

St. Leger Homes of Doncaster

Summary of Performance  
Management Information

July 2008

East Area



St. Leger Homes  
OF DONCASTER



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# Graph Guide

**IDEAL TREND** - The text indicates what type of value is considered 'better performance'.

**The full Performance Indicator Title plus Frequency type**

**TREND LINE** - This line gives a visual representation, of where we anticipate this indicator to be further ahead in the year, using data currently inserted.

**TARGET BAR** - This bar gives the target for the year.

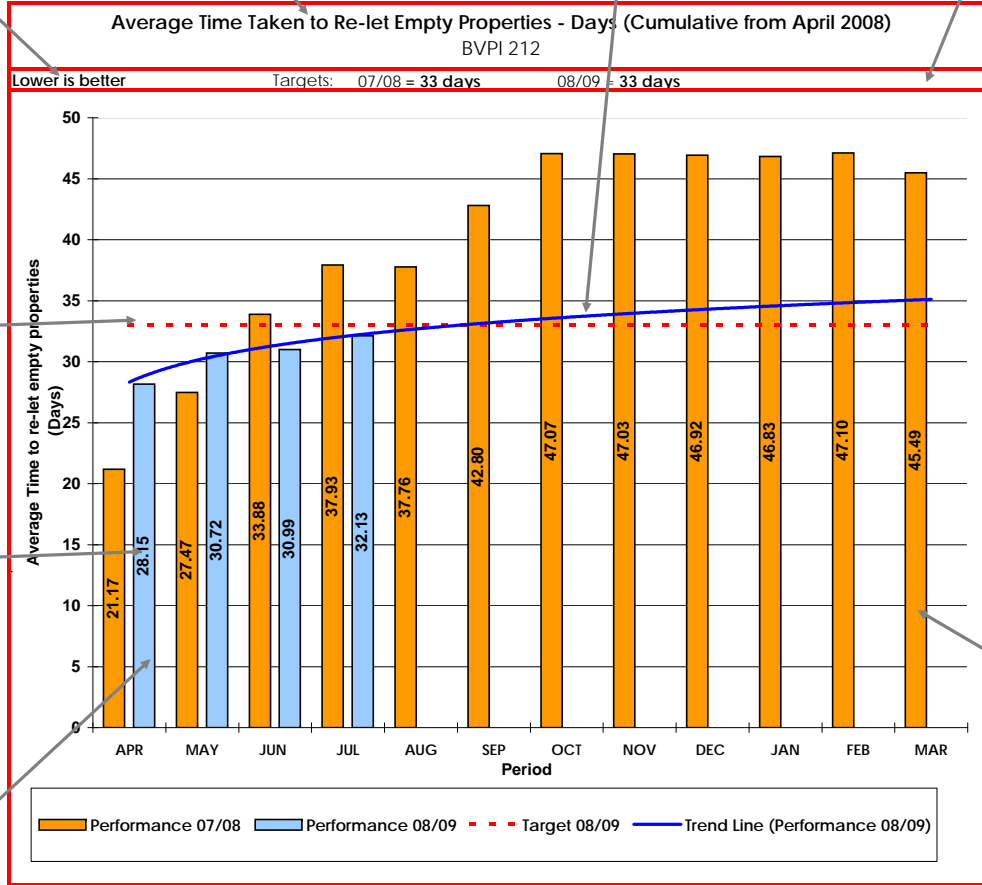
**TREND ARROW** - This arrow compares the performance of the indicator against the figure reported for the previous Quarter.

**Red** - Deteriorating  
**Amber** - Unchanged  
**Green** - Improving

**TARGETS 08/09** - For each period during 2008/09, the target for the indicator has been shown as a red dotted line.

**DATA LABELS** - These identify the exact figure for the indicator per month.

**PERFORMANCE BAR 08/09** - The actual performance for each period of 2008/09 is shown on the chart as a blue bar.



**Borough**

**Direction of Travel**

**Deteriorating**

**Prediction against end of year target**

**Comments**  
**Lower is better** - Performance is within target.

**TRAFFIC LIGHT INDICATOR** - This provides an overall assessment of whether we are likely to meet our target for the year.

A blank here indicates that we have insufficient data to make a prediction.

The colour identifies our performance in relation to the Target Bar.

**Red** - predict will not meet target  
**Green** - predict will meet target

**PERFORMANCE BAR 07/08** - The actual performance for each period of 2007/08 is shown on the chart as an amber bar.

**COMMENTS** - This section gives you the Ideal Trend in addition to any comments regarding the performance indicator.

## Percentage of Rent Collected within the Month (Monthly Performance)

Higher is better

Targets: 07/08 = 100%

08/09 = 100%

### Borough

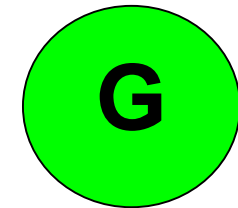
#### Direction of Travel

(from Quarter 1 to Quarter 2)



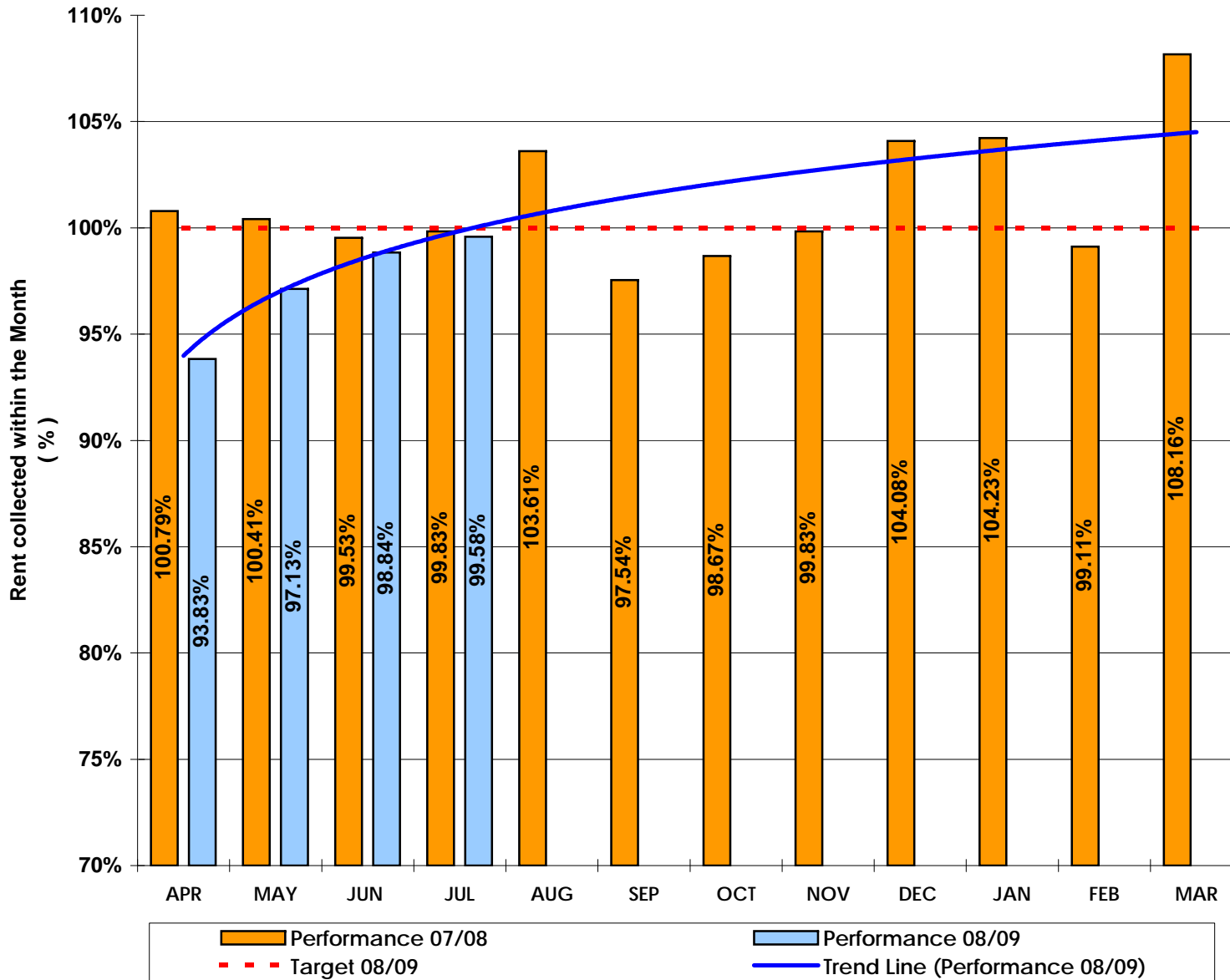
Improving

Prediction against end of year target



#### Comments

**Higher is better -**  
Performance is improving and close to the target. This follows the seasonal trend we see every year. Strengthened management of the process and realignment of the Arrears Officers areas has been implemented. It is therefore expected that performance will continue to improve and the end of year target will be met.

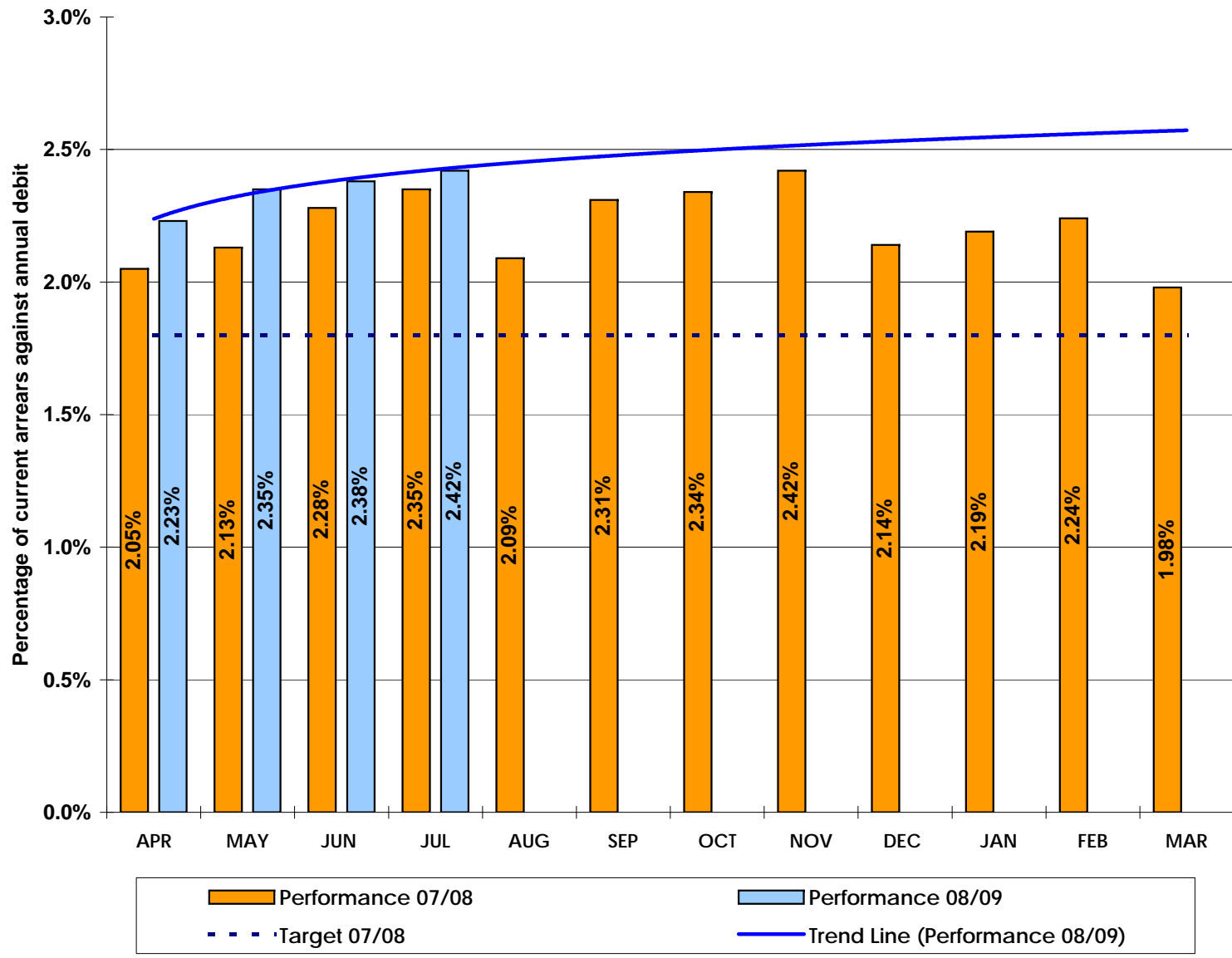


## Percentage of Current Arrears Against Annual Debit - Monthly Performance

Lower is better

Targets:

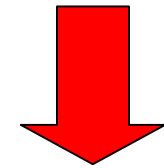
07/08 = 1.80%



### North East

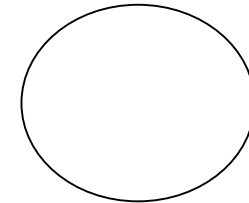
Direction of Travel

(from Quarter 1 to Quarter 2)



Deteriorating

Prediction against end of year target

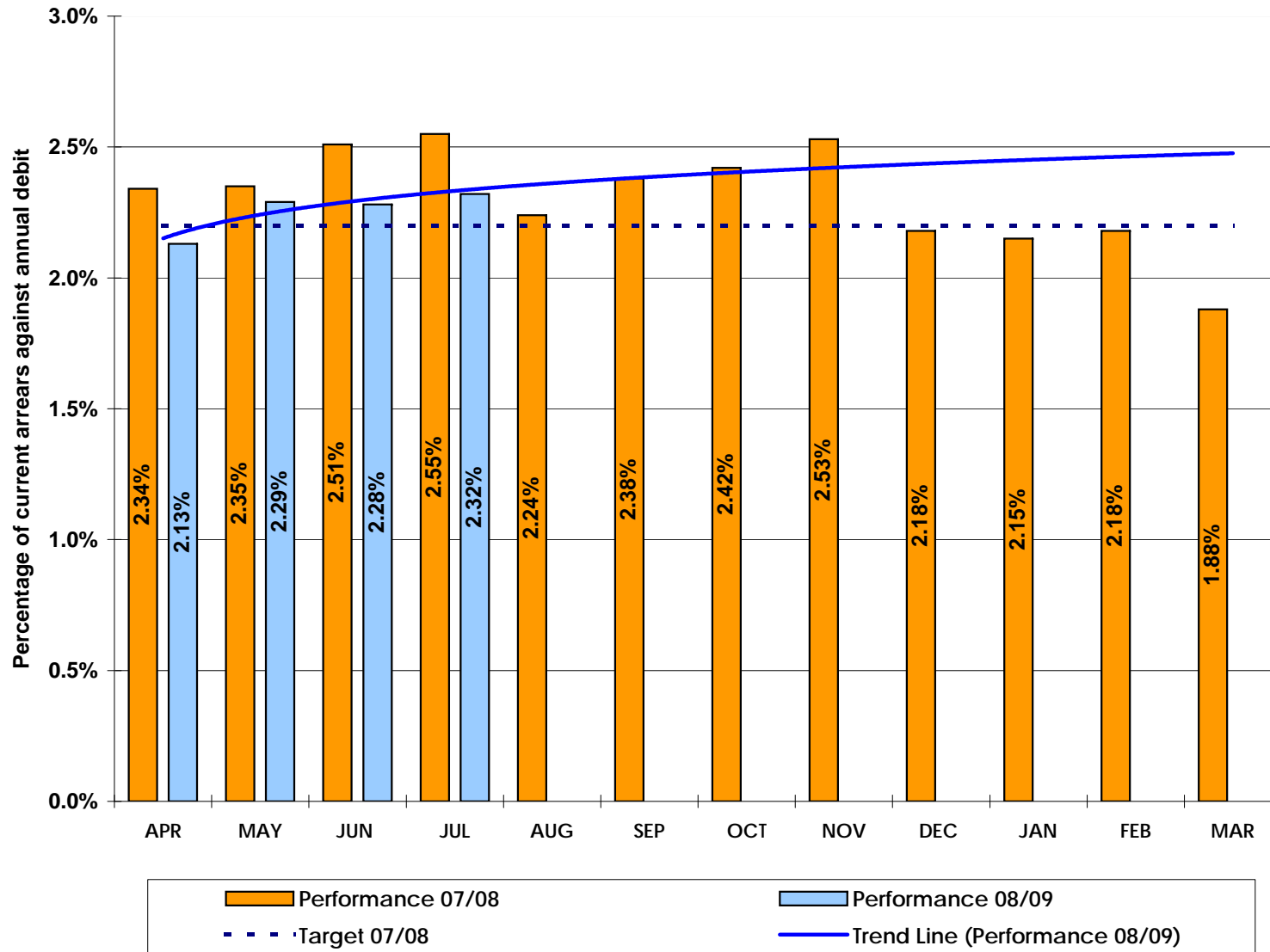


Comments

**Lower is better** - Performance is following the seasonal trend. A realignment of Arrears Officers areas has taken place and in addition, management of the arrears process has been strengthened. This will lead to an improvement in performance.

