

Performance Report



March 2010

This report covers Ascham Homes' performance between:

01 April 2009 and 31 March 2010

Contacts

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Current Performance Summary All Indicators

A. Repairs

Indicator	Apr 2009	Mar 2010	Direction of travel	Current / End Target	Status
A: Emergency repairs completed in 24 hours	99.26%	98.05%	Declining	↓ 97.00% 97.00%	Green
B: Urgent repairs completed in 3 working days**	99.59%	99.28%	Declining	↓ 97.00% 97.00%	Green
C: Routine repairs completed in 21 working days	99.49%	97.03%	Declining	↓ 97.00% 97.00%	Green
EX-BV 72 The percentage of Right to Repair repairs completed within government time limits	98.81%	99.11%	Improving	↑ 98.50% 98.50%	Green
EX-BV185 The percentage of responsive (but not emergency) repairs appointments made and kept	99.69%	98.82%	Declining	↓ 98.00% 98.00%	Green
EX-BV212 The average time taken to re-let local authority housing (days).**	26.45	27.29	Declining	↓ 31.00 31.00	Green
EX-BV73 The average time taken (calendar days) to complete non-urgent responsive repairs**	2.67	6.05	Declining	↓ 9.00 9.00	Green
Number of annual gas checks completed as a % of those due*	99.98%	100.00%	Improving	↑ 0.50% 0.50%	Green
Repairs completed "right first time"	92.57%	91.28%	Declining	↓ 80.00% 80.00%	Green
Resident Satisfaction with day to day repairs*	85.26%	90.93%	Improving	↑ 90.00% 90.00%	Green
Resident Satisfaction with major works	98.09%	98.17%	Improving	↑ 90.00% 90.00%	Green

B. Right to Buy and Leasehold Services

Indicator	Apr 2009	Mar 2010	Direction of travel	Current / End Target	Status
Collection of major works charges (Profiled)	£3,298.84	£170,592.18	Improving ↑	£31,300.00 £31,300.00	Green
Number of garages let as a percentage of lettable garages owned	68.92%	69.22%	Improving ↑	68.00% 68.00%	Green
Proportion of service charge collected (profiled) (Quarterly accounting period)*	33.01%	116.02%	Improving ↑	100.00% 100.00%	Green
Rent collected by the local authority as a proportion of garage rents owed (Profiled)	84.54%	98.47%	Improving ↑	97.00% 97.00%	Green
Right To Buy notices served in statutory time limits	100.00%	100.00%	Constant ↔	100.00% 100.00%	Green

C. Rents

Indicator	Apr 2009	Mar 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)**	92.94%	97.70%	Improving ↑	98.20% 98.20%	Red
Ex-BV66b The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants.	7.37%	7.77%	Declining ↓	7.80% 7.80%	Green
Income collected as a proportion of income due (excluding arrears)	96.04%	99.59%	Improving ↑	100.25% 100.25%	Red

D. Estate Inspections

Indicator	Apr 2009	Mar 2010	Direction of travel	Current / End Target	Status
Grounds maintenance - is an area acceptable or unacceptable	100.00%	87.32%	Declining ↓	90.00% 90.00%	Red
Percentage of Estate inspections accompanied by customers	64.60%	61.04%	Declining ↓	33.00% 33.00%	Green
Percentage of estate inspections achieving grade B or above	100.00%	99.93%	Declining ↓	99.00% 99.00%	Green
Percentage of Estate inspections carried out of those due	100.00%	98.80%	Declining ↓	99.00% 99.00%	Red

E. Customer Care

Indicator	Apr 2009	Mar 2010	Direction of travel	Current / End Target	Status
Percentage of letters from the public responded to in 10 days*	100.00%	99.42%	Declining ↓	100.00% 100.00%	Red
Percentage of Members' enquiries responded to within 10 days*	64.29%	92.52%	Improving ↑	100.00% 100.00%	Red
Percentage of stage one complaints responded to within 28 days*	100.00%	92.75%	Declining ↓	90.00% 90.00%	Green
Percentage of telephone calls answered in 5 rings	95.65%	96.69%	Improving ↑	90.00% 90.00%	Green
Percentage of telephone calls to Ascham Direct answered in 7 rings (20s)	60.58%	68.49%	Improving ↑	80.00% 80.00%	Red

F. Capital Expenditure

Indicator	Apr 2009	Mar 2010	Direction of travel	Current / End Target	Status
Capital spend achieved against planned (£ million)	£3.28	£33.11	Declining ↓	£34.06 £34.06	Green

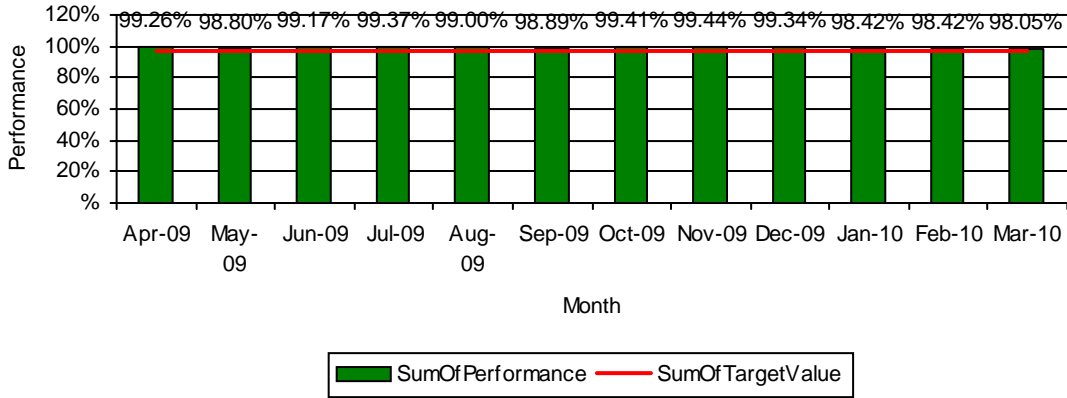
G. Tenancy Services

Indicator	Apr 2009	Mar 2010	Direction of travel	Current / End Target	Status
Squatter and unauthorised occupancy turnaround times	0.00	56.00	Declining ↓	80.00 80.00	Green

H. Quarterly or Annual

Indicator	Apr 2009	Mar 2010	Direction of travel	Current / End Target	Status
EX-BV63 The SAP rating of local authority-owned dwellings	77.50	77.50	Constant ⇄	78.00 / 78.00	Red
NI 158 The proportion of local authority dwellings which were non-decent at the start of the financial year.**	25.64%	25.64%	Constant ⇄	26.00% / 26.00%	Green
Number of homes made to achieve decent homes standard in current year	214.00	1,352.00	Improving ↑	1,339.00 / 1,339.00	Green

A: Emergency repairs completed in 24 hours - SO1SA



Current Performance Summary

Start of period 99.26%	↓	End Target 97.00%
Current period 98.05%		Current Target 97.00%
Direction of travel Declining		Status Green

Month Ending	Repairs completed in time	÷	Repairs completed	=	Year to date Performance
30-Apr-09	268.00	÷	270.00	=	99.26%
31-May-09	576.00	÷	583.00	=	98.80%
30-Jun-09	721.00	÷	727.00	=	99.17%
31-Jul-09	1,566.00	÷	1,576.00	=	99.37%
31-Aug-09	1,690.00	÷	1,707.00	=	99.00%
30-Sep-09	2,147.00	÷	2,171.00	=	98.89%
31-Oct-09	2,882.00	÷	2,899.00	=	99.41%
30-Nov-09	3,202.00	÷	3,220.00	=	99.44%
31-Dec-09	3,752.00	÷	3,777.00	=	99.34%
31-Jan-10	4,178.00	÷	4,245.00	=	98.42%
28-Feb-10	4,671.00	÷	4,746.00	=	98.42%
31-Mar-10	5,123.00	÷	5,225.00	=	98.05%

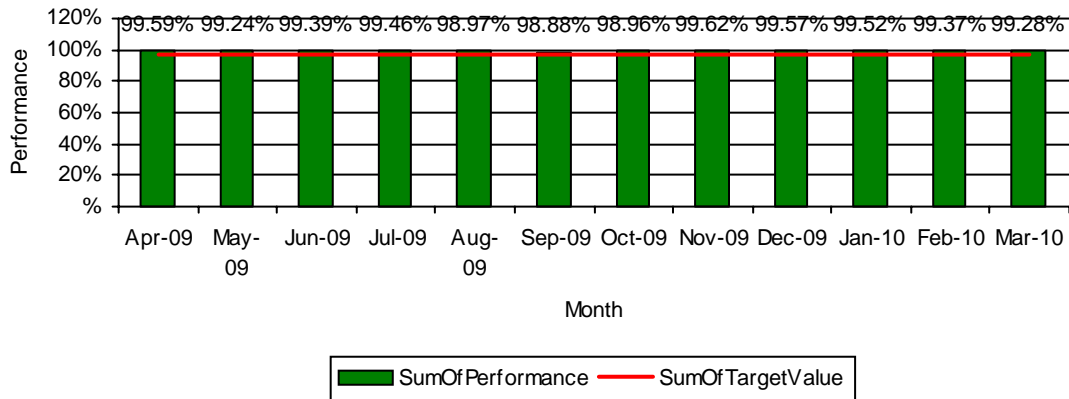
Commentary and Actions for Current Period (if exists)

A: Emergency repairs completed in 24 hours


Comment by **Eamonn, Bolt** on **30/04/2010**

This PI is in target. The very small decline is noted in the last 4 months, however this is marginal and is within expected operational parameters.

