

# Performance Report



June 2009

This report covers Ascham Homes' performance between:

01 April 2009 and 30 June 2009

## Contacts

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## Current Performance Summary All Indicators

### A. Repairs

Indicator	Apr 2009	Jun 2009	Direction of travel	Current / End Target	Status
A: Emergency repairs completed in 24 hours	99.26%	99.17%	Declining ↓	97.00% 97.00%	Green
B: Urgent repairs completed in 3 working days**	99.59%	99.39%	Declining ↓	97.00% 97.00%	Green
C: Routine repairs completed in 21 working days	99.49%	98.72%	Declining ↓	97.00% 97.00%	Green
EX-BV 72 The percentage of Right to Repair repairs completed within government time limits	98.81%	98.92%	Improving ↑	98.50% 98.50%	Green
EX-BV185 The percentage of responsive (but not emergency) repairs appointments made and kept	83.60%	82.25%	Declining ↓	98.00% 98.00%	Red
EX-BV212 The average time taken to re-let local authority housing (days).**	26.45	25.49	Improving ↑	31.00 31.00	Green
EX-BV73 The average time taken (calendar days) to complete non-urgent responsive repairs**	4.48	5.67	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%	91.20%	Declining ↓	80.00% 80.00%	Green
Resident Satisfaction with day to day repairs*	85.26%	0.00%	Declining ↓		
Resident Satisfaction with major works	98.09%	97.85%	Declining ↓	90.00% 90.00%	Green

## B. Right to Buy and Leasehold Services

Indicator	Apr 2009	Jun 2009	Direction of travel	Current / End Target	Status
Collection of major works charges (Profiled)	£3,298.84	£22,449.09	Improving ↑	£7,825.00 £31,300.00	Green
Number of garages let as a percentage of lettable garages owned	68.92%	68.16%	Declining ↓	68.00% 68.00%	Green
Proportion of service charge collected (profiled) (Quarterly accounting period)*	33.01%	107.25%	Improving ↑	90.00% 100.00%	Green
Rent collected by the local authority as a proportion of garage rents owed (Profiled)	84.54%	92.23%	Improving ↑	88.52% 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	Jun 2009	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%	94.59%	Improving ↑	95.63% 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%	7.47%	Declining ↓	7.80% 7.80%	Green
Income collected as a proportion of income due (excluding arrears)	96.04%	97.73%	Improving ↑	97.41% 100.25%	Green

#### D. Estate Inspections

Indicator	Apr 2009	Jun 2009	Direction of travel	Current / End Target	Status
Grounds maintenance - is an area acceptable or unacceptable	100.00%	96.53%	Declining ↓	90.00% 90.00%	Green
Percentage of Estate inspections accompanied by customers	64.60%	58.63%	Declining ↓	33.00% 33.00%	Green
Percentage of estate inspections achieving grade B or above	100.00%	100.00%	Constant ↔	99.00% 99.00%	Green
Percentage of Estate inspections carried out of those due	100.00%	99.77%	Declining ↓	99.00% 99.00%	Green

#### E. Customer Care

Indicator	Apr 2009	Jun 2009	Direction of travel	Current / End Target	Status
Percentage of letters from the public responded to in 10 days*	100.00%	100.00%	Constant ↔	100.00% 100.00%	Green
Percentage of Members' enquiries responded to within 10 days*	100.00%	100.00%	Constant ↔	100.00% 100.00%	Green
Percentage of stage one complaints responded to within 28 days*	100.00%	97.84%	Declining ↓	90.00% 90.00%	Green
Percentage of telephone calls answered in 5 rings	95.65%	96.03%	Improving ↑	90.00% 90.00%	Green
Percentage of telephone calls to Ascham Direct answered in 7 rings (20s)	60.58%	69.58%	Improving ↑	80.00% 80.00%	Red

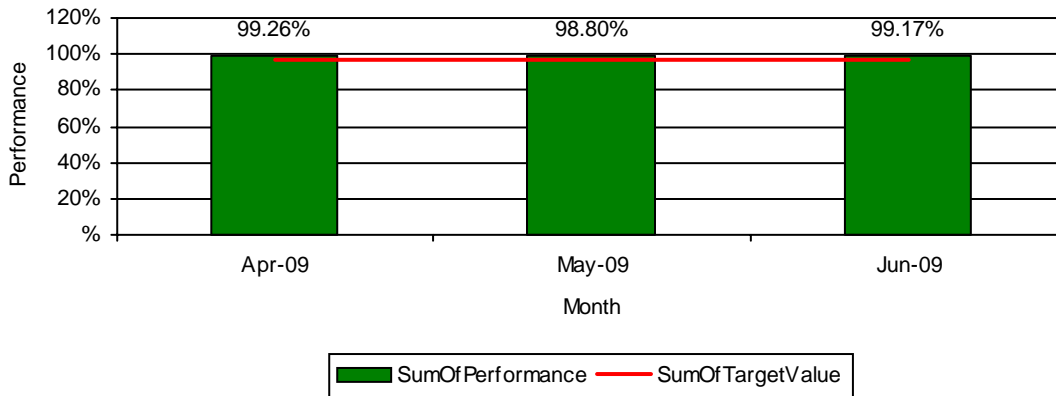
#### F. Capital Expenditure

Indicator	Apr 2009	Jun 2009	Direction of travel	Current / End Target	Status
Capital spend achieved against planned (£ million)	£3.28	£9.15	Improving ↑	£2.52 £2.52	Green


#### G. Tenancy Services

Indicator	Apr 2009	Jun 2009	Direction of travel	Current / End Target	Status
Squatter and unauthorised occupancy turnaround times	0.00	0.00	Constant ↔	80.00 80.00	Green

