

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				↑	32 No. properties made decent in Horden:
			Target 15	Target 39	Target 62	Target 85		
Rent Arrears								
EDH R5	Gross current rent arrears	£514,179	£521,386				↑	Focus has been on prevention and sustaining tenancies. A benefit "take-up" campaign is to be carried out which is expected will reduce the level of arrears. Vacant post to be filled in near future. Work to be undertaken with Orchard to resolve issues around the rents module.
			Target £510,000	Target £500,000	Target £485,000	Target £475,000		
EDH R8	Gross former tenant rent arrears	£465,350	£422,328				↑	
			Target £425,000	Target £435,000	Target £445,000	Target £455,000		

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Rent Arrears (cont)								
EDH R11	Gross sub account rent arrears	£423,101	£410,368				↑	Almost on target.
			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%				↓	Level of "write offs" affected by increased rechargeable repair debt raised due to more effective inspection process and debts returned from the collection agency. Housemark Upper Quartile Performance - 0.42%
			Target 0.13%	Target 0.32%	Target 0.51%	Target 0.70%		
Repairs								
EDH M7	Average time for non-urgent repairs	8.53 days	9.70 days				↓	EDH performance 8.60 days Morrison FS performance 12.80 days Improved scheduling of works and resources management to be implemented. Housemark Lower Quartile Performance - 9.80 days (Median quartile performance 8 days)
			Target 7.50 days	Target 7.50 days	Target 7.50 days	Target 7.50 days		
EDH M12	Percentage of all responsive repair jobs completed within target times	98.07%	97.64%				↑	There were delays encountered in April due to the inclement weather conditions, particularly with bricklaying trades, however performance has now improved. Resources are to be more effectively managed to ensure work is completed within priority timescales.
			Target 99.00%	Target 99.00%	Target 99.00%	Target 99.00%		

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Repairs (cont)								
EDH V9	Percentage of void repair jobs completed within target times	69.92%	91.23%				↑	
			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%				↑	Housemark Lower Quartile Performance - 93.96% (Median Quartile Performance 97.46%)
			Target 95.00%	Target 95.00%	Target 95.00%	Target 95.00%		
Service Standards								
EDH C2	Percentage of service standards met overall	89.00%	93.00%				↑	The service standards are not SMART and are currently being reviewed. There are concerns regarding the robust measurement systems and this is to be addressed as part of the review.
			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
Void Management								
EDH V1	Average time taken to re-let Local Authority housing	41 days	28 days				↑	Housemark Lower Quartile Performance 37.46 days (Median Quartile 27.45 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				↑	
			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%				↑	Void properties are being maintained at a low level (60 at end of quarter). Target for end of year is 55. There are concerns regarding the current lettable standard and the performance of DoE with the garden maintenance contract. Consultation has recently taken place with customers on a revised void standard.
			Target 0.63%	Target 0.63%	Target 0.63%	Target 0.63%		
EDH V5	Number of long-term void properties (where property not to be re-let)	80	58				↑	
			Target 75	Target 66	Target 58	Target 50		