

COMMUNITY INVOLVEMENT

PERFORMANCE INDICATORS

BV74a – Tenant Satisfaction with Landlord (All)

BV74b – Tenant Satisfaction with Landlord (Ethnic Minority Tenants)

BV74c – Tenant Satisfaction with Landlord (Non-ethnic minority tenants)

BV75a – Tenant Satisfaction with Participation (All)

BV75b – Tenant Satisfaction with Participation (Ethnic Minority Tenants)

BV75c – Tenant Satisfaction with Participation (Non-Ethnic Minority Tenants)

BV164 – Equal Access to Social Housing – Does the Authority follow the CRE Code of Practice in Rented Housing and the Good Practice Standards for Social Landlords on Tackling Racial Harrassment

% of BME Tenants

VOLUME INDICATORS

Number of Residents Groups

Number of Customer Events Held

% of Male/Female Senior Managers (Dept)

% of Male/Female Senior Managers (Authority)

% of Senior Managers who regard themselves as Disabled (Dept)

% of Senior Managers who regard themselves as Disabled (Authority)

COST INDICATORS

External/Internal Cost of Training per Residents Association

External/Internal Cost of Training per Customer Panel Representative

Transport Costs per Participant

Costs per BME Activity

In-house Salary Costs compared to Consultancy Fees

Equalities budget spent per BME Tenant

PERFORMANCE MANAGEMENT AND TRAINING

PERFORMANCE INDICATORS

- LI – Overall Customer Satisfaction with Repairs Service (Visions)
- LI – Overall Customer Satisfaction with Lettings Service (Visions)

COST INDICATORS

- Training Budget Spent per Staff member

VOLUME INDICATORS

- % Staff who have completed NVQ Level 2 Customer Care

BUSINESS SUPPORT

PERFORMANCE INDICATORS

- Housing Contribution to corporate BVPI8 Invoices paid on time %
- Right to buy (RTB2) sent on time
- Right to buy offer (S125) sent on time
- Staff sickness: Absenteeism rate; Back to work interviews completed

VOLUME INDICATORS

- RTB1 received
- RTB2 approved
- RTB2 denied
- RTB2 withdrawn
- S125 sent

COST INDICATORS

- Cost per RTB1
- Weekly management cost per property

TENANCY ENFORCEMENT

PERFORMANCE INDICATORS

- % of complainants contacted within 3 working days
- % of cases resolved to complainants satisfaction
- % of residents in fear of crime
- % of residents who feel their neighbourhood is getting better

VOLUME INDICATORS

- Total Number of cases reported during month
- Cases reported in month (North)
- Cases reported in month (South)
- Total number of active cases
- Total number of active cases (North)
- Total number of active cases (South)
- Total number of cases closed in month (North)
- Total number of cases closed in month (South)
- Total number of NTQ served in month
- Number of NPP served in month
- Number of court proceedings issued
- Number of suspended possession orders achieved
- Number of immediate possession orders achieved
- Number of tenancies terminated prior to eviction
- Number of evictions for anti-social behaviour
- Number of ABC's issued to WVDC tenants and/or departments
- Number of ASBO's obtained against WVDC tenants and/or departments
- Number of ASBO's obtained by district
- Number of cases where complainant considers a racial motivation
- BME complainants as % of total complainants
- Number of complainants contacted within 3 days

COST INDICATOR

- Average cost of tenancy enforcement case

STREET WARDEN SCHEME

PERFORMANCE INDICATORS

- Level of satisfaction with the service
- % of BME service users

VOLUME INDICATORS

- Number of Fixed Penalty Notices issued
- Number of reports made to other WVDC departments
- Number of reports made to other agencies
- Number of contacts with the service
- Visits requested by tenants or others
- ASB reports sent to Tenancy Enforcement Team
- Graffiti reported
- Fly tips reported
- Untaxed vehicles reported
- Syringes removed
- Damaged street lights
- Abandoned vehicles
- Blocked gullies
- Broken windows
- Drug paraphernalia
- Damaged property
- Dog fouling
- House alarms ringing
- Dead animals

COST INDICATORS

- Cost of Service per Resident
- Cost/Saving of sharps removed
- Cost/Saving of graffiti removed
- Cost/Saving of victim visits
- Cost/Saving reduced fire service call outs
- Cost/Saving of fitting smoke alarms
- Cost/Saving of fitting security items

CAPITAL WORKS

PERFORMANCE INDICATORS

- Satisfaction on capital works; % of customer satisfaction returns
- Progress on Capital Works: Actual % properties complete against programme
- Expenditure on Capital Works: Actual % spend against budget
- BV184a – The proportion of dwellings which were non-decent at the start of the financial year
- BV184b - The percentage change in the proportion of non-decent dwellings between the start and the end of the financial year
- The average SAP rating of LA owned Dwellings

VOLUME INDICATORS

- Actual properties complete against programme
- Number of defects reported
- Number of defects reported once (identified by address)
- Number of defects reported twice or more (identified by address)
- Number of days lost due to accidents
- Number of Properties Demolished

COST INDICATORS

- Actual Spend against budget
- Average cost per property
-
- Management Cost per property improved

