

St. Leger Homes of Doncaster

Summary of Performance
Management Information

September 2008

West 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.

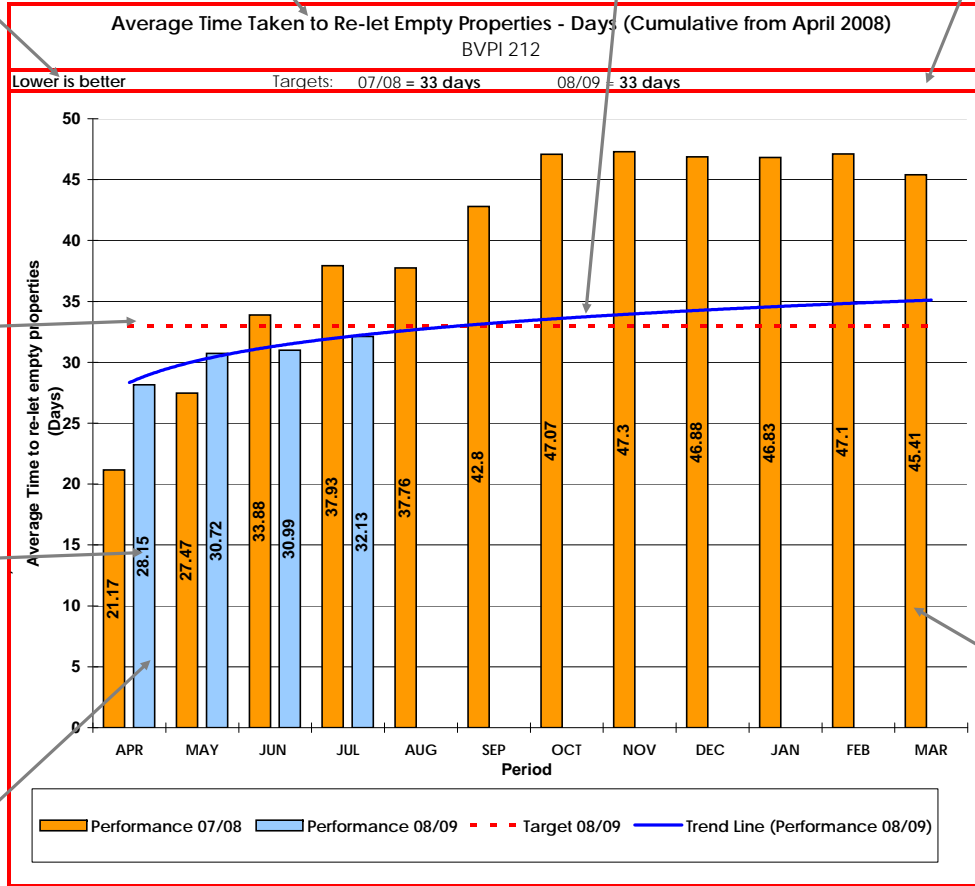
TREND ARROW - This arrow compares the performance of the indicator against the figure reported for the previous Quarter.

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.

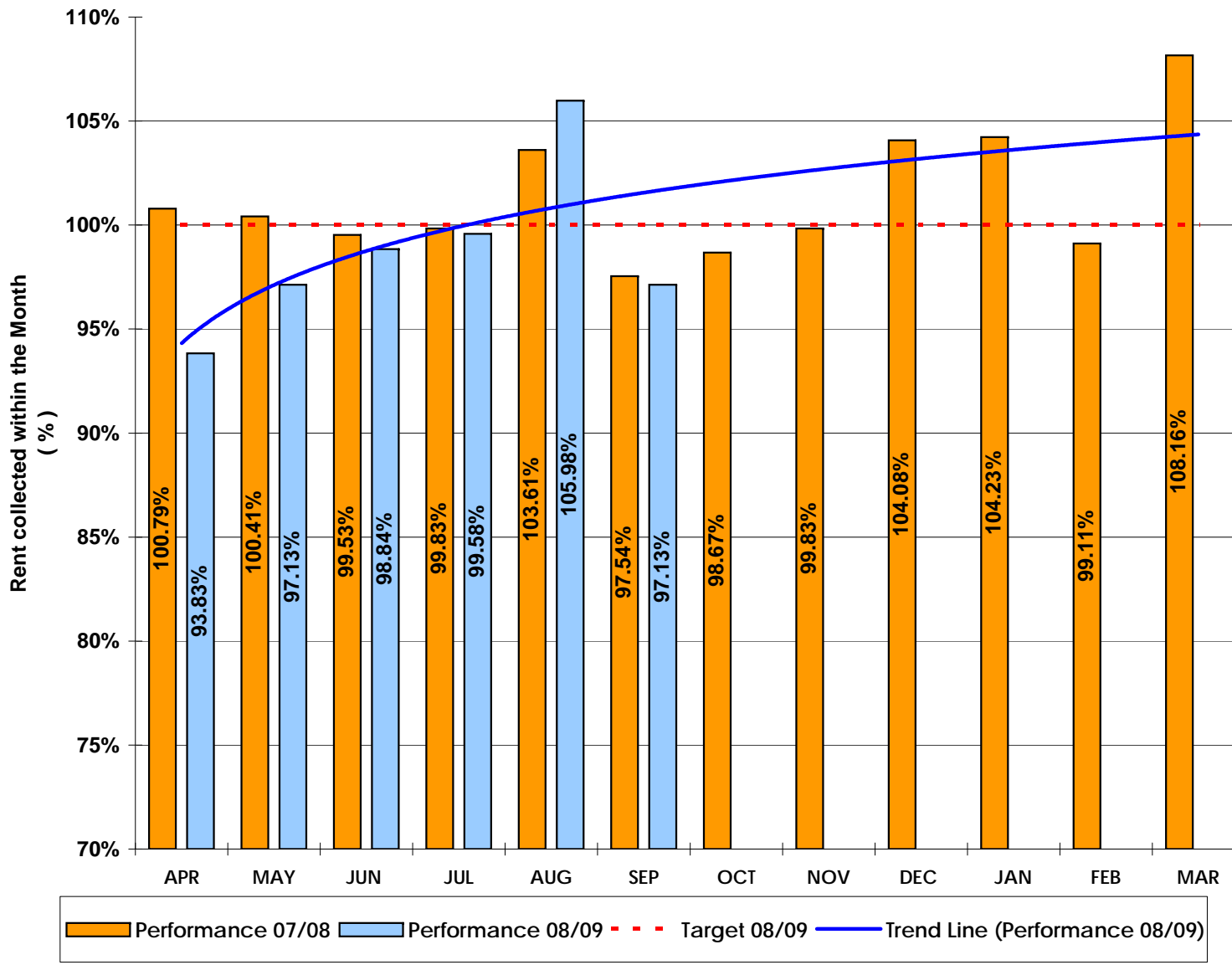
Red - predict will not meet target
Green - predict will meet target

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.

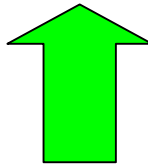
Percentage of Rent Collected within the Month (Monthly Performance)

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 - Year to date = 98.89%. Performance during the rent free weeks, as in August, is always considerably better than in other months, therefore looking at performance in July and September, performance is in line with seasonal trends. While the percentage of rent collected within the month is 0.41% lower than this time last year, we anticipate the year end target will be achieved.

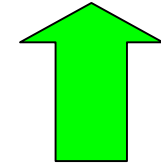
Percentage of Current Arrears Against Annual Debit - Monthly Performance

North West

Lower is better Targets: 07/08 = 1.70% 08/09 = None Set

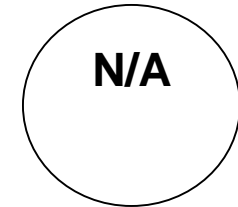
Direction of Travel

(from Quarter 1 to
Quarter 2)



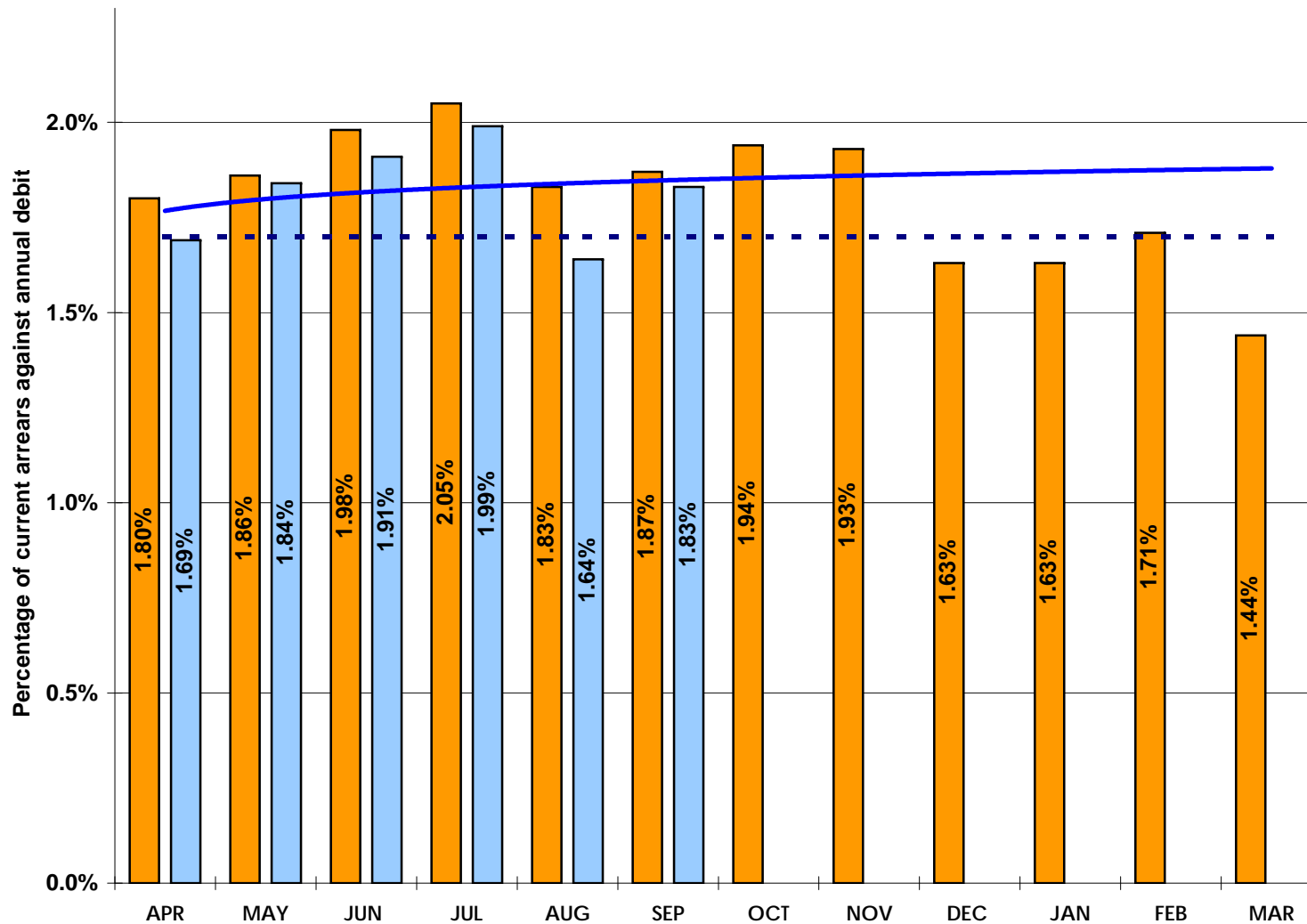
Improving

Prediction against end of
year target



Comments

Lower is better - Performance during the rent free weeks, as in August, is always considerably better than in other months, therefore looking at performance in July and September, performance is in line with seasonal trends and has reduced between July to September by 0.16%.



Performance 07/08
 Performance 08/09
 Target 07/08
 Trend Line (Performance 08/09)

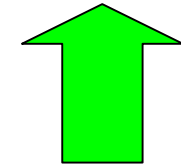
Percentage of Current Arrears Against Annual Debit - Monthly Performance

South West

Lower is better Targets: 07/08 = 1.90% 08/09 = None Set

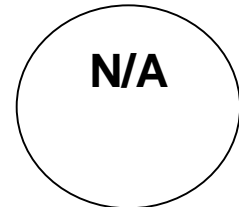
Direction of Travel

(from Quarter 1 to Quarter 2)



