

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.

RECOMMENDATIONS

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 Performance in the percentage of invoices paid in 30 days has improved in March to 82.78% and has shown a substantial improvement from the first quarter figure of 58.3%.
- 3.4 The percentage of rent collected as a % of rent due has improved each month and stood at 98.67% at the end of March 2003. The figure reported for April is 70.29%, as members will recall from the last financial year this indicator only becomes more meaningful as the year progresses.
- 3.5 The total number of arrears cases at week 3 is 5244 this is a reduction of 1481 from the last reported figure of 5269 at week 50.

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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