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

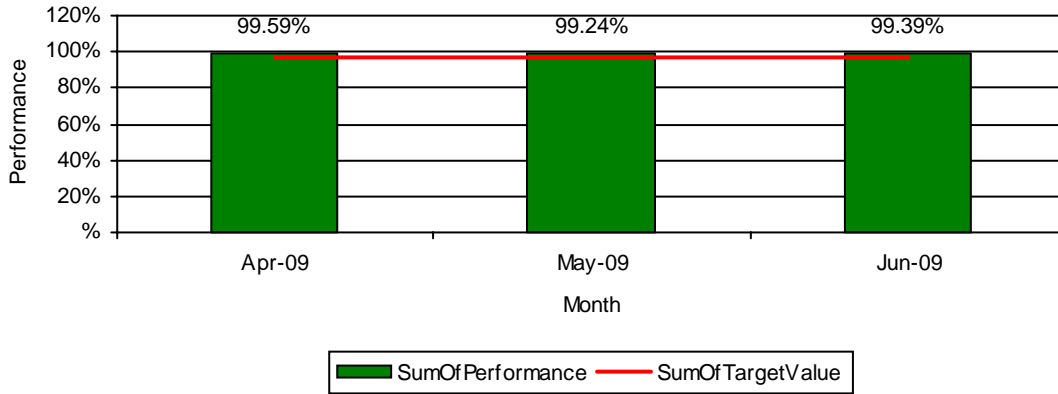


**Current Performance Summary**


<b>Start of period</b> 99.26%		<b>End Target</b> 97.00%
<b>Current period</b> 99.17%		<b>Current Target</b> 97.00%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: #00FF00; padding: 2px;">Green</span>

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%

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

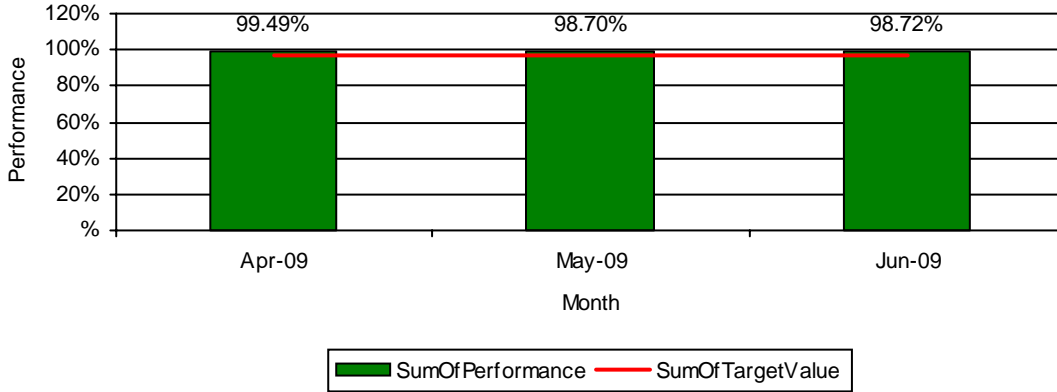


**Current Performance Summary**


<b>Start of period</b> 99.59%		<b>End Target</b> 97.00%
<b>Current period</b> 99.39%		<b>Current Target</b> 97.00%
<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-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%

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

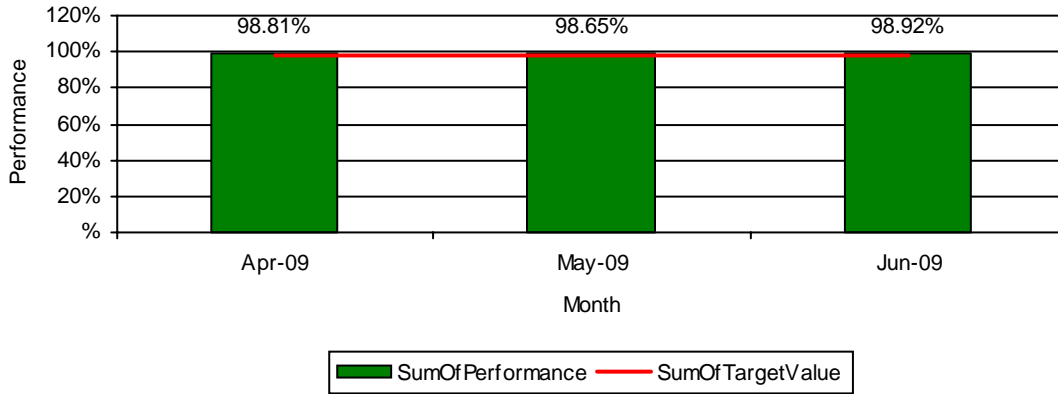


**Current Performance Summary**

<b>Start of period</b> 99.49%		<b>End Target</b> 97.00%
<b>Current period</b> 98.72%		<b>Current Target</b> 97.00%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: #00FF00; padding: 2px;">Green</span>

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%

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

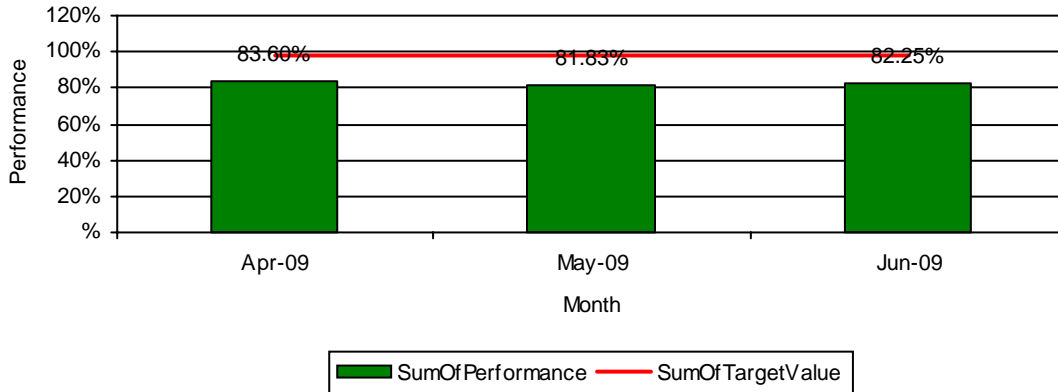


**Current Performance Summary**

<b>Start of period</b> 98.81%	↑	<b>End Target</b> 98.50%
<b>Current period</b> 98.92%		<b>Current Target</b> 98.50%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: green; color: black; padding: 2px;">Green</span>

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%

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



**Current Performance Summary**

<b>Start of period</b> 83.60%		<b>End Target</b> 98.00%
<b>Current period</b> 82.25%		<b>Current Target</b> 98.00%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: red; color: black; padding: 2px;">Red</span>

Month Ending	Appointments kept	÷	Appointments made	=	Year to date Performance
30-Apr-09	1,183.00	÷	1,415.00	=	83.60%
31-May-09	2,072.00	÷	2,532.00	=	81.83%
30-Jun-09	3,711.00	÷	4,512.00	=	82.25%

