

# Performance Report



June 2010

This report covers Ascham Homes' performance between:

01 April 2010 and 30 June 2010

## Contacts

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## Current Performance Summary All Indicators

### A. Repairs

Indicator	Apr 2010	Jun 2010	Direction of travel	Current / End Target	Status
% of gas checks completed on time (CP12 certificates)*	100.00%	100.00%	Constant	↔ 100.00% / 100.00%	Green
% of Repairs completed "right first time"	92.31%	91.73%	Declining	↓ 95.00% / 95.00%	Red
A: Emergency repairs completed in 24 hours	100.00%	99.45%	Declining	↓ 98.00% / 98.00%	Green
B: Urgent repairs completed in 3 working days**	97.24%	98.54%	Improving	↑ 98.00% / 98.00%	Green
C: Routine repairs completed in 21 working days	98.73%	98.48%	Declining	↓ 98.00% / 98.00%	Green
EX-BV 72 The percentage of Right to Repair repairs completed within government time limits	99.70%	98.76%	Declining	↓ 99.00% / 99.00%	Red
EX-BV185 The percentage of responsive (but not emergency) repairs appointments made and kept	99.84%	99.66%	Declining	↓ 98.00% / 98.00%	Green
EX-BV212 The average time taken to re-let local authority housing (days).**	22.88	25.18	Declining	↓ 27.00 / 27.00	Green
EX-BV73 The average time taken (calendar days) to complete non-urgent responsive repairs**	4.42	4.81	Declining	↓ 6.50 / 6.50	Green
Resident Satisfaction with day to day repairs*	95.73%	96.10%	Improving	↑ 90.00% / 90.00%	Green
Resident Satisfaction with major works	99.53%	99.28%	Declining	↓ 90.00% / 90.00%	Green

## B. Right to Buy and Leasehold Services

Indicator	Apr 2010	Jun 2010	Direction of travel	Current / End Target	Status
% major works charges collected of those due (profiled)	145.75%	319.58%	Improving ↑	101.00% 0.00%	Green
% of service charge collected (leaseholders only) (profiled)*	23.91%	78.04%	Improving ↑	24.05% 101.00%	Green
Number of garages let as a percentage of lettable garages owned	68.84%	70.08%	Improving ↑	70.00% 70.00%	Green
Rent collected by the local authority as a proportion of garage rents owed (Profiled)	92.85%	91.09%	Declining ↓	93.77% 97.50%	Red

## C. Rents

Indicator	Apr 2010	Jun 2010	Direction of travel	Current / End Target	Status
EX-BV66a Rent collected by the local authority as a proportion of rents owed on HRA dwellings (including arrears) (Profiled)**	94.81%	96.93%	Improving ↑	96.58% 98.20%	Green
ExBV66b % of tenants with more than seven weeks of (gross) rent arrears	7.82%	7.80%	Improving ↑	7.45% 7.50%	Red
Income collected as a proportion of income due (excluding arrears) (Profiled)	98.23%	98.16%	Declining ↓	95.30% 101.00%	Green

## D. Estate Inspections

Indicator	Apr 2010	Jun 2010	Direction of travel	Current / End Target	Status
% of actions addressed within target time from failed estate inspections	77.36%	77.78%	Improving ↑	100.00% 100.00%	Red
Percentage of Estate inspections accompanied by customers	51.12%	43.85%	Declining ↓	65.00% 65.00%	Red
Percentage of estate inspections and Grounds maintenance achieving an acceptable standard (Combined)	99.81%	99.75%	Declining ↓	95.00% 95.00%	Green
Percentage of Estate inspections carried out of those due	98.70%	100.00%	Improving ↑	99.00% 99.00%	Green

## E. Customer Care

Indicator	Apr 2010	Jun 2010	Direction of travel	Current / End Target	Status
Average time taken to answer calls at Ascham Direct (sec)	29.00	26.11	Improving ↑	20.00 20.00	Red
Percentage of letters from the public responded to in 10 calendar days*	97.50%	96.57%	Declining ↓	100.00% 100.00%	Red
Percentage of Members' enquiries responded to within 10 calendar days*	89.29%	92.73%	Improving ↑	100.00% 100.00%	Red
Percentage of stage one complaints responded to within 10 working days*	97.92%	94.35%	Declining ↓	90.00% 90.00%	Green

## F. Capital Expenditure

Indicator	Apr 2010	Jun 2010	Direction of travel	Current / End Target	Status
Capital spend achieved against planned (£ million)	£0.30	£1.87	Declining ↓	£2.69	Green

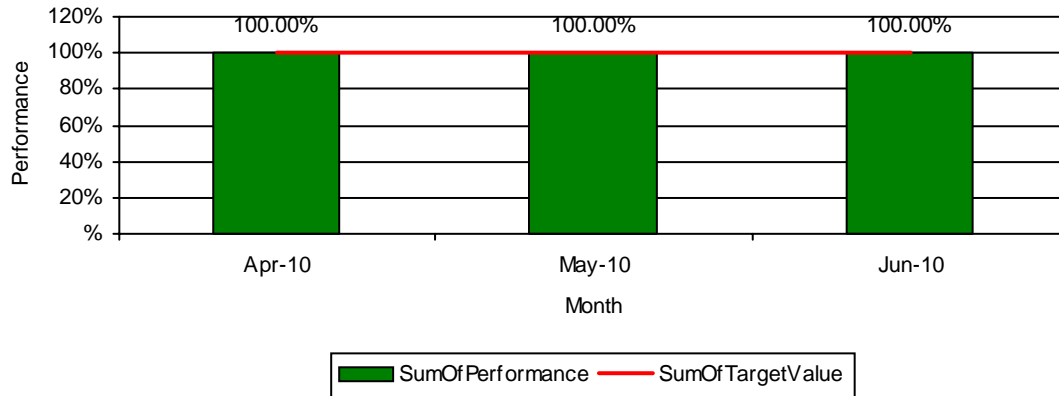
## G. Tenancy Services

Indicator	Apr 2010	Jun 2010	Direction of travel	Current / End Target	Status
% of ASB complainants contacted within 10 working days	86.49%	94.74%	Improving ↑	100.00% 100.00%	Red
% of multiple ASB complainants over the last 6 months	4.45%	3.19%	Improving ↑	5.00% 5.00%	Green
% of multiple ASB perpetrators over the last 6 months	2.92%	2.43%	Improving ↑	5.00% 5.00%	Green
Squatter and unauthorised occupancy turnaround times	6.00	6.00	Constant ↔	65.00 65.00	Green

## H. Quarterly or Annual

Indicator	Apr 2010	Jun 2010	Direction of travel	Current / End Target	Status
Number of homes made to achieve decent homes standard in current year	30.00	30.00	Constant ↔	0.00 0.00	Green

**% of gas checks completed on time (CP12 certificates)\* - SO1G**

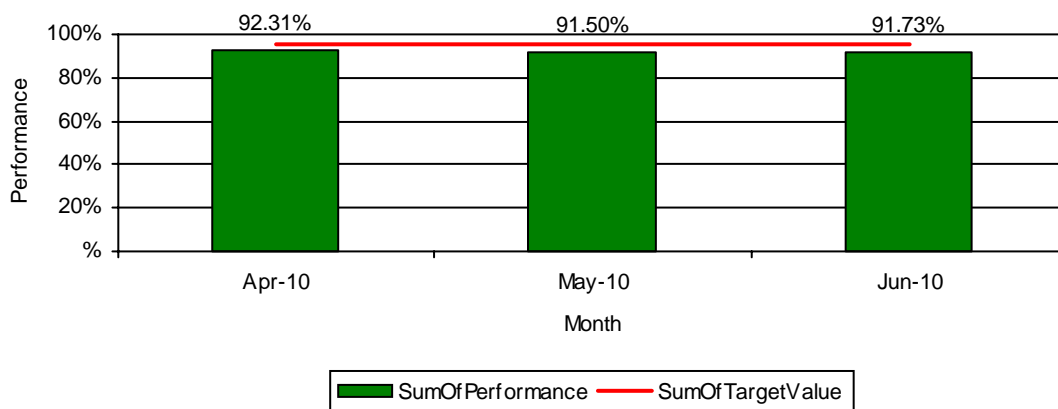


**Current Performance Summary**

<b>Start of period</b> 100.00%	↔	<b>End Target</b> 100.00%
<b>Current period</b> 100.00%		<b>Current Target</b> 100.00%
<b>Direction of travel</b> Constant		<b>Status</b> <span style="background-color: green; color: black; padding: 2px;">Green</span>

Month Ending	Number of gas checks completed	÷	Number of gas checks due	=	Year to date Performance
30-Apr-10	8,965.00	÷	8,965.00	=	100.00%
31-May-10	8,965.00	÷	8,965.00	=	100.00%
30-Jun-10	8,971.00	÷	8,971.00	=	100.00%

**% of Repairs completed "right first time" - S01K**



**Current Performance Summary**

<b>Start of period</b> 92.31%	↓	<b>End Target</b> 95.00%
<b>Current period</b> 91.73%		<b>Current Target</b> 95.00%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: red; color: black; padding: 2px;">Red</span>

Month Ending	Number completed right first time	÷	Repairs completed	=	Year to date Performance
30-Apr-10	972.00	÷	1,053.00	=	92.31%
31-May-10	1,786.00	÷	1,952.00	=	91.50%
30-Jun-10	2,938.00	÷	3,203.00	=	91.73%

**Commentary and Actions for Current Period (if exists)**

% of Repairs completed "right first time" ...

