

Public Document Pack

Late information for Tenant Scrutiny Board on 16 October 2014

Pages 1-2: Agenda item 7 – To receive the draft performance template for consideration by the Board.

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Responsible Area	Indicator	Target	July Result	August Result	Cumulative	Against Target	Trend	Notes
Property & Contracts	Repair First Time	95.00%	90.66%	89.48%	92.93%		↓	Does not include results for E&NE due to system failures.
Property & Contracts	Repairs Completed in Target	99.00%	90.73%	90.90%	92.82%		↑	
Property & Contracts	% of Satisfaction with Repairs	97.00%	99.77%	98.96%	99.34%		↓	
Property & Contracts	Gas Repair First Time	87.00%	99.75%	99.70%	97.94%		↓	
Property & Contracts	Gas Repairs Completed in Target	98.00%	98.05%	96.42%	97.89%		↓	
Property & Contracts	Gas Appointments Kept	98.00%	96.52%	94.57%	95.22%		↓	
Property & Contracts	Satisfaction - Gas	97.00%	98.56%	98.84%	98.95%		↑	
Property & Contracts	% of Annual Gas Services Completed	99.86%	99.14%	99.04%	99.04%		↓	
Property & Contracts	Minor Adaptations First Time	99.00%	80.99%	83.93%	82.08%		↑	
Property & Contracts	Minor Adaptations Completed Within Target	98.00%	97.20%	93.79%	94.06%		↓	
Property & Contracts	Minor Adaptations Satisfaction	97.00%	100.00%	100.00%	100.00%		→	
Property & Contracts	% Major Adaptations Completed Within Target	97.00%	88.89%	92.68%	90.61%		↑	
Property & Contracts	Major Adaptations Satisfaction	97.00%	0.00%	100.00%	100.00%		↑	
Property & Contracts	% Decent Council Homes	N/A	90.84%	91.07%	91.07%		↓	
Housing Management	% of Rent Collected (based on 66a definition)	98.06%	97.69%	97.48%	97.48%		↓	
Housing Management	Rent Arrears of Current Tenants as a proportion of the Authority's Rent Roll	2.20%	2.21%	2.34%	2.34%		↓	
Housing Management	Former Tenant Arrears as % of Rent Roll	1.20%	1.18%	1.17%	1.17%		↑	
Housing Management	Income Management Satisfaction	N/A	85.51%	93.33%	86.85%		↑	
Housing Management	Proportion of Properties Currently Untenanted	0.73%	0.66%	0.76%	0.76%		↓	
Housing Management	Number of Properties Void for more than 6 months	9	19	14	14		↓	
Housing Management	% Rent Loss from Voids	N/A	0.64%	0.66%	0.66%		→	
Housing Management	Gross Average Relet Times for Dwellings - (i.e. Without Exclusions)	30	28.95	28.64	28.64		↑	
Housing Management	% Tenants that reported ASB who are satisfied with Final Outcome.	80.00%	89.40%	91.70%	91.70%		↑	
Housing Management	% Complaints Responded to Within 10 Working Days	96.25%	94.07%	97.14%	95.99%		↑	
Housing Management	Complaints Satisfaction	N/A	43.00%	0.00%	47.12%			Data Unavailable
Housing Management	% Annual Tenancy Visits Completed	50.00%	30.00%	36.55%	36.55%		↑	
Housing Management	Independent Living Satisfaction	N/A	50.00%	41.67%	67.04%		↓	