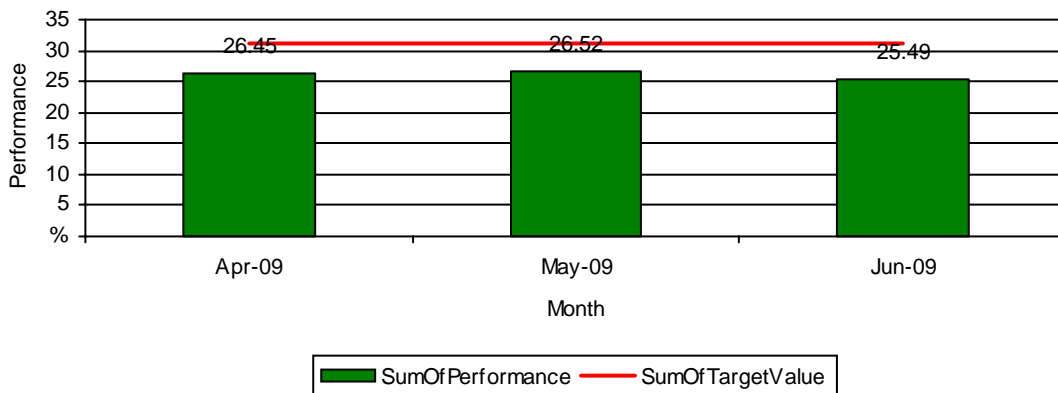
**Commentary and Actions for Current Period (if exists)**

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

**Comment** by Sue, Hayden on 08/07/2009

The methodology for this indicator has been reviewed and is being closely monitored in order to show improvement.

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

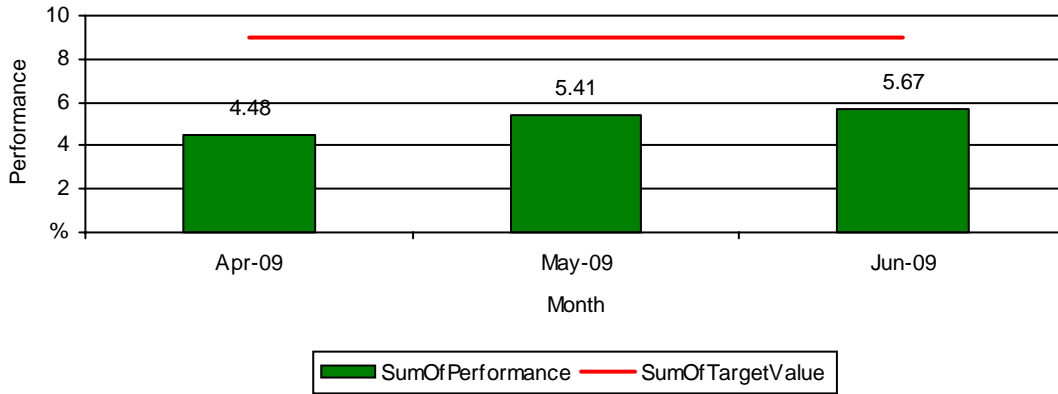


**Current Performance Summary**


<b>Start of period</b> 26.45	↑	<b>End Target</b> 31.00
<b>Current period</b> 25.49		<b>Current Target</b> 31.00
<b>Direction of travel</b> Improving		<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-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

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

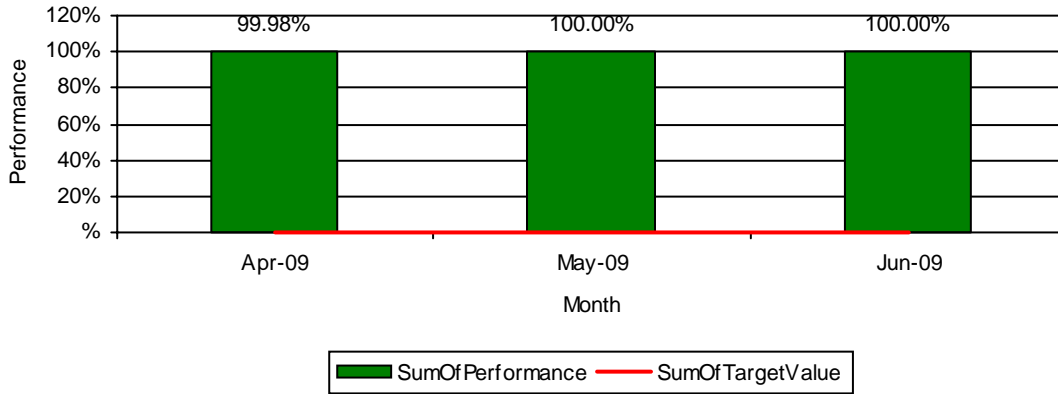


**Current Performance Summary**

<b>Start of period</b> 4.48		<b>End Target</b> 9.00
<b>Current period</b> 5.67		<b>Current Target</b> 9.00
<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-09	5,713.00	÷	1,274.00	=	4.48
31-May-09	13,616.00	÷	2,516.00	=	5.41
30-Jun-09	24,694.00	÷	4,356.00	=	5.67

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

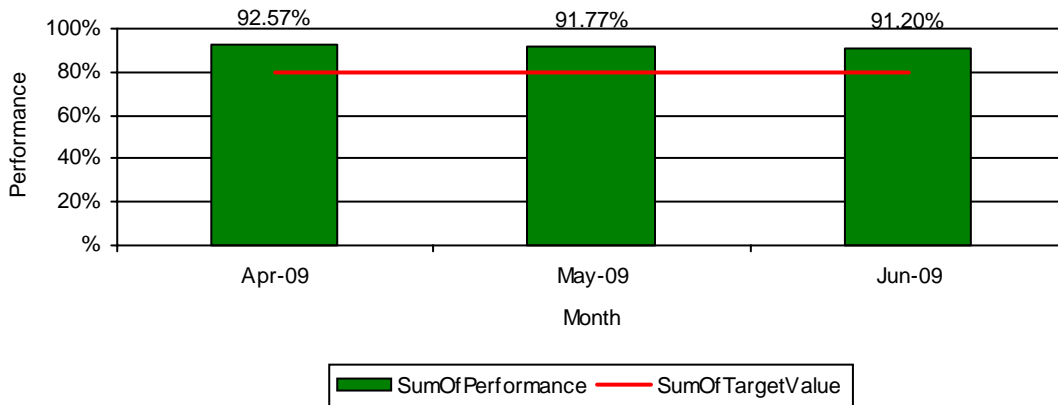


**Current Performance Summary**


<b>Start of period</b> 99.98%	↑	<b>End Target</b> 0.50%
<b>Current period</b> 100.00%		<b>Current Target</b> 0.50%
<b>Direction of travel</b> Improving		<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-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%

