

South Lakes Housing



Performance Indicators Quarter 3 - 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 3 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	G	Quarterly	
Chief Executive report periodically on Board Recruitment & diversity	N/A	N/A	1	N/A	1	G	Annually	Report taken to January Board on Equality & Diversity position
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	A	3 yearly	
The Board will carry out an annual self assessment	N/A	N/A	Jan 2008	N/A	Done	G	Annual	The assessment was carried out in January 2008








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	25	Not available	G	Quarterly	During this quarter, change over to new financial system. Relevant data is being entered. Available Q4
Pay minimum percentage of invoices in agreed time period (BVPI 8)	N/A	N/A	90%	71.6%	Not available	A	Quarterly	See above
Average number of days taken to receive payment from debtors (in qtr)	60	35	45	25.3	Not available	G	Quarterly	See above
Achieve submission date to Inland Revenue & Companies House	Nov 06	Jan 07	Nov 07	N/A	Nov 07	G	Annual	
Pay statutory creditors (I Revenue) by 19 th of month	100%	100%	100%	100%	100%	G	Quarterly	
Total core management cost per property	£385	£387	N/A	N/A	N/A	-	Annual	

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







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	3.3	3		Quarterly	
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	11	12		Quarterly	


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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	5	6		Quarterly	Increase relates to two cases handled outside target time due to staff absences
Percentage of complaints responded to within target time (cumul)	91%	100%	95%	100%	90%		Quarterly	See above
Average number of days taken to respond to letters received (cumul)	2	3	5	3	3		Quarterly	
Percentage of letters responded to within target time (cumul)	99%	98%	95%	93%	91%		Quarterly	Fall in rate to be raised at team meetings & individual performance assessed
BVPI 74a Satisfaction of tenants with the overall service	89.3%	85%	87% (2009/10)	N/A	N/A	-	3 Years	
Number of Ombudsman enquiries	N/A	N/A	0	0	2		Quarterly	Two complaints made to Ombudsman but neither upheld
Number of upheld complaints to the ombudsman	N/A	N/A	0	0	0		Quarterly	
Percentage of housing interviews where interviewee waits less than 5 minutes	96%	91.5%	92%	93%	95.5%		Quarterly	





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	-	3 Years	
BVPI 74c Satisfaction of non-BME tenants with overall service	89.4%	85%	87% (2009/10)	N/A	N/A	-	3 Years	
BVPI 75b Satisfaction of BME tenants with participation in management	50%	100%	100% (2009/10)	N/A	N/A	-	3 Years	





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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	-	Annual	
Proportion of homes non decent at start of year (BVPI 184a)	36%	35.6%	43%	43%	43%		Annual	
Percentage change in proportion of non decent homes in year (BVPI 184b)	3%	12.6%	18.1%	23.7%	34.5%		Quarterly	
Percentage customer satisfaction (excellent / good) with planned maintenance (cumul)	95%	88%	95%	N/A	100%		Quarterly	
Percentage customer satisfaction (excellent / good) gas servicing (cumul)	99.5%	99.5%	99.5%	N/A	99%		Quarterly	
Percentage of gas appliances serviced on schedule	N/A	N/A	100%	N/A	N/A	-	Annual	
Percentage customer satisfaction with Aids & Adaptations(cumul)	100%	100%	95%	100%	100%		Quarterly	
Percentage customer satisfaction (excellent / good) gas repairs (cumul)	92%	92%	92%	98%	90%		Quarterly	Including 'satisfactory' this figure would be 99%

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	N/A	N/A	75%	86% 88.5% 75% - -	88% 90% 92% 100% 100%		Quarterly	Arnside Aids & Adaptations Ulverston Rural Ulverston North Grange