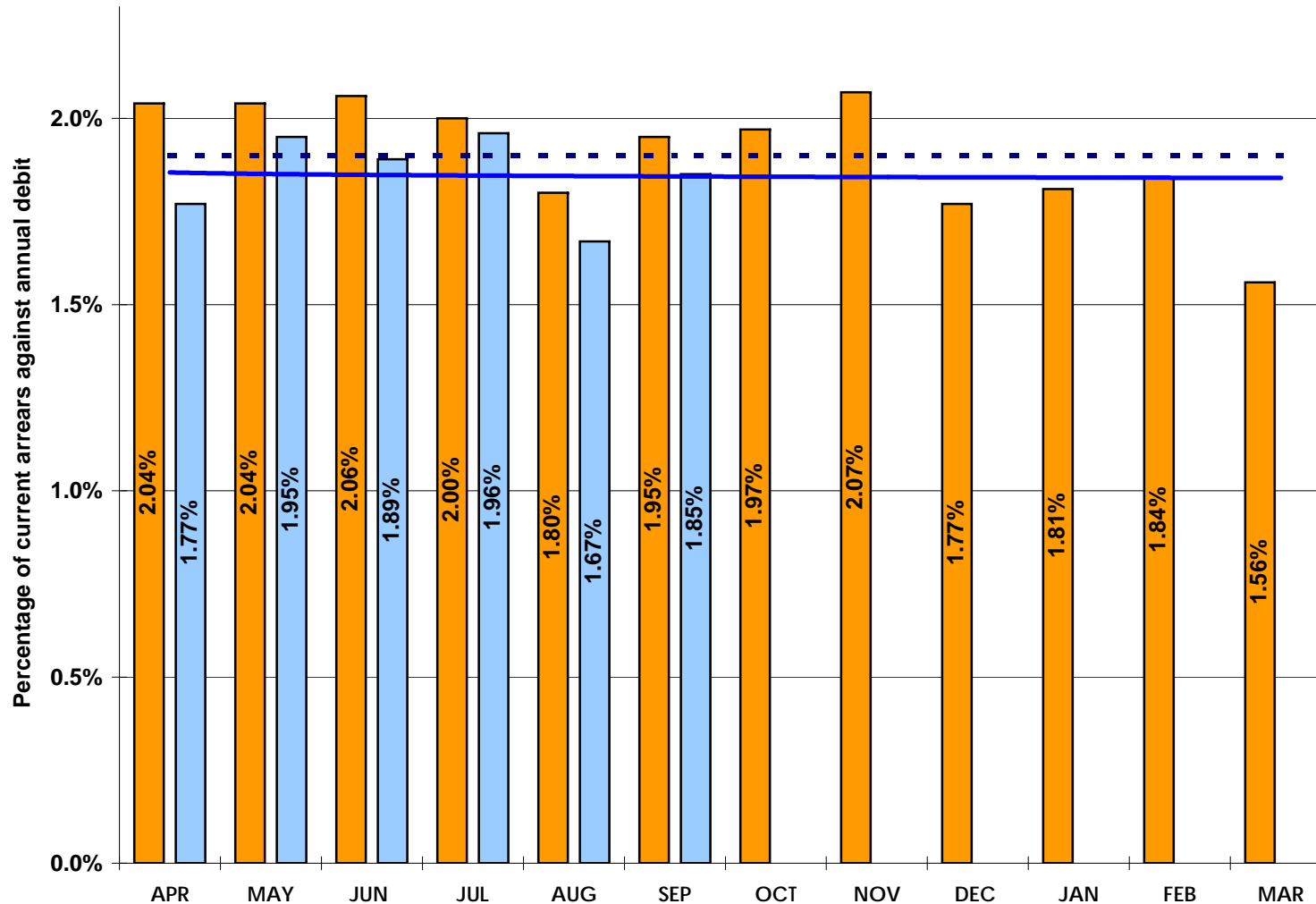
Improving

Prediction against end of year target



Comments

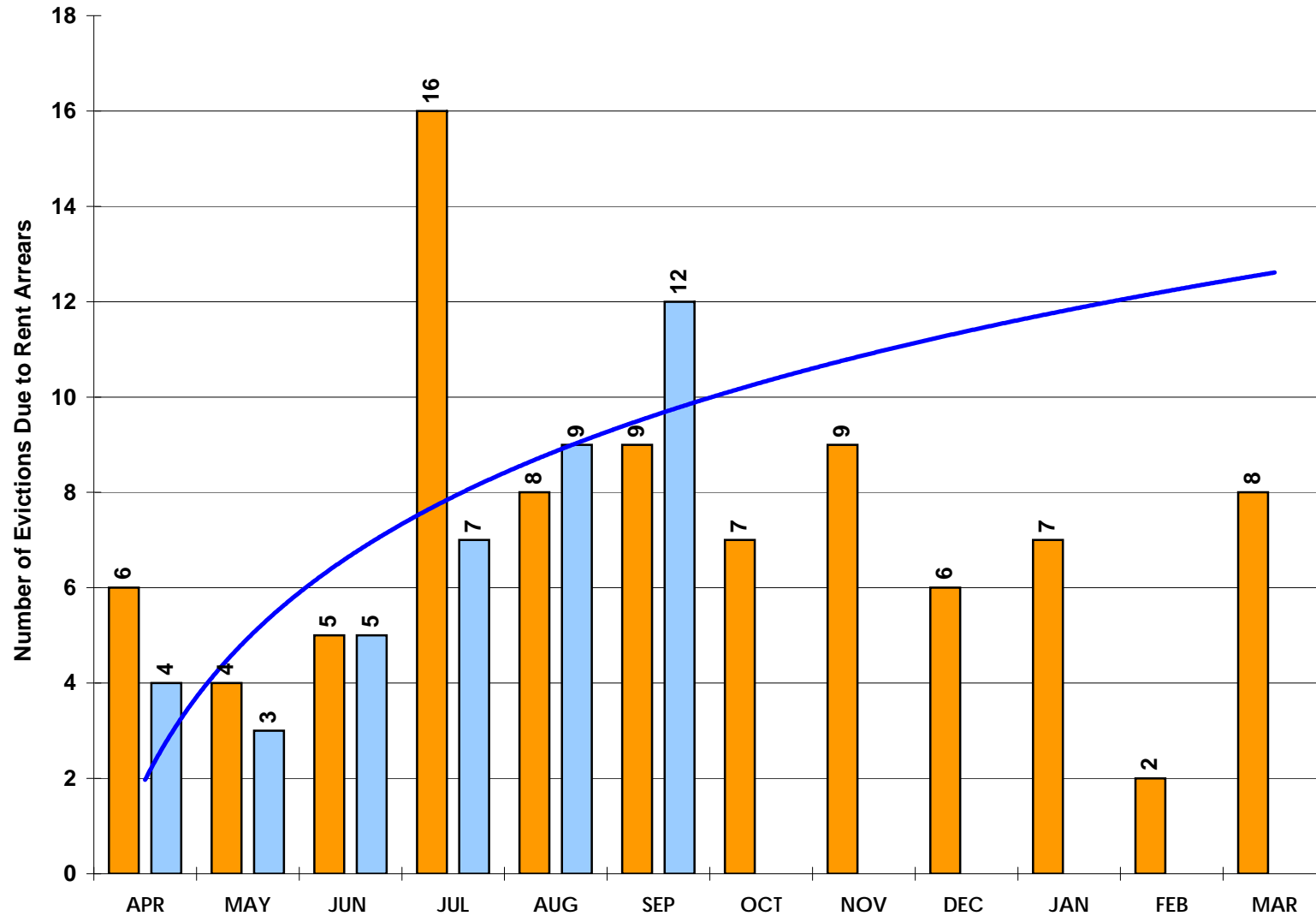
Lower is better - The reason for the increase in arrears from August to September (1.67% - 1.85%) was due to the fact that there was a Rent Free Week during August. This meant that the figure for August was considerably lower than that in July. However, September's figure of 1.85% is still lower than the figure in July (1.96%) which is a more realistic comparator.



█ Performance 07/08
 █ Performance 08/09
 - - - Target 07/08
 — Trend Line (Performance 08/09)

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

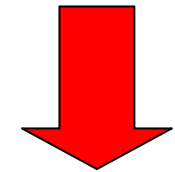
Lower is better Targets: 07/08 = 85 08/09 = 80



Performance 07/08
 Performance 08/09
 Trend Line (Performance 08/09)

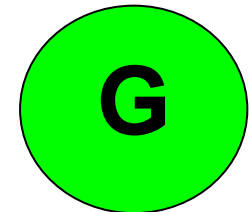
Borough

Direction of Travel
(from Quarter 1 to
Quarter 2)



Deteriorating

Prediction against end of
year target



Comments

Lower is better - Year to date = 40. Although the number of evictions has increased in September it is still lower than the total number carried out this time last year and is on line to meet the year end target.

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

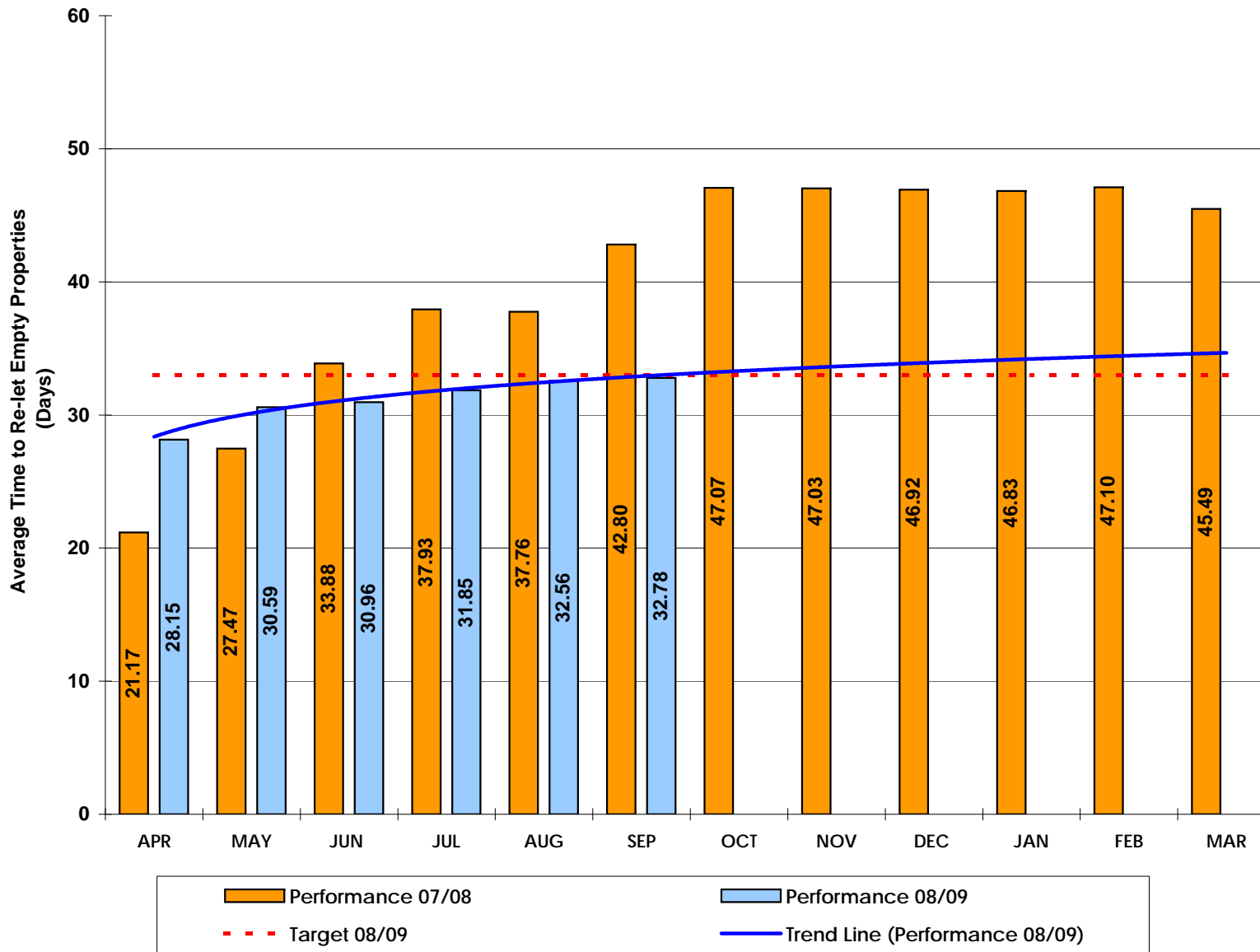
BVPI 212

Lower is better

Targets:

07/08 = 33 days

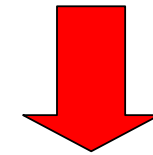
08/09 = 33 days



Borough

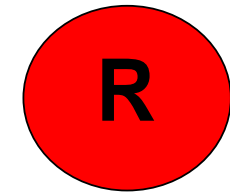
Direction of Travel

(from Quarter 1 to Quarter 2)



Deteriorating

Prediction against end of year target



Comments

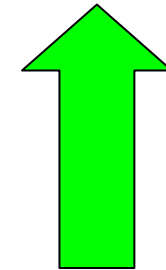
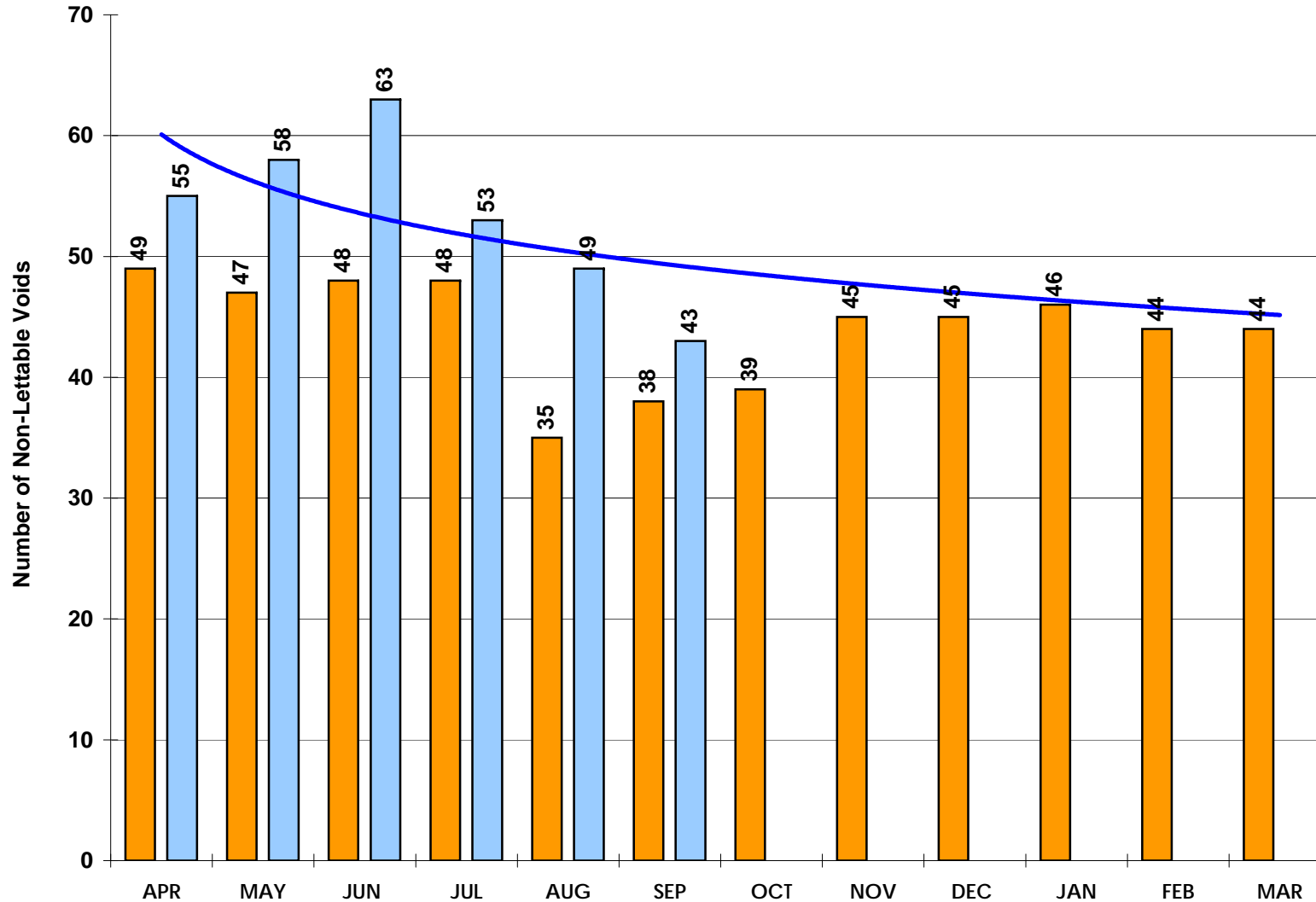
Lower is better - Performance is within target but has slightly deteriorated due to temporary suspension of works. Currently, there are over 80 properties in the process of having a Type 3 Asbestos Survey or awaiting results. This is not having a detrimental effect on the key performance indicator for relet times but will have an impact on void rent loss. However, it is expected that performance will improve and the end of year target will be met.