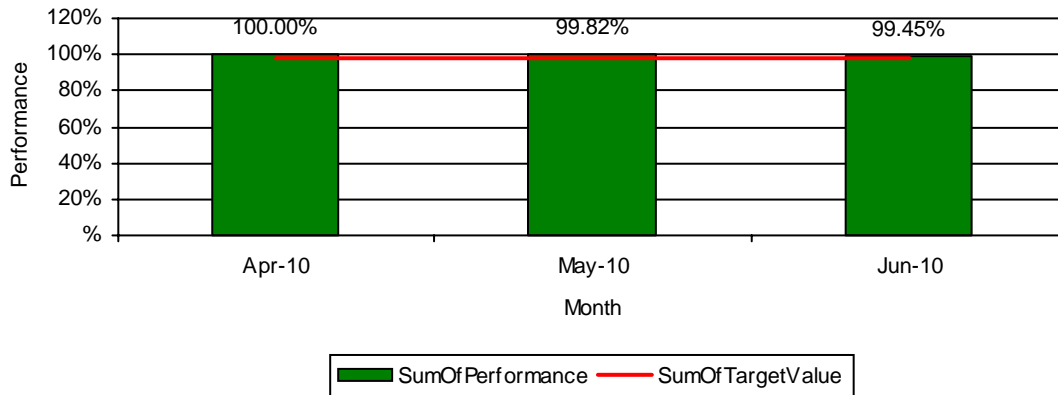
**Comment** by **Eamonn, Bolt** on **06/07/2010**

This indicator is not achieving target, this is due to a much more challenging but realistic target of 95% this year compared to 80% in the previous year. Notwithstanding, current performance is on par with last year at around 91.5%.

**Action** by **Eamonn, Bolt** on **23/07/2010**

This will be a key topic at contractor review meetings until the target is achieved

**A: Emergency repairs completed in 24 hours - SO1SA**



**Current Performance Summary**

<b>Start of period</b> 100.00%	↓	<b>End Target</b> 98.00%
<b>Current period</b> 99.45%		<b>Current Target</b> 98.00%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: green; color: black; padding: 2px;">Green</span>

Month Ending	Repairs completed in time	÷	Repairs completed	=	Year to date Performance
30-Apr-10	270.00	÷	270.00	=	100.00%
31-May-10	551.00	÷	552.00	=	99.82%
30-Jun-10	903.00	÷	908.00	=	99.45%

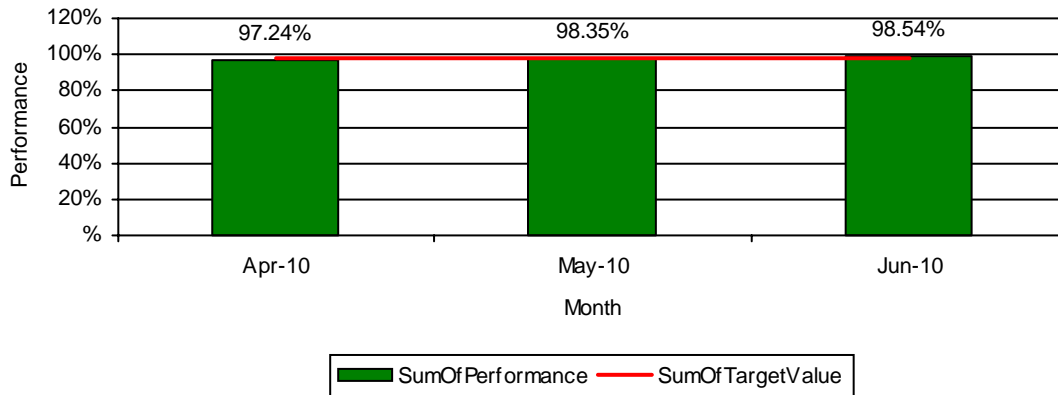
**Commentary and Actions for Current Period (if exists)**

A: Emergency repairs completed in 24 hours ...

**Comment** by **Eamonn, Bolt** on **06/07/2010**

This indicator is achieving target. For context 908 jobs have been completed to date and 903 were completed within 24hrs.

**B: Urgent repairs completed in 3 working days\*\* - SO1SB**



**Current Performance Summary**

<b>Start of period</b> 97.24%	↑	<b>End Target</b> 98.00%
<b>Current period</b> 98.54%		<b>Current Target</b> 98.00%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: green; color: black; padding: 2px;">Green</span>

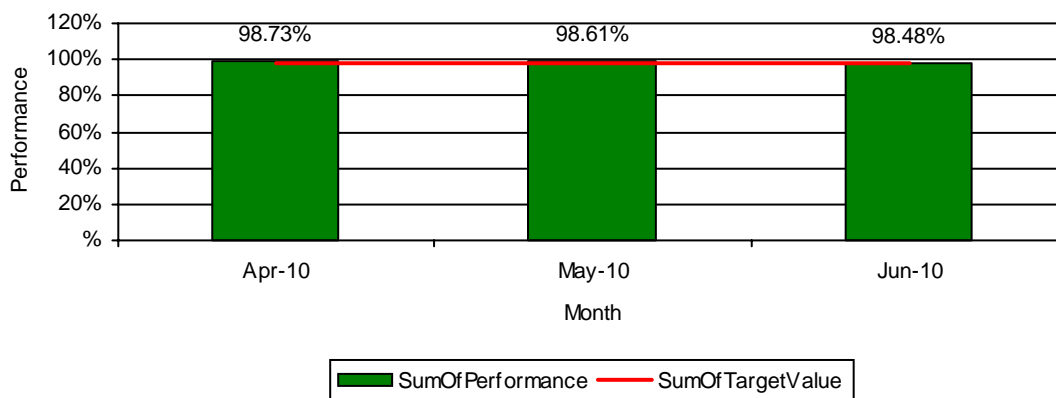
Month Ending	Repairs completed in time	÷	Repairs completed	=	Year to date Performance
30-Apr-10	422.00	÷	434.00	=	97.24%
31-May-10	777.00	÷	790.00	=	98.35%
30-Jun-10	1,413.00	÷	1,434.00	=	98.54%

**Commentary and Actions for Current Period (if exists)**

B: Urgent repairs completed in 3 working days\*\*

**Comment** by **Eamonn, Bolt** on **27/07/2010** ...

**C: Routine repairs completed in 21 working days - SO1SC**



**Current Performance Summary**

Start of period 98.73%	↓	End Target 98.00%
Current period 98.48%		Current Target 98.00%
Direction of travel Declining		Status <span style="background-color: #00ff00; padding: 2px;">Green</span>

Month Ending	Repairs completed in time	÷	Repairs completed	=	Year to date Performance
30-Apr-10	389.00	÷	394.00	=	98.73%
31-May-10	921.00	÷	934.00	=	98.61%
30-Jun-10	1,617.00	÷	1,642.00	=	98.48%

**Commentary and Actions for Current Period (if exists)**

C: Routine repairs completed in 21 working days ...

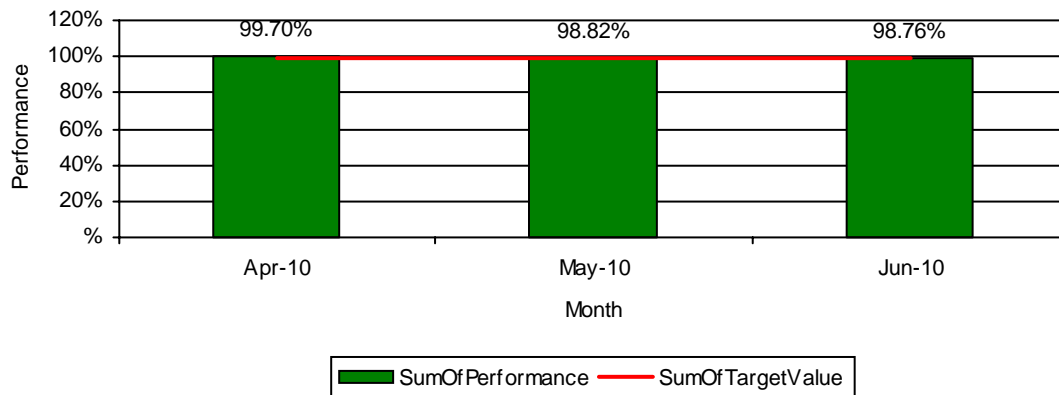
**Comment** by Eamonn, Bolt on 07/07/2010

This indicator remains in target, however the declining trend over the last three months needs to be addressed to keep this indicator within target in the coming months.

**Action** by Eamonn, Bolt on 27/07/2010

This will be a key topic at contractor review meetings until performance is stabilised.

**EX-BV 72 The percentage of Right to Repair repairs completed within government time limits - SO1E**



**Current Performance Summary**

<b>Start of period</b> 99.70%	↓	<b>End Target</b> 99.00%
<b>Current period</b> 98.76%		<b>Current Target</b> 99.00%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: red; color: black; padding: 2px;">Red</span>

Month Ending	Repairs completed on time	÷	Total repairs completed	=	Year to date Performance
30-Apr-10	1,011.00	÷	1,014.00	=	99.70%
31-May-10	1,838.00	÷	1,860.00	=	98.82%
30-Jun-10	2,947.00	÷	2,984.00	=	98.76%

**Commentary and Actions for Current Period (if exists)**

EX-BV 72 The percentage of Right to Repair repairs completed within government time limits ...

