

South Lakes Housing



Performance Indicators **2009/10** **Year End**






South Lakes Housing Performance Indicators for 2009/10 – Year End

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 2009/10 – Year End

Staff, Finance & Customer Focus	2007/8 Actual	2008/9 Actual	2009/10 Target	Quarter Three	Year End	On Target?	Frequency	Analysis / Reasons for Variance
NI160: Tenant satisfaction with landlord services	85%	87%	87%	87%	87%	G	Bi-annual	
(BVPI 8) % of invoices paid within 30 days (cumul)	72%	88%	88%	-	71.5%	R	Quarterly	Delays incurred in first quarter due to settling volume of March invoices over the year end and investigatory process
Average number of days taken to pay invoices (cumul)	30	26	28	29	30	R	Quarterly	Delays incurred in first quarter due to settling volume of March invoices over the year end and investigatory process
BVPI 12 Working days lost due to sickness absence (cumul per employee)	9.7	7.8	8	-	11.1	R	Quarterly	Unprecedented levels of serious long term sickness absence this year
Average number of days taken to respond to complaints received (cumul)	6	6	10	4	3	G	Quarterly	
Percentage of complaints responded to within target time (cumul)	89%	93%	95%	100%	100%	G	Quarterly	
Average number of days taken to respond to letters received (cumul)	3	3	3	3	3	G	Quarterly	
Percentage of letters responded to within target time (cumul)	91%	93%	95%	97%	94%	R	Quarterly	Overall performance improved for second straight year but just missed target
Percentage of housing interviews where interviewee waits less than 5 minutes (cumul)	92%	97%	93%	98%	97%	G	Quarterly	

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Stock Investment	2007/8 Actual	2008/9 Actual	2009/10 Target	Quarter Three	Year End	On Target?	Frequency	Analysis / Reasons for Variance
NI158: Percentage non decent council homes	22.1%	3.2%	1%	0.8%	0.8%		Quarterly	
Percentage customer satisfaction with planned maintenance (cumul)	82%	95%	90%	99%	99%		Quarterly	
Percentage customer satisfaction gas servicing (cumul)	99%	97%	98%	95%	95%		Quarterly	Symptomatic of problems experienced during the year. Gas servicing contract determined by mutual agreement.
Percentage of gas appliances serviced on schedule	100%	100%	100%	N/A	100%		Quarterly	
Percentage customer satisfaction with Aids & Adaptations(cumul)	96%	100%	97%	100%	99%		Quarterly	
Percentage customer satisfaction gas repairs (cumul)	98.5%	96%	95%	97%	96%		Quarterly	

Responsive Repairs	2007/8 Actual	2008/9 Actual	2009/10 Target	Quarter Three	Year End	On Target?	Frequency	Analysis / Reasons for Variance
BVPI 72 Percentage of urgent repairs completed in govt time limits (cumul)	97%	99%	99%	99%	99%		Quarterly	
BVPI 73 Average number of days taken to complete non urgent repairs (cumul)	9	9	12	8.4	8.6		Quarterly	
% of all repairs completed within relevant target times	93%	94%	95%	95%	95%		Quarterly	
Percentage of responsive repairs where appointment made and kept (cumul)	87%	97%	93%	96%	97%		Quarterly	
Percentage customer satisfaction with individual responsive repairs (cumul)	98%	98%	98%	98%	98%		Quarterly	
Emergency & urgent repairs as a % of total repairs	29%	29%	30%	21%	20%		Quarterly	



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Allocations, Lettings & Estate Management	2007/8 Actual	2008/9 Actual	2009/10 Target	Quarter Three	Year End	On Target?	Frequency	Analysis / Reasons for Variance
BVPI 212 Average number of days taken to re-let dwellings (cumul)	21	18	19	22	21.6	R	Quarterly	Performance affected by freak weather conditions
BVPI 69 Percentage of rent loss through empty properties	1.3%	0.7%	1%	1.0%	0.97%	G	Quarterly	
Percentage of tenants satisfied with overall re-let service (cumul)	99%	98%	98%	98%	95%	R	Quarterly	Reflects difficulties caused by freak weather conditions
Satisfaction with how housing application dealt with (cumul)	71.5%	90%	80%	91%	91%	G	Quarterly	



Tenancy & Estate Management	2007/8 Actual	2008/9 Actual	2009/10 Target	Quarter Three	Year End	On Target?	Frequency	Analysis / Reasons for Variance
Percentage satisfied with how ASB complaint dealt with (cumul)	100%	83%	85%	100%	88%	G	Annual	
Percentage of anti social behaviour cases investigated within target (cumul)	100%	98%	97%	94%	97%	G	Quarterly	
Percentage of tenants visited between 6 and 8 weeks of moving in	N/A	80%	80%	84.7%	73%	R	Quarterly	Completing visits within narrow target window affected in last quarter by difficult weather conditions

Tenant Involvement	2007/8 Actual	2008/9 Actual	2009/10 Target	Quarter Three	Year End	On Target?	Frequency	Analysis / Reasons for Variance
Percentage tenants who are members of Tenant Involvement Club (TIC)	10%	10%	10%	10.2%	10.7%	G	Quarterly	
Number of recognised Tenants & Resident associations holding regular meetings	12	10	8	7	7	R	Quarterly	No further residents groups met necessary criteria

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Leasehold Management & Right to Buy	2007/8 Actual	2008/9 Actual	2009/10 Target	Quarter Three	Year End	On Target?	Frequency	Analysis / Reasons for Variance
Leaseholder satisfaction with repairs service	N/A	92%	90%	100%	100%		Quarterly	
Percentage of properties that were sold within the Government time scales	100%	100%	100%	100%	100%		Quarterly	

Housing Income Management	2007/8 Actual	2008/9 Actual	2009/10 Target	Quarter Three	Year End	On Target?	Frequency	Analysis / Reasons for Variance
BVPI 66a Proportion of rent collected	98.3%	99%	98.5%	98.3%	100.02%		Quarterly	
Current rent arrears as percentage of annual debit	1.4%	1.4%	1.4%	1.9%	1.2%		Quarterly	
Former tenancy arrears as a % of rents debit	0.9%	1.0%	1.0%	1.0%	1.0%		Quarterly	

Sheltered Housing	2007/8 Actual	2008/9 Actual	2009/10 Target	Quarter Three	Year End	On target?	Frequency	Analysis / Reasons for Variance
Personal response to sheltered housing call outs (average time in minutes)(cumul)	16	15	15	14	14		Quarterly	
Call centre alarm response – percentage within 60 seconds (cumul)	95.6%	98%	98%	98%	98.2%		Quarterly	