Number of Non-Lettable Voids (Per Calendar Month)

North West

Lower is better

Direction of Travel
(from Quarter 1 to
Quarter 2)



Improving

Comments

Lower is better - The number of non-lettable voids in the North West has reduced, mainly due to properties being brought back in to use. This figure represents 0.95% of the total stock in the North West.

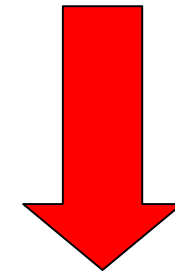
Performance 07/08
 Performance 08/09
 Trend Line (Performance 08/09)

Number of Non-Lettable Voids (Per Calendar Month)

South West

Lower is better

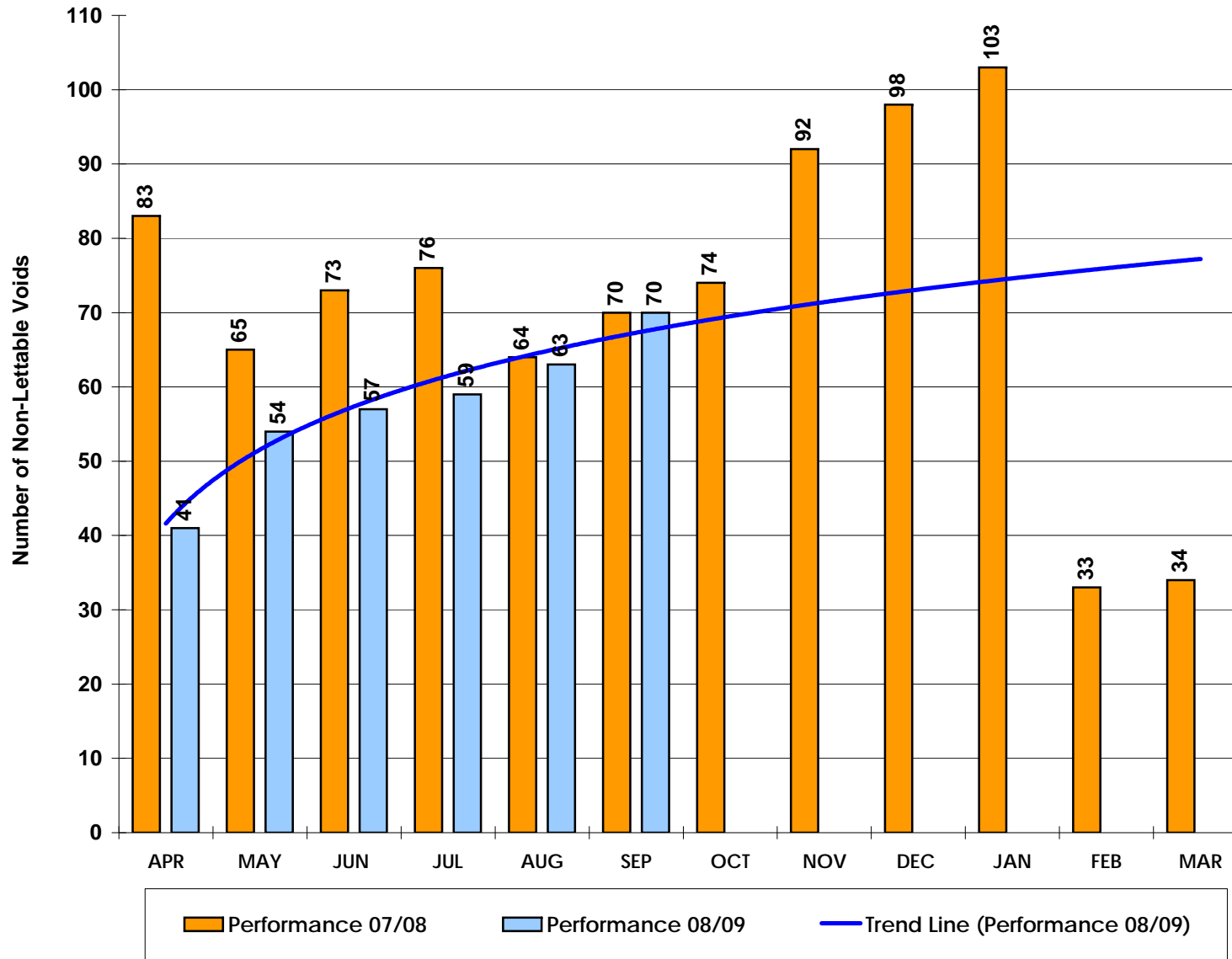
Direction of Travel
(from Quarter 1 to
Quarter 2)



Deteriorating

Comments

Lower is better - The increase in non-lettable voids in the South West is largely due to acquisitions for the Pathfinder Programme. This figure represents 1.09% of the total stock in the South West of the Borough.

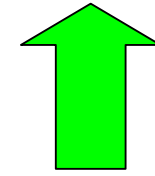


% of Appointments Made and Kept

North West

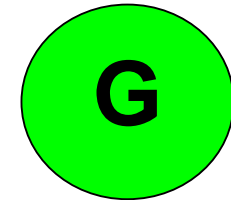
Higher is better Targets: 07/08 = 96% (Borough) 08/09 = 96% (Borough)

Direction of Travel
(from Quarter 1 to
Quarter 2)



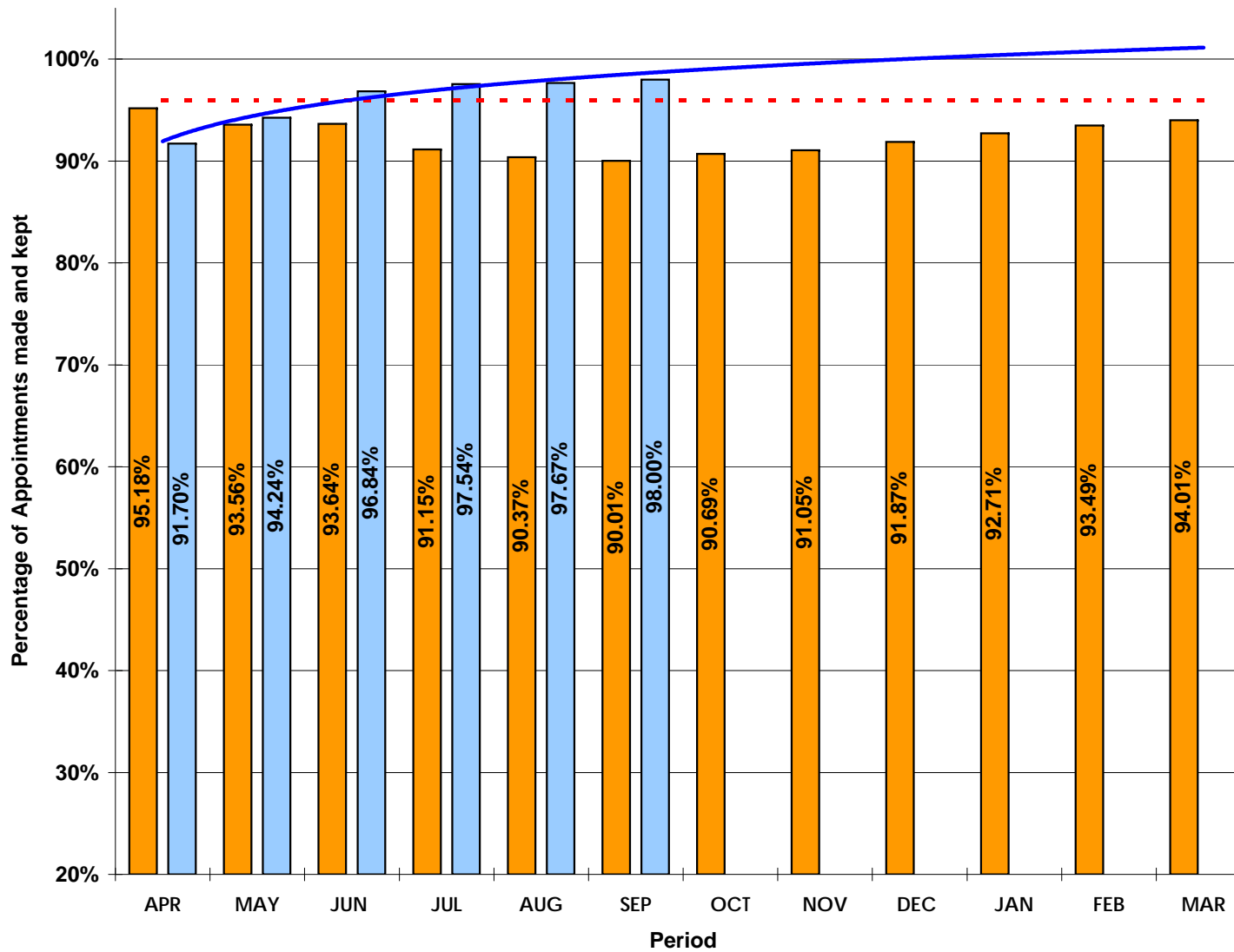
Improving

Prediction against end of
year target



Comments

Higher is better - The trend of improved performance continues since the implementation of OptiTime in April.



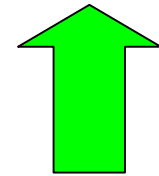
█ Performance 07/08
 █ Performance 08/09
 - - - Target 08/09
 — Trend Line (Performance 08/09)

% of Appointments Made and Kept

South West

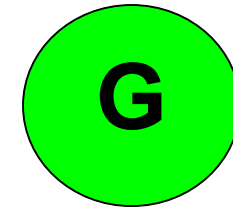
Higher is better Targets: 07/08 = 96% (Borough) 08/09 = 96% (Borough)

Direction of Travel
(from Quarter 1 to Quarter 2)



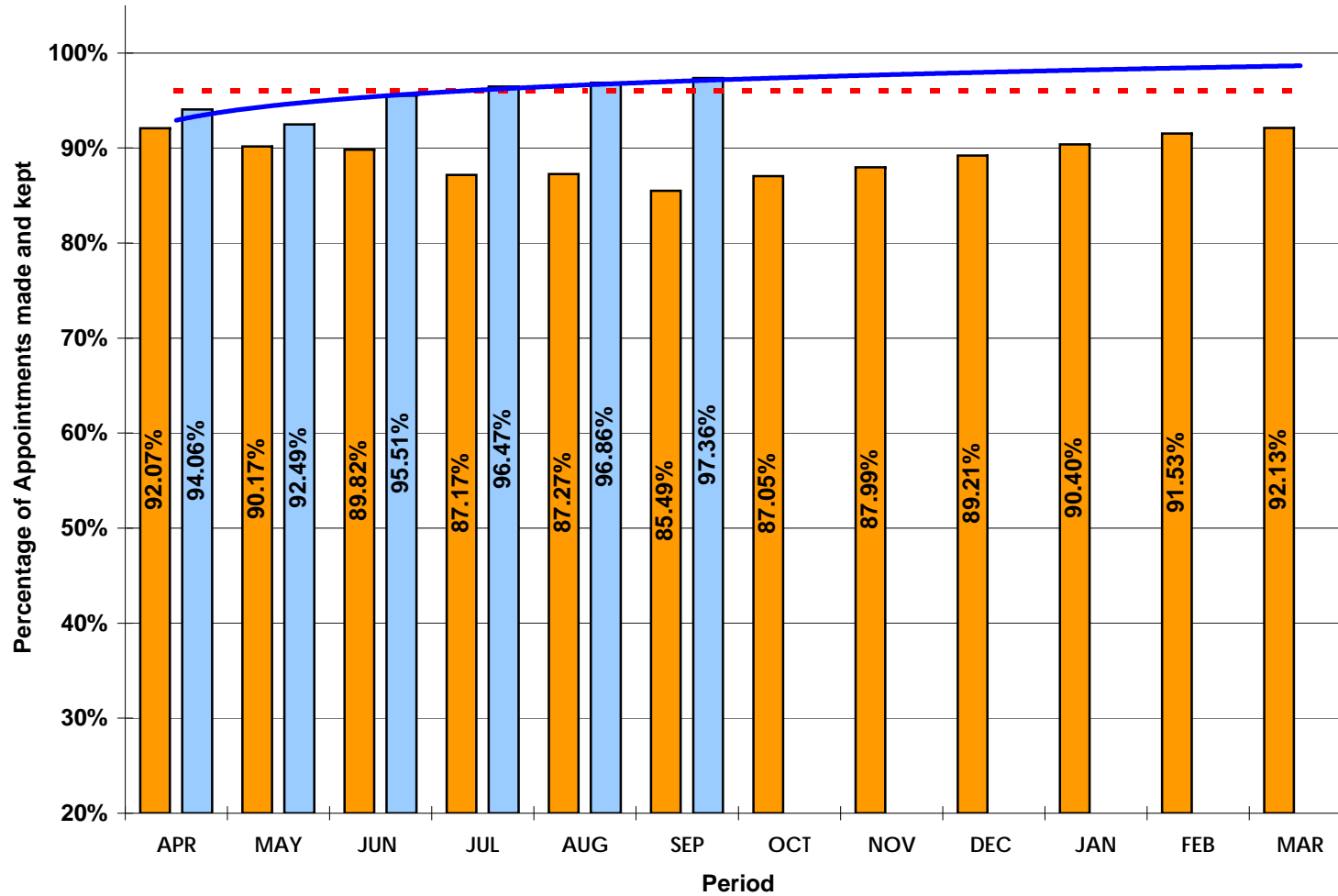
Improving

Prediction against end of year target



Comments

Higher is better - The trend of improved performance continues since the implementation of OptiTime in April.