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 customer satisfaction prior to works commencing per 'live' contract	N/A	N/A	75%	93% 66.5% 75% - -	93% 67% 92% 96% 100%		Quarterly	Arnside Aids & Adaptations Ulverston Rural Ulverston North Grange
Percentage customer satisfaction during works per 'live' contract	N/A	N/A	75%	88% 83% 87% - -	86% 84% 90% 100% 100%		Quarterly	Arnside Aids & Adaptations Ulverston Rural Ulverston North Grange
Percentage customer satisfaction with finished product per 'live' contract	N/A	N/A	75%	86% 84% 75% - -	86% 85% 92% 100% 100%		Quarterly	Arnside Aids & Adaptations Ulverston Rural Ulverston North Grange
Average time in property per contract	N/A	N/A	21 days	16 19 - -	16 19 19 19		Quarterly	Arnside Ulverston Rural Ulverston North Grange

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%	97%		Quarterly	
BVPI 73 Average number of days taken to complete non urgent repairs (cumul)	9	9	9	9	9		Quarterly	
Percentage of all repairs completed within relevant target times	-	-	93%	93%	94%		Quarterly	
Number of trades operatives SLH employs	-	43	36	40	37		Quarterly	

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Responsive Repairs	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
Percentage of responsive repairs where access required & appointment made and kept (cumul)	83%	90%	90%	88%	85%	A	Quarterly	Introduction of new call centre had temporary affect on appointment rate. All staff now fully trained and skilled in repairs diagnosis.
Percentage customer satisfaction (excellent/good) with individual responsive repairs (cumul)	91%	91%	91%	97%	97%	G	Quarterly	
Percentage satisfied with the repairs service	N/A	82%	N/A	N/A	N/A	-	3 Years	
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	
Percentage of tenants who described the attitude of repairs workers as good	N/A	93%	N/A	N/A	N/A	-	3 Years	
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	
Average cost of per repair	£67	£74	N/A	N/A	N/A	-	Annual	
Number of repairs per property	4.1	4.6	N/A	N/A	N/A	-	Annual	
Responsive repairs spend per property	£275	£338	N/A	N/A	N/A	-	Annual	
Emergency & urgent repairs as a % of total repairs	34%	32%	30%	N/A	N/A	-	Annual	

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	3	G	Quarterly	

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Allocations, Lettings & Void Management	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
The number of voids checked which meet the lettings standard	N/A	N/A	12	N/A	3	G	Quarterly	This relates to task above
Number of new lets (cuml)	N/A	212	N/A	119	187	-	Quarterly	
% of BME lettings (cuml)	N/A	0.6%	0.8%	3.2%	2.7%	G	Quarterly	
Percentage of lets made to statutory or other homeless applicants	N/A	24.8%	25%	28%	-	-	Quarterly	Not yet available for this quarter
Number of Housing Association nominations per annum	N/A	N/A	N/A	N/A	15		Quarterly	Details of RSL nomination agreements with SLDC are currently being checked
BVPI 212 Average number of days taken to re-let dwellings (cumul)	16	23	20	22	21	A	Quarterly	Introduction of dedicated voids team is expected to reduce this figure
BVPI 69 Percentage of rent loss through empty properties	0.4%	1.03%	1.1%	0.99%	1.46%	A	Quarterly	This figure includes Gowan Lea properties vacant for refurbishment works, now sold to Impact HA
Percentage of tenants satisfied with overall re-let service	97%	97%	97%	99%	99%	G	Quarterly	
Percentage of offers of tenancy accepted (cumul)	95%	97%	96%	95%	95%	A	Quarterly	
Satisfaction with how housing application has been dealt with (very satisfied/fairly satisfied)	N/A	66%	70%	69%	70%	G	Quarterly	
Tenancy turnover	9.8%	5.6%	8%	N/A	N/A	-	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	



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Tenancy & Estate Management	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
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%
Number of tenants visited within 6 weeks of moving in	N/A	N/A	100%	N/A	N/A	-	Quarterly	New PI – figures will be available in Q4
Number of racial harassment cases	N/A	N/A	N/A	N/A	0		Quarterly	
Percentage of racial harassment cases dealt with to the satisfaction of the victim	N/A	N/A	100%	N/A	-			No cases reported
Number of ABC's signed/ASBO's served	N/A	N/A	N/A	N/A	0		Quarterly	None served
Number of injunctions obtained	N/A	N/A	N/A	N/A	0		Quarterly	None served
Number of demotions	N/A	N/A	N/A	N/A	0		Quarterly	No demotions
Removal of offensive graffiti within 7 days of being notified (cumul)	100%	100%	100%	100%	100%		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.

