







**St Leger Homes of Doncaster
East Area**

Summary of Performance for March 2007

	Description	Frequency	Area	05/06 Outturn	All of England Top Quartile 2005/06	Target 06/07	Dec-06	Jan-07	Feb-07	Mar-07	06/07 Outturn	Performance since last month	Comments / Corrective Action
Rent Arrears													
1	Total rent due per month (Borough)	Monthly		£ 24,902,283			£ 3,218,820	£ 4,291,111	£ 4,262,287	£ 4,295,105	£51,576,863		
2	Total rent collected for any period (Borough)	Monthly		£ 25,081,580			£ 3,341,070	£ 4,621,033	£ 4,424,782	£ 4,256,190	£52,624,374	Unchanged	
3	% of rent collected against monthly debit (Borough)	Monthly		99.30%		101%	103.80%	107.69%	103.81%	99.09%	102.03%	Deteriorated 	March performance consistent with seasonal variations
4 - BVPI 66a (M)	% of rent collected against annual debit (Borough)	Quarterly		98.23%	98.59%	98.70%	99.18%			99.54%	99.54%		
5 - GNPI 29 (CIPFA)	% of current arrears against annual debit	Monthly	North East	2.20%		2.10%	1.67%	1.73%	1.85%	1.90%	1.90%	Deteriorated 	
			South East	2.04%		1.80%	2.12%	2.15%	2.21%	2.28%	2.28%	Deteriorated 	
6	Total of current arrears against annual debit	Monthly	North East	£174,979			£174,680	£181,264	£193,076	£197,996	£197,996	Deteriorated	
			South East	£302,494			£305,073	£308,634	£316,894	£326,842	£326,842	Deteriorated	
7	Total former tenant arrears	Monthly	North East	£421,405			£365,801	£364,449	£361,799	£362,269	£362,269	Deteriorated	
			South East	£465,645			£459,655	£461,054	£461,158	£460,825	£460,825	Improved	
8	Total number of former tenants in arrears	Monthly	North East	813			689	685	676	668	668	Improved	
			South East	933			903	901	889	882	882	Improved	
9	Total former tenant arrears collected	Monthly	North East	£23,595			£2,553	£3,297	£4,121	£4,054	£40,635	Deteriorated	
			South East	£1,874			£2,811	£7,299	£4,239	£7,926	£54,919	Improved	
10	% of former tenant arrears collected as a % of previous month's balance	Monthly	North East				0.68%	0.90%	1.13%	1.12%	1.12%	Deteriorated	
			South East				0.61%	1.59%	0.92%	1.72%	1.72%	Improved	
11	Arrears due to Supporting People (Borough)	Monthly		£28,305			£ 17,118	£ -	£ -	£ 25,264	£ 25,264		
12 - BVPI 78a	Time to process New Housing Benefit Claims (DMBC)	Monthly		28.35 days	26.4 days	29.4 days	26.33 days	26.36 days	25.51 days	25.34 days	25.34 days		
13 - BVPI 78b	Time to process change of circumstances (DMBC)	Monthly		15.41 days	9.1 days	16 days	11.69 days	11.79 days	11.54 days	11.51 days	11.51 days		
14 - BVPI 66b (M)	No. of tenants with > 7 weeks rent arrears as % of total number of tenants (Borough)	Quarterly		4.34%	4.12%	4%	3.90%			3.87%	3.87%	Improved 	
15 - BVPI 66c (M)	% of tenants in arrears who have had a notice seeking possession served (Borough)	Quarterly		52.36%	17.06%	48%	37.83%			47.31%	47.31%		
16 -	No. of Notice of Seeking Possession (Rent Arrears)	Monthly	North East	737			26	57	37	47	795		