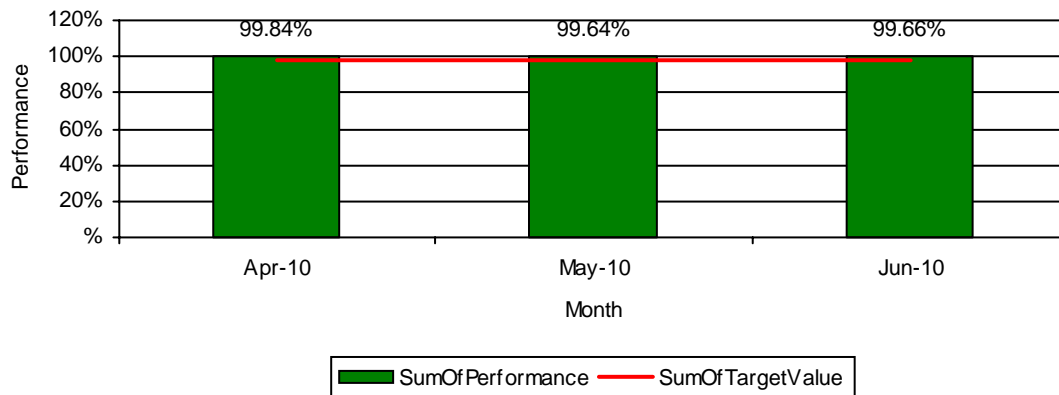
**Comment** by Eamonn, Bolt on 06/07/2010

In month performance for June has improved. For context 2,947 orders were completed in target. The year to date target was missed by 7 orders.

**Action** by Eamonn, Bolt on 23/07/2010

This will be a key topic at contractor review meetings until the target is achieved

**EX-BV185 The percentage of responsive (but not emergency) repairs appointments made and kept - SO1F**



**Current Performance Summary**

<b>Start of period</b> 99.84%	↓	<b>End Target</b> 98.00%
<b>Current period</b> 99.66%		<b>Current Target</b> 98.00%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: green; color: black; padding: 2px;">Green</span>

Month Ending	Appointments kept	÷	Appointments made	=	Year to date Performance
30-Apr-10	1,865.00	÷	1,868.00	=	99.84%
31-May-10	3,362.00	÷	3,374.00	=	99.64%
30-Jun-10	5,240.00	÷	5,258.00	=	99.66%

**Commentary and Actions for Current Period (if exists)**

EX-BV185 The percentage of responsive (but not emergency) repairs appointments made and kept ...

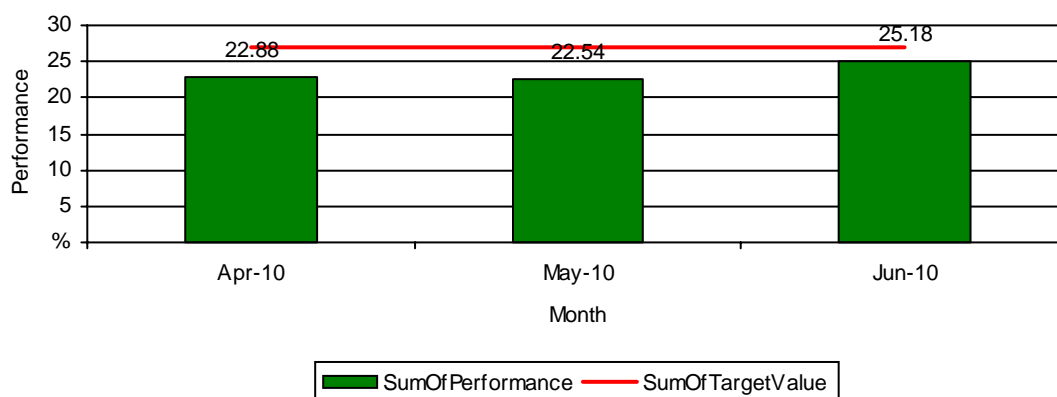
**Comment** by Eamonn, Bolt on 27/07/2010

This indicator is achieving target, however there was a samll decrease in performance in June

**Action** by Eamonn, Bolt on 27/07/2010

This will be a key topic at contractor review meetings until performance is stabilised

**EX-BV212 The average time taken to re-let local authority housing (days).\*\* - SO1D**



**Current Performance Summary**

<b>Start of period</b> 22.88	↓	<b>End Target</b> 27.00
<b>Current period</b> 25.18		<b>Current Target</b> 27.00
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: green; color: black; padding: 2px;">Green</span>

Month Ending	Time taken	÷	Number of homes re-let	=	Year to date Performance
30-Apr-10	732.00	÷	32.00	=	22.88
31-May-10	2,209.00	÷	98.00	=	22.54
30-Jun-10	3,324.00	÷	132.00	=	25.18

**Commentary and Actions for Current Period (if exists)**

EX-BV212 The average time taken to re-let local authority housing (days).\*\*

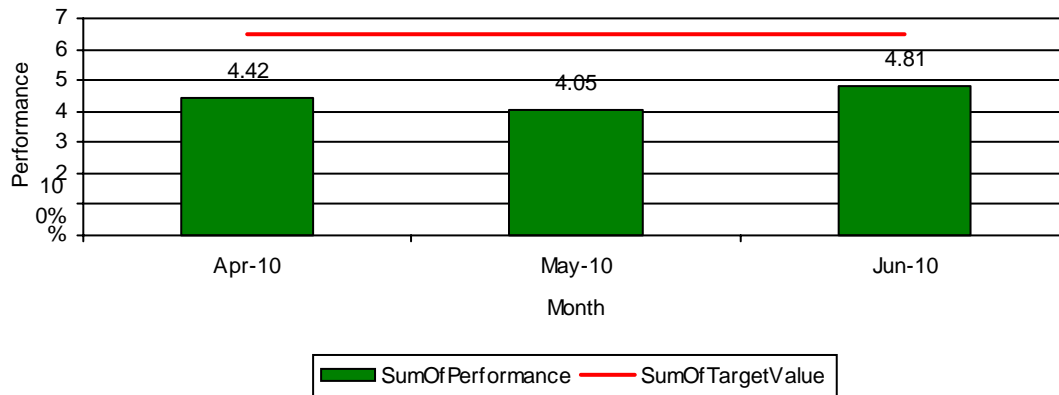
**Comment** by **Eamonn, Bolt** on **27/07/2010**

This indicator is achieving target, however there was a significant reduction in performance in June with an increase of 2.64 days in the average void turnround time.


**Action** by **Eamonn, Bolt** on **27/07/2010**

This will be a key topic at contractor review meetings until the target is achieved.

**EX-BV73 The average time taken (calendar days) to complete non-urgent responsive repairs\*\* - SO1R**



**Current Performance Summary**

<b>Start of period</b> 4.42		<b>End Target</b> 6.50
<b>Current period</b> 4.81		<b>Current Target</b> 6.50
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: #00FF00; padding: 2px;">Green</span>

Month Ending	Number of days to complete repairs	÷	Number of repairs	=	Year to date Performance
30-Apr-10	4,852.00	÷	1,098.00	=	4.42
31-May-10	7,451.00	÷	1,842.00	=	4.05
30-Jun-10	11,310.00	÷	2,352.00	=	4.81

**Commentary and Actions for Current Period (if exists)**

EX-BV73 The average time taken (calendar days) to complete non-urgent responsive repairs\*\* ...

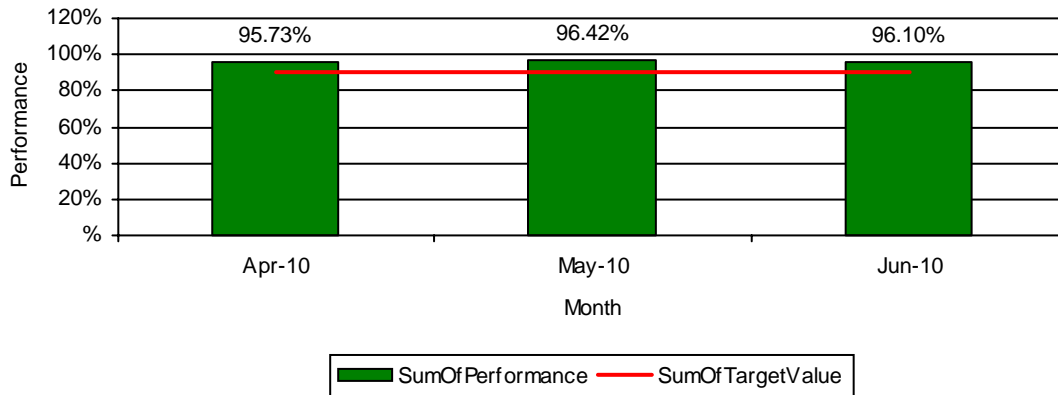
**Comment** by **Eamonn, Bolt** on **07/07/2010**

The volume of repairs completed in June (1512) was nearly twice that completed in May (744). This indicator is still within target, but there was a decline in performance in June.

