

South Derbyshire District Council



at the Heart of the National Forest

Housing Services

Regular Performance Report

Distributed: **April 2005**
Includes data for 12 months to end March 2005

Report 3

Key



Good (target or bettered)



Acceptable (within 5% or less)



Unacceptable

Housing Services – Performance Summary

Reporting Period: March 2005

Indicator	SDDC 2004/5 Target	Last Monthly Total	Result	Headline
Notification: percentage of new Housing Register applicants advised of their position within 5 days?	100%	33 out of 86	38%	↓ Local Target
Homelessness: percentage of applications with cases determined during last month in 45 days or less?	100%	34 out of 45	76%	↓ Local Target
B & B: average length of stay in B & B Accommodation (of those moving out last month)?	4 Weeks	3 Leavers	3.4 Weeks	↑ BVPI 183a
Hostel: average length of stay in Hostel Accommodation (of those moving out last month)?	5 Weeks	0 Leaver	0 Weeks	↑ BVPI 183b
Appointments: number of responsive (not emergency) repairs for which an appointment was made and kept?	15%	0 out of 232	0%	↓ BVPI 185
Emergency Repairs: percentage completed during the last month in less than 1 working day of report?	95%	205 out of 232	88%	↓ Local Target
Urgent Repairs: percentage completed during the last month in less than 3 working days of report?	85%	68 out of 93	73%	↓ Local Target
Routine Repairs: percentage completed during the last month in within target dates (9 & 20 day)?	85%	65 out of 155	42%	↓ Local Target
Visits: Percentage of Sheltered tenants who, in the last month, were visited 5 times in every 10 days?	100%	1087 out of 1087	100%	↑ Local Target

* Estimated

Fire Alarms: Percentage of alarms in Sheltered Housing that in the last month, that had been tested every two weeks?	100%	12 Schemes out of 12	100%	↑ Local Target
Voids: for activity in the last month, the average time from the end of the previous tenancy to re-letting.	22 Calendar days	19 Properties Let	31 Calendar days	↓ Local Target
Rent: Percentage of the possible rent that was collected during the last month.	100%	£8,235k out of £8,093 k	101.7%	↑ BVPI 66a

5 Good, 7 Unacceptable



Housing Services – Performance

Performance findings:

- Performance finds that, during March 2005, we were achieving our targets or operating within 5% of them, in 5 out of our 12 monitored areas, which is a slight reduction on the previous quarter figures. However, a marked improvement has been made in a further 4 areas.
- Of particular note this quarter is the exceptional performance on rent recovery, with 101.7% of rent being collected.
- The completion of repairs within timescales has become more fluid as efforts have been made to improve overall completion rates. Positively, completion of emergency repairs within timescale have improved by 11% and completion of urgent repairs has improved by 6%. We now need to focus on achieving significantly higher performance in the routine repair category.
- Customers giving feedback on our repairs service have become more satisfied. To the question *“what do you think about the council’s repairs service”*, **the overall level of satisfaction, over the 6 months to December, increased** from 7/10 to 9/10, with the vast majority of customers responding that we provide a “Good” service. Due to the implementation of the additional phases of the Orchard Repairs module, we are unable to report on repairs satisfaction for February and March at this time.
- We are still unable to provide a service of repairs by appointment pending the introduction of this section of the Orchard database in April.

- The most commonly reported Anti-Social Behaviour issues for our customers over the past 12 months remains **Noise 37%** (52 out of 140 cases) and **Harassment 30%** (43 out of 140 cases). In January 2005, Housing Services successfully evicted a tenant from a 2 bedroom house, for Anti-Social Behaviour.
- Void periods have continued to fall from 123 days in October 2004 to 74 days in December 2004 to 31 days at year end in March 2005, as the consistent improvement in the process of re-letting void properties continues. The number of vacant properties (at any one time) has been consistently cut since July 2004 from 51 vacant properties at the end of July to just 30 at the end of March 2005. Of those 30 properties, 13 are General purpose and 17 are sheltered. Whilst we remain slightly adrift of our target of returning all void properties to occupation within 22 calendar days of becoming empty, the month on month improvement gives rise to cautious optimism that the target will be achieved during 2005/2006.

Bob Ledger
Head of Housing

See next section for background data.

