

# South Lakes Housing



## Performance Indicators Year End 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 at Year End 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	<span style="color: green;">G</span>	Quarterly	
Chief Executive report periodically on Board Recruitment & diversity	N/A	N/A	1	1	1	<span style="color: green;">G</span>	Annually	
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	-	2009/10	Status Survey
The Board will carry out an annual self assessment	N/A	N/A	Jan 2008	Done	Done	<span style="color: green;">G</span>	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	Not available	39	<span style="color: red;">R</span>	Quarterly	
Pay minimum percentage of invoices in agreed time period (BVPI 8)	N/A	N/A	90%	Not available	51%	<span style="color: red;">R</span>	Quarterly	
Average number of days taken to receive payment from debtors (in qtr)	60	35	45	Not available	45	<span style="color: green;">G</span>	Quarterly	
Achieve submission date to Inland Revenue & Companies House	Nov 06	Jan 07	Nov 07	Nov 07	Nov 07	<span style="color: green;">G</span>	Annual	
Pay statutory creditors (I Revenue) by 19 <sup>th</sup> of month	100%	100%	100%	100%	100%	<span style="color: green;">G</span>	Quarterly	
Total core management cost per property	£385	£387	N/A	N/A	N/A	-	Annual	Housemark figures due in September 2008

## 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 overhead cost (back office costs) per tenancy compared to our peers	£116	£136	N/A	N/A	N/A	-	Annual	Housemark figures due in September 2008
Response & Void repairs spend per property	£447	£481	N/A	N/A	N/A	-	Annual	Housemark figures due in September 2008
Number of properties managed per employee (excluding support staff)	119	118	N/A	N/A	N/A	-	Annual	Housemark figures due in September 2008

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%	<span style="color: green;">●</span> G	Quarterly	
BVPI 12 Working days lost due to sickness absence in quarter	5.1	3.7	4 days	3	3	<span style="color: green;">●</span> G	Quarterly	
BVPI 14 Percentage of employees retiring early (excluding ill-health)	0%	0%	0%	0%	0%	<span style="color: green;">●</span> G	Quarterly	
BVPI 15 Percentage of employees retiring early (including ill-health)	0%	0%	0%	0%	0%	<span style="color: green;">●</span> G	Quarterly	
BVPI 16a Percentage of employees declaring that they meet DDA Act	1%	0%	5%	5%	6%	<span style="color: green;">●</span> G	Quarterly	
Number of sickness absences reported under RIDDOR	N/A	N/A	0	0	0	<span style="color: green;">●</span> G	Quarterly	
Number of work placements provided (cuml)	N/A	21	15	12	12	<span style="color: red;">●</span> R	Quarterly	

## 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	6	6	<span style="color: red;">● R</span>	Quarterly	
Percentage of complaints responded to within target time (cumul)	91%	100%	95%	90%	89%	<span style="color: red;">● R</span>	Quarterly	
Average number of days taken to respond to letters received (cumul)	2	3	5	3	3	<span style="color: green;">● G</span>	Quarterly	
Percentage of letters responded to within target time (cumul)	99%	98%	95%	91%	91%	<span style="color: red;">● R</span>	Quarterly	
BVPI 74a Satisfaction of tenants with the overall service	89.3%	85%	87% (2009/10)	N/A	N/A	-	2009/10	Status Survey
Number of Ombudsman enquiries	N/A	N/A	N/A	2	1	-	Quarterly	
Number of upheld complaints to the ombudsman	N/A	N/A	0	0	0	<span style="color: green;">● G</span>	Quarterly	
Percentage of housing interviews where interviewee waits less than 5 minutes	96%	91.5%	92%	95.5%	92%	<span style="color: green;">● G</span>	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%	N/A	N/A	-	2009/10	Status Survey
BVPI 74c Satisfaction of non-BME tenants with overall service	89.4%	85%	87%	N/A	N/A	-	2009/10	Status Survey
BVPI 75b Satisfaction of BME tenants with participation in management	50%	100%	100%	N/A	N/A	-	2009/10	Status Survey