**Action** by **Eamonn, Bolt** on **27/07/2010**

This will be a key topic at contractor review meetings until the target is achieved

**Resident Satisfaction with day to day repairs\* - SO1T**

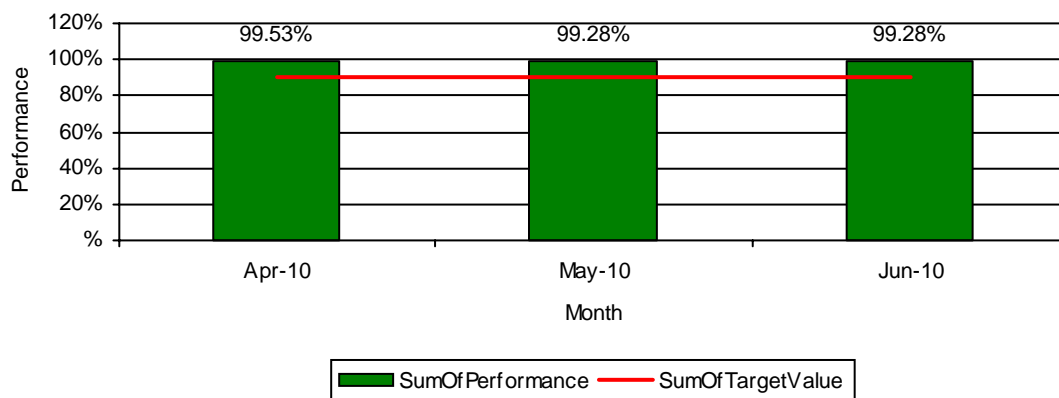


**Current Performance Summary**

<b>Start of period</b> 95.73%	↑	<b>End Target</b> 90.00%
<b>Current period</b> 96.10%		<b>Current Target</b> 90.00%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: green; color: black; padding: 2px;">Green</span>

Month Ending	Tenants satisfied	÷	Total number of completed surveys	=	Year to date Performance
30-Apr-10	381.00	÷	398.00	=	95.73%
31-May-10	674.00	÷	699.00	=	96.42%
30-Jun-10	197.00	÷	205.00	=	96.10%

### Resident Satisfaction with major works - SO2E

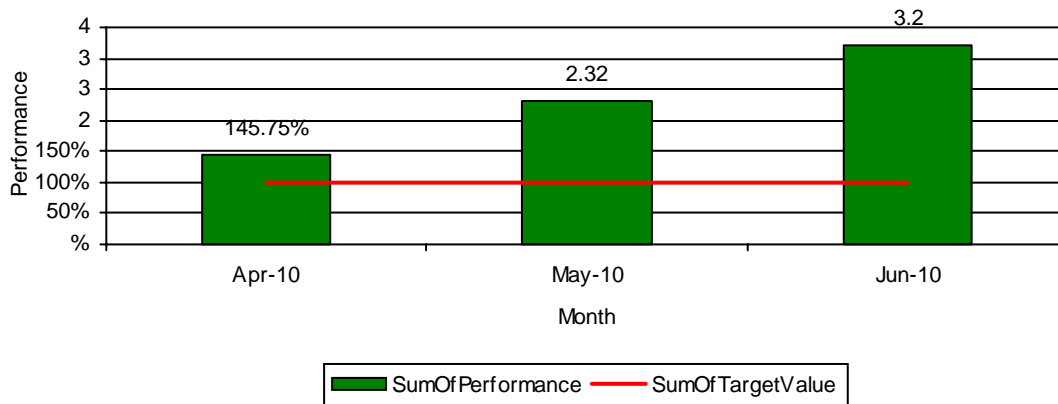


### Current Performance Summary

<b>Start of period</b> 99.53%	↓	<b>End Target</b> 90.00%
<b>Current period</b> 99.28%		<b>Current Target</b> 90.00%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: #00ff00; padding: 2px;">Green</span>

Month Ending	Tenants satisfied	÷	Total number of surveys	=	Year to date Performance
30-Apr-10	214.00	÷	215.00	=	99.53%
31-May-10	411.00	÷	414.00	=	99.28%
30-Jun-10	411.00	÷	414.00	=	99.28%

**% major works charges collected of those due (profiled) - FIN005**

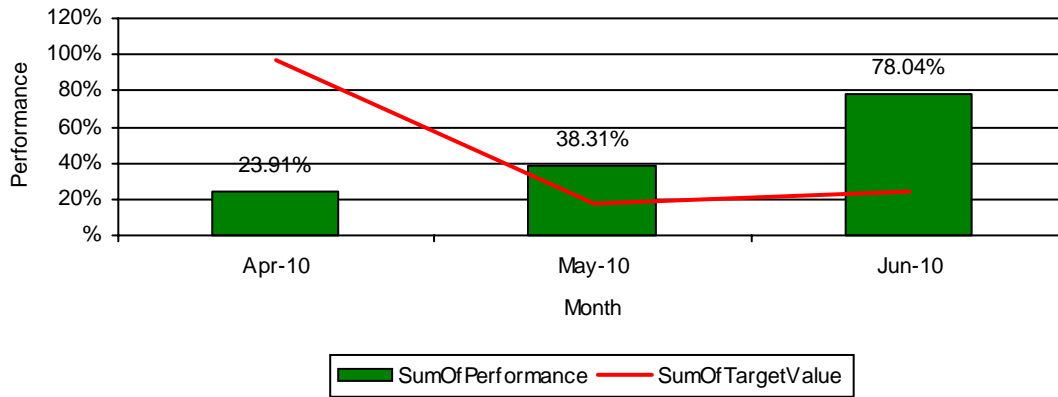


**Current Performance Summary**

<b>Start of period</b> 145.75%	↑	<b>End Target</b> 0.00%
<b>Current period</b> 319.58%		<b>Current Target</b> 101.00%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: green; color: black; padding: 2px;">Green</span>

Month Ending	Amount collected	÷	Amount billed	=	Year to date Performance
30-Apr-10	3,395.48	÷	2,329.62	=	145.75%
31-May-10	5,394.73	÷	2,329.62	=	231.57%
30-Jun-10	7,444.49	÷	2,329.49	=	319.58%

**% of service charge collected (leaseholders only) (profiled)\* - SO1B**



**Current Performance Summary**

<b>Start of period</b> 23.91%	↑	<b>End Target</b> 101.00%
<b>Current period</b> 78.04%		<b>Current Target</b> 24.05%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: green; color: black; padding: 2px;">Green</span>

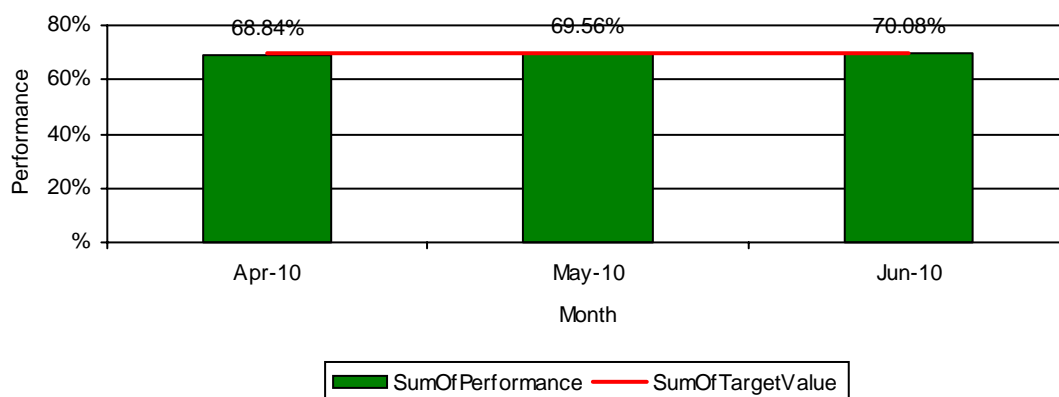
Month Ending	Amount collected	÷	Amount due	=	Year to date Performance
30-Apr-10	74,558.17	÷	311,783.58	=	23.91%
31-May-10	119,597.93	÷	312,184.47	=	38.31%
30-Jun-10	244,357.99	÷	313,126.16	=	78.04%

**Commentary and Actions for Current Period (if exists)**

% of service charge collected (leaseholders only) (profiled)\*

**Comment** by **Syeda, Uddin** on **12/07/2010**

**Number of garages let as a percentage of lettable garages owned - SO1L**

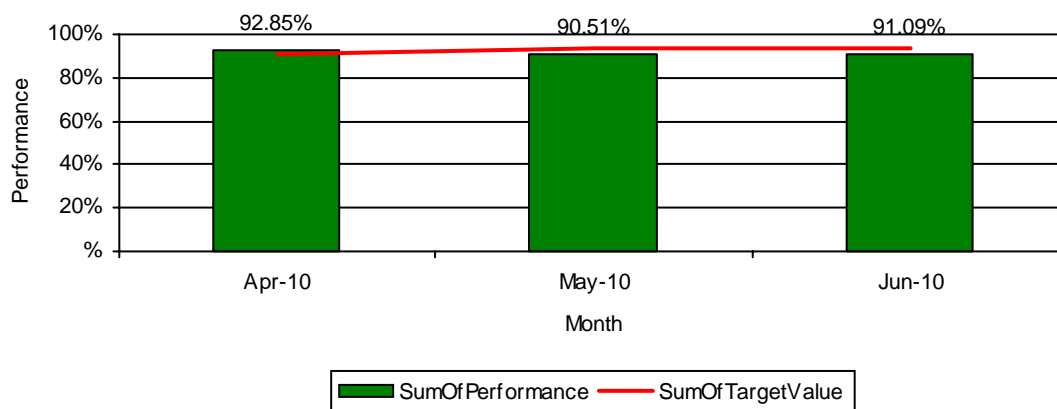


**Current Performance Summary**

<b>Start of period</b> 68.84%	↑	<b>End Target</b> 70.00%
<b>Current period</b> 70.08%		<b>Current Target</b> 70.00%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: #00ff00; padding: 2px;">Green</span>

Month Ending	Garages let	÷	Lettable garages	=	Year to date Performance
30-Apr-10	1,023.00	÷	1,486.00	=	68.84%
31-May-10	1,019.00	÷	1,465.00	=	69.56%
30-Jun-10	1,021.00	÷	1,457.00	=	70.08%

**Rent collected by the local authority as a proportion of garage rents owed (Profiled) - SO1U**



**Current Performance Summary**

Start of period 92.85%	↓	End Target 97.50%
Current period 91.09%		Current Target 93.77%
Direction of travel Declining		Status <span style="background-color: red; color: white; padding: 2px;">Red</span>

Month Ending	Rent collected	÷	Rent billed	=	Year to date Performance
30-Apr-10	37,130.05	÷	39,990.44	=	92.85%
31-May-10	81,133.98	÷	89,637.11	=	90.51%
30-Jun-10	117,821.98	÷	129,346.45	=	91.09%

**Commentary and Actions for Current Period (if exists)**

Rent collected by the local authority as a proportion of garage rents owed (Profiled) ...

