

Indicator	Description	2007/08 Out turn	Target 2008- 09	Desired status against target at year end	January	February	March	First quarter	Second Quarter	Third Quarter	Fourth Quarter / Year End	Collection cycle	Comments
Arrears													
	Arrears Amount	£24,194	No target given by Walbrook	Lower	£24,732.24	£27,007.85	£22,074.95	£21,777.34	£23,235	£24,266		Quarterly	
	Number of Cases	54	No target given by Walbrook	Lower	59	61	59	52	54	58		Quarterly	
	Arrears performance as a % annual gross debit	9.65%			9.66	10.55	8.62	8.51%	9.08%	9.48%			
	Outstanding Housing benefit by Local Authority	£13,611		Lower	£12,159.56	£12,569.52	£6,782.46	£11,981.52	£11,658	£12,102.85			
Arrears by Value Band	£1000+	£12,166	Include value and amount of cases	Lower	£11,270.94	£11,686.65	£7,480.55	£7,731.79	£10,238	£10,597.93			
	£500.00- £999.99	£2,438	Include value and amount of cases	Lower	£3,839.88	£5,591.52	£5,555.85	£6,273.53	£4,748	£4,085.80			
		4			7	7	5	4	7	7			
	£250.00-£499.99	£5,993	Include value and amount of cases	Lower	£5,344.32	£5,598.91	£4,052.80	£3,823.58	£5,434	£5,022.36			
		17			5	7	7	8	17	6			
	£100.00-£249.99	£3,042	Include value and amount of cases		£3,406.64	£3,155.39	£4,096.46	£3,027.59	£2,514	£3,754.82			
	Below £100.00	£555	Include value and amount of cases		£870.46	£975.38	£889.29	£821.85	£299	£804.94			

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Voids and Relets													
	Terminations Received	6	No target given by Walbrook		0	0	2	0	2	0			
	Number of active voids 0-6 weeks	5		Lower	0	0	2	0	2	1			
	Number of active voids 6-12 weeks	0		Lower	1	0	0	2	0	0			
	Number of active voids 12-26 weeks	0		Lower	0	0	0	0	1	0			
	Number of active voids over 26 weeks	0		Lower	0	0	0	0	0	0			
	Number of passive voids	1		Lower	0	0	0	1	1	0			
	Number of offers	15		Lower	6	2	3	8	9	3			
	Number of lets	6		Lower	0	1	0	0	2	1			
	Void loss monetray	2910.58		Lower	£352.10	£211.26	£319.79	£965.95	1313.41	£281.68			
	Void loss % of gross income	0.36%		Lower	0.13%	0.08%	0.12%	0.38%	0.51	0.01%			

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Maintenance													
	Day- day Number of jobs issued	74	No target set by Walbrook	Lower	39	22	20	27	21				
	Day- day Value of jobs issued	6181.11	No target set by Walbrook		£2,434.34	£2,749.18	£2,209.26	£5,728.84	332.49				
	Void-number of jobs issued	37			0	3	6	2	15				
	Void-value of jobs issued	3972.38			£1,854.44	£1,717.80	£266.97	£463.77	21.64				
	Planned maintenance				N/A	N/A	N/A						
Anti Social Behaviour													
	Anti social behaviour noise nuisance cases	0		-	1	0	0	0	0				
	ASB- Harrassment cases	0			0	0	0	1	0				
	NSP'S SERVED	0			0	0	0	0	1				