## 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	-	Annual	The figure for 2007/8 will be generated by Power Gen and we are usually issued with this in July
Proportion of homes non decent at start of year (BVPI 184a)	36%	35.6%	43%	41.98%	41.98%	<span style="color: green;">G</span>	Annual	The actual figure for non-decent properties at the end of the year is 22%
Percentage change in proportion of non decent homes in year (BVPI 184b)	3%	12.6%	18.1%	34.5%	47.2%	<span style="color: green;">G</span>	Quarterly	
Percentage customer satisfaction (excellent / good) with planned maintenance (cumul)	95%	88%	95%	100%	82%	<span style="color: red;">R</span>	Quarterly	Increased level of poor returns on painting programme. Plan to use CHP Framework Agreement in 2008.
Percentage customer satisfaction (excellent / good) gas servicing (cumul)	99.5%	99.5%	99.5%	99%	99%	<span style="color: green;">G</span>	Quarterly	
Percentage of gas appliances serviced on schedule	N/A	N/A	100%	N/A	100%	<span style="color: green;">G</span>	Annual	
Percentage customer satisfaction with Aids & Adaptations (cumul)	100%	100%	95%	100%	96%	<span style="color: green;">G</span>	Quarterly	
Percentage customer satisfaction (excellent / good) gas repairs (cumul)	92%	92%	92%	90%	98.5%	<span style="color: green;">G</span>	Quarterly	

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%	88% 90% 92% 100% 100%	88% 90% 93% 95% 92%	<span style="color: green;">G</span>	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% 67% 92% 96% 100%	93% 67% 94% 92% 94%	<b>G</b>	Quarterly	Arnside Aids & Adaptations Ulverston Rural Ulverston North Grange
Percentage customer satisfaction during works per 'live' contract	N/A	N/A	75%	86% 84% 90% 100% 100%	86% 84% 90% 96% 92%	<b>G</b>	Quarterly	Arnside Aids & Adaptations Ulverston Rural Ulverston North Grange
Percentage customer satisfaction with finished product per 'live' contract	N/A	N/A	75%	86% 85% 92% 100% 100%	86% 85% 90% 95% 91%	<b>G</b>	Quarterly	Arnside Aids & Adaptations Ulverston Rural Ulverston North Grange
Average time in property per contract	N/A	N/A	21 days	16 19 19 19	18 16 9 10.5	<b>G</b>	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 % of urgent repairs completed in govt time limits (cumul)	99%	97%	98%	97%	97%	<b>R</b>	Quarterly	
BVPI 73 Average number of days taken to complete non urgent repairs (cumul)	9	9	9	9	9	<b>G</b>	Quarterly	
% of all repairs completed within relevant target times	-	-	93%	94%	93%	<b>G</b>	Quarterly	
No. of trades SLH employs	-	43	36	37	36	<b>G</b>	Quarterly	

## 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
Percentage of responsive repairs where access required & appointment made and kept (cumul)	83%	90%	90%	85%	87%	<b>R</b>	Quarterly	Reduction in cumulative figure due to temporary disruption during implementation of new Call Centre
Percentage customer satisfaction (excellent/good) with individual responsive repairs (cumul)	91%	91%	91%	97%	98%	<b>G</b>	Quarterly	
Percentage satisfied with the repairs service	N/A	82%	N/A	N/A	N/A	-	2009/10	Status Survey
Percentage of tenants who felt that repairs & maintenance was considered the most important service	N/A	83%	N/A	N/A	N/A	-	2009/10	Status Survey
Percentage of tenants who described the attitude of repairs workers as good	N/A	93%	N/A	N/A	N/A	-	2009/10	Status Survey
Percentage of tenants who said the speed by which work was completed as good	N/A	90%	N/A	N/A	N/A	-	2009/10	Status Survey
Average cost of per repair	£67	£74	N/A	N/A	N/A	-	Annual	Housemark Figures due in September 2008
Number of repairs per property	4.1	4.6	N/A	N/A	N/A	-	Annual	Housemark Figures due in September 2008
Responsive repairs spend per property	£275	£338	N/A	N/A	N/A	-	Annual	Housemark Figures due in September 2008
Emergency & urgent repairs as a % of total repairs	34%	32%	30%	N/A	29%	<b>G</b>	Annual	