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



Current Performance Summary

Start of period 99.59%		End Target 97.00%
Current period 99.28%		Current Target 97.00%
Direction of travel Declining		Status Green

Month Ending	Repairs completed in time	÷	Repairs completed	=	Year to date Performance
30-Apr-09	488.00	÷	490.00	=	99.59%
31-May-09	1,044.00	÷	1,052.00	=	99.24%
30-Jun-09	1,800.00	÷	1,811.00	=	99.39%
31-Jul-09	2,388.00	÷	2,401.00	=	99.46%
31-Aug-09	2,790.00	÷	2,819.00	=	98.97%
30-Sep-09	3,441.00	÷	3,480.00	=	98.88%
31-Oct-09	4,182.00	÷	4,226.00	=	98.96%
30-Nov-09	4,672.00	÷	4,690.00	=	99.62%
31-Dec-09	5,303.00	÷	5,326.00	=	99.57%
31-Jan-10	6,010.00	÷	6,039.00	=	99.52%
28-Feb-10	6,624.00	÷	6,666.00	=	99.37%
31-Mar-10	7,304.00	÷	7,357.00	=	99.28%

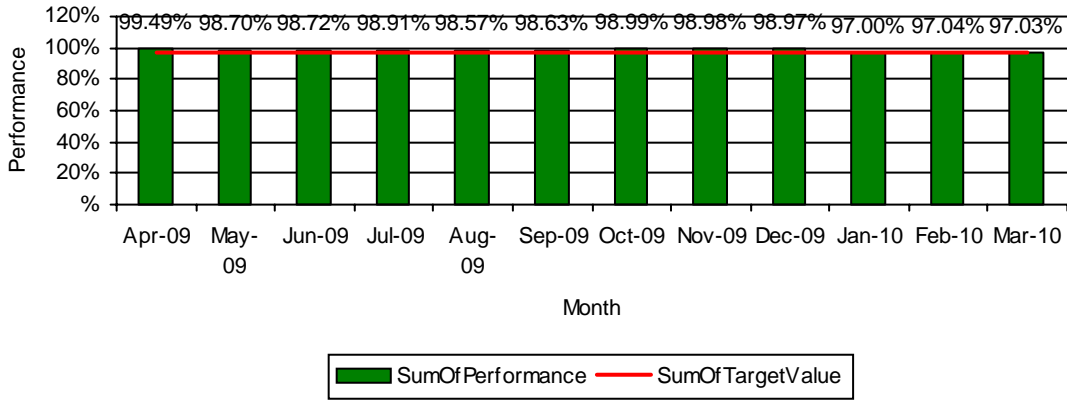
Commentary and Actions for Current Period (if exists)

B: Urgent repairs completed in 3 working days**

Comment by **Eamonn, Bolt** on **30/04/2010**

See comments on SO1SA

C: Routine repairs completed in 21 working days - SO1SC

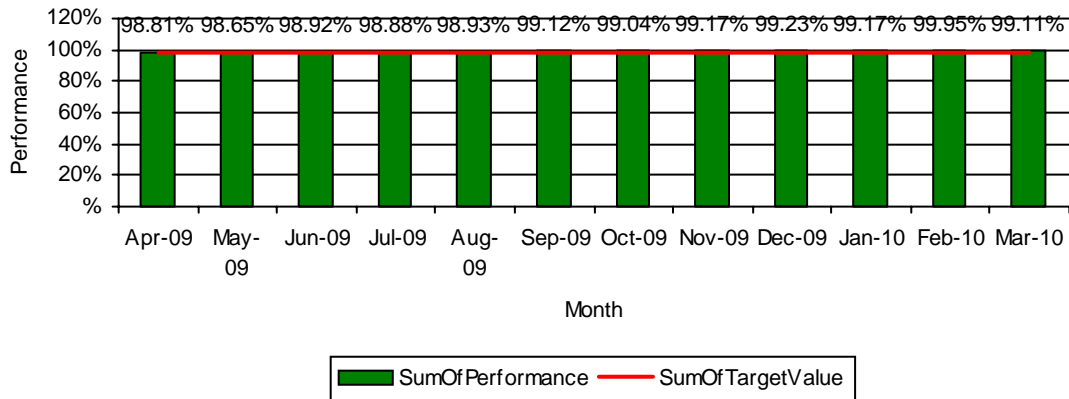


Current Performance Summary

Start of period 99.49%		End Target 97.00%
Current period 97.03%		Current Target 97.00%
Direction of travel Declining		Status Green

Month Ending	Repairs completed in time	÷	Repairs completed	=	Year to date Performance
30-Apr-09	389.00	÷	391.00	=	99.49%
31-May-09	988.00	÷	1,001.00	=	98.70%
30-Jun-09	1,926.00	÷	1,951.00	=	98.72%
31-Jul-09	2,712.00	÷	2,742.00	=	98.91%
31-Aug-09	3,034.00	÷	3,078.00	=	98.57%
30-Sep-09	4,315.00	÷	4,375.00	=	98.63%
31-Oct-09	5,468.00	÷	5,524.00	=	98.99%
30-Nov-09	6,122.00	÷	6,185.00	=	98.98%
31-Dec-09	7,025.00	÷	7,098.00	=	98.97%
31-Jan-10	7,720.00	÷	7,959.00	=	97.00%
28-Feb-10	8,352.00	÷	8,607.00	=	97.04%
31-Mar-10	8,552.00	÷	8,814.00	=	97.03%

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



Current Performance Summary

Start of period 98.81%	↑	End Target 98.50%
Current period 99.11%		Current Target 98.50%
Direction of travel Improving		Status Green

Month Ending	Repairs completed on time	÷	Total repairs completed	=	Year to date Performance
30-Apr-09	500.00	÷	506.00	=	98.81%
31-May-09	1,166.00	÷	1,182.00	=	98.65%
30-Jun-09	2,286.00	÷	2,311.00	=	98.92%
31-Jul-09	3,166.00	÷	3,202.00	=	98.88%
31-Aug-09	3,698.00	÷	3,738.00	=	98.93%
30-Sep-09	4,383.00	÷	4,422.00	=	99.12%
31-Oct-09	5,051.00	÷	5,100.00	=	99.04%
30-Nov-09	5,761.00	÷	5,809.00	=	99.17%
31-Dec-09	6,698.00	÷	6,750.00	=	99.23%
31-Jan-10	7,559.00	÷	7,622.00	=	99.17%
28-Feb-10	8,849.00	÷	8,853.00	=	99.95%
31-Mar-10	9,191.00	÷	9,274.00	=	99.11%

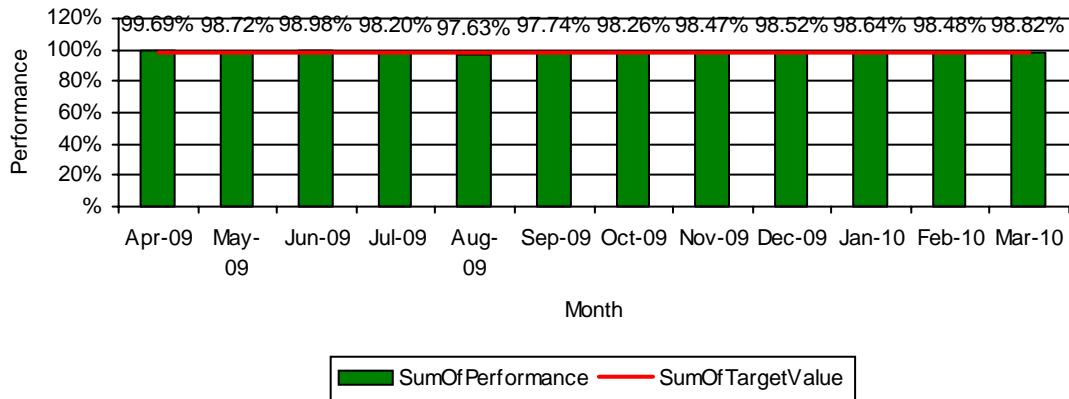
Commentary and Actions for Current Period (if exists)

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


Comment by **Eamonn, Bolt** on **30/04/2010**

See comments on SO1SA

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



Current Performance Summary

Start of period 99.69%		End Target 98.00%
Current period 98.82%		Current Target 98.00%
Direction of travel Declining		Status Green

Month Ending	Appointments kept	÷	Appointments made	=	Year to date Performance
30-Apr-09	641.00	÷	643.00	=	99.69%
31-May-09	1,386.00	÷	1,404.00	=	98.72%
30-Jun-09	2,421.00	÷	2,446.00	=	98.98%
31-Jul-09	3,334.00	÷	3,395.00	=	98.20%
31-Aug-09	4,033.00	÷	4,131.00	=	97.63%
30-Sep-09	5,007.00	÷	5,123.00	=	97.74%
31-Oct-09	7,829.00	÷	7,968.00	=	98.26%
30-Nov-09	9,526.00	÷	9,674.00	=	98.47%
31-Dec-09	11,086.00	÷	11,253.00	=	98.52%
31-Jan-10	12,818.00	÷	12,995.00	=	98.64%
28-Feb-10	14,622.00	÷	14,847.00	=	98.48%
31-Mar-10	15,978.00	÷	16,169.00	=	98.82%

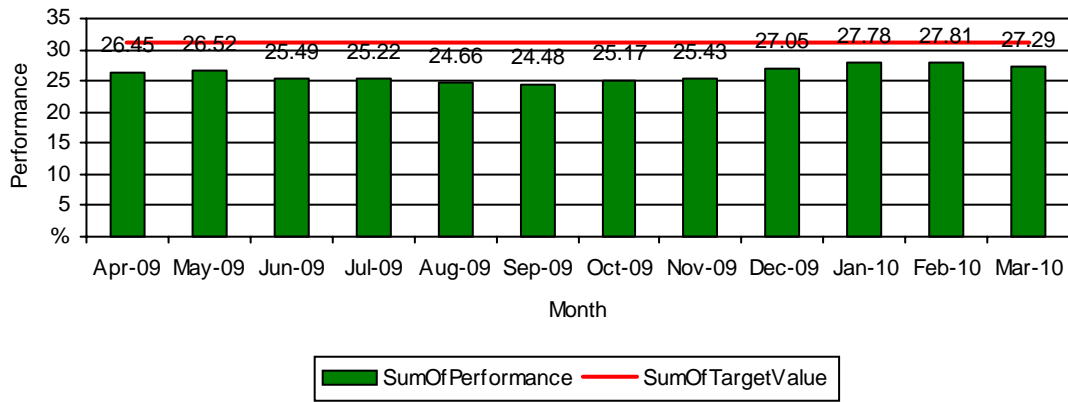
Commentary and Actions for Current Period (if exists)

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


Comment by **Eamonn, Bolt** on **30/04/2010**

See comments on SO1SA

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



Current Performance Summary

Start of period 26.45		End Target 31.00
Current period 27.29		Current Target 31.00
Direction of travel Declining		Status Green

Month Ending	Time taken	÷	Number of homes re-let	=	Year to date Performance
30-Apr-09	1,296.00	÷	49.00	=	26.45
31-May-09	1,538.00	÷	58.00	=	26.52
30-Jun-09	4,640.00	÷	182.00	=	25.49
31-Jul-09	5,397.00	÷	214.00	=	25.22
31-Aug-09	6,313.00	÷	256.00	=	24.66
30-Sep-09	6,929.00	÷	283.00	=	24.48
31-Oct-09	8,330.00	÷	331.00	=	25.17
30-Nov-09	9,687.00	÷	381.00	=	25.43
31-Dec-09	11,498.00	÷	425.00	=	27.05
31-Jan-10	12,975.00	÷	467.00	=	27.78
28-Feb-10	14,238.00	÷	512.00	=	27.81
31-Mar-10	15,200.00	÷	557.00	=	27.29