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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	-	100%		3 Years	The review has taken place & the compact has been signed. The next review will be in 2010
Number of tenants who are members of Tenant Involvement Club (Cuml)	N/A	N/A	250	180	331		Quarterly	
Number of recognised Tenants & Resident associations holding regular meetings	11	11	14	11	13		Quarterly	
Number of training courses / events/ support provided for tenants	N/A	N/A	8	7	8		Quarterly	
Number of mystery shops/ tenants audits	N/A	N/A	25	-	12		Quarterly	Auditors have been recruited & training has taken place, to date 12 mystery shops has taken place
Number of newsletters produced (cuml)	4	4	4	5	5		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 Involvement club held (cumul)	4	4	4	3	4		Quarterly	
Hold an Annual meeting	N/A	N/A	1	-	-		Annual	The annual meeting will take place in February 2008






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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 newsletters (cumul)	2	2	2	3	4	G	Quarterly	The Leaseholders newsletter is now incorporated into the SLH general newsletters to tenants, providing them with their own section.
% of charges recouped (annual)	N/A	100%	100%	N/A	N/A	-	Annual	New indicator for 2007/8 - Housemark
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	The survey closing date is 31 st January 2008 – satisfaction levels will be compiled after that date.
Number of properties sold under Right To Buy (cuml)	17	33	N/A	5	9	-	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%	92.64%	95.91%	A	Quarterly	Target expected to be achieved at year end as technical arrears work their way out of the system
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%	2.8%	2.8%	A	Quarterly	Target expected to be achieved at year end as technical arrears work their way out of the system
Rent written off as percentage of annual rent roll	0.1%	0.4%	0.2%	0%	0.19%	G	Quarterly	

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Housing Income Management	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On Target?	Frequency	Analysis / Reasons for Variance
BVPI 66b Percentage of tenants owing more than 7 weeks rent	2.97%	3.17%	3%	4.49%	3.91%		Quarterly	Target expected to be achieved at year end
BVPI 66c Percentage of tenants served with NOSP of those in rent arrears during the year (cumul)	19.40%	16.22%	19.4	6.86%	12.16%		Quarterly	
BVPI 66d Percentage of tenants evicted for rent arrears during the year (cumul)	0.22%	0.25%	0.2	0.06%	0.16%		Quarterly	
Former tenancy arrears as a % of rents debit	-	-	0.8%	0.8%	0.9%		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	16	16		Quarterly	
Call centre alarm response – percentage within 60 seconds (cumul)	96.3%	93%	98.5%	-	95.5%		Quarterly	Due to unsatisfactory performance from our call centre contractor this service has been retendered and a new provider will commence in April
Percentage satisfied that service provides Value for money	N/A	N/A	N/A	N/A	93%	-	Annual	New PI - target to be set for 2008/9
Percentage receiving their weekly visit	N/A	N/A	100%	N/A	100%		Annual	
Percentage contacted every day (unless have asked not to)	N/A	N/A	100%	N/A	100%		Annual	
Percentage satisfied with their Scheme Manager	N/A	N/A	95%	N/A	96%		Annual	
Percentage satisfied with communal gardens, grounds maintenance	N/A	N/A	N/A	N/A	81%	-	Annual	New PI - target to be set for 2008/9

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Sheltered Housing	2005/6 Actual	2006/7 Actual	2007/8 Target	Last Quarter	This Quarter	On target?	Frequency	Analysis / Reasons for Variance
Percentage that participate in social activities	N/A	N/A	N/A	N/A	72%	-	Annual	New PI - target to be set for 2008/9
Percentage satisfied with benefit advice & information	N/A	N/A	N/A	N/A	94%	-	Annual	New PI - target to be set for 2008/9
Percentage satisfied with alarm system	N/A	N/A	N/A	N/A	90%	-	Annual	New PI - target to be set for 2008/9
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