- NEIGHBOURHOOD OPERATIONS

PERFORMANCE INDICATORS

- BV66a % of rent collected as a proportion of rents owed on HRA dwellings
- BV66b Number of tenants with more than 7 weeks of (gross) rent arrears as a % of the total number of tenants
- BV66c - % of tenants in arrears who have had notices seeking possession served
- BV66d - % of tenants evicted as a result of rent arrears
- BV212 – Average time taken to re-let local authority housing
- LI – Average cost of void expenditure
- LI – Total current arrears
- LI – Current arrears as a % of the Rent Roll
- LI – Total former tenancy arrears
- LI – Amount written off as a % of the rent roll
- LI - % of rent lost on void properties
- LI – Number of tenants in arrears
- LI -- Average time to determine HB claim

-

VOLUME INDICATORS

- Number of terminations
- Number of pre-termination inspections
- Number of viewings before outgoing tenants has moved
- Number of offers
- Number of refusals

- Number of right first time offers
- Number of registrations forms entered within 3 days
- Number of court applications
- Number of possession warrants
- Number of SPO
- Number of evictions
- Number of suspended evictions
- Number of arrears visits
- Number of estate inspections
- Number of terminations
- Reasons for terminations
- Reasons for refusals
- Number of registrations received
- Number of new tenancies created
- Number of days to re-let following void repairs
- Number of tenants owing 4 weeks or more rent
- Average arrears by HO

COST INDICATORS

- Total cost of void
- Management cost of recovery of current debt
- Management cost of recovery of former tenant debt

PROPERTY SERVICES

PERFORMANCE INDICATORS

- BV211a The proportion of planned to responsive HRA maintenance expenditure
- BV211b The proportion of expenditure on emergency and urgent repairs to HRA Dwellings compared to non urgent repairs expenditure to HRA Dwellings
- Average time from inspection to completion of works – Void Properties
- Ex BV72 Urgent Repairs in Government time limits (%) – no longer BVPI
- Ex BV73 Average time taken to complete non-urgent repairs (working days) – no longer BVPI
- Emergency repairs as a % of all responsive repairs
- Weekly cost per dwelling of repairs
- LI - % of responsive repairs cancelled
- Ex BV185 - % of repairs for which an appointment was both made and kept
- LI - % of all work post inspected
- LI - % of total gas monthly services completed
- LI – Average time to complete void repairs
- % calls answered by call centre staff
- Average time to answer calls in call centre – seconds

VOLUME INDICATORS

- Number of trades per job
-
- Number of repairs per void
- Number of property inspections
- Number of void inspections

- Number of appointments made (Workforce)
- Number of all repairs issued
- Number of rechargeable repairs issued
- % of all jobs multi-skilled
- Number of jobs per week per operative (productivity) by priority and trade
- Number of void jobs completed
- Number of call outs per week
- Number of jobs per property
- Number of contacts per call centre staff member to include telephone, letters, text and e-mail

COST INDICATORS

- Average cost per repair
- Cost of rental vehicles
- Average cost of void repairs
- Total expenditure to date on repairs
- Total expenditure to date on voids
- Cost of materials purchased
- Cost of rechargeable repairs
- Cost recovered from rechargeable repairs
- Cost of emergency repairs
- Total Monthly cost
- Total Monthly repair cost
- Cost per callout

SUPPORTED HOUSING

PERFORMANCE INDICATORS

- Overall average time taken to decide on a homeless case
- BV202 – The number of people sleeping rough on a single night within the area of the authority
- % of successful supported tenancies
- % of cases where Housing Benefit uptake has improved
- % of reviews completed within 8 weeks
- % of homeless interviews carried out within 3 working days following initial contact
- Average time taken in making a decision on homeless applicants.
- % of homeless decisions made within 33 days
- Average number of calls responded to within 12 minutes
- % of calls answered within 60 seconds
- % New equipment installed within 24 hours
- BV183a – The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need
- BV183b – The average length of stay hostel accommodation of households that are unintentionally homeless and in priority need.
- BV202 – The number of people sleeping rough on a single night within the area of the authority
- BV203 – The percentage change in the average number of families placed in temporary accommodation
- BV213 – Number of households who considered themselves as homeless, who approached the local authority's housing advice service(s) and for whom housing advice casework intervention resolved their situation
- BV214 – Proportion of households accepted as statutorily homeless who were accepted as homeless by the same authority within the last two years

VOLUME INDICATORS

Homelessness

- Number of homeless applications
- Number of applicants in B&B
- Number of requests for homeless reviews
- Number of reviews where decision was changed
- Number of times emergency accommodation used at Dellside House
- Length of time in Dellside House

Homeline

- Total number of council customers
- Total number of private customers
- Total number of HA customers
- Total number of new clients
- Total number of clients leaving the service
- Total number of calls to control centre
- Number of calls requiring a mobile response
- Number of calls received after 5pm Monday to Friday
- Number of calls received Saturday & Sunday
- Number of calls received after 5pm Saturday & Sunday
- Number of repeat calls

Tenancy Support

- Total number of cases
- Number of cases receiving support for 6 months
- Number of cases receiving support for 1 year
- Number of new clients joining the service
- Number of clients on waiting list to join the service
- Number of clients leaving the service
- Reason for leaving the service

Money & Debt Advice

- Total number of clients
- Number of cases receiving support for 6 months
- Number of cases receiving support over 6 months

COST INDICATORS

Homelessness

- Cost of B&B provision
- Cost of providing emergency accommodation at Dellside House

Homeline

- Average cost per call out
- Supporting People grant monthly income
- Supporting People grant monthly expenditure
- Cost per client per month

Tenancy Support

- Cost per client per month

Money & Debt Advice

- Cost per client per month
- Additional amount of Housing Benefit uptake