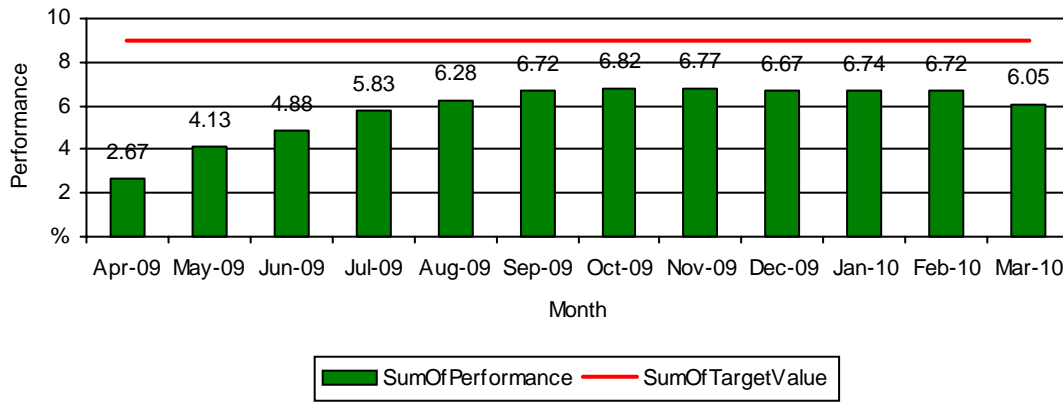
Commentary and Actions for Current Period (if exists)

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

Comment by **Eamonn, Bolt** on **30/04/2010**

See comments on SO1SA

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



Current Performance Summary

Start of period 2.67		End Target 9.00
Current period 6.05		Current Target 9.00
Direction of travel Declining		Status Green

Month Ending	Number of days to complete repairs	÷	Number of repairs	=	Year to date Performance
30-Apr-09	2,940.00	÷	1,103.00	=	2.67
31-May-09	9,586.00	÷	2,321.00	=	4.13
30-Jun-09	18,411.00	÷	3,776.00	=	4.88
31-Jul-09	30,519.00	÷	5,239.00	=	5.83
31-Aug-09	40,585.00	÷	6,464.00	=	6.28
30-Sep-09	51,647.00	÷	7,689.00	=	6.72
31-Oct-09	62,537.00	÷	9,170.00	=	6.82
30-Nov-09	70,641.00	÷	10,442.00	=	6.77
31-Dec-09	77,754.00	÷	11,665.00	=	6.67
31-Jan-10	87,625.00	÷	13,009.00	=	6.74
28-Feb-10	94,984.00	÷	14,131.00	=	6.72
31-Mar-10	112,789.00	÷	18,628.00	=	6.05

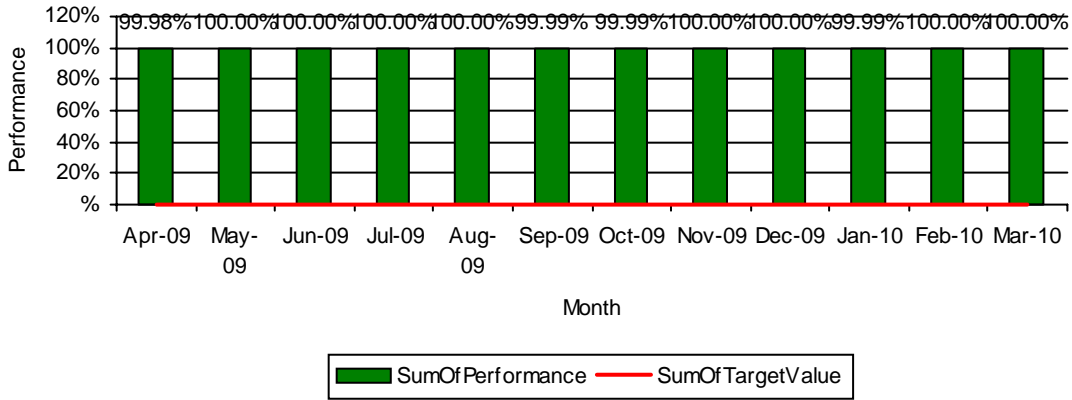
Commentary and Actions for Current Period (if exists)

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

Comment by **Eamonn, Bolt** on **30/04/2010**

See comments on SO1SA

Number of annual gas checks completed as a % of those due* - SO1G



Current Performance Summary

Start of period 99.98%	↑	End Target 0.50%
Current period 100.00%		Current Target 0.50%
Direction of travel Improving		Status Green

Month Ending	Number of gas checks completed	÷	Number of gas checks due	=	Year to date Performance
30-Apr-09	9,051.00	÷	9,053.00	=	99.98%
31-May-09	9,037.00	÷	9,037.00	=	100.00%
30-Jun-09	9,042.00	÷	9,042.00	=	100.00%
31-Jul-09	9,023.00	÷	9,023.00	=	100.00%
31-Aug-09	9,009.00	÷	9,009.00	=	100.00%
30-Sep-09	9,008.00	÷	9,009.00	=	99.99%
31-Oct-09	9,023.00	÷	9,024.00	=	99.99%
30-Nov-09	9,030.00	÷	9,030.00	=	100.00%
31-Dec-09	9,032.00	÷	9,032.00	=	100.00%
31-Jan-10	9,017.00	÷	9,018.00	=	99.99%
28-Feb-10	9,006.00	÷	9,006.00	=	100.00%
31-Mar-10	8,993.00	÷	8,993.00	=	100.00%

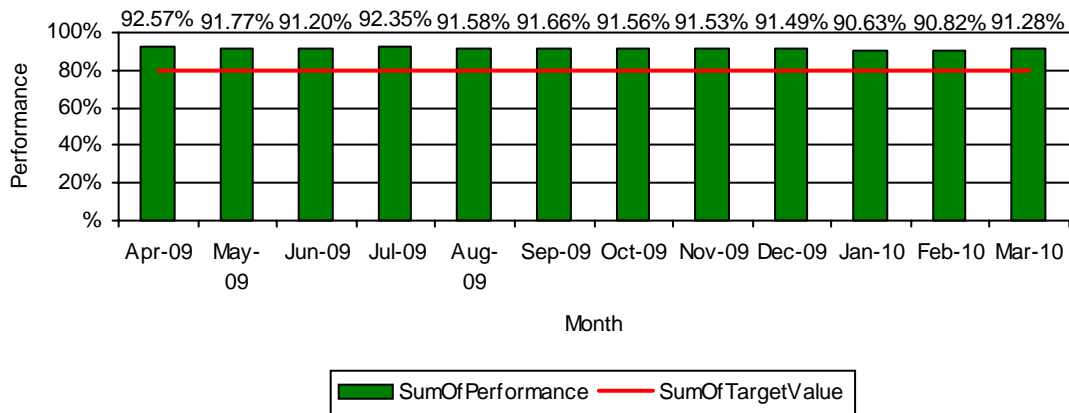
Commentary and Actions for Current Period (if exists)

Number of annual gas checks completed as a % of those due*


Comment by **Eamonn, Bolt** on **30/04/2010**

We noted that there is a change in the total number of properties where a gas check is due. This is due to stock fluctuations, principally the demolition of a block at Saint Andrews Road, which amounted to the removal of 12 flats from the list.

Repairs completed "right first time" - SO1K



Current Performance Summary

Start of period 92.57%		End Target 80.00%
Current period 91.28%		Current Target 80.00%
Direction of travel Declining		Status Green

Month Ending	Number completed right first time	÷	Repairs completed	=	Year to date Performance
30-Apr-09	1,147.00	÷	1,239.00	=	92.57%
31-May-09	2,019.00	÷	2,200.00	=	91.77%
30-Jun-09	3,183.00	÷	3,490.00	=	91.20%
31-Jul-09	4,262.00	÷	4,615.00	=	92.35%
31-Aug-09	4,950.00	÷	5,405.00	=	91.58%
30-Sep-09	5,956.00	÷	6,498.00	=	91.66%
31-Oct-09	7,151.00	÷	7,810.00	=	91.56%
30-Nov-09	8,105.00	÷	8,855.00	=	91.53%
31-Dec-09	8,982.00	÷	9,817.00	=	91.49%
31-Jan-10	9,029.00	÷	9,962.00	=	90.63%
28-Feb-10	10,059.00	÷	11,076.00	=	90.82%
31-Mar-10	11,894.00	÷	13,030.00	=	91.28%

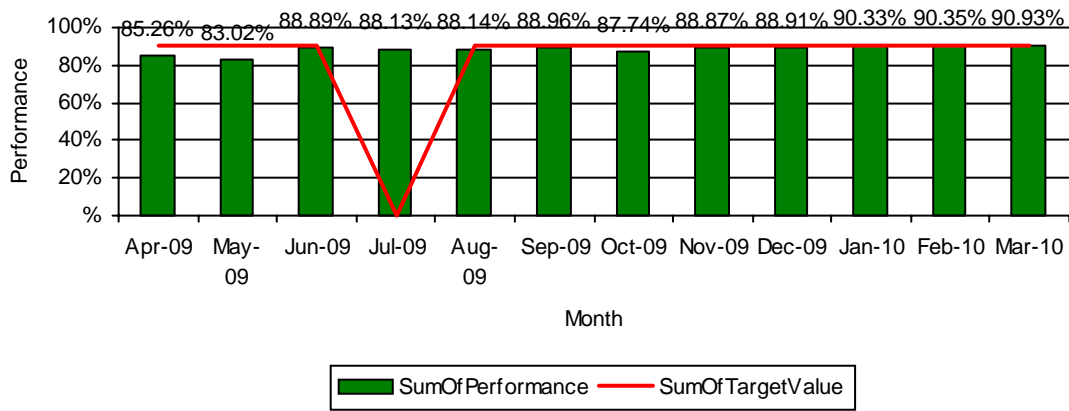
Commentary and Actions for Current Period (if exists)

Repairs completed "right first time" ...

