

Traffic light																
	Indicator	Description	Out turn 2008/09	Audit Commission 07/08 Unitary Quartiles	Target 2009- 10	Desired status against target									Collection cycle	Comments
Arrears																
	BVPI 66a (AO MD)	Rent collected as a % of rent due	98.04%	Top 98.40 Median 97.80 Bottom 97.30	98.04%	Higher	Current Year								Cumulative Monthly	
							Target 08/09									
							Previous Year									
	BVPI 66b (AO MD)	No. of tenants with more than seven weeks of (gross) rent arrears as a % of the total number of tenants	6.59%	Top 4.70 Median 6.00 Bottom 7.30	6.59%	Lower	Current Year								Cumulative Monthly	
							Target 08/09									
							Previous Year									
	BVPI 66c (AO MD)	% of tenants in arrears who have had NSP served.	16.25%	Top 14.90 Median 23.10 Bottom 31.20	16.00%	Lower	Current Year								Cumulative Monthly	
							Target 08/09									
							Previous Year									
	BVPI 66d (AO MD)	% of tenants evicted as a result of rent arrears.	0.19%	Top 0.20 Median 0.30 Bottom 0.40	0.28%	Lower	Current Year								Cumulative Monthly	
							Target 08/09									
							Previous Year									
	BVPI 66d (AO MD)	No. of tenants evicted as a result of rent arrears.	New		80	Lower	Current Year								Cumulative Monthly	
							Target 08/09									
							Previous Year									
	DH Local 1 (old bvpi 66b) (AO MD)	Rent arrears of current tenants as a % of rent roll.	2.38%		2.31%	Lower	Current Year									
							Previous Year									
	DH Local 2 (AO MD)	Rent arrears of current tenants.	£974,874		£974,874	Lower	Current Year								Cumulative Monthly	
							Previous Year									
	DH Local 4 (AO MD)	Arrears written off.	£194,516		£250,000		Current Year								monthly	
							Previous Year									
	DH Local 5 (AO MD)	Former tenant arrears (FTA) outstanding at the end of the period as a % of total rent debit	1.86%		1.85%		Current Year								Monthly	
							Previous Year									
	DH Local 7	Court cases where an order was obtained.	New		322	Lower	Current Year								Monthly	
							Previous Year									

KEY:

On or above target

Within 5% of target or improving

Under target

AO Accountable Officer

Monthly

Cumulative Quarterly

Cumulative Monthly

Annual

Current monthly figure

Figure becoming greater by successive additions from previous quarters

Figure becoming greater by successive additions from previous months

Figure collected once a year

Traffic lights			Out turn	Audit	Target	Desired									Collection cycle
	Indicator	Description	2008/09	Commission 07/08 Unitary Quartiles	2009-10	status against target	Apr	May	Jun	Quarter 1	Quarter 2	Quarter 3	Quarter 4		
Voids, Relets and Satisfaction															
	BVPI 212 (AO MM)	Average time taken to relet local authority housing (days)	28.09	Top 27.5 Median 31 Bottom 35	24	Lower	Current Year								Cumulative Monthly
							Previous Year								
	DH Local	Re-let general needs	New		N/A	Lower	Current Year								Cumulative Monthly
							Previous Year								
	DH Local	Re-let supported	New		N/A	Lower	Current Year								Cumulative Monthly
							Previous Year								
	NI 160 (AO MM)	Tenant satisfaction with Landlord (All - Status Survey)	73%	Top 81 Median 78 Bottom 75	85%	Higher	Current Year								Every 2 years
	BVPI 75a (AO MM)	Tenant satisfaction with Participation (All)	71%	Top 71 Median 63 Bottom 61.6	72%	Higher	Current Year								Every 2 years
	DH Local 6 Old BVPI 69 ab (AO MM)	% of rent lost through dwellings becoming vacant	2.13%		1.75%	Lower	Current Year								Cumulative Monthly
							Previous Year								
	DH Local 42 (AO MM)	Total voids as a % of stock	1.28%		1.00%	Lower	Current Year								Cumulative Monthly
							Previous Year								
	DH Local 9&10 combined (AO MM)	Total active voids	104		75	Lower	Current Year								Monthly
							Previous Year								
	DH Local 54 (AO MM)	Total of passive voids.	72		60	Lower	Current Year								Monthly
							Previous Year								
	DH Local 33 (AO LW)	Leaseholder satisfaction	79%		80%	Higher	Current Year								Annual

Monthly  
Cumulative Quarterly  
Cumulative Monthly  
Annual

Current monthly figure  
Figure becoming greater by successsive additions from previous quarters  
Figure becoming greater by successsive additions from previous months  
Figure collected once a year