## 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 voids checked by tenant auditors & that are deemed satisfactory	N/A	N/A	12	3	9	<span style="color: red;">R</span>	Quarterly	More training has actually been provided, delaying the start date of this task, but provided more support to those carrying out the audits
The percentage of voids checked which meet the lettings standard	N/A	N/A	100%	100%	100%	<span style="color: green;">G</span>	Quarterly	
Number of new lets (cuml)	N/A	212	N/A	187		-	Quarterly	
% of BME lettings (cuml)	N/A	0.6%	0.8%	2.7%	2.7%	<span style="color: green;">G</span>	Quarterly	
Percentage of lets made to statutory or other homeless applicants	N/A	24.8%	25%	-	N/A	-	Quarterly	These figures will be released in May by LACore
Number of Housing Association nominations per annum	N/A	N/A	N/A	36	47	-	Quarterly	Plus Two Castles Housing Association is still to provide figures.
BVPI 212 Average number of days taken to re-let dwellings (cumul)	16	23	20	21	21	<span style="color: red;">R</span>	Quarterly	Improvement on previous year and within upper quartile
BVPI 69 Percentage of rent loss through empty properties	0.4%	1.03%	1.1%	1.46%	1.29%	<span style="color: red;">R</span>	Quarterly	Target missed due to dwellings left vacant at Gowan Lea awaiting sale
Percentage of tenants satisfied with overall re-let service	97%	97%	97%	99%	99%	<span style="color: green;">G</span>	Quarterly	
Percentage of offers of tenancy accepted (cumul)	95%	97%	96%	95%	96%	<span style="color: green;">G</span>	Quarterly	
Satisfaction with how housing application has been dealt with (very satisfied/fairly satisfied)	N/A	66%	70%	70%	71.5%	<span style="color: green;">G</span>	Quarterly	
Tenancy turnover	9.8%	5.6%	8%	N/A	N/A	-	Annual	New indicator – annual figure (LSVT average 8.4%)

## 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
% satisfied with how ASB complaint dealt with (cumul)	60%	86%	78%	100%	100%	<b>G</b>	Annual	
% of anti social behaviour cases investigated within target (cumul)	96%	93%	96%	100%	100%	<b>G</b>	Quarterly	
Visit all tenants once every 2 years	N/A	N/A	10%	N/A	10%	<b>G</b>	Quarterly	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	100%	<b>G</b>	Quarterly	
Number of racial harassment cases	N/A	N/A	N/A	0	0	-	Quarterly	
Percentage of racial harassment cases dealt with to the satisfaction of the victim	N/A	N/A	100%	-	-	<b>G</b>		No cases reported
Number of ABC's signed/ASBO's served	N/A	N/A	N/A	0	3	-	Quarterly	
Number of injunctions obtained	N/A	N/A	N/A	0	0	-	Quarterly	None served
Number of demotions	N/A	N/A	N/A	0	0	-	Quarterly	No demotions
Removal of offensive graffiti within 7 days of being notified (cumul)	100%	100%	100%	100%	100%	<b>G</b>	Quarterly	
Percentage of tenants satisfied with the cleanliness and maintenance of estates	N/A	75%	N/A	N/A	N/A	-	2009/10	Status Survey
Percentage satisfied with estate as place to live	N/A	91%	N/A	N/A	N/A	-	2009/10	Status Survey
Percentage of tenants satisfied with their accommodation	N/A	88%	N/A	N/A	N/A	-	2009/10	Status Survey
Percentage of tenants who rate their home in good condition	N/A	81%	N/A	N/A	N/A	-	2009/10	Status Survey

## 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 75a Satisfaction of tenants with opportunities for participation	74.8%	64%	N/A	N/A	N/A	-	2009/10	Status Survey
BVPI 75b Satisfaction of BME tenants with opportunities for participation	50%	100%	N/A	N/A	N/A	-	2009/10	Status Survey
BVPI 75c Satisfaction of non-BME tenants with opportunities for participation	74.7%	64%	N/A	N/A	N/A	-	2009/10	Status Survey
Review of the District Wide Tenants Compact (Agreement)	N/A	N/A	N/A	100%	100%	<span style="color: green;">G</span>	2009/10	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	331	328	<span style="color: green;">G</span>	Quarterly	
Number of recognised Tenants & Resident associations holding regular meetings	11	11	14	13	12	<span style="color: red;">R</span>	Quarterly	Windermere Residents Association has wound up due to insufficient business
Number of training courses / events/ support provided for tenants	N/A	N/A	8	8	13	<span style="color: green;">G</span>	Quarterly	
Number of mystery shops/ tenants audits	N/A	N/A	25	12	12	<span style="color: red;">R</span>	Quarterly	Auditors have been recruited & training has taken place, to date 12 audits have taken place. Mystery shoppers have been trained & shops underway from 31/3/08
Number of newsletters produced (cuml)	4	4	4	5	7	<span style="color: green;">G</span>	Quarterly	