Comment by **Eamonn, Bolt** on **30/04/2010**

See comments on SO1SA

Resident Satisfaction with day to day repairs* - SO1T

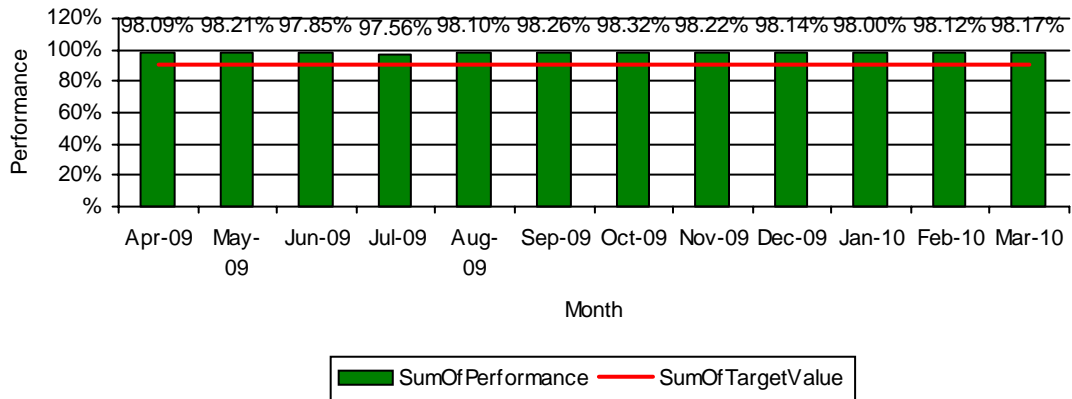


Current Performance Summary

Start of period 85.26%	↑	End Target 90.00%
Current period 90.93%		Current Target 90.00%
Direction of travel Improving		Status Green

Month Ending	Tenants satisfied	÷	Total number of completed surveys	=	Year to date Performance
30-Apr-09	81.00	÷	95.00	=	85.26%
31-May-09	88.00	÷	106.00	=	83.02%
30-Jun-09	296.00	÷	333.00	=	88.89%
31-Jul-09	334.00	÷	379.00	=	88.13%
31-Aug-09	342.00	÷	388.00	=	88.14%
30-Sep-09	572.00	÷	643.00	=	88.96%
31-Oct-09	1,045.00	÷	1,191.00	=	87.74%
30-Nov-09	1,302.00	÷	1,465.00	=	88.87%
31-Dec-09	1,419.00	÷	1,596.00	=	88.91%
31-Jan-10	1,644.00	÷	1,820.00	=	90.33%
28-Feb-10	1,817.00	÷	2,011.00	=	90.35%
31-Mar-10	1,974.00	÷	2,171.00	=	90.93%

Resident Satisfaction with major works - SO2E



Current Performance Summary

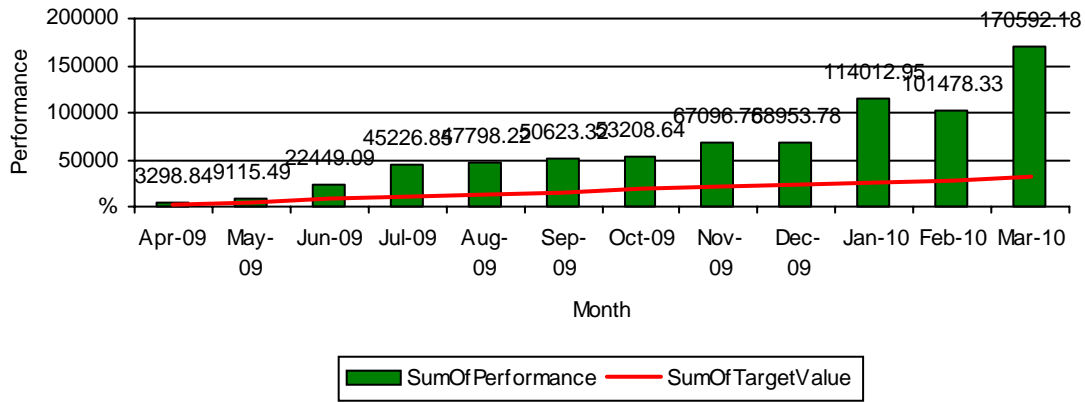
Start of period 98.09%
 Current period 98.17%
 Direction of travel Improving



End Target 90.00%
 Current Target 90.00%
 Status **Green**

Month Ending	Tenants satisfied	÷	Total number of surveys	=	Year to date Performance
30-Apr-09	308.00	÷	314.00	=	98.09%
31-May-09	440.00	÷	448.00	=	98.21%
30-Jun-09	547.00	÷	559.00	=	97.85%
31-Jul-09	680.00	÷	697.00	=	97.56%
31-Aug-09	877.00	÷	894.00	=	98.10%
30-Sep-09	1,014.00	÷	1,032.00	=	98.26%
31-Oct-09	1,169.00	÷	1,189.00	=	98.32%
30-Nov-09	1,379.00	÷	1,404.00	=	98.22%
31-Dec-09	1,477.00	÷	1,505.00	=	98.14%
31-Jan-10	1,616.00	÷	1,649.00	=	98.00%
28-Feb-10	1,772.00	÷	1,806.00	=	98.12%
31-Mar-10	2,042.00	÷	2,080.00	=	98.17%

Collection of major works charges (Profiled) - SO1T

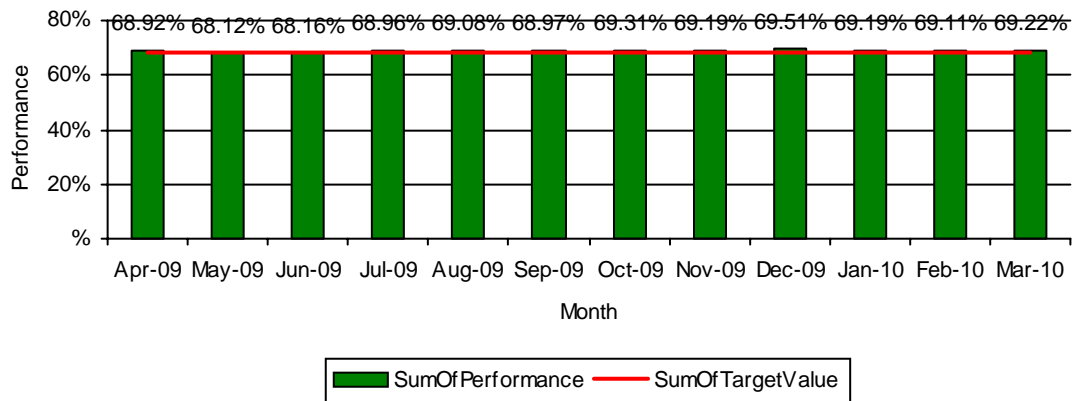


Current Performance Summary

Start of period £3,298.84	↑	End Target £31,300.00
Current period £170,592.1		Current Target £31,300.00
Direction of travel Improving		Status Green

Month Ending	Amount collected	÷	Amount billed	=	Year to date Performance
30-Apr-09	3,298.84	÷	1.00	=	£3,298.84
31-May-09	9,115.49	÷	1.00	=	£9,115.49
30-Jun-09	22,449.09	÷	1.00	=	£22,449.09
31-Jul-09	45,226.85	÷	1.00	=	£45,226.85
31-Aug-09	47,798.22	÷	1.00	=	£47,798.22
30-Sep-09	50,623.32	÷	1.00	=	£50,623.32
31-Oct-09	53,208.64	÷	1.00	=	£53,208.64
30-Nov-09	67,096.75	÷	1.00	=	£67,096.75
31-Dec-09	68,953.78	÷	1.00	=	£68,953.78
31-Jan-10	114,012.95	÷	1.00	=	£114,012.95
28-Feb-10	101,478.33	÷	1.00	=	£101,478.33
31-Mar-10	170,592.18	÷	1.00	=	£170,592.18

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



Current Performance Summary

Start of period 68.92%	↑	End Target 68.00%
Current period 69.22%		Current Target 68.00%
Direction of travel Improving		Status Green

Month Ending	Garages let	÷	Lettable garages	=	Year to date Performance
30-Apr-09	1,093.00	÷	1,586.00	=	68.92%
31-May-09	1,077.00	÷	1,581.00	=	68.12%
30-Jun-09	1,077.00	÷	1,580.00	=	68.16%
31-Jul-09	1,093.00	÷	1,585.00	=	68.96%
31-Aug-09	1,097.00	÷	1,588.00	=	69.08%
30-Sep-09	1,096.00	÷	1,589.00	=	68.97%
31-Oct-09	1,091.00	÷	1,574.00	=	69.31%
30-Nov-09	1,087.00	÷	1,571.00	=	69.19%
31-Dec-09	1,092.00	÷	1,571.00	=	69.51%
31-Jan-10	1,062.00	÷	1,535.00	=	69.19%
28-Feb-10	1,056.00	÷	1,528.00	=	69.11%
31-Mar-10	1,032.00	÷	1,491.00	=	69.22%

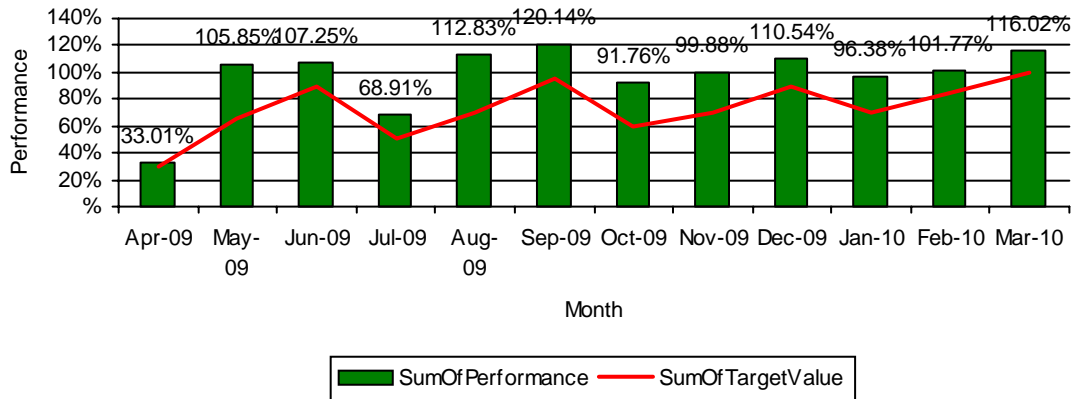
Commentary and Actions for Current Period (if exists)

Number of garages let as a percentage of lettable garages owned ...

Comment by **Keith, Gresham** on **12/05/2010**

Performance has declined over the three month period with a slight improvement in March. Importantly notwithstanding a slight fall in performance it is still above target.

Proportion of service charge collected (profiled) (Quarterly accounting period)* - SO1B

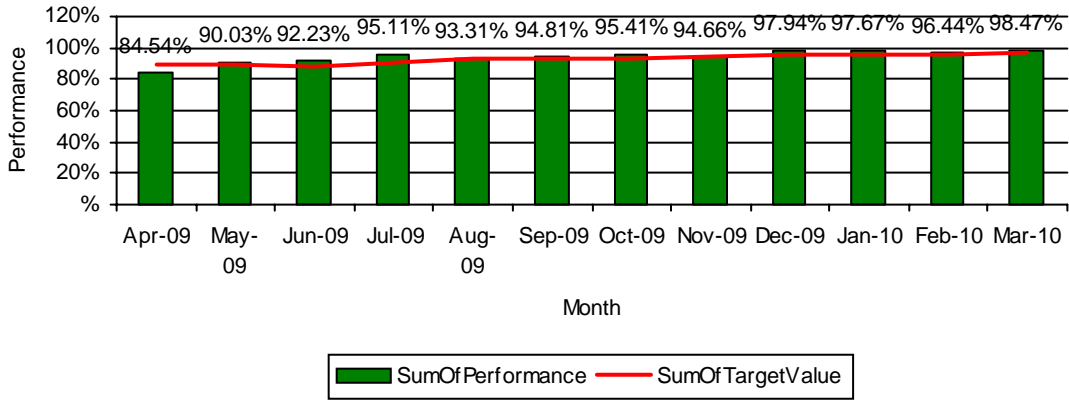


Current Performance Summary

Start of period 33.01%	↑	End Target 100.00%
Current period 116.02%		Current Target 100.00%
Direction of travel Improving		Status Green

