

Indicator	Description	Out turn 2007/08	Target 2008/09	Current Performance	Audit Commission Unitary Quartiles 2007/08	Proposed Target 2009/10	Comments
Arrears							
BVPI 66a	Rent collected as a % of rent due	98.37%	98.60%	97.77%	Top 98.40 Median 97.80 Bottom 97.3		Target dependant on out turn figure.
BVPI 66b	No. of tenants with more than seven weeks of (gross) rent arrears as a % of the total number of tenants	4.71%	4.94%	6.76%	Top 4.7 Median 6.0 Bottom 7.3	4.70%	Aiming for top quartile performance in 2009/10.
BVPI 66c	% of tenants in arrears who have had NSP served.	11.93%	16.00%	13.16%	Top 14.9 Median 23.1 Bottom 31.2		Target dependant on out turn figure.
BVPI 66d	% of tenants evicted as a result of rent arrears.	0.22%	0.23%	0.15%	Top 0.2 Median 0.3 Bottom 0.4		Target dependant on out turn figure.
DH Local 1	Rent arrears of current tenants as a % of rent roll.	1.99%	1.98%	2.79%	Not Applicable	Await out turn figure	The rent free weeks at the end of the year significantly impact both figures therefore we propose to wait until out turn figures are available to set targets.
DH Local 2	Rent arrears of current tenants.	£793,738	£750,000	£1,186,523	Not Applicable	Await out turn figure	
DH Local 3	Arrears owing to Housing Benefit.	£71,600	Target not applicable		Not Applicable	Not applicable	Proposed to delete
DH Local 4	Arrears written off.	£310,351	Target not applicable	£158,076	Not Applicable	Target not applicable	This is a measure and therefore a target figure is not proposed.
DH Local	Former tenant arrears (FTA) outstanding at the end of the period as a % of total rent debit	1.83	1.80%	1.84%	Not Applicable	1.80%	

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Voids and Relets

BVPI 212	Average time taken to relet local authority housing.	25.96	25	26.84	Top 27.5 Median 31 Bottom 35	24	Target of 24 days based on position at end of February 2009 and desire to achieve continual improvement.
National Indicator 160	Tenant satisfaction with Landlord (All)	82%	85%	73%	Top 81.0 Median 78.0 Bottom 75.0	81%	Status was carried out 2008 and the current performance will remain static until this is repeated in 2010. We will be benchmarking our results through Housemark and looking to attain top median for 2010. The question on status for participation changed in 2008 and it is proposed to report on satisfaction that views are taken into account by your landlord.
BVPI 75a	Tenant satisfaction with Participation (All)	69%	71%	69%	Top 71.0 Median 63.0 Bottom 61.6	71%	
DH Local 6	% of rent lost through dwellings becoming vacant	2.31%	2.00%	1.79%	Not applicable		It is proposed to set this target based on the out-turn of 2008/09.
DH Local 42	Total voids as a % of stock	0.96%	1.00%	1.30%	Not applicable	1.00%	Provisional target dependant on out turn figure.
DH Local 8	Total active voids as a percentage of stock.	0.58%	0.70%	0.55%	Not applicable	Propose to stop reporting on this as a % instead report on a total active voids figure - see below.	
DH Local 9+10 combined	Total Active voids	81	75	113	Not applicable	75	Last year we started to report these two figures combined and the target includes active voids up to and over 3 months.
DH Local 54	Total of passive voids.	52	60	65	Not applicable	60	This target takes into account the Extra Care Units which will impact this figure during 2008/09.
DH Local 33	Leaseholder satisfaction	66%	70%	79%	Not applicable	80%	This target is measured by an annual Snap survey.

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Maintenance							
DH Local?	Emergency repairs in time limit	N/a new target for 08/09	97%	97.40%	Not applicable	98%	New indicator introduced 08/09. The target has been increased to maintain performance in this area.
DH Local?	Urgent Repairs within time limit -1 week	N/a new target for 08/09	97%	86.40%	Not applicable	97%	New indicator introduced 08/09. Targets have been reduced to make resourcing the service more realistic in 09/10.
DH Local ?	4 week repairs within time limit	N/a new target for 08/09	97%	91.30%	Not applicable	92%	New indicator introduced 08/09. Targets have been reduced to make resourcing the service more realistic in 09/10.
DH Local	6 week repairs within time limit	N/a new target for 08/09	97%	69%	Not applicable	90%	New indicator introduced 08/09. Targets have been reduced to make resourcing the service more realistic in 09/10.
DH Local 44	% of responsive repairs for which appointment made and kept	87.61%	90%	92.95%	Not applicable		It is proposed to have 2 new indicators to measure Derby Homes and ESD Performance seperately. These will measure % of appointments made and then % of appointments kept, proposed targets are within the body of the report.
DH Local 28	Tenant satisfaction with repairs, Derby Homes, Contractor	78%	90%	87%	Not applicable	90%	Satisfaction is measured monthly through SNAP surveys and has steadily increased but not reached target. This is also measured through the 2 yearly status.
DH Local 30	% of urgent repairs carried out within Government time limits	0.95	97%	93.70%	Not applicable	97%	This reflects improving performance to the target position set for 2008/09.
DH Local ??	% of repairs completed in first visit (taken from SNAP satisfaction survey)	N/a new target for 08/09	85%	79.00%	Not applicable	85%	The target remains the same to manage and improve this area of responsive repairs.
DH Local 38	Adaptations -average time from referral to small adaptation	21.92 days	22 days	12.33 days	Not applicable	16	The proposed target has been suggested taking into account budget restraints for 09/10.
DH Local 39	Adaptations -average time from referral to large adaptation	131.53 days	130 days	124.27 days	Not applicable	128 days	As above.

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BVPI 8	Invoices paid within 30 days (Corporate Health BVPI)	95.0%	97%	97.57%	Top 94.7 Median 92.4 Bottom 88.5	97%	Retaining this target ensures we are performing above top quartile
BVPI 164	Equal access to social housing	Yes Level 3	N/a	N/a	Not applicable		A new equalities standard has been introduced and Derby Homes are currently researching to assess what standard we are achieving under the new framework.
BVPI 63	Energy Efficiency -average SAP rating of dwellings	68.8	70	Annual	Top 77 Median 73 Bottom 69.5		Target to be proposed when out turn known.

Enquiry Centre

DH Local 47	% of abandoned calls as a % of calls received	4.8	Less than 10%	5.85	Not applicable	Less than 9%	Both targets to be carried over from 2007/08 to allow for increased calls following extension of services.
DH Local	% of calls answered in less than 10 seconds	79.9	70%	74.43	Not applicable	70%	
DH Local	Average Call Wait	9	No more than 20 seconds	8	Not applicable	No more than 18 seconds	A more realistic target has been set based on monthly trend information. This also reflects the potential impact of the implementation of the new housing management and maintenance system and the continued expansion of work areas within the Enquiry Centre.
NEW	Avoidable Contact	Proposed new measure			Not applicable		Proposed new measure to support DCC in achieving this National Indicator. Officers from DH and DCC are currently negotiating the definition and methods of collection.
DH Local	Customer satisfaction with the enquiry centre (taken from SNAP survey)	72	Not made	Annual	Not applicable	85	The out turn is reported annually but measured monthly at an operational level to assess satisfaction with the continuing extension of services and the effect on customers. In February 2009 we achieved 83%. The 09/10 proposed target is 85%