

Housing Directorate Performance Indicator						
BVPI or Local Indicator No.	Indicator Description	Previous Performance				
BV183b	The average length of stay (weeks) in hostel accommodation of households with either dependent children or pregnant women and which are unintentionally homeless and in priority need.	2003/04	2004/05	2005/06	2006/2007	Quarter 2 07/08
		7.8	8.7	11.07	6.87	12 weeks
		Target				
		2003/04	2004/05	2005/06	2006/07	
		6	10	9	10.5	
	2007/08 Target	6.85 weeks				
Service		Officer				
PI Definition	<p>Include dependent children or a pregnant woman for whom a local housing authority duty under s.193 of the Housing Act 1996 has come to an end at some point during the financial year.</p> <p>'Length of stay' is the cumulative amount of time spent by the household in hostel accommodation as a discharge of homelessness duties arising from one homelessness application. This includes any periods that may have been separated by stays in other forms of temporary accommodation.</p>					
PI Calculation	<p>This indicator is calculated based on the accumulative time spent by each household in hostel accommodation, based on the first date in the hostel to the last date.</p> <p>To establish the average length of stay, this is calculated by the mean length of stay by adding together the quantities and dividing by their number.</p>					
Comment						
<p>Whilst the average number of weeks has gone up the number of families requiring this type of accommodation has in fact gone down. The average appears greater but this represents a fewer number of families who have stayed for a long time. Previously we have had people who have required temporary accommodation but have then left the accommodation which has brought the overall average down.</p> <p>Early intervention work from the new housing options service is resulting in less families requiring temporary accommodation while investigations are being undertaken into the case. Decisions are often taken prior to temporary accommodation being required and the use of private rented accommodation means that families have not needed hostel accommodation between tenancies.</p> <p>In addition Officers have made a significant effort to use the hostel accommodation more efficiently and minimise the use of B & B accommodation. You will note that we are over performing in relation to B and B accommodation BVPI indicator.</p>						

Housing Directorate Performance Indicator						
BVPI or Local Indicator No.	Indicator Description	Previous Performance				
BV212/LIB 240	Average relet times for dwellings in the financial year	2003/04	2004/05	2005/06	2006/07	Quarter 2 07/08
		53.19 days	60.01 days	66.14 days	29.94 days	40.43 days
		Target				
		2003/04	2004/05	2005/06	2006/07	
		35 days.	50 days	45 days	45 days	
		2007/08 Target		40 days		
Service		Officer				
PI Definition	This indicator is calculated from data on the total number of lettings made during the year (excluding those let after major repairs) and the total number of days these dwellings were vacant. The total number of lettings covers all lettings (excluding mutual exchanges) made during the financial year where there was no major repair work financed from the Authority's capital programme carried out in the period that the dwelling is vacated (the information should match that reported in the Housing Investment Programme Operational Information return). Days a dwelling is vacant = calendar days between the date the dwelling is available for letting, or when it is established that the dwelling is vacant and when a new tenant moves in.					
PI Calculation	$N = (a/b) \times 100$ Where: A= sum total of all void time (subject to definition above) B= total number of void properties over the year					
Comment						
<p>Delays in void turn around time have occurred due to several reasons:</p> <p>There is still a problem with letting sheltered accommodation not only in the schemes but also the one bedroom bungalows. There are no applicants on the waiting list asking for sheltered accommodation and when advertised no one is showing any interest in the accommodation.</p> <p>Introduction of CBL (choice based lettings) initially impacted and adjusting to a new way of allocating voids.</p> <p>Evictions have taken place and more properties are being left in very poor state of repair, proportionally the number of voids has increased from 2006.</p> <p>The Capital works team have taken the opportunity when in the area to commence their programme of work in the void property to help the incoming tenant, however this has a knock on affect as it has increased the length of time to turn the properties around.</p>						

