
REPORT TO:	HOUSING AND COMMUNITY SERVICES	AGENDA ITEM: 14
DATE OF MEETING:	21 ST APRIL 2005	CATEGORY: DELEGATED
REPORT FROM:	MARK ALFLAT, DIRECTOR OF COMMUNITY SERVICES	OPEN
MEMBERS' CONTACT POINT:	BOB LEDGER, HEAD OF HOUSING (EXT 5775)	DOC:
SUBJECT:	PERFORMANCE MONITORING	REF:
WARD(S) AFFECTED:	All	TERMS OF REFERENCE: HCS01

1. Recommendations

- 1.1 That Members note the year end performance of the Housing Service

2. Purpose of Report

- 2.1 To inform Members of the performance of the Housing Service in relation to the preceding 12 months.

3. Executive Summary

- 3.1 As part of the continuous drive to improve performance within the Housing Service, a quarterly performance report is produced to inform Members of the progress made within the Service to meet both Best Value and Local performance indicators.
- 3.2 This report contains the 'year end' information for Housing Services, which in turn informs the outturn figures for all Best Value indicators and other auditable information.
- 3.3 Of particular note at year end is the performance in relation to rent collection. This financial year, 101.7% (£8,235,289 collected compared to £8,093,813 due) of rental income has been collected. In real terms, this means that the current tenant arrears have been reduced, thus maximising income into the Housing Revenue Account.
- 3.4 Of further note is the performance in relation to the re-let times of void properties. Whilst it is acknowledged that performance is still slightly adrift of the target, performance had consistently improved leading to confidence that the target will be achieved during 2005/2006.
- 3.5 For the year 2005/2006, as the Orchard ArchHouse database system, becomes fully operational across all processes, it is envisaged that our regular performance report may be extended and or amended, as improved data, in new areas, becomes available.

4. Detail

4.1 See addendum. No exceptions being addressed on this occasion.

5. Financial Implications

5.1 None.

6. Corporate Implications

6.1 General information.

7. Community Implications

7.1 General information.

8. TACT view

8.1 The contents of the attached report have been discussed with TACT and their view is that they recognise a service that is improving. They continue to request that Housing Services target and prioritise a fully operational, across the board repair appointments system and to improve the turnaround time of void properties (the time interval from one tenant leaving and the new tenant moving in).

8.2 These issues are already identified as priorities within our improvement plan and it is pleasing that TACT both share and understand the importance of these issues as priorities.