

PERFORMANCE INDICATOR INFORMATION

The key points to note for February and March are as follows:

Current Rent Arrears

The table below shows a reduction in current arrears in both quadrants since the December and January performance information was last reported at the East Area Board meeting held on 10 March 2008.

	North East	South East
January		
Arrears	£238,110	£327,839
% Against Annual Debit	2.19%	2.15%
February		
Arrears	£243,132	£332,197
% Against Annual Debit	2.24%	2.18%
March		
Arrears	£215,551	£285,406
% Against Annual Debit	1.98%	1.88%

Performance has improved for both areas since the last report. The year end target of 1.8% for the North East was not achieved, however the improving position contributed towards the borough outturn figure, which is 1.70% against a target of 1.95%. Measures are in place to secure further improvements within the next financial year. In the South East area, the year end figure of 1.88% means that the target was achieved by 0.32%.

Average Time to Relet Properties

Performance is at its lowest since September 2007 outturning at 45.49 days. The table below shows the relet times for January, February and March for the borough, which is cumulative from April, and for St Leger Homes of Doncaster, which is per calendar month only.

	January 2008	February 2008	March 2008
Borough	46.83 days	47.1 days	45.49 days
SLDH	46.02 days	32.87 days	30.69 days

Over the last 12 months we have brought 15 long term void properties back into the allocation process. This has added, in total, an extra 16,646 days to the relet figures and has led to us not meeting our target. We see this as a positive process in light of the current waiting list standing at over 16,157 applicants. However, if these properties were removed from the calculation, the average time taken to relet an empty property would be 33.76 days.

Although performance is out of target, a great deal of effort has been put into reducing the turnaround of properties and this is evident in March's outturn performance figure.

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 consistently above the Borough target of 97%; this is shown in the table below:

	January 2008	February 2008	March 2008
North East	98.15%	98.38%	98.29%
South East	98.36%	98.48%	98.42%

Performance has been continually above target for the last 12 months.

Average Time Taken to Complete Non-Urgent Repairs

Performance levels are well within the Borough target of 13 days and show consistent improvement as highlighted in the following table:

	January 2008	February 2008	March 2008
North East	7.1 days	7 days	7 days
South East	7.1 days	6.9 days	6.8 days

Performance has been better than target for more than 12 months.

Estate Management – (no graphical information)

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

	February 2008	March 2008
Cases Received	52	37
Cases Closed	10	4
Cases Resolved	51	15
Cases Ongoing	228	246

South East

	February 2008	March 2008
Cases Received	65	58
Cases Closed	8	18
Cases Resolved	40	42
Cases Ongoing	226	224

Targets were set to receive less than 660 cases of anti-social behaviour complaints/breaches of tenancy conditions in the North East area, and less than 945 cases in the South East area by the end of March 2008. Both areas have failed to achieve their targets with the number of cases received in the North East being 697 and in the South East, 970. Although these figures are outside the target set, the out-turn for 2006/07 was 750 and 1,068 respectively and therefore is showing a year on year improvement. This is a credit to the good work of the Estates Teams who continue to improve their capability in the way they manage their cases. This has also had a positive effect on both the environment and the communities that live in the estates we manage.

With regard to the number of cases ongoing, the target to achieve less than 6% of current area housing stock was set for both areas. The number of cases ongoing in the North East area has out-turned at 246 and the area housing stock is 4,071; this equates to 6.04%, and therefore has marginally missed the target by 0.04%, which amounts to approximately 2 cases. The number of cases ongoing in the South East area is 224 and the area housing stock is 5,916, this equates to 3.79%, therefore the out-turn is well within target.

The borough target was also set at 6%. The total number of ongoing cases at year end amounted to 1,046, and the housing stock was 21,018 this equates to 4.98%.