

East Durham Homes Performance Indicators 2007/08

Key:

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

Indicator Ref:	Description	Actual 06/07	Qtr 1	Qtr 2	Qtr 3	Qtr4	Trend Relative to 06/07 Performance	Comments
<b>Decent Homes</b>								
BV184(a)	Percentage of LA dwellings which were non-decent at the start of the financial year (i.e.1 April 2007)	81%	N/A	N/A	N/A	89%	↓	Although the target has been met there has been an increase in the percentage of dwellings that are non-decent. This is due to stock deteriorating faster than works can be undertaken. The situation will remain unchanged until there is a significant increase in the funding made available.
			N/A	N/A	N/A	Target 90%		
EDH 4-2	Number of dwellings made decent by EDH in the current financial year	180	11	7 (18)	83 (101)	146	↓	Target exceeded as increased funding from DoE enabled works to be brought forward at Deneside Phase 3, Seaham and a further 5 high cost sustainable void properties have been brought upto decent homes standard.
			Target 11	Target 31	Target 71	Target 112		

Indicator Ref:	Description	Actual 06/07	Qtr 1	Qtr 2	Qtr 3	Qtr4	Trend Relative to 06/07 Performance	Comments
<b>Rent Arrears</b>								
EDH 2-6	Gross current rent arrears	£499,815	£529,157	£506,704	£508,821	£514,179	↓	Target not achieved, however there were 19 fewer evictions carried out than in 2006/07. As a result there was £25,777 transferred from the current tenant arrears account to the former tenant arrears account in 2007/08 compared to £67,548 in 2006/ 07.
			Target £500,000	Target £495,000	Target £490,000	Target £485,000		
EDH 2-7	Gross former tenant rent arrears	£493,576	£547,744	£554,433	£587,503	£465,350	↑	Target exceeded. 2006/07 - £ 95,854 collected, 0.30% 'written off' 2007/08 - £112,645 collected, 0.74%'written off'
			Target £500,000	Target £510,000	Target £515,000	Target £520,000		
EDH 2-8	Gross sub account rent arrears	£467,758	£449,521	£438,388	£435,079	£423,101	↑	Target exceeded.
			Target £463,000	Target £459,000	Target £457,000	Target £455,000		

Indicator Ref:	Description	Actual 06/07	Qtr 1	Qtr 2	Qtr 3	Qtr4	Trend Relative to 06/07 Performance	Comments
<b>Rent Arrears (cont)</b>								
EDH 2-9	Percentage of former tenant rent arrears "written off"	0.30%	0.00%	0.16%	0.18%	0.74%	↓	Target not met. The increase in level of write-offs was due to the end of year 'cleansing' of accounts returned from the Debt Collection Agency that did not occur in the first year (2006/07).  <a href="#">HouseMark Lower Quartile Performance - 0.79% (Median Quartile Performance - 0.61%)</a>
			Target 0.15%	Target 0.20%	Target 0.24%	Target 0.28%		
<b>Rent Collection</b>								
BV66(a)	Rent Collected by the LA as a proportion of rents owed on HRA dwellings	99.49%	92.17%	96.51%	97.60%	98.55%	↓	As reported previously it was established that Housing Benefit paid in respect of service charges had been incorrectly included in the figures for quarters 1 & 2. This resulted in targets which had been set prior to the issue being identified, not being able to be met.  <a href="#">Audit Commission (District) Median Quartile Performance - 98.20% (Upper Quartile Performance - 98.84%)</a>
			Target 94.00%	Target 96.00%	Target 98.00%	Target 99.53%		
<b>Repairs</b>								
EDH 4-4	Average time for non-urgent repairs	9.93 days	7.34 days	8.06 days	7.95 days	8.53 days	↑	Overall performance has not achieved target . EDH performance 7.20 days Morrison performance 12.66 days  <a href="#">HouseMark Median Quartile Performance - 9.32 days (Upper Quartile Performance 7.87 days)</a>
			Target 8.00 days	Target 8.00 days	Target 8.00 days	Target 8.00 days		

Indicator Ref:	Description	Actual 06/07	Qtr 1	Qtr 2	Qtr 3	Qtr4	Trend Relative to 06/07 Performance	Comments
<b>Repairs (cont)</b>								
EDH 4-5	Percentage of all responsive repair jobs completed within target times	93.10%	96.99%	97.08%	97.47%	98.07%	↑	Overall performance has exceeded target EDH performance 98.72% Morrison performance 96.10%  <a href="#">HouseMark Upper Quartile Performance - 97.34 %</a>
			Target 97.00%	Target 97.00%	Target 97.00%	Target 97.00%		
EDH 4-6	Percentage of void repair jobs completed within target times	88.70%	68.54%	65.75%	67.89%	69.92%	↓	Target not met. Performance still being affected by number of high cost voids being released IN 2nd & 3rd quarters. EDH performance 74.61% (445 jobs completed) Morrison performance 61.98% (263 jobs completed)
			Target 63.00%	Target 73.00%	Target 83.00%	Target 93.00%		
EDH 3-3 (ex BV185)	Percentage of responsive but not emergency repairs for which an appointment was both made and kept	50.09%	90.16%	93.02%	93.23%	94.22%	↑	Overall performance has exceeded target EDH performance 98.28% Morrison performance 77.77% (now improving)  <a href="#">HouseMark Median Quartile Performance - 90.00% (Upper quartile performance - 97.00%)</a>
			Target 65.00%	Target 80.00%	Target 80.00%	Target 80.00%		

Indicator Ref:	Description	Actual 06/07	Qtr 1	Qtr 2	Qtr 3	Qtr4	Trend Relative to 06/07 Performance	Comments
<b>Service Standards</b>								
EDH 3-4	Percentage of service standards met overall	84%	85%	88%	89%	89%	↑	Target not met although performance has increased since last financial year. A number of improvements have been identified which should increase performance when they are implemented in 2008/09.
			Target 85%	Target 85%	Target 90%	Target 95%		
<b>Void Management</b>								
BV212	Average time taken to re-let Local Authority housing	60 days	44 days	45 days	42 days	41 days	↑	Target exceeded.  Audit Commission (District ) Lower Quartile Performance - 49 days Median Quartile Performance - 36 days
			Target 60 days	Target 58 days	Target 52 days	Target 50 days		
EDH 2-12	Real re-let for Local Authority housing	49 days	33 days	34 days	32 days	30 days	↑	Target exceeded.
			Target 49 days	Target 46 days	Target 45 days	Target 45days		

Indicator Ref:	Description	Actual 06/07	Qtr 1	Qtr 2	Qtr 3	Qtr4	Trend Relative to 06/07 Performance	Comments
<b>Void Management (cont)</b>								
EDH 2-18	Percentage of lettable properties that are void	1.49%	1.31%	1.07%	0.57%	0.75%	↑	Target exceeded. There were 65 lettable void properties on 31 March 2008.  HouseMark Lower Quartile Performance - 1.20% (Median Quartile Performance - 0.70%)
			Target 1.44%	Target 1.39%	Target 1.13%	Target 1.02%		
EDH 2-19	Number of long-term void properties (where property not to be re-let)	231	215	183	175	80	↑	Target exceeded.
			Target 200	Target 170	Target 140	Target 100		