**Repairs completed "right first time" - SO1K**

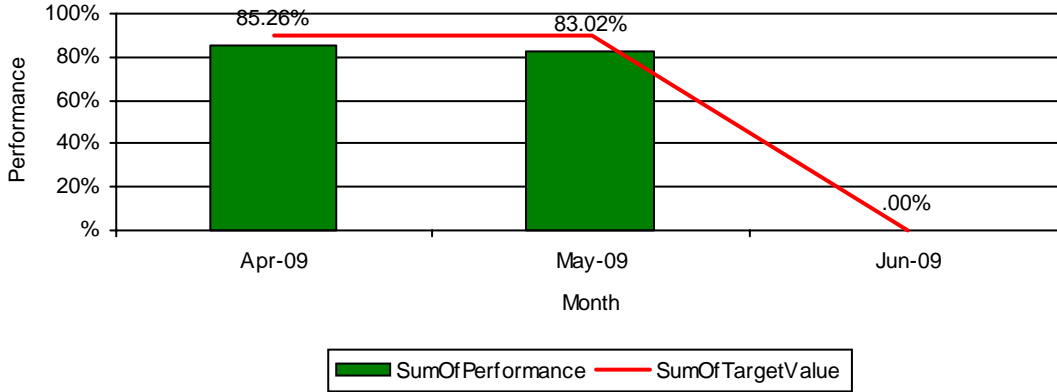


**Current Performance Summary**

<b>Start of period</b> 92.57%		<b>End Target</b> 80.00%
<b>Current period</b> 91.20%		<b>Current Target</b> 80.00%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: #00FF00; padding: 2px;">Green</span>

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%

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



**Current Performance Summary**

<b>Start of period</b> 85.26%		<b>End Target</b>
<b>Current period</b> 0.00%		<b>Current Target</b>
<b>Direction of travel</b> Declining		<b>Status</b>

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	0.00	÷	0.00	=	0.00%

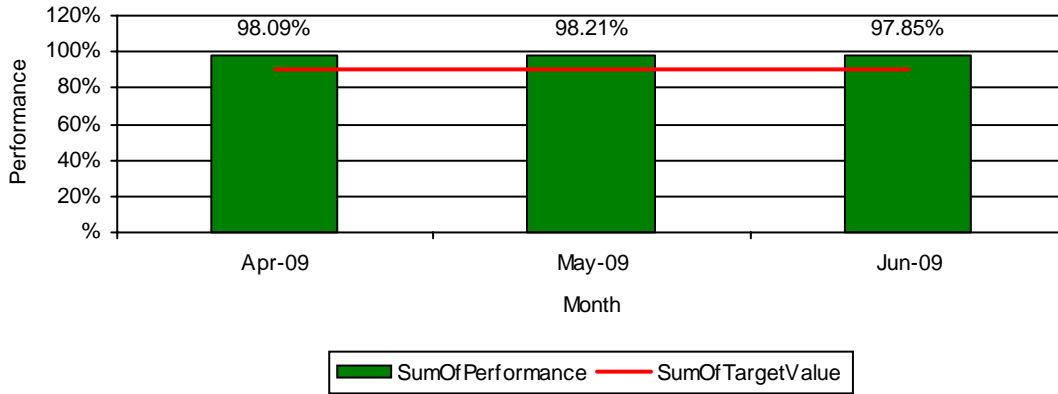
**Commentary and Actions for Current Period (if exists)**

Resident Satisfaction with day to day repairs\* ...


**Comment** by **Eamonn, Bolt** on **08/07/2009**

There is no report for June on this indicator. Work is in progress to synchronise the satisfaction data generated by Ascham Direct and our partner and to add in Diversity information. This action will increase the usefulness of the survey and will reflect in July's performance report.

**Resident Satisfaction with major works - SO2E**

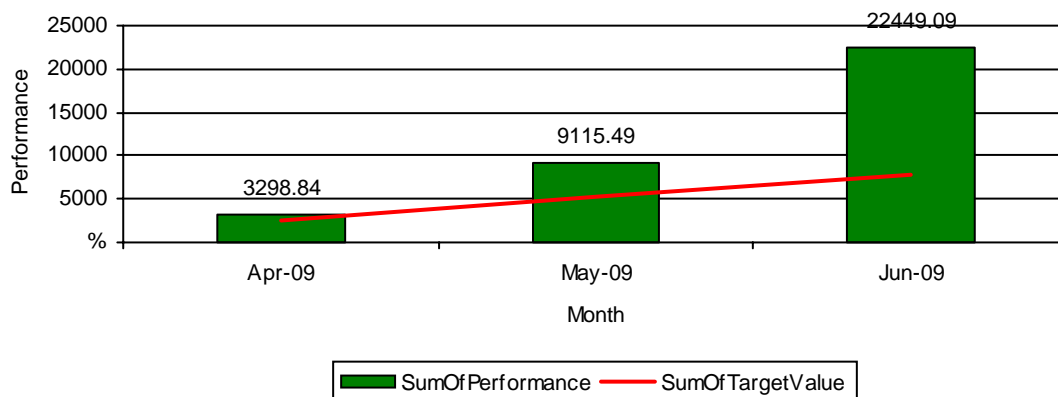


**Current Performance Summary**

<b>Start of period</b> 98.09%		<b>End Target</b> 90.00%
<b>Current period</b> 97.85%		<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-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%