## Percentage of Current Arrears Against Annual Debit - Monthly Performance

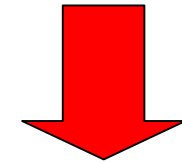
Lower is better      Targets:      07/08 = 2.20%



### South East

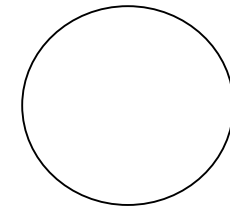
#### Direction of Travel

(from Quarter 1 to Quarter 2)



Deteriorating

Prediction against end of year target

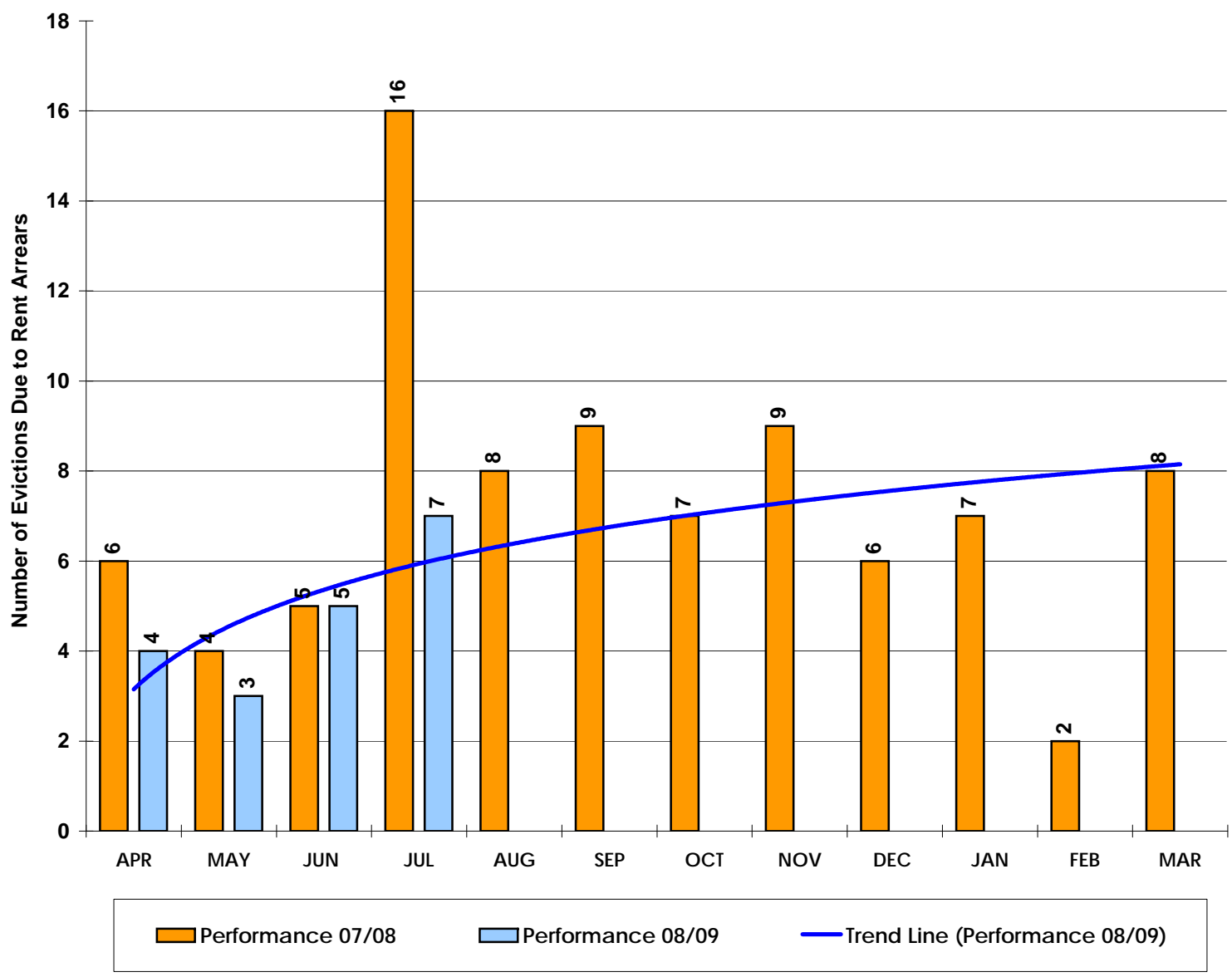


#### Comments

**Lower is better** - Although performance is slightly deteriorating, it is following the seasonal trend and is better than 2007/08. A realignment of Arrears Officers areas has taken place and in addition, management of the arrears process has been strengthened. This will lead to an improvement in performance.

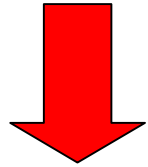
### Number of Evictions Due to Rent Arrears (per calendar month)

Lower is better      Targets:      07/08 = 85      08/09 = 80



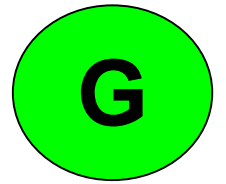
**Borough**  
Direction of Travel

(from Quarter 1 to Quarter 2)



Deteriorating

Prediction against end of year target



**Comments**

**Lower is better** - Performance during the first four months of 2008/09 is significantly better than performance for the first four months of 2007/08. The growing emphasis on preventative work at an early stage will ensure that the improvement is sustained and that the year end target is met.

Average Time Taken to Re-let Empty Properties - Days (Cumulative from April 08)

BVPI 212

Lower is better

Targets:

07/08 = 33 days

08/09 = 33 days

Borough

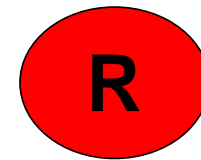
Direction of Travel

(from Quarter 1 to Quarter 2)



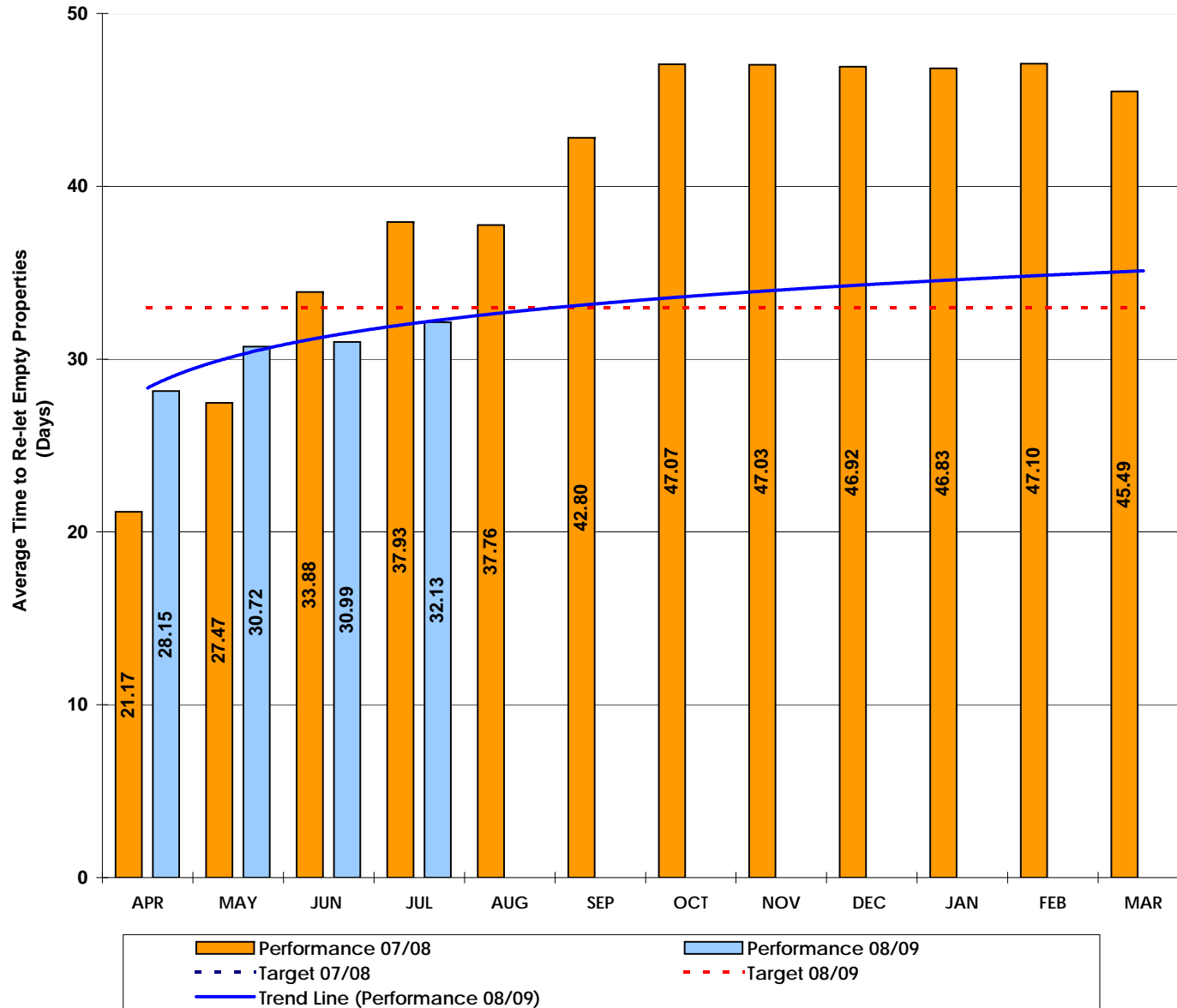
Deteriorating

Prediction against end of year target



Comments

**Lower is better** - Performance is within target and is significantly improved upon the same period in 2007/08. A revised way of advertising has positively impacted on performance. However, a more robust approach towards assessing owner-occupier applicants and the temporary suspension of works has had a detrimental effect that will reflect in the August/September performance figures. Thereafter, performance will improve due to the positive changes in the bidding process and the target will thereafter continue to be met. The Area Board receives a report of allocations made and this includes an analysis of those where relet days are in excess of two months. In addition, internal meetings are held monthly to review performance and identify opportunities for improvement.

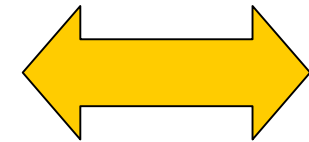
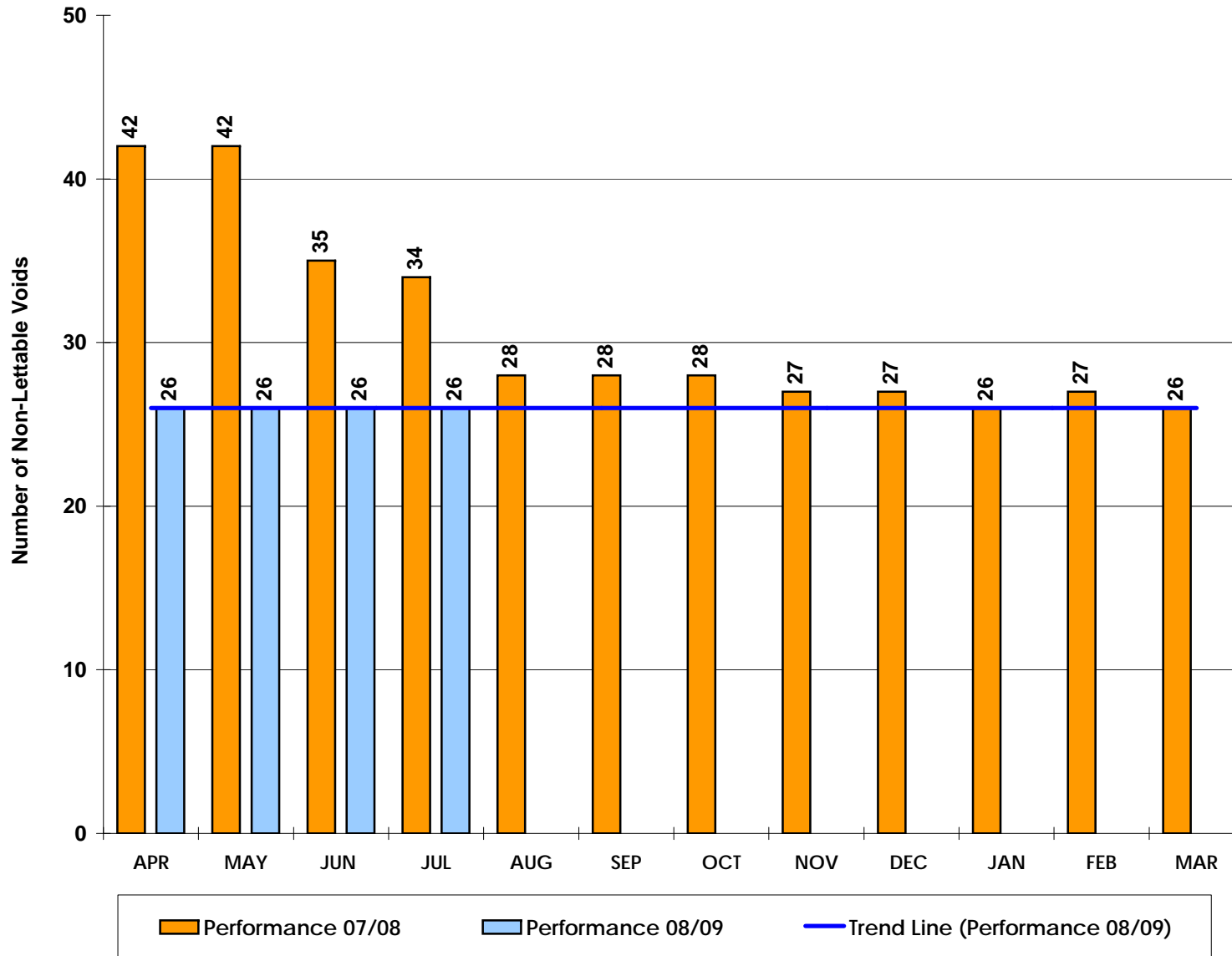


