

1. PERFORMANCE MONITORING

1.1 VOIDS & LETTINGS AND ENSURING CHOICE AND ACCESS TO COUNCIL HOUSING

Purpose

- To minimise the number of empty council homes within the city to make sure properties are secure, and vandalism and rent loss are minimised by speedy re-letting.
- To achieve targets set in the Derby Homes Delivery Plan 2003/04
 - Aim to reduce average relet time to 37 days which represents top quartile performance on empty properties
 - Aim to reduce the turnover of vacant properties to 11.5%
 - Empty Property Target for 2003/04 of 1% of stock (active voids)

Commentary

- The average time to relet properties was 23 days for July and 30 days for August. This represents excellent performance across all of our offices.
- Numbers of active voids remains below 1% of total stock and rent loss is running at a level in line with the target.
- Over the next 2 - 3 months a number of passive voids will be returning into stock following the completion of improvement work, this will have a positive effect on levels of void properties and rent loss. Work is ongoing to further reduce the numbers of long-term voids.

PI	Description	Reporting Cycle	2003/04 Target	June	July	Aug
Local (Old BVPI 68)	Average relet time for local Authority dwellings	Monthly	37days	40 days	23 days	30 days
Local (Old BVPI 69)	% of rent lost through dwellings becoming vacant	Monthly	1.8%	0.54%	0.73%	0.95%
Local (Old BVPI 69 Variance)	% of rent lost through dwellings becoming vacant - excluding major repairs/ decants	Monthly	1.5%	0.37%	0.53%	0.71%

PI	Description	Reporting Cycle	2003/04 Target	June	July	August
Local From 2003	Total active voids as a % of stock	Monthly	1%	0.68%	0.80%	0.88%
Local From 2003	Active voids – up to 3 months	Monthly	140	93	111	121
Local From 2003	Active voids – over 3 months	Monthly	20	7	7	8
Local From 2003	Passive voids up to 6 months by: Mods Decants Other	Monthly	10 10 40	14 42 20	16 37 23	16 14 25
Local From 2003	Passive voids between 6 – 12 months by: Mods Decants Other	Monthly	30 30 40	3 16 10	4 20 7	16 10 8
Local From 2003	Passive voids between 12 – 24 months by: Mods Decants Other	Monthly	10 15 10	22 11 7	17 12 6	15 14 8
Local From 2003	Passive voids over 24 months by: Mods Decants Other	Monthly	0 2 0	6 5 2	7 7 3	7 7 4

3.2 DERBY HOMES TOP TEN TARGETS

Purpose

- Raise awareness of staff and tenants of the most important standards identified by tenants.
- Achieve the standards 90% of the time.
- To provide excellent customer care, working closely with Derby Association of Community Partners.

Commentary

- Performance on inspecting empty properties and placing orders within 5 working days of receiving keys is continuing to improve. The introduction of hand-held devices due November/December 2003 is expected to bring about further improvement.
- Performance on answering Housing hotlines is 91% and is above target.
- Performance on responding to anti social behaviour complaints is above target. This reflects the fact that our staff give a high priority to addressing anti social behaviour and we will endeavour to maintain this standard.

PI	Description	Reporting Cycle	2003/04 Target	Quarter I April – Jun			
Local	Inspect empty properties & place orders within 5 working days of receiving the keys	Quarterly	90%	74%			
Local	Clear gardens of newly let properties within 5 working days of the order being requested	Quarterly	90%	80%			
Local	Answer housing hotlines within three rings	Quarterly	90%	91%			
Local	Respond to ASB complaints within 7 working days	Quarterly	90%	93%			
Local	Reply to letters in 7 days	Annual	90%	-			