## Collection of major works charges (Profiled) - SO1T



### Current Performance Summary

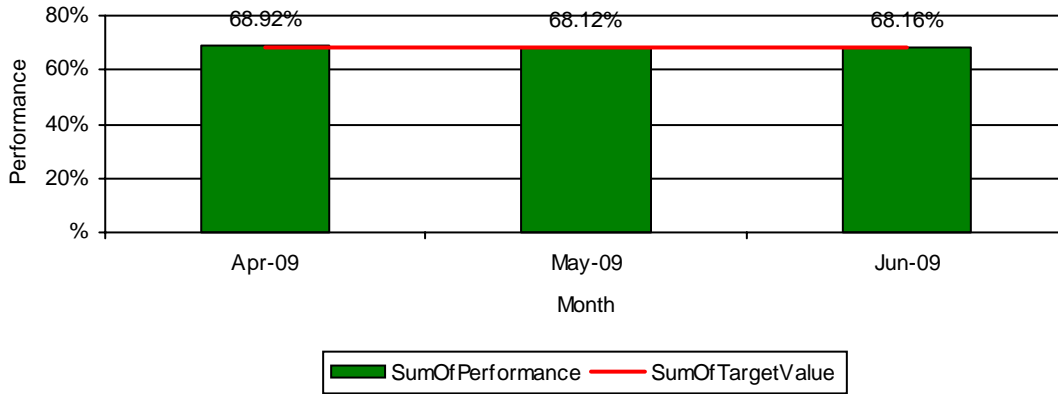
**Start of period** £3,298.84  
**Current period** £22,449.09  
**Direction of travel** Improving




**End Target** £31,300.00  
**Current Target** £7,825.00  
**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

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

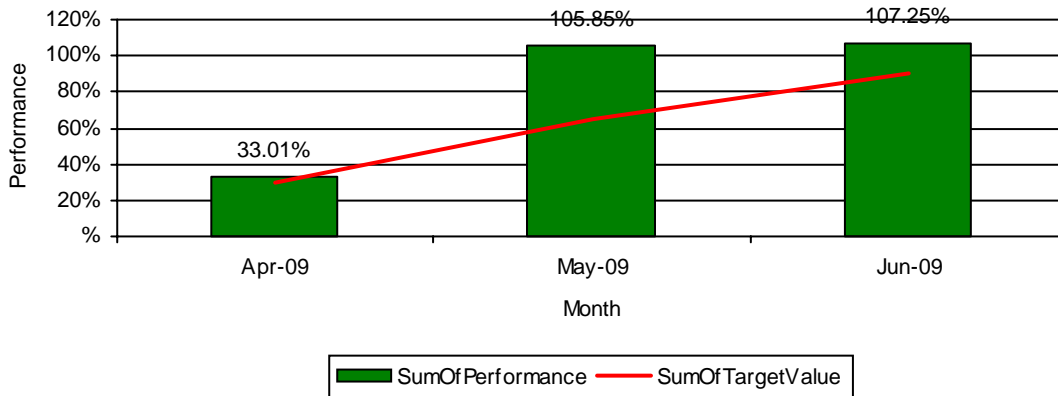


**Current Performance Summary**

<b>Start of period</b> 68.92%		<b>End Target</b> 68.00%
<b>Current period</b> 68.16%		<b>Current Target</b> 68.00%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: #00FF00; padding: 2px;">Green</span>

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%

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

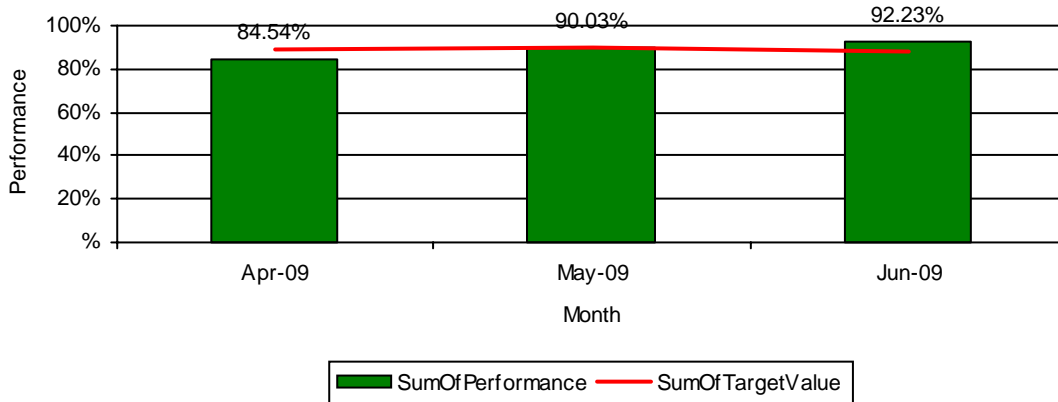


**Current Performance Summary**

<b>Start of period</b> 33.01%	↑	<b>End Target</b> 100.00%
<b>Current period</b> 107.25%		<b>Current Target</b> 90.00%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: #00FF00; padding: 2px;">Green</span>

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%

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

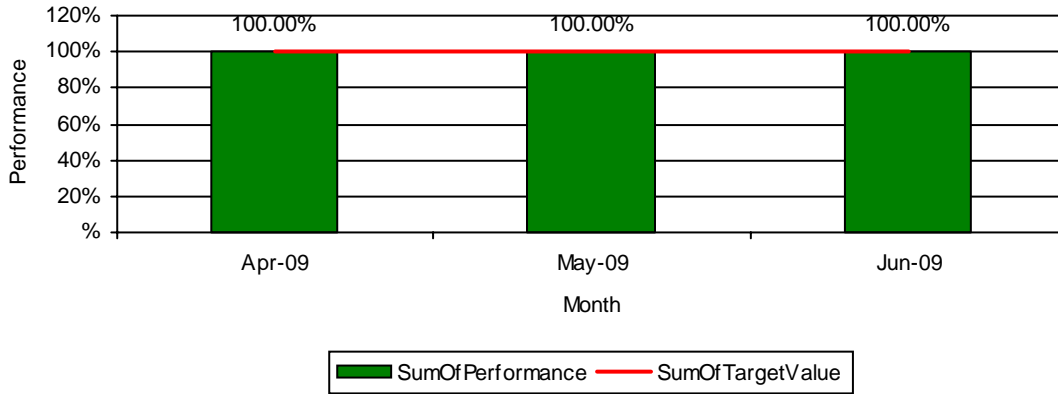


**Current Performance Summary**

<b>Start of period</b> 84.54%	↑	<b>End Target</b> 97.00%
<b>Current period</b> 92.23%		<b>Current Target</b> 88.52%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: #00FF00; padding: 2px;">Green</span>