### Number of Non-Lettable Voids (Per Calendar Month)

North East

Lower is better

Direction of Travel  
(from Quarter 1 to  
Quarter 2)



Unchanged

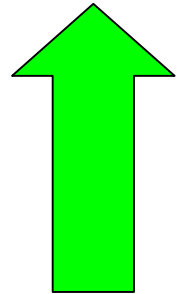
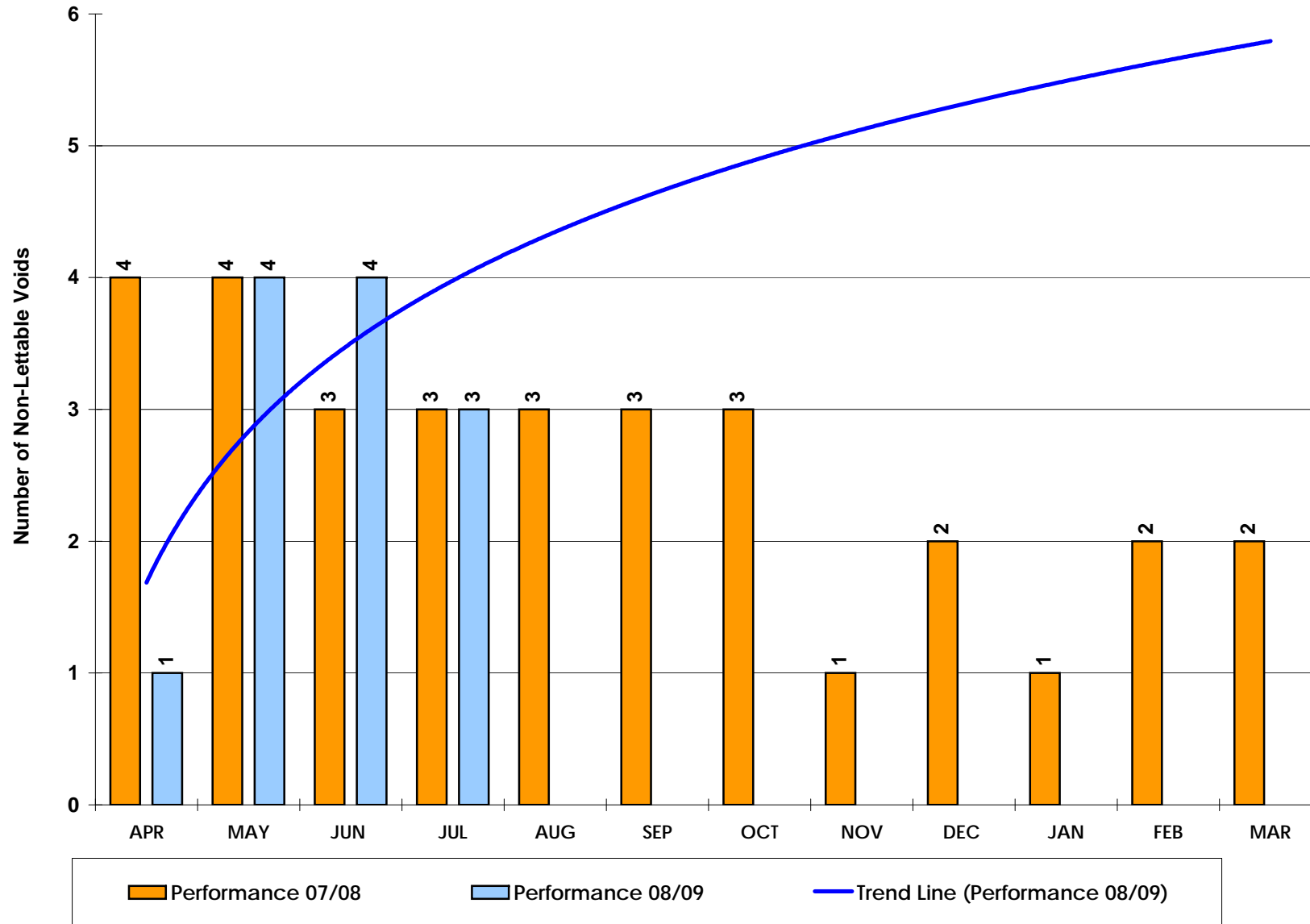
**Comments**  
**Lower is better** - The number of non-lettable voids remains at 26 which represents 0.64% of the North East area housing stock.

## Number of Non-Lettable Voids (Per Calendar Month)

**South East**

Lower is better

Direction of Travel  
(from Quarter 1 to  
Quarter 2)



Improving

### Comments

**Lower is better** - The number of non-lettable voids has reduced to 3 which represents 0.05% of the South East area housing stock.

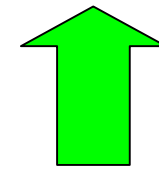


% of Urgent Repairs Completed within Government Time Limits (Orders < Than £250) - All Contractors

South East

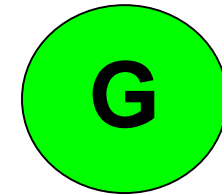
Higher is better      Targets:    07/08 = 97% (Borough)                      08/09 = 98% (Borough)

Direction of Travel  
(from Quarter 1 to Quarter 2)



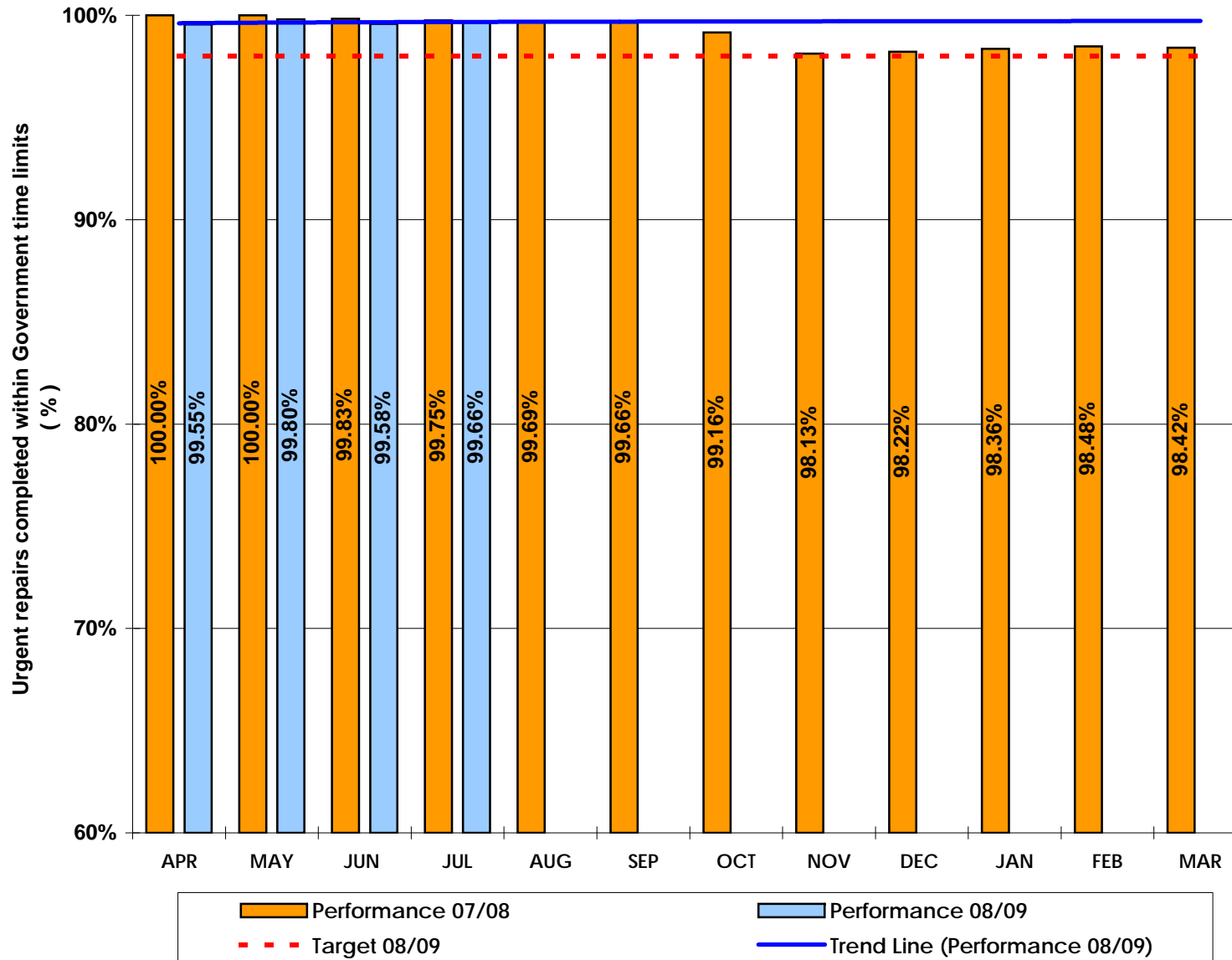
Improving

Prediction against end of year target



Comments

**Higher is better -**  
Performance continues to be better than target.



### % of Appointments Made and Kept

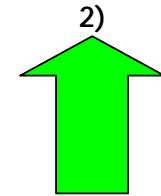
**North East**

Higher is better

Targets: 07/08 = **96% (Borough)**

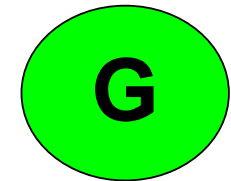
08/09 = **96% (Borough)**

**Direction of Travel**  
(from Quarter 1 to Quarter 2)



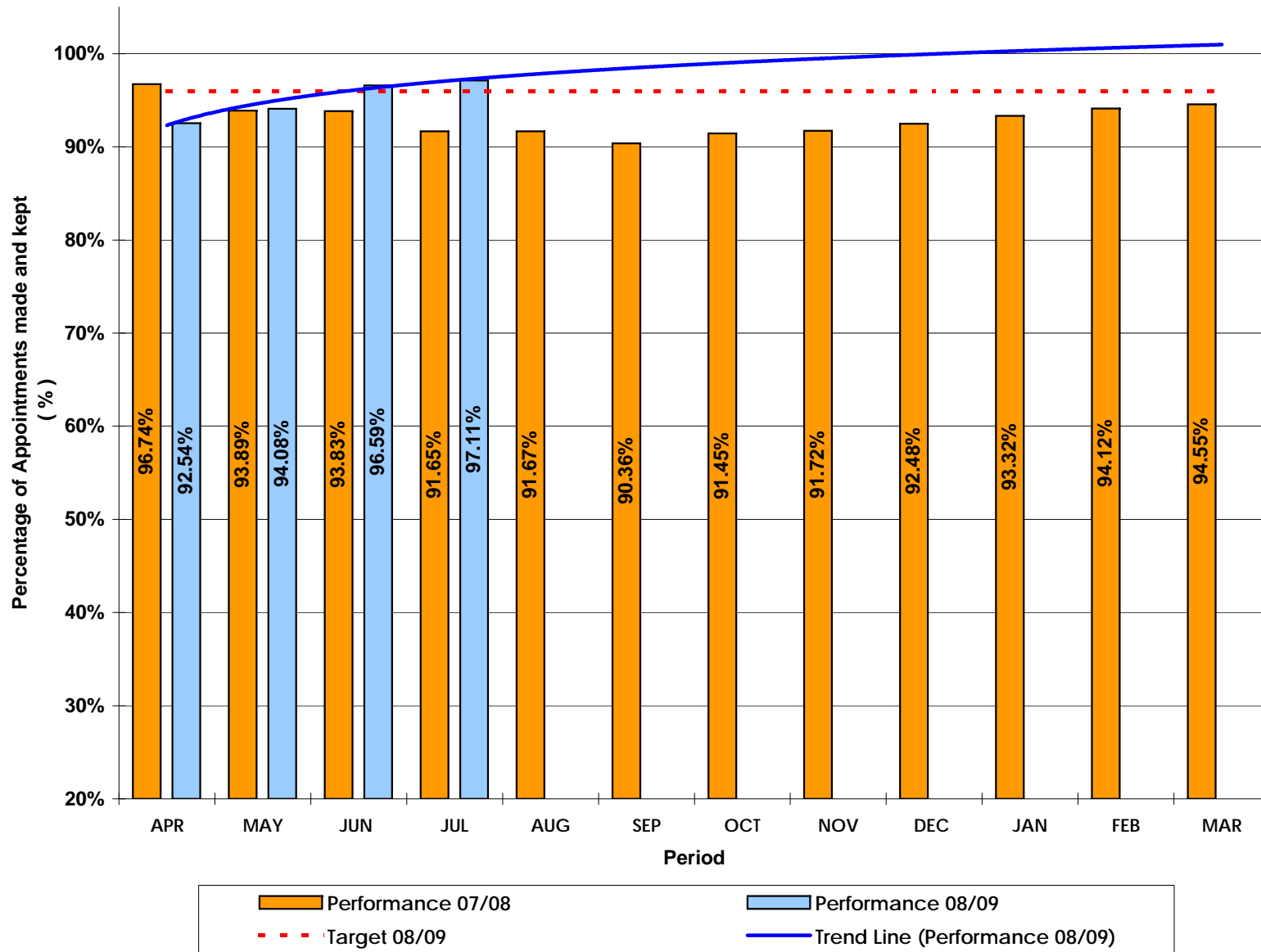
Improving

Prediction against end of year target



Comments

**Higher is better -**  
Performance has continually improved for the last four months and is now above target.



### % of Appointments Made and Kept

Higher is better

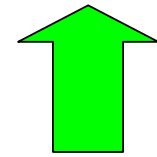
Targets:

07/08 = 96% (Borough)

08/09 = 96% (Borough)

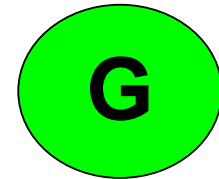
### South East

Direction of Travel  
(from Quarter 1 to Quarter 2)