Month Ending	Amount collected	÷	Amount due	=	Year to date Performance
30-Apr-09	80,771.21	÷	244,718.18	=	33.01%
31-May-09	258,646.42	÷	244,359.79	=	105.85%
30-Jun-09	263,311.17	÷	245,518.68	=	107.25%
31-Jul-09	371,755.65	÷	539,461.90	=	68.91%
31-Aug-09	594,253.50	÷	526,699.12	=	112.83%
30-Sep-09	651,411.84	÷	542,197.43	=	120.14%
31-Oct-09	753,141.77	÷	820,778.36	=	91.76%
30-Nov-09	819,413.61	÷	820,385.09	=	99.88%
31-Dec-09	907,544.97	÷	821,035.09	=	110.54%
31-Jan-10	1,008,274.66	÷	1,046,195.91	=	96.38%
28-Feb-10	1,065,916.74	÷	1,047,345.91	=	101.77%
31-Mar-10	1,214,374.12	÷	1,046,737.07	=	116.02%

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



Current Performance Summary

Start of period 84.54%	↑	End Target 97.00%
Current period 98.47%		Current Target 97.00%
Direction of travel Improving		Status Green

Month Ending	Rent collected	÷	Rent billed	=	Year to date Performance
30-Apr-09	40,331.53	÷	47,708.73	=	84.54%
31-May-09	92,846.04	÷	103,128.06	=	90.03%
30-Jun-09	114,403.04	÷	124,039.74	=	92.23%
31-Jul-09	184,518.23	÷	194,000.87	=	95.11%
31-Aug-09	235,933.65	÷	252,851.50	=	93.31%
30-Sep-09	283,069.98	÷	298,558.31	=	94.81%
31-Oct-09	296,472.16	÷	310,735.21	=	95.41%
30-Nov-09	343,794.92	÷	363,174.87	=	94.66%
31-Dec-09	376,060.14	÷	383,987.41	=	97.94%
31-Jan-10	414,969.91	÷	424,885.99	=	97.67%
28-Feb-10	429,782.34	÷	445,658.84	=	96.44%
31-Mar-10	506,329.23	÷	514,213.97	=	98.47%

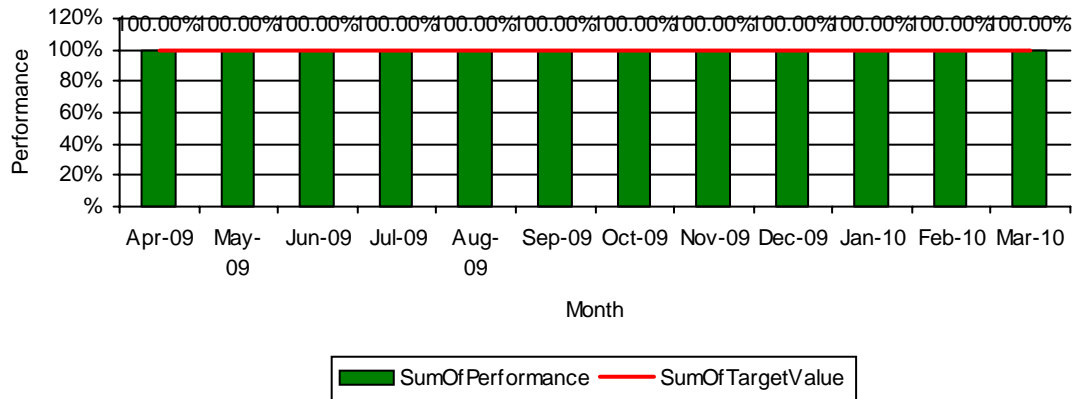
Commentary and Actions for Current Period (if exists)

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

Comment by **Keith, Gresham** on **16/04/2010**

See comments on 66a

Right To Buy notices served in statutory time limits - SO1C

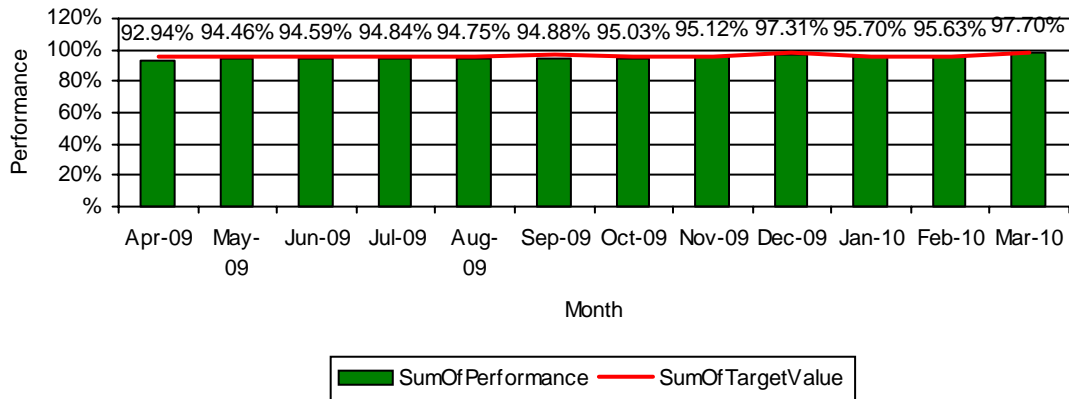


Current Performance Summary

Start of period 100.00%	↔	End Target 100.00%
Current period 100.00%		Current Target 100.00%
Direction of travel Constant		Status Green

Month Ending	Served on time	÷	Notices sent out	=	Year to date Performance
30-Apr-09	7.00	÷	7.00	=	100.00%
31-May-09	11.00	÷	11.00	=	100.00%
30-Jun-09	17.00	÷	17.00	=	100.00%
31-Jul-09	21.00	÷	21.00	=	100.00%
31-Aug-09	26.00	÷	26.00	=	100.00%
30-Sep-09	35.00	÷	35.00	=	100.00%
31-Oct-09	42.00	÷	42.00	=	100.00%
30-Nov-09	54.00	÷	54.00	=	100.00%
31-Dec-09	62.00	÷	62.00	=	100.00%
31-Jan-10	67.00	÷	67.00	=	100.00%
28-Feb-10	72.00	÷	72.00	=	100.00%
31-Mar-10	79.00	÷	79.00	=	100.00%

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



Current Performance Summary

Start of period 92.94%	↑	End Target 98.20%
Current period 97.70%		Current Target 98.20%
Direction of travel Improving		Status Red

Month Ending	Amount collected	÷	Amount billed	=	Year to date Performance
30-Apr-09	3,937,634.50	÷	4,236,524.94	=	92.94%
31-May-09	8,010,793.35	÷	8,481,038.31	=	94.46%
30-Jun-09	13,044,747.02	÷	13,791,548.86	=	94.59%
31-Jul-09	16,694,503.95	÷	17,603,107.40	=	94.84%
31-Aug-09	21,571,463.67	÷	22,766,348.35	=	94.75%
30-Sep-09	25,517,885.36	÷	26,894,406.61	=	94.88%
31-Oct-09	29,459,944.78	÷	31,000,980.32	=	95.03%
30-Nov-09	34,392,040.75	÷	36,156,552.82	=	95.12%
31-Dec-09	34,605,120.07	÷	35,560,470.32	=	97.31%
31-Jan-10	40,631,269.21	÷	42,457,003.64	=	95.70%
28-Feb-10	42,567,927.74	÷	44,512,065.88	=	95.63%
31-Mar-10	45,605,781.00	÷	46,680,205.00	=	97.70%

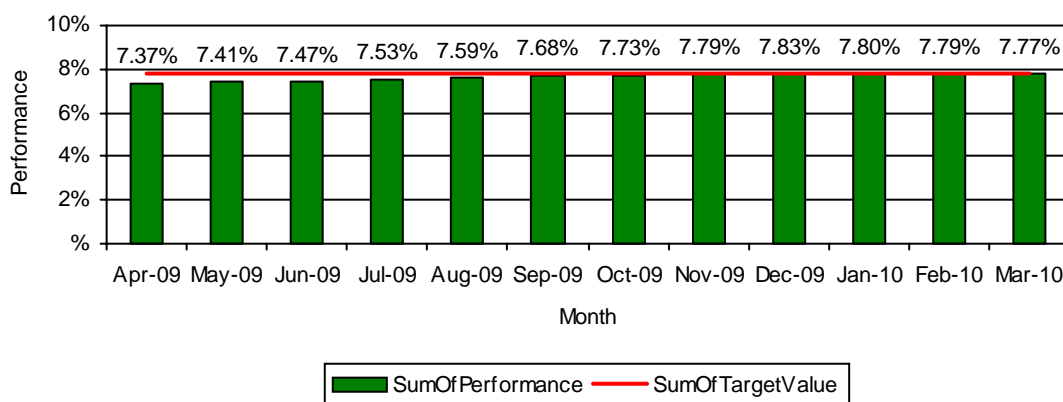
Commentary and Actions for Current Period (if exists)

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


Comment by **Stephen, McCarthy** on **12/04/2010**

The final year end performance has missed target. However, there is an increase of 0.18% up year on year.

Ex-BV66b The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants. - SO10



Current Performance Summary

Start of period 7.37%		End Target 7.80%
Current period 7.77%		Current Target 7.80%
Direction of travel Declining		Status Green

Month Ending	Tenancies with 7 wks arrears	÷	Total tenancies	=	Year to date Performance
30-Apr-09	761.00	÷	10,324.00	=	7.37%
31-May-09	765.00	÷	10,323.00	=	7.41%
30-Jun-09	771.00	÷	10,323.00	=	7.47%
31-Jul-09	777.00	÷	10,324.00	=	7.53%
31-Aug-09	784.00	÷	10,325.00	=	7.59%
30-Sep-09	793.00	÷	10,321.00	=	7.68%
31-Oct-09	798.00	÷	10,319.00	=	7.73%
30-Nov-09	804.00	÷	10,317.00	=	7.79%
31-Dec-09	808.00	÷	10,316.00	=	7.83%
31-Jan-10	805.00	÷	10,314.00	=	7.80%
28-Feb-10	803.00	÷	10,312.00	=	7.79%
31-Mar-10	801.00	÷	10,309.00	=	7.77%

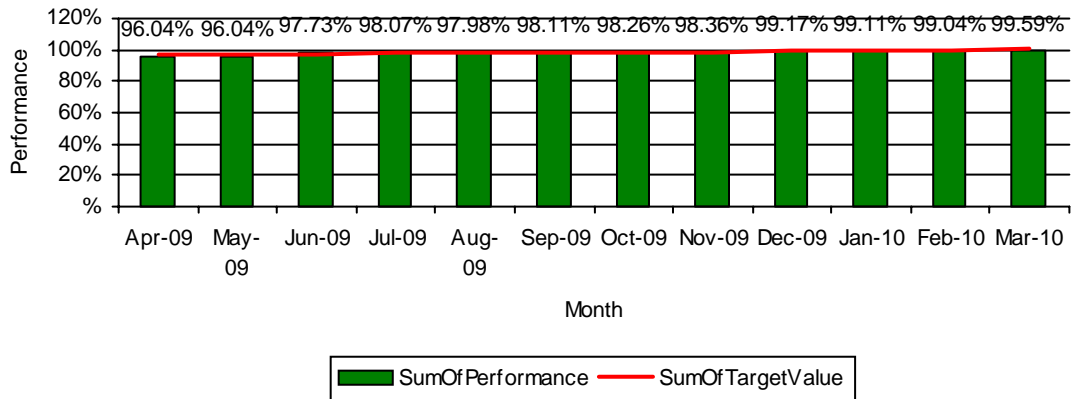
Commentary and Actions for Current Period (if exists)

Ex-BV66b The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percent ...

