

















































Description	2008/09 Out turn	2008/09 Target	Against Target	Q3 - 2009/10 Current Performance	2009/10 Target	Against Target	
Arrears PIs							
Rent collected as a % of rent due	98.04%	98.60%	 Green	98.34%	98.04%	Green	
No. of tenants with more than seven weeks of (gross) rent arrears as a % of the total number of tenants	6.59%	4.94%	 Amber	6.90%	6.59%	Amber	
% of tenants in arrears who have had NSP served.	16.25%	16.00%	 Green	9.79%	16.00%	Green	
% of tenants evicted as a result of rent arrears.	0.19%	0.23%	 Green	0.12%	0.28%	Green	
Rent arrears of current tenants as a % of rent roll.	2.38%	1.98%	 Red	2.54%	2.31%	Red	
Rent arrears of current tenants.	£974,874	£750,000	 Red	£1,104,802	£974,874	Red	
Voids and Re-let PIs							
Average time taken to relet local authority housing.	28.09 days	25 days	 Red	30.44 days	24 days	Red	
% of rent lost through dwellings becoming vacant	2.13%	2.00%	 Green	1.44%	1.75%	Green	
Total voids as a % of stock	1.28%	1.14%	 Red	1.08%	1.00%	Red	
Total active voids as a percentage of stock.	0.76%	0.70%	 Green	0.50%	0.55%	Green	
Total of active voids	104	87	 Green	68	75	Green	
Total of passive voids.	72	60	 Red	71	60	Red	
Maintenance PIs							
% of responsive repairs for which appointment made and kept	92.10%	90%	 Amber	87.52%	90%	Amber	
% of urgent repairs carried out within Government time limits	93.80%	97%	 Amber	93.50%	97%	Amber	
% of repairs carried out within time limits for emergency repairs	97.50%	97%	 Green	98.10%	98.00%	Green	
% of repairs carried out within time limits for urgent repairs (5 days)	87%	97%	 Amber	92.50%	97.00%	Amber	
% of repairs carried out within time limits for routine (4 week) repairs	90.90%	97%	 Green	96.10%	92.00%	Green	
% of repairs carried out within time limits for routine (6 week) repairs	68.8%	97%	 Red	74.70%	90.00%	Red	
Adaptations -average time from referral to small adaptation	13.13 days	22 days	 Green	12.02 days	16 days	Green	
Adaptations -average time from referral to large adaptation	127.88 days	130 days	 Green	111.46 days	128 days	Green	
Tenant satisfaction with repairs (last completed repair)	87%	90%	 Red	81%	90%	Red	
Staffing							
Number of working days lost due to sickness absence.	5.84 days	8 days	 Green	3.77 Days	7.5 Days	Green	
Achievement against Plans							
Business & Delivery Plan Targets (% completed at year end)	82.4%	100%	 Red			Red	
Service Improvement Targets (% completed at year end)	80.1%	100%	 Red			Red	

Against Target Key:

The colour of the arrow is the current performance against target.

Green is on/above target. Amber is within 5% of target. Red is more than 5% behind target.

The direction of the arrow shows whether performance is improving or deteriorating.

Up shows improvement. Down shows deterioration.