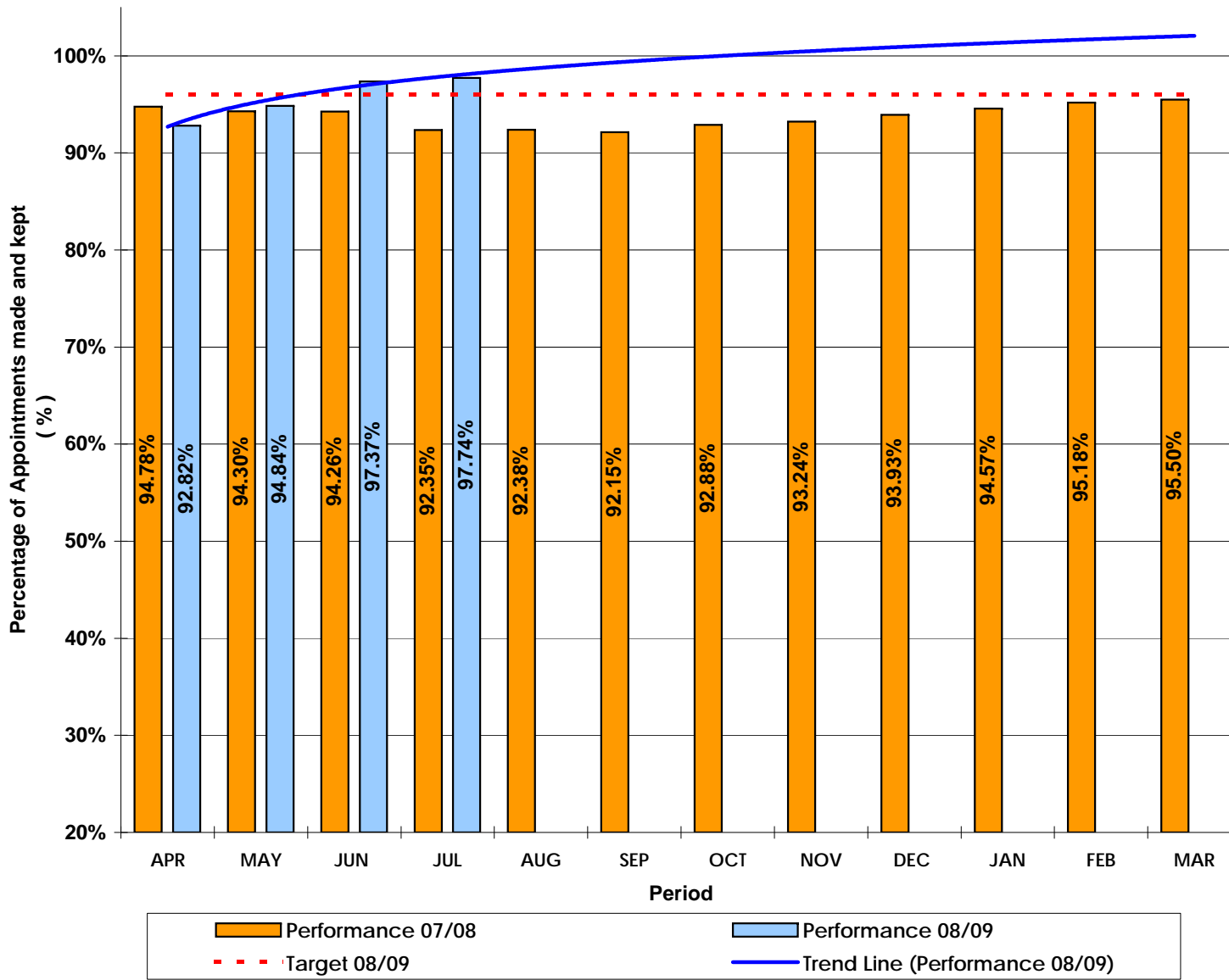
Improving

Prediction against end of year target



#### Comments

**Higher is better -**  
Performance has continually improved for the last four months and is now above target.



### Average Time Taken to Complete Non-Urgent Repairs - All Contractors

North East

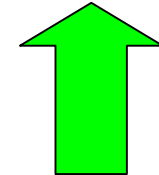
Lower is better

Targets: 07/08 = 13 Days (Borough)

08/09 = 9 Days (Borough)

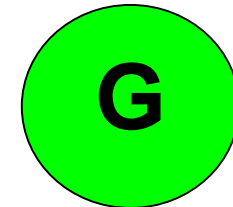
Direction of Travel

(from Quarter 1 to Quarter 2)



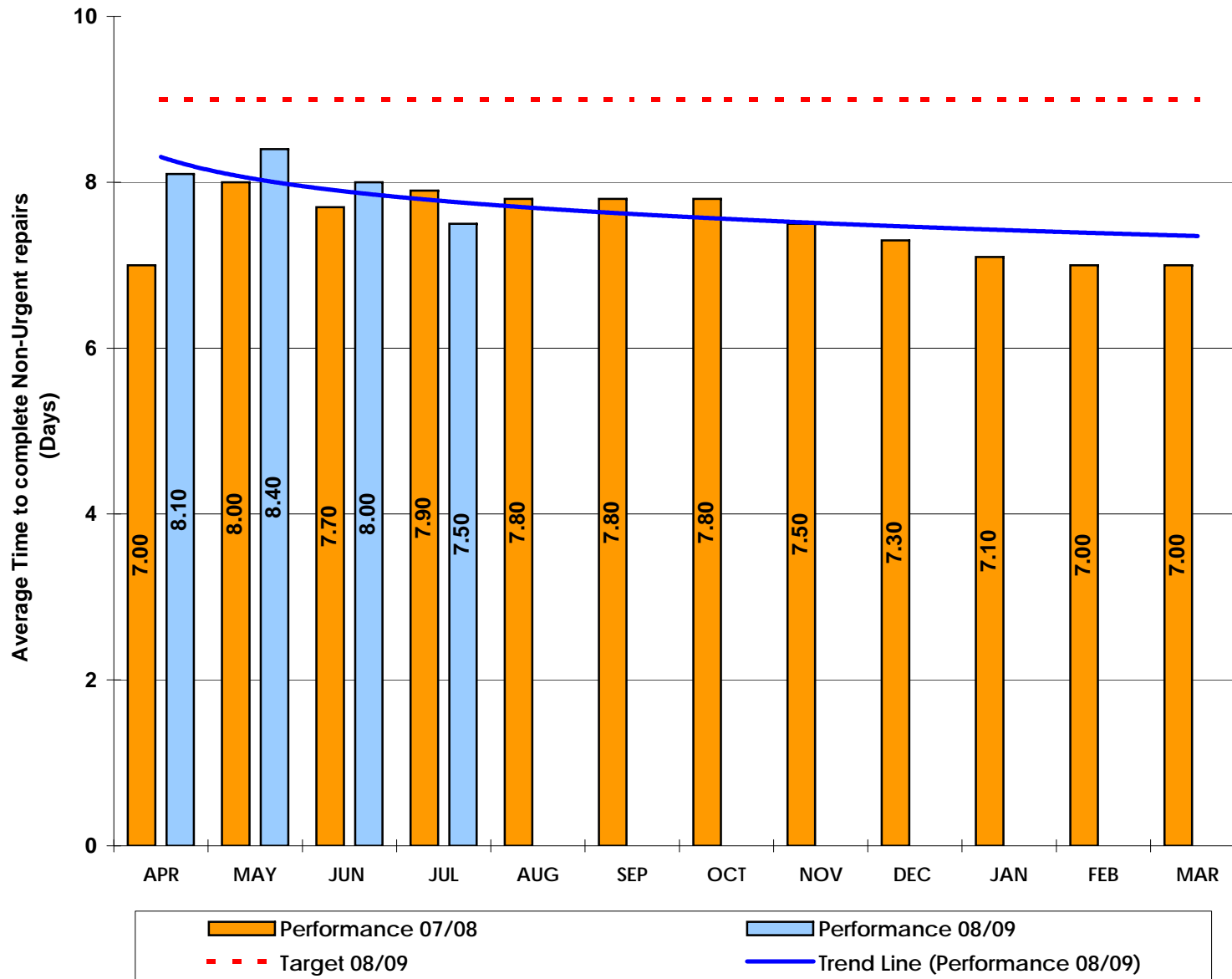
Improving

Prediction against end of year target



Comments

Lower is better - Performance is within target.



### Average Time Taken to Complete Non-Urgent Repairs - All Contractors

South East

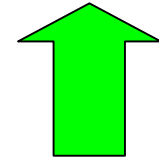
Lower is better

Targets: 07/08 = 13 Days (Borough)

08/09 = 9 Days (Borough)

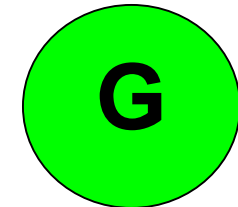
Direction of Travel

(from Quarter 1 to Quarter 2)



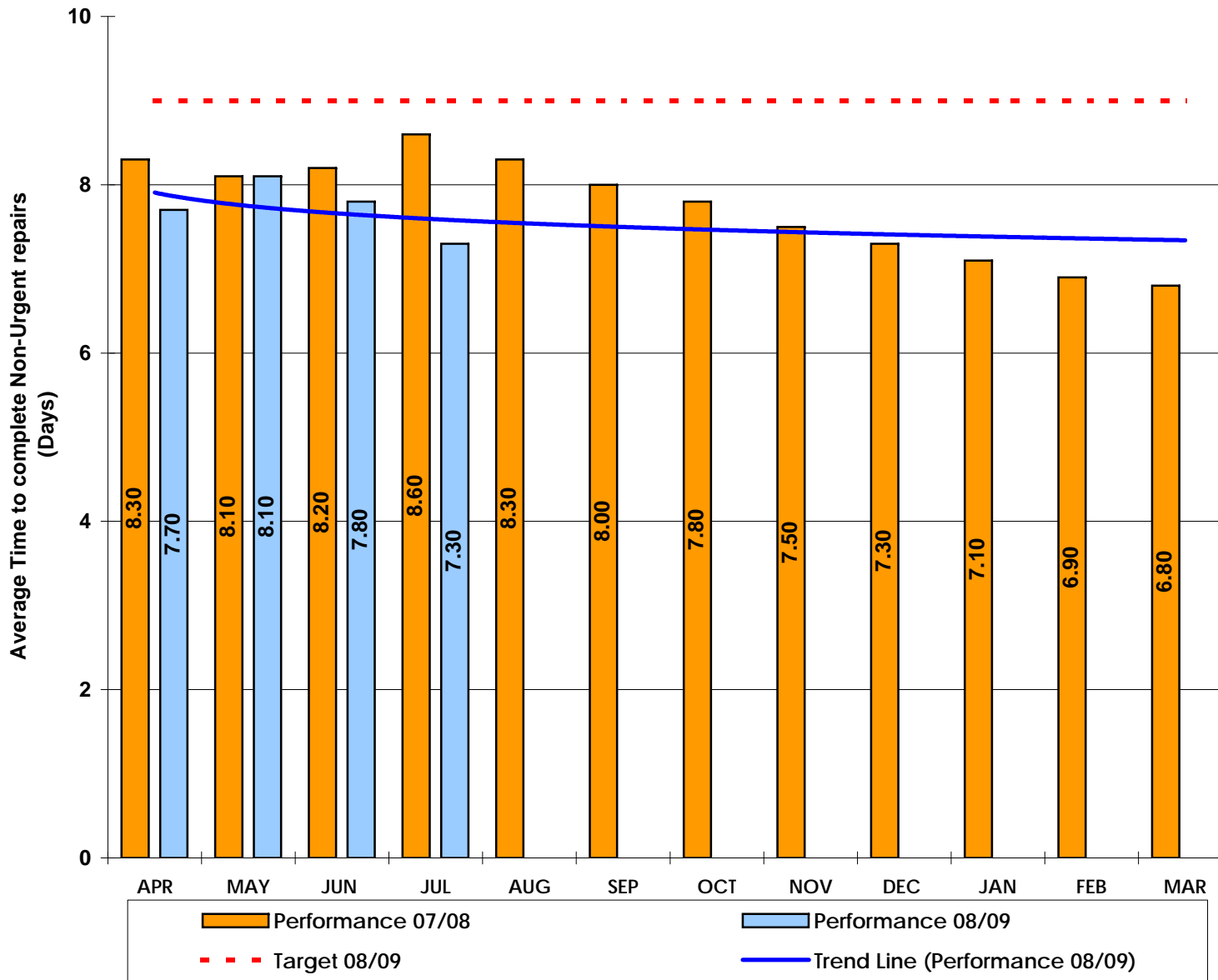
Improving

Prediction against end of year target



Comments

Lower is better -  
Performance continues to be within target.



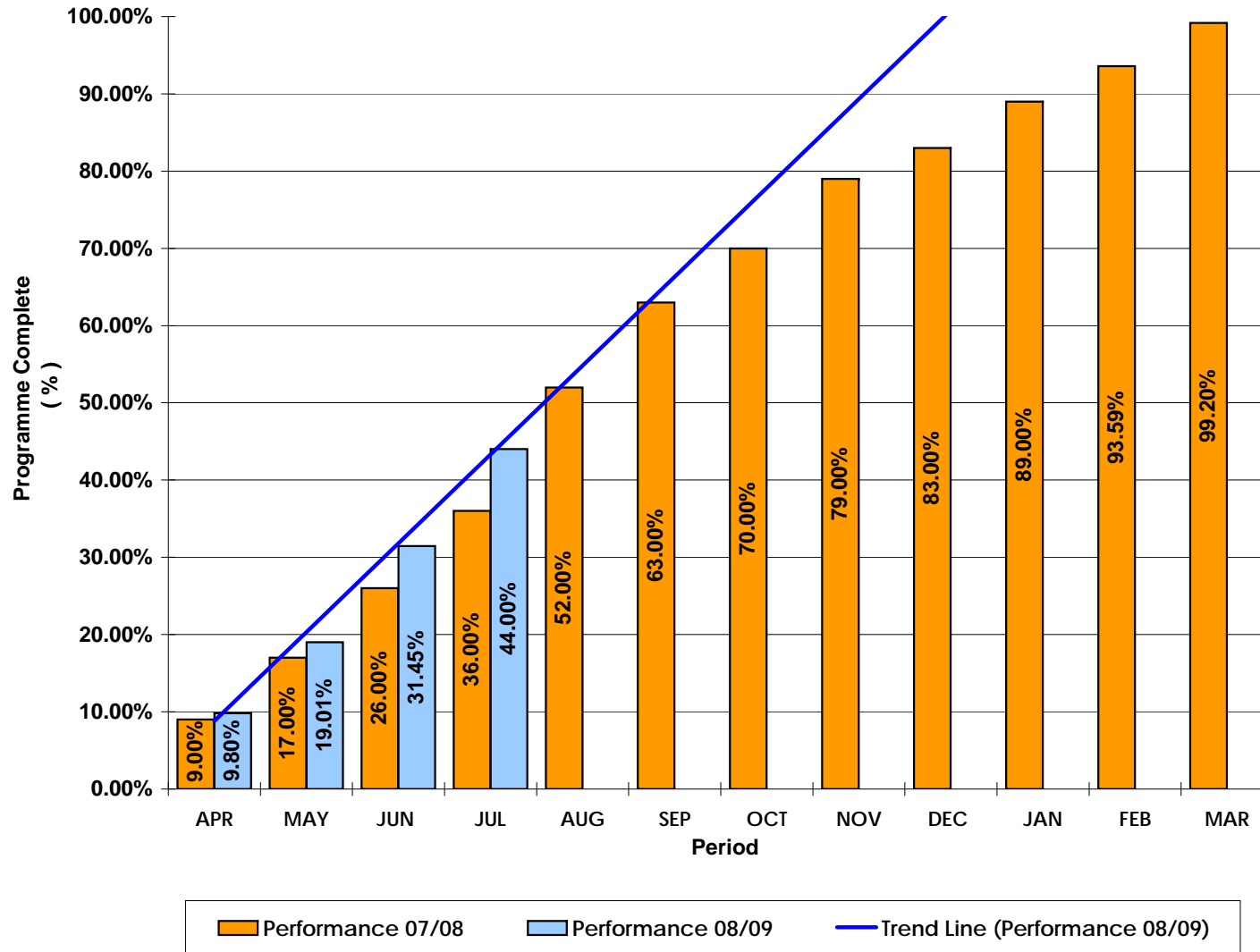
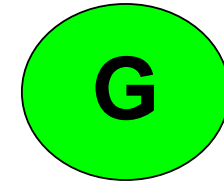
### Gas Servicing - % of Annual Programme Complete (Monthly Cumulative)

On Target is Better    Targets:                      07/08 = 100.00%                      08/09 = 100.00%

**Borough**

**Direction of Travel**

Prediction against end of year target



**Comments**  
**On Target is Better** - The programme is on target for completion in time scale.

### Gas Servicing - Outstanding > 12 Months (Per Calendar Month)

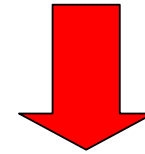
### North East

Lower is better

Target: 0

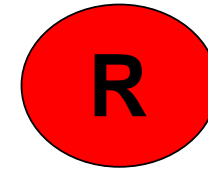
#### Direction of Travel

(from Quarter 1 to Quarter 2)



