

Indicator	Description	Achieved 2005/06	Target 2006/07	Desired status against target at year end	Collection cycle	Achieved 2006/07	Audit Commission (All England) Top Quartile 05/06	HouseMark ALMO Top Quartile 05/06	Target 2007/08	Notes/Comments
Arrears										
BVPI 66a	Rent collected as a % of rent due	98.88	98.88	Higher	Cumulative Monthly	98.57%	98.59	98.23	98.88	Maintain top quartile, this may increase depending on year end figure.
BVPI 66b	No. of tenants with more than seven weeks of (gross) rent arrears as a % of the total number of tenants	8.94	8.90	Lower	Cumulative Monthly	9.63%	4.12	4.34	8.9	Further investigation needed on the calculation of this indicator before a target can be set.
BVPI 66c	% of tenants in arrears who have had NSP served.	35.30	35.30	Lower	Cumulative Monthly	37.08%	17.06	21.46	37	We are inevitably going to see an increase in notices, particularly over the first quarter now that the HB backlog is reduced and we are left chasing details. However should be aiming for lower than 05/06 outturn by 08/09 even if we see an increase in 07/08.
BVPI 66d	% of tenants evicted as a result of rent arrears.	0.61	0.61	Lower	Cumulative Monthly	0.50%	0.21	0.27	0.49	Target based on trend analysis. Further benchmarking being undertaken with other ALMOs.
DH Local 1 (old bvpi 66b)	Rent arrears of current tenants as a % of rent roll.	1.90	1.75	Lower	Cumulative Monthly	1.98%	N/A	N/A	1.75	Target held to allow recovery position during 2007/08.
DH Local 2	Rent arrears of current tenants.	£728,690	£700,000	Lower	Cumulative Monthly	£760,852	N/A	N/A	£700,000	Comment as above.
DH Local 3	Arrears owing to Housing Benefit.	£128,300	Target not applicable	N/A	Cumulative Monthly		N/A	N/A	N/A	
DH Local 4	Arrears written off.	£478,603	Target not applicable	N/A	Monthly	£310,351	N/A	N/A	N/A	
NEW LOCAL INDICATOR	Former tenant arrears outstanding at the end of the period as a percentage of total rent debit									Housemark PI

Indicator	Description	Achieved 2005/06	Target 2006/07	Desired status against target at year end	Collection cycle	Achieved 2006/07	Audit Commission (All England) Top Quartile 05/06	HouseMark (ALMOs Only) Top Quartile 05/06	Target 2007/08	Notes/Comments
Voids, Relets and tenant satisfaction										
BVPI 212	Average time taken to relet local authority housing.	31.48	26	Lower	Monthly	32.16	29	29	26	Target held to allow process improvements to bed in, further details given in appendix 1 to main performance report.
BVPI 74a/b/c	Tenant satisfaction with Landlord (All)	77	83	Higher	Annual	82	84	79	84	Incremental increase - feedback through in house surveys.
BVPI 75a/b/c	Tenant satisfaction with Participation (All)	59	69	Higher	Annual	69	69	70	69	Target held for 07/08 due to changes in Community Panels and DACP
DH Local 6 Old BVPI 69	% of rent lost through dwellings becoming vacant	1.95%	1.92%	Lower	Cumulative Monthly	2.33	N/A	1.21	TBC	Calculations being done to project current rent loss from properties due to be demolished. Target to be set end of May 2007, as agreed with Derby City Council
DH Local 42	Total voids as a % of stock (new)	1.54%	1.65%	Lower	Cumulative Monthly	1.14	N/A	N/A	1.14	Target reflects achievement of 2006/07.
DH Local 8	Total active voids as a % of stock.	0.71%	0.70%	Lower	Cumulative Monthly	0.96	N/A	N/A	0.70	Target reflects trend analysis of 2006/07.
DH Local 9	Active voids up to 3 months	84	84	Lower	Monthly	119	N/A	N/A	80	Target reflects trend analysis of 2006/07.
DH Local 10	Active voids over 3 months	17	17	Lower	Monthly	14	N/A	N/A	12	Target reflects desire to continue reducing long term voids.
DH Local 54	Total of passive voids.	119	120	Lower	Monthly	25	N/A	N/A	25	Target reflects achievement of 2006/07.
DH Local 33	Leaseholder satisfaction	53%	60	Higher	Annual	No survey sent out during 2006/07	N/A	N/A		Posted out week commencing 16/04/07

