

ST LEGER HOMES OF DONCASTER LTD

Company limited by guarantee registered in England
Company Number 05564649

West Area Board Meeting

REPORT

Date : 9 July 2007

Item : 6

Subject : Performance Monitoring
Information for April 2007 & May
2007

Presented by : Colleen Thompson
Performance Monitoring Officer

Prepared by : Colleen Thompson
Performance Monitoring Officer

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

Recommendation :

**The West Area Board are asked to 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. 6
Date: 9 July 2007**

1. Report Title

1.1 Performance Monitoring Information for April and May 2007.

2. Purpose

2.1 To present to the West Area Board a summary of the key performance issues for April and May 2007.

3. Recommendation

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

4. Background

4.1 A Summary of Performance information for April and May 2007 for the Borough and West Area is attached at Appendices A and B. A selection of graphs, depicting performance of a range of these indicators is also enclosed for information.

4.2 No exception reports were requested for this reporting period, however, the following points are worthy of noting:

4.3 Current Rent Arrears

Performance for April and May is shown in the table below. There has been an increase in current arrears in both quadrants since the last report in March:

	North West	South West
March		
Arrears	£194,115	£323,620
% against Annual Debit	1.73%	1.96%
April		
Arrears	£213,194	£348,834
% Against Annual Debit	1.8%	2.04%
May		
Arrears	£220,370	£348,790
% Against Annual Debit	1.86%	2.04%

Current arrears in the South West remain considerably higher than in the North West. Of the Borough arrears, this equates to 19.02% in the North

West and 30.11% in the South West. There are approximately 2,000 more homes in the South West than in the North West, therefore, the level of current arrears are proportionate with the level of stock in each area.

Whilst seasonal trends can normally be taken into account when monitoring arrears recovery, on this occasion the removal of the rent-free week in May has impacted on performance. For comparison, with the advantage of a rent-free week in May 2006, performance was significantly lower at £182,410 in the North West and £315,307 in the South West. However, even though performance has deteriorated for this reporting period, a significant improvement is envisaged with the postponement of the rent-free week from May 2007 in March 2008.

4.4 Average Time to Relet Properties

Relet time performance for the South West during April and May has improved. In the North West there has been a slight downturn in performance as shown in the table below:

	March 2007	April 2007	May 2007
North West	110.14 days	17.91 days	42.75 days
South West	47.64 days	26.04 days	29.47 days

The increase in relet times in the North West and South West areas is attributed to low demand properties being brought back into management. The addresses that have adversely affected the relet times in May are:

- Flat 16 Trafalgar House, Carcroft (void 665 days)
- Flat 22 Victoria Court, Bentley (void 588 days)
- Flat 26 Trafalgar House, Carcroft (void 301 days)
- Flat 14 14-18 Main Street, Mexborough (void 378 days)

Compliance with the Government's relet definition means that it is not possible to exclude the amount of time that the above properties have been vacant.

The overall Borough relet time for April was 22.07 days and for May was 28.85 days.

4.5 Repairs and Maintenance

Performance for Repairs and Maintenance is based on all contractors.

% of Urgent Repairs Completed Within Government Time Limits (orders less than £250)

Performance is above the Borough target of 97%, this is shown in the table below:

	March 2007	April 2007	May 2007
North West	96.79%	100%	100%
South West	96.98%	100%	99.45%

These figures show a significant improvement in comparison with May 2006 when the performance in the North West was 64% and the South West was 84.38%. As a consequence, the lower performance at the beginning of the 2006/7 year affected the outturn figures.

Average Time Taken to Complete Non-Urgent Repairs

Performance levels are well within the Borough target of 13 days, but have shown a slightly deterioration in the North West quadrant since the March report as shown in the following table:

	March 2007	April 2007	May 2007
North West	10.9 days	11.8 days	11.7 days
South West	10.9 days	10.3 days	10.6 days

4.6 Estate Management

The number of anti-social behaviour complaints / breaches of tenancy conditions received and the number of cases closed or resolved for both the North West and South West areas is as shown in the tables below:

North West

	April 2007	May 2007
Cases Received	69	77
Cases Closed	7	13
Cases Resolved	28	63
Cases Ongoing	316	317

South West

	April 2007	May 2007
Cases Received	86	126
Cases Closed	18	15
Cases Resolved	71	75
Cases Ongoing	678	714

Targets have been set to receive less than 835 cases in the North West area and 1,560 cases in the South West area by the end of March 2008. If current trend continues, both areas will be well within the targets set.

With regard to the number of cases ongoing, the target to achieve less than 6% of current area housing stock has been set for both areas. The number of cases ongoing in the North West area is 317 and the current area housing stock is 4,592, this equates to 6.9%. The number of cases ongoing in the

South West area is 714 and the current area housing stock is 6,575, this equates to 10.8%. Both areas are currently not achieving their target, therefore, extra resource needs to be aimed at closing and resolving cases to ensure the target is met at the year end.

5. Procurement

5.1 There are no procurement issues arising from this report.

6. Consultation

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

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 this report.

8.2 Risk

There are no risk implications arising from this report.

8.3 Diversity

There are no diversity implications arising from this report.

9. Report Author

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10. Background Papers

10.1 There are no additional background papers.