

South Lakes Housing



Performance Indicators

2008/09

Quarter Three



South Lakes Housing Performance Indicators 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 Indicators for 2008/09

Staff, Finance & Customer Focus	2007/8 Actual	2008/9 Target	Quarter Two	Quarter Three	On Target?	Frequency	Analysis / Reasons for Variance
NI160: Tenant satisfaction with landlord services	85%	86%	N/A	87%	G	Bi-annual	
% of invoices paid on time	71.6%	88%	87%	88%	G	Quarterly	
Average number of days taken to pay invoices (cumul)	30	28	26	27	G	Quarterly	
BVPI 12 Working days lost due to sickness absence (cumul per quarter per employee)	3	3	3	2	G	Quarterly	
Average number of days taken to respond to complaints received (cumul)	6	4	6	6	A	Quarterly	Performance has improved in quarters two and three – cumulative figure is affected by downturn in performance during Audit Commission inspection which monopolised staff resources
Percentage of complaints responded to within target time (cumul)	89%	96%	92%	93%	A	Quarterly	
Average number of days taken to respond to letters received (cumul)	3	3	3	3	G	Quarterly	
Percentage of letters responded to within target time (cumul)	91%	95%	94%	95%	G	Quarterly	
Percentage of housing interviews where interviewee waits less than 5 minutes	92%	93%	93%	94%	G	Quarterly	

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Stock Investment	2007/8 Actual	2008/9 Target	Quarter Two	Quarter Three	On Target?	Frequency	Analysis / Reasons for Variance
NI158: Percentage non decent council homes	22.1%	5%	20.8%	9.69%		Quarterly	
Percentage customer satisfaction with planned maintenance (cumul)	82%	90%	100%	96%		Quarterly	
Percentage customer satisfaction gas servicing (cumul)	99%	99%	97%	97%		Quarterly	Relates to unsatisfactory performance early on in the year by former employee of contractor
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 Two	Quarter Three	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	9	9		Quarterly	
% of all repairs completed within relevant target times	93%	95%	94%	94%		Quarterly	Performance improving as year progresses and still hopeful of meeting year-end target
Percentage of responsive repairs where access required and appointment made and kept (cumul)	87%	93%	97%	97%		Quarterly	
Percentage customer satisfaction with individual responsive repairs (cumul)	98%	98%	98%	98%		Quarterly	
Emergency & urgent repairs as a % of total repairs	29%	30%	29%	29%		Quarterly	

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Allocations, Lettings & Estate Management	2007/8 Actual	2008/9 Target	Quarter Two	Quarter Three	On Target?	Frequency	Analysis / Reasons for Variance
BVPI 212 Average number of days taken to re-let dwellings (cumul)	21	20	21.5	19.5	G	Quarterly	
BVPI 69 Percentage of rent loss through empty properties	1.29%	1%	0.7%	0.7%	G	Quarterly	
Percentage of tenants satisfied with overall re-let service	99%	98%	100%	98%	G	Quarterly	
Satisfaction with how housing application has been dealt with	71.5%	75%	90%	92%	G	Quarterly	

Tenancy & Estate Management	2007/8 Actual	2008/9 Target	Quarter Two	Quarter Three	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%	81%	84%	G	Quarterly	

Tenant Involvement	2007/8 Actual	2008/9 Target	Quarter Two	Quarter Three	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	11	A	Quarterly	Ryleyfield, Milnthorpe is no longer holding regular meetings

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Leasehold Management & Right to Buy	2007/8 Actual	2008/9 Target	Quarter Two	Quarter Three	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%	G	Quarterly	

Housing Income Management	2007/8 Actual	2008/9 Target	Quarter Two	Quarter Three	On Target?	Frequency	Analysis / Reasons for Variance
BVPI 66a Proportion of rent collected	98.3%	98.5%	97.1%	96.4%	A	Quarterly	Year-on-year figure shows improvement (95.9% at Q3 2007-08) and therefore hopeful of hitting year-end target
Current rent arrears as percentage of annual debit	1.4%	1.4%	3.2%	2.5%	A	Quarterly	Figure is 1.7% 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%	1.0%	A	Quarterly	Failure to agree terms for outsourcing of FTA's, redistributed resources to enable service to be performed in-house

Sheltered Housing	2007/8 Actual	2008/9 Target	Quarter Two	Quarter Three	On target?	Frequency	Analysis / Reasons for Variance
Personal response to sheltered housing call outs (average time in minutes)(cumul)	16	15	15	15	G	Quarterly	
Call centre alarm response – percentage within 60 seconds (cumul)	95.6%	98.5%	97%	97%	A	Quarterly	Performance continues to equal the best achieved to date. Telecare Services Association target is 98.5% with a 2% tolerance