## 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
Number of meetings with leaseholders Involvement club held (cumul)	4	4	4	4	6	<b>G</b>	Quarterly	
Number of newsletters (cumul)	2	2	2	4	7	<b>G</b>	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 figures due in September 2008
Leaseholder satisfaction with repairs service	N/A	N/A	80%	N/A	N/A	-	Annual	Awaiting Survey results
Leaseholder satisfaction with all other aspects	N/A	N/A	75%	N/A	N/A	-	Annual	Awaiting Survey results
Number of properties sold under Right To Buy (cuml)	17	33	N/A	9	13	-	Quarterly	
Percentage of properties that were sold within the Government time scales	-	-	100%	100%	100%	<b>G</b>	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%	95.91%	98.3%	<b>G</b>	Quarterly	
Percentage of tenants who think their rent represents good Value for Money	N/A	84%	N/A	N/A	N/A	-	2009/10	Status Survey
Percentage who are satisfied with existing rent payment methods	N/A	80%	N/A	N/A	N/A	-	2009/10	Status Survey

## 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
Current rent arrears as percentage of annual debit	1.6%	1.5%	1.6%	2.8%	1.4%	<span style="color: green;">G</span>	Quarterly	
Rent written off as percentage of annual rent roll	0.1%	0.4%	0.2%	0.19%	0.14%	<span style="color: green;">G</span>	Quarterly	
BVPI 66b Percentage of tenants owing more than 7 weeks rent	2.97%	3.17%	3%	3.91%	3.46%	<span style="color: red;">R</span>	Quarterly	Represents 111 tenants out of 3204
BVPI 66c Percentage of tenants served with NOSP of those in rent arrears during the year (cumul)	19.40%	16.22%	19.4	12.16%	17.4%	<span style="color: green;">G</span>	Quarterly	
BVPI 66d Percentage of tenants evicted for rent arrears during the year (cumul)	0.22%	0.25%	0.2	0.16%	0.22%	<span style="color: green;">G</span>	Quarterly	
Former tenancy arrears as a % of rents debit	-	-	0.8%	0.9%	0.9%	<span style="color: red;">R</span>	Quarterly	Further right offs prepared but not authorised before year end

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	<span style="color: red;">R</span>	Quarterly	Improvement on previous year
Call centre alarm response – percentage within 60 seconds (cumul)	96.3%	93%	98.5%	95.5%	95.6%	<span style="color: red;">R</span>	Quarterly	Due to unsatisfactory performance from our call centre contractor this service has been retendered and a new provider has started in April 2008 (Invicta)
Percentage satisfied that service provides Value for money	N/A	N/A	N/A	93%	93%	-	Annual	New PI - target to be set for 2008/9
Percentage receiving their weekly visit	N/A	N/A	100%	100%	100%	<span style="color: green;">G</span>	Annual	
Percentage contacted every day (unless have asked not to)	N/A	N/A	100%	100%	100%	<span style="color: green;">G</span>	Annual	
Percentage satisfied with their Scheme Manager	N/A	N/A	95%	96%	96%	<span style="color: green;">G</span>	Annual	

## 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 satisfied with communal gardens, grounds maintenance	N/A	N/A	N/A	81%	81%	-	Annual	New PI - target to be set for 2008/9
Percentage that participate in social activities	N/A	N/A	N/A	72%	72%	-	Annual	New PI - target to be set for 2008/9
Percentage satisfied with benefit advice & information	N/A	N/A	N/A	94%	94%	-	Annual	New PI - target to be set for 2008/9
Percentage satisfied with alarm system	N/A	N/A	N/A	90%	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	-	2009/10	Status Survey