A	83%	N/A	N/A	N/A	-	3 Years	Status Survey results
Percentage of tenants who described the attitude of repairs workers as good	N/A	93%	N/A	N/A	N/A	-	3 Years	Status Survey results
Percentage of tenants who said the speed by which work was completed as good	N/A	90%	N/A	N/A	N/A	-	3 Years	Status Survey results

South Lakes Housing Performance Indicators for 2007/8

Responsive Repairs	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
Average cost of per repair	£67	£74	N/A	N/A	N/A	G	Annual	We compare well to our peer group. The cost of repair will also reflect the condition of the stock. Extra high value work carried out in support of DHP
Number of repairs per property	4.1	4.6	N/A	N/A	N/A	R	Annual	This is lower middle quartile and is partly accountable by the method of counting repairs. Performance management changes initiated
Responsive repairs spend per property	£275	£338	N/A	N/A	N/A	R	Annual	This indicator has been influenced by the increased repairs activity to support Bramalls in achieving the Decent Homes standard
Emergency & urgent repairs as a % of total repairs	34%	32%	N/A	N/A	N/A	G	Annual	This is a top quartile figure and reflects efficiency and cost effectiveness

Allocations, Lettings & Void Management	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
Number of voids checked by tenant auditors & that are deemed satisfactory	N/A	N/A	12	N/A	N/A	G	Quarterly	Tenant Auditors are currently being trained. 24 equates to roughly 10% of annual lettings. The first results will be reported in Q3
The number of voids checked which meet the lettings standard	N/A	N/A	12	N/A	N/A	G	Quarterly	This relates to task above
Number of new lets (cuml)	N/A	212	N/A	60	119	G	Quarterly	We will report quarterly on the number of new lets.
% of BME lettings (cuml)	N/A	0.6%	0.8%	4.5%	3.2%	G	Quarterly	
Percentage of lets made to statutory or other homeless applicants	N/A	24.8%	25%	30.6%	28%	G	Quarterly	

South Lakes Housing Performance Indicators for 2007/8

Allocations, Lettings & Void Management	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
Number of Housing Association nominations per annum	N/A	N/A	TBR	N/A	N/A	N/A	Quarterly	Details of RSL nomination agreements with SLDC are currently being checked and results will be reported in Q3
BVPI 212 Average number of days taken to re-let dwellings (cumul)	16	23	20	21	22	A	Quarterly	A decision to utilise a few empty properties for the Decent Homes contract as short term site offices has had an impact on this target
BVPI 69 Percentage of rent loss through empty properties	0.4%	1.03%	1.1%	1.03%	0.99%	G	Quarterly	
Percentage of tenants satisfied with overall re-let service	97%	97%	97%	100%	99%	G	Quarterly	
Percentage of offers of tenancy accepted (cumul)	95%	97%	96%	97%	95%	A	Quarterly	
Satisfaction with how housing application has been dealt with (very satisfied/fairly satisfied)	N/A	66%	70%	66.5%	69%	A	Quarterly	New target for 2007/08 – The first batch of renewals with the additional information has now gone out, the information includes 'average waiting time' for a property and frequently asked questions.
Tenancy turnover	9.8%	5.6%	8%	N/A	N/A	G	Annual	New indicator – annual figure (LSVT average 8.4%)

Tenancy & Estate Management	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
Percentage satisfied with how ASB complaint dealt with (cumul)	60%	86%	78%	100%	100%	G	Annual	
Percentage of anti social behaviour cases investigated within target (cumul)	96%	93%	96%	100%	100%	G	Quarterly	
Visit all tenants once every 2 years	N/A	N/A	12.5%	N/A	N/A	-	Quarterly	This is being introduced in Q4. The target for 8/9 will be 50%

South Lakes Housing Performance Indicators for 2007/8

Tenancy & Estate Management	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
Number of tenants visited within 6 weeks of moving in	N/A	N/A	100%	N/A	N/A	-	Quarterly	New indicator – commence Q3
Number of racial harassment cases	N/A	N/A	N/A	N/A	N/A	-	Quarterly	New indicator – commence Q3 We will report actual number of cases
Percentage of racial harassment cases dealt with to the satisfaction of the victim	N/A	N/A	100%	N/A	N/A	-		New indicator – commence Q3
Number of ABC's signed/ASBO's served	N/A	N/A	N/A	N/A	N/A	-	Quarterly	New indicator – commence Q3 We will report actual number of cases
Number of injunctions obtained	N/A	N/A	N/A	N/A	N/A	-	Quarterly	New indicator – commence Q3 We will report actual number of cases
Number of demotions	N/A	N/A	N/A	N/A	N/A	-	Quarterly	New indicator – commence Q3 We will report actual number of cases
Removal of offensive graffiti within 7 days of being notified (cumul)	100%	100%	100%	100%	100%	G	Quarterly	
Percentage of tenants satisfied with the cleanliness and maintenance of estates	N/A	75%	N/A	N/A	N/A	-	3 Years	Status Survey results
Percentage satisfied with estate as place to live	N/A	91%	N/A	N/A	N/A	-	3 Years	Status Survey results
Percentage of tenants satisfied with their accommodation	N/A	88%	N/A	N/A	N/A	-	3 Years	Status Survey results
Percentage of tenants who rate their home in good condition	N/A	81%	N/A	N/A	N/A	-	3 Years	Status Survey results

Tenant Involvement	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
BVPI 75a Satisfaction of tenants with opportunities for participation	74.8%	64%	N/A	N/A	N/A	-	3 Years	This indicator reduced significantly compared to 2003 survey. 10 out of 12 ALMO's in the North West have seen a reduction in this indicator.

