

## **PERFORMANCE MONITORING INFORMATION – YEAR END 2006/07**

Report of the Director of Housing & Customer Service

### **1. SUMMARY OF REPORT**

This report details performance against all indicators up to year end 2006/07.

### **2. RECOMMENDATION**

- 2.1 To approve actions as proposed against specific areas of performance as outlined in Appendix 1 and agree exception reports as required.
- 2.2 To note all performance information contained in this report.

### **3. MATTER FOR CONSIDERATION**

- 3.1 Appendix 1 contains full detail of performance against Best Value Performance Indicators and Derby Homes Local Indicators up to and including 31 March 2007.

Each indicator is shown against 2005/06 quarterly out-turns and 2006/07 targets.

#### **3.2 Service and Process Perspective**

In general performance on day to day repairs has been satisfactory during 2006/07. The average time taken to complete non-urgent repairs has reduced again this year to 7.9 days and we are extremely pleased to have increased the numbers of appointments made and kept by over 24% this year to a total of 77.63%.

- 3.3 Disappointingly the percentage of urgent repairs carried out within specified government time limits has fallen this year to 95%. The responsive repairs core team have measures in place to address this for 2007/08.
- 3.4 Full detail of all out-turn performance on maintenance is shown in Appendix 1.

- 3.5 The average time taken to relet empty properties during 2006/07 was 32.16 days. This means we did not achieve our target of top quartile performance. Although process improvements were introduced during the second half of the year this was not soon enough to have an impact on the overall average. We are confident that we will now see the benefits in 2007/08 and have held the challenging target of achieving 26 days during the next year.
- 3.6 We also expect to see a significant reduction in rent loss from empty properties during 2007/08 when the Derbyshire Blocks are demolished in June 2007.
- 3.7 Extremely good progress has been made this year in reducing the numbers of passive (long-term) empty properties. This has been due to the end of the Homes Pride programme and also much closer monitoring through the new voids and allocations team.

### 3.8 **Financial Perspective**

Full detail on performance in rent collection and arrears is detailed in Appendix 1. Throughout the year Performance Management Committee have been kept advised of the arrears situation and the impact the implementation of the new benefits computer system. Without a doubt this has been a challenging year and we saw arrears rise dramatically at the mid point of the year. Although we failed to meet target we are pleased that the impact of the changes was limited by good management of the process. Senior Management view is that the out-turn position is better than might have been expected given the difficult circumstances and are confident that we will regain our top quartile performance during 2007/08.

### 3.9 **Customer Perspective**

Performance Management Committee is requested to note the much improved performance within the Enquiry Centre. After the difficult circumstances of 2005/06 we have invested heavily in improving the customer service provided by this front line service. A tenant and officer working group meets regularly and we are managing the integration of new services during the next year so as not to experience any deterioration in service.

- 3.10 Unfortunately Quarter 4 performance from Kwest on tenant satisfaction with the repair service is not available at the time of writing this report. New working methods have now been put in place to improve the timescale of available information in the future. This detail will be presented to the next Performance Management Committee.
- 3.11 A full suite of in-house service satisfaction surveys is now in place. Full detail is given on page 18 of Appendix 1 along with feedback from the survey undertaken with customers using the Aids and Adaptations service.
- 3.12 As discussed through the year we have now embedded a process of

learning from complaints, detail of the discussions held and proposals for improvement are shown on page 23 of Appendix 1.

- 3.13 Committee are asked to note the information on attendance and workforce statistics as shown in Appendix 1

#### **4. FINANCIAL AND BUSINESS PLAN IMPLICATIONS**

- 4.1 Officers of Derby Homes and Derby City Council monitor a full listing of monthly/quarterly/year end performance indicators on a monthly basis.
- 4.2 Full performance reports are submitted to the Performance Management Committee and Derby City Council's Cabinet and summary reports are submitted to Local Housing Boards and main Board of Derby Homes.

**The areas listed below have no implications directly arising from this report**

- Consultation
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety

**If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) - Tel 01332 711010**

**Author:** Maria Murphy, Director of Housing & Customer Service, Telephone 01332 711012, Email [maria.murphy@derbyhomes.org](mailto:maria.murphy@derbyhomes.org)

**Background Information:** None

**Supporting Information:** None