

PERFORMANCE MONITORING

Report of the Director of Derby Homes

SUMMARY OF REPORT

1. To report to Committee up to date performance information of Derby Homes against key performance indicators relevant to the Committee's terms of reference.

RECOMMENDATIONS

2. To note the performance monitoring information contained in this report.

MATTER FOR CONSIDERATION

- 3.1 A schedule of Performance Indicators has been constructed comprising
 - Housing management related Best Value Performance Indicators
 - Housing management set locally by the Council
 - Housing management Performance Indicators set locally by Derby Homes – the Top Ten Targets'.
- 3.2 A monthly reporting cycle will enable the Committee to monitor performance and discuss the reasons for either over or under performance.
- 3.3 The average relet period in April 2003 has increased to 51.53 days this is a figure inflated by 9 low demand properties which were relet during the month. Excluding these properties from the calculated gives an adjusted figure of 29.93 which reflects excellent performance well in line with the top quartile.
- 3.4 Performance is currently exceeding target on both targets for rent lost through dwellings becoming vacant.
- 3.5 The number of active voids is well below the target figure of 1% of total stock.
- 3.5 Performance is improving in the Top Ten Targets with the exception of answering housing hotlines within 3 rings. Increased attention will be paid to this area of customer service to ensure improvement.

CONSULTATION IMPLICATIONS

4. The issue of reporting performance information to Committee will be discussed with the relevant officers responsible for compiling performance information and reported back to the next meeting.

FINANCIAL IMPLICATIONS

5. None.

LEGAL AND CONFIDENTIALITY IMPLICATIONS

6. None.

PERSONNEL IMPLICATIONS

7. None.

ENVIRONMENTAL IMPLICATIONS

8. None.

EQUALITIES IMPLICATIONS

9. None.

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