

Performance Report



May 2010

This report covers Ascham Homes' performance between:

01 April 2010 and 31 May 2010

Contacts

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Current Performance Summary All Indicators

A. Repairs

Indicator	Apr 2010	May 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%	91.50%	Declining	↓ 95.00% / 95.00%	Red
A: Emergency repairs completed in 24 hours	100.00%	99.82%	Declining	↓ 98.00% / 98.00%	Green
B: Urgent repairs completed in 3 working days**	97.24%	98.35%	Improving	↑ 98.00% / 98.00%	Green
C: Routine repairs completed in 21 working days	98.73%	98.61%	Declining	↓ 98.00% / 98.00%	Green
EX-BV 72 The percentage of Right to Repair repairs completed within government time limits	99.70%	98.82%	Declining	↓ 99.00% / 99.00%	Red
EX-BV185 The percentage of responsive (but not emergency) repairs appointments made and kept	99.84%	99.64%	Declining	↓ 98.00% / 98.00%	Green
EX-BV212 The average time taken to re-let local authority housing (days).**	22.88	22.54	Improving	↑ 27.00 / 27.00	Green
EX-BV73 The average time taken (calendar days) to complete non-urgent responsive repairs**	4.42	4.05	Improving	↑ 6.50 / 6.50	Green
Resident Satisfaction with day to day repairs*	95.73%	96.42%	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	May 2010	Direction of travel	Current / End Target	Status
% major works charges collected of those due (profiled)	145.75%	231.57%	Improving ↑	101.00% 0.00%	Green
% of service charge collected (leaseholders only) (profiled)*	23.91%	38.31%	Improving ↑		
Number of garages let as a percentage of lettable garages owned	68.84%	69.56%	Improving ↑	70.00% 70.00%	Red
Rent collected by the local authority as a proportion of garage rents owed (Profiled)	92.85%	90.51%	Declining ↓	93.65% 97.50%	Red

C. Rents

Indicator	Apr 2010	May 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%	95.00%	Improving ↑	94.67% 98.20%	Green
ExBV66b % of tenants with more than seven weeks of (gross) rent arrears	7.82%	7.80%	Improving ↑	7.50% 7.50%	Red
Income collected as a proportion of income due (excluding arrears) (Profiled)	98.23%	98.41%	Improving ↑	95.30% 101.00%	Green

D. Estate Inspections

Indicator	Apr 2010	May 2010	Direction of travel	Current / End Target	Status
% of actions addressed within target time from failed estate inspections	44.44%	46.67%	Improving ↑	100.00% 100.00%	Red
Percentage of Estate inspections accompanied by customers	51.12%	42.95%	Declining ↓	65.00% 65.00%	Red
Percentage of estate inspections and Grounds maintenance achieving an acceptable standard (Combined)	72.04%	77.21%	Improving ↑	95.00% 95.00%	Red
Percentage of Estate inspections carried out of those due	98.70%	99.45%	Improving ↑	99.00% 99.00%	Green

E. Customer Care

Indicator	Apr 2010	May 2010	Direction of travel	Current / End Target	Status
Average time taken to answer calls at Ascham Direct (sec)	29.00	25.57	Improving ↑	20.00 20.00	Red
Percentage of letters from the public responded to in 10 calendar days*	97.50%	96.76%	Declining ↓	100.00% 100.00%	Red
Percentage of Members' enquiries responded to within 10 calendar days*	89.29%	92.86%	Improving ↑	100.00% 100.00%	Red
Percentage of stage one complaints responded to within 10 working days*	97.92%	98.84%	Improving ↑	90.00% 90.00%	Green

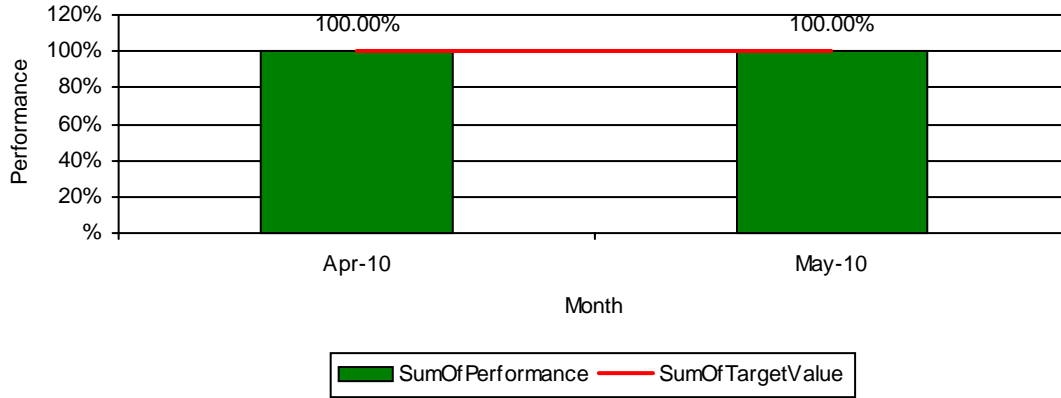
F. Capital Expenditure

Indicator	Apr 2010	May 2010	Direction of travel	Current / End Target	Status
Capital spend achieved against planned (£ million)	£0.30	£0.66	Declining ↓		

G. Tenancy Services

Indicator	Apr 2010	May 2010	Direction of travel	Current / End Target	Status
% of ASB complainants contacted within 10 working days	27.03%	22.39%	Declining ↓	100.00% 100.00%	Red
% of multiple ASB complainants over the last 6 months	4.45%	3.53%	Improving ↑	5.00% 5.00%	Green
% of multiple ASB perpetrators over the last 6 months	2.92%	2.79%	Improving ↑	5.00% 5.00%	Green
Squatter and unauthorised occupancy turnaround times	6.00	6.00	Constant ↔	65.00 65.00	Green

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



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	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%

Commentary and Actions for Current Period (if exists)

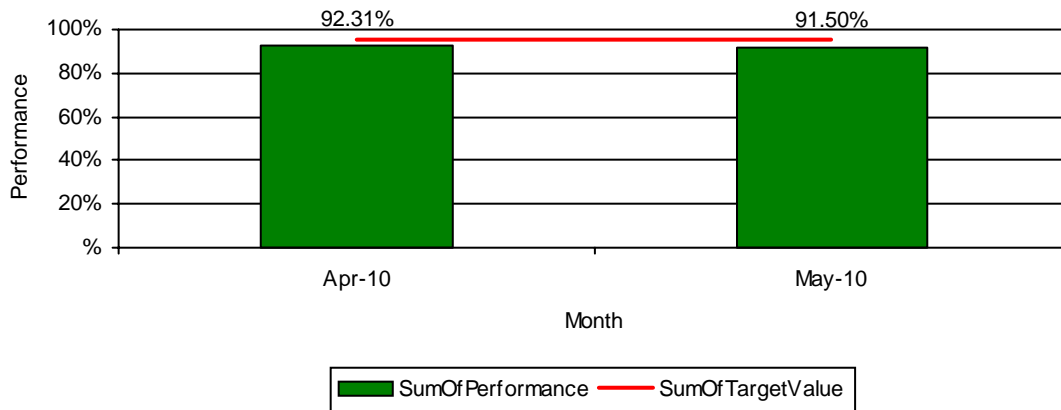
% of gas checks completed on time (CP12 certificates)*

...

Comment by **Eamonn, Bolt** on **10/06/2010**

We will shortly be moving from a 9 month cycle to an 11 month cycle due to financial constraints.