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%

**Right To Buy notices served in statutory time limits - SO1C**

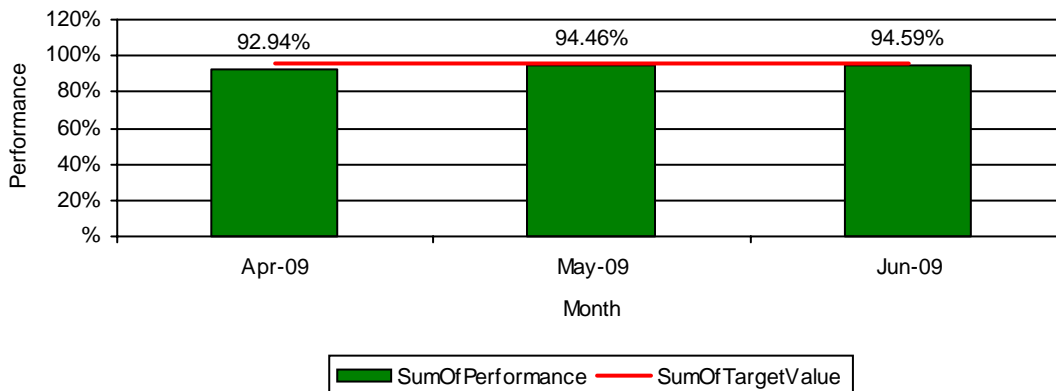


**Current Performance Summary**

<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	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	18.00	÷	18.00	=	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**

<b>Start of period</b> 92.94%	↑	<b>End Target</b> 98.20%
<b>Current period</b> 94.59%		<b>Current Target</b> 95.63%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: red; color: black; padding: 2px;">Red</span>

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%

**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 ...

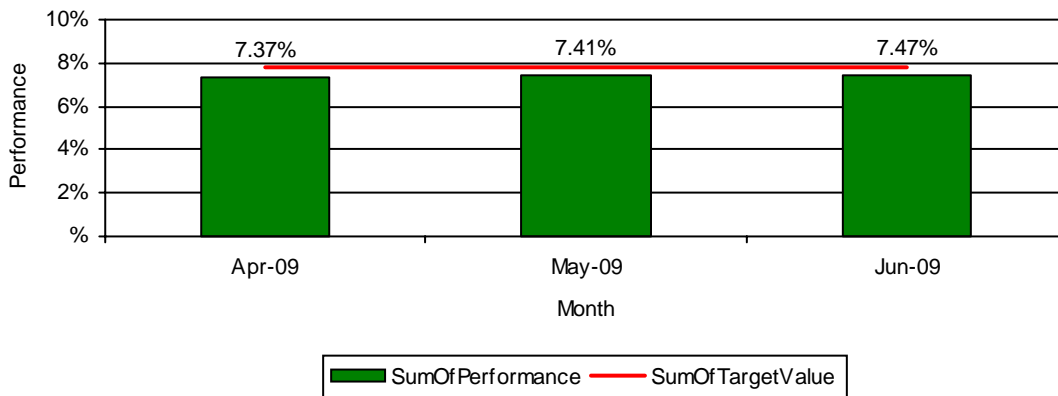
**Comment** by Janet, Wilson on 13/07/2009

An analysis of current accounts has been carried out and discussed with the Council at the Rents Meeting held on 29th June 2009. This is showing that the best end of year position is likely to be below target at 97.8%. The working document has been sent to the Council. The performance will therefore continue to show that we are below profile.


**Action** by Janet, Wilson on 13/07/2009

Our Ahead newsletter published in wfm on 6th July focussed on ways tenants can get help to maximise their income. The focus is on ensuring all tenants are getting help with sorting out their debts. We will be publishing a new leaflet to sign post them to other agencies and to provide them with some ways of helping themselves understand their income and expenditure. We will be carrying out some mystery shopping to ensure staff are talking with tenants about help that might be available. We are attending a LBWF Performance Challenge on 15th July and understand that action points will be set at this meeting.

**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**

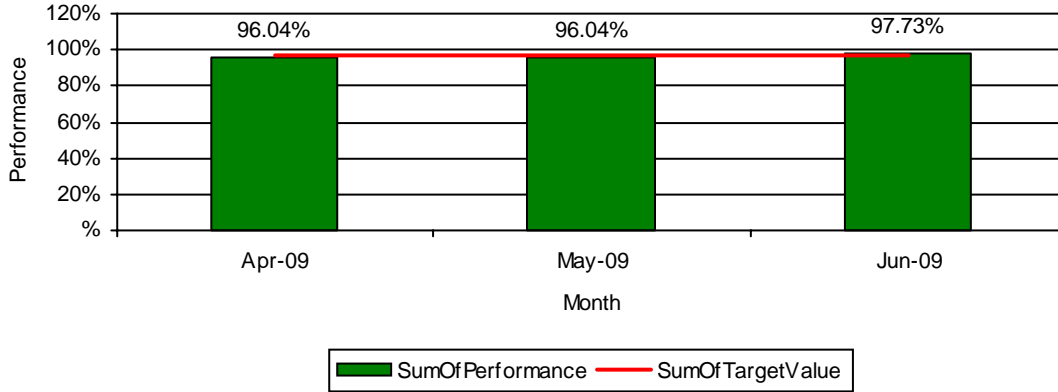


**Current Performance Summary**

<b>Start of period</b> 7.37%		<b>End Target</b> 7.80%
<b>Current period</b> 7.47%		<b>Current Target</b> 7.80%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: #00FF00; padding: 2px;">Green</span>

