

South Derbyshire


At the Heart
of The National Forest

Housing Services

Regular Performance Report

Distributed: ***November 2004***

Key



Good (target or better)



Acceptable (within 5%)



Unacceptable

Housing Services – Performance Summary

Reporting Period: September 2004

Indicator	Target	Actual	% Outturn	Headline
Notification: percentage of new Housing Register applicants advised of their position within 5 days?	100%	50 out of 53	94%	→
Homelessness: percentage of applications with cases determined during last month in 33 days or less?	100%	9 out of 13	69%	↓
B & B: average length of stay in B & B Accommodation (of those moving out last month)?	4 Weeks	2 Leavers	1 day	↑
Hostel: average length of stay in Hostel Accommodation (of those moving out last month)?	5 Weeks	2 Leavers	7 Weeks	↓
Appointments: number of responsive (not emergency) repairs carried out by appointment?	25%	0	No system	Spring 2005
Emergency Repairs: percentage completed during the last month in less than 1 working day of report?	95%	175 out of 180	97%	↑
Urgent Repairs: percentage completed during the last month in less than 3 working days of report?	85%	74 out of 101	71%	↓
Routine Repairs: percentage completed during the last month in within target dates (9 & 28 day)?	85%	187 out of 343	72%	↓
Visits: Percentage of Sheltered tenants who, in the last month, were visited 5 times in every 10 days?	100%	1087 out of 1087	100%	↑
Fire Alarms: Percentage of alarms in Sheltered Housing that in the last month, that had been tested every two weeks?	100%	12 Schemes ¹ out of 12	100%	↑
Voids: for activity in the last month, the average time from the end of the previous tenancy to re-letting.	22 Calendar days	28 Properties Let	123 Calendar days	↓
Rent: Percentage of the possible rent that was collected by the end of last month (bvpi 66A)	98.2%	£4,063 k out of £4,123 k	98.5%	↑

¹ Schemes with integral fire alarms tested.

Housing Services – Performance

An overall performance assessment for Housing Services at this time produces mixed impressions and clearly indicates that there is still much to do to promote a real culture of quality within the organisation. The present difficulty in accessing meaningful data is an important blockage to the dialogue that the service must encourage such a culture and great things have to be expected of the investment in the Orchard database system with regard to performance management.

The quality of customer care in Sheltered Housing is clearly now exemplary, with commitments being met 100% of the time. It will be essential to explore the needs and aspirations of residents, setting and monitoring targets around these so as not to become complacent or misdirected in the future.

Financial management has shown consistent improvement in the last 6 months, with only 1.5% of rent uncollected during September. This contrasts with a 14.7% rate during April, however this poor showing is thought to be mostly due to budget reconciliations on benefit changes at the beginning of the financial year. Overall debt levels have fallen by 37% since the beginning of this financial year mainly due to the write off of some longstanding debt.

The number of people presenting as homeless has roughly doubled in the last 6 months. This appears to be a consistent trend. Processing times for homeless people have consequentially increased, with resolutions within the 33 day target falling.

There have only been two evictions made during the last 6 months. This is probably indicative of success by Tenant Liaison Officers in resolving problems at an early stage and in administering Possession and Suspended Possession Orders without recourse to the final sanction. Relatedly, complaints of Anti-Social Behaviour have fallen slightly through the last 6 months. The largest number, 30% of the total, were responses to harassment and bullying.

The number and cost of repairs completed by the DSO have both reduced (by 10% and 28% respectively) as new management regimes have sought to drive up the response time on routine repairs and provide a more cost effective answer to preparing empty properties for re-habitation. Response times for emergency calls remain consistent at 97%, while urgent and routine work have both improved, but only to a level where 7 out of ten are met within target days. These processes are currently under review.

The void rates are now known to differ widely between General Purpose and Sheltered properties with the former closer to the target. There are still a number of Sheltered Properties that are proving difficult to let due to design, services or location and it is this core of properties that is having such a detrimental affect on average re-let times.

Dave Whiteley
Performance Manager

Background Data – Half Year Ending: Sept 2004

Unless stated counts are taken at the end of each month

Homelessness/Allocations

April 2004	May 2004	June 2004	July 2004	Aug 2004	Sept 2004
Number of Housing Register Applications?					
30	41	54	57	62	63
Percentage Advised of their position within 5 Days?					
95%	95%	95%	95%	95%	95%
Number of Homelessness Applications made this month?					
15	13	25	30	25	27
Percentage Applications concluded this month within 33 days?					
100%	100%	75%	53%	52%	69%
Number Placed in B & B Accommodation by month?					
3	1	2	7	6	1
Number Placed in Hostel Accommodation by month?					
1	1	2	2	1	1
Average Length of Stay in B & B Accommodation of those moving on?					
8 weeks	4 days	4.4 weeks	3 weeks	6.5 weeks	1 day
Average Length of Stay in Hostel Accommodation of those moving on?					
4.7 weeks	33 weeks	13.8 weeks	13.1 weeks	0 days	7 weeks

Sep 2004

Occupancy at Travellers Site?