Performance 07/08
 Performance 08/09
 Target 08/09
 Trend Line (Performance 08/09)

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

North West

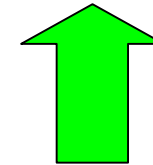
Lower is better

Targets: 07/08 = 13 Days (Borough)

08/09 = 9 Days (Borough)

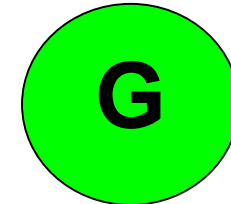
Direction of Travel

(from Quarter 1 to Quarter 2)



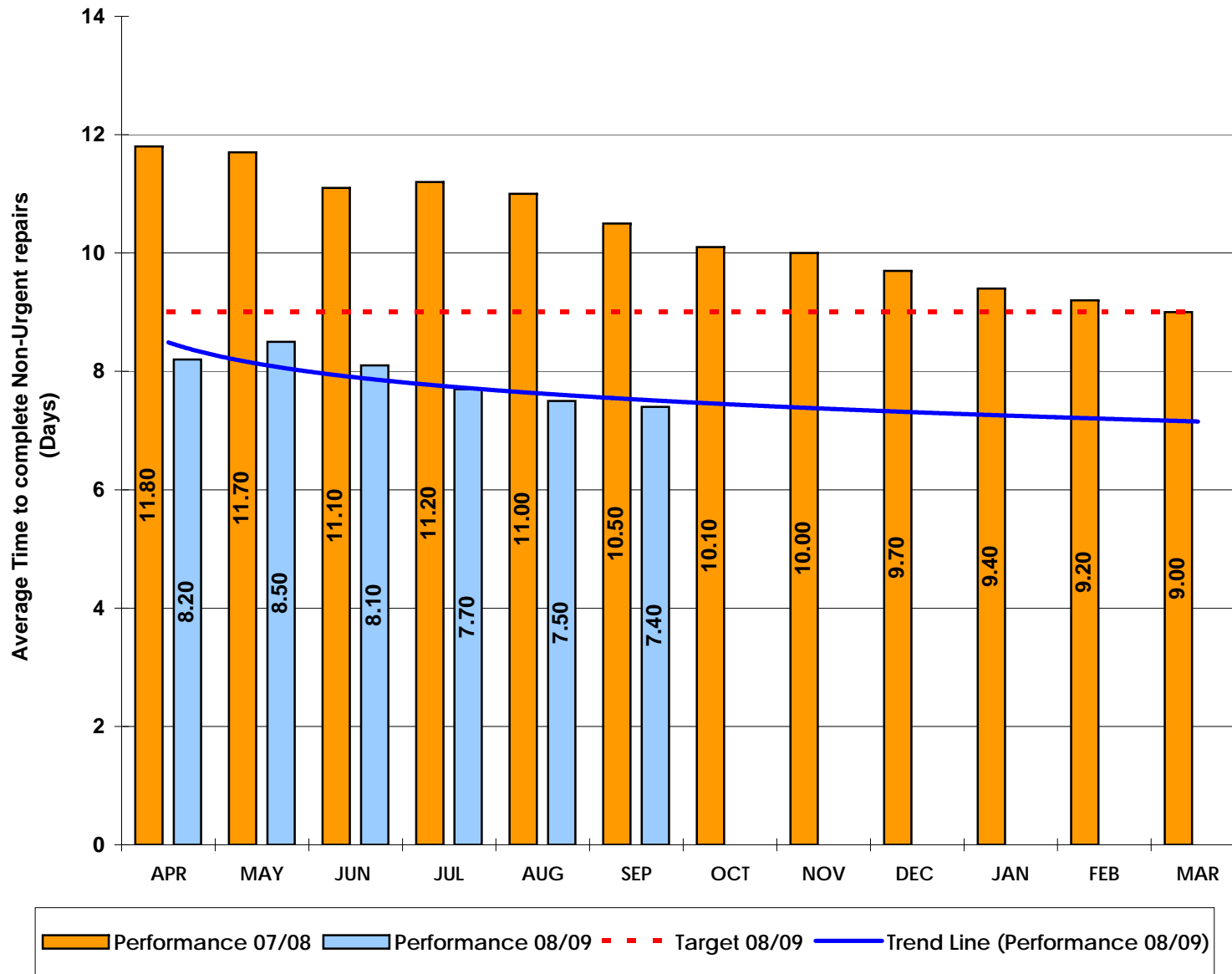
Improving

Prediction against end of year target



Comments

Lower is better - The trend of improved performance continues since the implementation of OptiTime in April.



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

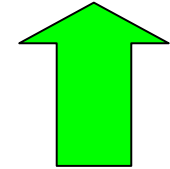
South West

Lower is better

Targets: 07/08 = 13 Days (Borough)

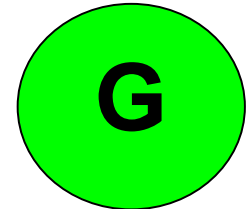
08/09 = 9 Days

Direction of Travel
(from Quarter 1 to Quarter 2)



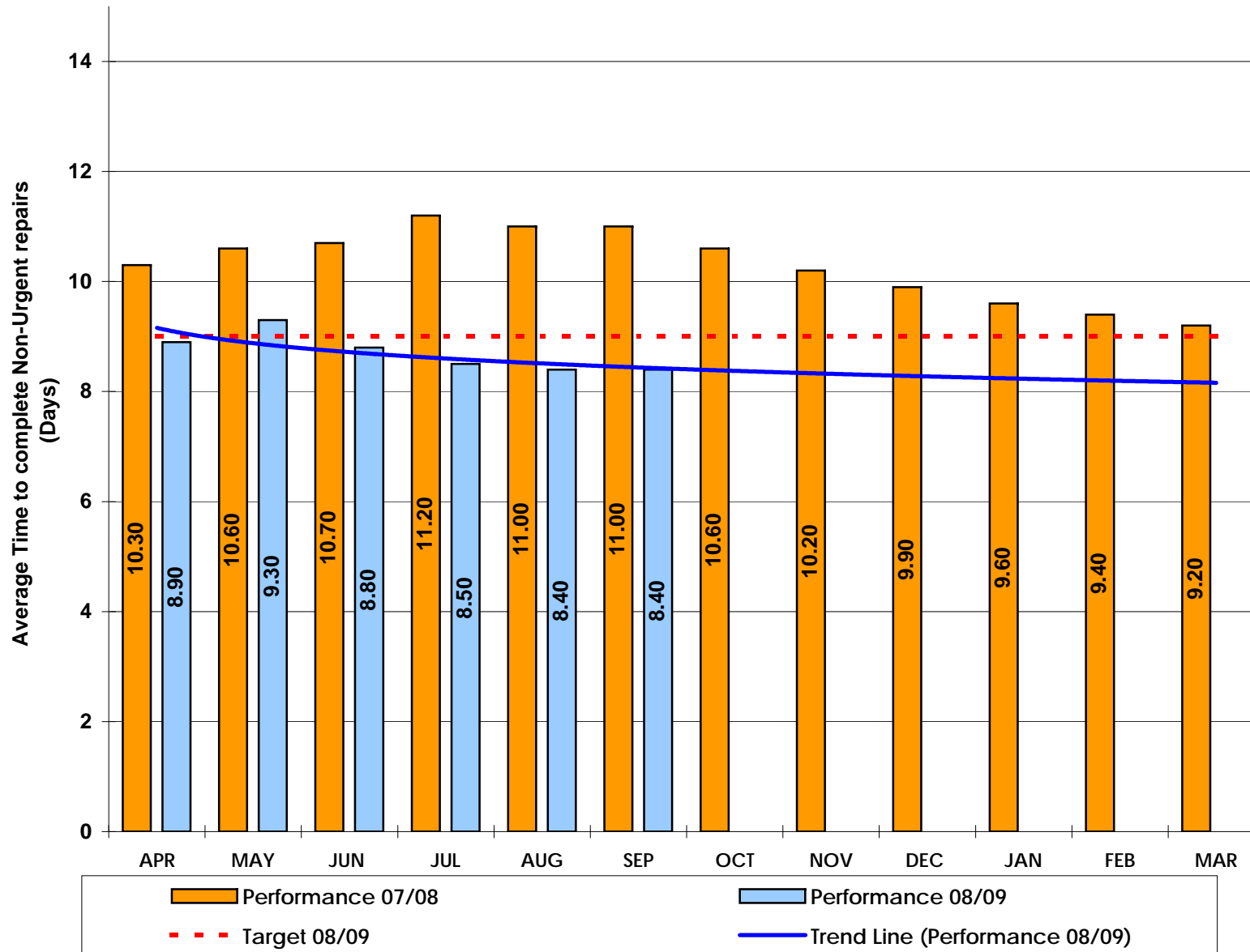
Improving

Prediction against end of year target



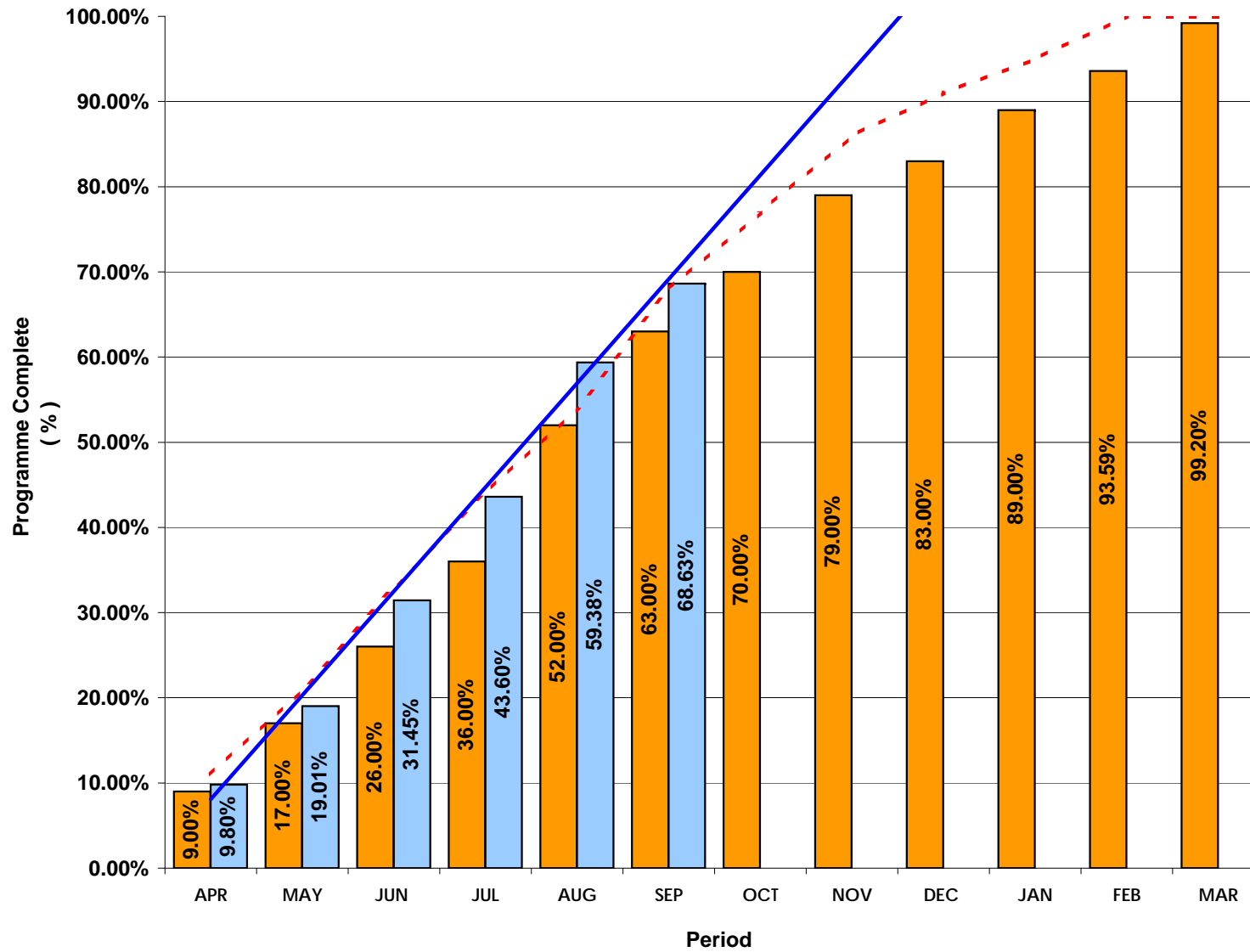
Comments

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%

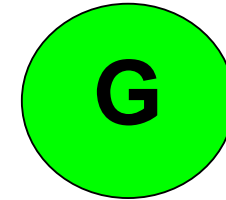


■ Performance 07/08
 ■ Performance 08/09
 - - - Target 08/09
 — Trend Line (Performance 08/09)

Borough

Direction of Travel

Prediction against end of year target



Comments

On Target is Better - On target to achieve 100% by the end of March 2009.