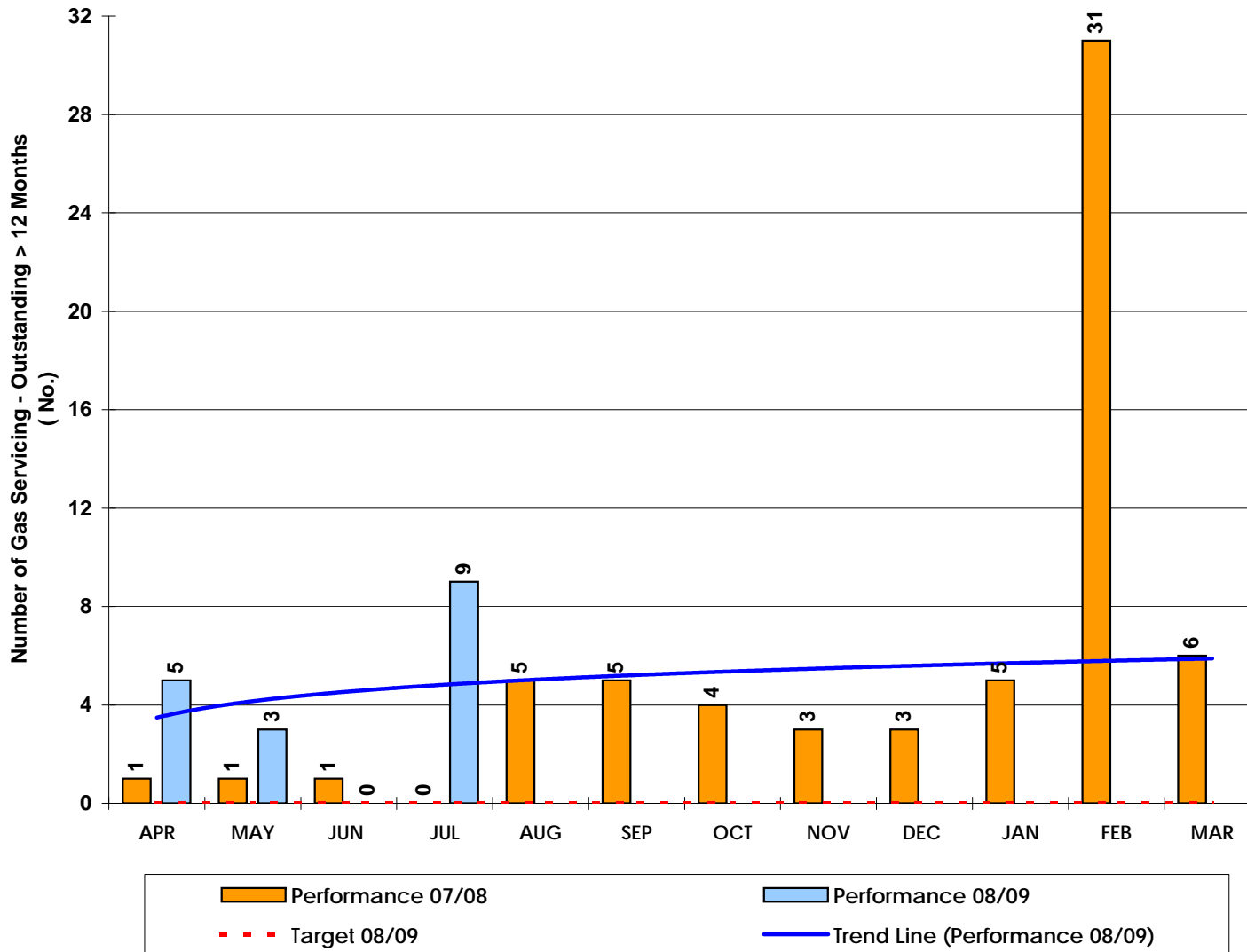
Deteriorating

Prediction against end of year target



#### Comments

**Lower is better** - The continued increase in outstanding servicing has been attributed to the suspension of EPA Notices and the automatically generated letters not being sent out to customers advising them of their forthcoming service, which has resulted in abortive visits by engineers. Although this problem has now been resolved, the appointments for July had already been processed prior to the resolution. Immediate actions were instigated to rectify this. Proactive measures have been put in place, including Saturday working and cold calling by gas engineers, to reduce the outstanding servicing over 12 months. A substantial number of appointments with customers have already been programmed in to reduce the figure. Seven out of the nine services outstanding were less than two weeks overdue.



Gas Servicing - Outstanding > 12 Months (Per Calendar Month)

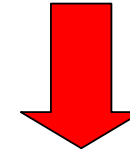
South East

Lower is better

Target: 0

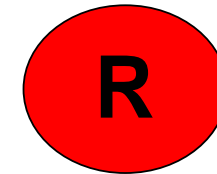
Direction of Travel

(from Quarter 1 to Quarter 2)



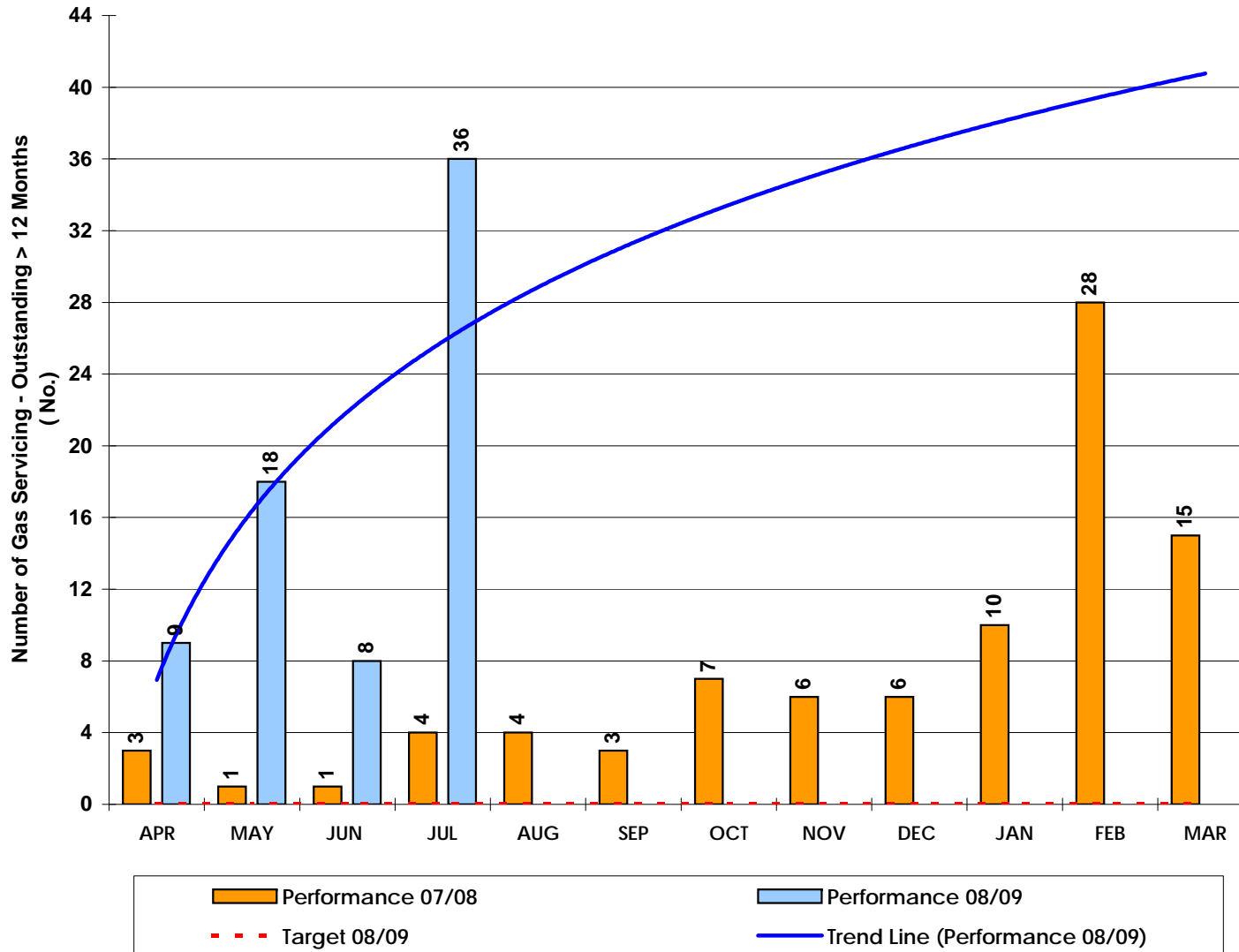
Deteriorating

Prediction against end of year target



Comments

**Lower is better** - The continued increase in outstanding servicing has been attributed to the suspension of EPA Notices and the automatically generated letters not being sent out to customers advising them of their forthcoming service, which has resulted in abortive visits by engineers. Although this problem has now been resolved, the appointments for July had already been processed prior to the resolution. Immediate actions were instigated to rectify this. Proactive measures have been put in place, including Saturday working and cold calling by gas engineers, to reduce the outstanding servicing over 12 months. A substantial number of appointments with customers have already been programmed in to reduce the figure. 33 out of the outstanding 36 services were less than two weeks overdue.



## Repairs Contact Centre - Average Queue Time (Per Calendar Month)

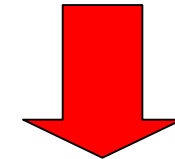
**Borough**

Lower is better

Target: 25 secs

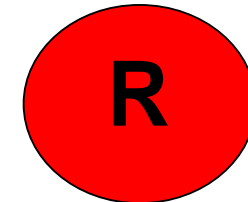
**Direction of Travel**

(from Quarter 1 to Quarter 2)



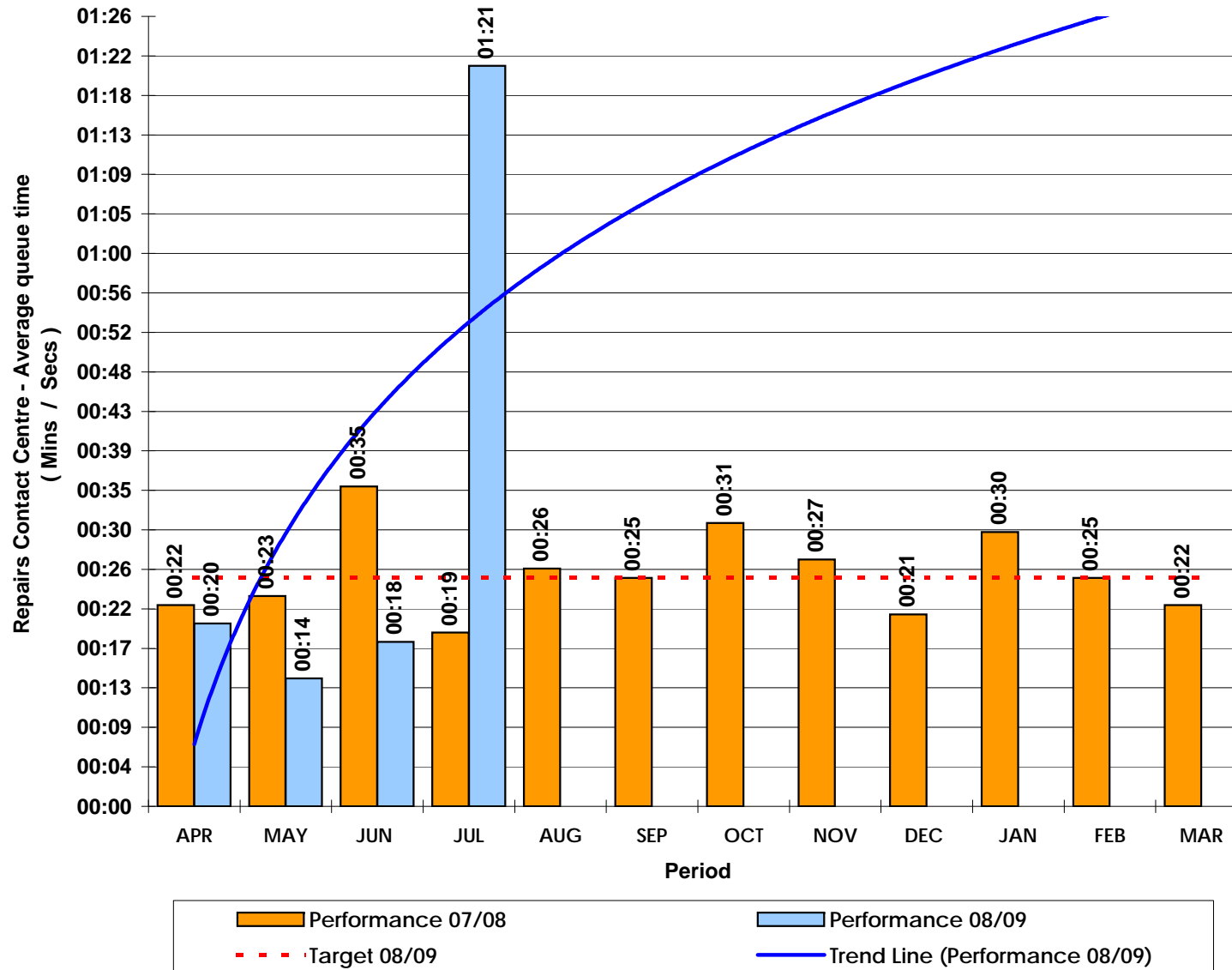
**Deteriorating**

**Prediction against end of year target**



**Comments**

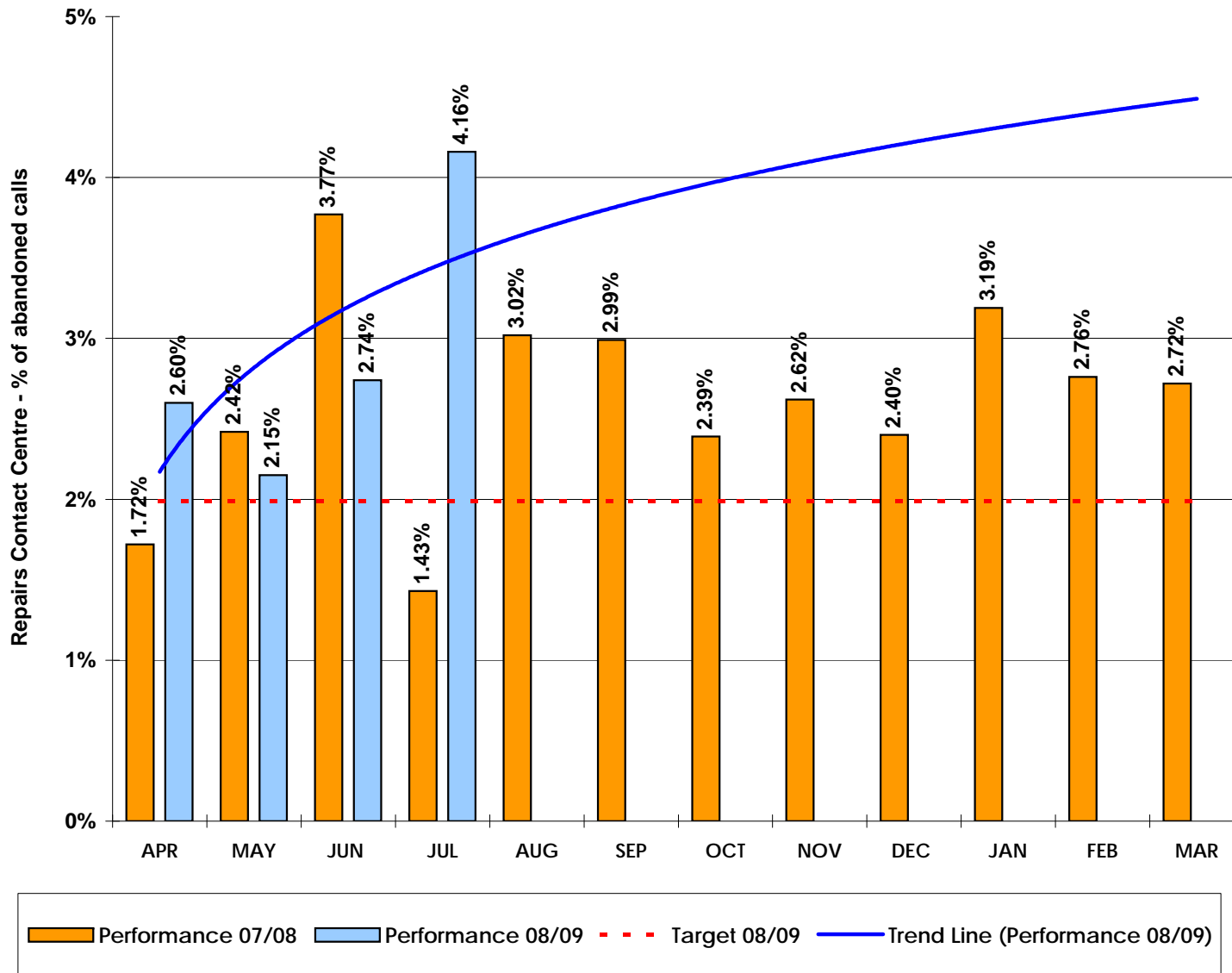
**Lower is better** - The increase in average queue time for July is due to a fault on the exchange on 7th and 8th July. During this time, customers were able to access the queue via the freephone system but our agents were unable to pick up the calls. This resulted in an average wait of 21 minutes 11 secs and 2 mins 8 secs respectively. Taking these two periods out of the equation then the performance would be 21 seconds which is within target.