Background Data – Full Year Ending: March 2005

Oct 2004	Nov 2004
54	57

Dotted line indicates Orchard implemented



Homelessness/Allocations

July 2004	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004	Jan 05	Feb 05	Mar 05
Number of Housing Register Applications?								
57	62	63	91	88	52	139	122	86
Percentage Advised of their position within 5 Days?								
95%*	95%*	95%*	95%*	95%*	95%*	51%	50%	38%
Number of Homelessness Applications made this month?								
30	25	27	24	23	13	32	29	21
Percentage Applications concluded this month within 45 days?								
53%	52%	69%	67%	73.9%	62%	55%	69%	75%
Number Placed in B & B Accommodation by month?								
7	6	1	1	2	1	0	3	2
Number Placed in Hostel Accommodation by month?								
2	1	1	0	1	1	2	3	2
Average Length of Stay in B & B Accommodation of those moving on?								
3 weeks	6.5 weeks	1 day	1 day	3 days	2 weeks	1.5 weeks	1 week	3.4 weeks
Average Length of Stay in Hostel Accommodation of those moving on?								
13.1 weeks	0 days	7 weeks	15 weeks	15 weeks	15 weeks	28.2 weeks	10.1 weeks	0 days

* Estimated

Sep 2004	Oct 2004	Nov 2004	Dec 2004	Jan 2005	Feb 2005	Mar 2005
Occupancy of Travellers Site on last day of month?						
100%	100%	88%	94%	100%	100%	94%



Landlord Services

July 2004	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004	Jan 2005	Feb 2005	Mar 2005
Number of Suspended Possession Orders obtained this month								
0	4	7	1	1	1	3	3	2
Number of Possession Orders obtained this month								
0	3	5	3	0	0	0	0	0
Number of Evictions carried out this month								
0	1	0	2	4	3	1	0	0



Planned Improvement

July 2004	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004	Jan 2005	Feb 2005	Mar 2005
Are planned maintenance contracts proceeding on schedule?								
Yes✓	Yes✓	Yes✓	Yes✓	Yes✓	Yes✓	Yes✓	Yes✓	Yes✓
Are kitchen replacement contracts proceeding on schedule?								
Yes✓	Yes✓	Yes✓	Yes✓	Yes✓	Yes✓	Yes✓	Yes✓	Yes✓
Are bathroom replacement contracts proceeding on schedule?								
Yes✓	Yes✓	Yes✓	Yes✓	Yes✓	Yes✓	Yes✓	Yes✓	Yes✓
Number of written complaints received about planned improvements?								
None	None	None	None	None	None	None	None	None



Responsive Repairs

July 2004	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004	Jan 05	Feb 2005	Mar 2005
Number of repairs completed by the DSO in month								
759	608	648	580 Emergency: 172 Urgent: 93 Routine: 315	644 Emergency: 205 Urgent: 128 Routine: 311	488 Emergency: 186 Urgent: 80 Routine: 222	1347 Emergency: 567 Urgent: 228 Routine: 552	489 Emergency: 185 Urgent: 80 Routine: 224	480 Emergency: 232 Urgent: 93 Routine: 155
Estimated Value of repair requests received by DSO in month								
£67,410	£34,943	£44,281	£41,240	£55,705	£37,785	£50,154	£49,444	£31,995
Percentage of Emergency repairs completed within the 1 day target								
96%	97%	97%	96%	96%	99%	93%	94%	88%
Percentage of Urgent repairs completed within the 3 day target								
71%	77%	71%	71%	77%	74%	72%	66%	73%
Percentage of Routine repairs reported completed within targets >9 days								
56%	53%	72%	57%	65%	61%	54%	47%	43%

NB: % are rounded to nearest integer



Repairs by Appointment

	Jan 2005	Feb 2004
Number of responsive repairs (not Emergency) completed by appointment		
Section of Orchard Database awaiting live date		Orchard
Percentage of repair appointments kept		
Section of Orchard Database awaiting live date		Orchard

* Reporting commences April 2005



Repairs Satisfaction Levels

July 2004	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004	Jan 2005	Feb 2005	Mar 2005
(Sample) Number of tenants giving feedback on repairs in month								
167	177	151	128	111	44	72	*	*
<i>Comments on the quality of the repair service.... (excludes nil or declined replies)</i>								
GOOD								
117 (or 70%)	134 (or 76%)	107 (or 68%)	104 (or 68%)	98 (or 88%)	38 (or 86%)	67 (Or 94%)		
AVERAGE								
36 (or 22%)	35 (or 20%)	32 (or 21%)	19 (or 15%)	11 (or 10%)	5 (or 11%)	2 (or 3%)		
POOR								
7 (or 6%)	4 (or 3%)	7 (or 7%)	1 (or 1%)	2 (or 2%)	1 (or 2%)	2 (or 3%)		

Note: Feedback is based upon a self-electing sample, by questionnaire, averaging roughly 20% of tenants receiving a repair per month.

