

ST LEGER HOMES OF DONCASTER LTD

Company limited by guarantee registered in England
Company Number 05564649

East Area Board Meeting

REPORT

Date : 9 July 2007

Item : 5

Subject : Performance Monitoring
Information for April 2007 & May
2007

Presented by : Cheryl Newbury
Performance Monitoring Officer

Prepared by : Margaret Butler
Performance Monitoring Officer

Purpose : To present the performance monitoring
information for April and May to the East
Area Board for noting and discussion.

Recommendation :

**The East Area Board are asked to note and discuss
the contents of this report and supporting
appendices.**

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**To the Chair and Members of the
EAST AREA BOARD**

**Agenda Item No. 5
Date: 9 July 2007**

1. Report Title

1.1 Performance Monitoring Information for April and May 2007.

2. Purpose

2.1 To present to the East Area Board a summary of the key performance issues for April and May 2007.

3. Recommendation

3.1 Members of the East Area Board are asked to note and discuss the contents of this report and supporting appendices.

4. Background

4.1 A Summary of Performance information for April and May 2007 for the Borough and East Area is attached at Appendices A and B. A selection of graphs, depicting performance of a range of these indicators is also enclosed for information.

4.2 No exception reports were requested for this reporting period, however, the following points are worthy of noting:

4.3 Current Rent Arrears

The table below shows an increase in current arrears in both quadrants since the last report in March.

	North East	South East
March		
Arrears	£197,996	£326,842
% against Annual Debit	1.9%	2.28%
April		
Arrears	£222,427	£355,472
% Against Annual Debit	2.05%	2.34%
May		
Arrears	£231,262	£358,092
% Against Annual Debit	2.13%	2.35%

Current arrears in the South East remain considerably higher than in the North East. Of the Borough arrears, this equates to 19.96% in the North East and 30.91% in the South East. There are approximately 1800 more

homes in the South East than the North East and therefore the level of current arrears are proportionate with the level of stock in each area.

Whilst seasonal trends can normally be taken into account when monitoring arrears recovery, on this occasion the removal of the rent-free week in May has impacted on performance. For comparison, with the advantage of a rent-free week in May 2006, performance was significantly lower at £156,764 in the North East and £273,726 in the South East. However, even though performance has deteriorated for this reporting period, a significant improvement is envisaged with the postponement of the rent-free week from May 2007 to March 2008.

4.4 Average Time to Relet Properties

Relet time performance in April and May for both the North East and South East areas has improved since the last report as shown in the table below:

	March 2007	April 2007	May 2007
North East	24.41 days	18.83 days	19.32 days
South East	28.56 days	23.33 days	21.79 days

These figures show a significant improvement in comparison with May 2006 when the relet times were North East 39.58 days and the South East 48.13 days. As a consequence, the higher relet times at the beginning of the 2006/7 year affected the outturn figures.

The overall Borough relet time for April was 22.07 days and for May was 28.85 days.

4.5 Repairs and Maintenance

Performance for Repairs and Maintenance is based on all contractors.

% of Urgent Repairs Completed Within Government Time Limits (orders less than £250)

Performance is above the Borough target of 97%. This is shown in the table below:

	March 2007	April 2007	May 2007
North East	96.21%	100%	99.63%
South East	96.27%	100%	100%

These figures show a significant improvement in comparison with May 2006 when the performance in the North East was 88.37% and the South East was 84.38%. As a consequence, the lower performance at the beginning of the 2006/7 year affected the outturn figures.

Average Time Taken to Complete Non-Urgent Repairs

Performance levels are well within the Borough target of 13 days, as shown in the following table:

	March 2007	April 2007	May 2007
North East	9.4 days	7 days	8 days
South East	8.3 days	8.3 days	8.1 days

4.6 Estate Management

The number of anti-social behaviour complaints / breaches of tenancy conditions received and the number of cases closed or resolved for both the North East and South East areas is as shown in the tables below:

North East

	April 2007	May 2007
Cases Received	44	53
Cases Closed	7	15
Cases Resolved	14	41
Cases Ongoing	253	250

South East

	April 2007	May 2007
Cases Received	90	75
Cases Closed	2	35
Cases Resolved	23	90
Cases Ongoing	291	241

Targets have been set to receive less than 660 cases in the North East area and 945 cases in the South East area by the end of March 2008. If current trend continues, both areas will be well within the targets set.

With regard to the number of cases ongoing, the target to achieve less than 6% of current area housing stock has been set for both areas. The number of cases ongoing in the North East is 250 and the current area housing stock is 4,133, this equates to 6.04%. The number of cases ongoing in the South East area is 241 and the current area housing stock is 5,945, this equates to 4.05%. If current trend continues, it is forecast that both areas will achieve the target set.

5. Procurement

5.1 There are no procurement issues arising from this report.

6. Consultation

- 6.1 All performance monitoring information is reported through the agreed reporting regime.

7. Legal Implications

- 7.1 There are no legal implications arising from this report.

8. Financial Implications / Risk / Diversity

8.1 Financial

There are no financial implications arising from this report.

8.2 Risk

There are no risk implications arising from this report.

8.3 Diversity

There are no diversity implications arising from this report.

9. Report Author

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10. Background Papers

- 10.1 There are no additional background papers.