

1. PERFORMANCE MONITORING TO BE CARRIED OUT BY HOMES PRIDE COMMITTEE

1.1 DAY TO DAY REPAIRS

Purpose

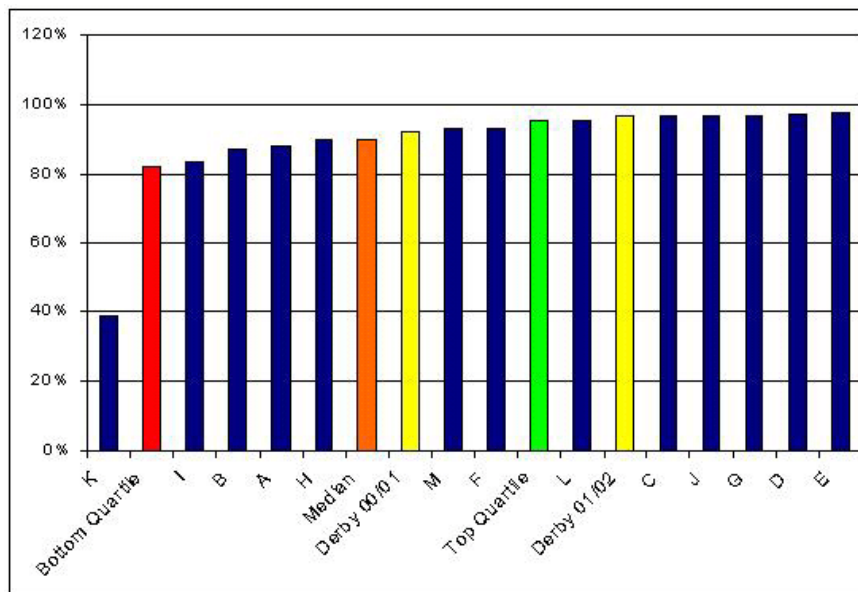
- To provide high quality housing for all and achieve the decent homes standard by 2006 whilst providing a service that meets the needs and aspirations of tenants and leaseholders.
- Monitor management information on all areas of repairs and maintenance expenditure to aid local teams to better control and manage their local repairs budgets.

Commentary

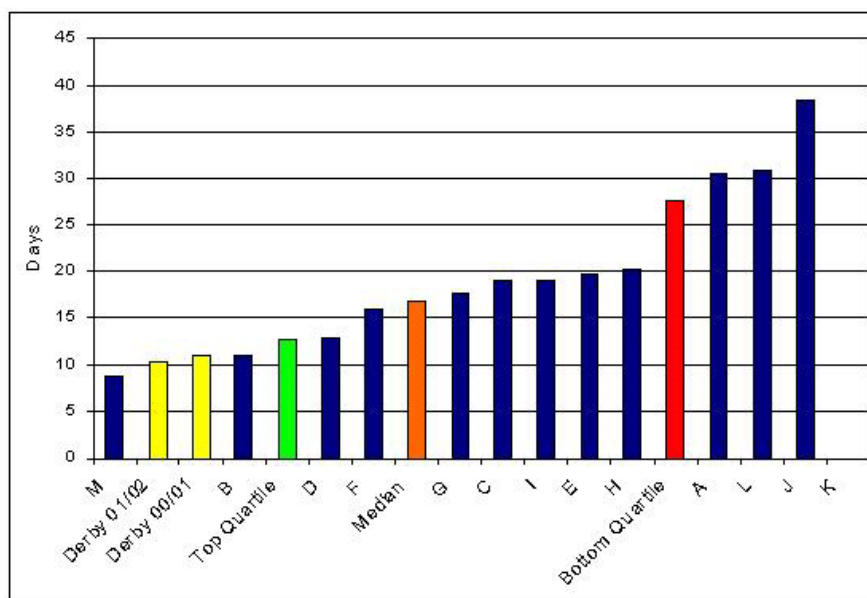
- Performance is currently exceeding target on all of the relevant repairs indicators.
- Derby Homes is confident it will achieve target on all of the capital programme indicators by year-end.
- Managers are investigating ways of reporting performance information in more graphical formats.

PI	Description	Reporting Cycle	2002/03 Target	Quarter 1 April – Jun	Quarter 2 July - Sept
BVPI 185	% Of responsive repairs for which appointment made and kept	Quarterly	16.5%	20.7%	24.80%
Local (Old BVPI 73)	Average time taken to complete non-urgent repairs	Quarterly	9.5 days	6.3 days	8.3 days
Local (Old BVPI 72)	% Of urgent repairs carried out within government time limits	Quarterly	95.5%	98.9%	98%

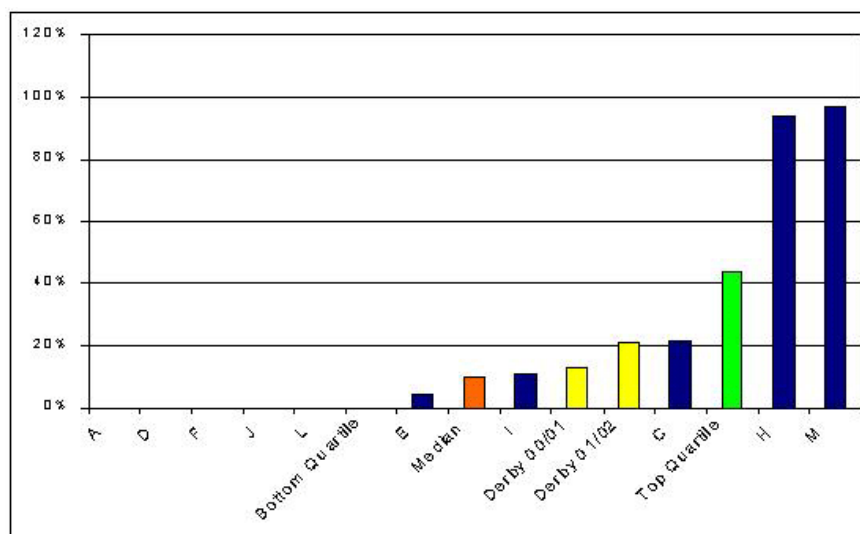
BVPI 72 - Percentage of urgent repairs completed within Government timescales for 2000/01 compared to all unitary (2001/02 are not audited figures)



