








St Leger Homes of Doncaster






Summary of Performance for March 2007 (Borough)

Indicator	Description	Frequency	05/06 Out turn	All 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	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	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	Monthly	99.30%		101%	103.8%	107.69%	103.81%	99.09%	102.03%		March performance is consistent with same period in the previous year.
4 - BVPI 66a (M)	% of rent collected against annual debit	Quarterly	98.23%	98.59%	98.70%	99.18%			99.54%	99.54%		
5 - GNPI 29 (CIPFA)	% of current arrears against annual debit	Monthly	2.04%		1.95%	1.89%	1.89%	1.97%	1.99%	1.99%		Performance just below target. A campaign to clear all low balance arrears was introduced in March 2007.
6	Total of current arrears against annual debit	Monthly	£ 1,044,709			£ 989,017	£ 988,362	£ 1,033,088	£ 1,042,573	£1,042,573	Deteriorated	
7	Total former tenant arrears	Monthly	£ 2,058,517			£ 1,937,431	£ 1,944,029	£ 1,940,131	£ 1,955,687	£1,955,687	Deteriorated	
8	Total number of former tenants in arrears	Monthly	4387			3,966	3,962	3,913	3,907	3,907	Improved	
9	Total former tenant arrears collected	Monthly	£ 197,852			£ 14,681	£ 23,727	£ 20,205	£ 23,058	£ 215,456	Improved	
10	% of former tenant arrears collected as a % of previous month's balance	Monthly				0.75%	1.22%	1.04%	1.19%	1.19%	Improved	
11	Arrears due to Supporting People	Monthly	£ 28,305			£17,118	£0	£0	£25,263.55	£25,263.55		
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	Quarterly	4.34%	4.12%	4%	3.90%			3.87%	3.87%		
15 - BVPI 66c (M)	% of tenants in arrears who have had a notice seeking possession served	Quarterly	52.36%	17.06%	48%	37.83%			47.31%	47.31%		
16 - (CIPFA)	No. of Notice of seeking possession (Rent Arrears)	Monthly	3,146			152	284	179	189	3,052		
17 - (CIPFA)	No. of Notices to Quit (Rent Arrears- Notices served for Use in Occupation)	Monthly	55			2	1	0	0	12		
18 - (CIPFA)	No. of Notices of Proceedings for Possession	Monthly	448			19	40	22	33	401		
19 - (CIPFA)	Actual Possession Orders	Monthly	388			18	31	15	26	310		




Summary of Performance for March 2007 (Borough)

