

Indicator	Description	2007/08 Out turn	Target 2008- 09	Desired status against target at year end	October	November	December	First quarter	Second Quarter	Third Quarter	Fourth Quarter / Year End	Collection cycle	Comments
Arrears													
	Arrears Amount	£24,194	No target given by Walbrook	Lower	£24,486	£23,092	£24,266	£21,777.34	£23,235	£24,266		Quarterly	
	Number of Cases	54	No target given by Walbrook	Lower	54	57	58	52	54	58		Quarterly	
	Arrears performance as a % annual gross debit	9.65%			9.57%	9.02%	9.48%	8.51%	9.08%	9.48%			
	Outstanding Housing benefit by Local Authority	£13,611		Lower	£12,243.68	£11,468.19	£12,102.85	£11,981.52	£11,658	£12,102.85			
Arrears by Value Band	£1000+	£12,166	Include value and amount of cases	Lower	£12,296.28	£8,235.68	£10,597.93	£7,731.79	£10,238	£10,597.93			
	£500.00- £999.99	£2,438	Include value and amount of cases	Lower	£4,015.10	£5,132.65	£4,085.80	£6,273.53	£4,748	£4,085.80			
		4			8	5	7	4	7	7			
	£250.00-£499.99	£5,993	Include value and amount of cases	Lower	£5,663.88	£6,366.65	£5,022.36	£3,823.58	£5,434	£5,022.36			
		17			6	7	6	8	17	6			
	£100.00-£249.99	£3,042	Include value and amount of cases		£2,171.47	£2,918.57	£3,754.82	£3,027.59	£2,514	£3,754.82			
	Below £100.00	£555	Include value and amount of cases		£339.57	£438.64	£804.94	£821.85	£299	£804.94			

Appendix 2

Indicator	Description	2007/08 Out turn	Target 2008/09	Desired status against target at year end	October	November	December	First quarter	Second Quarter	Third Quarter	Fourth Quarter / Year End	Collection cycle	Comments
Voids and Relets													
	Terminations Received	6	No target given by Walbrook		1	1	0	0	2	0			
	Number of active voids 0-6 weeks	5		Lower	1	1	1	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	1	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	5	4	3	8	9	3			
	Number of lets	6		Lower	1	3	1	0	2	1			
	Void loss monetray	2910.58		Lower	£1,525.28	£658.01	£281.68	£965.95	1313.41	£281.68			
	Void loss % of gross income	0.36%		Lower	0.60%	0.26%	0.01%	0.38%	0.51	0.01%			

Indicator	Description	2007/08 Out turn	Target 2008/09	Desired status against target at year end	October	November	December	First quarter	Second Quarter	Third Quarter	Fourth Quarter / Year End	Collection cycle	Comments
Maintenance													
	Day- day Number of jobs issued	74	No target set by Walbrook	Lower	38	43	33	27	21				
	Day- day Value of jobs issued	6181.11	No target set by Walbrook		£1,109.30	£1,937.35	£1,992.78	£5,728.84	332.49				
	Void-number of jobs issued	37			3	5	6	2	15				
	Void-value of jobs issued	3972.38			£446.80	£5,347.56	£765.27	£463.77	21.64				
	Planned maintenance												
Anti Social Behaviour													
	Anti social behaviour noise nuisance cases	0		-	0	0	0	0	0				
	ASB- Harrassment cases	0			0	0	0	1	0				
	NSP'S SERVED	0			0	1	2	0	1				