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Anti Social Behaviour								
EDH5 - 1	Percentage of complaints received & responded to within 2 working days	5		100.00%	100.00%	100.00%	100.00%	
EDH5 - 2	Confirmation in writing of outcome of response within 2 working days of case closure	5		100.00%	100.00%	100.00%	100.00%	
Care services								
EDH3 - 1	Average Response Time for Care Centre Operator	3		9.26 sec	7.70sec	7.34 sec	7.32 sec	
EDH3 - 2	% Response time meeting local target for mobile warden to reach client within 20 minutes.	3		97.00%	97.00%	96.50%	93.00%	3 dates excluded from figure for second quarter - 31st August and 1st September excluded due to service disruption from storms and resulting excessive calls regarding damaged equipment. 10 groups were not operational and a number of dispersed units struck by lightening via BT line. 13th September excluded due to upgrading of the system by Jontek resulting in a number of PCs not being operational on this date.











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Customer Satisfaction								
BV 74 (a)	Satisfaction of tenants with overall service (a) -All respondents	3	Reported annually	66.30%	70.00%	N/A	N/A	Result in corporate plan stated incorrectly at 66.1%. This survey must be carried out at least every 3 years. These results represent the survey carried out for the year 2003/04. EDH are to commission Norma Wilburn Associates to carry out survey on an annual basis commencing 2005/06. Note - 17.8% dissatisfied and 15.9% neither satisfied or dissatisfied. NB only 1 BME respondent. Housemark top quartile 2004/05 performance is 83.08%.
BV 74 (b)	(b) Black and Minority Ethnic	3	Reported annually	100.00%	100.00%	N/A	N/A	
BV 74 (c)	(c) Non Black and Minority Ethnic	3	Reported annually	66.30%	70.00%	N/A	N/A	
EDH3 - 3	Tenants satisfaction with completed repairs	3		97.65%	99.00%	99.57%	99.13%	Dissatisfaction reported and it is intended to be addressed through the Quality Improvement Team.







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Decent Homes								
BV 184(a)	The proportion of LA homes which were non decent at 1st April 2005	4	Reported annually	72%	75%	N/A	N/A	Target in the corporate plan for 2005/06 was revised from 72.96% following District Audit inspection. Increase is due to properties deteriorating faster than repair investment and is compounded by stock reduction. Housemark top quartile for 2004/05 is 38%
BV 184 (b)	The percentage change in proportion of non-decent LA homes between 1st April 2005 and 1st April 2006 (based on stock as at 1st April 2005)	4		4.7%	4.9%	1.0%	2.2%	Year end calculation for 2004/05 was incorrectly calculated at 6.93%. Increase due to properties deteriorating faster than repair investment and is compounded by stock reduction. Trend suggests target will be met at year end.
EDH4 - 1	The proportion of non decent homes based on current stock	4		72.30%	74.23%	74.80%	74.70%	The increase is due to properties deteriorating faster than repair investment and is compounded by stock reduction. It is expected that the number of non decent homes will reduce from 7144 to 6900 at March 2006 - Note the projection is that stock will be reduced by approx 400 properties during the year. Some decent homes schemes in the capital programme are to complete
BV 63	Annual change in SAP rating	4	Reported annually	60	63	N/A	N/A	
General								
BV 164	Does the ALMO follow the Commission for Racial Equality's (CRE) Code of Practice in Rented Housing	3		No	Yes	No	No	Previously reported incorrectly as Yes. An action plan is in place to achieve compliance by March 2006.




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Homelessness and Support								
BV 183	The average length of stay in (a) Bed and Breakfast (b) Hostel accommodation of households that are unintentionally homeless and in priority need.	3		a) - 0, b) - 0	a) - 0, b) - 0	a) - 0, b) - 0	a) - 0, b) - 0	
BV 202	The number of people sleeping rough on a single night within the area of the authority	3	Reported annually	0-10	0-10	N/A	N/A	
BV 203	The percentage change in the average number of families, which include dependant children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the average for the previous year	3	Reported annually	8.33%	2.00%	N/A	N/A	Year end calculation for 2004/05 was incorrectly calculated at 2.1%.
BV 213	Number of considered homeless for whom housing advice casework intervention resolved their situation.	3		New PI for 2005/06	100	29	41	Advice case work to be monitored as this is a new BVPI. Proposed target set after completion of the corporate plan.
BV 214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same authority within the last two years	3		New PI for 2005/06	1.50%	1.47%	0.82%	Number of statutory homelessness reduced with introduction of Housing Option Officers. Proposed target set after completion of the corporate plan.
EDH3 - 4	Percentage of homelessness applications on which decisions / written notification goes to applicant within 33 wkg days <i>old BV 67</i>	3		95.00%	99.00%	100.00%	100.00%	Performance increased due to introduction of Housing Option Officers