* data unavailable for February and March due to the implementation of the Orchard system



Un-neighbourly & Anti-Social Behaviour

July 2004	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004	Jan 05	Feb 05	Mar 05
Total Number of Anti-Social Behaviour Complaints received this month								
24	19	13	5	16	12	33	12	6
<i>....of which about Noise...</i>								
4	9	4	1	7	4	15	7	1
<i>....of which about Ball Games and items throwing...</i>								
3	2	0	0	1	1	1	2	1
<i>....of which about Garden or Property condition...</i>								
6	0	0	2	3	1	2	0	0
<i>....of which about Pets...</i>								
0	1	1	0	1	0	1	2	0
<i>....of which about Parking and Repairing of Vehicles...</i>								
1	0	0	0	0	1	2	1	0
<i>....of which about Harassment & Bullying...</i>								
10	6	4	2	4	5	8	0	4
<i>....of which about Racist Incidents...</i>								
0	0	0	0	0	0	0	0	0
<i>....of which about Abandoned Vehicles...</i>								
0	0	0	0	0	0	0	0	0
<i>....of which about drugs...</i>								
0	0	0	1	0	0	1	0	0
<i>....of which about an unspecified problem...</i>								
0	0	4	0	0	1	3	0	0

Source: data compiled by TLO's for the Crime Reduction Partnership



Empty Properties - Voids

July 2004	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004	Jan 2005	Feb 2005	Mar 2005
Number of properties 'void' (on last day of month)								
51	52	49	46	46	38	33	43	30
General 16 Sheltered 35	General 21 Sheltered 31	General 15 Sheltered 34	General 12 Sheltered 34	General 14 Sheltered 32	General 8 Sheltered 30	General 11 Sheltered 22	General 18 Sheltered 25	General 13 Sheltered 17
Average days void, empty General Purpose homes (on last day of month)								
68 days	38 days	27 days	16 days	21 days	24 days	26 days	43 days	35 days
Average days void, empty Sheltered Housing (on last day of month)								
179 days	141 days	132 days	124 days	128 days	120 days	137 days	114 days	210 days
Number of properties re-let during a given month								
24	34	28	26	24	19	26	21	19
General 12 Sheltered 12	General 13 Sheltered 21	General 14 Sheltered 14	General 17 Sheltered 9	General 12 Sheltered 12	General 13 Sheltered 6	General 12 Sheltered 14	General 11 Sheltered 10	General 8 Sheltered 11
Average time from void to re-letting of all properties let during the month								
70 days	127 days	123 days	74 days	59 days	46 days	78 days	52 days	31 days
General 63 Sheltered 78	General 88 Sheltered 150	General 54 Sheltered 192	General 34 Sheltered 149	General 28 Sheltered 90	General 28 Sheltered 85	General 55 Sheltered 97	General 71 Sheltered 32	General 27 Sheltered 34

Note: The average days void of empty Sheltered Properties is exacerbated by a number of properties that are difficult to let and for which an alternative use is under consideration.

* - de-classified property let after 522 days void



Sheltered Housing and CareLine

July 2004	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004	Jan 2005	Feb 2005	Mar 2005
Number of requests for Information received								
22	20	23	32	29	21	18	16	18
Percentage of requests answered within 3 day target								
100%	100%	100%	100%	100%	100%	100%	100%	100%
Percentage of sheltered housing tenants receiving 5 visit in 10 days								
100%	100%	100%	100%	100%	100%	100%	100%	100%
Percentage of fire alarms in sheltered housing tested every two weeks								
100%	100%	100%	100%	100%	100%	100%	100%	100%
Total calls made and received by CareLine								
11,555	11,603	10,363	11,408	12,330	13,480	11,456	11,057	11,548
Percentage of CareLine calls answered within 30 seconds								
93.9%*	90.8%*	93.8%	93.7%	93.3%	96.8%	95.7%	94.7%	94.6%
Percentage of CareLine calls answered between 30 and 60 seconds								
96.7%	95.3%	97.3%	97.2%	97.3%	98.9%	98.8%	97.9%	98.9%
Number of 'Out of Hours' Emergency calls taken								
96	99	79	120	143	173	134	113	104

Data drawn from Careline's own data system

* Storms and flooding caused major power cuts and false calls, this effected call handling statistics.



Finance

July 2004	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004	Jan 2005	Feb 2005	Mar 2005
Percentage of Rent collected last month (bvpi 66A)								
97.7%	98.3%	98.6%	99.2%	96.1%	98.6%	101.1%	101.1%	101.7%
Rent arrears owed by current tenants (domestic) at start of month								
£107,532	£111,577	£110,181	£112,146	£126,376	£102,945	£133,584	£111,415	£106,716
Rent arrears owed on garages, etc. at start of month								
£804	£906	£1,029	£800	£1,700	£1,225	£1,620	£1,589	£1,073
Rent arrears owed by former tenants of domestic property at start of month								
£118,349	£118,350	£116,947	£117,388	£136,726	£139,349	£145,282	£159,255	£163,193
Rent arrears owed by former tenants of garages, etc. at start of month								
£655	£579	£591	£577	£571	£710	£782	£1,015	£1,099
Total rent arrears at the start of the month								
£227,340	£231,412	£228,748	£230,911	£265,373	£244,229	£281,268	£273,274	£272,081