

South Derbyshire District Council


at the Heart of the National Forest

Housing Services

Regular Performance Report

Distributed: **January 2005**
Includes data for 6 months to end December 2004
(Unpublished data for October, November and December)

Report #2

Key



Good (target or bettered)












Acceptable (within 5% or less)



Unacceptable

Housing Services – Performance Summary

Reporting Period: December 2004

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%	59 out of 62*	95%*	 Local Target
Homelessness: percentage of applications with cases determined during last month in 45 days or less?	100%	8 out of 13	62%	 Local Target
B & B: average length of stay in B & B Accommodation (of those moving out last month)?	4 Weeks	1 Leavers	2 Weeks	 BVPI 183a
Hostel: average length of stay in Hostel Accommodation (of those moving out last month)?	5 Weeks	1 Leaver	15 Weeks	 BVPI 183b
Appointments: number of responsive (not emergency) repairs for which an appointment was made and kept?	15%	0 out of 488	0%	 BVPI 185
Emergency Repairs: percentage completed during the last month in less than 1 working day of report?	95%	184 out of 186	99%	 Local Target
Urgent Repairs: percentage completed during the last month in less than 3 working days of report?	85%	59 out of 80	74%	 Local Target
Routine Repairs: percentage completed during the last month in within target dates (9 & 28 day)?	85%	135 out of 222	61%	 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	26 Properties Let	74 Calendar days	↓ Local Target
Rent: Percentage of the possible rent that was collected during the last month.	100%	£6,043 k out of £6,126 k	98.6%	→ BVPI 66a

4 Good, 3 Acceptable, 5 Unacceptable



Housing Services – Performance

Performance findings:

- Performance finds that, during December, we were achieving our targets or operating within 5% of them, in 7 out of our 12 monitored areas.
- 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 remain good but we need to focus on achieving significantly higher performance in the urgent and routine categories.
- 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 past 6 months, has increased** from 7/10 to 9/10, with the vast majority of customers responding that we provide a “Good” service.
- We are still unable to provide a service of repairs by appointment pending the introduction of this section of the Orchard database in February.

- **Noise (32%) and Harassment (34%)** have been the most commonly reported Anti-Social Behaviour issues for our customers over the past 6 months.
- Voids have fallen from 123 days in October to 74 days in December as the consistent improvement in the process of re-letting void properties continues. The number of vacant properties (at any one time) has been cut by a quarter in six months and our baseline figure (of the average days that properties have stood void) has reduced by 67% for general purpose properties and 32% for Sheltered Housing in the same period. Sadly, our target of returning all void properties to occupation within 22 calendar days of becoming empty still eludes us. This is due to a core of Sheltered properties that (with solid fuel heating or disadvantageous locations) prove unattractive to older tenants. An action plan exists for every difficult to let property.
- We are presently experiencing some reporting problems in accurately identifying rent arrears within the Orchard database. This is a temporary problem being addressed with the software provider. Consequently we are unable to give current figures on rent arrears. This data will be provided in the next report.

Dave Whiteley
Performance Manager

See next section for background data.

Background Data – Half Year Ending: Dec 2004

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
Number of Housing Register Applications?					
57	62	63	91	88	52
Percentage Advised of their position within 5 Days?					
95%*	95%*	95%*	95%*	95%*	95%*
Number of Homelessness Applications made this month?					
30	25	27	24	23	13
Percentage Applications concluded this month within 45 days?					
53%	52%	69%	67%	73.9%	62%
Number Placed in B & B Accommodation by month?					
7	6	1	1	2	1
Number Placed in Hostel Accommodation by month?					
2	1	1	0	1	1
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
Average Length of Stay in Hostel Accommodation of those moving on?					
13.1 weeks	0 days	7 weeks	15 weeks	15 weeks	15 weeks

* Estimated

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



Landlord Services

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



Planned Improvement

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



Responsive Repairs

July 2004	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004
Number of repairs completed by the DSO in month					
759	608	648	580 Emergency: 172 Urgent: 95 Routine: 315	644 Emergency: 205 Urgent: 126 Routine: 311	488 Emergency: 186 Urgent: 80 Routine: 222
Estimated Value of repair requests received by DSO in month					
£67,410	£34,943	£44,281	£41,240	£55,705	£37,785
Percentage of Emergency repairs completed within the 1 day target					
96%	97%	97%	96%	96%	99%
Percentage of Urgent repairs completed within the 3 day target					
71%	77%	71%	71%	77%	74%
Percentage of Routine repairs reported completed within targets >9 days					
56%	53%	72%	57%	65%	61%

NB: % are rounded to nearest integer



Repairs by Appointment

	Jan 2004	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



Repairs Satisfaction Levels

July 2004	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004
(Sample) Number of tenants giving feedback on repairs in month					
107	177	151	128	111	44
<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%)
AVERAGE					
36 (or 22%)	35 (or 20%)	32 (or 21%)	19 (or 15%)	11 (or 10%)	5 (or 11%)
POOR					
7 (or 6%)	4 (or 3%)	7 (or 7%)	1 (or 1%)	2 (or 2%)	1 (or 2%)

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



Un-neighbourly & Anti-Social Behaviour

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

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
Number of properties 'void' (on last day of month)					
51	52	49	46	46	38
General 16 Sheltered 35	General 21 Sheltered 31	General 15 Sheltered 34	General 12 Sheltered 34	General 14 Sheltered 32	General 8 Sheltered 30
Average days void, empty General Purpose homes (on last day of month)					
68 days	38 days	27 days	16 days	21 days	24 days
Average days void, empty Sheltered Housing (on last day of month)					
179 days	141 days	132 days	124 days	128 days	120 days
Number of properties re-let during a given month					
24	34	28	26	24	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
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
General 63 Sheltered 78	General 88 Sheltered 150	General 54 Sheltered 192	General 34 Sheltered 149	General 28 Sheltered 90	General 28 Sheltered 85

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.



Sheltered Housing and CareLine

July 2004	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004
Number of requests for information received					
22	20	23	32	29	21
Percentage of requests answered within 3 day target					
100%	100%	100%	100%	100%	100%
Percentage of sheltered housing tenants receiving 5 visit in 10 days					
100%	100%	100%	100%	100%	100%
Percentage of fire alarms in sheltered housing tested every two weeks					
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
Percentage of CareLine calls answered within 30 seconds					
93.9%*	90.8%*	93.8%	93.7%	93.3%	96.8%
Percentage of CareLine calls answered between 30 and 60 seconds					
96.7%	95.3%	97.3%	97.2%	97.3%	98.9%
Number of 'Out of Hours' Emergency calls taken					
96	99	79	120	143	173

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
Percentage of Rent collected last month (bvpi 66A)					
97.7%	98.3%	98.6%	99.2%	96.1%	98.6%
Rent arrears owed by current tenants (domestic) at start of month					
£107,532	£111,577	£110,181	£112,146	Reporting Problems	
Rent arrears owed on garages, etc. at start of month					
£804	£906	£1,029	£800	Reporting Problems	
Rent arrears owed by former tenants of domestic property at start of month					
£118,349	£118,350	£116,947	£117,388	Reporting Problems	
Rent arrears owed by former tenants of garages, etc. at start of month					
£655	£579	£591	£577	Reporting Problems	
Total rent arrears at the start of the month					
£227,340	£231,412	£228,748	£230,911	Reporting Problems	