### Repairs Contact Centre - % of Abandoned Calls (Per Calendar Month)

Lower is better

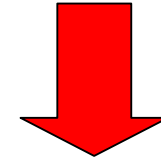
Target: Less than 2%



### Borough

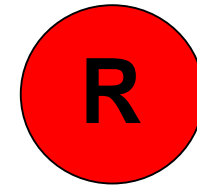
Direction of Travel

(from Quarter 1 to Quarter 2)



Deteriorating

Prediction against end of year target

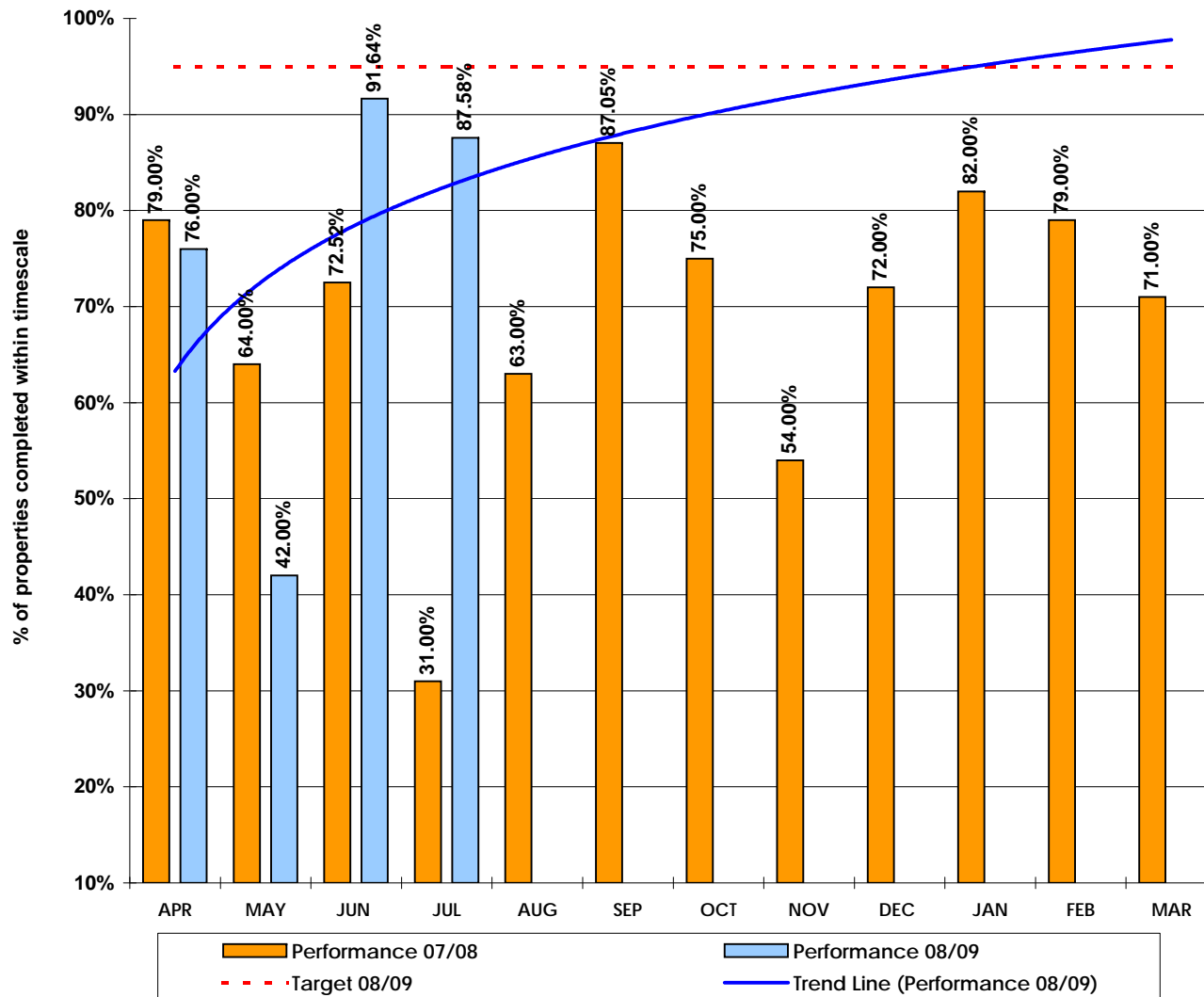


### Comments

**Lower is better** - The increase in percentage of abandoned calls for July is due to a fault on the exchange on 7th and 8th July. This has had a detrimental impact on service and performance as callers could only report repairs through a single line. Taking these two days out of the equation, July's performance would be 2.69% which is a marginal improvement on the figure reported for June.

### Capital Programme - Percentage of Properties Completed within Timescale (Monthly)

Higher is better      Targets:      07/08 = 95%      08/09 = 95%



### Borough

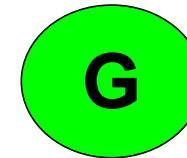
Direction of Travel

(from Quarter 1 to Quarter 2)



Improving

Prediction against end of year target



### Comments

**Higher is better** - Improvement for June in handover following commencement of main 2008-09 programme, this is a consequence of process review of handover process and all site based staff and Project Managers having procedures for time in property extension emphasised to them.

Under achievement against target for June is consequence of delayed handover to properties at Toll Bar following late delivery of goods by supply chain. Under achievement in performance for July is result of properties being rejected at handover due to quality and late delivery of goods by supply chain on Dunscroft District Heating scheme. Given the suspension of works on all decent homes contracts for the period 22nd July to 8th August 2008, it is anticipated that Customer Satisfaction will reduce in coming few months due to delays in completion of work and inconvenience to tenants during works and re-scheduling of works to properties not in possession at time of suspension.

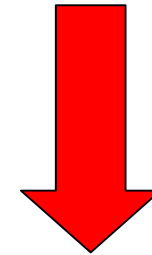
Additional Clerk of Works and Project Managers are currently being recruited to resource a more intensive inspection regime whereby all properties inspected every day and 100% inspections at handover stage. This will ensure more robust site management, with an emphasis on quality, safety and tenant satisfaction.

Number of Complaints Received (Monthly Performance)

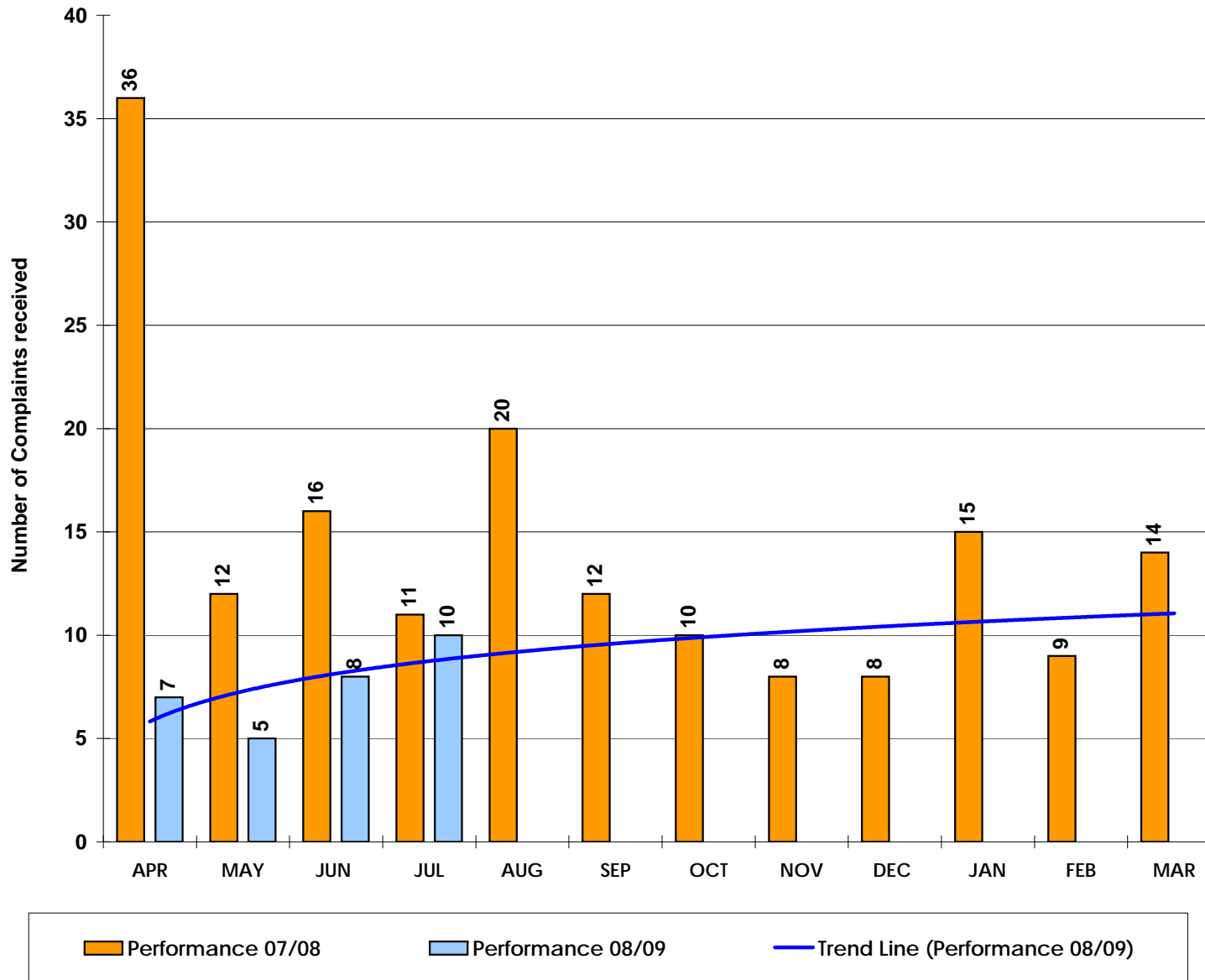
North East

Lower is better

Direction of Travel  
(from Quarter 1 to  
Quarter 2)



Deteriorating



**Comments**  
**Lower is better** - The number of complaints received is less than the same period last year (07/08).

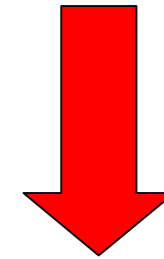
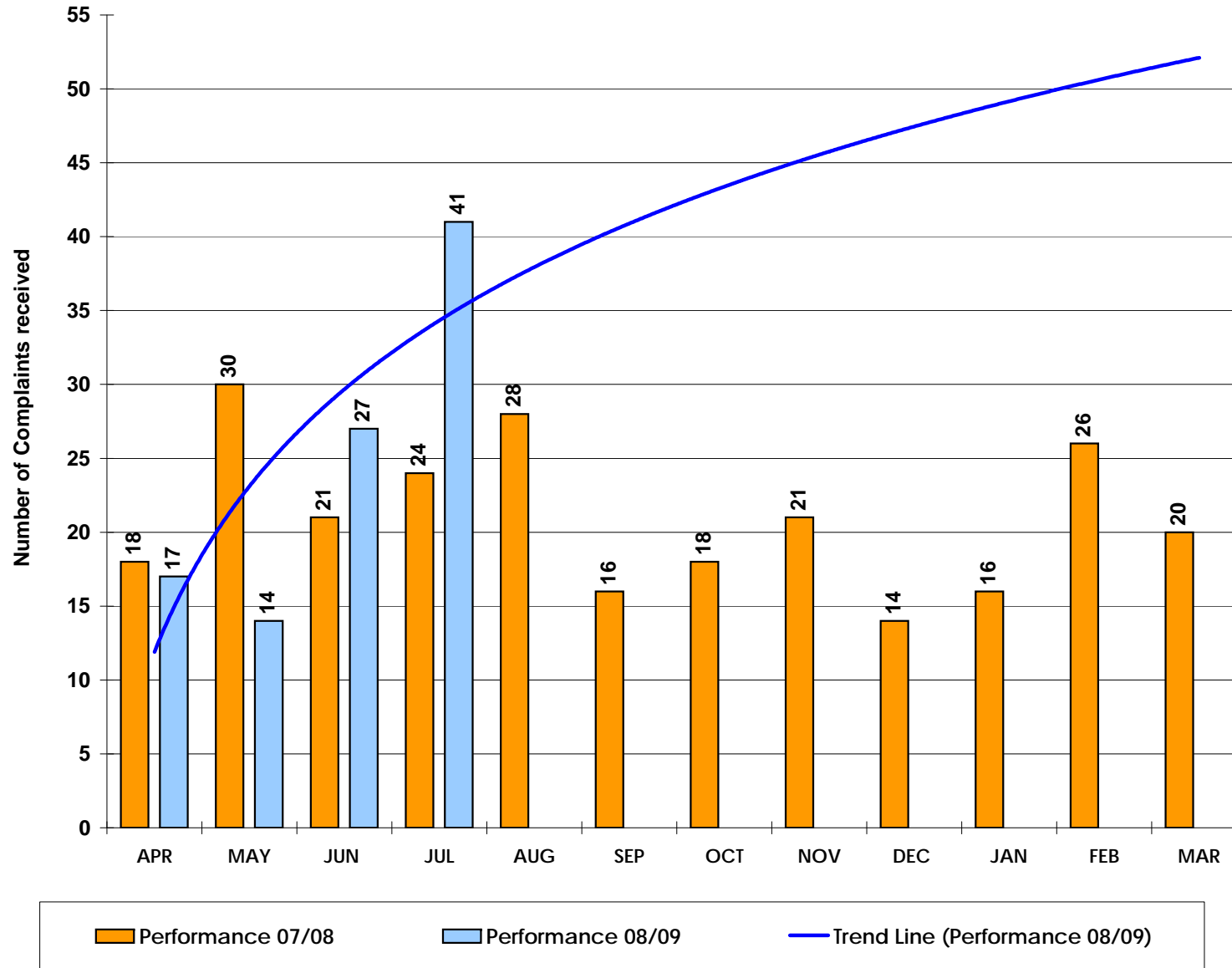
Number of Complaints Received (Monthly Performance)

South East

Lower is better

Direction of Travel

(from Quarter 1 to Quarter 2)



Deteriorating

Comments

**Lower is better** - There has been a sharp increase in the number of complaints received for the South East during July. This is due to the incorrect inputting of garden service complaints into the DMBC complaints system rather than SLHD. As this is being rectified, it has led to the increase in numbers. Concerns regarding garden service are being addressed through the Service Level Agreement.