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(CIPFA)			South East	715			30	73	32	32	614		
17 - (CIPFA)	No. of Notices to Quit (Rent Arrears - Notices for Use in Occupation)	Monthly	North East	14			0	0	0	0	1		
			South East	14			2	1	0	0	3		
18 - (CIPFA)	No. of Notices of Proceedings for Possession (Borough)	Monthly		448			19	40	22	33	401		
19 - (CIPFA)	Actual Possession Orders (Borough)	Monthly		388			18	31	15	26	310		
20 - BVPI 66d (M)	% of tenants evicted as a result of rent arrears (Borough)	Monthly		0.44%		0.35%	0.04%	0.02%	0.02%	0.04%	0.42%		
21 - (CIPFA)	Evictions (Borough)	Monthly		103			8	5	5	8	88		
22	Arrears written off	Monthly	North East	£15,085			£9,036	£3,468	£220	£515	£77,138	Deteriorated	
			South East	£1,874			£10,547	£2,358	£471	£2,324	£60,724	Deteriorated	
23	% of arrears written of as a % of previous month's balance	Monthly	North East				2.42%	0.95%	0.06%	0.14%	0.14%	Deteriorated	
			South East				2.30%	0.51%	0.10%	0.5%	0.5%	Deteriorated	
24 - (CIPFA)	Rent Arrears < 13 Weeks £ (Borough)	Monthly					£752,014.94	£655,777.57	£764,533.80	£769,665.15	£769,665.15	Unchanged	
	Number in Arrears (Borough)						5,631	4,831	5,201	5,218	5,218	Unchanged	
25 - (CIPFA)	Rent Arrears 14-26 Weeks £ (Borough)	Monthly					£255,425.62	£248,428.65	£206,456.29	£211,294.11	£211,294.11	Unchanged	
	Number in Arrears (Borough)						321	271	281	289	289	Unchanged	
26 - (CIPFA)	Rent Arrears > 26 weeks £ (Borough)	Monthly					£66,339.27	£63,589.40	£66,667.35	£66,950.23	£66,950.23	Unchanged	
	Number in Arrears (Borough)						41	44	46	47	47	Unchanged	
27	Total Number in Arrears (Borough)						5,993	5,146	5,528	5,554	5,554	Deteriorated	
28	Service Satisfaction Levels (Borough)	Annual											Service satisfaction levels are to be undertaken through telephone survey to commence March 2007. First satisfaction levels to be available April 2007.
Voids and Lets													
	Average time to re-let empty properties (cumulative from April '06)	Monthly (cumulative)	North East	72.33 days	29 days	36 days	26.97 days	26.17 days	25.13 days	24.41 days	24.41 days	Improved 	

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29 - BVPI 212 (new definition 05/06 - prev (BV68) (M)			South East	60.67 days	29 days	36 days	30.63 days	30.45 days	29.2 days	28.56 days	28.56 days	Improved 		
	Average Days in Transit 1	Monthly (cumulative)	North East	4.66 days		0 days	-1.67 days	-1.64 days	-1.7 days	-1.78 days	-1.78 days			
			South East	-0.86 days		0 days	-1.23 days	-0.32 days	-0.44 days	-0.63 days	-0.63 days			
	Average Days with Building Services	Monthly (cumulative)	North East	51.34 days		26 days	21.13 days	20.15 days	19.3 days	18.39 days	18.39 days	Improved		
			South East	47.4 days		26 days	21.24 days	20.39 days	19.36 days	18.93 days	18.93 days	Improved		
	Average Days in Transit 2	Monthly (cumulative)	North East	0.08 days		0 days	0.01 days	0.01 days	0.01 days	0.01 days	0.01 days	0.01 days		
			South East	0.14 days		0 days	0 days	0 days	0 days	0 days	0 days	0 days		
	Average Days with Lettings	Monthly (cumulative)	North East	16.25 days		10 days	7.5 days	7.65 days	7.61 days	7.79 days	7.79 days	7.79 days	Unchanged	
			South East	13.99 days		10 days	10.62 days	10.38 days	10.28 days	10.26 days	10.26 days	10.26 days	Unchanged	
	30	SLHD average time to re-let properties - days (includes properties terminated after 1 October'05 - relet from 1 April'06)	Monthly (cumulative)	North East			36 days	27.19 days	26.37 days	25.39 days	24.63 days	24.63 days	Improved 	
South East						36 days	29.97 days	29.94 days	28.73 days	28.13 days	28.13 days	Improved 		
Average Days in Transit 1		Monthly (cumulative)	North East			0 days	-1.69 days	-1.65 days	-1.8 days	-1.8 days	-1.8 days			
			South East			0 days	-1.23 days	-0.32 days	-0.44 days	-0.63 days	-0.63 days			
Average Days with Building Services		Monthly (cumulative)	North East			26 days	21.32 days	20.32 days	19.52 days	18.58 days	18.58 days	Improved		
			South East			26 days	21.35 days	20.53 days	19.49 days	19.04 days	19.04 days	Improved		
Average Days in Transit 2		Monthly (cumulative)	North East			0 days	0.01 days	0.01 days	0.01 days	0.01 days	0.01 days	0.01 days		
			South East			0 days	0 days	0 days	0 days	0 days	0 days	0 days		
Average Days with Lettings		Monthly (cumulative)	North East			10 days	7.55 days	7.69 days	7.66 days	7.84 days	7.84 days	7.84 days	Unchanged	
			South East			10 days	9.85 days	9.73 days	9.68 days	9.72 days	9.72 days	9.72 days	Unchanged	
31	Average time to re-let empty properties (per calendar month)	Monthly	North East	39.67 days		36 days	14.17 days	17.66 days	10.18 days	17.86 days	17.86 days	Deteriorated 		
			South East	45.5 days		36 days	19.24 days	29.22 days	17.93 days	21.54 days	21.54 days	Deteriorated 		
	Average Days in Transit 1	Monthly	North East	-1.61 days		0 days	-1.14 days	-1.28 days	-3.88 days	-1.72 days	-1.72 days			
			South East	-3.07 days		0 days	-1.33 days	5.8 days	-1.56 days	-2.72 days	-2.72 days			
	Average Days with Building Services	Monthly	North East	29.57 days		26 days	10.38 days	9.71 days	7.06 day	10.14 days	10.14 days	Deteriorated		
			South East	33.27 days		26 days	15.12 days	14.6 days	10.14 days	14.13 days	14.13 days	Deteriorated		
	Average Days in Transit 2	Monthly	North East	0 days		0 days	0 days	0 days	0 days	0 days	0.03 days	0.03 days		
South East			0 days		0 days	0 days	0 days	0 days	0 days	0 days	0 days			
Average Days with Lettings	Monthly	North East	11.71 days		10 days	4.93 days	9.24 days	7 days	9.41 days	9.41 days	Deteriorated			