	Target	Amber	April	May	June	July	August	Cumulative %	Notes
RR1- Repair first time	95.00%	93.00%	86.74%	89.87%	90.20%	90.66%	89.48%	92.93%	
			10458	10053	11003	11558	7718	53300	
			9071	9035	9925	10479	6906	49533	
RR2- Repairs completed in Target	99.00%	97.00%	83.46%	84.63%	89.48%	90.73%	90.90%	92.82%	
			16163	15011	15617	16428	15096	78422	
			13490	12704	13974	14905	13723	72791	
RR3 - Appointment kept	99.00%	97.00%	96.57%	95.48%	94.64%	96.24%	90.94%	90.94%	
			2799	2633	2985	2954	2539	2539	
			2703	2514	2825	2843	2309	2309	
RR6 - Satisfaction	97.00%	95.00%	99.18%	99.35%	99.13%	99.77%	98.96%	99.34%	
			1809	1688	1931	1292	760	7406	
			1824	1699	1948	1295	768	7455	
GS1- Repair first time	87.00%	85.00%	97.51%	93.37%	96.73%	99.75%	99.70%	97.94%	
			1685	1553	1344	1220	1315	8884	
			1643	1450	1300	1217	1311	8701	
GS2- Repairs completed in Target	98.00%	96.00%	89.12%	98.08%	95.89%	98.05%	96.42%	97.89%	
			2684	2139	1703	1486	1789	9838	
			2392	2098	1633	1457	1725	9630	
GS3 - Appointment kept	98.00%	96.00%	90.33%	94.64%	93.68%	96.52%	94.57%	95.22%	
			1138	1120	1092	977	1012	6692	
			1028	1060	1023	943	957	6372	
GS4 - Satisfaction	97.00%	95.00%	99.77%	99.02%	99.00%	98.56%	98.84%	98.95%	
			433	1112	988	960	1023	4516	
			434	1123	998	974	1035	4564	
GS5 - CP12's	99.86%	97.86%	99.22%	98.57%	99.09%	99.14%	99.04%	99.04%	
			45313	44908	44884	44892	44854	44854	
			44960	44265	44477	44506	44423	44423	
A1 - Minor Adaptations First Time	99.00%	97.00%	78.70%	81.74%	88.43%	80.99%	83.93%	82.08%	
			108	115	121	142	112	614	
			85	94	107	115	94	504	
A2 - Minor Adaptations Completed within Target	98.00%	96.00%	87.29%	88.66%	95.91%	97.20%	93.79%	94.06%	
			181	194	171	143	177	943	
			158	172	164	139	166	887	
A3 - Minor Adaptations Appointments Kept	97.00%	95.00%	N/A	N/A	N/A	N/A	N/A	N/A	
			0	0	0	0	0	0	
			0	0	0	0	0	0	
A5a Adaptation Satisfaction - minor	97.00%	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
			29	32	25	36	19	141	
			29	32	25	36	19	141	
% Adaptation completed within target (Higher is better)	97.00%	95.00%				88.89%	92.68%	90.61%	
						99	82	181	
						88	76	164	
A5b Adaptation Satisfaction - major	97.00%	95.00%					100.00%	100.00%	
							10	10	
							10	10	
% Decent Council Homes (Higher is better)	N/A		89.39%	0.91	Unavailable	90.84%	91.07%	91.07%	
% of rent collected (based on 66a definition).	98.06%	97.86%	97.32%	97.31%	97.71%	97.69%	97.48%	97.48%	
Rent arrears of current tenants as a proportion of the authority's rent roll.	2.20%	2.40%	2.13%	2.20%	2.16%	2.21%	2.34%	2.34%	
Former Tenant Arrears as % of Rent Roll	1.20%	1.22%	1.17%	1.13%	1.14%	1.18%	1.17%	1.17%	
Income Management Satisfaction			100.00%	80.29%	88.04%	85.51%	93.33%	86.85%	
			12	35	25	41	15	128	
Proportion of properties currently untenanted	0.73%	0.93%	0.74%	0.64%	0.63%	0.66%	0.76%	0.76%	
Number of Properties Void for more than 6 months	9	9.02	11	17	10	19	14	14	
Rent Loss From Voids	0.81%	0.81%	0.70%	0.69%	0.65%	0.64%	0.66%	0.66%	
Gross average relet times for dwellings (i.e. without exclusions)	30	32	28.14	28.96	28.73	28.95	28.64	2863.76%	
% Tenants that reported ASB who are satisfied with final outcome	80.00%	78.00%	93.80%	83.10%	84.30%	89.40%	91.70%	91.70%	
% complaints responded to within 10 working days.	96.25%	94.25%	97.39%	93.98%	98.18%	94.07%	97.14%	95.99%	
Complaints Survey			0.00%	60.00%	40.00%	43.00%	0.00%	47.12%	
			0	5	5	7	0	17	
% Annual Tenancy Visit Completed	50.00%	48.00%	Unavailable	Unavailable	21.80%	30.00%	36.55%	36.55%	
Independent Living Satisfaction			100.00%	60.00%	100.00%	50.00%	41.67%	67.04%	
			6	11	2	2	6	27	