% of Repairs completed "right first time" - SO1K



Current Performance Summary

Start of period 92.31%	↓	End Target 95.00%
Current period 91.50%		Current Target 95.00%
Direction of travel Declining		Status Red

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%

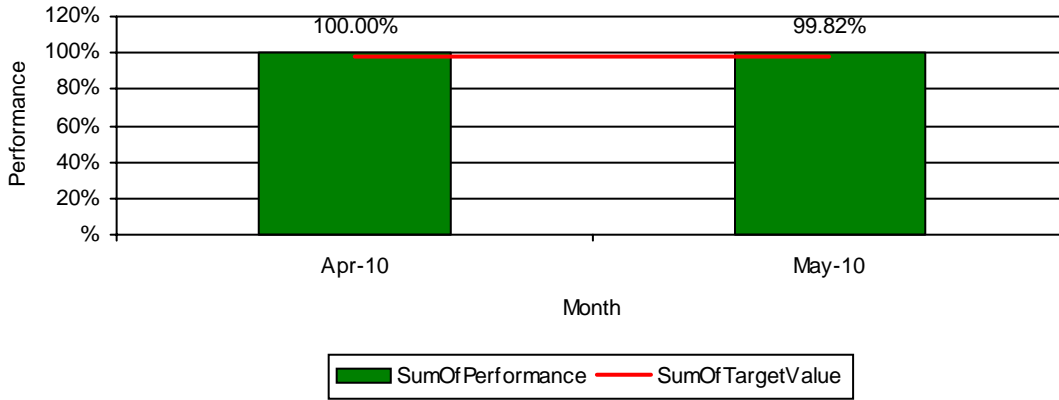
Commentary and Actions for Current Period (if exists)

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

Comment by **Eamonn, Bolt** on **10/06/2010**

The current position indicates a shortfall to the target of 95% by 3.5%. In practical terms this means that we are only 68 jobs short of reaching the new increased target and we continue to exceed the 09/10 target.

A: Emergency repairs completed in 24 hours - SO1SA

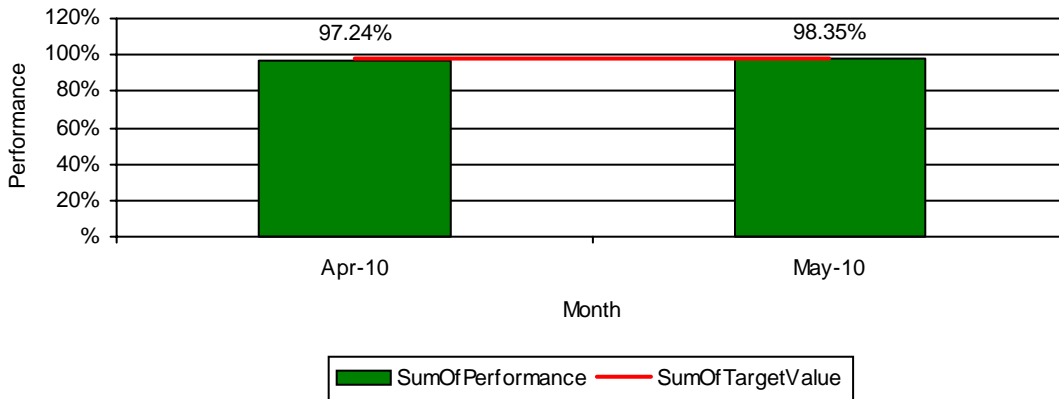


Current Performance Summary

Start of period 100.00%	↓	End Target 98.00%
Current period 99.82%		Current Target 98.00%
Direction of travel Declining		Status Green

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%

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



Current Performance Summary

Start of period 97.24%	↑	End Target 98.00%
Current period 98.35%		Current Target 98.00%
Direction of travel Improving		Status Green

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%

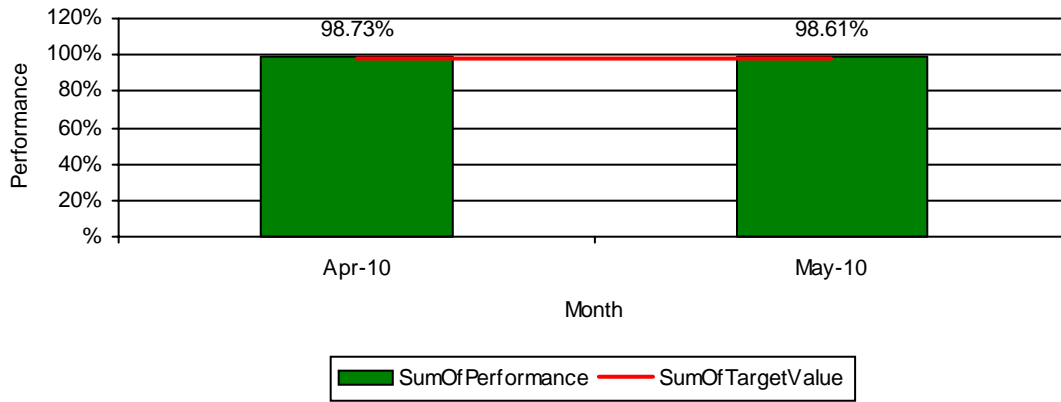
Commentary and Actions for Current Period (if exists)

B: Urgent repairs completed in 3 working days**

Comment by **Eamonn, Bolt** on **10/06/2010**

There is a marginal decline over the period and a 1% increase from April till May as should be expected performance will fluctuate marginally throughout the year but continues to perform above the new increased target.

C: Routine repairs completed in 21 working days - SO1SC

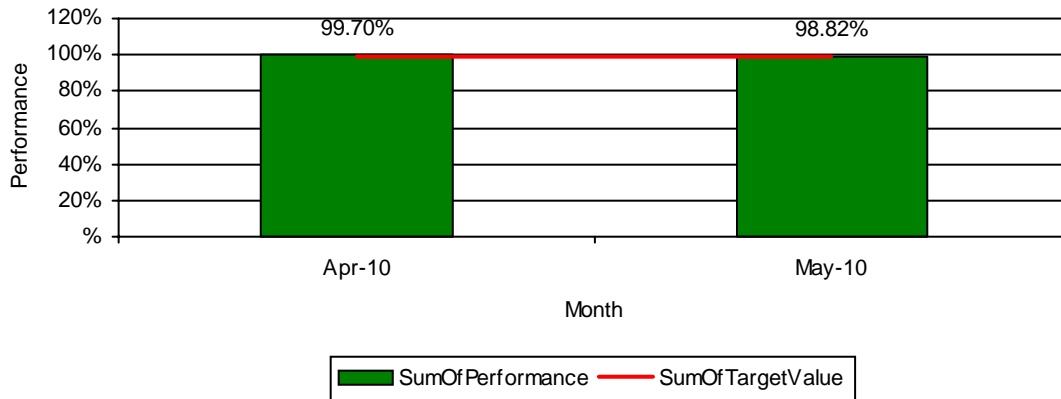


Current Performance Summary

Start of period 98.73%	↓	End Target 98.00%
Current period 98.61%		Current Target 98.00%
Direction of travel Declining		Status Green

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%

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



Current Performance Summary

Start of period 99.70%	↓	End Target 99.00%
Current period 98.82%		Current Target 99.00%
Direction of travel Declining		Status Red