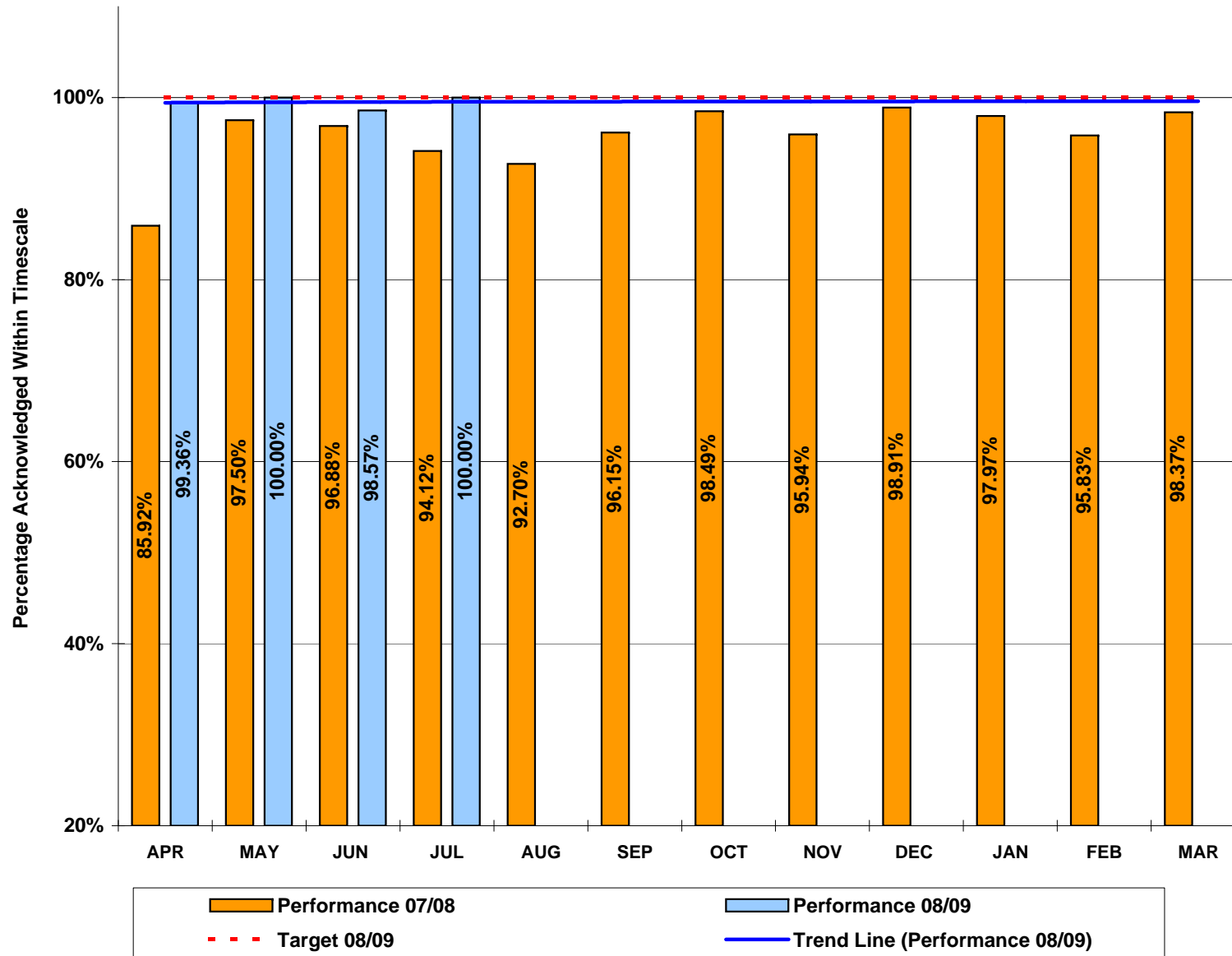
Percentage of Complaints Acknowledged Within Timescale (5 Working Days) (Monthly)

Higher is better

Targets:

5 days = 07/08 = 80%

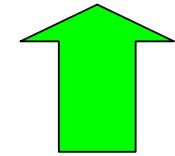
08/09 = 100%



Borough

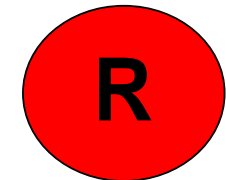
Direction of Travel

(from Quarter 1 to Quarter 2)



Improving

Prediction against end of year target



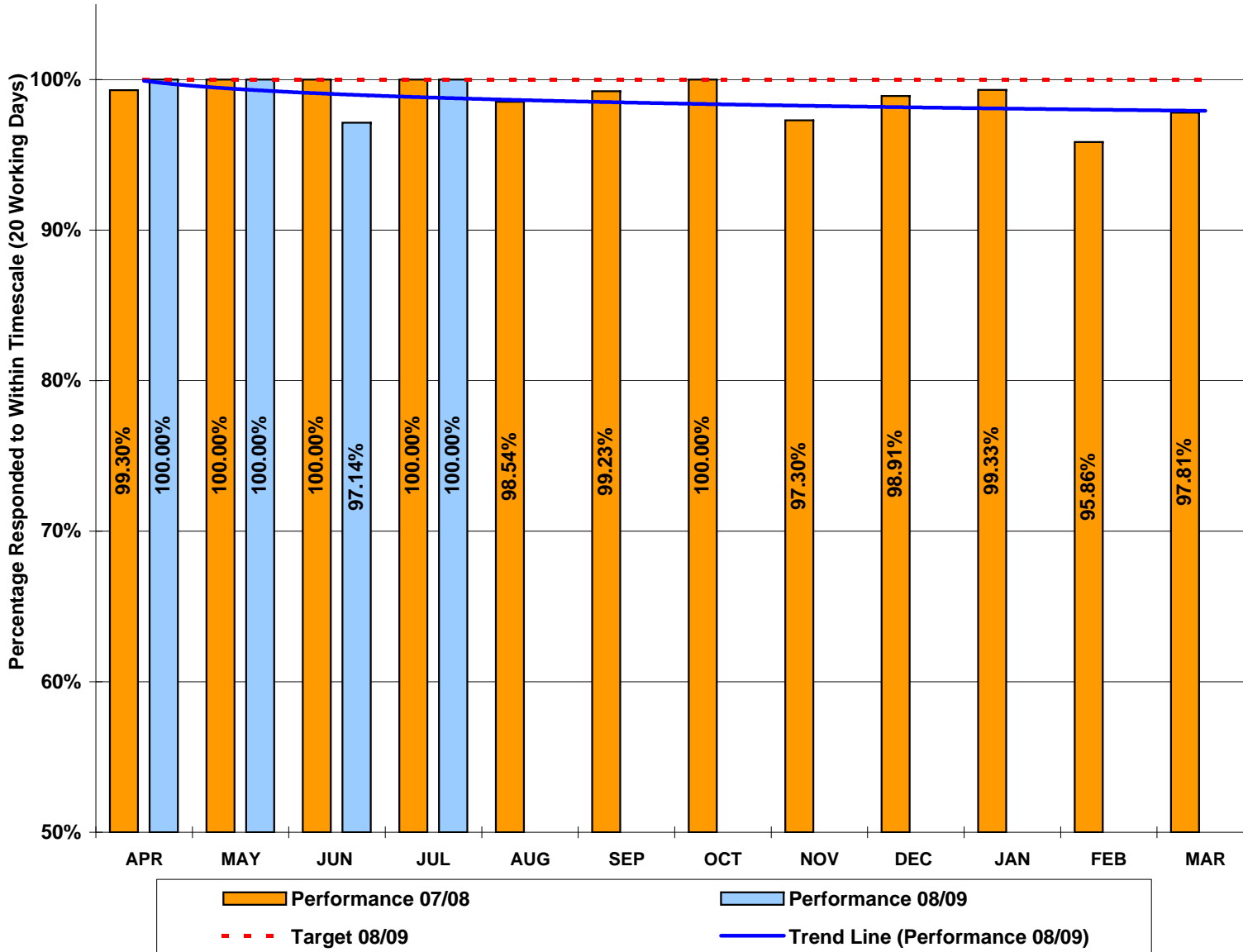
Comments

**Higher is better** - All complaints have been acknowledged within 5 working days and therefore performance is on target at 100%.

Percentage of Complaints Responded to Within Timescale (20 Working Days) (Monthly)

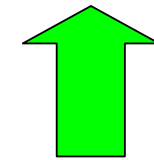
Higher is better

Targets: 20 days = 07/08 = 100% 08/09 = 100%



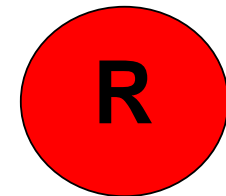
Borough

Direction of Travel  
(from Quarter 1 to Quarter 2)



Improving

Prediction against end of year target



Comments

**Higher is better** - All complaints have been responded to within 20 working days and therefore performance is on target at 100%.

## Number of Compliments Received (Monthly Performance)

**North East**

Higher is better

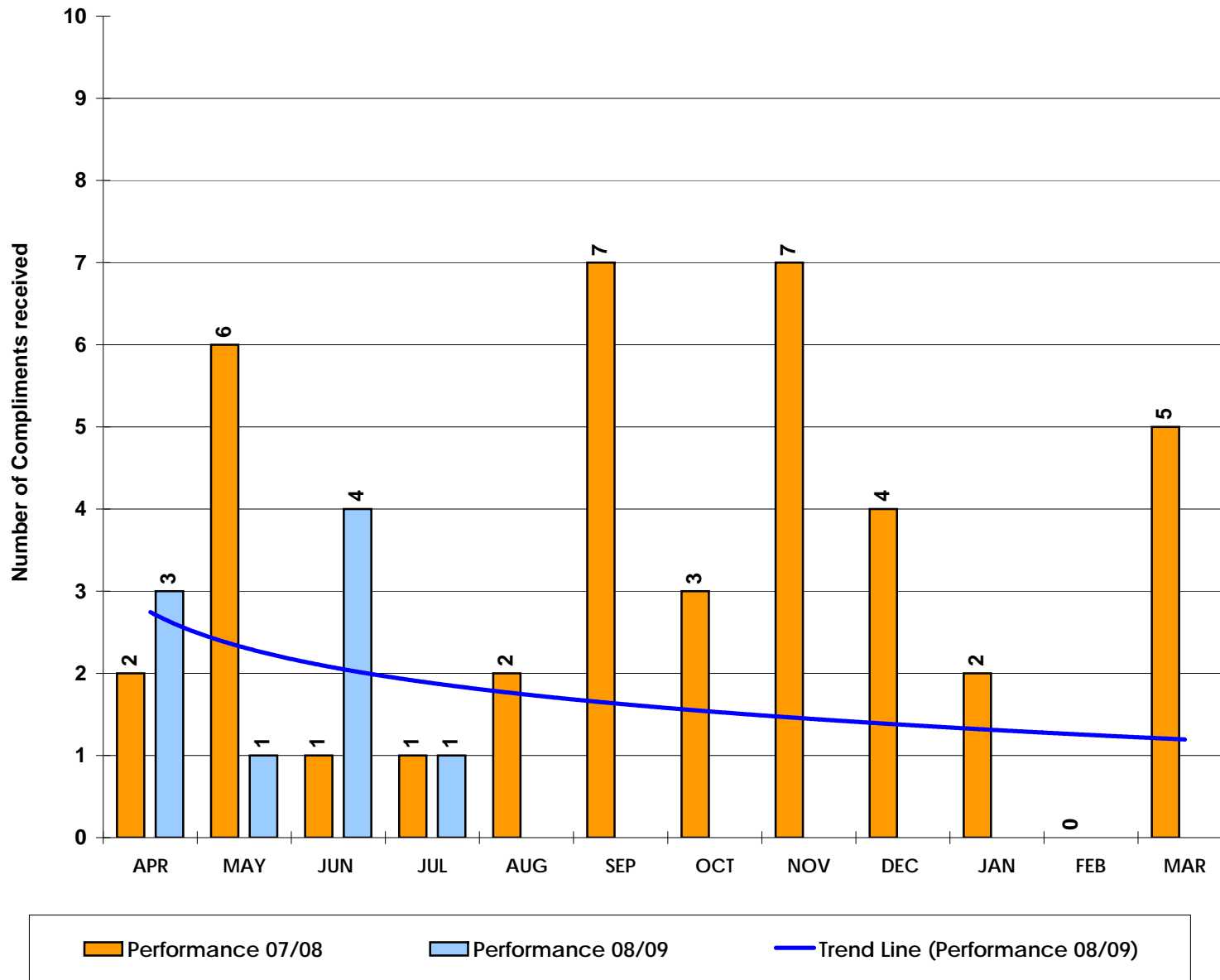
Direction of Travel  
(from Quarter 1 to  
Quarter 2)



**Deteriorating**

**Comments**

**Higher is better** - The number of compliments received is consistent with the same period in the previous year (07/08).