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			South East	15.3 days		10 days	5.45 days	8.82 days	9.35 days	10.13 days	10.13 days	Deteriorated		
32	SLHD average time to re-let properties - per calendar month (includes properties terminated after 1 October'05 - relet from 1 April'06)	Monthly	North East			36 days	15.07 days	17.67 days	10.5 days	17.86 days	17.86 days	Deteriorated 		
			South East			36 days	19.78 days	29.71 days	17.93 days	21.54 days	21.54 days	Deteriorated 		
	Average Days in Transit 1	Monthly	North East			0 days	-1.22 days	-1.28 days	-4.12 days	-1.72 days	-1.72 days			
			South East			0 days	-1.37 days	5.92 days	-1.56 days	-2.72 days	-2.72 days			
	Average Days with Building Services	Monthly	North East			26 days	11.14 days	9.71 days	7.5 days	10.14 days	10.14 days	Deteriorated		
			South East			26 days	15.59 days	14.90 days	10.14 days	14.13 days	14.13 days	Deteriorated		
	Average Days in Transit 2	Monthly	North East			0 days	0 days	0 days	0 days	0 days	0.03 days	0.03 days		
			South East			0 days	0 days	0 days	0 days	0 days	0 days	0 days		
Average Days with Lettings	Monthly	North East			10 days	5.15 days	9.24 days	7.12 days	9.41 days	9.41 days	Deteriorated			
		South East			10 days	5.56 days	8.89 days	9.35 days	10.13 days	10.13 days	Deteriorated			
33	No. of properties terminated	Monthly	North East	331			27	23	25	23	287			
			South East	416			45	45	40	31	444			
34	% (£) of rent lost through dwellings becoming vacant	Monthly	North East	4.15%		2.50%	2.21% (£18,907.52)	1.88% (£12,016.81)	1.78% (£15,095.34)	1.76% (£18,837.28)	2.66% (£274,371.51)	Improved 	Borough performance of 2% has been achieved	
			South East	1.25%		1%	0.63% (£7,500.39)	0.63% (£5,562.14)	0.56% (£6,691.68)	0.55% (£8,240.98)	0.75% (£106,988.92)	Improved 		
35	Total No. of Voids (gross)	Monthly					395	374	353	348	348	Improved	This figure includes lettable, non-lettable and voids earmarked for demolition etc. This number of properties generates the void rent loss figure.	
36	% of Voids (gross)	Monthly					1.85%	1.75%	1.66%	1.64%	1.64%	Improved		
37	No. of lettable voids	Monthly	North East	31			9	8	19	9	9			
			South East	44			31	32	26	21	21			
38	% of lettable voids	Monthly	North East	0.73%		0.55%	0.22%	0.19%	0.46%	0.22%	0.22%	Improved 		
			South East	0.73%		0.55%	0.52%	0.54%	0.44%	0.35%	0.35%	Improved 		
39	No. of non-lettable voids	Monthly	North East	124			47	48	46	41	41			
			South East	8			6	4	4	4	4			
40	% of non-lettable voids	Monthly	North East	2.90%			1.12%	1.15%	1.10%	0.99%	0.99%	Improved		
			South East	0.13%			0.10%	0.07%	0.07%	0.07%	0.07%	Unchanged		
41	No. of voids earmarked for demolition / other use	Monthly					100	103	82	100	100	Deteriorated		

