

Durham City Homes

Performance Summary 2010/11

1. Performance Summary 2010/11

- 1.1 The table below provides an overview of each of the 33 performance targets and final performance outcome for 2010/11. These are grouped against our three strategic objectives:

Objective	Total Indicators	Not measured	Green (targets achieved)	Amber (targets missed by 2%)	Red targets not achieved
Excellent Services	21	1	8	4	8
Modern Homes	5	0	5	0	0
Communities and Places	7	0	3	0	4
Total	33	1	16 (48%)	4 (12%)	12 (36%)

- 1.2 Of the 33 targets, 1 relating to Durham Key Options was not measured as new monitoring systems were and continue to be tested.

2. Detailed Performance Breakdown 2010/11

- 2.1 Performance for each of the targets for 2010/11 is attached in Part A to this Appendix. The main areas to note include:

Excellent Services:

Targets we achieved	Main targets we will improve on
<ul style="list-style-type: none"> 83% of tenants were satisfied with the service we provided (target was 82%) We collected 97.58% of rent owed (just below target of 98%) 98.5% of repair appointments were made (target was 96.5%). 	<ul style="list-style-type: none"> Proportion of planned repairs compared to responsive - we achieved 56.6% against a target of 77% Our average relet time was 46 days against a target of 35 days 59.8% of tenants were satisfied we took their views into account. Our target was 77%.

Modern Homes:

Targets we achieved	Main targets we will improve on
<ul style="list-style-type: none">• We met the Decent Homes Standard across all our homes - 676 homes were made Decent in the year• 99.95% of Decent Homes works were completed within 15 days against a target of 98%.	<p>We performed well against all targets monitored under this objective.</p>

Communities and places that people are proud of:

Targets we achieved	Main targets we will improve on
<ul style="list-style-type: none">• We closed 99% of ASB cases with the customer's agreement against a target of 90%.• We held customer profile data for 69% of tenants against a target of 50%.	<ul style="list-style-type: none">• 38% of estate walkabouts had tenants present against a target of 50%• 87% of tenants were satisfied with their neighbourhood against a target of 90%.

3. Local Service Standards

3.1 We have 11 sets of Local Service Standards which set out our promise to tenants. Performance against these standards is detailed below.

- **Decent Homes** – we met all 6 of our Decent Homes Standards.
- **Adaptations** – we met 5 out of 5 Adaptations commitments.
- **Customer Service** – we met 1 out of the four standards in this area, two were not met and one was not measured. Performance in answering phone calls has improved substantially over the year but is not delivering 100% answered within one minute
- **Rent Payment** – all seven standards were met.
- **Repairs** – we met 16 out of the 20 repairs and gas servicing service standards and were very close to meeting the remaining four commitments.
- **Involvement** - we fully met 9 of our involvement commitments, and were close to meeting a number of others.
- **Lettings** – we met 7 of our ten commitments in this area. Two require monitoring systems to be set up. Additional staffing was agreed in the 2011/12 budget which will go some way towards improving performance
- **Tenancy and estate management** – we met 8 of the nine standards.
- **Furnished tenancies** – we met 3 out of 6 of our furnished tenancy commitments but due to the deterioration in standards experienced we are currently undertaking work with other providers to assess and review the services procured through Your Homes Newcastle.

- **Anti-social behaviour** – we met all 13 standards.
- **Racial harassment and hate crime** – we met all 5 standards.
- **Domestic Abuse** – we met all 3 standards.

4. **Significant achievements in 2010/11 included:**

- Increased staffing resources to deliver better services.
- New, county-wide and updated tenancy agreement, in partnership with the two ALMOs.
- Comprehensive review of our local Service Standards, resulting in refined local offers being in place for April 2011.
- Overhaul and improvement of the DCH content on the County Council website.
- Agreement of a new Tenant Involvement Strategy and reviewed Involvement Compact.
- Publication of the first Annual Report, a new requirement of the Tenant Services Authority.
- Consultation project in partnership with Centrepont seeking the views of young people on housing services.
- Life skills workshops for young people, run in partnership
- Review of garages, in partnership with other Council housing providers.
- County wide evaluation and review of the Durham Key Options lettings policy through the DKO partnership
- Conclusion of the options appraisal of sheltered accommodation in Durham City
- Our first tenant conference, Tenants Matter.
- Production of Area Guides, providing new tenants and prospective tenants with more information on local amenities.
- Introduction of Decoration Vouchers and significant discounts through a local retailer.
- Introduction of 24 hour reporting of ASB.
- Extended repair reporting hours, on weekday evenings and Saturday mornings.
- Repair appointment reminders sent by text message.
- Conversion of two former communal rooms to rented accommodation and work commencing on a further three conversions.
- Successful external healthchecks of our approach to letting empty homes and to tenancy and estate management