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<b>REPORT TO:</b>	Housing and Community Services	<b>AGENDA ITEM:</b>	16
<b>DATE OF MEETING:</b>	Thursday 17 <sup>th</sup> November 2005.	<b>CATEGORY:</b>	DELEGATED
<b>REPORT FROM:</b>	Director of Community Services	<b>OPEN</b>	
<b>MEMBERS' CONTACT POINT:</b>	Vicki Taylor-Stokes, Housing Performance Manager (ext. 5940)	<b>DOC:</b>	
<b>SUBJECT:</b>	Performance report	<b>REF:</b>	
<b>WARD(S) AFFECTED:</b>	All	<b>TERMS OF REFERENCE:</b>	HCS01

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## **1. Recommendations and Purpose of report**

1.1 To note and scrutinise the performance of the Housing Service as at second quarter.

## **2. Executive Summary**

2.1 72% of all measurable BVPI's are within top quartile performance (2003-04 Current bench marking data). SDDC are striving corporately to have 70% of all their BVPI's to be within top quartile performance.

2.2 Significant improvements have been made in the quarter, in the responsive area of Repairs, with Emergency, Urgent and routine repairs all seeing an increase in performance.

2.3 There are still issues remaining with the ability to record the amount of appointments made and kept for repairs. From customer satisfaction surveys, tenants report that appointments are made and kept in 60% of cases. However these appointments are made direct by tradesmen after the initial report by the tenant. The Audit commission definition of an appointment is that it should be made at the initial reporting stage. This is what we are currently working to introduce.

2.4 Following the discussion of the last Housing performance report an additional sheet in the appendix has been added in summarising the areas where we are not currently hitting target. The format of the report is likely to be subject to further amendment as a result of a corporate review of performance monitoring.

## **4. Detail**

4.1 See full report.

## **5. Financial Implications**

5.1 Costs to be determined for the repairs system.

**6. Corporate Implications**

6.1 General information.

**7. Community Implications**

7.1 General information.

**8. TACT view**

8.1 TACT have welcomed the improvements in service delivery particularly in responsive repairs and wish to see those developed further. They continue to request that Housing Services target and prioritise a fully operational, across the board repair appointments system.