Housing Directorate Performance Indicator						
BVPI or Local Indicator No.	Indicator Description	Previous Performance				
LIB 231	Rent arrears as a percentage of rent roll	2003/04	2004/05	2005/06	2006/07	Quarter 2 07/08
		2.88%	2.67%	2.5%	3.49%	3.90%
		Target				
		2003/04	2004/05	2005/06	2006/07	
		2.20%	2.50%	2.50%	2.50%	
	2007/08 Target	3%				
Service		Officer				
PI Definition	Arrears as a proportion of rent roll is calculated from the total amount of current tenants HRA rent outstanding at the end of the financial year and the total HRA rent roll. Rent roll is the total amount of potential rent collectable for the financial year for all dwellings owned by the Authority, whether occupied or not.					
PI Calculation	This is calculated on a weekly basis from the rent arrears report. The total weekly rent arrears is worked out as a % of the gross annual debit					
Comment						
<p>There have been 2 major issues that have affected the rent arrears over 2007-08. The loss of data through the Housing Management computer system and the implications of the court ruling on Tolerated Trespassers.</p> <p>The loss of data and the work required to get the rent accounts back to the original position increased the rent arrears and therefore at the year end of 2006/07 the target was not met. The start of 2007/08 was therefore a very difficult year, Officers worked extremely hard to get the arrears under control and were achieving this. However at the beginning of 2007 the courts made a ruling that all those tenants that had received a suspended possession order from the courts since 2001 were now a Tolerated Trespasser and no longer a secure tenant. This meant that the Council could not taken action against a tenant in the normal way through the courts as they were no longer a secure tenant.</p> <p>This in turn has caused an increase in the rent arrears as Officers have not been able to take further action against the tenants if they refuse to pay their rent.</p> <p>A policy was produced in April for Executive Committee which was due to be presented to Full Council, however, a further consultation paper was sent out from Government, therefore as a Council we have responded to this and sought advice from other local authorities and bodies who are also in the same position.</p>						

Housing Directorate Performance Indicator						
BVPI or Local Indicator No.	Indicator Description	Previous Performance				
HIP	% of urgent repairs completed within Government time limits (Categories A,B and C)	2003/04	2004/05	2005/06	2006/07	Quarter 2 07/08
		N/A	N/A	68.90%	77%	76.28%
		Target				
		2003/04	2004/05	2005/06	2006/07	
		N/A	N/A	95%	95%	
		2007/08 Target		95%		
Service		Officer				
PI Definition	The total number of urgent repairs (as defined in the Right to Repair Regulations) completed within the prescribed time limit during the quarter expressed as a percentage of all urgent repairs requested during quarter.					
PI Calculation	N/A					
Comment						
<p>The calculation for the last quarter has seen an improvement in performance from 74.4% to 79%.</p> <p>A review was completed of the Repairs Service and a number of changes made to how the services are delivered. Work is still in progress particularly looking at categorisation of repairs and ensuring only urgent repairs are diagnosed and dealt with as urgent.</p>						

Housing Directorate Performance Indicator						
BVPI or Local Indicator No.	Indicator Description	Previous Performance				
	The average time taken to complete non-urgent responsive repairs (categories D&E)	2003/04	2004/05	2005/06	2006/07	Quarter 2 07/08
		N/A	N/A	37.7 days	20 days	30.6 days
		Target				
		2003/04	2004/05	2005/06	2006/07	
		N/A	N/A	25 days	25 days	
		2007/08 Target		25 days		
Service		Officer				
PI Definition	For non-urgent responsive repairs completed during the quarter, the average number of (calendar) days between the non-urgent responsive repair being requested and its satisfactory completion.					
PI Calculation	N/A					
Comment						
<p>Performance on priority D's has dropped from 31 to 35 days average. One of the issues with the Priority D's is that there used to be a Priority E category of 65 days which meant the non urgent workload could be spread over a longer period however a decision was taken to cancel that priority as it seemed 65 days was too long a time to quote for a repair.</p> <p>However, based on the volume of work, this needs to be reviewed for the next financial year. There are a number of initiatives being introduced from January including the operative phoning on the day to advise of his visit and text messaging for appointments.</p> <p>Projections show that the target will be achieved.</p>						