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%

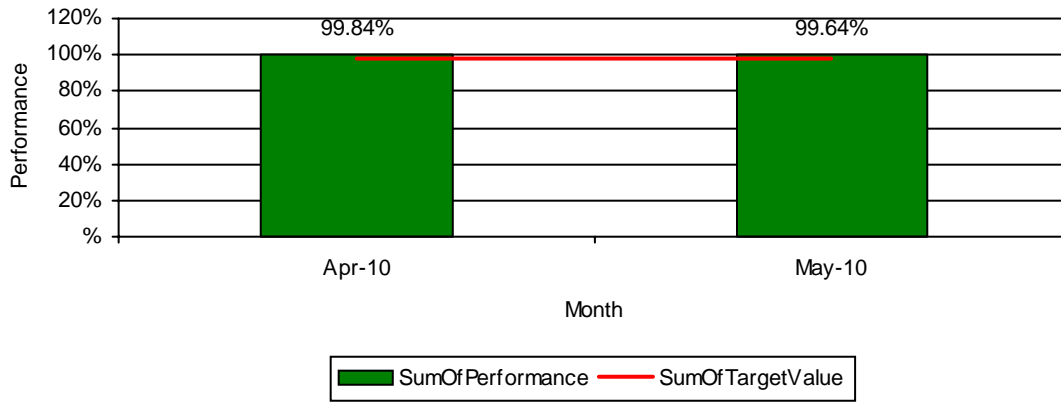
Commentary and Actions for Current Period (if exists)

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


Comment by **Eamonn, Bolt** on **10/06/2010**

Whilst the performance for this indicator has declined the margin between current in year performance and target is very small. In percentage terms, against the target for the current year, is only 0.18% below the new increased target. In practical terms this represents 3 jobs.

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

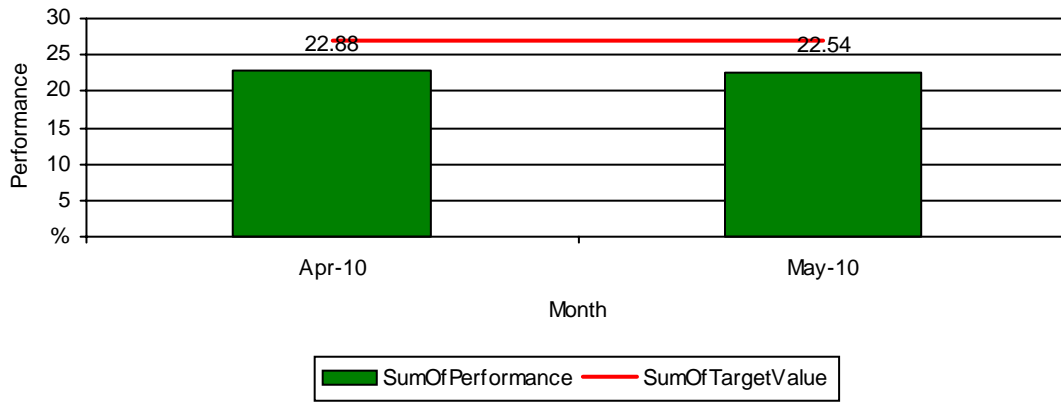


Current Performance Summary

Start of period 99.84%		End Target 98.00%
Current period 99.64%		Current Target 98.00%
Direction of travel Declining		Status Green

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%

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

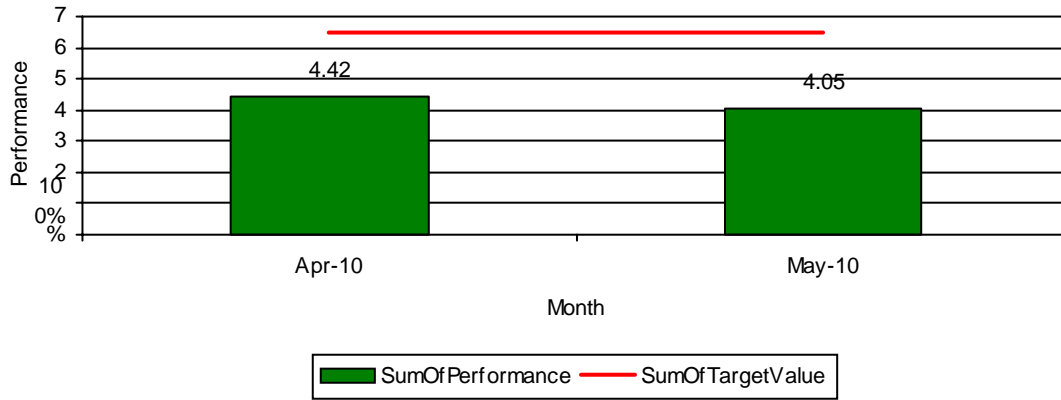


Current Performance Summary

Start of period 22.88	↑	End Target 27.00
Current period 22.54		Current Target 27.00
Direction of travel Improving		Status Green

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

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

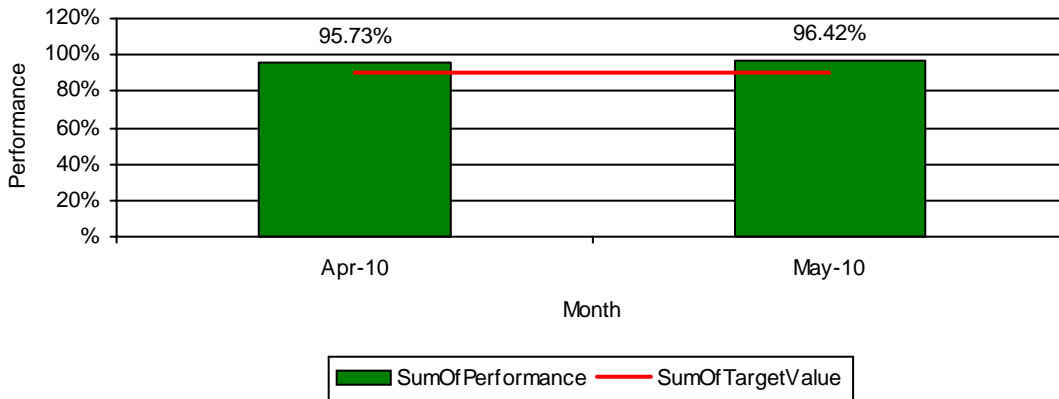


Current Performance Summary

Start of period 4.42	↑	End Target 6.50
Current period 4.05		Current Target 6.50
Direction of travel Improving		Status Green

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

Resident Satisfaction with day to day repairs* - SO1T

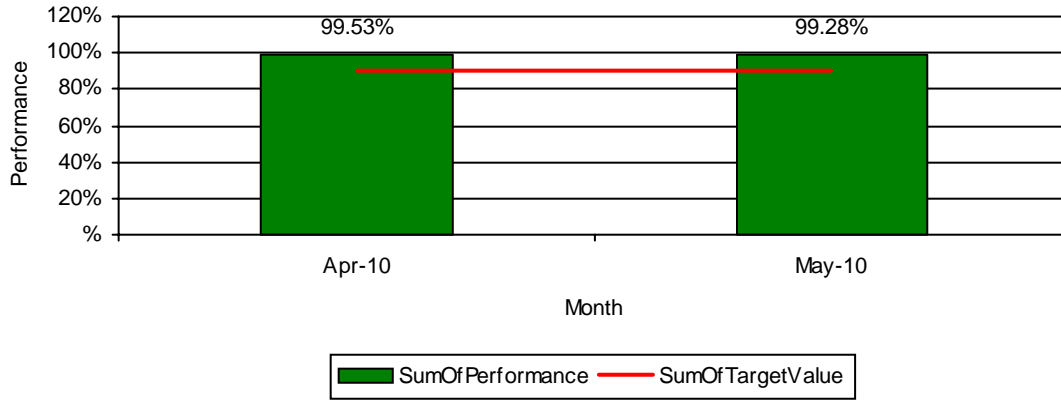


Current Performance Summary


Start of period 95.73%	↑	End Target 90.00%
Current period 96.42%		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-10	381.00	÷	398.00	=	95.73%
31-May-10	674.00	÷	699.00	=	96.42%