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APPENDIX B

	Description	Frequency	Area	05/06 Outturn	All of England Top Quartile 2005/06	Target 06/07	Dec-06	Jan-07	Feb-07	Mar-07	06/07 Outturn	Performance since last month	Comments / Corrective Action
42	% of voids earmarked for demolition / other use	Monthly					0.47%	0.48%	0.39%	0.47%	0.47%	Deteriorated	
43	No. of voids received at Depot	Monthly	North East	219			20	15	31	20	229		
			South East	474			34	48	54	34	467		
44	No. of voids with the Depot > 30 days		North East	9		0	0	0	0	0	0	Unchanged 	
			South East	3		0	2	2	2	2	2	Unchanged 	
45	Average cost £ per void - Borough	Monthly				£2,500	£2,422.12	£2,399.34	£2,391.75			Improved 	Figures include 'work in progress' as this illustrates a more accurate figure. Figures for March will be available May 2007
46	No. of expressions of interest on the waiting and transfer lists	Monthly	North East	6,104			4,243	4,282	4,287	4,628	4,628		
			South East	7,947			5,548	5,598	5,778	6,023	6,023		
47	No. of expressions of interest on the waiting list	Monthly	North East				3,880	3,920	3,941	4,241	4,241		
			South East				5,057	5,107	5,275	5,496	5,496		
48	No. of expressions of interest on the transfer list	Monthly	North East				363	362	346	387	387		
			South East				491	491	503	527	527		
49	No. of applications waiting registration out of timescale (10 working days) - Borough	Monthly		N/A		<20	0	95	33	0	0	Improved 	
50	No. of applications waiting additional information (Borough)	Monthly		N/A			81	111	94	85	85	Improved	
51	Total no. of new lettings (All)	Monthly	North East	282			29	20	17	29	288		
52	Total no. of new lettings (General Need)			81			14	7	5	9	108		
53	Total no. of new lettings (Senior Citizen)			117			10	10	8	13	118		
54	Total no. of new lettings (Single Persons)			32			2	1	3	3	33		
55	Total no. of new lettings (Disabled)			9			0	0	0	0	2		
56	Total no. of new lettings (Transfers)			43			3	2	1	4	27		
57	Number of Homeless Allocations						3	2	0	2	33		
58	Total no. of new lettings (All)	Monthly	South East	438			33	52	42	38	476		
59	Total no. of new lettings (General Need)			158			16	30	9	13	159		

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60	Total no. of new lettings (Senior Citizen)			132			7	11	16	11	159		
61	Total no. of new lettings (Single Persons)			115			8	6	9	10	120		
62	Total no. of new lettings (Disabled)			8			0	1	0	0	2		
63	Total no. of new lettings (Transfers)			25			2	4	8	4	36		
64	Number of Homeless Allocations						13	19	5	9	108		
65	Total units of housing stock	Monthly	North East	4,270			4,184	4,175	4,167	4,150	4,150		
			South East	5,998			5,954	5,951	5,947	5,945	5,945		
66	Total number of sales	Monthly	North East	153			3	3	0	5	37		
			South East	155			4	5	3	1	50		
67	No. of properties approved for demolition (Borough)	Monthly		200			0	0	0	0	0		
68	No. of properties demolished	Monthly	North East	96			17	10	7	16	107		
			South East	4			0	0	0	0	0		
69	Total number of acquisitions	Monthly	North East	29			3	3	1	0	8		
			South East	1			0	0	0	0	0		
70	Service Satisfaction Levels (Post Tenancy Survey) Borough	Monthly						93.80%	96.20%			Improved	Information for March will be available in May 2007.
Repairs and Maintenance													
71 - BVPI 72	% of urgent repairs completed within Government time limits (orders < than £250 - All Contractors)	Monthly (cumulative)	North East	95.34%		95%	99.56%	99.05%	97.15%	96.21%	96.21%	Deteriorated	
			South East	88.42%		95%	98.17%	97.95%	96.19%	96.27%	96.27%	Unchanged	
72 - BVPI 185 (M)	% of appointments made and kept	Monthly (cumulative)	North East			90%	98.17%	97.79%	96.74%	96.01%	96.01%	Deteriorated	
			South East			90%	97.34%	96.91%	96.18%	95.80%	95.80%	Deteriorated	
73 - BVPI 73	Average time taken to complete non-urgent repairs - All Contractors	Monthly (cumulative)	North East	12.67 days		20 days	9.3 days	9.2 days	9.2 days	9.4 days	9.4 days	Unchanged	
			South East	13.31 days		20 days	7.7 days	7.9 days	8.2 days	8.3 days	8.3 days	Unchanged	

