

Indicator	Description	2007/08 Out turn	Target 2008- 09	Desired status against target at year end	July	August	September	First quarter	Second Quarter	Third Quarter	Fourth Quarter / Year End	Collection cycle	Comments
Arrears													
	Arrears Amount	£24,194	No target given by Walbrook	Lower	£22,321	£24,043	£23,234	£21,777.34	£23,235			Quarterly	
	Number of Cases	54	No target given by Walbrook	Lower	51	53	54	52	54			Quarterly	
	Arrears performance as a % annual gross debit	9.65%			8.72%	9.39%	9.08%	8.51%	9.08%				
	Outstanding Housing benefit by Local Authority	£13,611		Lower	£12,202.68	£12,648.10	£11,658.16	£11,981.52	£11,658				
Arrears by Value Band	£1000+	£12,166	Include value and amount of cases	Lower	£8,805.08	£10,401.69	£10,238.09	£7,731.79	£10,238				
	£500.00- £999.99	£2,438	Include value and amount of cases	Lower	£5,862.48	£5,911.27	£4,748.25	£6,273.53	£4,748				
		4			8	8	7	4	7				
	£250.00-£499.99	£5,993	Include value and amount of cases	Lower	£3,741.91	£3,323.26	£5,434.45	£3,823.58	£5,434				
		17			11	10	17	8	17				
	£100.00-£249.99	£3,042	Include value and amount of cases		£3,177.68	£3,600.89	£2,514.10	£3,027.59	£2,514				
	Below £100.00	£555	Include value and amount of cases		£733.69	£805.87	£299.47	£821.85	£299				

Appendix 2

Indicator	Description	2007/08 Out turn	Target 2008/09	Desired status against target at year end	July	August	September	First quarter	Second Quarter	Third Quarter	Fourth Quarter / Year End	Collection cycle	Comments
Voids and Relets													
	Terminations Received	6	No target given by Walbrook		1	1	2	0	2				
	Number of active voids 0-6 weeks	5		Lower	1	1	2	0	2				
	Number of active voids 6-12 weeks	0		Lower	0	1	0	2	0				
	Number of active voids 12-26 weeks	0		Lower	1	1	1	0	1				
	Number of active voids over 26 weeks	0		Lower	1	1	0	0	0				
	Number of passive voids	1		Lower	1	1	1	1	1				
	Number of offers	15		Lower	4	5	9	8	9				
	Number of lets	6		Lower	1	0	2	0	2				
	Void loss monetray	2910.58		Lower	£1,186.69	£944.71	£1,313.41	£965.95	1313.41				
	Void loss % of gross income	0.36%		Lower	0.46%	0.37%	0.51%	0.38%	0.51				

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Maintenance													
	Day- day Number of jobs issued	74	No target set by Walbrook	Lower	26	12	21	27	21				
	Day- day Value of jobs issued	6181.11	No target set by Walbrook		£3,806.78	£2,139.37	£332.49	£5,728.84	332.49				
	Void-number of jobs issued	37			3	6	15	2	15				
	Void-value of jobs issued	3972.38			£1,625.43	£0.00	£21.64	£463.77	21.64				
	Planned maintenance												
Anti Social Behaviour													
	Anti social behaviour noise nuisance cases	0		-	1	0	0	0	0				
	ASB- Harrassment cases	0			0	0	0	1	0				
	NSP'S SERVED	0			0	0	1	0	1				