Resident Satisfaction with major works - SO2E

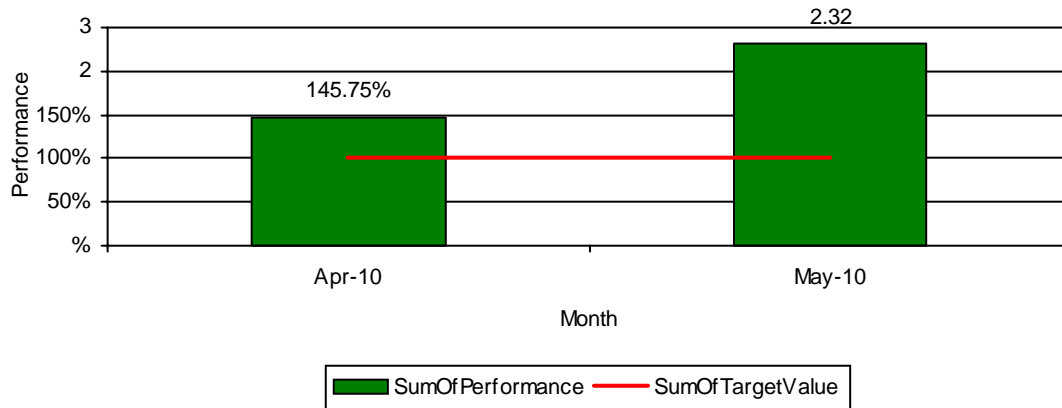


Current Performance Summary

Start of period 99.53%		End Target 90.00%
Current period 99.28%		Current Target 90.00%
Direction of travel Declining		Status Green

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%

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

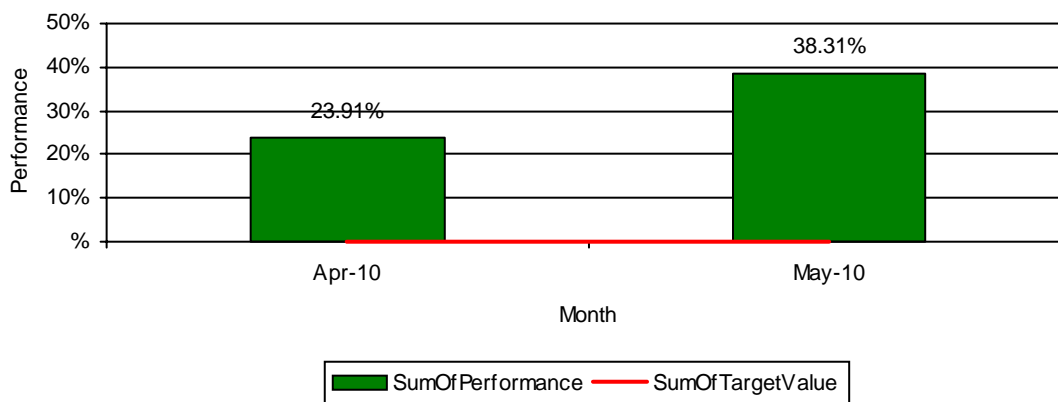


Current Performance Summary

Start of period 145.75%	↑	End Target 0.00%
Current period 231.57%		Current Target 101.00%
Direction of travel Improving		Status Green

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%

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



Current Performance Summary

Start of period 23.91%	↑	End Target
Current period 38.31%		Current Target
Direction of travel Improving		Status

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%

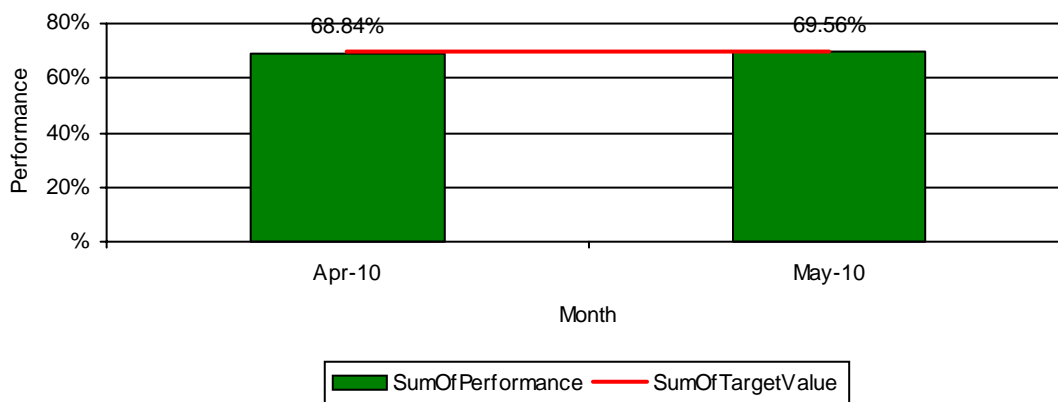
Commentary and Actions for Current Period (if exists)

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

Comment by **Syeda, Uddin** on **17/06/2010**

We are awaiting profiles for this PI.

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



Current Performance Summary

Start of period 68.84%	↑	End Target 70.00%
Current period 69.56%		Current Target 70.00%
Direction of travel Improving		Status Red

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%

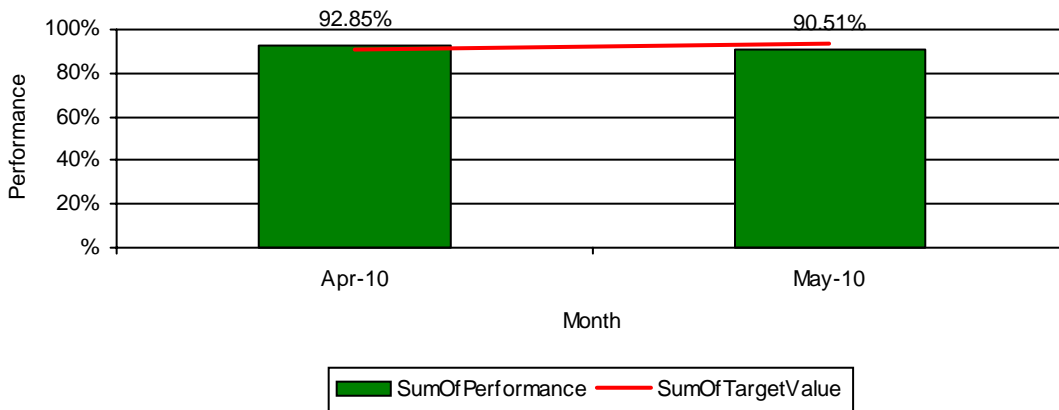
Commentary and Actions for Current Period (if exists)

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

Action by **Keith, Gresham** on **02/07/2010**

We will endeavour to let some more garages by the end of the financial year.