BVPI 73 - Average time in days to complete non-urgent repairs in 2000/01 compared to all unitary authorities (2001/02 are not audited figures)



ACD2 (B6) - Percentage of repair jobs for which an appointment was both made and kept for 2000/01 compared to all unitary authorities (2001/02 are not audited figures)



1.2 HOMES PRIDE IMPROVEMENT PLAN

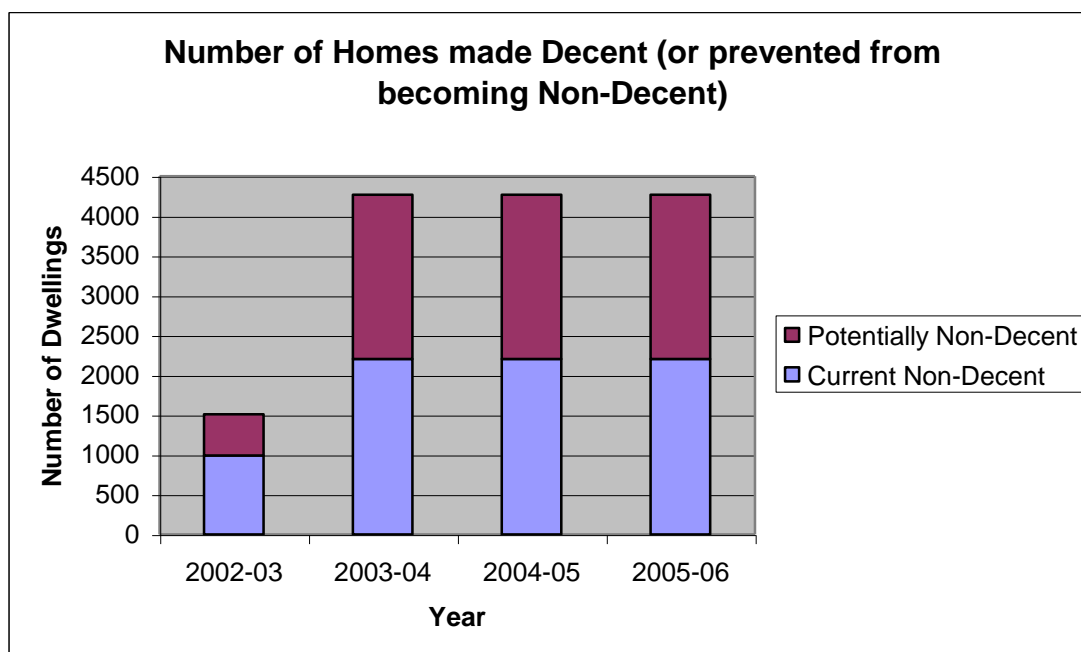
Purpose

- To provide high quality housing for all and achieve the decent homes standard by 2006 whilst providing a service that meets the needs and aspirations of tenants and leaseholders.
- Remove investment backlog by developing and working towards a higher, local standard Derby Decency Plus.

Commentary

- Performance is currently exceeding target on all of the relevant indicators.
- Derby Homes is confident it will achieve target on all of the capital programme indicators by year-end.
- Managers are investigating ways of reporting performance information in more graphical formats.

PI	Description	Reporting Cycle	2002/03 Target	Quarter 1 April – Jun	Quarter 2 July - Sept
BVPI 184b	% Change in proportion of non-decent homes	Quarterly	11.9%	1.5%	5.36%
Local	Dwellings receiving renovation work of up to £5,000 as a % of those needing it	Quarterly	?	10.1%	26.1%
Local	Dwellings receiving renovation work of £5,000+ as a % of those needing it	Quarterly	?	1.0%	2.63%
Local	Number of non-decent homes made decent	Quarterly	1,508	38	828
Local	Number of non-decent homes made decent as a % of non-decent homes at year start plus homes becoming non-decent during the year	Quarterly	16.8%	0.5%	10.87%



1.3 DERBY HOMES TOP TEN TARGETS

Purpose

- Raise awareness of staff and tenants of the most important standards identified by tenants.
- Achieve the standards 90% of the time.

- To provide excellent customer care, working closely with Derby Association of Community Partners.

Commentary

- Performance of completion of inspection visits within 5 working days has improved marginally. However managers have received instructions to monitor levels of updating by frontline staff as the report highlighted some training issues.
- Performance on attending appointments for non-emergency repairs improved in the second quarter and achieved targets.
- Performance on completing repairs within 24 hours, 5 working days and 4 weeks are all currently exceeding target.

PI	Description	Reporting Cycle	2002/03 Target	Quarter 1 April – Jun	Quarter 2 July - Sept
Local	Completion of inspection visits within 5 working days	Quarterly	90%	72.37%	73.3%
Local	Attend appointments for non-emergency repairs	Quarterly	90%	83.80%	89.7%
Local	Complete emergency repairs within 24 hours	Quarterly	90%	98.73%	98.98%
Local	Complete urgent repairs within 5 working days	Quarterly	90%	96.12%	96.8%
Local	Complete routine repairs within 4 weeks	Quarterly	90%	98.46%	97.7%