Comment by **Stephen, McCarthy** on **12/04/2010**

See comments on 66a

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



Current Performance Summary

Start of period 96.04%	↑	End Target 100.25%
Current period 99.59%		Current Target 100.25%
Direction of travel Improving		Status Red

Month Ending	Amount collected	÷	Amount billed	=	Year to date Performance
30-Apr-09	0.96	÷	1.00	=	96.04%
31-May-09	0.96	÷	1.00	=	96.04%
30-Jun-09	13,044,747.02	÷	13,348,353.17	=	97.73%
31-Jul-09	16,694,503.95	÷	17,023,543.81	=	98.07%
31-Aug-09	21,571,463.67	÷	22,016,853.40	=	97.98%
30-Sep-09	25,517,885.36	÷	26,008,639.85	=	98.11%
31-Oct-09	29,459,944.78	÷	29,981,302.94	=	98.26%
30-Nov-09	34,392,040.75	÷	34,966,929.20	=	98.36%
31-Dec-09	36,699,105.17	÷	37,005,499.90	=	99.17%
31-Jan-10	40,631,269.21	÷	40,995,466.06	=	99.11%
28-Feb-10	42,567,927.74	÷	42,982,549.80	=	99.04%
31-Mar-10	49,580,228.99	÷	49,782,430.43	=	99.59%

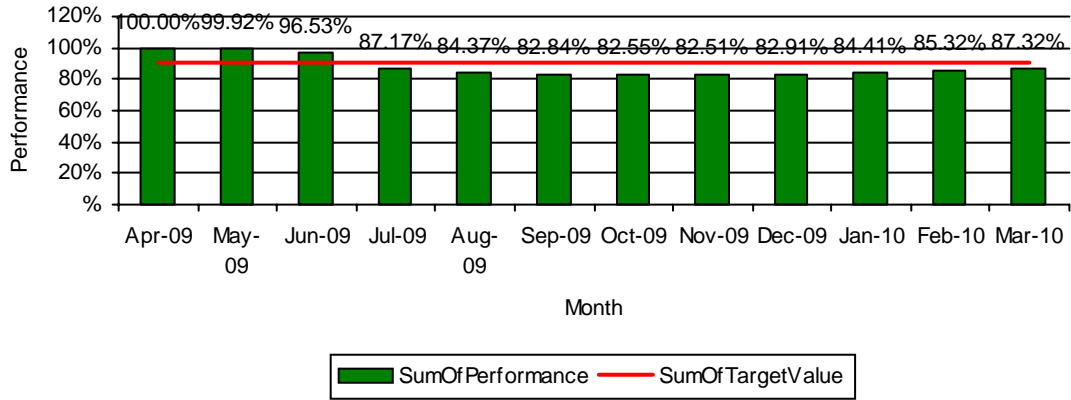
Commentary and Actions for Current Period (if exists)

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

Comment by **Stephen, McCarthy** on **12/04/2010**

See comments on 66a

Grounds maintenance - is an area acceptable or unacceptable - SO4F



Current Performance Summary

Start of period 100.00%	↓	End Target 90.00%
Current period 87.32%		Current Target 90.00%
Direction of travel Declining		Status Red

Month Ending	Inspections marked acceptable	÷	Inspections carried out	=	Year to date Performance
30-Apr-09	580.00	÷	580.00	=	100.00%
31-May-09	1,208.00	÷	1,209.00	=	99.92%
30-Jun-09	1,223.00	÷	1,267.00	=	96.53%
31-Jul-09	1,562.00	÷	1,792.00	=	87.17%
31-Aug-09	1,852.00	÷	2,195.00	=	84.37%
30-Sep-09	2,313.00	÷	2,792.00	=	82.84%
31-Oct-09	2,734.00	÷	3,312.00	=	82.55%
30-Nov-09	3,180.00	÷	3,854.00	=	82.51%
31-Dec-09	3,618.00	÷	4,364.00	=	82.91%
31-Jan-10	4,051.00	÷	4,799.00	=	84.41%
28-Feb-10	4,428.00	÷	5,190.00	=	85.32%
31-Mar-10	5,369.00	÷	6,149.00	=	87.32%

Commentary and Actions for Current Period (if exists)

Grounds maintenance - is an area acceptable or unacceptable

...

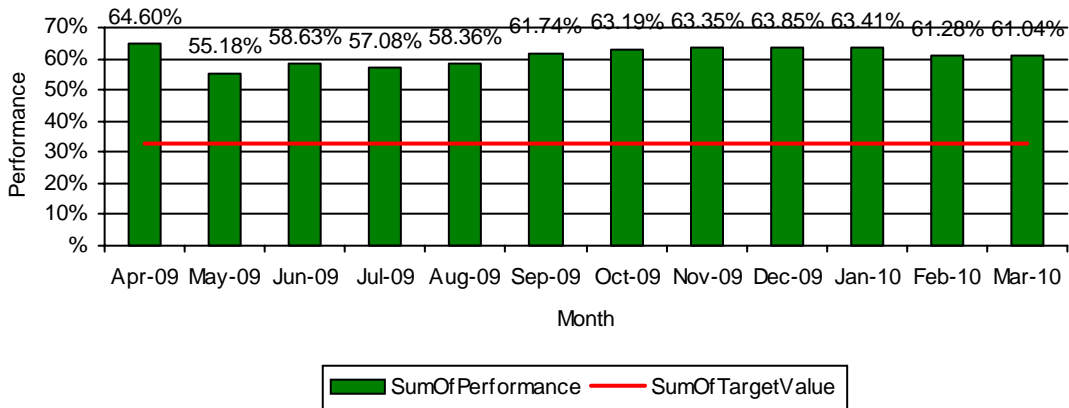
Comment by Neil, Willoughby on 12/04/2010

Performance has improved month on month since November 09. End of year performance was 2.68% below target.

Action by Neil, Willoughby on 12/04/2010

A separate weed control team has been introduced within the Grounds maintenance team for 2010/2011. This should improve performance and ensure that weed control in the future will not be a cause for unsatisfactory grounds maintenance on our estates.

Percentage of Estate inspections accompanied by customers - SO4D



Current Performance Summary

Start of period 64.60%	↓	End Target 33.00%
Current period 61.04%		Current Target 33.00%
Direction of travel Declining		Status Green

Month Ending	Inspections with customers	÷	Total inspections carried out	=	Year to date Performance
30-Apr-09	376.00	÷	582.00	=	64.60%
31-May-09	671.00	÷	1,216.00	=	55.18%
30-Jun-09	1,029.00	÷	1,755.00	=	58.63%
31-Jul-09	1,387.00	÷	2,430.00	=	57.08%
31-Aug-09	1,741.00	÷	2,983.00	=	58.36%
30-Sep-09	2,248.00	÷	3,641.00	=	61.74%
31-Oct-09	2,687.00	÷	4,252.00	=	63.19%
30-Nov-09	3,080.00	÷	4,862.00	=	63.35%
31-Dec-09	3,458.00	÷	5,416.00	=	63.85%
31-Jan-10	3,727.00	÷	5,878.00	=	63.41%
28-Feb-10	3,883.00	÷	6,336.00	=	61.28%
31-Mar-10	4,574.00	÷	7,493.00	=	61.04%

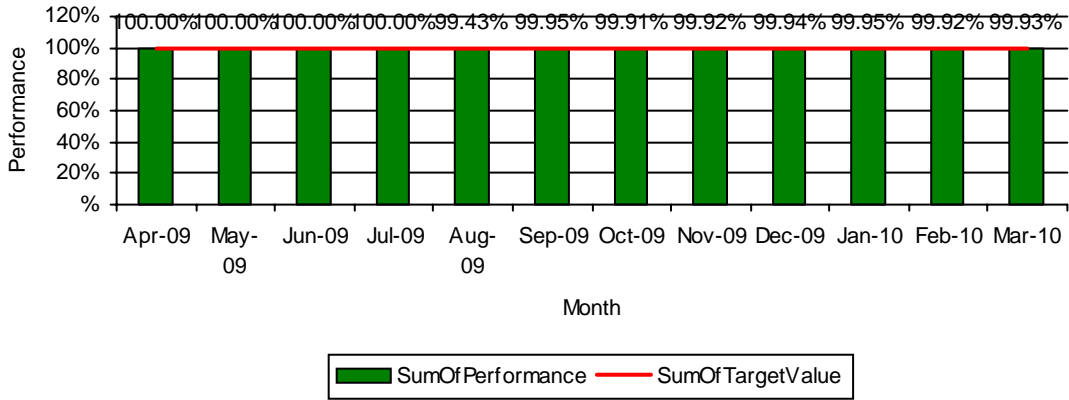
Commentary and Actions for Current Period (if exists)

Percentage of Estate inspections accompanied by customers ...

Comment by **Steve, Smith** on **12/04/2010**

See comments on SO4C

Percentage of estate inspections achieving grade B or above - SO4A



Current Performance Summary

Start of period 100.00%		End Target 99.00%
Current period 99.93%		Current Target 99.00%
Direction of travel Declining		Status Green

Month Ending	Inspections at grade A/B	÷	Total inspections graded	=	Year to date Performance
30-Apr-09	582.00	÷	582.00	=	100.00%
31-May-09	1,213.00	÷	1,213.00	=	100.00%
30-Jun-09	1,755.00	÷	1,755.00	=	100.00%
31-Jul-09	2,430.00	÷	2,430.00	=	100.00%
31-Aug-09	2,966.00	÷	2,983.00	=	99.43%
30-Sep-09	3,639.00	÷	3,641.00	=	99.95%
31-Oct-09	4,248.00	÷	4,252.00	=	99.91%
30-Nov-09	4,858.00	÷	4,862.00	=	99.92%
31-Dec-09	5,413.00	÷	5,416.00	=	99.94%
31-Jan-10	5,875.00	÷	5,878.00	=	99.95%
28-Feb-10	6,331.00	÷	6,336.00	=	99.92%
31-Mar-10	7,488.00	÷	7,493.00	=	99.93%

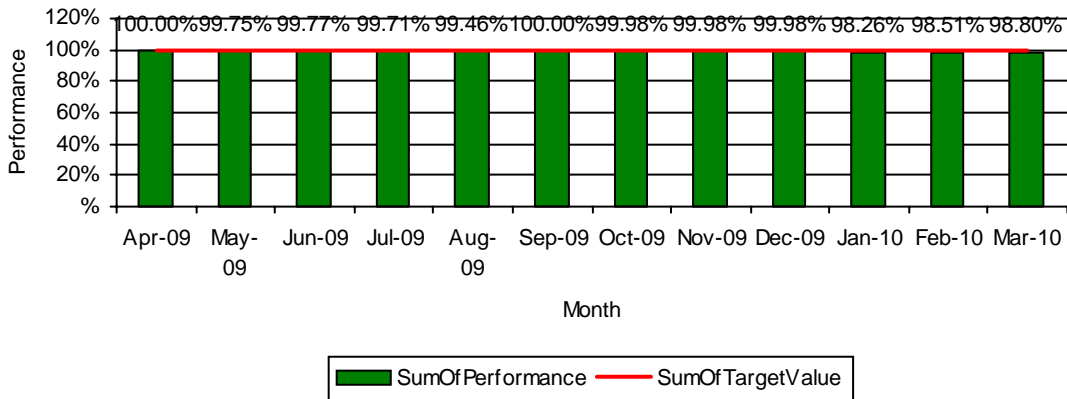
Commentary and Actions for Current Period (if exists)

Percentage of estate inspections achieving grade B or above ...