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 90.51%		Current Target 93.65%
Direction of travel Declining		Status Red

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%

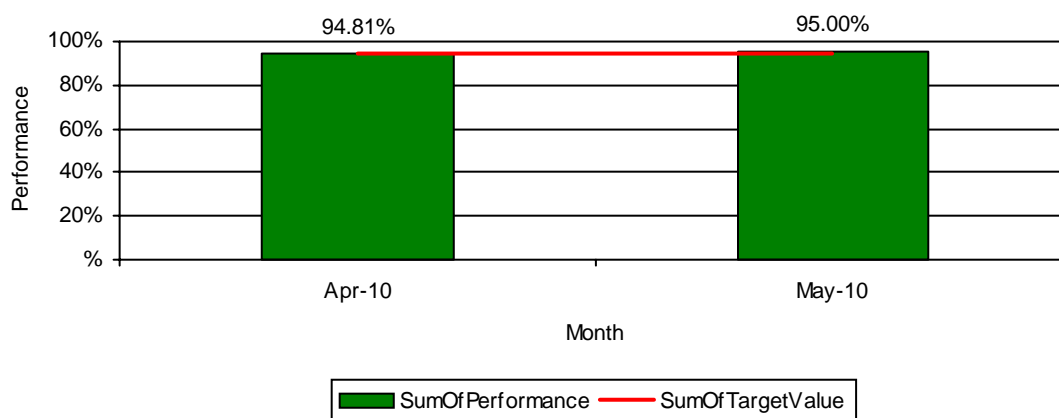
Commentary and Actions for Current Period (if exists)

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

Comment by **Keith, Gresham** on **11/06/2010**

Garage income collection is ahead of last May's performance by 1.62% but below target profile by 3.65%.

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 94.81%	↑	End Target 98.20%
Current period 95.00%		Current Target 94.67%
Direction of travel Improving		Status Green

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%

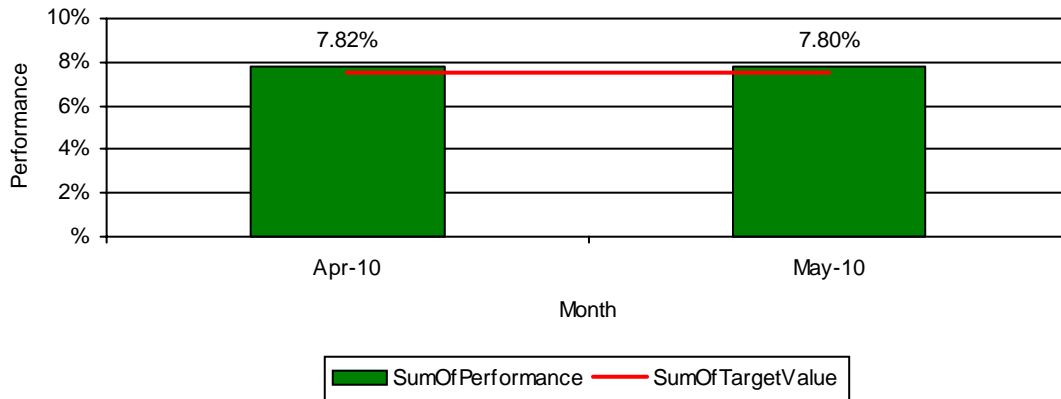
Commentary and Actions for Current Period (if exists)

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

Comment by **Stephen, McCarthy** on **11/06/2010**

Performance for May 2010 is up from May 2009 by 0.54% and is ahead of target profile by 0.33%

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 7.50%
Direction of travel Improving		Status Red

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%

Commentary and Actions for Current Period (if exists)

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

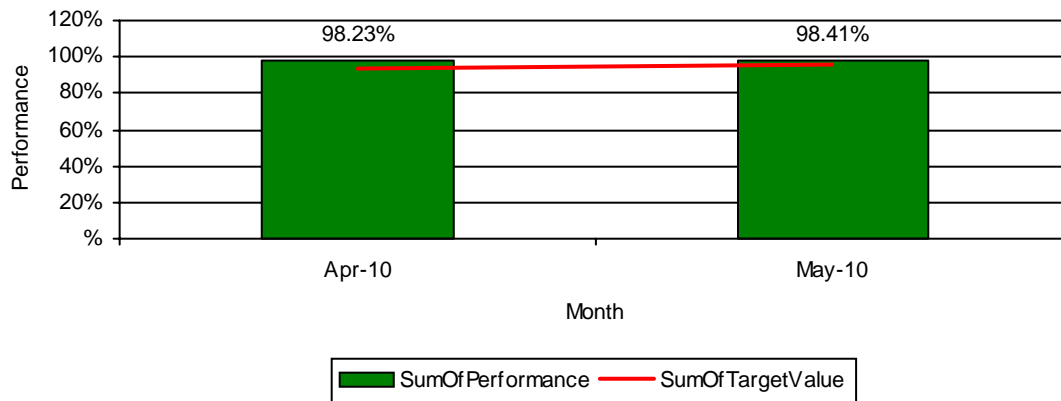
Comment by **Stephen, McCarthy** on **11/06/2010**

Performance for May 2010 is down from May 2009 by 0.38% and is behind target profile by 0.37%

Action by **Stephen, McCarthy** on **11/06/2010**

We are continuing to make early contact and take prompt actions, including serving Notices Seeking Possession on all accounts owing over 5 weeks rent, in line with our escalation policies

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



Current Performance Summary

Start of period 98.23%	↑	End Target 101.00%
Current period 98.41%		Current Target 95.30%
Direction of travel Improving		Status Green

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%

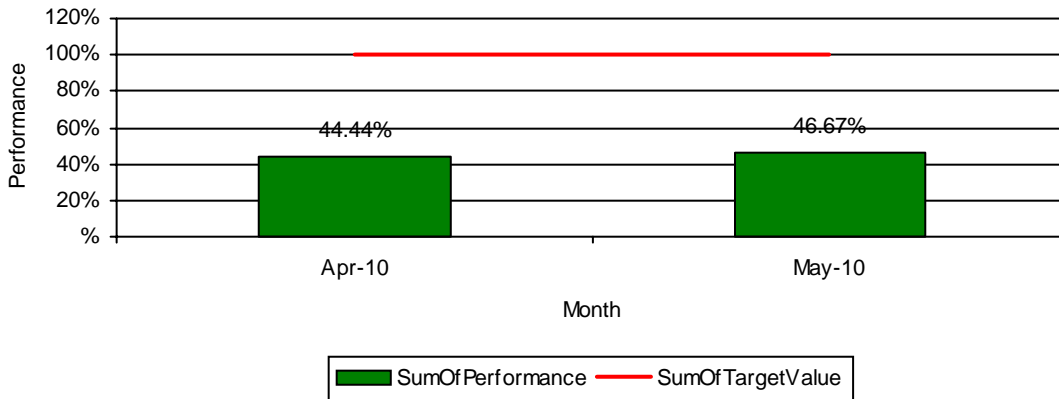
Commentary and Actions for Current Period (if exists)

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

Comment by **Stephen, McCarthy** on **11/06/2010**

Performance for May 2010 is up from May 2009 by 0.82% and is ahead of target profile by 0.34%

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



Current Performance Summary

Start of period 44.44%	↑	End Target 100.00%
Current period 46.67%		Current Target 100.00%
Direction of travel Improving		Status Red