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%

**Income collected as a proportion of income due (excluding arrears) - SO1I**

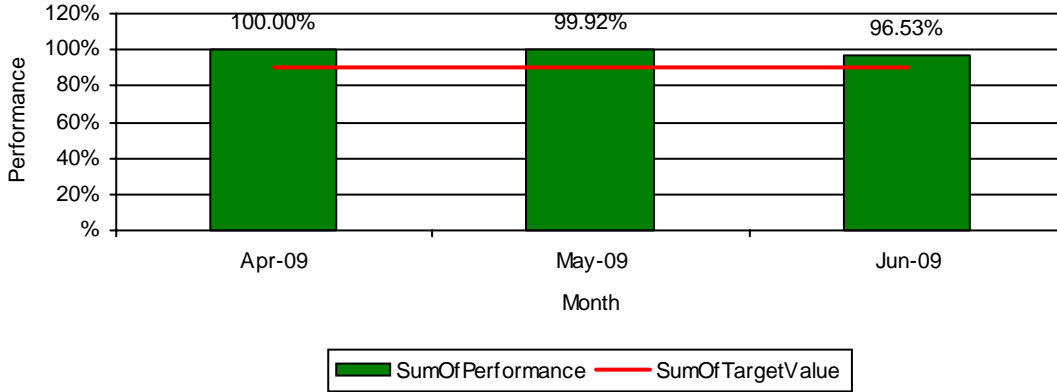


**Current Performance Summary**


<b>Start of period</b> 96.04%	↑	<b>End Target</b> 100.25%
<b>Current period</b> 97.73%		<b>Current Target</b> 97.41%
<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-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%

**Grounds maintenance - is an area acceptable or unacceptable - SO4F**

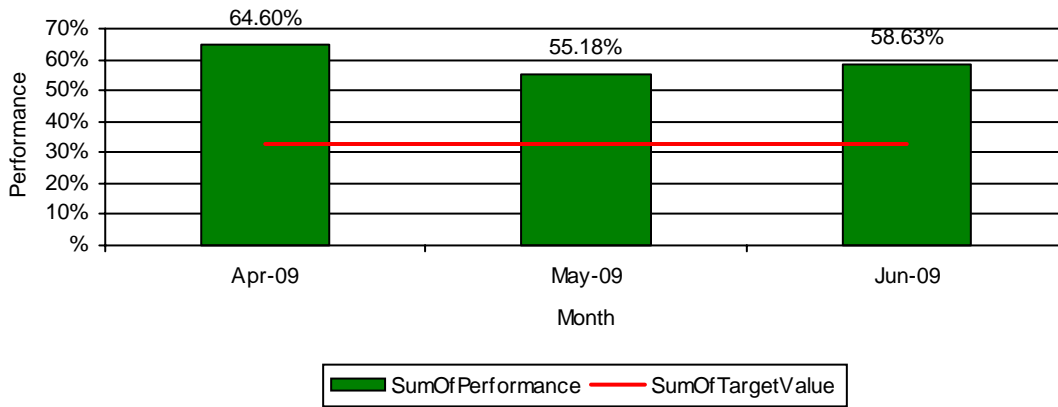


**Current Performance Summary**


<b>Start of period</b> 100.00%		<b>End Target</b> 90.00%
<b>Current period</b> 96.53%		<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	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%

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

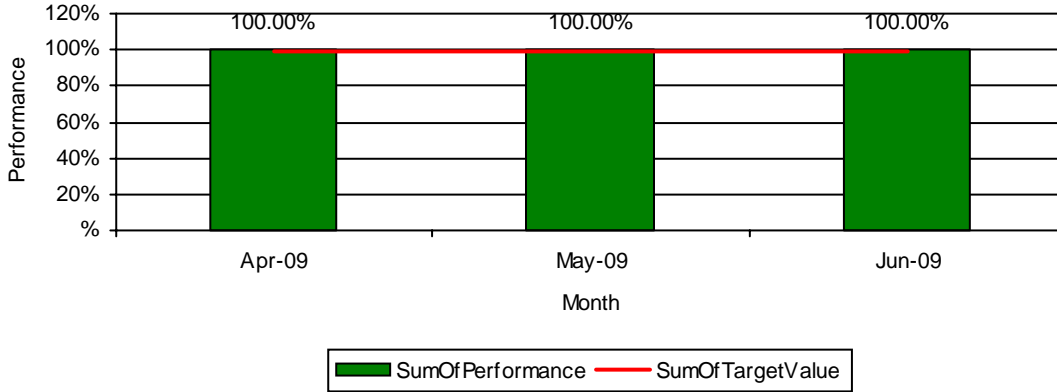


**Current Performance Summary**

<b>Start of period</b> 64.60%		<b>End Target</b> 33.00%
<b>Current period</b> 58.63%		<b>Current Target</b> 33.00%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: #00FF00; padding: 2px;">Green</span>

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%

**Percentage of estate inspections achieving grade B or above - SO4A**

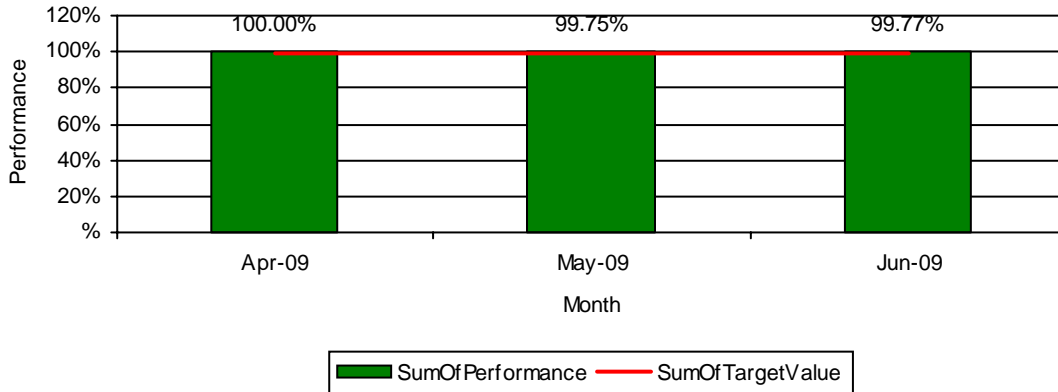


**Current Performance Summary**


<b>Start of period</b> 100.00%	↔	<b>End Target</b> 99.00%
<b>Current period</b> 100.00%		<b>Current Target</b> 99.00%
<b>Direction of travel</b> Constant		<b>Status</b> <span style="background-color: green; color: black; padding: 2px;">Green</span>