Comments

84% overall satisfaction for 2008/09 (average taken from all surveys carried out during 2008/09). Overall satisfaction for the Enquiry Centre for 2008/09 was 82%
71% overall satisfaction from in-house survey (december 08)

Traffic light																Collection cycle	Comments
	Indicator	Description	Out turn 2008/09	Audit Commission 07/08 Unitary Quartiles	Target 2009-10	Desired status against target	Apr	May	Jun	Quarter 1	Quarter 2	Quarter 3	Quarter 4				
Maintenance																	
	DH Local 44a Old BVPI 185 (AO SH)	% of responsive repairs for which appointment made	New		92%	Higher	Current Year								Monthly		
							Previous Year										
	DH Local 44b Old BVPI 185 (AO SH)	% of responsive repairs for which appointment made and kept	New		90%	Higher	Current Year								Monthly		
							Previous Year										
	DH Local 28 (AO SH)	Tenant satisfaction with repairs (last completed repair)	87%		90%	Higher	Current Year								Updated to monthly		
	DH Local 30 Old BVPI 72 (AO SH)	% of urgent repairs carried out within Government time limits	93.80		97%	Higher	Current Year								Monthly		
							Previous Year										
	NEW measures to replace old BVPI 73	% of repairs carried out within time limits for emergency repairs	97.5		98%	Higher	Current Year										
		% of repairs carried out within time limits for urgent repairs (5 days)	87		97%	Higher	Current Year										
		% of repairs carried out within time limits for routine (4 week)	90.9		92%	Higher	Current Year										
		% of repairs carried out within time limits for routine (6 week)	68.8		90%	Higher	Current Year										
	DH Local 37 (AO SH)	% of repairs completed in first visit (taken from in house repairs satisfaction survey)	78.0%		85%	Higher	Current Year								Monthly		
	DH Local 38 (AO SH)	Adaptations -average time from referral to small adaptation (days)	13.13		16	Lower	Current Year								Cumulative Quarterly		
							Previous Year										
	DH Local 39 (AO SH)	Adaptations -average time from referral to large adaptation (days)	127.88		128	Lower	Current Year								Cumulative Quarterly		
							Previous Year										
	DH Local 55 (old BVPI 211a) (AO SB)	Proportion of planned repairs and maintenance expenditure compared to responsive maintenance expenditure.	71%		71%	Higher	Current Year								Quarterly		
Decent Homes - although the programme is complete we will continue to monitor decency through National Indicator 158 % of non-decent homes																	
	National Indicator 158 (AO MH)	% of non-decent council homes	BVPI 184a 1.28%	Top 10 Median 25 Bottom 43	1.00%	Lower	Current Year								Annual		

Monthly  
Cumulative Quarterly  
Cumulative Monthly  
Annual

Current monthly figure  
Figure becoming greater by successsive additions from previous quarters  
Figure becoming greater by successsive additions from previous months  
Figure collected once a year



Traffic lights																
	Indicator	Description	Out turn 2008/09	Audit Commission 07/08 Unitary Quartiles	Target 2009-10	Desired status against target		Apr	May	Jun	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Collection cycle	Comments
	BVPI 8 (AO JC)	Invoices paid within 30 days (Corporate Health BVPI)	98.96%	Top 94.7 Median 92.4 Bottom 88.5	97%	Higher	Current Year								Monthly	
							Previous Year									
	BVPI 63 (AO MH)	Energy Efficiency -average SAP rating of dwellings	71.0	Top 77 Median 73 Bottom 69.5	71	Higher	Current Year								Annual	

Enquiry Centre

	DH Local 47	% of abandoned calls as a % of calls received	9.0		Less than 9%	Lower	Current Year								Monthly	
							Previous Year									
	DH Local	% of calls answered in less than 10 seconds	67.7		70%	Higher	Current Year								Monthly	
							Previous Year									
	DH Local	Average Call Wait	16		18 seconds	Lower	Current Year								Monthly	
							Previous Year									
	New	Avoidable Contact	New		N/A		Current Year								Monthly	
							Previous Year									
	DH Local	Customer satisfaction with the Enquiry Centre (taken from SNAP survey)	82		83%	Higher	Current Year								Monthly	
							Previous Year									

Monthly  
Cumulative Quarterly  
Cumulative Monthly  
Annual

Current monthly figure  
Figure becoming greater by successsive additions from previous quarters  
Figure becoming greater by successsive additions from previous months  
Figure collected once a year