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

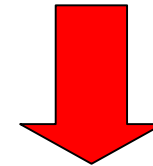
North West

Lower is better

Target: **0**

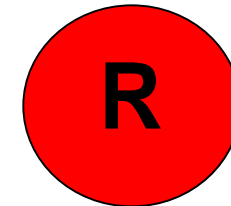
Direction of Travel

(from Quarter 1 to Quarter 2)



Deteriorating

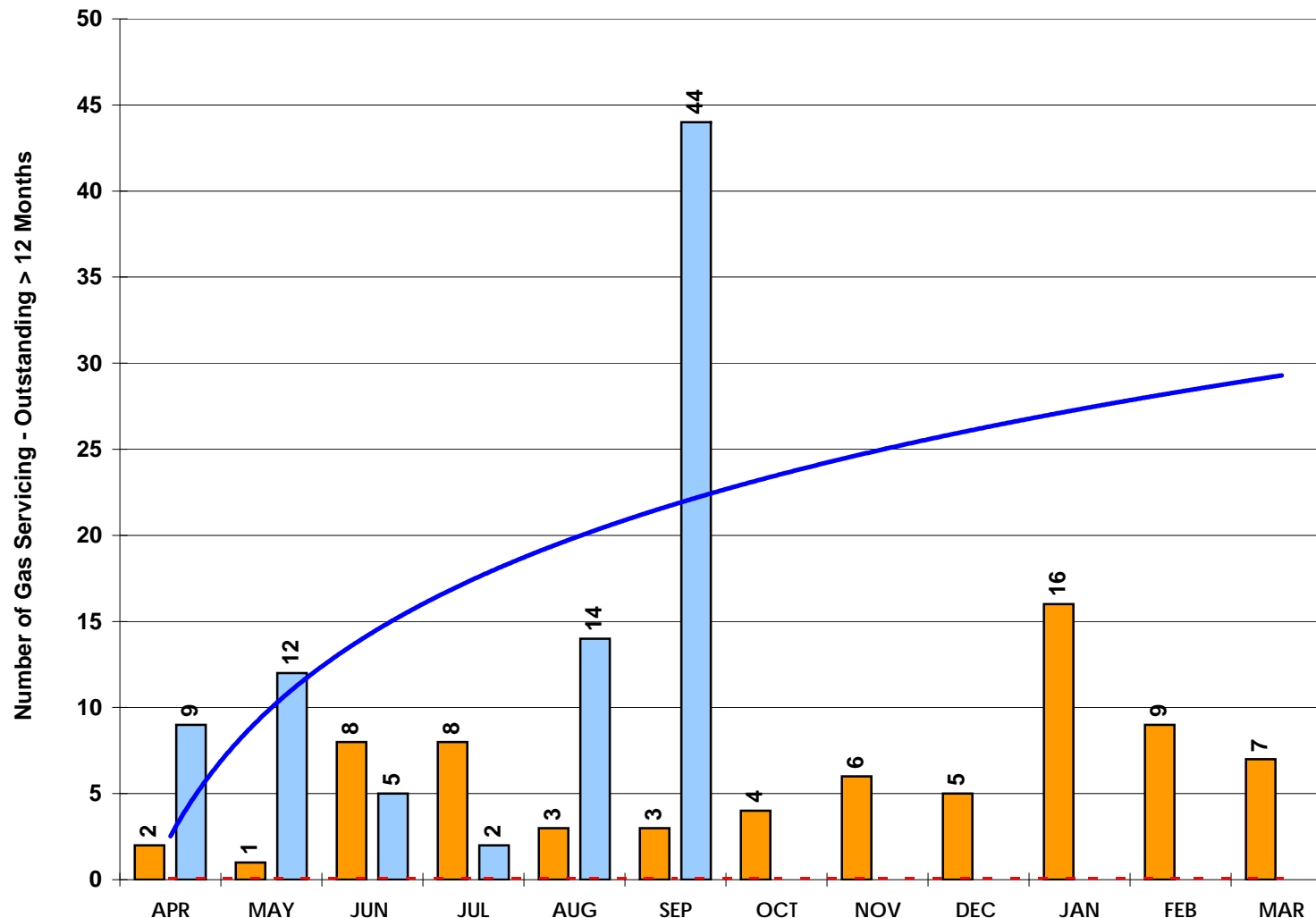
Prediction against end of year target



Comments

Lower is better - There were issues with dates on automated gas servicing letters being printed in American format, however, this issue has now been resolved through a recent upgrade to TASK. On the 15th October there were a total of 20 properties with a gas service due before the end of September.

- 12 were between 13 - 14 months since their last service;
 - 8 were between 12 - 13 months since their last service.
- All are in the no access process.



■ Performance 07/08
 ■ Performance 08/09
 - - - Target 08/09
 — Trend Line (Performance 08/09)

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

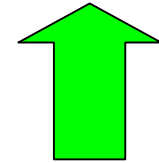
South West

Lower is better

Target: 0

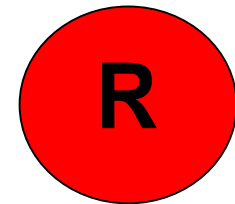
Direction of Travel

(from Quarter 1 to Quarter 2)



Improving

Prediction against end of year target

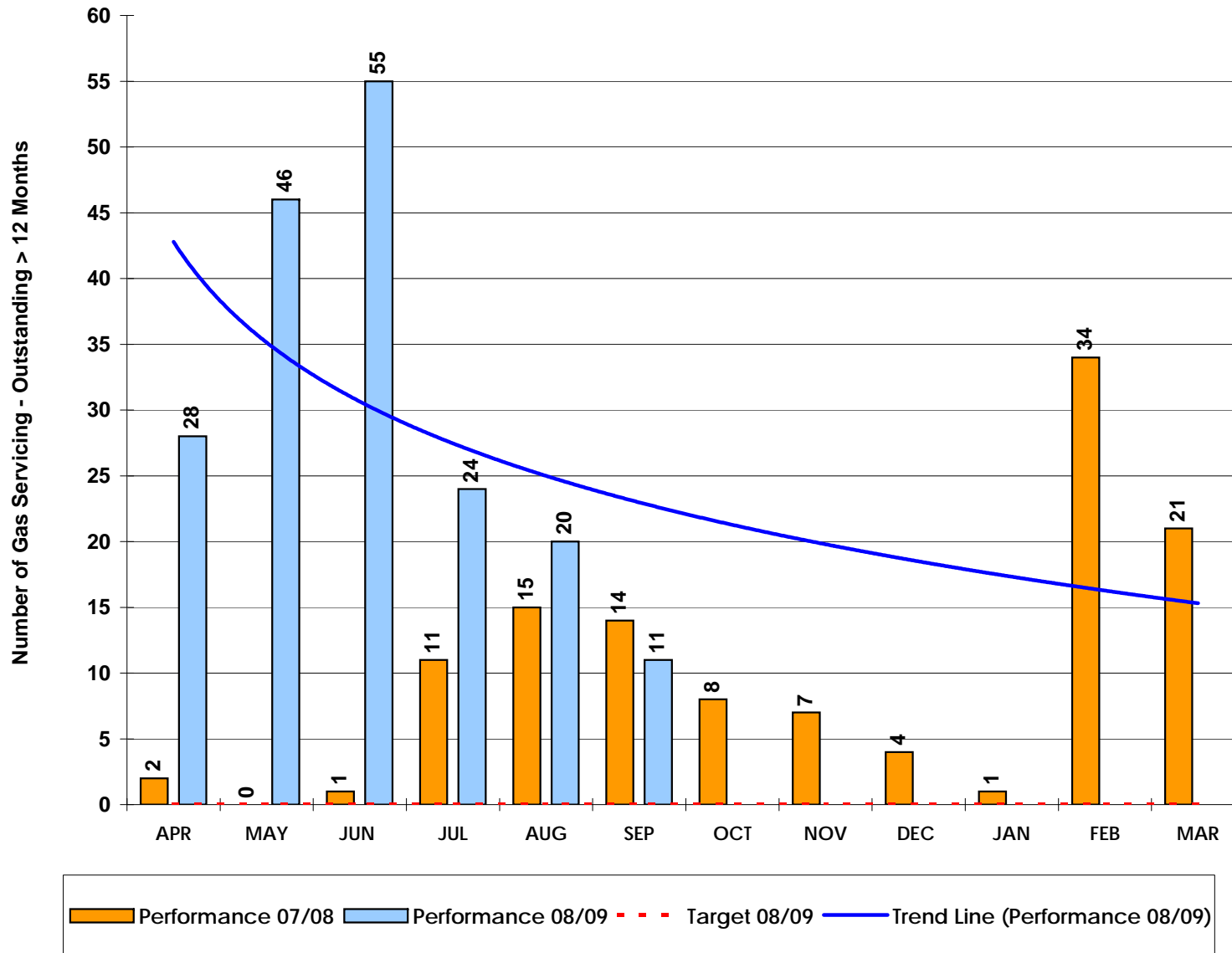


Comments

Lower is better - On the 15th October there were 11 properties where it has been more than 12 months since their last service.

- 1 was over 18 months overdue;
- 10 were between 12 - 16 months since their last service.

All are in the no access process.



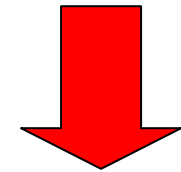
Repairs Contact Centre - Average Queue Time (Per Calendar Month)

Borough

Lower is better

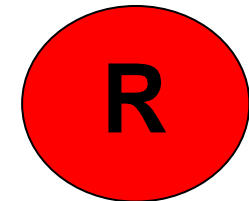
Target: **25 secs**

Direction of Travel
(from Quarter 1 to
Quarter 2)



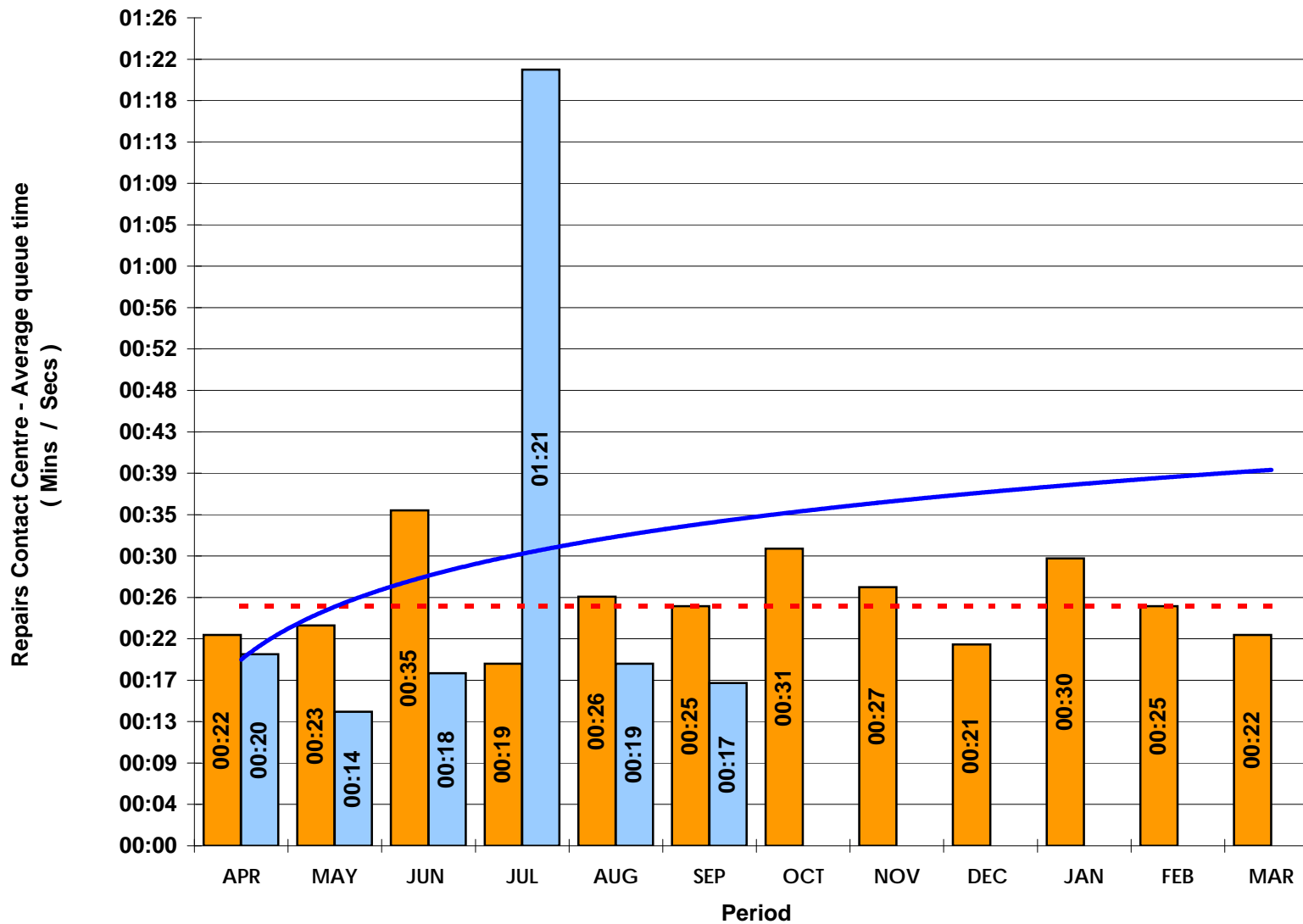
Deteriorating

Prediction against end of
year target



Comments

Lower is better - The average queue time for the year to date (1 April 2008 – 30 September 2008) is 28 seconds. The underlying trend is back on track (17 seconds for September) after the problems encountered with the telephone exchange in July, caused by BT equipment failure. Excluding July, every month has been within target this year.