Indicator	Description	Frequency	05/06 Out turn	All 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
20 - BVPI 66d (M)	% of tenants evicted as a result of rent arrears	Monthly	0.44%		0.35%	0.04%	0.02%	0.02%	0.04%	0.42%		
21 - (CIPFA)	Evictions	Monthly	103			8	5	5	8	88		
22	Arrears written off	Monthly	£ 101,343			£46,431	£7,817	£3,019	£6,170	£ 304,383	Deteriorated	
23	% of arrears written off as a % of previous month's balance	Monthly				2.37%	0.40%	0.16%	0.32%	0.32%	Deteriorated	
24 - (CIPFA)	Rent Arrears < 13 Weeks £	Monthly				£752,014.94	£655,777.57	£764,533.80	£769,665.15	£769,665.15	Unchanged	
	Number in Arrears	Monthly				5,631	4,831	5,201	5,218	5,218	Unchanged	
25 - (CIPFA)	Rent Arrears 14-26 Weeks £	Monthly				£255,425.62	£248,428.65	£206,456.29	£211,294.11	£211,294.11	Unchanged	
	Number in Arrears	Monthly				321	271	281	289	289	Unchanged	
26 - (CIPFA)	Rent Arrears > 26 weeks £	Monthly				£66,339.27	£63,589.40	£66,667.35	£66,950.23	£66,950.23	Unchanged	
	Number in Arrears	Monthly				41	44	46	47	47	Unchanged	
27	Total Number in Arrears	Monthly				5,993	5,146	5,528	5,554	5,554	Deteriorated	
28	Service Satisfaction Levels	Annual										Service satisfaction levels are to be undertaken through telephone surveys to commence March 2007. First satisfaction levels to be available April 2007.
Voids & Lets												
29 - BVPI 212 (new definition 05/06 - prev BV68) (M)	Average time to re-let empty properties - days (cumulative from April '06)	Monthly (cumulative)	68.51 days	29 days	36 days	44.41 days	51.36 days	53.57 days	53.64 days	53.64 days	Deteriorated 	This indicator has been adversely affected by bringing back into use long term empty properties.
	Average Days in Transit 1		-0.03 days		0 days	3.33 days	12.02 days	15.45 days	16.56 days	16.56 days		
	Average Days with Building Services		54.75 days		26 days	27.35 days	25.47 days	24.31 days	23.3 days	23.3 days	Improved	
	Average Days in Transit 2		0.14 days		0 days	0.01 days	0.01 days	0.01 days	0.01 days	0.01 days		
	Average Days with Lettings		13.65 days		10 days	13.72 days	13.86 days	13.8 days	13.77 days	13.77 days	Improved	
30	SLHD average time to re-let empty properties - days (includes properties terminated after 1 October'05 - relet from 1 April'06)	Monthly (cumulative)			36 days	36.95 days	35.98 days	34.94 days	33.96 days	33.96 days	Improved 	
	Average Days in Transit 1				0 days	-1.82 days	-1.6 days	-1.61 days	-1.7 days	-1.7 days		
	Average Days with Building Services				26 days	27.27 days	25.61 days	24.5 days	23.48 days	23.48 days	Improved	
	Average Days in Transit 2				0 days	0.01 days	0.01 days	0.01 days	0.01 days	0.01 days		
	Average Days with Lettings				10 days	11.49 days	11.96 days	12.04 days	12.17 days	12.17 days	Deteriorated	
31	Average time to re-let empty properties - days (per calendar month)	Monthly			36 days	22.83 days	104.88 days	79.56 days	54.36 days	54.36 days	Improved 	
	Average Days in Transit 1				0 days	-1.82 days	79.04 days	55.69 days	29.39 days	29.39 days		
	Average Days with Building Services				26 days	12.75 days	10.92 days	10.74 days	11.52 days	11.52 days	Deteriorated	








Summary of Performance for March 2007 (Borough)

Indicator	Description	Frequency	05/06 Out turn	All 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	
	Average Days in Transit 2				0 days	0 days	0 days	0.02 days	0.01 days	0.01 days			
	Average Days with Lettings				10 days	11.9 days	14.92 days	13.11 days	13.44 days	13.44 days	Unchanged		
32	SLHD - Average time to re-let empty properties - days (per calendar month) (includes properties terminated after 1 October'05 - relet from 1 April'06)	Monthly			36 days	23.26 days	27.94 days	22.49 days	22.67 days	22.67 days	Unchanged 		
	Average Days in Transit 1				0 days	-1.86 days	0.25 days	-1.77 days	-2.73 days	-2.73 days			
	Average Days with Building Services					26 days	13.02 days	11.89 days	11.2 days	11.74 days	11.74 days	Deteriorated	
	Average Days in Transit 2					0 days	0 days	0 days	0.02 days	0.01 days	0.01 days		
	Average Days with Lettings					10 days	12.1 days	15.8 days	13.04 days	13.65 days	13.65 days	Deteriorated	
33	No. of properties terminated	Monthly	1658			157	141	132	127	1,684			
34	% (£) of rent lost through dwellings becoming vacant	Monthly (cumulative)	3.06%		2%	1.78% (£76,554.56)	1.55% (£49,998.34)	1.4% (£60,126.14)	1.4% (£76,019.09)	1.98% (£1,026,753.15)	Unchanged 		
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 Void Properties (gross)	Monthly				1.85%	1.75%	1.66%	1.64%	1.64%	Improved		
37	No. of lettable voids	Monthly	221			116	93	101	87	87			
38	% of lettable voids	Monthly	1.02%		0.75%	0.54%	0.44%	0.47%	0.41%	0.41%	Improved 		
39	No. of non-lettable voids	Monthly	303			179	178	170	161	161			
40	% of non-lettable voids	Monthly	1.40%			0.84%	0.83%	0.80%	0.76%	0.76%	Improved		
41	No. of voids earmarked for demolition / other use.	Monthly				100	103	82	100	100			
42	% of voids earmarked for demolition / other use.	Monthly				0.47%	0.48%	0.39%	0.47%	0.47%	Deteriorated		
43	No. of voids with the Depot more than > 30 days	Monthly	37		0	3	2	4	5	5	Unchanged 		
44	Average cost £ per void	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. Figure for March will be available May 2007	
45	No. of applications on waiting & transfer lists	Monthly	16,760			11,700	11,808	12,202	12,676	12,676			
46	No. of applications on waiting list	Monthly				10,663	10,764	11,119	11,542	11,542			
47	No. of applications on transfer list	Monthly				1,037	1,044	1,083	1,134	1,134			

