

**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 February to 83.72% 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 97.23% at the end of February.

**CONSULTATION IMPLICATIONS**

4. Performance against 51 Performance Indicators is regularly discussed with the City Council Monitoring Officer and local performance is reported to all community panels by local managers.

**FINANCIAL IMPLICATIONS**

5. Failure to collect debts owed by tenants leads to a loss of income available to provide improved housing services.

## **LEGAL AND CONFIDENTIALITY IMPLICATIONS**

6. None.

## **PERSONNEL IMPLICATIONS**

7. None.

## **ENVIRONMENTAL IMPLICATIONS**

8. None.

## **EQUALITIES IMPLICATIONS**

9. None.

### **Contact Officer**

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