

PERFORMANCE MONITORING INFORMATION

Report of the Director of Housing & Customer Service

1. SUMMARY OF REPORT

This report details performance against all indicators up to and including 3rd Quarter 2006/07.

2. RECOMMENDATION

- 2.1 To approve actions as proposed against specific areas of performance as outlined in paragraph 3.3 and agree exception reports as required.
- 2.2 To note all performance information contained in this report and the inclusion of Housemark ALMO quartile benchmarking information.

3. MATTER FOR CONSIDERATION

- 3.1 Appendix 1 contains full detail of performance against Best Value Performance Indicators and Derby Homes Local Indicators up and including 31 December 2006.

Each indicator is shown against 2005/06 quarterly out-turns and 2006/07 targets.

3.2 Service and Process Perspective

In general performance in all areas of day to day repairs is satisfactory. There has been a slight reduction in the numbers of urgent repairs carried out within government time limits during the last quarter but discussions have been held with contractors to remedy this.

We continue to increase the numbers of appointments being made and are confident that the year end position will be close to the target figure of 80%.

- 3.3 The report contains new information on Allocations. This information will be developed over time in accordance with Committee's requirements.

There are also statistics on Introductory Tenancies and detail of current performance in this area. The commentary explains the process put in place to address the accuracy of the information held.

Committee to note the improved performance on the total of active and passive voids.

3.3 Financial Perspective

Performance in rent collection and rent arrears is detailed on pages 10 – 16 of Appendix 1. The amount of arrears outstanding has reduced to £1,014,389 but this is still £66,542 above our target. Actions being taken to address the arrears situation are detailed on page 13. It is proposed to submit further reports to the Local Housing Boards (February) and Board (March) which track progress to year end.

3.4 Customer Perspective

Committee to note the improved performance within the enquiry centre. A separate report on Enquiry Centre performance will be presented at the Committee meeting.

Committee to note the pleasing results of the Status survey carried out in 2006. A separate agenda item will deal with action planning arising out of the Status Survey.

3.5 Staffing Perspective

Committee to note the information on staff sickness absence.

4. FINANCIAL AND BUSINESS PLAN IMPLICATIONS INCLUDING EFFICIENCY SAVINGS

- 4.1 Officers of Derby Homes and Derby City Council monitor a full listing of monthly/quarterly/year-end performance indicators on a monthly basis.
- 4.2 Full reports are submitted to the Performance Management Committee and Derby City Council's Cabinet and summary reports are submitted to Local Housing Boards and main Board of Derby Homes.

The areas listed below have no implications directly arising from this report

- Consultation
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, phil.davies@derbyhomes.org - Tel 01332 711010

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Background Information: None

Supporting Information: None