

ST LEGER HOMES OF **DONCASTER LTD**

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

East 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: Cheryl Newbury
Performance Monitoring Officer

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

Recommendation

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

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**To the Chair and Members of the
EAST 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 East Area Board for noting and discussion.

Recommendation

3. Members of the East 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 (East) – **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 East Area. The key performance issues arising during December and January for the East Area are summarised below:

Key Performance Issues December

6. Current Rent Arrears

- Current rent arrears have improved in both the North East and South East, as shown in the following table:-

	November	December
North East	£187,701	£174,680
South East	£341,436	£305,073

- However, there is still a significant difference with performance across the two quadrants with rent arrears in the South East equating to 30.85% in comparison with the North East at 17.66%.

7. Average time to re-let empty properties

- The average re-let time for the North East in December has improved from 32.68 days in November to 30.45 days in December.
- The average re-let time for the South East in December has improved from 31.76 days in November to 30.53 days in December.
- The overall Borough figure in December was 45.1 days, against a target of 36 days.
- The South East received more voids during December than the North East (48 South East and 15 North East).

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 East has improved to 99.56% in December compared to 99.47% in November.
- Current performance in the South East has improved to 98.17% in December compared to 97.90% in November.

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

- The number of complaints / tenancy breaches received in the North East has risen during December (from 68 to 77)
- The number of complaints / tenancy breaches received in the South East has fallen during December (from 53 to 40).

Key Performance Issues January

10. Current Rent Arrears

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

	December	January
North East	£174,680	£181,264
South East	£305,073	£308,634

- Current rent arrears in the South East remain considerably higher than in the North East. This equates to 31.23% (South East) of the borough figure and 18.34% (North East) of the borough figure. We are reviewing patch sizes for Officers to improve on performance in this area.

11. Average time to re-let empty properties

- The average re-let time for the North East in January has improved from 30.45 days in December to 29.39 days in January.
- The average re-let time for the South East of 30.58 days in January is comparable with performance in December of 30.53 days.
- The overall Borough figure in January was 51.31 days, against a target of 36 days.
- The South East received considerably more voids during January than the North East (48 South East and 15 North East).

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 East of 99.05% in January is comparable with performance in December of 99.56%.
- Current performance in the South East of 97.95% in January is comparable with December performance of 98.17%.

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

- The number of complaints / tenancy breaches received in the North East has fallen during January (from 77 to 50).

- *The number of complaints / tenancy breaches received in the South East has risen during January (from 40 to 92).*

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.