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Relets / Voids								
BV 212	Average time taken to relet L.A. housing	2		43.4 Days	40 Days	84 Days	56.8 Days	PI incorrectly calculated 04/05 (the figure was based on working days instead of calendar days, and inspection time was not included - estimated figure would have been 60 days). Delays were encountered as a result of the introduction of the new allocations policy, new computer system, changes in the marketing strategy and a number of long term voids which have been relet via the HRA Business Plan. Proposed target set after completion of the corporate plan. Housemark top quartile for 2004/05 is 27.43 days
EDH2 - 1	Real relet times (in working days) for L.A. Dwellings	2		29.6 Days	30 Days	60 Days	40.57 Days	As above.
EDH2 - 2	Total number of void dwellings as a percentage of the stock	2		5.05%	4.00%	5.70%	5.38%	As above - backlog of voids early in financial year currently being addressed.

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Rents								
EDH2 - 3	Current tenants rent arrears as a proportion of rent roll (<i>Old BV 66b</i>)	2		2.40%	2.00%	2.60%	2.60%	Expect figure to be reduced significantly over next quarter - officers dedicated to rent arrears recovery
EDH2 - 4	Percentage of rent lost through local authority dwellings becoming vacant (<i>Old BV 69</i>)	2		7.10%	5.00%	6.00%	5.50%	Improvement in void reletting
EDH2 - 5	Average Level of Rent arrears per dwelling	2		£229	£210	£247	£224	Improvement from last year. Trend suggests target will be met.
EDH2 - 6	Gross Current Rent Arrears	2		£572,851	£500,000	£592,762	£571,586	Above target but expect figure to be reduced significantly over next quarter - officers dedicated to rent arrears recovery. Action Plan in place and positive trend towards meeting the target
EDH2 - 7	Number of Cases over £750	2		179	160	212	194	More cases in the higher arrears category which are being targeted - Also linked to prevention of homelessness resulting in fewer evictions.
BV 66 (a)	Rent collected by the LA as a proportion of rents owed on HRA dwellings	2		97.80%	98.00%	97.00%	97.50%	The target in corporate plan has been increased from 97.4% to 98% following review. Housemark top quartile for 2004/05 is 98.08%
BV 66 (b)	Number of LA tenants with more than 7 weeks of (gross) rent arrears as a percentage of the total number of council tenants	2		New PI for 2005/06	26.00%	Data not yet available	Data not yet available	Training partly completed on new reporting software 3rd November 2005 - reports currently being "written" to generate information.
BV 66 c	Percentage of LA tenants in arrears who have had Notices of Seeking Possession served	2		New PI for 2005/06	10.00%	3.65%	14.73%	The increase in NOSP's being served is due to the pro active work of dedicated rents teams and the high number due for renewal, having been served 12 months ago.
BV 66 (d)	Percentage of LA tenants evicted as a result of rent arrears	2		New PI for 2005/06	0.03%	0.05%	0.10%	This equates to 9 evictions.

