

ST LEGER HOMES OF DONCASTER LTD

Company limited by guarantee registered in England
Company Number 05564649

East & West Area Board Meeting

REPORT

- Date** : 10 November 2008
- Item** : Agenda Item Number 6
- Subject** : Housemark Performance Indicators Comparisons (April to June 2008)
- Presented by** : Christine Tolson
Assistant Director of Business Performance & Improvement
- Prepared by** : Helen Kilshaw
Performance & Information Manager
- Purpose** : To present performance benchmarking information to enable comparisons with SLHD's peers to be undertaken.

Recommendation :

The East and West Area Board are asked to note the contents of the report and agree any further actions required to address issues of performance.

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**To the Chair and Members of the
EAST & WEST AREA BOARD**

**Agenda Item No. 6
Date: 10 November 2008**

1. Report Title

- 1.1 Housemark Performance Indicators Benchmarking Comparisons (April to June 2008).

2. Purpose

- 2.1 The purpose of this report is to present the performance benchmarking information to enable comparisons with St Leger Homes of Doncaster's (SLHD) peers to be undertaken.

3. Recommendation

- 3.1 Members of the East and West Area Board are asked to:
- (a) Note and discuss the contents of this report and supporting appendices.
 - (b) Agree any further actions required to address issues of performance.

4. Background

- 4.1 SLHD is a subscriber to Housemark. As a member, SLHD has access to a range of services including a performance benchmarking facility. The benchmarking service enables SLHD to compare its performance on nationally recognised and agreed performance indicators against that of its peers, both as members of the National ALMO and Yorkshire & Humberside Benchmarking Clubs. Submission of data by the club members is voluntary and is undertaken on a quarterly basis.
- 4.2 Performance information for 2007/08 year end has been finalised and SLHD results are shown, for your information, in the table at Appendix A. The latest performance information up to the period of the 30 June 2008 (Quarter 1 2008/09) has now been submitted, and the table at Appendix B highlights SLHD's performance in comparison with other ALMO's across the country as at 27 August 2008. As more data is entered by other organisations onto the live benchmarking web facility, SLHD's position may change. Members should take this into account when considering this report.
- 4.3 In Quarter 1, comparisons were made for 13 indicators. Of these 13 indicators:

- **3 were within top quartile** (unchanged from Quarter 4 2007/08). 2 indicators were for the repairs service and 1 for the rents service.
- **9 were around the median value** (up from 8 at Quarter 4 2007/08). 4 indicators were for repairs service, 3 for the rents service and 2 for the empty homes service.
- **1 was within the lower quartile** (down from 2 at Quarter 4 2007/08). 1 indicator was for rents service.

4.4 The table at Appendix C shows which specific indicators fall into the above categories and tracks performance since the first report in February 2007, which covered Quarter 3 of the 2006/07 financial year.

4.5 Of the 13 indicators benchmarked, three indicators have improved and two of the indicators have declined in performance since Quarter 4 2007/08. These indicators are outlined below:

- **Improved – Average re-let times**

The average time to re-let void properties has improved from 45.41 days in Q4 2007/08 to 31.05 days in Q1 2008/09. As a result, the indicator has moved from lower to median quartile.

- **Improved – % of urgent repairs completed within government time limits**

Performance for this indicator has seen an improvement from 98.58% in Q4 2007/08 to 99.45% in Q1 2008/09. This has moved the indicator from median to upper quartile.

- **Improved - % of tenants in arrears who have had notices seeking possession served**

This indicator has shown quite a dramatic improvement from Q4 2007/08 where our performance was 44.47%, to 11.12% in Q1 2008/09 moving this indicator from lower to median quartile.

- **Declined - Proportion of rent collected**

Performance within SLHD has declined from 98.39% in Quarter 4 2007/08 to 92.43% in Quarter 1 2008/09. The upper quartile limit has reduced from 98.49% in Quarter 4 to 97.96% in Quarter 1. Comments from the service area are anticipating an improvement in Q2.

- **Declined - Average time taken to complete non-urgent repairs**

Performance within SLHD has slightly declined from 8.10 days in Quarter 4 2007/08 to 8.30 days in Quarter 1 2008/09. The upper quartile limit has reduced from 8.32 days in Quarter 4 to 7.87 days in Quarter 1 moving this indicator from upper to median quartile. However, SLHD still remains within the target set for 2008/09 of 9 days.

- 4.6 The report detailing performance for quarter 2 is scheduled to arrive from Housemark during December 2008, allowing 2 months after the quarter end for club members to provide their performance data. However, for comparison purposes, SLHD's performance for quarter 2 and its provisional ranking at 30 October 2008 has been included in the table at Appendix B.
- 4.7 Members may wish to note that Housemark have recently reviewed the current suite of ALMO Quarterly Performance Indicators (QPIs). These proposed QPIs are now under formal consultation with Housemark members. The deadline for consultation is 31 October 2008. If any of the current suite of indicators monitored in this report are withdrawn from the benchmarking service members will be notified accordingly.
- 4.8 SLHD is continually striving to improve performance across all of its performance indicators, but in particular those that are currently within the lower quartile. To ensure that performance improves and any remedial actions can be taken, the benchmarking data has been fed back to all Service Managers.

5. Procurement

- 5.1 N/A

6. Consultation

- 6.1 This information has been reported through the agreed performance monitoring framework.

7. Legal Implications

- 7.1 There are no legal implications arising from this report.

8. Financial Implications / Risk / Diversity

8.1 Financial

There are no financial implications arising from the report.

8.2 Value for Money

The VFM implications arising from this report relate to non cashable

efficiencies. Should improvement in performance be achieved for the same cost input these can be claimed as non cashable efficiencies in our Annual Efficiency Statement.

8.3 **Risk**

There are no risk issues arising from the report.

8.4 **Diversity**

There are no diversity issues arising from this report.

9. **Report Author**

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10. **Background Papers**

- 10.1 Appendix A - 2007/08 Annual Performance Benchmarking.
- Appendix B - 2008/09 Quarter 1 Performance Benchmarking.
- Appendix C - Benchmarking Trend Performance