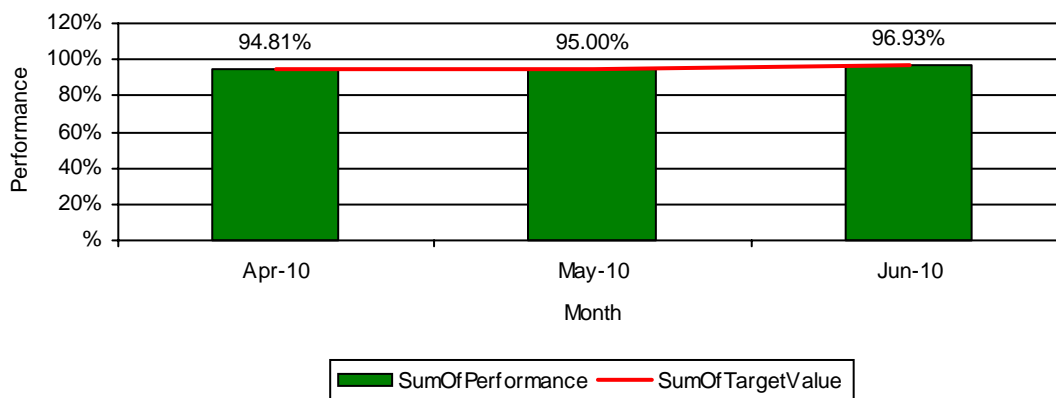
**Comment** by Keith, Gresham on 27/07/2010

Garage income collection for June 2010 is behind last June's performance by 1.14% and below target profile (93.77%) by 2.68%.

**Action** by Keith, Gresham on 27/07/2010

Rent Income Officers will take over responsibility for garage rent collection, from the specialist Garage Officer, as part of the Restrucure from the 26th July 2010.

**EX-BV66a Rent collected by the local authority as a proportion of rents owed on HRA dwellings (including arrears) (Profiled)\*\* - SO1A**



**Current Performance Summary**

<b>Start of period</b> 94.81%	↑	<b>End Target</b> 98.20%
<b>Current period</b> 96.93%		<b>Current Target</b> 96.58%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: green; color: black; padding: 2px;">Green</span>

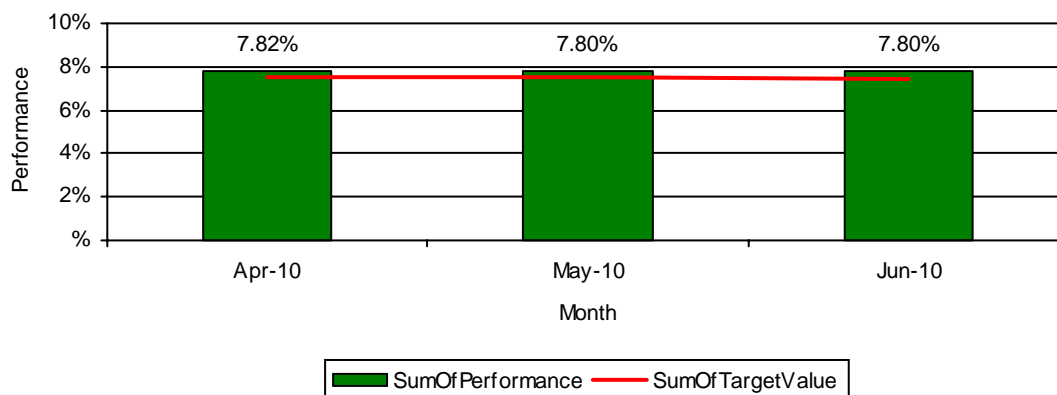
Month Ending	Amount collected	÷	Amount billed	=	Year to date Performance
30-Apr-10	3,938,693.91	÷	4,154,163.13	=	94.81%
31-May-10	8,909,641.71	÷	9,378,519.72	=	95.00%
30-Jun-10	0.97	÷	1.00	=	96.93%

**Commentary and Actions for Current Period (if exists)**

EX-BV66a Rent collected by the local authority as a proportion of rents owed on HRA dwellings (including arrear ...

**Comment** by **Stephen, McCarthy** on **27/07/2010**

**ExBV66b % of tenants with more than seven weeks of (gross) rent arrears - SO10**



**Current Performance Summary**

Start of period 7.82%	↑	End Target 7.50%
Current period 7.80%		Current Target 7.45%
Direction of travel Improving		Status <span style="background-color: red; color: white; padding: 2px;">Red</span>

Month Ending	Tenancies with 7 wks arrears	÷	Total tenancies	=	Year to date Performance
30-Apr-10	801.00	÷	10,248.00	=	7.82%
31-May-10	800.00	÷	10,260.00	=	7.80%
30-Jun-10	801.00	÷	10,267.00	=	7.80%

**Commentary and Actions for Current Period (if exists)**

ExBV66b % of tenants with more than seven weeks of (gross) rent arrears ...

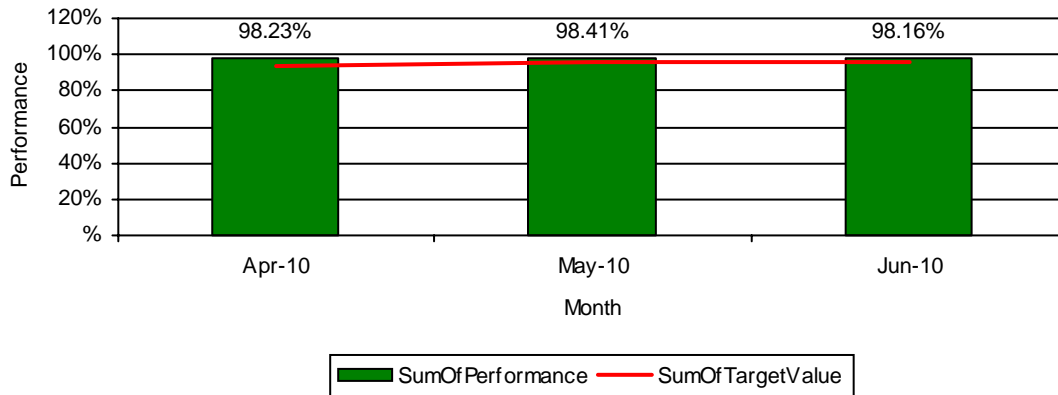
**Comment** by Stephen, McCarthy on 27/07/2010

Performance for the % of tenants with more than 7 weeks in arrears is improving, however there is still some way to go to reach target.

**Action** by Stephen, McCarthy on 27/07/2010

Rent officers are continuing to make early contact to take prompt actions, including Notice seeking possessions on all accounts owing more than 5 weeks rent.

**Income collected as a proportion of income due (excluding arrears) (Profiled) - SO11**



**Current Performance Summary**

<b>Start of period</b> 98.23%	↓	<b>End Target</b> 101.00%
<b>Current period</b> 98.16%		<b>Current Target</b> 95.30%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: #00FF00; padding: 2px;">Green</span>

Month Ending	Amount collected	÷	Amount billed	=	Year to date Performance
30-Apr-10	3,938,693.91	÷	4,009,548.59	=	98.23%
31-May-10	8,909,641.71	÷	9,053,137.00	=	98.41%
30-Jun-10	12,821,614.80	÷	13,062,586.16	=	98.16%

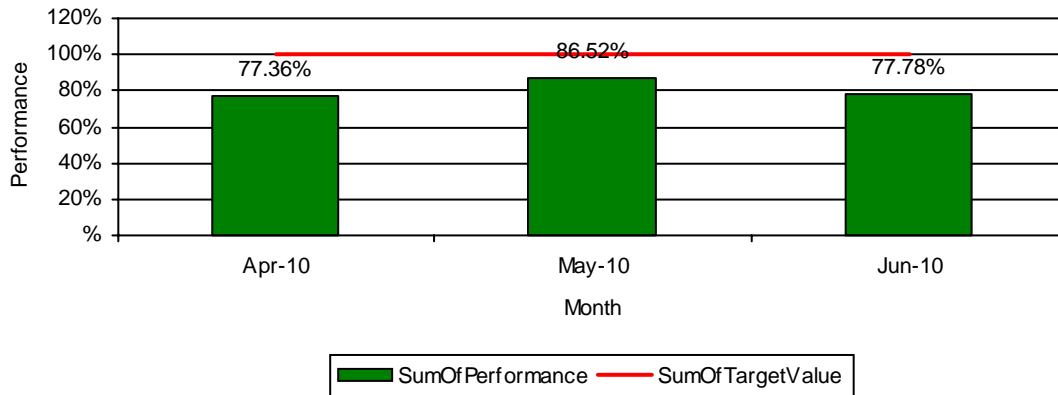
**Commentary and Actions for Current Period (if exists)**

Income collected as a proportion of income due (excluding arrears) (Profiled) ...