Comment by **Steve, Smith** on **12/04/2010**

See comments on SO4C

Percentage of Estate inspections carried out of those due - SO4C



Current Performance Summary

Start of period 100.00%		End Target 99.00%
Current period 98.80%		Current Target 99.00%
Direction of travel Declining		Status Red

Month Ending	Inspections carried out	÷	Inspections planned	=	Year to date Performance
30-Apr-09	582.00	÷	582.00	=	100.00%
31-May-09	1,213.00	÷	1,216.00	=	99.75%
30-Jun-09	1,755.00	÷	1,759.00	=	99.77%
31-Jul-09	2,430.00	÷	2,437.00	=	99.71%
31-Aug-09	2,967.00	÷	2,983.00	=	99.46%
30-Sep-09	3,641.00	÷	3,641.00	=	100.00%
31-Oct-09	4,251.00	÷	4,252.00	=	99.98%
30-Nov-09	4,861.00	÷	4,862.00	=	99.98%
31-Dec-09	5,415.00	÷	5,416.00	=	99.98%
31-Jan-10	5,878.00	÷	5,982.00	=	98.26%
28-Feb-10	6,336.00	÷	6,432.00	=	98.51%
31-Mar-10	6,892.00	÷	6,976.00	=	98.80%

Commentary and Actions for Current Period (if exists)

Percentage of Estate inspections carried out of those due

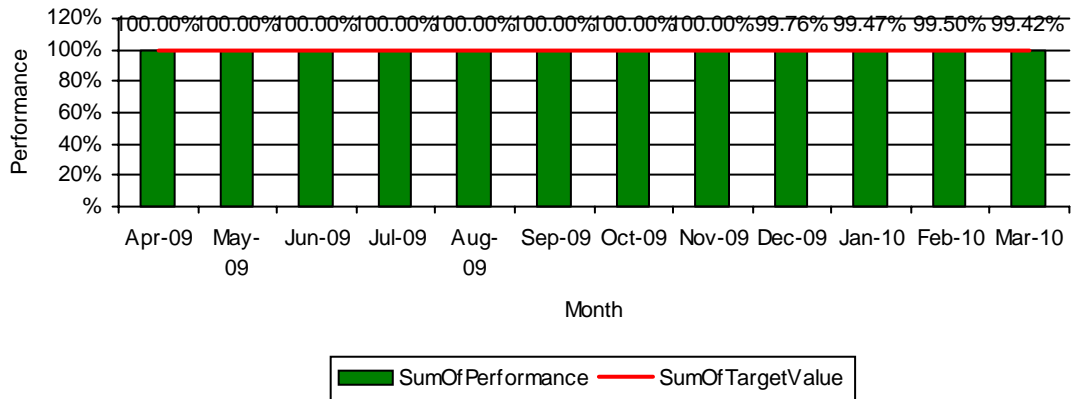
Comment by **Steve, Smith** on **12/04/2010**

Due to recent budgetary implications staffing changes had to be made, this resulted in gaps within the service and the decline in performance.

Action by **Steve, Smith** on **12/04/2010**

We have taken a member of staff from the South team to fill in for the North team and clear up backlog. This should result in improved performance.

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



Current Performance Summary

Start of period 100.00%		End Target 100.00%
Current period 99.42%		Current Target 100.00%
Direction of travel Declining		Status Red

Month Ending	Answered on time	÷	Letters due	=	Year to date Performance
30-Apr-09	234.00	÷	234.00	=	100.00%
31-May-09	406.00	÷	406.00	=	100.00%
30-Jun-09	738.00	÷	738.00	=	100.00%
31-Jul-09	1,009.00	÷	1,009.00	=	100.00%
31-Aug-09	1,207.00	÷	1,207.00	=	100.00%
30-Sep-09	1,353.00	÷	1,353.00	=	100.00%
31-Oct-09	1,551.00	÷	1,551.00	=	100.00%
30-Nov-09	1,750.00	÷	1,750.00	=	100.00%
31-Dec-09	2,045.00	÷	2,050.00	=	99.76%
31-Jan-10	2,235.00	÷	2,247.00	=	99.47%
28-Feb-10	2,400.00	÷	2,412.00	=	99.50%
31-Mar-10	2,578.00	÷	2,593.00	=	99.42%

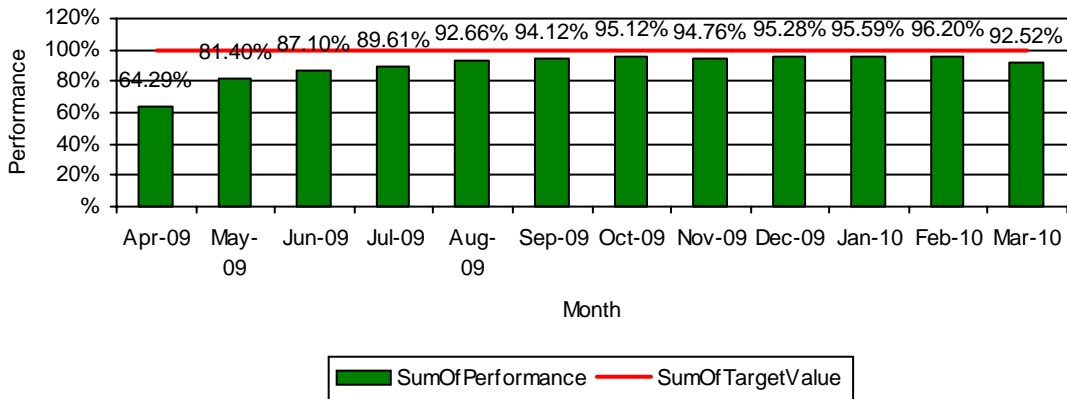
Commentary and Actions for Current Period (if exists)

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

Comment by **Syeda, Uddin** on **12/04/2010**

Unfortunately the end of year target has been narrowly missed by 0.58%. This represents a total of 15 letters being responded to late out of a total of 2593 letters.

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



Current Performance Summary

Start of period 64.29%	↑	End Target 100.00%
Current period 92.52%		Current Target 100.00%
Direction of travel Improving		Status Red

Month Ending	Answered on time	÷	Enquiries due	=	Year to date Performance
30-Apr-09	9.00	÷	14.00	=	64.29%
31-May-09	35.00	÷	43.00	=	81.40%
30-Jun-09	54.00	÷	62.00	=	87.10%
31-Jul-09	69.00	÷	77.00	=	89.61%
31-Aug-09	101.00	÷	109.00	=	92.66%
30-Sep-09	128.00	÷	136.00	=	94.12%
31-Oct-09	156.00	÷	164.00	=	95.12%
30-Nov-09	181.00	÷	191.00	=	94.76%
31-Dec-09	202.00	÷	212.00	=	95.28%
31-Jan-10	217.00	÷	227.00	=	95.59%
28-Feb-10	253.00	÷	263.00	=	96.20%
31-Mar-10	297.00	÷	321.00	=	92.52%

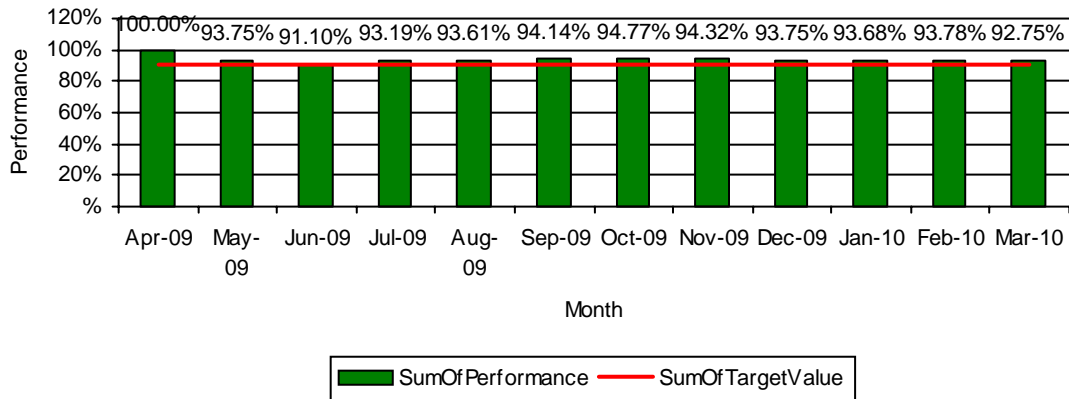
Commentary and Actions for Current Period (if exists)

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

Comment by **Patricia, Coghiel** on **30/04/2010**

After the initial issues in April and May 2009 whereby we had the challenge from LBWF Housing, I can advise that the in month performance for 8 months was consistently 100%.

Percentage of stage one complaints responded to within 28 days* - SO3F



Current Performance Summary

Start of period 100.00%		End Target 90.00%
Current period 92.75%		Current Target 90.00%
Direction of travel Declining		Status Green

Month Ending	Answered on time	÷	Answered in month	=	Year to date Performance
30-Apr-09	25.00	÷	25.00	=	100.00%
31-May-09	60.00	÷	64.00	=	93.75%
30-Jun-09	133.00	÷	146.00	=	91.10%
31-Jul-09	178.00	÷	191.00	=	93.19%
31-Aug-09	205.00	÷	219.00	=	93.61%
30-Sep-09	257.00	÷	273.00	=	94.14%
31-Oct-09	308.00	÷	325.00	=	94.77%
30-Nov-09	349.00	÷	370.00	=	94.32%
31-Dec-09	390.00	÷	416.00	=	93.75%
31-Jan-10	415.00	÷	443.00	=	93.68%
28-Feb-10	452.00	÷	482.00	=	93.78%
31-Mar-10	486.00	÷	524.00	=	92.75%

Commentary and Actions for Current Period (if exists)

Percentage of stage one complaints responded to within 28 days*

...