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74	Average cost per repair (excludes void repairs)	Monthly (cumulative)	North East										
			South East										
75	% of repairs completed on first visit	Monthly (cumulative)	North East			80%							
			South East			80%							
76	Category A (2 hours) repairs completed in timescale - Percentage (Average Hours)	Monthly (cumulative)	North East			100%	97.10%	97.2% (2.14 hrs)	97.4% (2.11 hrs)	97.3% (8.43 hrs)	97.3% (8.43 hrs)	Unchanged R	
			South East			100%	97.30%	97.6% (2.08 hrs)	97.5% (2.11 hrs)	97.5% (2.02 hrs)	97.5% (2.02 hrs)	Unchanged R	
77	Category B (24 hours) repairs completed in timescale - Percentage (Average Hours)	Monthly (cumulative)	North East			100%	97.90%	97.9% (31.04 hrs)	96.9% (30.85 hrs)	96.4% (40.86 hrs)	96.4% (40.86 hrs)	Unchanged R	
			South East			100%	96.70%	96.9% (28.37 hrs)	96.3% (29.38 hrs)	95.9% (39.96hrs)	95.9% (39.96hrs)	Unchanged R	
78	Category C (5 Working Days) repairs completed in timescale - Percentage (Average Days)	Monthly (cumulative)	North East			97%	93.80%	94.6% (4.34 days)	94.8% (4.3 days)	95.1% (4.24 days)	95.1% (4.24 days)	Unchanged R	
			South East			97%	94.10%	94.7% (4.28 days)	94.9% (4.4 days)	95.1% (4.45 days)	95.1% (4.45 days)	Unchanged R	
79	Number of properties with an up to date CP12 (Borough)	Monthly				100%	99.19%	99.53%	99.85%	99.76%	99.76%	Unchanged R	Performance just outside target.
80	Gas Servicing - % of annual programme complete (Borough)	Monthly				100%	77%	87%	94%	99.76%	99.76%		
81	Gas Servicing - No. of No Access Injunctions Commenced	Monthly				0	27	0	22	6	188		
82	Gas Servicing - Outstanding > 12 months (Borough)	Monthly				0	130	74	23	36	36	Deteriorated R	
83	Gas Servicing - Outstanding > 12 months	Monthly (cumulative)	North East			0			9	6	6	Improved R	

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83			South East			0			4	11	11	Deteriorated R	
84	Proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings (Borough)	Monthly		P-20.54% R-79.46%		P-35% R-65%	P - 16% R - 84%	P - 16.6% R - 83.4%	P - 16.8% R - 83.2%		P - 17.5% R - 82.5%		Figure for March will be available May 2007
85 - Ex BVPI 211a	Proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings - includes Capital Planned Maintenance (Borough)	Monthly					P - 57% R - 43%	P - 44% R - 56%	P - 50% R - 50%		P - 58% R - 42%		Figure for March will be available May 2007
86	Total number of calls received (Repairs Contact Centre)	Monthly					11,034	19,158	12,688	11,335	132,243		
87	Average queue time	Monthly				25 Secs	3 mins 29 sec	4 mins 21 sec	2 mins 17 sec	43 secs	43 secs	Improved R	Significant improvement in performance
88	Number of abandoned calls (hang-ups)	Monthly					2,966	6,590	1,853	436	32,188	Improved	Significant improvement in performance
89	% of abandoned calls (hang-ups)	Monthly				< 2%	26.88%	34.40%	14.60%	3.84%	24.34%	Improved R	Significant improvement in performance
90	Service Satisfaction Levels (telephone survey) (Borough)	Monthly					93.1%	91.1%	92.1%			Improved	Information for March will be available in May 2007.
Estate Management													
91	No. of anti-social behaviour complaints / breaches of tenancy conditions received	Monthly	North East	450			77	50	39	36	750		Revised PI's to meet Respect Agenda launched by Housemark on the 31st October 2006.
			South East	3059			40	92	94	128	1068		
92 - (HM)	No. of new ASB cases per 1000 properties managed	Quarterly	North East				48.5			30.1	30.1		
			South East				26.9			55.6	55.6		
93	No. of anti-social behaviour cases accepted by ASB Team	Monthly	North East	0			0	1	0	0	1		
			South East	9			0	0	0	0	0		
94	No. of anti-social behaviour / breaches of tenancy conditions cases ongoing	Monthly	North East				393	330	349	230	230	Improved	
			South East				191	213	248	226	226	Improved	

