

South Lakes Housing



Performance Indicators 2008/09 Year End






Certificate No 1570

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 Three	Year End	On Target?	Frequency	Analysis / Reasons for Variance
NI160: Tenant satisfaction with landlord services	85%	86%	87%	87%		Bi-annual	
% of invoices paid on time	71.6%	88%	88%	88%		Quarterly	
Average number of days taken to pay invoices (cumul)	30	28	27	26		Quarterly	
BVPI 12 Working days lost due to sickness absence (cumul per quarter per employee)	3	3	2	2		Quarterly	
Average number of days taken to respond to complaints received (cumul)	6	4	6	6		Quarterly	All complaints were acknowledged within 2 days although no improvement since 2007/08 in average number of days. 2008/09 target of 4 days found to be too onerous to enable adequate investigation of each complaint
Percentage of complaints responded to within target time (cumul)	89%	96%	93%	93%		Quarterly	Improvement of performance but still short of 2008/09 target affected by 2 complaints, one taking 11 days and one taking 13 days during inspection period
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%	95%	93%		Quarterly	Improved performance in 2008/09 but failed to achieve new target during staff shortage
Percentage of housing interviews where interviewee waits less than 5 minutes	92%	93%	94%	97%		Quarterly	

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Stock Investment	2007/8 Actual	2008/9 Target	Quarter Three	Year End	On Target?	Frequency	Analysis / Reasons for Variance
NI158: Percentage non decent council homes	22.1%	5%	9.69%	3.2%	G	Quarterly	
Percentage customer satisfaction with planned maintenance (cumul)	82%	90%	96%	95%	G	Quarterly	
Percentage customer satisfaction gas servicing (cumul)	99%	99%	97%	97%	R	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%	G	Quarterly	
Percentage customer satisfaction with Aids & Adaptations(cumul)	96%	97%	100%	100%	G	Quarterly	
Percentage customer satisfaction gas repairs (cumul)	98.5%	95%	95%	96%	G	Quarterly	

Responsive Repairs	2007/8 Actual	2008/9 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%	G	Quarterly	
BVPI 73 Average number of days taken to complete non urgent repairs (cumul)	9	9	9	9	G	Quarterly	
% of all repairs completed within relevant target times	93%	95%	94%	94.4%	R	Quarterly	Narrowly missed target but figure is improvement on previous year.
Percentage of responsive repairs where access required and appointment made and kept (cumul)	87%	93%	97%	97%	G	Quarterly	Note that this is last verifiable figure produced by Anite and work currently being undertaken to produce suite of reports through Optitime
Percentage customer satisfaction with individual responsive repairs (cumul)	98%	98%	98%	98%	G	Quarterly	
Emergency & urgent repairs as a % of total repairs	29%	30%	29%	29%	G	Quarterly	

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Allocations, Lettings & Estate Management	2007/8 Actual	2008/9 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	20	19.5	18	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%	98%	98%	G	Quarterly	
Satisfaction with how housing application has been dealt with	71.5%	75%	92%	90%	G	Quarterly	

Tenancy & Estate Management	2007/8 Actual	2008/9 Target	Quarter Three	Year End	On Target?	Frequency	Analysis / Reasons for Variance
Percentage satisfied with how ASB complaint dealt with (cumul)	100%	90%	N/A	83%	R	Annual	Very few returns, only 1 not satisfied
Percentage of anti social behaviour cases investigated within target (cumul)	100%	97%	100%	98%	G	Quarterly	
Percentage of tenants visited between 6 and 8 weeks of moving in	N/A	80%	84%	80%	G	Quarterly	

Tenant Involvement	2007/8 Actual	2008/9 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%	G	Quarterly	
Number of recognised Tenants & Resident associations holding regular meetings	12	12	11	10	R	Quarterly	Ryleyfield, Milnthorpe is no longer holding regular meetings, as well as Hallgarth Residents Association

Leasehold Management & Right to Buy	2007/8 Actual	2008/9 Target	Quarter Three	Year End	On Target?	Frequency	Analysis / Reasons for Variance
Leaseholder satisfaction with repairs service	N/A	90%	N/A	92%	G	Annual	

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Percentage of properties that were sold within the Government time scales	100%	100%	100%	100%	G	Quarterly	
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Housing Income Management	2007/8 Actual	2008/9 Target	Quarter Three	Year End	On Target?	Frequency	Analysis / Reasons for Variance
BVPI 66a Proportion of rent collected	98.3%	98.5%	96.4%	99%	G	Quarterly	
Current rent arrears as percentage of annual debit	1.4%	1.4%	2.5%	1.4%	G	Quarterly	
Former tenancy arrears as a % of rents debit	0.9%	0.8%	1.0%	1.0%	R	Quarterly	Failure to agree terms for outsourcing of FTAs, redistributed resources to enable service to be performed in-house

Sheltered Housing	2007/8 Actual	2008/9 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	15	G	Quarterly	
Call centre alarm response – percentage within 60 seconds (cumul)	95.6%	98.5%	97%	98%	G	Quarterly	Performance is the best achieved to date. Telecare Services Association target is 98.5% with a 2% tolerance