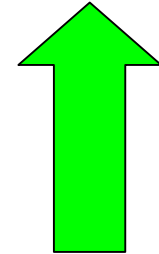


Number of Compliments Received (Monthly Performance)

South East

Higher is better

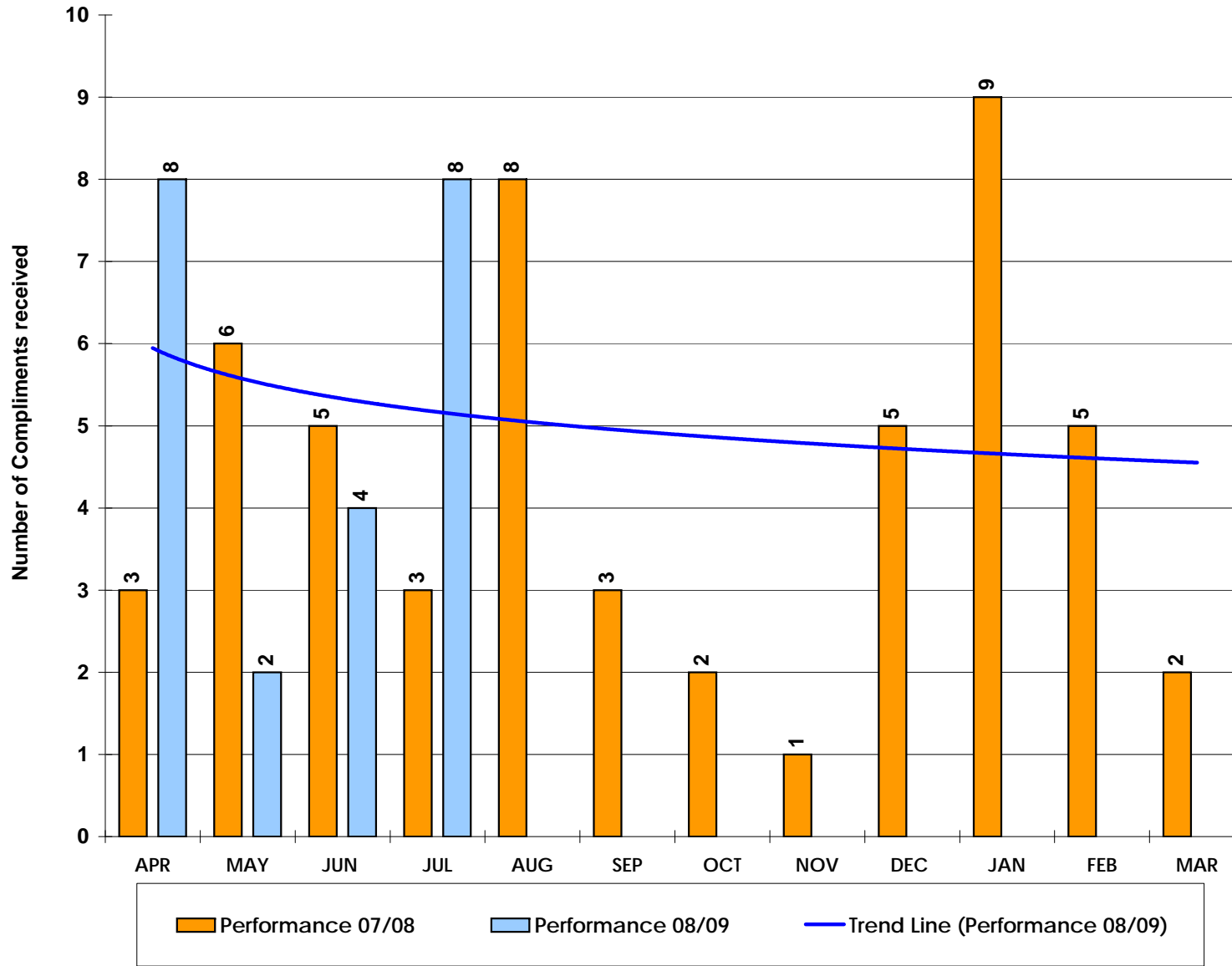
Direction of Travel  
(from Quarter 1 to  
Quarter 2)



Improving

Comments

**Higher is better** - There has been an increase in the number of compliments received during July.



% of Rent Collected against monthly debit

Monthly (per calendar month)

%	BOROUGH			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	100.79%	93.83%	100.00%	100.00%
MAY	100.41%	97.13%	100.00%	100.00%
JUN	99.53%	98.84%	100.00%	100.00%
JUL	99.83%	99.58%	100.00%	100.00%
AUG	103.61%		100.00%	100.00%
SEP	97.54%		100.00%	100.00%
OCT	98.67%		100.00%	100.00%
NOV	99.83%		100.00%	100.00%
DEC	104.08%		100.00%	100.00%
JAN	104.23%		100.00%	100.00%
FEB	99.11%		100.00%	100.00%
MAR	108.16%		100.00%	100.00%

% of current arrears against annual debit

Monthly GNPI 29

%	NORTH EAST				SOUTH EAST			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	2.05%	2.23%	1.80%		2.34%	2.13%	2.20%	
MAY	2.13%	2.35%	1.80%		2.35%	2.29%	2.20%	
JUN	2.28%	2.38%	1.80%		2.51%	2.28%	2.20%	
JUL	2.35%	2.42%	1.80%		2.55%	2.32%	2.20%	
AUG	2.09%		1.80%		2.24%		2.20%	
SEP	2.31%		1.80%		2.38%		2.20%	
OCT	2.34%		1.80%		2.42%		2.20%	
NOV	2.42%		1.80%		2.53%		2.20%	
DEC	2.14%		1.80%		2.18%		2.20%	
JAN	2.19%		1.80%		2.15%		2.20%	
FEB	2.24%		1.80%		2.18%		2.20%	
MAR	1.98%		1.80%		1.88%		2.20%	



THESE FIGURES WILL NEED TO BE CHECKED EACH MONTH FOR PREVIOUS MONTH

SLHD - Average Time Taken to Re-let Empty Properties - days (per Calendar Month) (includes properties terminated after 1 October'05 - relet from 1 April'07)

Monthly

DAYS	BOROUGH			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	21.30	36.74	32.00	
MAY	30.06	35.06	32.00	
JUN	22.19		32.00	
JUL	29.66		27.00	
AUG	37.95		27.00	
SEP	39.30		27.00	
OCT	45.91		32.00	
NOV	39.07		32.00	
DEC	44.89		32.00	
JAN	46.02		28.00	
FEB	32.87		28.00	
MAR	30.69		28.00	
THESE FIGURES WILL NEED TO BE CHECKED EACH MONTH FOR PREVIOUS MONTH				

Number of Non-Lettable Voids

Monthly

NO.	NORTH EAST				SOUTH EAST			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	42	26			4	1		
MAY	42	26			4	4		
JUN	35	26			3	4		
JUL	34	26			3	3		
AUG	28				3			
SEP	28				3			
OCT	28				3			
NOV	27				1			

DEC	27				2			
JAN	26				1			
FEB	27				2			
MAR	26				2			

Average cost £ per void

Monthly (per calendar month)

Period	BOROUGH			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR			£2,250	
MAY	£2,916.19		£2,250	
JUN	£2,932.15		£2,250	
JUL	£3,159.65		£2,250	
AUG	£2,907.56		£2,250	
SEP	£2,854.95		£2,250	
OCT	£2,961.22		£2,250	
NOV	£3,004.14		£2,250	
DEC	£2,982.45		£2,250	
JAN	£2,956.22		£2,250	
FEB	£2,822.51		£2,250	
MAR			£2,250	

**BACK CHECK FIGURES FOR ANY CHANGES & AMEND**

**% of urgent repairs completed within Government time limits (orders < than £250)- All Contractors**

Monthly Cumulative

Period	NORTH EAST				SOUTH EAST			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	100.00%	98.80%	97.00%	98.00%	100.00%	99.55%	97.00%	98.00%
MAY	99.63%	99.39%	97.00%	98.00%	100.00%	99.80%	97.00%	98.00%
JUN	99.50%	99.19%	97.00%	98.00%	99.83%	99.58%	97.00%	98.00%
JUL	99.63%	99.19%	97.00%	98.00%	99.75%	99.66%	97.00%	98.00%
AUG	99.53%		97.00%	98.00%	99.69%		97.00%	98.00%
SEP	99.48%		97.00%	98.00%	99.66%		97.00%	98.00%

OCT	99.15%		97.00%	98.00%	99.16%		97.00%	98.00%
NOV	98.28%		97.00%	98.00%	98.13%		97.00%	98.00%
DEC	98.00%		97.00%	98.00%	98.22%		97.00%	98.00%
JAN	98.15%		97.00%	98.00%	98.36%		97.00%	98.00%
FEB	98.38%		97.00%	98.00%	98.48%		97.00%	98.00%
MAR	98.29%		97.00%	98.00%	98.42%		97.00%	98.00%

**% of appointments made and kept**

Monthly Cumulative

%	NORTH EAST				SOUTH EAST			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
Period								
APR	96.74%	92.54%	96.00%	96.00%	94.78%	92.82%	96.00%	96.00%
MAY	93.89%	94.08%	96.00%	96.00%	94.30%	94.84%	96.00%	96.00%
JUN	93.83%	96.59%	96.00%	96.00%	94.26%	97.37%	96.00%	96.00%
JUL	91.65%	97.11%	96.00%	96.00%	92.35%	97.74%	96.00%	96.00%
AUG	91.67%		96.00%	96.00%	92.38%		96.00%	96.00%
SEP	90.36%		96.00%	96.00%	92.15%		96.00%	96.00%
OCT	91.45%		96.00%	96.00%	92.88%		96.00%	96.00%
NOV	91.72%		96.00%	96.00%	93.24%		96.00%	96.00%
DEC	92.48%		96.00%	96.00%	93.93%		96.00%	96.00%
JAN	93.32%		96.00%	96.00%	94.57%		96.00%	96.00%
FEB	94.12%		96.00%	96.00%	95.18%		96.00%	96.00%
MAR	94.55%		96.00%	96.00%	95.50%		96.00%	96.00%

**Average time taken to complete non-urgent repairs - All Contractors**

Monthly Cumulative

DAYS	NORTH EAST				SOUTH EAST			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
Period								
APR	7.00	8.10	13.00	9.00	8.30	7.70	13.00	9.00
MAY	8.00	8.40	13.00	9.00	8.10	8.10	13.00	9.00
JUN	7.70	8.00	13.00	9.00	8.20	7.80	13.00	9.00
JUL	7.90	7.50	13.00	9.00	8.60	7.30	13.00	9.00

AUG	7.80		13.00	9.00	8.30		13.00	9.00
SEP	7.80		13.00	9.00	8.00		13.00	9.00
OCT	7.80		13.00	9.00	7.80		13.00	9.00
NOV	7.50		13.00	9.00	7.50		13.00	9.00
DEC	7.30		13.00	9.00	7.30		13.00	9.00
JAN	7.10		13.00	9.00	7.10		13.00	9.00
FEB	7.00		13.00	9.00	6.90		13.00	9.00
MAR	7.00		13.00	9.00	6.80		13.00	9.00

Gas Servicing - % of Annual programme complete

Monthly (Cumulative)

%	BOROUGH				Old Target 07/08
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09	
APR	9.00%	9.80%	8.96%	100.00%	28.27%
MAY	17.00%	19.01%	17.78%	100.00%	28.27%
JUN	26.00%	31.45%	26.77%	100.00%	28.27%
JUL	36.00%	44.00%	38.32%	100.00%	59.16%
AUG	52.00%		47.55%	100.00%	59.16%
SEP	63.00%		58.63%	100.00%	59.16%
OCT	70.00%		67.87%	100.00%	83.66%
NOV	79.00%		77.10%	100.00%	83.66%
DEC	83.00%		84.11%	100.00%	83.66%
JAN	89.00%		88.65%	100.00%	100.00%
FEB	93.59%		93.69%	100.00%	100.00%
MAR	99.20%		100.00%	100.00%	100.00%

Gas Servicing - Outstanding > 12 months

Monthly (per calendar month)

NO.	NORTH EAST				SOUTH EAST			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	1	5	0	0	3	9	0	0
MAY	1	3	0	0	1	18	0	0

JUN	1	0	0	0	1	8	0	0
JUL	0	9	0	0	4	36	0	0
AUG	5		0	0	4		0	0
SEP	5		0	0	3		0	0
OCT	4		0	0	7		0	0
NOV	3		0	0	6		0	0
DEC	3		0	0	6		0	0
JAN	5		0	0	10		0	0
FEB	31		0	0	28		0	0
MAR	6		0	0	15		0	0

Repairs Contact Centre - Average Queue Time

Monthly **MINS : SECS** to be entered as 00:00:20

BOROUGH				
Period	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	00:22	00:20	00:25	00:25
MAY	00:23	00:14	00:25	00:25
JUN	00:35	00:18	00:25	00:25
JUL	00:19	01:21	00:25	00:25
AUG	00:26		00:25	00:25
SEP	00:25		00:25	00:25
OCT	00:31		00:25	00:25
NOV	00:27		00:25	00:25
DEC	00:21		00:25	00:25
JAN	00:30		00:25	00:25
FEB	00:25		00:25	00:25
MAR	00:22		00:25	00:25

Repairs Contact Centre - % of abandoned calls (hang-ups)

Monthly

**%**

BOROUGH				
Period	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	1.72%	2.60%	1.99%	1.99%

MAY	2.42%	2.15%	1.99%	1.99%
JUN	3.77%	2.74%	1.99%	1.99%
JUL	1.43%	4.16%	1.99%	1.99%
AUG	3.02%		1.99%	1.99%
SEP	2.99%		1.99%	1.99%
OCT	2.39%		1.99%	1.99%
NOV	2.62%		1.99%	1.99%
DEC	2.40%		1.99%	1.99%
JAN	3.19%		1.99%	1.99%
FEB	2.76%		1.99%	1.99%
MAR	2.72%		1.99%	1.99%

Decency - % of properties completed within timescale - 25 days

Monthly

%	BOROUGH			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	79.00%	76.00%	95.00%	95.00%
MAY	64.00%	42.00%	95.00%	95.00%
JUN	72.52%	91.64%	95.00%	95.00%
JUL	31.00%	87.58%	95.00%	95.00%
AUG	63.00%		95.00%	95.00%
SEP	87.05%		95.00%	95.00%
OCT	75.00%		95.00%	95.00%
NOV	54.00%		95.00%	95.00%
DEC	72.00%		95.00%	95.00%
JAN	82.00%		95.00%	95.00%
FEB	79.00%		95.00%	95.00%
MAR	71.00%		95.00%	95.00%

Number of Complaints received

Monthly

NO.

NORTH EAST	SOUTH EAST
------------	------------

Period	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	36	7			18	17		
MAY	12	5			30	14		
JUN	16	8			21	27		
JUL	11	10			24	41		
AUG	20				28			
SEP	12				16			
OCT	10				18			
NOV	8				21			
DEC	8				14			
JAN	15				16			
FEB	9				26			
MAR	14				20			

Percentage of Complaints Acknowledged within timescale (5 days)

Monthly

Period	BOROUGH				
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09	
APR	85.92%	99.36%	80%	100%	65%
MAY	97.50%	100.00%	80%	100%	65%
JUN	96.88%	98.57%	80%	100%	65%
JUL	94.12%	100.00%	80%	100%	75%
AUG	92.70%		80%	100%	75%
SEP	96.15%		80%	100%	75%
OCT	98.49%		80%	100%	85%
NOV	95.94%		80%	100%	85%
DEC	98.91%		80%	100%	85%
JAN	97.97%		80%	100%	95%
FEB	95.83%		80%	100%	95%
MAR	98.37%		80%	100%	95%

**BACK CHECK FIGURES FOR ANY CHANGES & AMEND**

Percentage of Complaints responded to within timescale (20 days)

Monthly

%	BOROUGH				
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09	
APR	99.30%	100.00%	100%	100%	REPORTED 1 MONTH IN ARREARS
MAY	100.00%	100.00%	100%	100%	REPORTED 1 MONTH IN ARREARS
JUN	100.00%	97.14%	100%	100%	REPORTED 1 MONTH IN ARREARS
JUL	100.00%	100.00%	100%	100%	REPORTED 1 MONTH IN ARREARS
AUG	98.54%		100%	100%	REPORTED 1 MONTH IN ARREARS
SEP	99.23%		100%	100%	REPORTED 1 MONTH IN ARREARS
OCT	100.00%		100%	100%	REPORTED 1 MONTH IN ARREARS
NOV	97.30%		100%	100%	REPORTED 1 MONTH IN ARREARS
DEC	98.91%		100%	100%	REPORTED 1 MONTH IN ARREARS
JAN	99.33%		100%	100%	REPORTED 1 MONTH IN ARREARS
FEB	95.86%		100%	100%	REPORTED 1 MONTH IN ARREARS
MAR	97.81%		100%	100%	REPORTED 1 MONTH IN ARREARS

**BACK CHECK FIGURES FOR ANY CHANGES & AMEND**

Number of Compliments received  
Monthly

NO.	NORTH EAST				SOUTH EAST			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	2	3			3	8		
MAY	6	1			6	2		
JUN	1	4			5	4		
JUL	1	1			3	8		
AUG	2				8			
SEP	7				3			
OCT	3				2			
NOV	7				1			
DEC	4				5			
JAN	2				9			
FEB	0				5			
MAR	5				2			

**DON'T FORGET TO CHANGE FOOTERS ON EACH SPREADSHEET**