**Comment** by Stephen, McCarthy on 27/07/2010

Performance is achieving target, and the June 2010 collection rate is 0.43% higher than June 2009

**% of actions addressed within target time from failed estate inspections - EST001**



**Current Performance Summary**

Start of period	77.36%	↑	End Target	100.00%
Current period	77.78%		Current Target	100.00%
Direction of travel	Improving		Status	<b>Red</b>

Month Ending	Actions addressed	÷	All actions	=	Year to date Performance
30-Apr-10	41.00	÷	53.00	=	77.36%
31-May-10	154.00	÷	178.00	=	86.52%
30-Jun-10	91.00	÷	117.00	=	77.78%

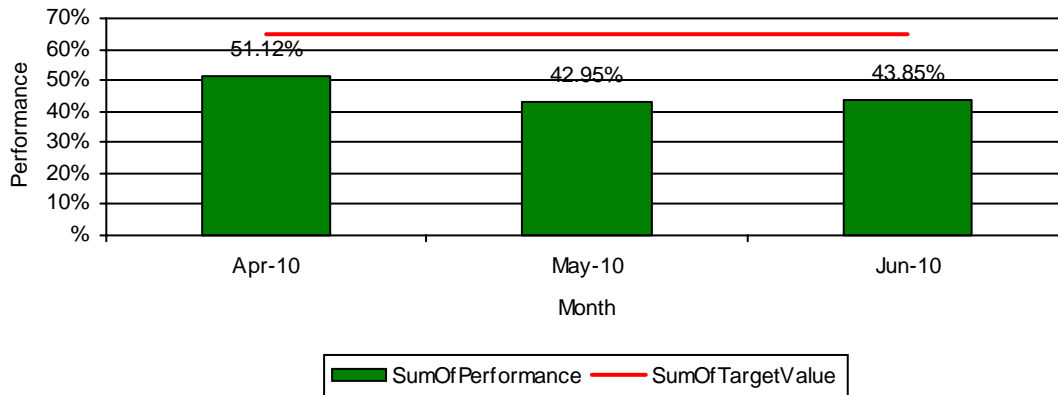
**Commentary and Actions for Current Period (if exists)**

% of actions addressed within target time from failed estate inspections

**Comment by Neil, Willoughby on 14/07/2010**

A management system was introduced at the end of June to ensure failed inspections were remedied and detected before the next inspection. The positive impact of this should take effect from July 2010.

**Percentage of Estate inspections accompanied by customers - SO4D**



**Current Performance Summary**

<b>Start of period</b> 51.12%	↓	<b>End Target</b> 65.00%
<b>Current period</b> 43.85%		<b>Current Target</b> 65.00%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: red; color: black; padding: 2px;">Red</span>

Month Ending	Inspections with customers	÷	Total inspections carried out	=	Year to date Performance
30-Apr-10	275.00	÷	538.00	=	51.12%
31-May-10	472.00	÷	1,099.00	=	42.95%
30-Jun-10	699.00	÷	1,594.00	=	43.85%

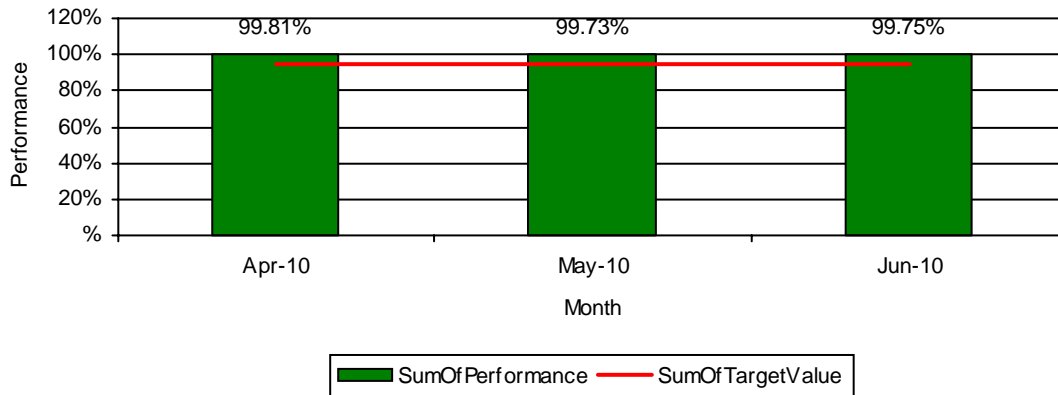
**Commentary and Actions for Current Period (if exists)**

Percentage of Estate inspections accompanied by customers ...

**Comment** by Neil, Willoughby on 12/07/2010

A new programme was agreed with customers in June and is now up and running, resulting in improved June performance.

**Percentage of estate inspections and Grounds maintenance achieving an acceptable standard (Combined) - EST003**



**Current Performance Summary**

<b>Start of period</b> 99.81%	↓	<b>End Target</b> 95.00%
<b>Current period</b> 99.75%		<b>Current Target</b> 95.00%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: green; color: black; padding: 2px;">Green</span>

Month Ending	The count of Grade A and B	÷	Count of A, B, C and D	=	Year to date Performance
30-Apr-10	535.00	÷	536.00	=	99.81%
31-May-10	1,095.00	÷	1,098.00	=	99.73%
30-Jun-10	1,590.00	÷	1,594.00	=	99.75%

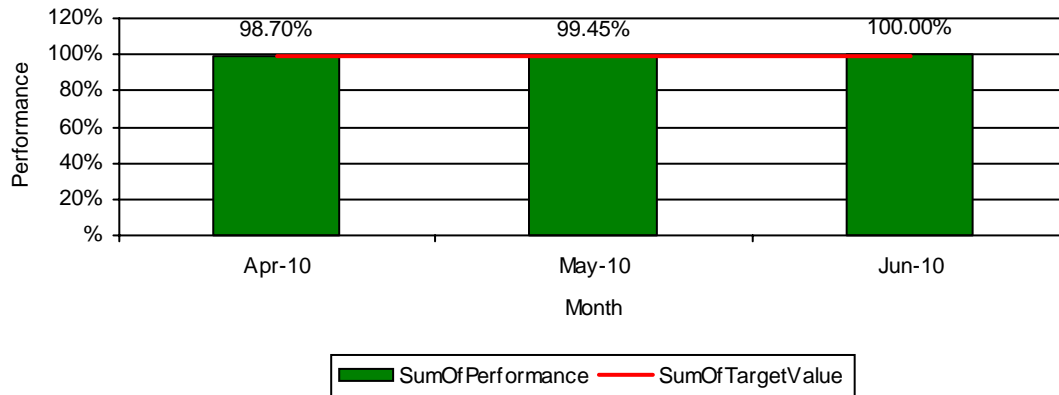
**Commentary and Actions for Current Period (if exists)**

Percentage of estate inspections and Grounds maintenance achieving an acceptable standard (Combined) ...

**Comment** by Neil, Willoughby on 27/07/2010

This indicator is very close to target with just four estates/locations not achieving the required "A" or "B" standard.

**Percentage of Estate inspections carried out of those due - SO4C**

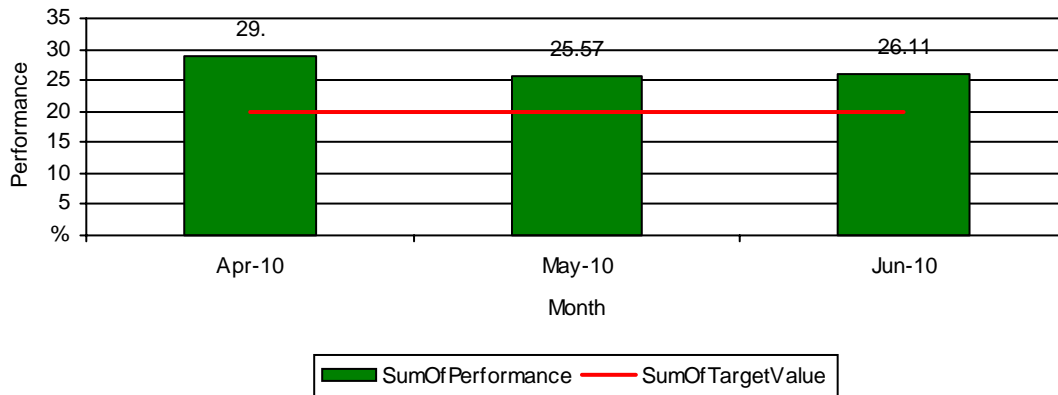


**Current Performance Summary**

<b>Start of period</b> 98.70%	↑	<b>End Target</b> 99.00%
<b>Current period</b> 100.00%		<b>Current Target</b> 99.00%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: #00FF00; padding: 2px;">Green</span>

Month Ending	Inspections carried out	÷	Inspections planned	=	Year to date Performance
30-Apr-10	531.00	÷	538.00	=	98.70%
31-May-10	1,093.00	÷	1,099.00	=	99.45%
30-Jun-10	1,594.00	÷	1,594.00	=	100.00%

**Average time taken to answer calls at Ascham Direct (sec) - SO5A**



**Current Performance Summary**

<b>Start of period</b> 29.00	↑	<b>End Target</b> 20.00
<b>Current period</b> 26.11		<b>Current Target</b> 20.00
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: red; color: black; padding: 2px;">Red</span>

Month Ending	Total number of seconds	÷	All calls answered	=	Year to date Performance
30-Apr-10	204,392.00	÷	7,048.00	=	29.00
31-May-10	353,068.00	÷	13,806.00	=	25.57
30-Jun-10	580,273.00	÷	22,221.00	=	26.11

**Commentary and Actions for Current Period (if exists)**

Average time taken to answer calls at Ascham Direct (sec) ...