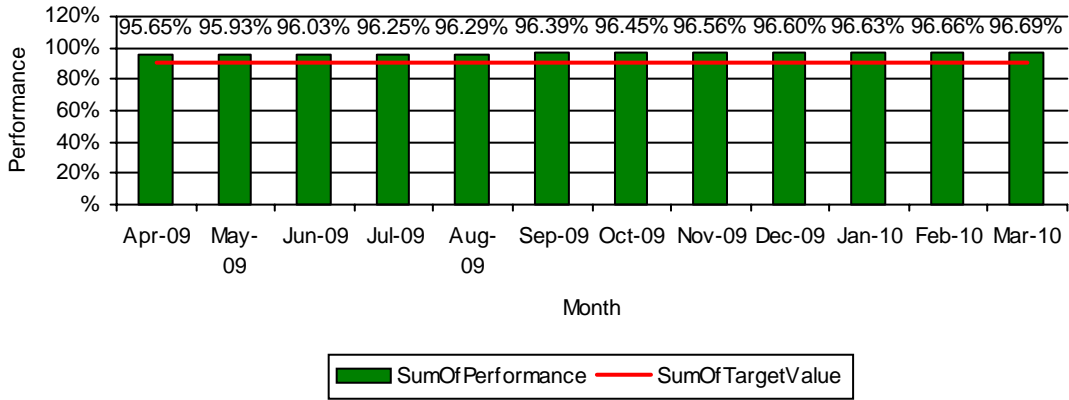
Comment **by Patricia, Coghiel** **on 12/04/2010**

The monthly performance for March 2010 was 81% (34 complaints answered against 42 requiring an answer, 8 were late).

With the exception of April 2009 and March 2010, the monthly performance target of 90% for the remaining 10 months has been met.

Overall the end of year performance target of 90% has been met.

Percentage of telephone calls answered in 5 rings - SO3D

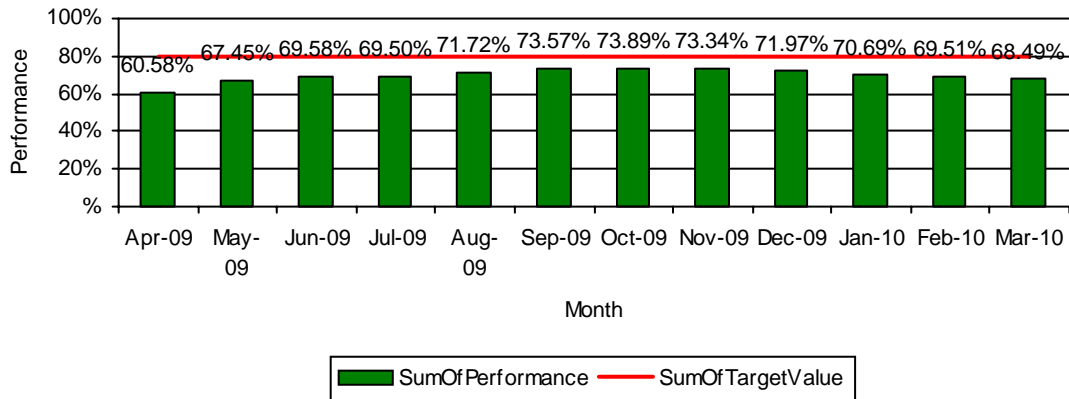


Current Performance Summary

Start of period 95.65%	↑	End Target 90.00%
Current period 96.69%		Current Target 90.00%
Direction of travel Improving		Status Green

Month Ending	Answered in 5 rings	÷	All calls answered	=	Year to date Performance
30-Apr-09	20,536.00	÷	21,470.00	=	95.65%
31-May-09	44,177.00	÷	46,051.00	=	95.93%
30-Jun-09	72,670.00	÷	75,672.00	=	96.03%
31-Jul-09	101,051.00	÷	104,984.00	=	96.25%
31-Aug-09	124,322.00	÷	129,118.00	=	96.29%
30-Sep-09	150,757.00	÷	156,397.00	=	96.39%
31-Oct-09	177,471.00	÷	184,006.00	=	96.45%
30-Nov-09	203,698.00	÷	210,948.00	=	96.56%
31-Dec-09	225,519.00	÷	233,450.00	=	96.60%
31-Jan-10	249,779.00	÷	258,482.00	=	96.63%
28-Feb-10	275,144.00	÷	284,648.00	=	96.66%
31-Mar-10	302,914.00	÷	313,270.00	=	96.69%

Percentage of telephone calls to Ascham Direct answered in 7 rings (20s) - SO3D



Current Performance Summary

Start of period 60.58%	↑	End Target 80.00%
Current period 68.49%		Current Target 80.00%
Direction of travel Improving		Status Red

Month Ending	Answered in 7 rings	÷	All calls answered	=	Year to date Performance
30-Apr-09	5,139.00	÷	8,483.00	=	60.58%
31-May-09	10,109.00	÷	14,988.00	=	67.45%
30-Jun-09	15,461.00	÷	22,219.00	=	69.58%
31-Jul-09	20,429.00	÷	29,393.00	=	69.50%
31-Aug-09	25,988.00	÷	36,237.00	=	71.72%
30-Sep-09	32,755.00	÷	44,520.00	=	73.57%
31-Oct-09	38,242.00	÷	51,755.00	=	73.89%
30-Nov-09	43,341.00	÷	59,093.00	=	73.34%
31-Dec-09	48,009.00	÷	66,710.00	=	71.97%
31-Jan-10	52,719.00	÷	74,580.00	=	70.69%
28-Feb-10	57,192.00	÷	82,282.00	=	69.51%
31-Mar-10	62,848.00	÷	91,769.00	=	68.49%

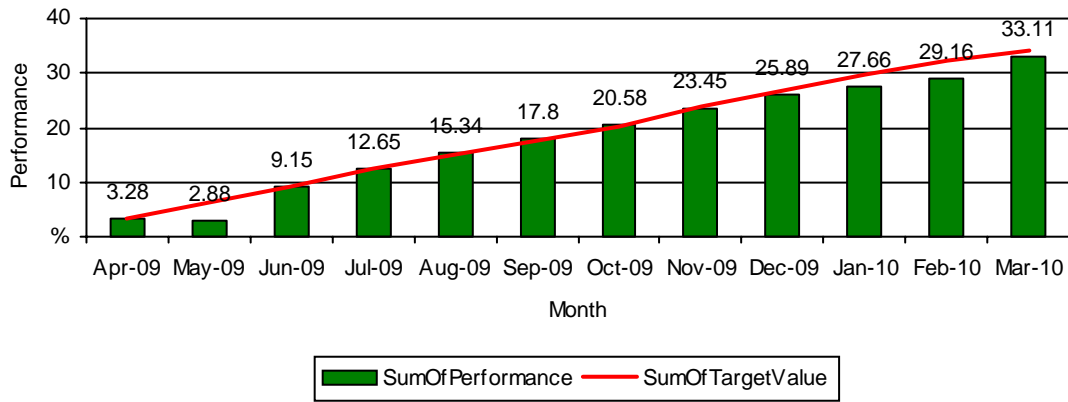
Commentary and Actions for Current Period (if exists)

Percentage of telephone calls to Ascham Direct answered in 7 rings (20s) ...


Comment by **Bob, Yeo** on **19/04/2010**

We are still at present looking to make improvements in the telephone technology and actively looking at frequencies and trends of calls to improve the service.

Capital spend achieved against planned (£ million) - SO2C

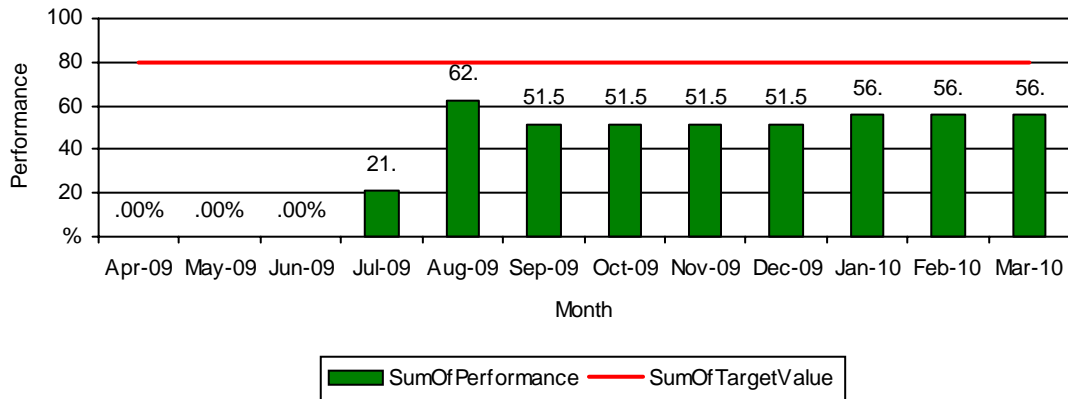


Current Performance Summary

Start of period £3.28		End Target £34.06
Current period £33.11		Current Target £34.06
Direction of travel Declining		Status Green

Month Ending	Money spent (M)	÷	Money planned to be spent (M)	=	Year to date Performance
30-Apr-09	3.28	÷	1.00	=	£3.28
31-May-09	2.88	÷	1.00	=	£2.88
30-Jun-09	9.15	÷	1.00	=	£9.15
31-Jul-09	12.65	÷	1.00	=	£12.65
31-Aug-09	15.34	÷	1.00	=	£15.34
30-Sep-09	17.80	÷	1.00	=	£17.80
31-Oct-09	20.58	÷	1.00	=	£20.58
30-Nov-09	23.45	÷	1.00	=	£23.45
31-Dec-09	25.89	÷	1.00	=	£25.89
31-Jan-10	27.66	÷	1.00	=	£27.66
28-Feb-10	29.16	÷	1.00	=	£29.16
31-Mar-10	33.11	÷	1.00	=	£33.11

Squatter and unauthorised occupancy turnaround times - SO4E



Current Performance Summary

Start of period 0.00		End Target 80.00
Current period 56.00		Current Target 80.00
Direction of travel Declining		Status Green

Month Ending	Number of days	÷	Number of closed cases	=	Year to date Performance
30-Apr-09	0.00	÷	0.00	=	0.00
31-May-09	0.00	÷	0.00	=	0.00
30-Jun-09	0.00	÷	0.00	=	0.00
31-Jul-09	21.00	÷	1.00	=	21.00
31-Aug-09	124.00	÷	2.00	=	62.00
30-Sep-09	103.00	÷	2.00	=	51.50
31-Oct-09	103.00	÷	2.00	=	51.50
30-Nov-09	103.00	÷	2.00	=	51.50
31-Dec-09	103.00	÷	2.00	=	51.50
31-Jan-10	168.00	÷	3.00	=	56.00
28-Feb-10	168.00	÷	3.00	=	56.00
31-Mar-10	168.00	÷	3.00	=	56.00