**St Leger Homes of Doncaster
East Area**

Summary of Performance for March 2007

	Description	Frequency	Area	05/06 Outturn	All of England Top Quartile 2005/06	Target 06/07	Dec-06	Jan-07	Feb-07	Mar-07	06/07 Outturn	Performance since last month	Comments / Corrective Action
95 - (HM)	No. of live cases per 1000 properties managed	Quarterly	North East				93.93			55.4	55.4		
			South East				32.08			38	38		
96	No. of anti-social behaviour / breaches of tenancy conditions cases closed	Monthly	North East					46	8	73	73	Improved	
			South East					29	14	47	47	Improved	
97	No. of anti-social behaviour / breaches of tenancy conditions cases resolved	Monthly	North East					67	12	82	82	Improved	
			South East					41	67	103	103	Improved	
98 - (HM)	No. of cases successfully resolved per 1000 properties managed	Quarterly	North East							38.8	38.8		
			South East							35.5	35.5		
99 - (HM)	No. of cases closed per 1000 properties managed	Quarterly	North East							30.6	30.6		
			South East							15.1	15.1		
100	Number of Evictions (excluding Rents)	Monthly	North East				0	0	0	0	0	Unchanged	
			South East				2	0	0	1	4	Deteriorated	
101	No. of Notice of Seeking Possession (excluding Rents)	Monthly	North East	38			2	0	9	0	18	Improved	
			South East	156			1	0	1	0	14	Improved	
102	No. of Demoted Tenancy Notices served (for ASB only)	Monthly	North East				2	0	0	0	2		
			South East				1	0	0	0	1		
103	No. of Demotion orders obtained	Monthly	North East				0	0	0	0	0		
			South East				0	0	0	0	0		
104	No. of Injunctions obtained	Monthly	North East				0	0	0	0	0		
			South East				0	3	5	4	15		
105	No. of estate walks completed	Monthly	North East	25			7	5	4	3	56	Deteriorated	
			South East	6			4	8	3	5	72	Improved	
106	Service Satisfaction Levels (Borough)	Quarterly											Information will be available in May 2007.
Capital Programme													
107	No. of non decent homes made decent this year (Borough)	Monthly		1,308		722	19	24	13	76	680		The number of properties made decent is 680 against a target of 722. This is due to the number of sold properties being lower than initially projected and delays on the Scawthorpe scheme.
108	Total number of non-decent homes (end of year figure prior to baseline reassessment) (Borough)	Monthly		12,016		12,319	12,476	12,452	12,439	12,374	12,374		
109	Total number of decent homes (of 21,646 - stock @ 1 April 2006) (Borough)	Monthly		10,493		9,317	9,170	9,194	9,207	9,272	9,272		


