

## **Performance Issues for May 2008**

Members of the West Area Board may wish to note the following key performance issues for the month of May 2008.

### Current Rent Arrears (page 6 & 7)

- The Borough target for this indicator has been set at 1.94%. Performance in the North West has deteriorated from 1.69% in April to 1.84% in May, and in the South West from 1.77% to 1.95%.

### Empty Homes (page 9)

- The target for this indicator has been set at 33 days. At 31.28 days, performance is within target.

### Percentage of Urgent Repairs Completed Within Timescale (page 12 & 13)

- The Borough target for this indicator is 98% and performance for both the North West and the South West is 99.44% and 99.45% respectively.

### Percentage of Appointments Made and Kept (page 14 & 15)

- The Borough target for this indicator has been set at 96%. The recent introduction of the Optitime planning module and the planned introduction of mobile working in September have been initiated to support the achievement of 96% of appointments made and kept.

### Average Time to Complete Non-Urgent Repairs (page 16 & 17)

- The Borough target for this indicator has been set at 9 days however an area target of 10 days has been set for the South West. Performance for the North West is 8.5 days and the South West is 9.3 days, therefore both areas are within target.

### Gas Servicing Outstanding More Than 12 Months (page 19 & 20)

- The number of outstanding gas services has increased in both the North West, from 9 in April to 12 in May and the South West from 28 in April to 46 in May. This is due to customers not receiving their appointment letters on time, the cause of the problem is still under investigation and we are tracking a number of letters throughout the whole delivery process to determine the cause.
- As a remedial measure we will be sending the letters for processing a week earlier to avoid late deliveries until the cause of the delay has been determined.

### Repairs Contact Centre (page 21 & 22)

- The average queue time for May 2008 was 14 seconds, which is well within the 25 second target set for 2008/09.
- The number of abandoned calls (hang-ups) has improved from 280 (2.6%) in April to 194 (2.15%) in May which remains just outside the target for 2008/09 of less than 2%.