

PERFORMANCE MONITORING

Report of the Director of Derby Homes

SUMMARY OF REPORT

1. To report to Committee up to date performance information of Derby Homes against key performance indicators relevant to the Committee's terms of reference.

RECOMMENDATION

2. To note the performance monitoring information contained in this report.

MATTER FOR CONSIDERATION

- 3.1 A schedule of Performance Indicators has been constructed comprising
 - Housing management related Best Value Performance Indicators
 - Housing management set locally by the Council
 - Housing management Performance Indicators set locally by Derby Homes – the Top Ten Targets'.
- 3.2 A monthly reporting cycle will enable the Committee to monitor performance and discuss the reasons for either over or under performance.
- 3.3 Rent arrears are continuing to increase, issues currently affecting rent arrears include an increase in housing benefit claims awaiting processing and problems now being investigated with Supporting People payments. Although above target the rent arrears remain lower than at the same point in 2002/03.
- 3.4 Attendance has improved in all areas during the first quarter, the number of staff on long-term sickness absence fell to 1.25% in June 2003 and the average number of days sick absence per person is now below target.

CONSULTATION IMPLICATIONS

4. The issue of reporting performance information to Committee will be discussed with the relevant officers responsible for compiling performance information and reported back to the next meeting.

FINANCIAL IMPLICATIONS

5. None.

LEGAL AND CONFIDENTIALITY IMPLICATIONS

6. None.

PERSONNEL IMPLICATIONS

7. None.

ENVIRONMENTAL IMPLICATIONS

8. None.

EQUALITIES IMPLICATIONS

9. None.

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