Housing Directorate Performance Indicator						
BVPI or Local Indicator No.	Indicator Description	Previous Performance				
HH 10	Average Relet time for Dwellings in the financial year (total void time) exc NWL,LTV,DTL & MAJOR REPAIRS	2003/04	2004/05	2005/06	2006/07	Quarter 2 07/08
		30.63 days	29.77 days	18.69 days	20.64 days	24.79 days
		Target				
		2003/04	2004/05	2005/06	2006/07	
		14 days	21 days	21 days	19 days	
	2007/08 Target	18 days				
Service		Officer				
PI Definition	This indicator is calculated from data on the total number of lettings made during the year excluding No waiting List (NWL), Long Term Voids (LTV) and Difficult to Let Properties (DTL and also excluding those let after major repairs and the total number of days these dwellings were vacant. The total number of lettings covers all lettings (excluding mutual exchanges) made during the financial year where there was no major repair work financed from the Authority's capital programme carried out in the period that the dwelling is vacated (the information should match that reported in the Housing Investment Programme Operational Information return). Days a dwelling is vacant = calendar days between the date the dwelling is available for letting, or when it is established that the dwelling is vacant and when a new tenant moves in.					
PI Calculation	As per BV212/LIB240 excluding No Waiting List, Long Term Voids, Difficult to Let properties and Major Repairs.					
Comment						
<p>This indicator was set up purely for management to monitor the performance of those void properties which we do not have any problems in letting and where we know the turn around time will not be delayed due to large amount of works required and meets the definition of major works.</p> <p>The target of 20 days was set as this is a top quartile performance which we will be working towards achieving.</p> <p>The indicator is split into 15 days for Repairs & Maintenance to carry out the repairs and 5 days for the Housing Management to make the allocation and sign the tenant up.</p>						

Housing Directorate Performance Indicator						
BVPI or Local Indicator No.	Indicator Description	Previous Performance				
HH13	Care and Repair – average length of time from first contact to completion (weeks)	2003/04	2004/05	2005/06	2006/2007	Quarter 2 07/08
		40.1	41.84	29.21	23.69	19.14 weeks
		Target				
		2003/04	2004/05	2005/06	2006/07	
				39	35	
	2007/08 Target	32 weeks				
Service		Officer				
PI Definition	The average time taken in weeks the client has waited from initial date of enquiry to completion of all jobs in that quarter. It is based on jobs completed in that quarter as not all enquiries received lead to a job being completed – substantial advice may have been given or referral to other organisations.					
PI Calculation	N/A					
Comment						
Above target.						

Housing Directorate Performance Indicator						
BVPI or Local Indicator No.	Indicator Description	Previous Performance				
HH17	Percentage of repairs requiring access to a property for which an appointment has been made.	2003/04	2004/05	2005/06	2006/2007	Quarter 2 07/08
				57.14%	54%	87.00%
		Target				
		2003/04	2004/05	2005/06	2006/07	
					60%	
		2007/08 Target		70%		
Service		Officer				
PI Definition	Percentage of responsive repairs carried out where an appointment was made by the Council with the customer.					
PI Calculation	N/A					
Comment						
Above target.						

Housing Directorate Performance Indicator						
BVPI or Local Indicator No.	Indicator Description	Previous Performance				
HH18	Percentage of repair appointments made that were kept by RBC	2003/04	2004/05	2005/06	2006/2007	Quarter 2 07/08
				98.81%	98%	98.00%
		Target				
		2003/04	2004/05	2005/06	2006/07	
				95%	95%	
		2007/08 Target		97%		
Service		Officer				
PI Definition	Percentage of responsive repairs carried out where an appointment was made by the Council with the customer and was kept by the Council.					
PI Calculation	N/A					
Comment						
Above target.						