Indicator	Description	Achieved 2005/06	Target 2006/07	Desired status against target at year end	Collection cycle	Achieved 2006/07	Audit Commission (All England) Top Quartile 05/06	HouseMark ALMO Top Quartile 05/06	Target 2007/08	Notes/Comments
Maintenance										
BVPI 184a	% of non-decent Local Authority dwellings	14.52%	1.50	Lower	Annual	1.51%	16	29.82	1.35	Target reflects estimate for 2007/08.
BVPI 184b	% change of non-decent Local Authority dwellings	89.30%	10%	Higher	Cumulative Quarterly	7.1%	28.3	30.54	11	Target reflects estimate for 2007/08.
DH Local 44 Old BVPI 185	% of responsive repairs for which appointment made and kept	53.18%	80%	Higher	Monthly	77.63	N/A	96.03	82	Target reflects desire to increase number of appointments made.
DH Local 43	Disabled tenants satisfaction with repairs, Derby Homes, Contractor	90.00%	90%	Higher	Quarterly	Quarter 3 86%	N/A	N/A	90	Target maintains performance of 2006/07.
DH Local 28	Tenant satisfaction with repairs, Derby Homes, Contractor	88%	90%	Higher	Quarterly	Quarter 3 84%	N/A	N/A	90	Target maintains performance of 2006/07.
DH Local 30 Old BVPI 72	% of urgent repairs carried out within Government time limits	98.60%	99%	Higher	Monthly	95%	N/A	98.46	99	Target to restore performance to top quartile.
DH Local 29 Old BVPI 73	Average time taken to complete non-urgent repairs.	8.2	8.2	Lower	Monthly	7.9 days	N/A	8.3	7.9	Target maintains out turn of 2006/07.
DH Local 38	Adaptations -average time from referral to small adaptation	31.68	34.50	Lower	Cumulative Quarterly	53.86	N/A	N/A	31	Challenging target set to reflect expectations of new processes introduced April 2007.
DH Local 39	Adaptations -average time from referral to large adaptation	92.34	90	Lower	Cumulative Quarterly	174.11	N/A	N/A	150	Challenging target set to reflect expectations of new processes introduced April 2007.
DH Local 55 (old BVPI 211a)	Proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings.	88	70%	Higher	Quarterly	71%	None Available	82.98	71	
DH Local 56 (old BVPI 211b)	Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings.	41	38%	Lower	Quarterly	40%	None Available	8.79	38	

Indicator	Description	Achieved 2005/06	Target 2006-07	Desired status against target at year end	Collection cycle	Achieved 2006/07	Audit Commission (All England) Top Quartile 05/06	HouseMark ALMO Top Quartile 05/06	Suggested Year End Target 2007/08	Notes/Comments
BVPI 8	Invoices paid within 30 days	96.35	97.00	Higher	Monthly	No figure available from DCC as at 25.04.07	96.71	N/A	97	Reflects Derby City Council targets.
BVPI 164	Equal access to social housing	Yes	Embed Level 2	-	Annual	Yes (Level 3)			Yes	Maintain level 3.
BVPI 63	Energy Efficiency -average SAP rating of dwellings	65.69	68	Higher	Annual	67.2	69	69	69	Incremental increase in average SAP rating.
DH Local 47	Enquiry Centre % of abandoned calls as a % of calls received	9.10%	Less than 15%	Lower	Monthly	3.80%	N/A	N/A	Less than 15%	Target held level in line with customer service standards.