

ST LEGER HOMES OF
DONCASTER LTD

Company Number 05564649, A Company Limited by Guarantee
Registered in England

West Area Board Meeting

Date: 12 March 2007

Item: Agenda Item number 5

Subject: Performance Monitoring
Information for December
2006 & January 2007

Prepared By: Lynette Jenkins
Performance Monitoring Officer

Presented By: Colleen Thompson
Performance Monitoring Officer

Purpose: To present the performance monitoring information
for December and January to the West Area Board
for noting and discussion.

Recommendation

It is recommended that the West Area Board note and discuss the contents of this report and supporting appendices.

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

**Agenda Item No. 5
Date: 12 March 2007**

Report Title

1. Performance Monitoring Information for December 2006 and January 2007.

Purpose

2. To present the performance monitoring information for December and January to the West Area Board for noting and discussion.

Recommendation

3. Members of the West Area Board are asked to note and discuss the contents of this report and supporting appendices.

Background

4. In addition to this covering report, the following attachments also form part of the monitoring information:

- Comprehensive Performance Summary (Borough) – **APPENDIX A**
- Comprehensive Performance Summary (West) – **APPENDIX B**
- Exception reports submitted to Finance and Performance Committee for December and January – **APPENDIX C**
- Graphical Information for a selection of Indicators

5. Information in Appendix A is reported and discussed in detail at the Finance and Performance Committee. This report focuses on the information contained within Appendix B, which provides details of performance in the West Area. The key performance issues arising during December and January for the West Area are summarised below:

Key Performance Issues December

6. Current Rent Arrears

- Current rent arrears have improved in both the North West and South West, as shown in the table below.

	November	December
North West	£213,837	£196,612
South West	£338,249	£312,652

- Current rent arrears in the South West remains considerably higher than in the North West. This equates to 19.88% (North West) and 31.61% (South West) of the Borough arrears.

7. Average time to re-let properties

- The average re-let time for the North West in December has improved from 67.88 days in November to 61.46 days in December.
- The average re-let time for the South West in December has improved from 54.51 days in November to 52.32 days in December.
- The overall Borough figure in December was 45.1 days, against a target of 36 days
- The North West received slightly more voids during December than the South West (South West 36 and North West 39).

8. Repairs and Maintenance

Performance for Repairs and Maintenance is based on performance for all contractors.

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

- Current performance in the North West has improved to 98.20% in December compared to 97.97% in November.
- Current performance in the South West has improved to 99.18% in December compared to 98.95% in November.

9. Anti-social behaviour complaints / breaches of tenancy conditions received

- The number of complaints / breaches received in the North West has risen slightly during December (from 41 to 43).
- The number of complaints / breaches received in the South West has risen slightly during December (from 111 to 116).

Key Performance Issues January

10. Current Rent Arrears

- Current rent arrears have improved in both the North West and South West, as shown in the table below.

	December	January
North West	£196,612	£188,140
South West	£312,652	£310,324

- Current rent arrears in the South West remains considerably higher than in the North West. This equates to 19.03% (North West) and 31.40% (South West) of the Borough arrears. We are reviewing patch size for Officers to improve on performance in this area.

11. Average time to re-let properties

- The average re-let time for the North West in January has deteriorated from 61.46 days in December to 90 days in January. The reason for this increase in January is due to 12 properties being brought back from long term void, of which 11 have impacted on the average re-let time. These properties are:

1 Lawn Garth, Bentley (empty for 749 days)
 5 Lawn Garth, Bentley (empty for 1414 days)
 4 Burnham Grove, Scawthorpe (empty for 1274 days)
 8 Burnham Grove, Scawthorpe (empty for 910 days)
 12 Burnham Grove, Scawthorpe (empty for 1239 days)
 5 Cotswold Gardens, Scawthorpe (empty for 1428 days)
 70 Newstead Road, Scawthorpe (empty for 665 days)
 31 Petersgate, Scawthorpe (empty for 952 days)
 50 Piping Lane, Scawthorpe (empty for 1708 days)
 91 Piping lane, Scawthorpe (empty for 987 days) and
 2 Swaithe Avenue, Scawthorpe (empty for 966 days)

Compliance with the re-let definition means that it is not possible to exclude the significant periods of time that the above properties have been vacant.

- The average re-let time for the South West in January has improved from 52.32 days in December to 50.54 days in January.
- The overall Borough figure in January was 51.31 days, against a target of 36 days.
- The South West received more voids during January than the North West (South West 35 and North West 27).

12. Repairs and Maintenance

Performance for Repairs and Maintenance is based on performance for all contractors.

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

- Current performance in the North West of 97.59% in January is comparable with December performance of 98.20%.
- Current performance in the South West of 98.41% in January is comparable with December performance of 99.18%.

13. Anti-social behaviour complaints / breaches of tenancy conditions received

- The number of complaints / breaches received in the North West has risen during January (from 43 to 52).
- The number of complaints / breaches received in the South West has risen (from 116 to 147).

Consultation

14. All performance monitoring information is reported through the agreed reporting regime.

Legal Implications

15. There are no legal implications arising from this report.

Financial Implications/Risk/Diversity

16. There are no financial, risk or diversity implications arising from this report.

Report Author

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Background Papers

18. There are no additional background papers.