Month Ending	Actions addressed	÷	All actions	=	Year to date Performance
30-Apr-10	8.00	÷	18.00	=	44.44%
31-May-10	7.00	÷	15.00	=	46.67%

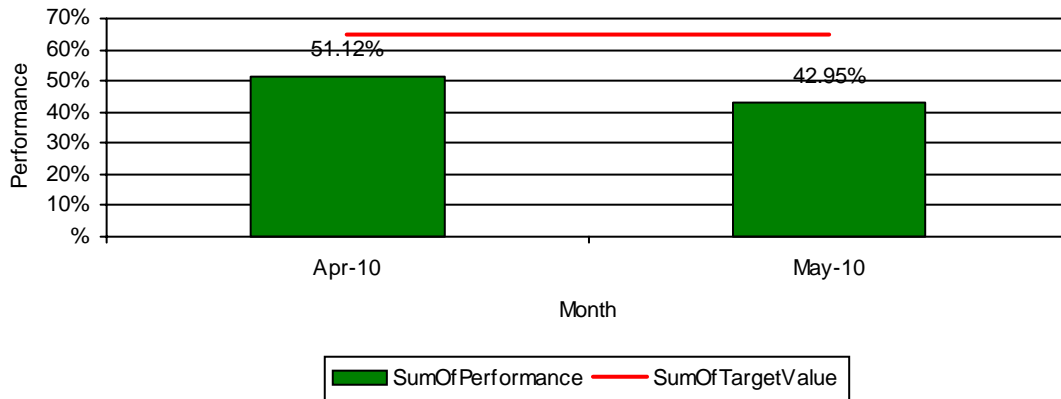
Commentary and Actions for Current Period (if exists)

% of actions addressed within target time from failed estate inspections ...


Comment by **Neil, Willoughby** on **11/06/2010**

This is a new KPI, systems have been changed to ensure future actions are addressed within the required timescale

Percentage of Estate inspections accompanied by customers - SO4D



Current Performance Summary

Start of period 51.12%		End Target 65.00%
Current period 42.95%		Current Target 65.00%
Direction of travel Declining		Status Red

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%

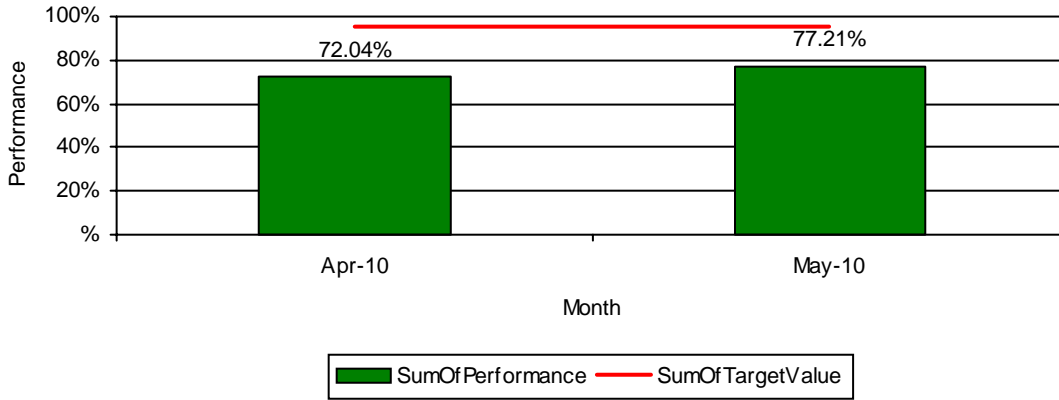
Commentary and Actions for Current Period (if exists)

Percentage of Estate inspections accompanied by customers ...

Action by Neil, Willoughby on 28/06/2010

We have reviewed our estate inspection programme and involved residents in the review. As a result, we expect to see improvements in performance in the near future.

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



Current Performance Summary

Start of period 72.04%	↑	End Target 95.00%
Current period 77.21%		Current Target 95.00%
Direction of travel Improving		Status Red

Month Ending	The count of Grade A and B	÷	Count of A, B, C and D	=	Year to date Performance
30-Apr-10	335.00	÷	465.00	=	72.04%
31-May-10	735.00	÷	952.00	=	77.21%

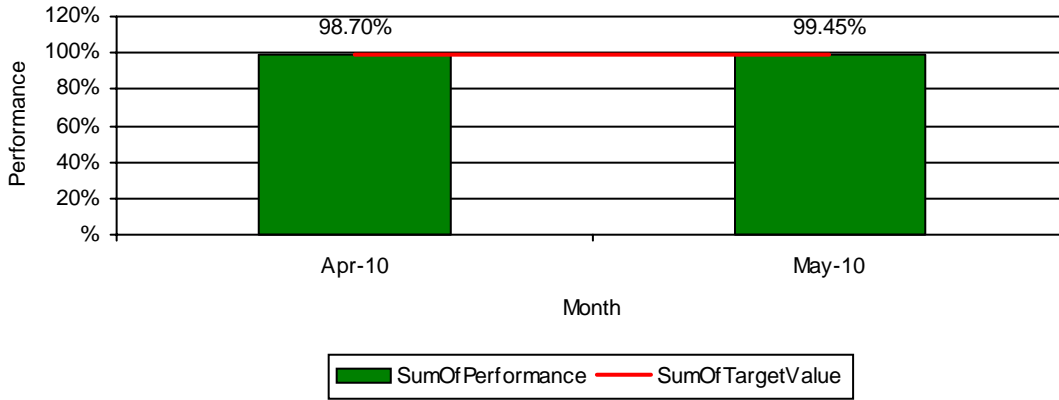
Commentary and Actions for Current Period (if exists)

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

Action by **Neil, Willoughby** on **18/06/2010**

The estate inspection process has been reviewed and relevant training provided. As a result we expect to see improvements in performance over the coming months.

Percentage of Estate inspections carried out of those due - SO4C

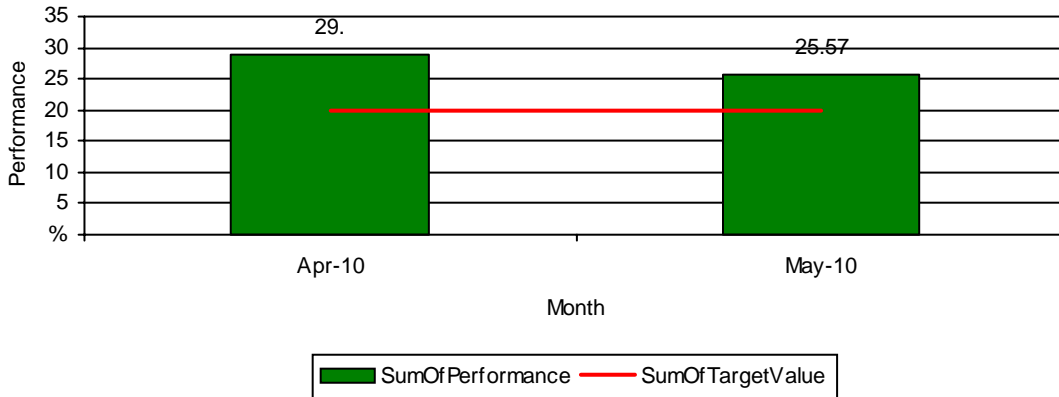


Current Performance Summary

Start of period 98.70%	↑	End Target 99.00%
Current period 99.45%		Current Target 99.00%
Direction of travel Improving		Status Green

