

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 West Area Board meeting held on 10 March 2008.

	North West	South West
January		
Arrears	£193,651	£308,819
% Against Annual Debit	1.63%	1.81%
February		
Arrears	£203,463	£314,966
% Against Annual Debit	1.71%	1.84%
March		
Arrears	£170,881	£266,085
% Against Annual Debit	1.44%	1.56%

Performance has improved for both areas since the last report. Year end targets of 1.7% in the North West and 1.9% in the South West have been achieved.

Average Time to Relet Properties

Performance is at it's lowest since September 2007 out turning at 45.49 days. The table below shows the relet times for January, February and March.

	January 2008	February 2008	March 2008
Borough	46.83 days	47.1 days	45.49 days
SLHD Relets	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 lead 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.

The average SLHD monthly relet time (including properties terminated after 1 October 2005 and relet from 1 April 2007 only) has improved from 32.87 days (revised figure) in February to 30.69 days in March.

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 West	98.29%	98.37%	98.4%
South West	98.35%	98.52%	98.43%

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 West	9.4 days	9.2 days	9 days
South West	9.6 days	9.4 days	9.2 days

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

Estate Management

There is no graphical evidence to support this information; however, the following is worth noting. The number of anti-social behaviour complaints / breaches of tenancy conditions received and the number of cases closed or resolved for both the North West and South West areas is as shown in the tables below:

North West

	February 2008	March 2008
Cases Received	59	54
Cases Closed	23	9
Cases Resolved	40	55
Cases Ongoing	192	182

South West

	February 2008	March 2008
Cases Received	92	67
Cases Closed	21	19
Cases Resolved	119	85
Cases Ongoing	431	394

Targets were set to receive less than 835 cases of anti-social behaviour complaints/ breaches of tenancy conditions in the North West area, and less than 1,560 cases in the South West area by the end of March 2008. Both areas are within their targets with 692 being received in the North West and 1,309 in the South West. 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 West area at year end was 182 and the area housing stock was 4,556, this equates to 3.99% which falls within the target set.

The number of cases ongoing in the South West area was 394 and the area housing stock was 6,475, this equates to 6.08% which falls marginally outside the target set. This amounts to approximately 6 cases. Nevertheless, there has been a significant improvement since the last report in March when the South West number of ongoing cases equated to 6.96%.

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