

**PERFORMANCE MONITORING INFORMATION**

Report of the Director of Derby Homes

**SUMMARY OF REPORT**

1. To report to the Board up to date performance information of Derby Homes against key performance indicators.

**RECOMMENDATIONS**

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

**MATTER FOR CONSIDERATION**

3. 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.

A monthly reporting cycle will enable the Board to monitor performance and discuss the reasons for either over or under performance.

This report contains the information for the monthly indicators covering the period of April and May 2003. Returns for the 1<sup>st</sup> quarterly indicators will be reported to Derby Homes Committee's in July 2003.

**Rent Arrears**

- Rent arrears have increased during the first two months of the financial year and the position at 30 May 2003 is above target, it should however be noted that the arrears are £57,805 less than at the same point in 2002/03.

**Staff Sickness**

- Levels of staff absence due to sickness are reducing both in terms of long-term and short-term sickness absence.

**Invoices**

- Performance on the payment of invoices within the 30 day period is continuing to improve. Performance for May 2003 was above target.

**Homes Pride**

- Performance in relation to the Homes Pride programme has started reasonably well with Contractors being on target to meet full capacity by August 2003.

**Repairs**

- Repairs performance is good. The target in relation to the numbers of appointments made has been increased to 45% to reflect more of a challenge and improvement in customer service.

**Voids and Lettings**

- The average relet time for empty properties is still above target, this is due to the successful letting of some low demand properties. Excluding these properties the adjusted average is 36.5 days which reflects top quartile performance.

**Top Ten Targets**

- The Top Ten Targets are not included within these reports – the first quarter returns will be reported in July 2003 at Derby Homes Committees.

**CONSULTATION IMPLICATIONS**

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

**FINANCIAL IMPLICATIONS**

5. None

**LEGAL AND CONFIDENTIALITY IMPLICATIONS**

6. None

**PERSONNEL IMPLICATIONS**

7. None

**ENVIRONMENTAL IMPLICATIONS**

8. None

**EQUALITIES IMPLICATIONS**

9. None

**Contact Officer**

Maria Murphy Housing Manager (Local Services) Telephone: 711053, Email: maria.nurphy@derby.gov.uk