Summary of Performance for March 2007 (Borough)

Indicator	Description	Frequency	05/06 Out turn	All 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
48	No. (%) of BME applications on waiting & transfer lists	Monthly						615 (5%)	631 (5%)	631 (5%)		
49	No. of applications waiting registration out of timescale (10 working days)	Monthly	N/A		<20	0	95	33	0	0	Improved 	
50	No. of applications waiting additional information	Monthly	N/A			81	111	94	85	85	Improved	
51	Total no. of new lettings (All)	Monthly	1,667			147	171	126	137	1,745		
52	Total no. of new lettings (General Need)	Monthly	621			53	68	41	39	622		
53	Total no. of new lettings (Senior Citizen)	Monthly	538			55	67	42	49	614		
54	Total no. of new lettings (Single Persons)	Monthly	322			24	28	28	35	348		
55	Total no. of new lettings (Disabled)	Monthly	42			1	1	0	0	11		
56	Total no. of new lettings (Transfers)	Monthly	144			13	7	15	14	144		
57	Total no. of new BME lettings (All)	Monthly						9	8	17		
58	Number of Homeless Allocations	Monthly				26	30	11	15	267		
59	Total units of housing stock	Monthly	21,646			21,331	21,318	21,295	21,266	21,266		
60	Total number of sales	Monthly	735			15	13	14	14	227		
61	No. of properties approved for demolition	Monthly	200 properties			0	0	0	0	0		
62	No. of properties demolished	Monthly	131			66	10	7	20	165		
63	Total number of acquisitions	Monthly	36			3	5	4	3	17		
64	Service Satisfaction Levels (Post Tenancy Survey)	Monthly					93.80%	96.20%			Improved	Information for March will be available in May.
Repairs and Maintenance												
65 - BVPI 72	% of urgent repairs completed within Government time limits (orders < than £250)- All Contractors	Monthly (cumulative)	92.69%		95%	98.74%	98.21%	96.73%	96.57%	96.57%	Unchanged 	
66 - BVPI 185 (M)	% of appointments made and kept	Monthly (cumulative)			90%	97.32%	96.71%	95.88%	95.37%	95.37%	Unchanged 	



Summary of Performance for March 2007 (Borough)

Indicator	Description	Frequency	05/06 Out turn	All 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
67 - BVPI 73	Average time taken to complete non-urgent repairs - All Contractors	Monthly (cumulative)	14.32 days		20 days	9.5 days	9.5 days	9.8 days	9.9 days	9.9 days	Unchanged 	
68	Average cost per repair (excludes void repairs)	Monthly (cumulative)										
69	% of repairs completed on first visit	Monthly (cumulative)			80%							
70	Category A (2 hours) repairs completed in timescale - Percentage (Average Hours)	Monthly (cumulative)			100%	97.70%	97.8% (2.07 hrs)	97.9% (2.1 hrs)	97.9% (3.62 hrs)	97.9% (3.62 hrs)	Unchanged 	
71	Category B (24 hours) repairs completed in timescale - Percentage (Average Hours)	Monthly (cumulative)			100%	97.00%	97.2% (28.12 hrs)	96.6% (28.81 hrs)	96.5% (34.3 hrs)	96.5% (34.3 hrs)	Unchanged 	
72	Category C (5 Working Days) repairs completed in timescale - Percentage (Average Days)	Monthly (cumulative)			97%	93.80%	94.6% (4.57 days)	94.8% (4.67 days)	95.1% (4.7 days)	95.1% (4.7 days)	Improved 	
73	Number of properties with an up to date CP12	Monthly			100%	99.19%	99.53%	99.85%	99.76%	99.76%	Unchanged 	Performance just outside target.
74	Gas Servicing - % of annual programme complete	Monthly (cumulative)			100%	77%	87%	94%	99.76%	99.76%		
75	Gas Servicing - No. of No Access Injunctions Commenced	Monthly			0	27	0	22	6	188		
76	Gas Servicing - Outstanding > 12 months	Monthly			0	130	74	23	36	36	Deteriorated 	
77	Proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings	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
78 - 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)	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
79	Total number of calls received (Repairs Contact Centre)	Monthly				11,034	19,158	12,688	11,335	132,243		
80	Average queue time	Monthly			25 secs	3 mins 29 sec	4 mins 21 sec	2 mins 17 sec	43 secs	43 secs	Improved 	Significant improvement in performance made during March