100%

Landlord Services

April 2004	May 2004	June 2004	July 2004	Aug 2004	Sept 2004
Number of Suspended Possession Orders obtained this month					
0	0	6	0	4	7
Number of Possession Orders obtained this month					
0	0	5	0	3	5
Number of Evictions carried out this month					
0	0	1	0	1	0

Planned Improvement

April 2004	May 2004	June 2004	July 2004	Aug 2004	Sept 2004
Are planned maintenance contracts proceeding on schedule?					
Yes✓	Yes✓	Yes✓	Yes✓	Yes✓	Yes✓
Are kitchen replacement contracts proceeding on schedule?					
Yes✓	Yes✓	Yes✓	Yes✓	Yes✓	Yes✓
Are bathroom replacement contracts proceeding on schedule?					
Yes✓	Yes✓	Yes✓	Yes✓	Yes✓	Yes✓
Number of written complaints received about planned improvements?					
None	None	None	None	None	None

Repairs

April 2004	May 2004	June 2004	July 2004	Aug 2004	Sep 2004
Number of repair requests received by DSO in month					
722	665	637	759	608	648
Estimated Value of repair requests received by DSO in month					
£61,465	£53,389	£56,164	£67,410	£34,943	£44,281
Percentage of Emergency repairs completed within the 1 day target					
98%	98%	98%	96%	97%	97%
Percentage of Urgent repairs completed within the 3 day target					
71%	57%	69%	71%	77%	71%
Percentage of Routine repairs reported completed within targets >9 days					
50%	65%	58%	56%	53%	72%
Number of tenants giving feedback on repairs in month					
120	133	167	153	160	101
Percentage of tenants satisfied or better					
98.3%	99.2%	97.6%	98.0%	98.1%	98.0%

Note: Satisfaction rates above are based upon a self-electing sample averaging 20.8% (over six months) of tenants receiving repairs.

Un-neighbourly & Anti-Social Behaviour

April 2004	May 2004	June 2004	July 2004	Aug 2004	Sep 2004
Total Number of Anti-Social Behaviour Complaints received this month					
23	31	14	24	19	12
.....of which about Noise ...					
4	9	7	4	9	3
....of which about Ball Games and items throwing...					
7	3	2	3	2	0
....of which about Garden or Property condition...					
5	4	2	6	0	0
.....of which about Pets...					
2	4	1	0	1	1
.....of which about Parking and Repairing of Vehicles...					
1	1	2	1	0	0
.....of which about Harassment & Bullying...					
5	10	3	10	6	4
.....of which about Racist Incidents...					
0	0	0	0	0	0
.....of which about Abandoned Vehicles...					
0	0	0	0	0	0
.....of which about drugs...					
0	0	0	0	0	0
.....of which about an unspecified problem...					
1	2	0	0	0	4

Empty Properties -

Sep 2004

Number of properties 'void' (end of month)

49

General 15
Sheltered 34

Average days void, empty General purpose homes (end of month)

34 days

Average days void, empty Sheltered Housing (end of month)

127 days

Properties re-let during this month

28

Average time from void to re-letting of properties let during the month

123 days

Sheltered Housing and CareLine

April 2004	May 2004	June 2004	July 2004	Aug 2004	Sep 2004
Number of requests for Information received					
23	18	19	22	20	23
Percentage of requests answered within 3 day target					
100%	100%	100%	100%	100%	100%
Percentage of sheltered housing tenants receiving 5 visit in 10 days					
100%	100%	100%	100%	100%	100%
Percentage of fire alarms in sheltered housing tested every two weeks					
100%	100%	100%	100%	100%	100%
Total calls made and received by CareLine					
11337	10055	10374	11555	11603	10363
Percentage of CareLine calls answered within 30 seconds					
92.65	95.93	95.45	93.96*	90.84*	93.86
Percentage of CareLine calls answered between 30 and 60 seconds					
97.68	98.78	98.40	96.76	95.35	97.33
Number of 'Out of Hours' Emergency calls taken					
118	108	74	96	99	79

Note: Storms and flooding caused major power cuts and false calls, this effected call handling statistics.

Finance

April 2004	May 2004	June 2004	July 2004	Aug 2004	Sep 2004
Percentage of Rent collected last month (bvpi 66A)					
85.3%	96.6%	96.8%	97.7%	98.3%	98.6%
Rent arrears owed by current tenants (domestic) at start of month					
£115,637	£113,992	£104,857	£107,532	£111,577	£110,181
Rent arrears owed on garages, etc. at start of month					
£864	£1,073	£805	£804	£906	£1,029
Rent arrears owed by former tenants of domestic property at start of month					
£186,692	£168,696	£118,157	£118,349	£118,350	£116,947
Rent arrears owed by former tenants of garages, etc. at start of month					
£2,318	£1,871	£749	£655	£579	£591
Total rent arrears at the start of the month					
£305,511	£285,632	£224,568	£227,340	£231,412	£228,748

Attempts will be made to fill indicators marked as 'No data' in future distributions of this report.

Indicators under consideration for future reports and for which datasets are currently unavailable:

- * *Complaints*
- * *Customer Care*