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Repairs								
EDH4 - 2	% age of urgent repairs completed within Govt time limits <i>old BV 72</i>	4		96.83%	98.00%	93.89%	92.15%	Performance has dipped mainly due to excessive roofing repairs falling into "Right to Repair" category. Housemark top quartile for 2004/05 is 98.45%
EDH4 - 3	Ave time to complete non-urgent repairs <i>old BV 73</i>	4		23.12 Days	20 Days	9.39 Days	13.14 Days	Although within target, outstanding repairs are now being completed which will result in this PI increasing as the backlog is cleared. Housemark top quartile for 2004/05 is 9.15 days
EDH4 - 4	Percentage of all responsive repair jobs completed within target times	4		91.01%	95.00%	92.71%	90.94%	Target within tolerance, maintaining a high overall completion of repairs within response times.
EDH4 - 5	Percentage of Priority Emergency Repair jobs completed within 2 Hours	4		98.88%	100.00%	100.00%	100.00%	
EDH4 - 6	Percentage of repair jobs completed within target times - Emergencies - Category 1 Within 24 Hours	4		98.50%	99.00%	99.38%	99.16%	Very high completion of emergency jobs (including after hours) within 24 hr response time.
EDH4 - 7	Percentage of repair jobs completed within target times - Category 2 Within 3 Working Days	4		88.04%	95.00%	58.82%	52.42%	Environmental conditions, roofing and a backlog of plumbing and joinery work have impacted on this PI. It is expected that performance will improve in the next quarter with the introduction of performance monitoring.
EDH4 - 8	Percentage of repair jobs completed within target times - Category 3 Within 7 Working Days	4		92.46%	95.00%	69.00%	66.69%	Environmental conditions, roofing and a backlog of plumbing and joinery work have impacted on this PI. It is expected that performance will improve in the next quarter with the introduction of performance monitoring.

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Repairs Cont'd								
EDH4 - 9	Percentage of repair jobs completed within target times - Category 4 Within 20 Working Days	4		80.47%	95.00%	92.90%	91.43%	Improvement from last year
EDH4 - 10	Percentage of repair jobs completed within target times - Category 5 Within 60 Working Days	4		88.70%	95.00%	90.07%	95.04%	Improvement from 2004/05 on completed repairs - backlog currently being addressed on batching of repairs
EDH4 - 11	Percentage of repair jobs completed within target times - Voids	4		91.45%	95.00%	92.42%	89.85%	Just below last year performance on completed repair work. Note high number of voids with high costs/work content
EDH3 - 5	Percentage of responsive but not emergency) repairs for which an appointment was both made and kept <i>Ex BVPI 185</i>	3		48%	50%	0%	Data not yet available	Target in the corporate plan for 2005/06 was revised from 65%. Appointments were suspended in April due to transfer of outstanding tickets into new software and increased repairs due to storm damage - Appointments resumed in August 2005. Training partly completed on new reporting software 3rd November 2005 - reports currently being "written" using the software to generate information.
BVPI 211a	The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings.	4		45.21%	50.00%	Not available	44.67%	Information not available for 1st quarter due to delay in payroll import on implementation of new software. Training partly completed on new reporting software 3rd November 2005 - reports currently being "written" to generate information.

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BVPI 211b	The proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non urgent repairs expenditure to HRA dwellings.	4	New PI for 2005/06	60.00%	Data not yet available	Data not yet available	Training partly completed on new reporting software 3rd November 2005 - reports currently being "written" to generate information.	

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Tenant Participation								
BVPI 75 (a)	Satisfaction of tenants with opportunities for participation in management - (a) All respondents	1	Reported annually	55.50%	70.00%	N/A	N/A	The result in the corporate plan stated incorrectly at 45.3%. This survey must be carried out at least every 3 years. These results represent the survey carried out for the year 2003/04. EDH are to commission Norma Wilburn Associates to carry out survey on an annual basis commencing 2005/06. Note - 11.7% dissatisfied and 32.8% neither satisfied or dissatisfied. NB only 1 BME respondent.
BVPI 75 (b)	(b) Ethnic minority tenants	1	Reported annually	100.00%	100.00%	N/A	N/A	
BVPI 75 (c)	(c) Non Black and Minority Ethnic	1	Reported annually	55.50%	70.00%	N/A	N/A	
EDH1 - 1	Percentage of 51 Monthly Estate Walkabouts completed	1		100%	100%	100%	100%	All completed each month.
EDH1 - 2	Percentage of 51 Monthly Estate Walkabouts Carried out with tenants	1		41%	60.00%	52%	52%	Tenants invited onto to all walkabouts but below target due to non attendance despite extensive promotion.
EDH1 - 3	Percentage of Focus Groups held and attended by tenants	1		100%	100%	100%	100%	Target met.
EDH1 - 4	Percentage of Other Groups held and attended by tenants	1		100%	100%	100%	100%	Target met.