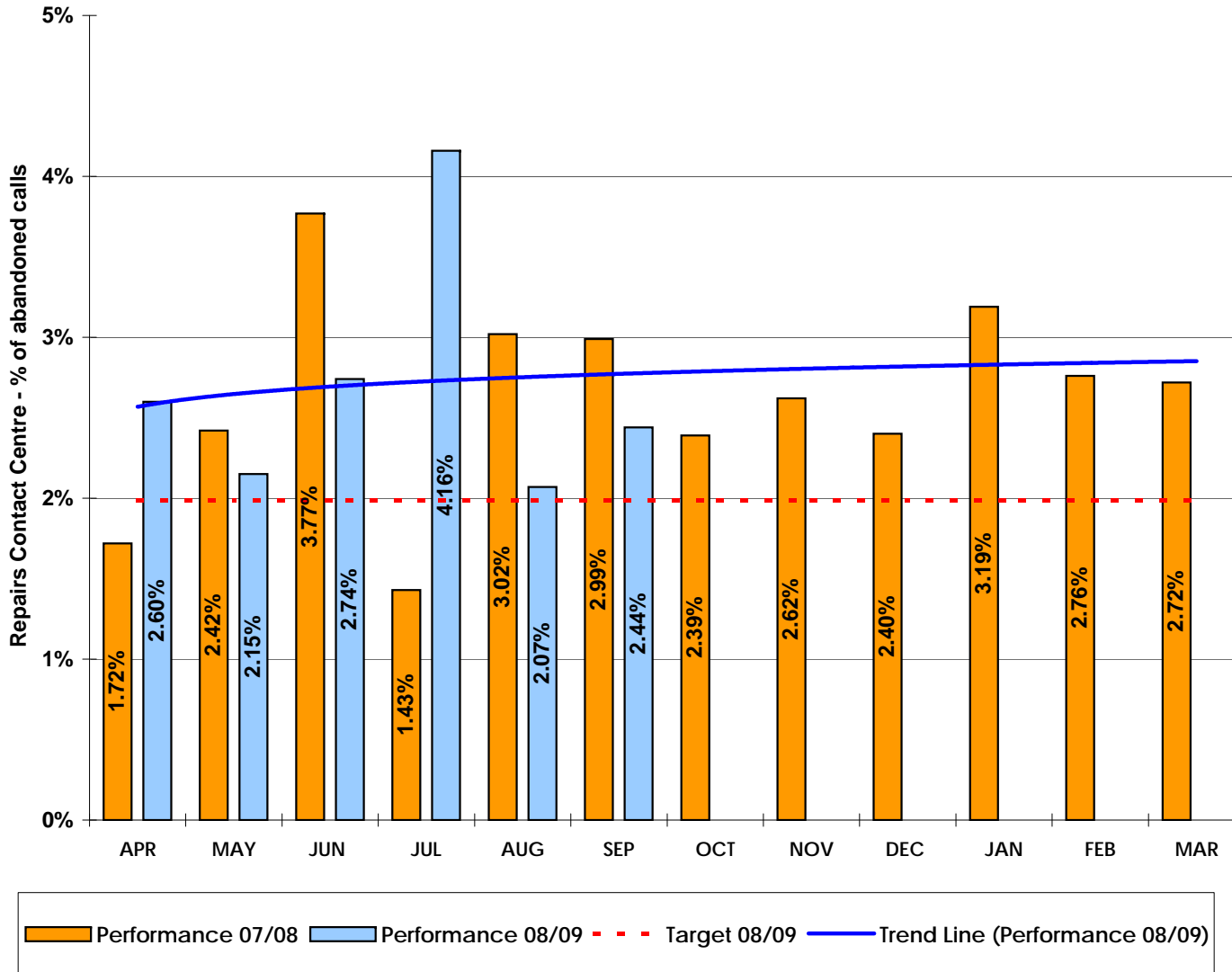


■ Performance 07/08
 ■ Performance 08/09
 - - - Target 08/09
 — Trend Line (Performance 08/09)

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

Lower is better

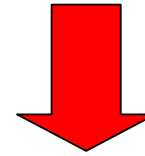
Target: Less than 2%



Borough

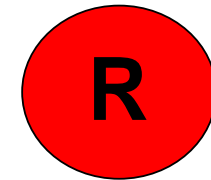
Direction of Travel

(from Quarter 1 to Quarter 2)



Deteriorating

Prediction against end of year target



Comments

Lower is better - Year to date = 2.68%. Out of a total of 10,987 calls received in September, 268 were abandoned. Out of the 268, 221 of these abandoned within our target average customer wait time of 25 secs or less, 163 of the 268 who abandoned did so in 10 secs or less. There were also problems between the 9th and 12th September with callers being cut off intermittently due to faults with the telephone exchange.

A number of callers who have abandoned their calls have been contacted to find out why they are abandoning so early in the call. There are various reasons given, none of which are due to customers thinking they have been kept waiting too long or who had problems getting through. The analysis exercise has highlighted that some customers who are hard of hearing experienced problems hearing the message, some were ringing to find out other contact numbers or the website address and then hanging up without realising they had got into the queue. The customer greeting has now been updated to try to reduce the number of abandoned calls.

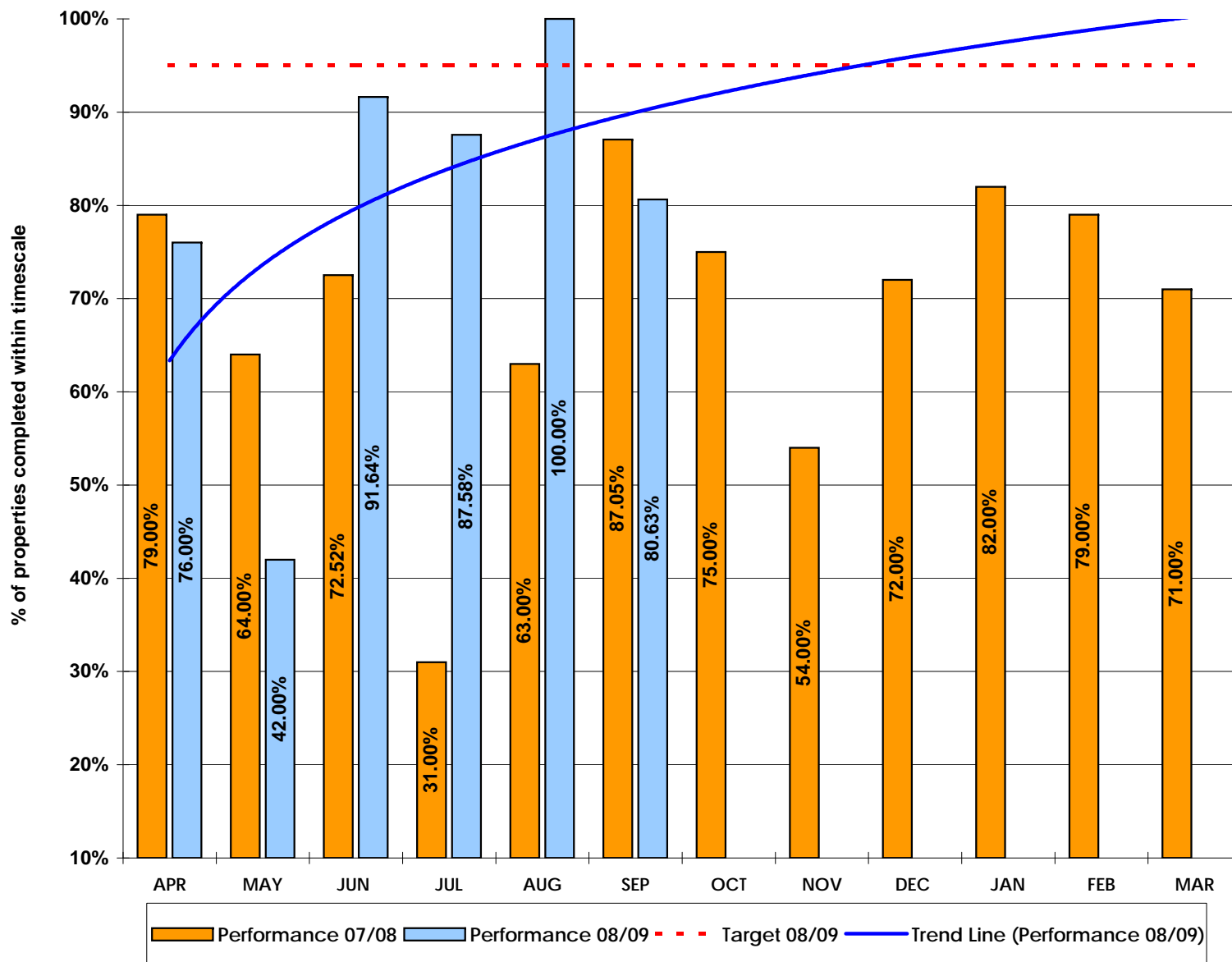
Capital Programme - Percentage of Properties Completed within Timescale (Monthly)

Higher is better

Targets:

07/08 = 95%

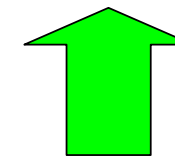
08/09 = 95%



Borough

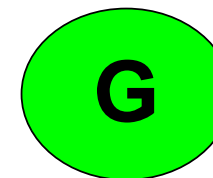
Direction of Travel

(from Quarter 1 to Quarter 2)



Improving

Prediction against end of year target



Comments

Higher is better - Continue to be delays following suspension of works and re-alignment of work programme. For purpose of constructor performance monitoring, all properties handed over between 22nd July and 29th September 2008 will be excluded from performance assessment for future allocation of works.

During the period, 12 properties were delayed due to being rejected by SLHD due to poor quality work. This was specific to Henry Boot's site at Bentley due to mechanical and electrical defects. Henry Boot have subsequently reviewed their hand over checking procedures and their staffing arrangements on site.

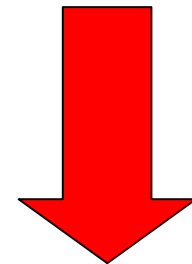
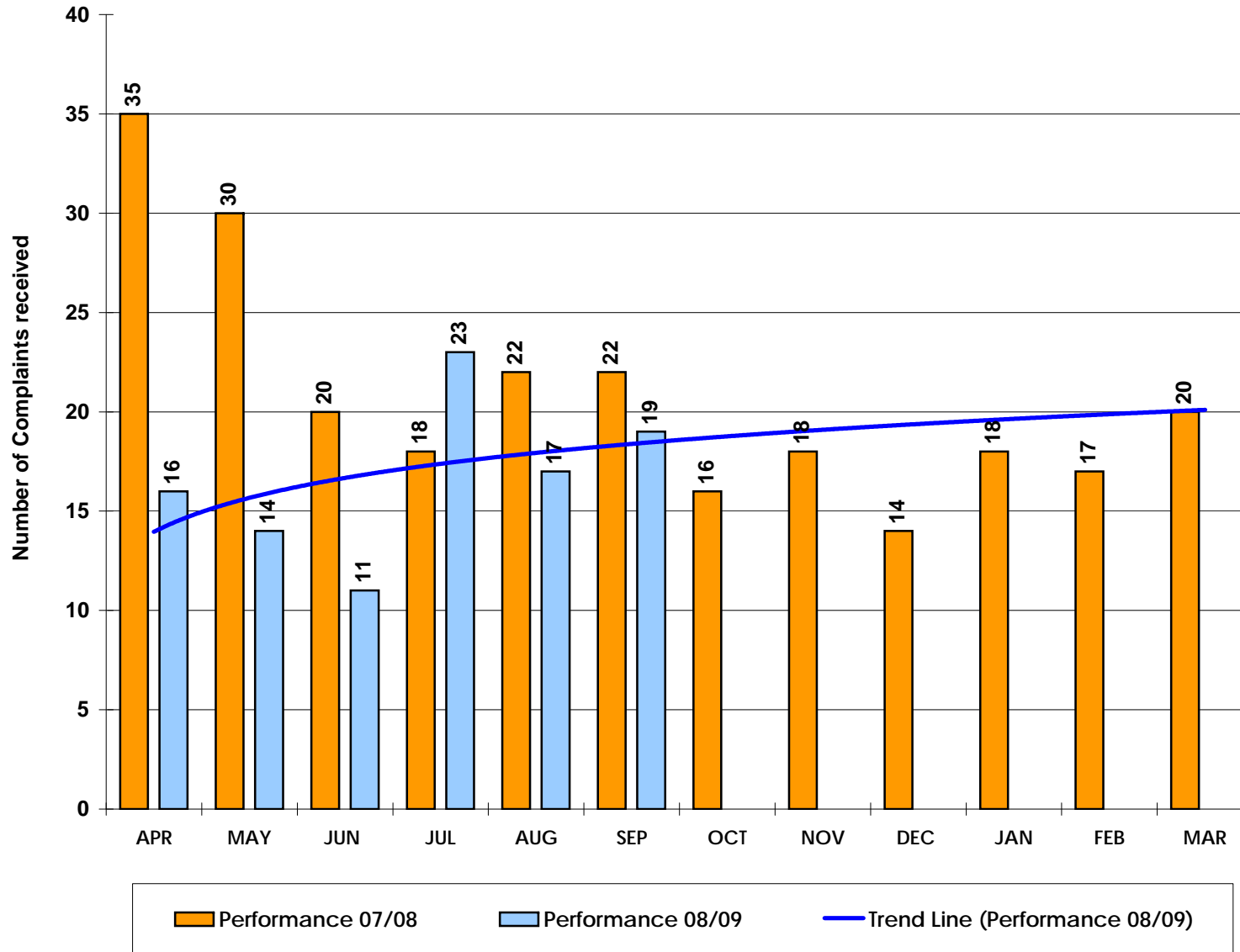
Number of Complaints Received (Monthly Performance)

North West

Lower is better

Direction of Travel

(from Quarter 1 to Quarter 2)



Deteriorating

Comments

Lower is better - While the number of complaints have shown a slight increase in August and September compared with those received in the last period of June and July, they are slightly down on those received for the same period last year. The number of complaints for Property Services in this area has increased, mostly due to the suspension of some Planned Maintenance works.

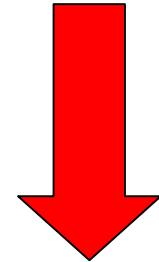
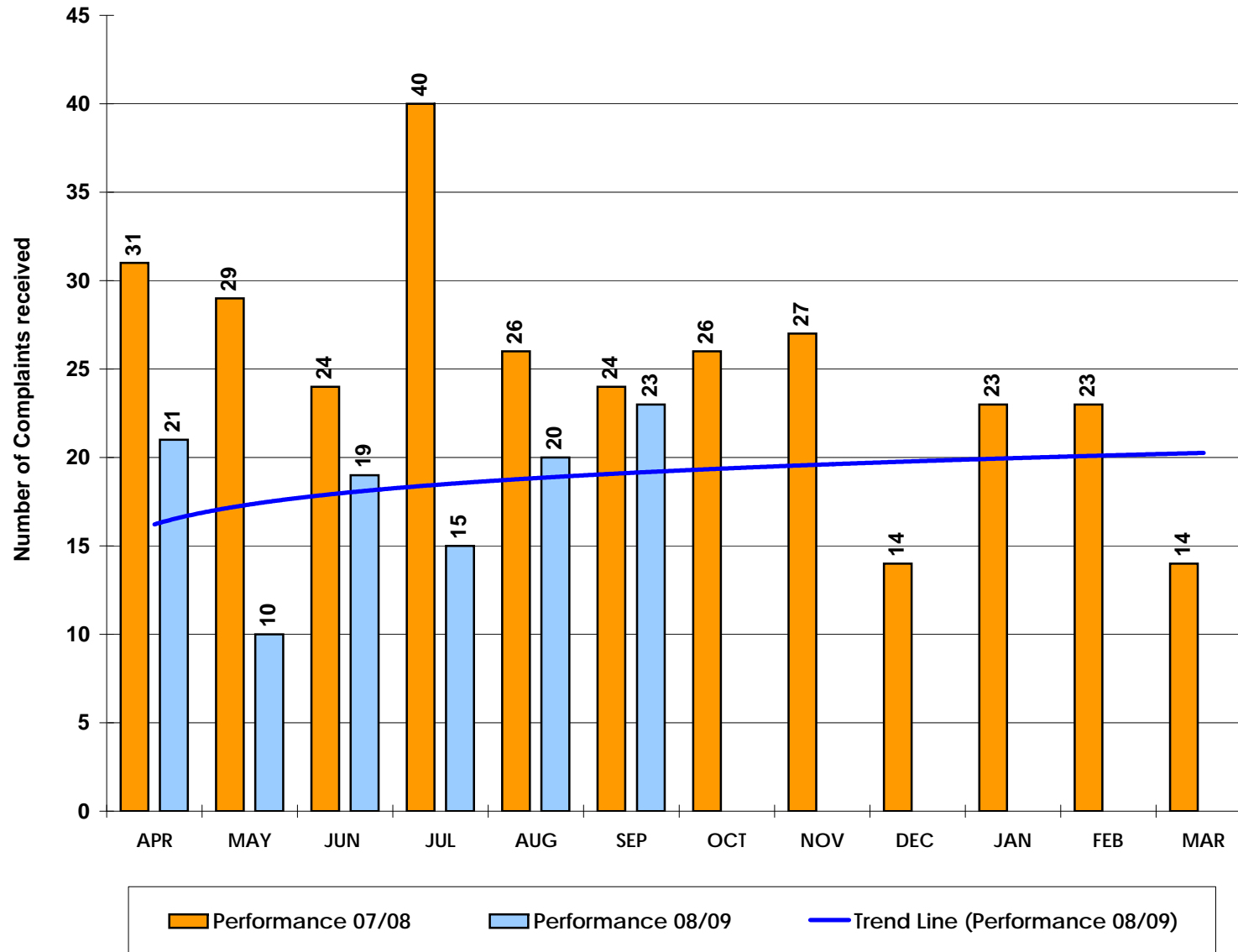
Number of Complaints Received (Monthly Performance)