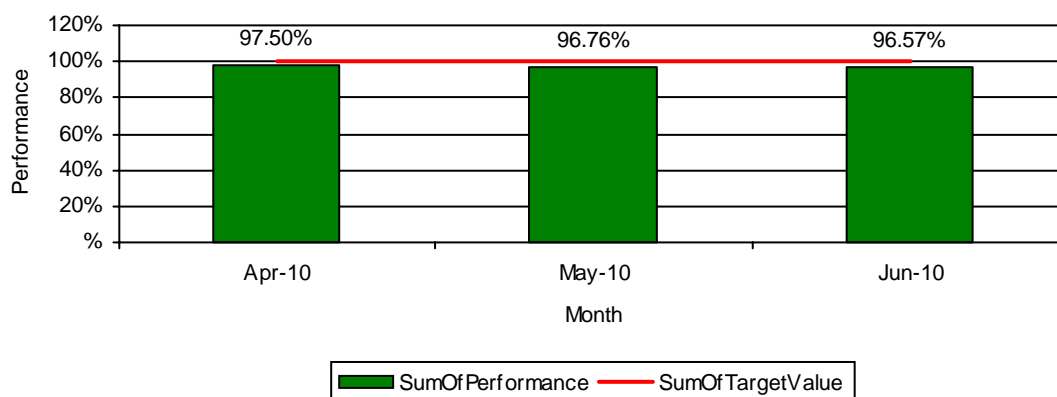
**Comment** by **Beverley, Gordon** on **12/07/2010**

In May 2010 6,758 calls were answered, in June 8415 calls were answered, a volume increase of 1,657 calls. There was a decline in performance of 0.53% between May and June.

**Action** by **Syeda, Uddin** on **27/07/2010**

Ascham Homes is still looking to make improvements in the telephone technology and is regularly reviewing telephone call time reports by officer to improve the service.

**Percentage of letters from the public responded to in 10 calendar days\* - SO3E**



**Current Performance Summary**

<b>Start of period</b> 97.50%	↓	<b>End Target</b> 100.00%
<b>Current period</b> 96.57%		<b>Current Target</b> 100.00%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: red; color: black; padding: 2px;">Red</span>

Month Ending	Answered on time	÷	Letters due	=	Year to date Performance
30-Apr-10	117.00	÷	120.00	=	97.50%
31-May-10	269.00	÷	278.00	=	96.76%
30-Jun-10	451.00	÷	467.00	=	96.57%

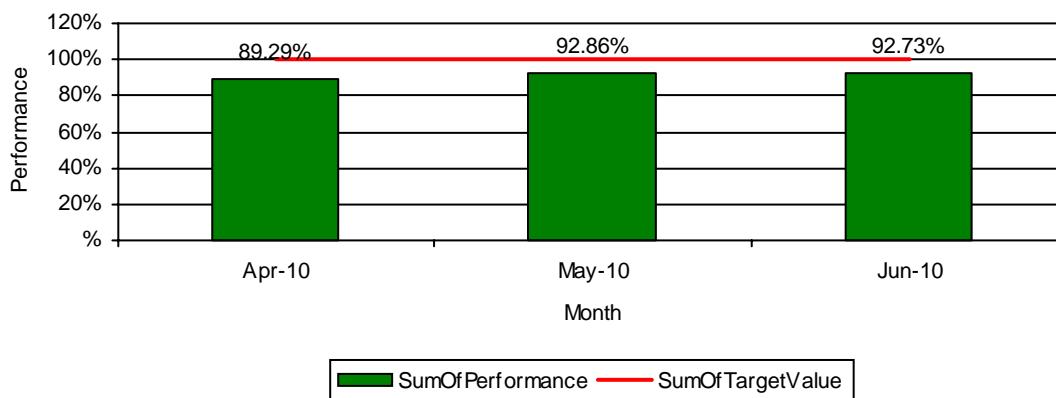
**Commentary and Actions for Current Period (if exists)**

Percentage of letters from the public responded to in 10 calendar days\* ...

**Action** by **Syeda, Uddin** on **14/07/2010**

We continue with management action to improve performance for this indicator including frequent reminders to staff about responding to correspondence on time and updating the database.

**Percentage of Members' enquiries responded to within 10 calendar days\* - SO3G**



**Current Performance Summary**

<b>Start of period</b> 89.29%	↑	<b>End Target</b> 100.00%
<b>Current period</b> 92.73%		<b>Current Target</b> 100.00%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: red; color: black; padding: 2px;">Red</span>

Month Ending	Answered on time	÷	Enquiries due	=	Year to date Performance
30-Apr-10	25.00	÷	28.00	=	89.29%
31-May-10	39.00	÷	42.00	=	92.86%
30-Jun-10	51.00	÷	55.00	=	92.73%

**Commentary and Actions for Current Period (if exists)**

Percentage of Members' enquiries responded to within 10 calendar days\* ...

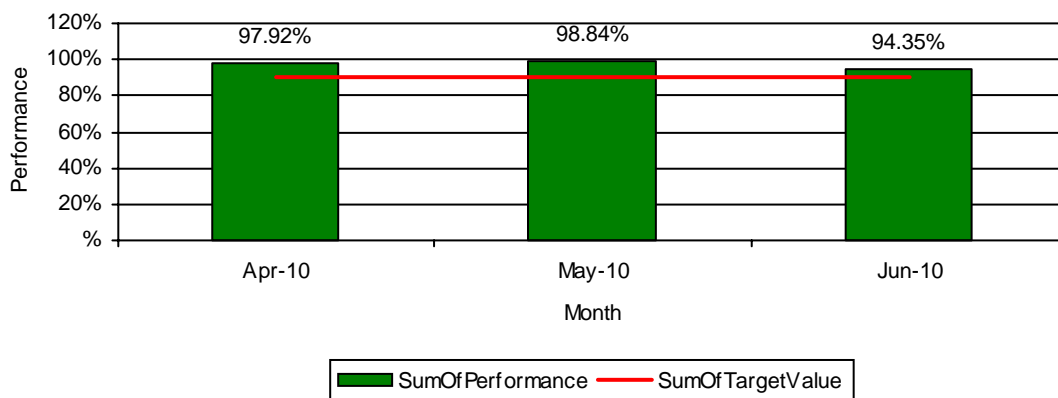
**Comment** by Patricia, Coghiel on 09/07/2010

Performance in this month has improved but one response was out of time. A response was issued in time to the resident but not sent to the Councillor and has been classified as a technical late on this basis.

**Action** by Patricia, Coghiel on 09/07/2010

Staff have been reminded to send their response to the Councillor.

**Percentage of stage one complaints responded to within 10 working days\* - SO3F**



**Current Performance Summary**

<b>Start of period</b> 97.92%	↓	<b>End Target</b> 90.00%
<b>Current period</b> 94.35%		<b>Current Target</b> 90.00%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: #00ff00; padding: 2px;">Green</span>

Month Ending	Answered on time	÷	Answered in month	=	Year to date Performance
30-Apr-10	47.00	÷	48.00	=	97.92%
31-May-10	85.00	÷	86.00	=	98.84%
30-Jun-10	117.00	÷	124.00	=	94.35%

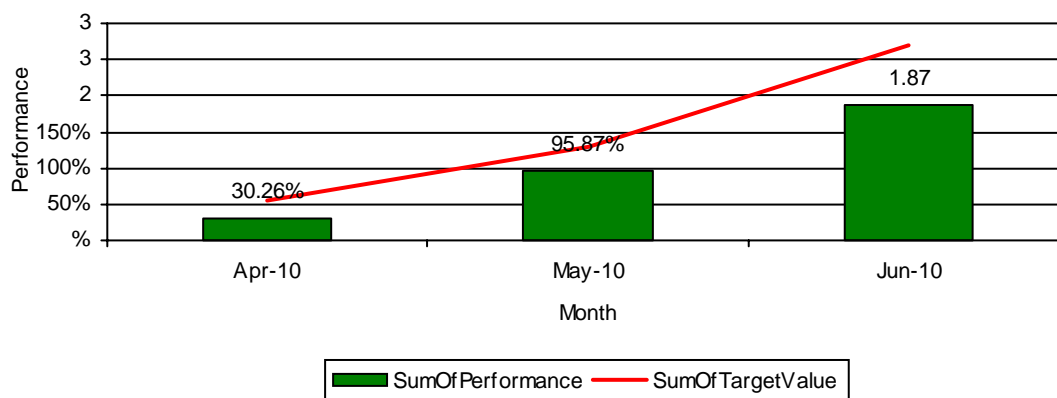
**Commentary and Actions for Current Period (if exists)**

Percentage of stage one complaints responded to within 10 working days\* ...