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%

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



Current Performance Summary

Start of period 29.00	↑	End Target 20.00
Current period 25.57		Current Target 20.00
Direction of travel Improving		Status Red

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

Commentary and Actions for Current Period (if exists)

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

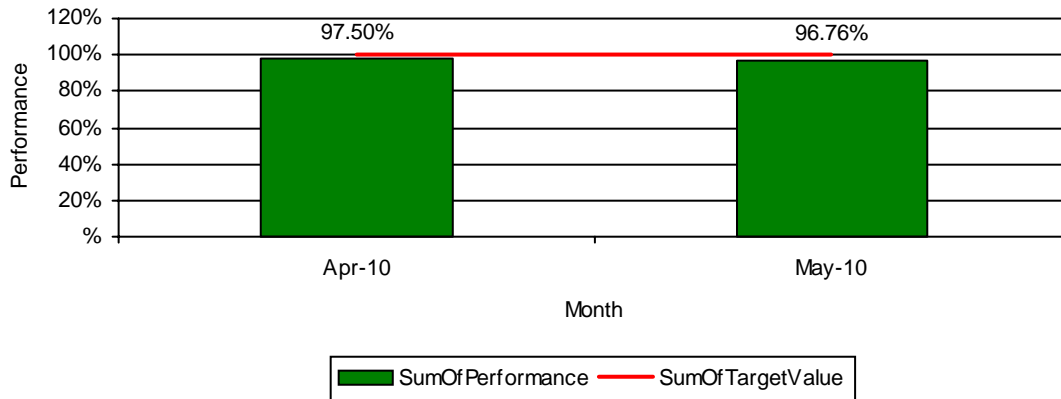
Comment by **Bob, Yeo** on **11/06/2010**

There is an improvement in performance by 3.43% this is encouraging and should see further improvements once the technology has been put in place.

Action by **Bob, Yeo** on **11/06/2010**

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.

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



Current Performance Summary

Start of period 97.50%	↓	End Target 100.00%
Current period 96.76%		Current Target 100.00%
Direction of travel Declining		Status Red

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%

Commentary and Actions for Current Period (if exists)

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

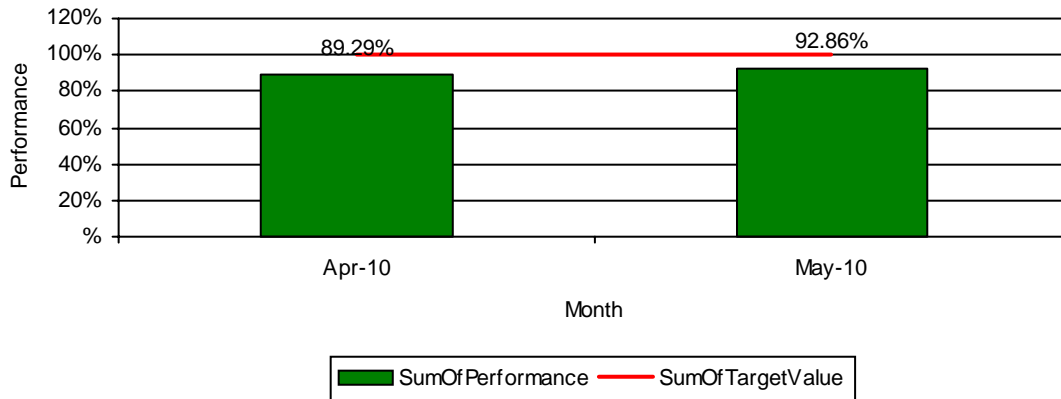
Comment by Beverley, Gordon on 15/06/2010

Performance is declining in this area with 9 letters being responded to late out of a total 278 year to date.

Action by Beverley, Gordon on 15/06/2010

Management action has been taken to improve the speed with which post is responded to by staff. Regular reminders are being sent to team leaders and the leadership group about the importance of improving performance in this area.

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



Current Performance Summary

Start of period 89.29%	↑	End Target 100.00%
Current period 92.86%		Current Target 100.00%
Direction of travel Improving		Status Red

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%

Commentary and Actions for Current Period (if exists)

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

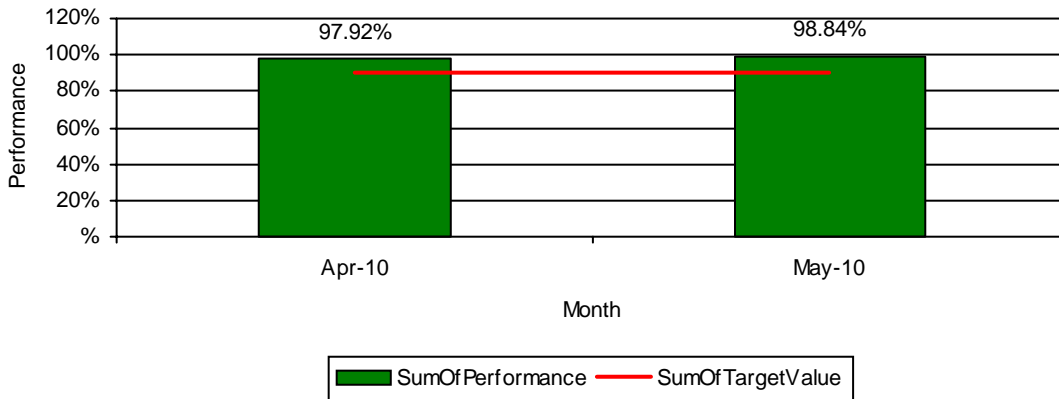
Comment by Patricia, Coghiel on 09/06/2010

100% performance was achieved for the month of May 2010. The cumulative performance target of 100% cannot be achieved.

Action by Patricia, Coghiel on 09/06/2010

We will continue to strive to achieve the target on a monthly basis.

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



Current Performance Summary

Start of period 97.92%	↑	End Target 90.00%
Current period 98.84%		Current Target 90.00%
Direction of travel Improving		Status Green

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%

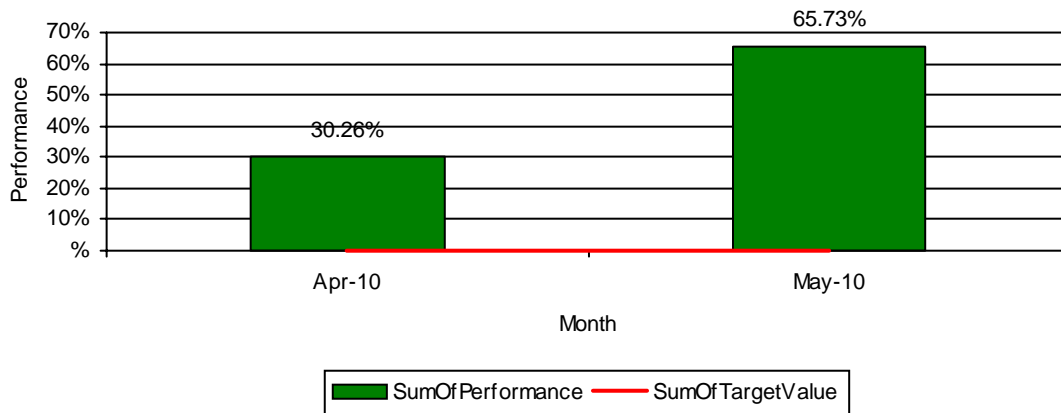
Commentary and Actions for Current Period (if exists)

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


Comment by **Patricia, Coghiel** on **09/06/2010**

100% performance was achieved for the month of May 2010. The target of 90% has been achieved.