Summary of Performance for March 2007 (Borough)

Indicator	Description	Frequency	05/06 Out turn	All 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
81	Number of abandoned calls (hang-ups)	Monthly				2,966	6,590	1,853	436	32,188	Improved	Significant improvement in performance made during March
	% of abandoned calls (hang-ups)				< 2%	26.88%	34.40%	14.60%	3.84%	24.34%	Improved R	Significant improvement in performance made during March
82	Service Satisfaction Levels (telephone survey)	Monthly				93.10%	91.10%	92.10%			Improved	Information for March will be available in May.
Estate Management												
83	No. of anti-social behaviour complaints / breaches of tenancy conditions received	Monthly	4849			276	341	345	451	4,528		Revised PI's to meet Respect Agenda launched by Housemark on 31st October 2006.
84 (HM)	No. of new ASB cases per 1000 properties managed	Quarterly				41.5			53.5	53.5		
85	No. of anti-social behaviour cases accepted by ASB Team	Monthly	13			0	1	0	0	1		
86	No. of anti-social behaviour / breaches of tenancy conditions cases ongoing	Monthly				1,598	1,565	1,649	1,419	1,419	Improved	
87 (HM)	No. of live cases per 1000 properties managed	Quarterly				74.8			66.7	66.7		
88	No. of anti-social behaviour / breaches of tenancy conditions cases closed	Monthly					147	43	163	163	Improved	
89	No. of anti-social behaviour / breaches of tenancy conditions cases resolved	Monthly					263	218	518	518	Improved	
90 (HM)	No. of cases successfully resolved per 1000 properties managed	Quarterly							47	47		
91 (HM)	No. of cases successfully closed per 1000 properties managed	Quarterly							16.6	16.6		
92	No. of notices of seeking possession (excluding Rents)	Monthly	508			6	2	18	1	68	Improved	
93	No. of Evictions (excluding Rents)	Monthly				3	0	0	1	6	Deteriorated	
94	Service Satisfaction Levels	Quarterly										Information for March will be available in May.
Capital Programme												

Summary of Performance for March 2007 (Borough)