South Lakes Housing Performance Indicators for 2007/8

Tenant Involvement	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
BVPI 75b Satisfaction of BME tenants with opportunities for participation	50%	100%	N/A	N/A	N/A	-	3 Years	Status Survey results
BVPI 75c Satisfaction of non-BME tenants with opportunities for participation	74.7%	64%	N/A	N/A	N/A	-	3 Years	Status Survey results
Review of the District Wide Tenants Compact (Agreement)	N/A	N/A	N/A	-	N/A	-	3 Years	The review is due to be complete by the end of 2007/8. The next review will be in 2010
Number of tenants who are members of Tenant Involvement Club (Cuml)	N/A	N/A	250	-	180	G	Quarterly	The club was established in this quarter
Number of recognised Tenants & Resident associations holding regular meetings	11	11	14	11	11	A	Quarterly	Q2 figure please
Number of training courses / events/ support provided for tenants	N/A	N/A	8	-	7	G	Quarterly	The eight event is due to take place in November.
Number of mystery shops/ tenants audits	N/A	N/A	25	-	-	G	Quarterly	Auditors have been recruited & training has commenced, the audits will commence in Q3
Number of newsletters produced (cuml)	4	4	4	1	5	G	Quarterly	

Leasehold Management & Right to Buy	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
Number of meetings with leaseholders club held (cumul)	4	4	4	2	3	G	Quarterly	Final meeting for the year is scheduled for January 2008
Hold an Annual meeting	N/A	N/A	1	N/A	N/A	-	Annual	The annual meeting will take place in February 2008
Number of newsletters (cumul)	2	2	2	N/A	3	G	Quarterly	
% of charges recouped (annual)	N/A	100%	100%	N/A	N/A		Annual	New indicator for 2007/8 - Housemark

South Lakes Housing Performance Indicators for 2007/8

Leasehold Management & Right to Buy	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
Leaseholder satisfaction with repairs service	N/A	N/A	80%	N/A	N/A	-	Annual	The first survey will be carried out in November 2007 for this task and the one below. Results Q4
Leaseholder satisfaction with all other aspects	N/A	N/A	75%	N/A	N/A	-	Annual	
Number of properties sold under Right To Buy (cuml)	17	33	N/A	1	5	-	Quarterly	
Percentage of properties that were sold within the Government time scales	-	-	100%	100%	100%	G	Quarterly	

Housing Income Management	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
BVPI 66a Proportion of rent collected	97.7%	97.3%	97.2	97%	92.64%	A	Quarterly	Seasonal trend only. On course for the target to be reached by the year end.
Percentage of tenants who think their rent represents good Value for Money	N/A	84%	N/A	N/A	N/A	-	3 Years	Status Survey results
Percentage who are satisfied with existing rent payment methods	N/A	80%	N/A	N/A	N/A	-	3 Years	Status Survey results
Current rent arrears as percentage of annual debit	1.6%	1.5%	1.6%	1.2%	2.8%	A	Quarterly	
Rent written off as percentage of annual rent roll	0.1%	0.4%	0.2%	0%	0%	G	Quarterly	
BVPI 66b Percentage of tenants owing more than 7 weeks rent	2.97%	3.17%	3%	4.12%	4.49%	A	Quarterly	In line with seasonal trends.
BVPI 66c Percentage of tenants served with NOSP of those in rent arrears during the year (cumul)	19.40%	16.22%	19.4	3.35%	6.86%	G	Quarterly	

South Lakes Housing Performance Indicators for 2007/8

Housing Income Management	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
BVPI 66d Percentage of tenants evicted for rent arrears during the year (cumul)	0.22%	0.25%	0.2	0%	0.06%	G	Quarterly	
Former tenancy arrears as a % of rents debit	-	-	0.8%	0.8%	0.8%	G	Quarterly	

Sheltered Housing	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On target?	Frequency	Analysis / Reasons for Variance
Personal response to sheltered housing call outs (average time in minutes)	16	17	15 (mins)	15	16	A	Quarterly	
Call centre alarm response - percentage within 60 seconds (cumul)	96.3%	93%	98.5%	81.7%	N/A	R	Quarterly	Due to unsatisfactory performance from our call centre contractor this service has been retendered and a new provider installed.
Percentage satisfied with service provided & cost	N/A	N/A	N/A	N/A	N/A	-	Annual	New Indicator - Annual survey – results due end of Quarter 4
Percentage receiving their weekly visit	N/A	N/A	100%	N/A	N/A	-	Annual	New Indicator - Annual survey – results due end of Quarter4
Percentage contacted every day (unless have asked not to)	N/A	N/A	100%	N/A	N/A	-	Annual	New Indicator - Annual survey – results due end of Quarter4
Percentage satisfied with their Scheme Manager	N/A	N/A	95%	N/A	N/A	-	Annual	New Indicator - Annual survey – results due end of Quarter4
Percentage satisfied with communal facilities	N/A	N/A	N/A	N/A	N/A	-	Annual	New Indicator - Annual survey – results due end of Quarter 4
Percentage satisfied with social activities	N/A	N/A	N/A	N/A	N/A	-	Annual	New Indicator - Annual survey – results due end of Quarter 4
Percentage satisfied with benefit advice & information	N/A	N/A	N/A	N/A	N/A	-	Annual	New Indicator - Annual survey – results due end of Quarter 4
Percentage satisfied with alarm system	N/A	N/A	N/A	N/A	N/A	-	Annual	New Indicator - Annual survey – results due end of Quarter 4

South Lakes Housing Performance Indicators for 2007/8

Sheltered Housing	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On target?	Frequency	Analysis / Reasons for Variance
Percentage of tenants who rate their home as in good condition	N/A	91%	N/A	N/A	N/A	-	3 Years	Status Survey results