Capital spend achieved against planned (£ million) - SO2C



Current Performance Summary

Start of period £0.30		End Target
Current period £0.66		Current Target
Direction of travel Declining		Status

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	0.66	÷	1.00	=	£0.66

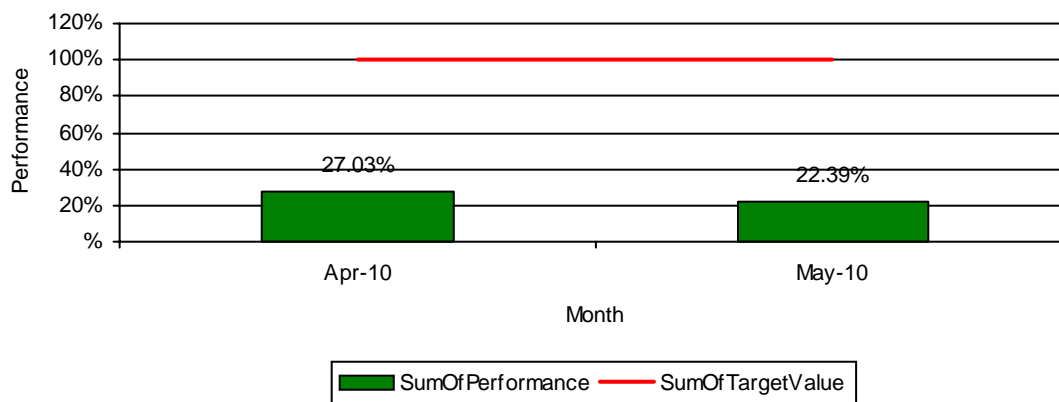
Commentary and Actions for Current Period (if exists)

Capital spend achieved against planned (£ million)

Comment by **Rob, Farnham** on **02/07/2010**

We are awaiting profiled targets for this PI.

% of ASB complainants contacted within 10 working days - ASB005



Current Performance Summary

Start of period 27.03%	↓	End Target 100.00%
Current period 22.39%		Current Target 100.00%
Direction of travel Declining		Status Red

Month Ending	No of ASB complaints contacted under 10 days	÷	Total no of complainants	=	Year to date Performance
30-Apr-10	10.00	÷	37.00	=	27.03%
31-May-10	15.00	÷	67.00	=	22.39%

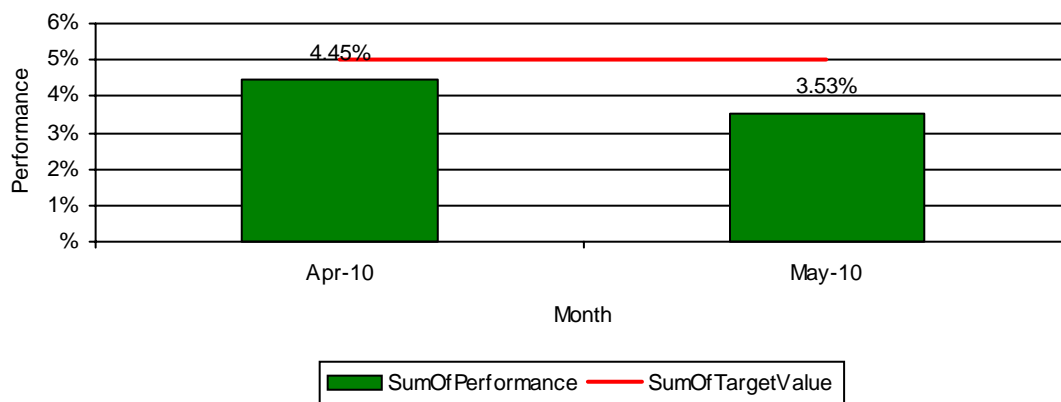
Commentary and Actions for Current Period (if exists)

% of ASB complainants contacted within 10 working days

Comment by **Elaine, Gosling** on **11/06/2010**

Staff training has been carried out which will result in improved performance.

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

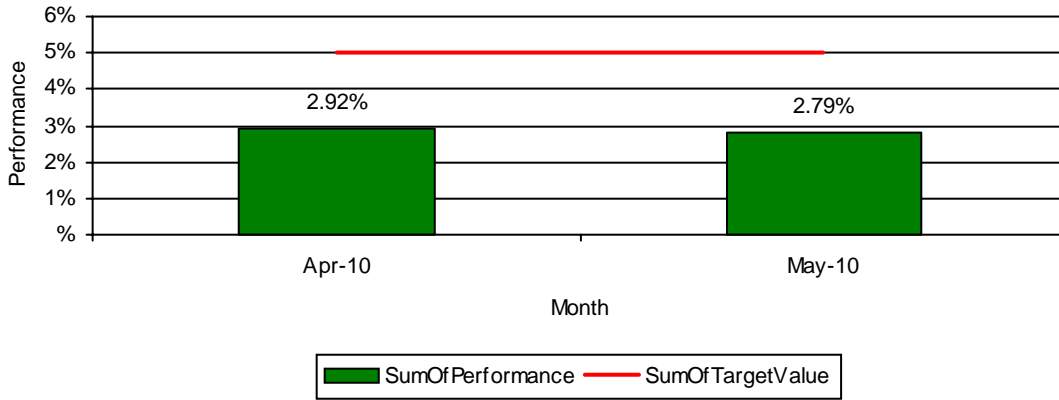


Current Performance Summary

Start of period 4.45%	↑	End Target 5.00%
Current period 3.53%		Current Target 5.00%
Direction of travel Improving		Status Green

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%

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



Current Performance Summary

Start of period 2.92%	↑	End Target 5.00%
Current period 2.79%		Current Target 5.00%
Direction of travel Improving		Status Green

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%

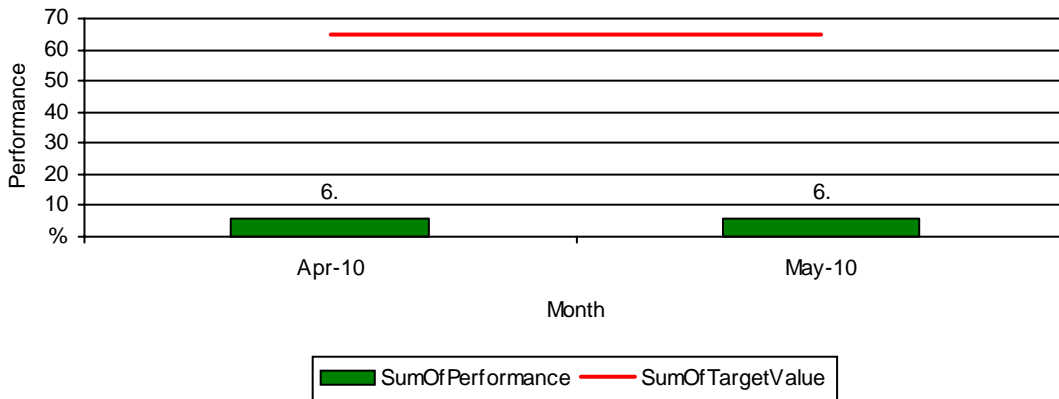
Commentary and Actions for Current Period (if exists)

% of multiple ASB perpetrators over the last 6 months

Action by **Elaine, Gosling** on **11/06/2010**

We are developing a new IT system and training our staff which will result in improved performance.

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	Green

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