South West

Lower is better

Direction of Travel

(from Quarter 1 to Quarter 2)



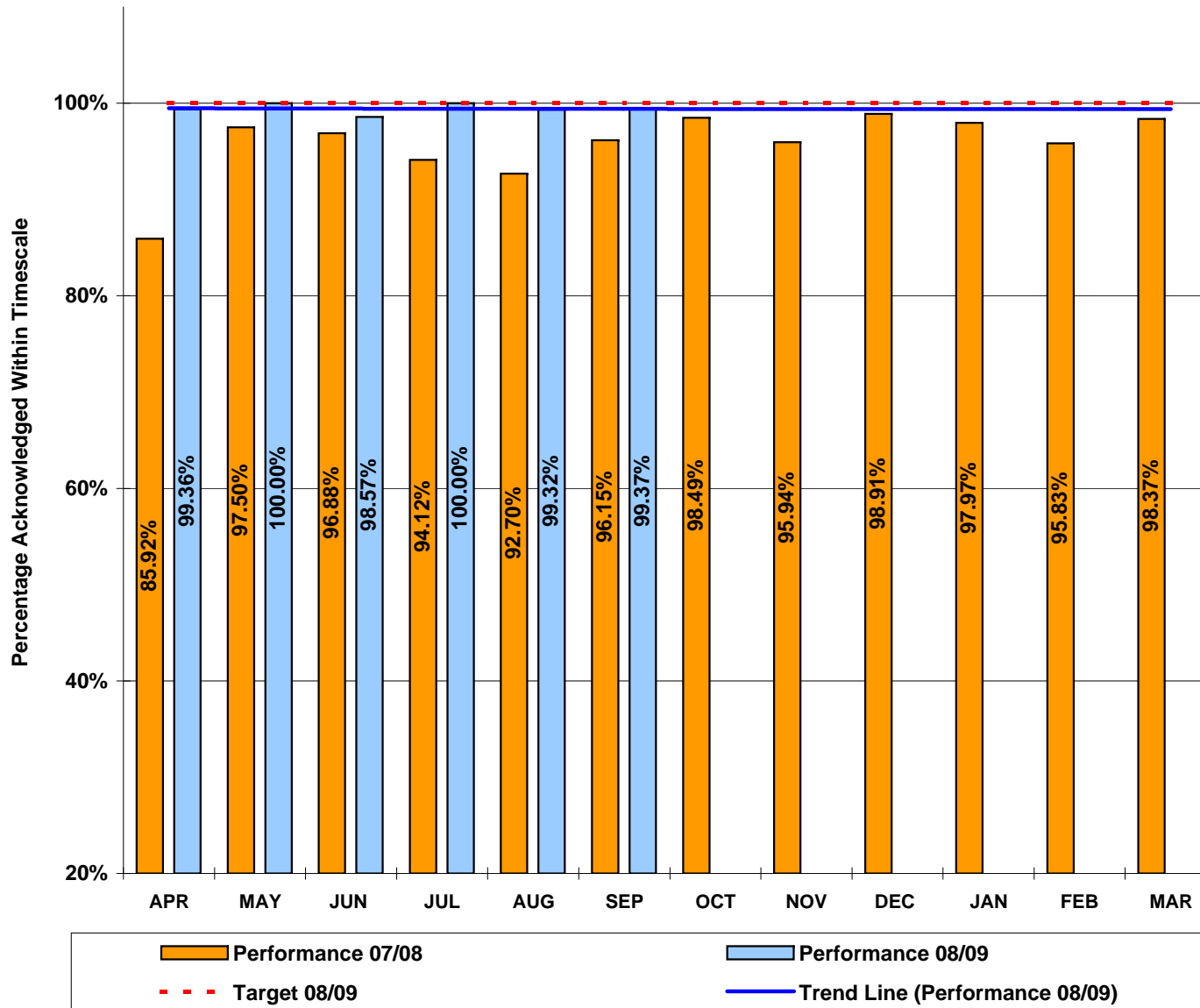
Deteriorating

Comments

Lower is better - While the number of complaints have shown an increase in August and September compared with those received in the last period of June and July, they are slightly down on those received for the same period last year. The number of complaints for Property Services in this area has increased, mostly due to the suspension of some Planned Maintenance works.

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

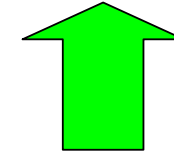
Higher is better Targets: 5 days = 07/08 = 80% 08/09 = 100%



Borough

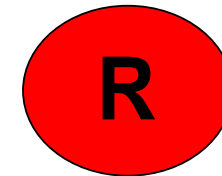
Direction of Travel

(from Quarter 1 to Quarter 2)



Improving

Prediction against end of year target

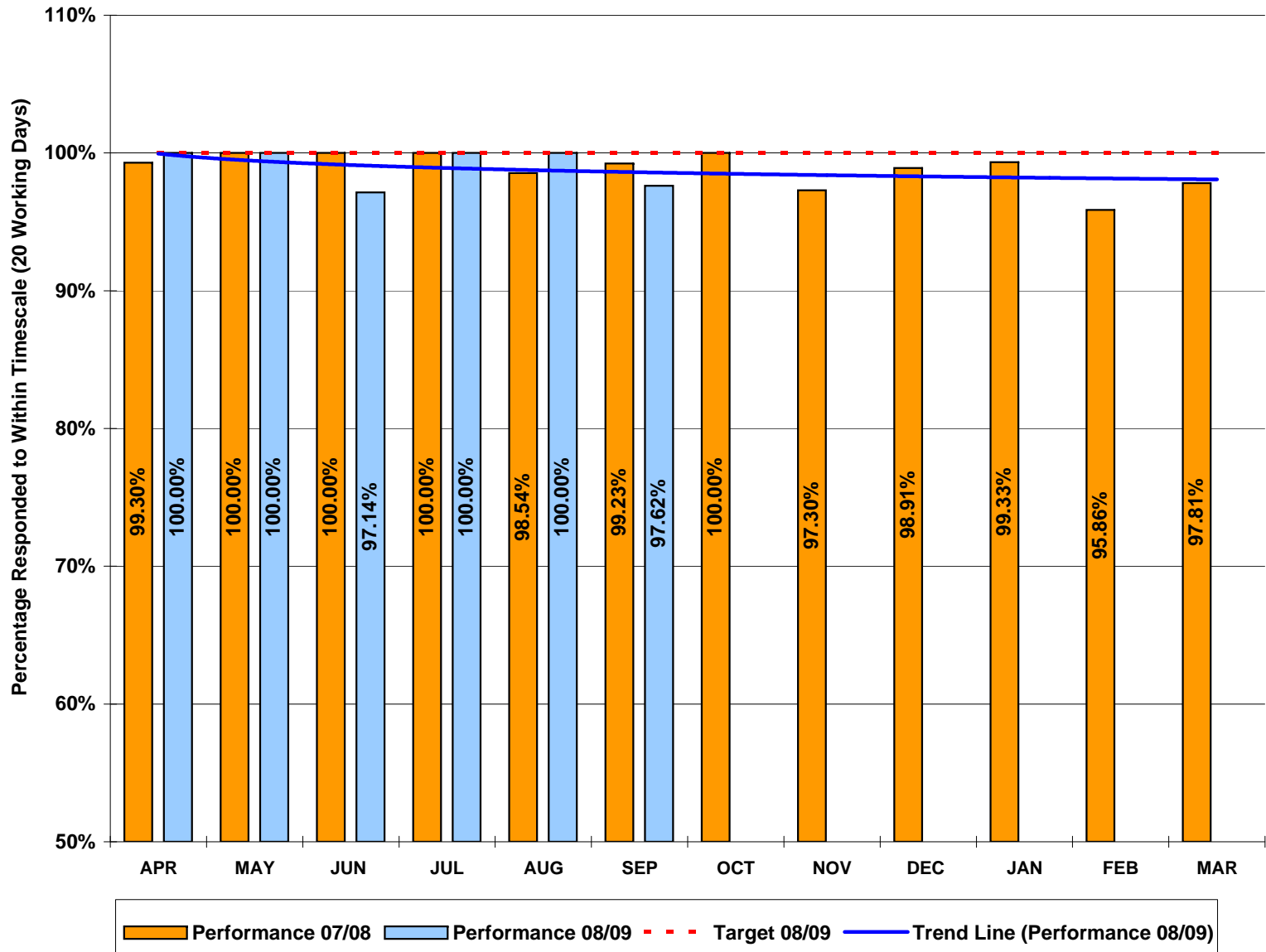


Comments

Higher is better - Year to date figure = 99.43%. During September 99.37% of complaints were acknowledged within 5 working days. Whilst below the 100% target, this equates to one complaint out of 159 received which was acknowledged outside the prescribed timescale. This complaint was acknowledged in 6 days.

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

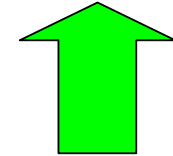
Higher is better Targets: 20 days = 07/08 = 100% 08/09 = 100%



Borough

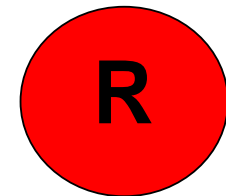
Direction of Travel

(from Quarter 1 to Quarter 2)



Improving

Prediction against end of year target



Comments

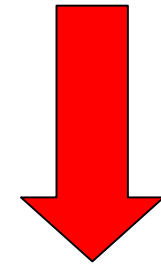
Higher is better - Year to date figure = 99.17%. Of the 159 complaints received in September, three were responded to outside the 20 day target. This equates to a 97.62% response within the target timescale.

Number of Compliments Received (Monthly Performance)

North West

Higher is better

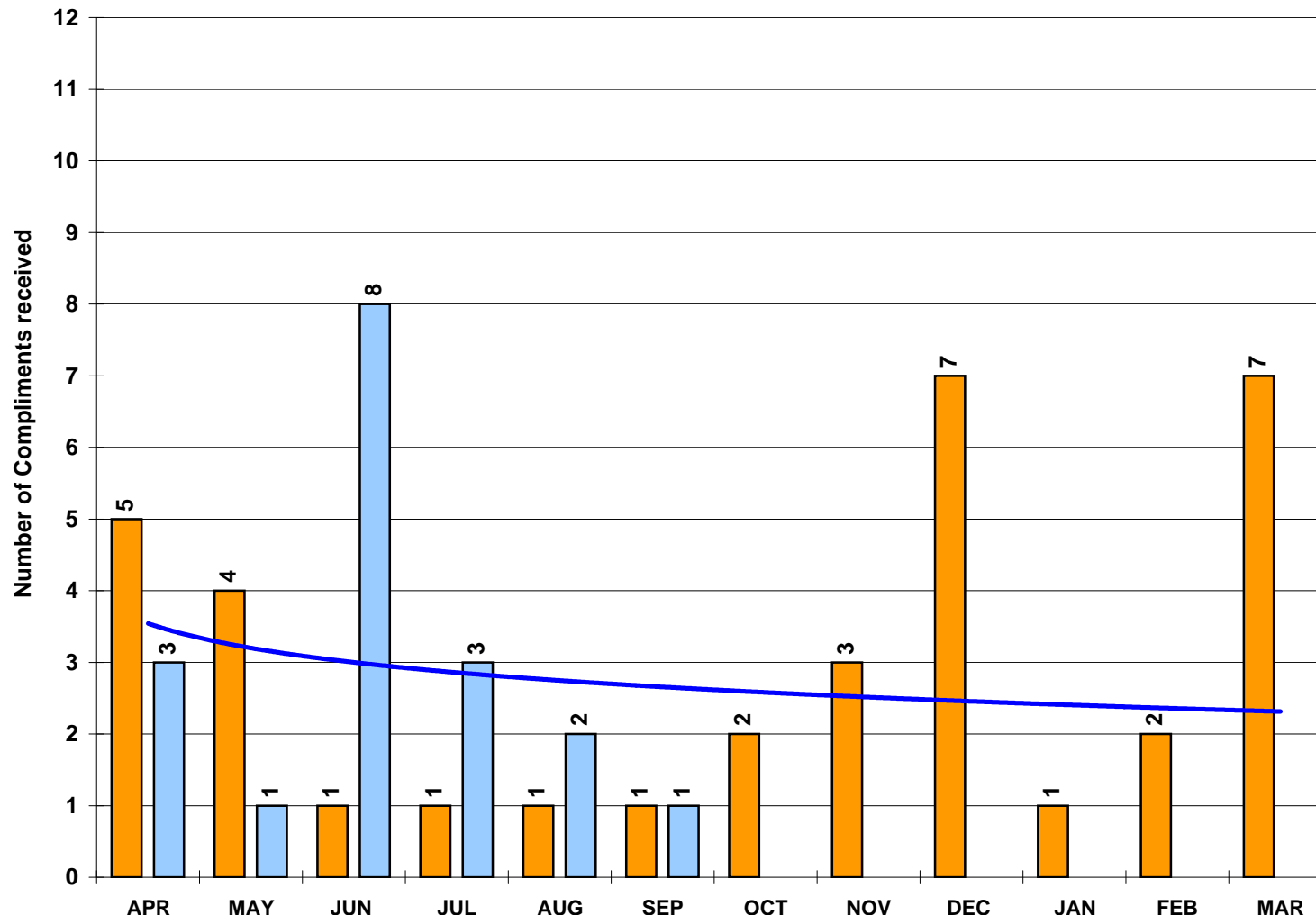
Direction of Travel
(from Quarter 1 to
Quarter 2)



Deteriorating

Comments

Higher is better - The number of compliments received in the North West remains consistent with those received in the same period last year.