**St Leger Homes of Doncaster
East Area
Summary of Performance for March 2007**

APPENDIX B

	Description	Frequency	Area	05/06 Outturn	All of England Top Quartile 2005/06	Target 06/07	Dec-06	Jan-07	Feb-07	Mar-07	06/07 Outturn	Performance since last month	Comments / Corrective Action
110	Average cost to make a home decent (Borough)	Monthly		£11,021		£ 12,000	£13,384	£13,370	£12,927				For stock completed to end of February 2007 the average Building Cost Model (BCM) allowance is £12,491.
111	% of properties completed within timescale - 38 days (Borough)	Monthly		97.82% (quarter 4)		95%	82%	29%	100%	99%	92%	Deteriorated R	
112	Service Satisfaction Levels (Borough)	Monthly (cumulative)		94.57%		95%	94.81%	94.69%	95.81%	96.54%	96.54%	Improved G	
Leaseholder													
113	% of leaseholders in arrears (Borough)	6 Months				< 3%				42%	42%		
114	% of arrears (Borough)	6 Months				< 3%				15%	15%		
Human Resources													
115	No. of FTE employees (Borough)	Monthly		659 (Average No. of FTE Employees)			687.5	694	694.5	691	683 (Average No. of FTE Employees)		
116	No. of full time equivalent staff in employment by Section	Monthly	North East	26			27.5	27.5	29	29	28 (Average No. of FTE Employees)		Estate Management
				69.5									
		East	South East	26.5			38	38	36.5	35.5	33 (Average No. of FTE Employees)		Estate Management
			124										Estate Maintenance
			60			60	60	60	60	60 (Average No. of FTE Employees)		Empty Homes	
			62			62	62	61	62	61 (Average No. of FTE Employees)		Non-Urgent Repairs	
21			21	21	22	22	21 (Average No. of FTE Employees)		Urgent Repairs				
117	No. of employees on long term sickness by Section	Monthly	North East	1			0	0	0	0	0	Unchanged	Estate Management
				2									Estate Maintenance
			South East	0			2	3	2	3	3	Deteriorated	Estate Management
		East	3										Estate Maintenance
			0			0	1	0	1	1	1	Deteriorated	Empty Homes
			4			4	3	1	2	2	2	Deteriorated	Non-Urgent Repairs
Monthly	North East	1			1	1	0	0	0	0	0	Unchanged	Urgent Repairs
		455 (2.89%)			12 (1.41%)	48 (5.63%)	35 (4.31%)	0 (0%)	251 (2.46%)	251 (2.46%)	Improved	Estate Management	
													Estate Maintenance

**St Leger Homes of Doncaster
East Area**

Summary of Performance for March 2007

	Description	Frequency	Area	05/06 Outturn	All of England Top Quartile 2005/06	Target 06/07	Dec-06	Jan-07	Feb-07	Mar-07	06/07 Outturn	Performance since last month	Comments / Corrective Action	
118			South East	309 (3.74%)			67 (5.69%)	82 (6.96%)	87 (8.51%)	78 (7.09%)	677 (5.62%)	Improved	Estate Management	
				1706 (5.66%)										Estate Maintenance
			East				8 (0.43%)	28 (1.51%)	53 (3.15%)	68 (3.66%)	295 (2.32%)	Deteriorated	Empty Homes	
							85 (4.42%)	57 (2.97%)	57 (3.34%)	43 (2.24%)	500 (3.87%)	Improved	Non-Urgent Repairs	
119	Average No. of days lost per FTE employees by Section	Monthly	North East	0.92 days			0.44 days	1.75 days	1.21 days	0 days	8.96 days	Improved	Estate Management	
				0.87 days										Estate Maintenance
		South East		1.14 days			1.76 days	2.16 days	2.38 days	2.2 days	20.52 days	Improved	Estate Management	
				1.72 days										Estate Maintenance
		East					0.13 days	0.47 days	0.88 days	1.13 days	4.92 days	Deteriorated	Empty Homes	
							1.37 days	0.92 days	0.93 days	0.69 days	8.2 days	Improved	Non-Urgent Repairs	
					1.29 days	0.9 days	1.23 days	0.32 days	5.14 days	Improved	Urgent Repairs			
120	Cost of sickness	Monthly				£41,932.16	£55,677.12	£59,180.16	£44,294.16	£581,878.76	Improved			
121	% of top 5% of earners that are women (Borough)	Quarterly		38.89%		50%	41.18%			42.42%	42.42%		DMBC Target Adopted	
122	% of top 5% of earners that are from Minority Ethnic Communities. (Borough)	Quarterly		2.85%		2.23%	2.94%			3.03%	3.03%		Performance above target	
123	% of women employed (Borough)	Quarterly					31.66%			33.18%	33.18%			
124	% of men employed (Borough)	Quarterly					68.34%			66.82%	66.82%			
125	% of staff that are from Minority Ethnic Communities (Borough)	Quarterly					1.33%			1.35%	1.35%			
126	The number of staff declaring that they meet the DDA disability definition as a % of the total workforce (Borough)	Quarterly				2.64%	1.39%			1.34%	1.34%		DMBC Target Adopted	
127	Minority Ethnic Board members (Borough)	Monthly		1			0	0	0	0	0	Unchanged		
128	Number (%) of Staff Appraisals completed (Borough)	Monthly				702 (100%)	159	336	7	0	616 (87.75%)			
Customer Satisfaction														
129	No. of Mayoral Enquiries received (Borough)	Monthly		169			3	8	2	2	48			
130	No. of MP Enquiries received (Borough)	Monthly		214			14	10	18	11	181			
131	No. of complaints received	Monthly	North East	13			0	5	2	3	41		Estate Management	
				73			7	12	18	17	126		Estate Maintenance	
			South East	23			1	2	4	5	45		Estate Management	
				64			8	14	2	12	181		Estate Maintenance	
132	% of complaints responded to within timescale (7 days and 28 days) (Borough)	Monthly		7 days = 62.17%		7 days = 75%	7 days = 64.36%	7 days = 72.87%	7 days = 74.34%	7 days = 72.14%	7 days = 61.56%	7 days = Deteriorated 	Performance just below target.	



