

East Durham Homes Performance Indicators 2008/09

Key:

	Target achieved
	Target not met but within 5% tolerance
	Target not met and outside of tolerance

Indicator Ref:	Description	Actual 07/08	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 07/08 Performance	Comments
Decent Homes								
EDH I2	Number of dwellings made decent by EDH in the current financial year	146	32	59			↑	
			Target 15	Target 39	Target 62	Target 85		
Rent Arrears								
EDH R5	Gross current rent arrears	£574,604	£521,386	£544,578			↓	The arrears total at the end of the last financial year was previously reported as £514,179. However it was later found that payments made in this financial year had been included in the total and the correct figure is £574,604. As a result the target for 2088/09 has also been changed - as this is 2.3% or less, of the total rent debit.
			Target £563,125	Target £563,125	Target £563,125	Target £563,125		
EDH R8	Gross former tenant rent arrears	£465,350	£422,328	£392,568			↑	
			Target £425,000	Target £435,000	Target £445,000	Target £455,000		

Indicator Ref:	Description	Actual 07/08	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 07/08 Performance	Comments
Rent Arrears (cont)								
EDH R11	Gross sub account rent arrears	£423,101	£410,368	£408,158			↑	
			Target £410,000	Target £420,000	Target £430,000	Target £455,000		
EDH R10	Percentage of former tenant rent arrears "written off"	0.74%	0.34%	0.70%			↓	The level of 'write offs' is still affected by increased rechargeable repair debt raised due to a more effective inspection process and also the number of debts returned from the debt collection agency to 'write off'. A meeting has been arranged with the debt collection agency to discuss performance and identify ways to improve collection. Housemark Lower Quartile Performance - 0.48%
			Target 0.13%	Target 0.32%	Target 0.51%	Target 0.70%		
Repairs								
EDH M7	Average time for non-urgent repairs	8.53 days	10.80 days	10.62 days			↓	The figures previously reported for Qtr 1 were incorrectly calculated. The correct figures are as follows: Overall - 10.80 days (not 9.70 days) EDH 9.54 days (not 8.60 days) Morrison 14.39 days (not 12.80 days) Overall performance this quarter has improved very slightly but is still well below target: EDH 9.81 days Morrison 12.81 days Resources have been redirected to deal with the increase in non-urgent repairs. Additional operatives are to be trained in multi skilling to enable more repairs to be completed on first visit. Improved scheduling of work and resources management to be implemented December 2008. HouseMark Lower Quartile Performance - 12.74 days (Median Quartile Performance - 9.65 days)
			Target 7.50 days	Target 7.50 days	Target 7.50 days	Target 7.50 days		

Indicator Ref:	Description	Actual 07/08	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 07/08 Performance	Comments
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Repairs (cont)								
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EDH M12	Percentage of all responsive repair jobs completed within target times	98.07%	97.64%	97.27%			↑	As above
			Target 99.00%	Target 99.00%	Target 99.00%	Target 99.00%		

EDH V9	Percentage of void repair jobs completed within target times	69.92%	91.23%	82.16%			↑	Performance has been affected by a revised void inspection process and changes in the I.E.E. Wiring Regulations that were introduced in July 2008 which has resulted in an increase in the amount of electrical work required. Changes have been made to the response times to reflect this increase in work.
			Target 90.00%	Target 90.00%	Target 90.00%	Target 90.00%		

EDH M6	Percentage of responsive but not emergency repairs for which an appointment was both made and kept	94.22%	97.00%	97.11%			↑	HouseMark Median Quartile Performance - 95.87% (Upper Quartile Performance - 98.30%)
			Target 95.00%	Target 95.00%	Target 95.00%	Target 95.00%		

Service Standards								
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EDH C2	Percentage of service standards met overall	89.00%	93.00%	93.00%			↑	The current service standards are not SMART and have recently been reviewed in conjunction with tenants. This will enable accurate reporting and monitoring of service standards from 1 April 2009.
			Target 95.00%	Target 95.00%	Target 95.00%	Target 95.00%		

Indicator Ref:	Description	Actual 07/08	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 07/08 Performance	Comments
			Target 95.00%	Target 95.00%	Target 95.00%	Target 95.00%		

Void Management								
EDH V1	Average time taken to re-let Local Authority housing	41 days	28 days	26 days			↑	HouseMark Median Quartile Performance - 28.36 days (Upper Quartile Performance - 24.47 days)
			Target 30 days	Target 30 days	Target 30 days	Target 30 days		

EDH V2	Real re-let for Local Authority housing	30 days	24.3 days	22.7 days			↑	
			Target 28 days	Target 28 days	Target 28 days	Target 28 days		

EDH V3	Percentage of lettable properties that are void	0.75%	0.69%	0.69%			↑	Although the % of lettable properties that are void has fluctuated during the quarter the total at the end of Qtr 2 remained the same as at the end of Qtr 1. The total number of vacant lettable properties is 60 and includes 5 properties that were previously identified for sale but have now been included in a Decent Homes Scheme as they are to re-allocated.
			Target 0.63%	Target 0.63%	Target 0.63%	Target 0.63%		

Indicator Ref:	Description	Actual 07/08	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 07/08 Performance	Comments
EDH V5	Number of long-term void properties (where property not to be re-let)	80	58	63			↑	
			Target 75	Target 66	Target 58	Target 50		