Performance 07/08

Performance 08/09

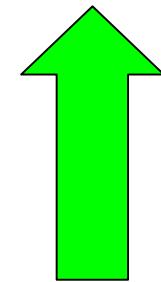
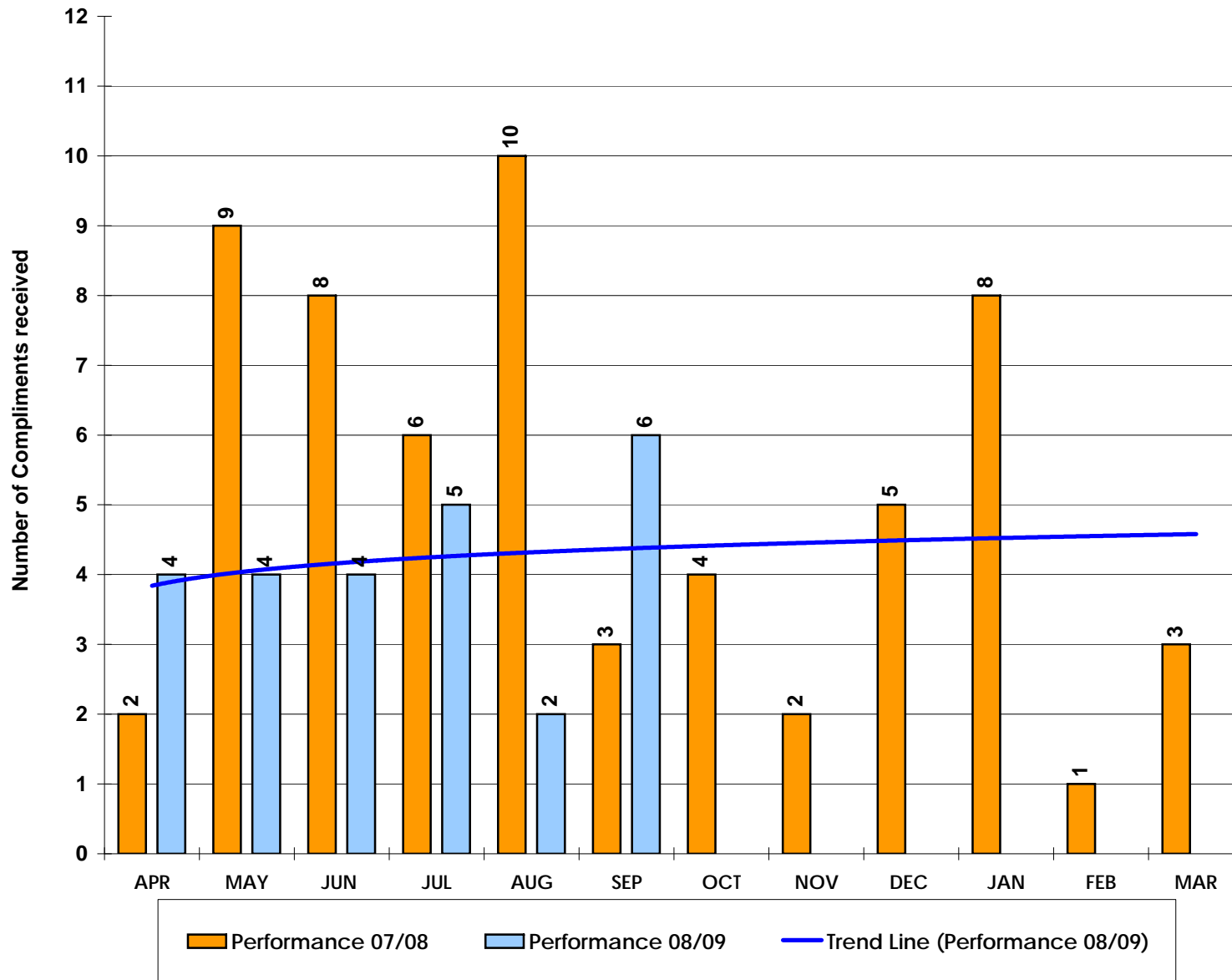
Trend Line (Performance 08/09)

Number of Compliments Received (Monthly Performance)

South West

Higher is better

Direction of Travel
(from Quarter 1 to
Quarter 2)



Improving

Comments

Higher is better - The number of compliments received in the South West remains consistent with the previous period.

% of Rent Collected against monthly debit

Monthly (per calendar month)

%

Period	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%	105.98%	100.00%	100.00%
SEP	97.54%	97.13%	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

%

Period	NORTH WEST				SOUTH WEST			
	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	1.80%	1.69%	1.70%		2.04%	1.77%	1.90%	
MAY	1.86%	1.84%	1.70%		2.04%	1.95%	1.90%	
JUN	1.98%	1.91%	1.70%		2.06%	1.89%	1.90%	
JUL	2.05%	1.99%	1.70%		2.00%	1.96%	1.90%	
AUG	1.83%	1.64%	1.70%		1.80%	1.67%	1.90%	
SEP	1.87%	1.83%	1.70%		1.95%	1.85%	1.90%	
OCT	1.94%		1.70%		1.97%		1.90%	
NOV	1.93%		1.70%		2.07%		1.90%	
DEC	1.63%		1.70%		1.77%		1.90%	
JAN	1.63%		1.70%		1.81%		1.90%	
FEB	1.71%		1.70%		1.84%		1.90%	
MAR	1.44%		1.70%		1.56%		1.90%	

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

Number of Non-Lettable Voids
Monthly

NO.

Period	NORTH WEST				SOUTH WEST			
	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	49	55			83	41		
MAY	47	58			65	54		
JUN	48	63			73	57		
JUL	48	53			76	59		
AUG	35	49			64	63		
SEP	38	43			70	70		
OCT	39				74			
NOV	45				92			
DEC	45				98			
JAN	46				103			
FEB	44				33			
MAR	44				34			

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

Monthly Cumulative

%

Period	NORTH WEST				SOUTH WEST			
	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%	99.43%	97.00%	98.00%	100.00%	99.32%	97.00%	98.00%
MAY	100.00%	99.44%	97.00%	98.00%	99.45%	99.45%	97.00%	98.00%
JUN	98.88%	99.45%	97.00%	98.00%	99.09%	99.49%	97.00%	98.00%
JUL	98.97%	99.57%	97.00%	98.00%	98.96%	99.58%	97.00%	98.00%
AUG	98.91%	99.50%	97.00%	98.00%	99.13%	99.56%	97.00%	98.00%
SEP	98.99%	99.06%	97.00%	98.00%	99.18%	99.12%	97.00%	98.00%
OCT	98.53%		97.00%	98.00%	98.82%		97.00%	98.00%
NOV	98.10%		97.00%	98.00%	97.89%		97.00%	98.00%

DEC	97.96%		97.00%	98.00%	98.10%		97.00%	98.00%
JAN	98.29%		97.00%	98.00%	98.35%		97.00%	98.00%
FEB	98.37%		97.00%	98.00%	98.52%		97.00%	98.00%
MAR	98.40%		97.00%	98.00%	98.43%		97.00%	98.00%

% of appointments made and kept

Monthly Cumulative

%

Period	NORTH WEST				SOUTH WEST			
	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	95.18%	91.70%	96.00%	96.00%	92.07%	94.06%	96.00%	96.00%
MAY	93.56%	94.24%	96.00%	96.00%	90.17%	92.49%	96.00%	96.00%
JUN	93.64%	96.84%	96.00%	96.00%	89.82%	95.51%	96.00%	96.00%
JUL	91.15%	97.54%	96.00%	96.00%	87.17%	96.47%	96.00%	96.00%
AUG	90.37%	97.67%	96.00%	96.00%	87.27%	96.86%	96.00%	96.00%
SEP	90.01%	98.00%	96.00%	96.00%	85.49%	97.36%	96.00%	96.00%
OCT	90.69%		96.00%	96.00%	87.05%		96.00%	96.00%
NOV	91.05%		96.00%	96.00%	87.99%		96.00%	96.00%
DEC	91.87%		96.00%	96.00%	89.21%		96.00%	96.00%
JAN	92.71%		96.00%	96.00%	90.40%		96.00%	96.00%
FEB	93.49%		96.00%	96.00%	91.53%		96.00%	96.00%
MAR	94.01%		96.00%	96.00%	92.13%		96.00%	96.00%

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

Monthly Cumulative

DAYS

Period	NORTH WEST				SOUTH WEST			
	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	11.80	8.20	13.00	9.00	10.30	8.90	13.00	9.00
MAY	11.70	8.50	13.00	9.00	10.60	9.30	13.00	9.00
JUN	11.10	8.10	13.00	9.00	10.70	8.80	13.00	9.00
JUL	11.20	7.70	13.00	9.00	11.20	8.50	13.00	9.00
AUG	11.00	7.50	13.00	9.00	11.00	8.40	13.00	9.00
SEP	10.50	7.40	13.00	9.00	11.00	8.40	13.00	9.00
OCT	10.10		13.00	9.00	10.60		13.00	9.00

NOV	10.00		13.00	9.00	10.20		13.00	9.00
DEC	9.70		13.00	9.00	9.90		13.00	9.00
JAN	9.40		13.00	9.00	9.60		13.00	9.00
FEB	9.20		13.00	9.00	9.40		13.00	9.00
MAR	9.00		13.00	9.00	9.20		13.00	9.00

Gas Servicing - % of Annual programme complete

Monthly (Cumulative)

%

Period	BOROUGH			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	9.00%	9.80%	28.27%	11.00%
MAY	17.00%	19.01%	28.27%	21.00%
JUN	26.00%	31.45%	28.27%	33.00%
JUL	36.00%	43.60%	59.16%	44.00%
AUG	52.00%	59.38%	59.16%	54.00%
SEP	63.00%	68.63%	59.16%	68.00%
OCT	70.00%		83.66%	77.00%
NOV	79.00%		83.66%	86.00%
DEC	83.00%		83.66%	91.00%
JAN	89.00%		100.00%	95.00%
FEB	93.59%		100.00%	100.00%
MAR	99.20%		100.00%	100.00%

Old Target 07/08

28.27%
28.27%
28.27%
59.16%
59.16%
59.16%
83.66%
83.66%
83.66%
100.00%
100.00%
100.00%

Gas Servicing - Outstanding > 12 months

Monthly (per calendar month)

NUMBER

Period	NORTH WEST				SOUTH WEST			
	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	9	0	0	2	28	0	0
MAY	1	12	0	0	0	46	0	0
JUN	8	5	0	0	1	55	0	0
JUL	8	2	0	0	11	24	0	0
AUG	3	14	0	0	15	20	0	0
SEP	3	44	0	0	14	11	0	0

OCT	4		0	0	8		0	0
NOV	6		0	0	7		0	0
DEC	5		0	0	4		0	0
JAN	16		0	0	1		0	0
FEB	9		0	0	34		0	0
MAR	7		0	0	21		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	00:19	00:25	00:25
SEP	00:25	00:17	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%	2.07%	1.99%	1.99%

SEP	2.99%	2.44%	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

%

Period	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%	100.00%	95.00%	95.00%
SEP	87.05%	80.63%	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.

Period	NORTH WEST				SOUTH WEST			
	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	35	16			31	21		
MAY	30	14			29	10		
JUN	20	11			24	19		
JUL	18	23			40	15		

AUG	22	17			26	20		
SEP	22	19			24	23		
OCT	16				26			
NOV	18				27			
DEC	14				14			
JAN	18				23			
FEB	17				23			
MAR	20				14			

Percentage of Complaints acknowledged to within timescale (5 days)

Monthly %

BOROUGH				
Period	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	85.92%	99.36%	80%	100%
MAY	97.50%	100.00%	80%	100%
JUN	96.88%	98.57%	80%	100%
JUL	94.12%	100.00%	80%	100%
AUG	92.70%	99.32%	80%	100%
SEP	96.15%	99.37%	80%	100%
OCT	98.49%		80%	100%
NOV	95.94%		80%	100%
DEC	98.91%		80%	100%
JAN	97.97%		80%	100%
FEB	95.83%		80%	100%
MAR	98.37%		80%	100%
THESE FIGURES WILL NEED TO BE CHECKED EACH MONTH FOR PREVIOUS MONTH				

Percentage of Complaints responded to within timescale (20 days)

Monthly %

BOROUGH				
Period	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	99.30%	100.00%	100%	100%

MAY	100.00%	100.00%	100%	100%
JUN	100.00%	97.14%	100%	100%
JUL	100.00%	100.00%	100%	100%
AUG	98.54%	100.00%	100%	100%
SEP	99.23%	97.62%	100%	100%
OCT	100.00%		100%	100%
NOV	97.30%		100%	100%
DEC	98.91%		100%	100%
JAN	99.33%		100%	100%
FEB	95.86%		100%	100%
MAR	97.81%		100%	100%
THESE FIGURES WILL NEED TO BE CHECKED EACH MONTH FOR PREVIOUS MONTH				

Number of Compliments received
Monthly

NO.

Period	NORTH WEST				SOUTH WEST			
	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	5	3	45		2	4	44	
MAY	4	1	45		9	4	44	
JUN	1	8	45		8	4	44	
JUL	1	3	45		6	5	44	
AUG	1	2	45		10	2	44	
SEP	1	1	45		3	6	44	
OCT	2		45		4		44	
NOV	3		45		2		44	
DEC	7		45		5		44	
JAN	1		45		8		44	
FEB	2		45		1		44	
MAR	7		45		3		44	

DON'T FORGET TO CHANGE FOOTERS ON EACH SPREADSHEET