**St Leger Homes of Doncaster
East Area**

Summary of Performance for March 2007

	Description	Frequency	Area	05/06 Outturn	All of England Top Quartile 2005/06	Target 06/07	Dec-06	Jan-07	Feb-07	Mar-07	06/07 Outturn	Performance since last month	Comments / Corrective Action
133				28 days = 82.70%		28 days = 90%	28 days = 99%	28 days = 99.22%	28 days = 100%	28 days = 100%	28 days = 93.93%	28 days = Deteriorated G	
134	No. of complaints outstanding more than > 28 days (Borough)	Monthly				0	0	0	0	0	0	Unchanged	
135	No. of ombudsman complaints received (Borough)	Monthly		15		0	0	0	0	1	9		
136	No. of compliments received	Monthly	North East	15		0	0	0	0	3	10	Improved	Estate Management
				80		1	3	3	1	26	Deteriorated	Estate Maintenance	
			South East	11		2	1	4	0	32	Deteriorated	Estate Management	
				34		1	1	2	5	33	Improved	Estate Maintenance	
Annual Information (across the business)													
137 - BVPI 63	Average SAP Rating Council Dwellings (Borough)	Quarterly		62	69	63	62.1						Information will be available May 2007.
138 - BVPI 74a	Tenant Satisfaction with Landlord (All) (Borough)	3 Years		N/A		74%					73%		STATUS Survey completed November 2006. Satisfaction has increased compared to results in 2003/04.
139 - BVPI 74b	Tenant Satisfaction with Landlord (Ethnic Minority Tenants) (Borough)	3 Years		N/A		74%					64%		As above
140 - BVPI 74c	Tenant Satisfaction with Landlord (non Ethnic Minority Tenants) (Borough)	3 Years		N/A		74%					73%		As above
141 - BVPI 75a	Tenant satisfaction with participation (All) (Borough)	3 Years		N/A		60%					61%		As above
142 - BVPI 75b	Tenant satisfaction with participation (Ethnic Minority Tenants) (Borough)	3 Years		N/A		60%					67%		As above
143 - BVPI 75c	Tenant satisfaction with participation (non-Ethnic Minority Tenants) (Borough)	3 Years		N/A		60%					61%		As above
144 - BVPI 164	Equal access to Social Housing - does the organisation follow the CRE Code Of Practice (yes/no) (Borough)	Annual		Yes		Yes				No	No		
145 - BVPI 184a (M)	Proportion of homes non-decent standard at start of year (Borough)	Annual		60.00%	16.00%	60%							60% non-decent @ 01.04.06
146 - BVPI 184b (M)	% change in the proportion of non-decent homes within the year (Borough)	Quarterly		9.82%	28.30%	5.49%	0.8%			0.87%	5.21%		

**St Leger Homes of Doncaster
East Area**

Summary of Performance for March 2007

	Description	Frequency	Area	05/06 Outturn	All of England Top Quartile 2005/06	Target 06/07	Dec-06	Jan-07	Feb-07	Mar-07	06/07 Outturn	Performance since last month	Comments / Corrective Action
Key	 On Target		Off Target										

(M) - Performance Indicator part of the Management Agreement with DMBC

(CIPFA) - Performance Indicator used as part of the Chartered Institute of Public Finance & Accountancy

(HM) - Housemark Activity Measure