**Comment** by **Patricia, Coghiel** on **09/07/2010**

Performance remains above target and the company has responded well to the reduced response time of 10 working days.

**Capital spend achieved against planned (£ million) - SO2C**

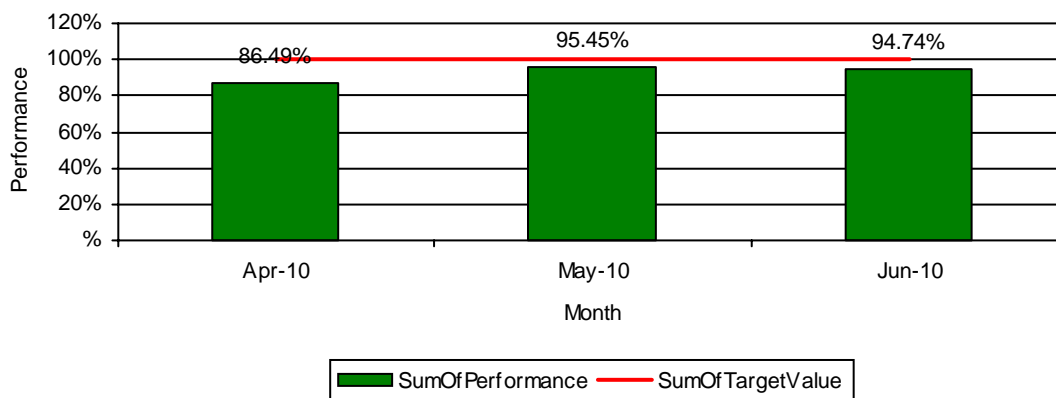


**Current Performance Summary**

<b>Start of period</b> £0.30		<b>End Target</b>
<b>Current period</b> £1.87		<b>Current Target</b> £2.69
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: green; color: black; padding: 2px;">Green</span>

Month Ending	Money spent (M)	÷	Money planned to be spent (M)	=	Year to date Performance
30-Apr-10	0.30	÷	1.00	=	£0.30
31-May-10	0.96	÷	1.00	=	£0.96
30-Jun-10	1.87	÷	1.00	=	£1.87

**% of ASB complainants contacted within 10 working days - ASB005**



**Current Performance Summary**

<b>Start of period</b> 86.49%	↑	<b>End Target</b> 100.00%
<b>Current period</b> 94.74%		<b>Current Target</b> 100.00%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: red; color: black; padding: 2px;">Red</span>

Month Ending	No of ASB complaints contacted under 10 days	÷	Total no of complainants	=	Year to date Performance
30-Apr-10	32.00	÷	37.00	=	86.49%
31-May-10	21.00	÷	22.00	=	95.45%
30-Jun-10	18.00	÷	19.00	=	94.74%

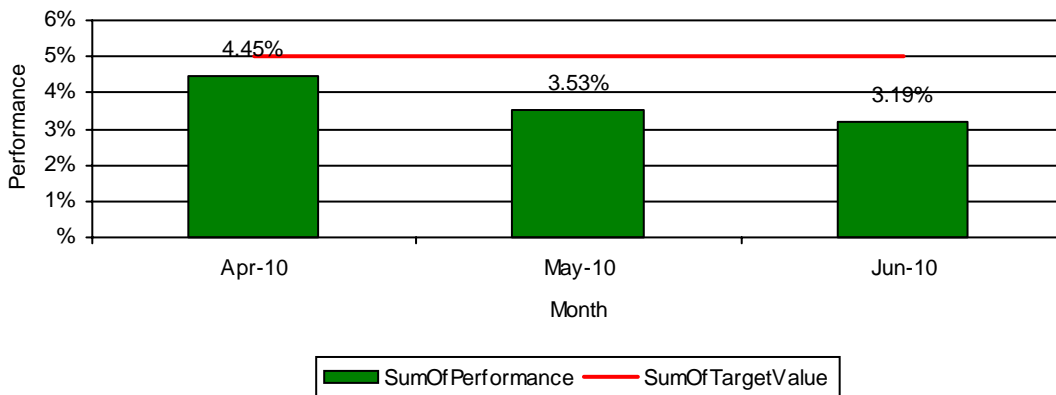
**Commentary and Actions for Current Period (if exists)**

% of ASB complainants contacted within 10 working days

**Comment** by **Elaine, Gosling** on **27/07/2010**

Although this indicator is not achieving target it is improving. Staff training has taken place and this is resulting in significant improvement.

**% of multiple ASB complainants over the last 6 months - ASB004**

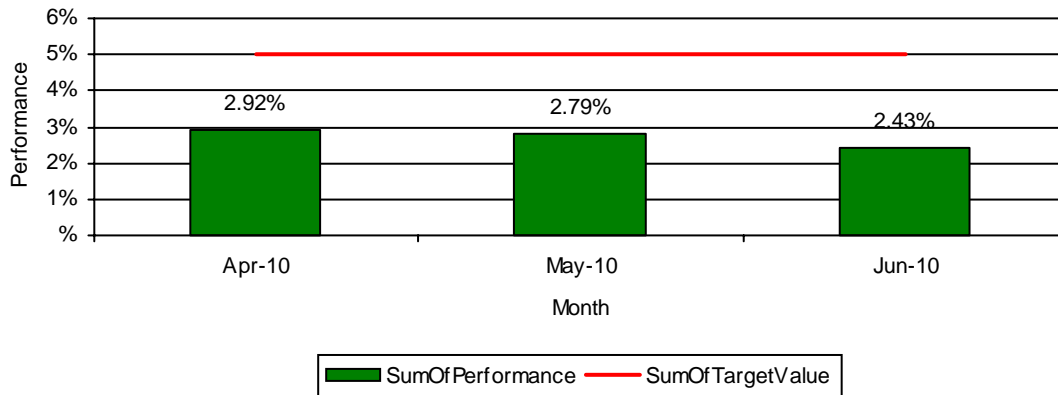


**Current Performance Summary**

<b>Start of period</b> 4.45%	↑	<b>End Target</b> 5.00%
<b>Current period</b> 3.19%		<b>Current Target</b> 5.00%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: green; color: black; padding: 2px;">Green</span>

Month Ending	No of multiple complainants reporting ASB	÷	Total no of Complainants within period	=	Year to date Performance
30-Apr-10	26.00	÷	584.00	=	4.45%
31-May-10	20.00	÷	567.00	=	3.53%
30-Jun-10	18.00	÷	565.00	=	3.19%

**% of multiple ASB perpetrators over the last 6 months - ASB003**

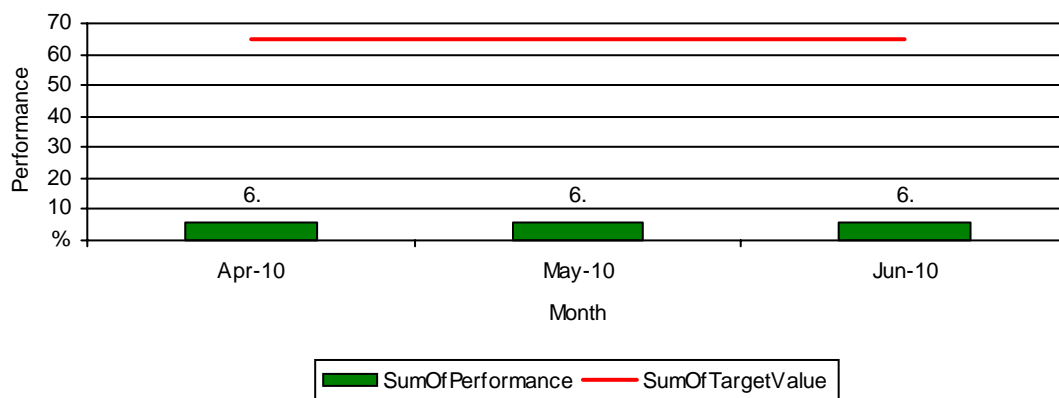


**Current Performance Summary**

<b>Start of period</b> 2.92%	↑	<b>End Target</b> 5.00%
<b>Current period</b> 2.43%		<b>Current Target</b> 5.00%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: green; color: black; padding: 2px;">Green</span>

Month Ending	No of multiple ASB perpetrators	÷	Total no of perpetrators within period	=	Year to date Performance
30-Apr-10	14.00	÷	479.00	=	2.92%
31-May-10	13.00	÷	466.00	=	2.79%
30-Jun-10	11.00	÷	452.00	=	2.43%

**Squatter and unauthorised occupancy turnaround times - SO4E**



**Current Performance Summary**

Start of period 6.00	↔	End Target 65.00	
Current period 6.00		Current Target 65.00	
Direction of travel Constant		Status <span style="background-color: #00ff00; padding: 2px;">Green</span>	

Month Ending	Number of days	÷	Number of closed cases	=	Year to date Performance
30-Apr-10	6.00	÷	1.00	=	6.00
31-May-10	6.00	÷	1.00	=	6.00
30-Jun-10	6.00	÷	1.00	=	6.00