Indicator	Description	Frequency	05/06 Out turn	All 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	No. of non decent homes made decent this year	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.
96	Total number of non-decent homes (end of year figure prior to baseline reassessment)	Monthly	12,016		12,319	12,476	12,452	12,439	12,374	12,374		
97	Total number of decent homes (of 21646 - stock @ 1 April 2006)	Monthly	10,493		9,317	9,170	9,194	9,207	9,272	9,272		
98	Average cost to make a home decent	Monthly	£11,021		£12,000	£13,384	£13,370	£12,927				For stock completed to end February 2007 the average Building Cost Model (BCM) allowance is £12,491.
99	% of properties completed within timescale - 38 days	Monthly	97.82% (Quarter 4)		95%	82%	29%	100%	99%	92%	Deteriorated 	
100	Service Satisfaction Levels	Monthly (cumulative)	94.57%		95%	94.81%	94.69%	95.81%	96.54%	96.54%	Improved 	
Leaseholder												
101	% of leaseholders in arrears	6 Months			< 3%				42%	42%		
102	% of arrears	6 Months			< 3%				15%	15%		
Human Resources												
103	No. of FTE employees	Monthly	659 (Average No. of FTE Employees)			687.5	694	694.5	691	683 (Average No. of FTE Employees)		
104	No. of employees on long term sickness	Monthly	13			24	24	22	25	25	Deteriorated	
105	Days (%) lost through sickness (calendar month)	Monthly	10374 (4.31%)			709 (3.33%)	910 (4.23%)	939 (4.83%)	754 (3.52%)	9807 (3.93%)	Improved	
106	Days (%) lost through sickness (working days)	Monthly	10374 (6.82%)			709 (6.07%)	910 (6.56%)	939 (7.51%)	754 (5.46%)	9807 (6.3%)	Improved	
107	Average No. of days lost per FTE employee per month	Monthly	15.74 days			1.03 days	1.31 days	1.35 days	1.09 days	14.36 days	Improved	
108	Cost of Sickness	Monthly				£41,932.16	£55,677.12	£59,180.16	£44,294.16	£581,878.76	Improved	
109	% of top 5% of earners that are women	Quarterly	38.89%		50%	41.18%			42.42%	42.42%		DMBC Target Adopted
110	% of top 5% of earners that are from Minority Ethnic Communities.	Quarterly	2.85%		2.23%	2.94%			3.03%	3.03%		Performance above target
111	% of women employed	Quarterly				31.66%			33.18%	33.18%		
112	% of men employed	Quarterly				68.34%			66.82%	66.82%		
113	% of staff that are from Minority Ethnic Communities	Quarterly				1.33%			1.35%	1.35%		

Summary of Performance for March 2007 (Borough)

Indicator	Description	Frequency	05/06 Out turn	All 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
114	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.
115	Minority Ethnic Board members (Borough)	Monthly	1			0	0	0	0	0	Unchanged	
116	Number (%) of Staff Appraisals completed (Borough)	Monthly			702 (100%)	159	336	7	0	616 (87.75%)		
Customer Satisfaction												
117	No. of Mayoral Enquiries received	Monthly	169			3	8	2	2	48		
118	No. of MP Enquiries received	Monthly	214			14	10	18	11	181		
119	No. of complaints received	Monthly	679			175	131	125	140	1559		
120	% of complaints responded to within timescale (7 days and 28 days)	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.
121			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 = Unchanged 	
122	No. of complaints outstanding more than 28 days	Monthly			0	0	0	0	0	0	Unchanged	
123	No. of ombudsman complaints received	Monthly	15		0	0	0	0	1	9		
124	No. of compliments received	Monthly	292		320	44	17	28	37	387		
Annual Information (across the business)												
125 - BVPI 63	Average SAP Rating Council Dwellings	Quarterly	62	69	63	62.1						Information will be available mid May 2007.
126 - BVPI 74a	Tenant Satisfaction with Landlord (All)	3 Years	N/A		74%					73%		STATUS Survey completed November 2006. Satisfaction has increased compared to results in 2003/04.
127 - BVPI 74b	Tenant Satisfaction with Landlord (Ethnic Minority Tenants)	3 Years	N/A		74%					64%		As above
128 - BVPI 74c	Tenant Satisfaction with Landlord (non Ethnic Minority Tenants)	3 Years	N/A		74%					73%		As above
129 - BVPI 75a	Tenant satisfaction with participation (All)	3 Years	N/A		60%					61%		As above
130 - BVPI 75b	Tenant satisfaction with participation (Ethnic Minority Tenants)	3 Years	N/A		60%					67%		As above

Summary of Performance for March 2007 (Borough)

Indicator	Description	Frequency	05/06 Out turn	All 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
131 - BVPI 75c	Tenant satisfaction with participation (non-Ethnic Minority Tenants)	3 Years	N/A		60%					61%		As above
132 - BVPI 164	Equal access to Social Housing - does the organisation follow the CRE Code Of Practice (yes/no)	Annual	Yes		Yes				No	No		
133 - BVPI 184a (M)	Proportion of homes non-decent standard at start of year	Annual	60%	16.00%	60%							60% non-decent @ 01.04.06.
134 - BVPI 184b (M)	% change in the proportion of non-decent homes within the year	Quarterly	9.82%	28.30%	5.49%	0.80%			0.87%	5.21%		

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