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%

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

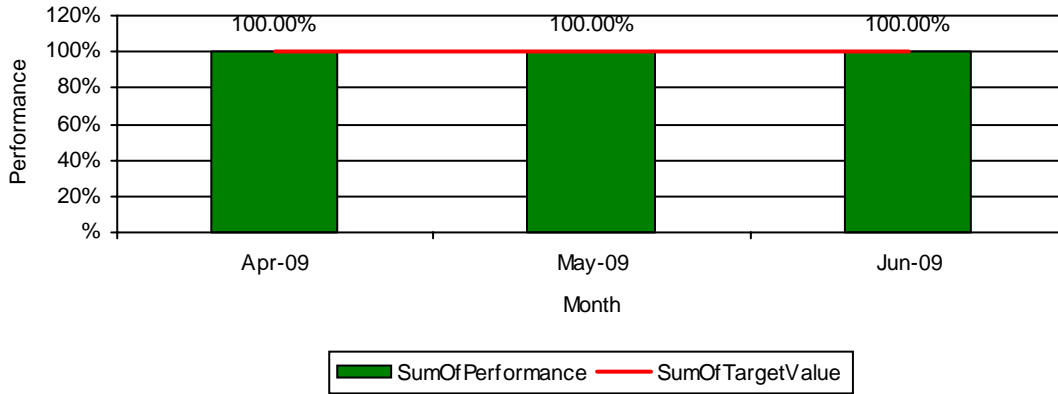


**Current Performance Summary**

<b>Start of period</b> 100.00%		<b>End Target</b> 99.00%
<b>Current period</b> 99.77%		<b>Current Target</b> 99.00%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: green; color: black; padding: 2px;">Green</span>

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%

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

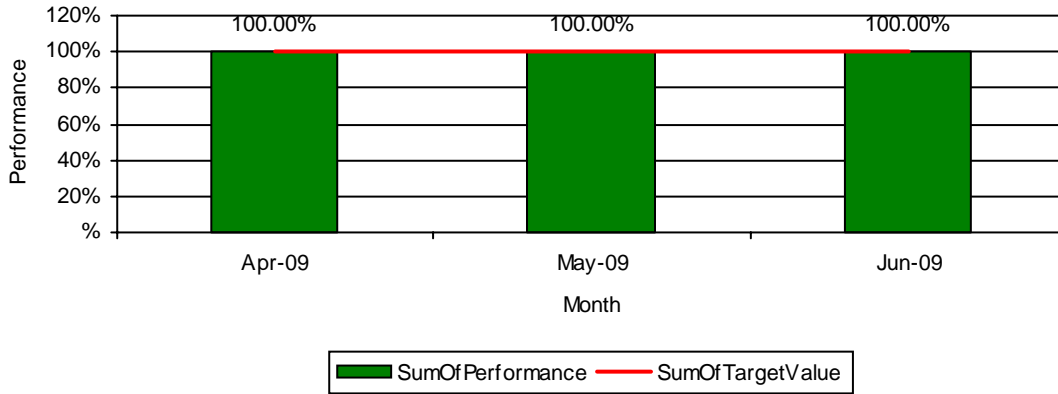


**Current Performance Summary**

<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	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%

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

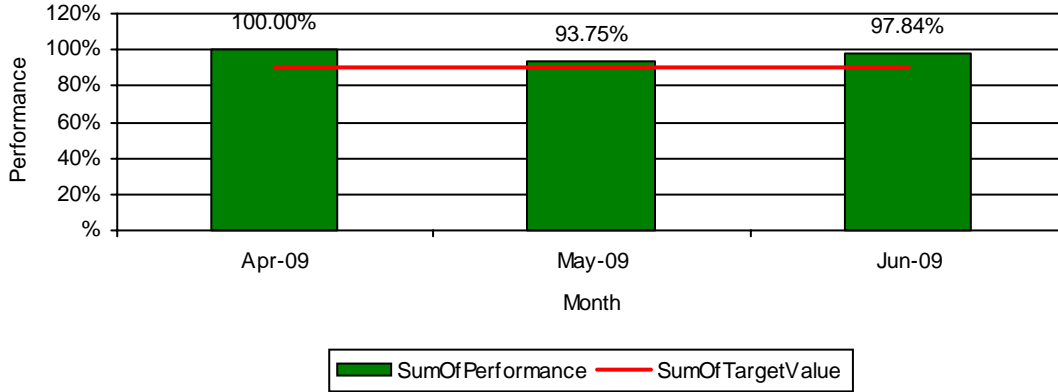


**Current Performance Summary**


<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	Answered on time	÷	Enquiries due	=	Year to date Performance
30-Apr-09	14.00	÷	14.00	=	100.00%
31-May-09	43.00	÷	43.00	=	100.00%
30-Jun-09	62.00	÷	62.00	=	100.00%

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



**Current Performance Summary**

<b>Start of period</b> 100.00%		<b>End Target</b> 90.00%
<b>Current period</b> 97.84%		<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	÷	Complaints due	=	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	136.00	÷	139.00	=	97.84%

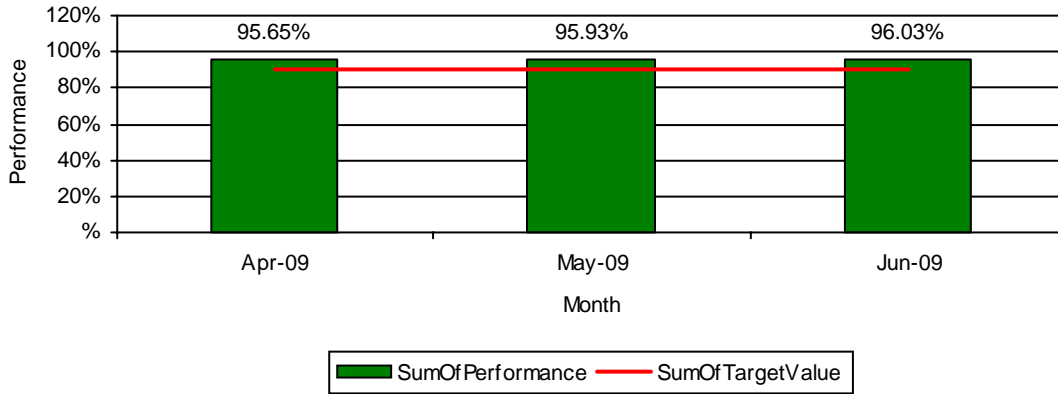
**Commentary and Actions for Current Period (if exists)**

Percentage of stage one complaints responded to within 28 days\* ...

**Comment** by **Patricia, Coghiel** on **08/07/2009**

For the purpose of the monthly reports, it must be noted that complaints performance cannot be fully reported on until at least five weeks after the last complaint has been received.

**Percentage of telephone calls answered in 5 rings - SO3D**

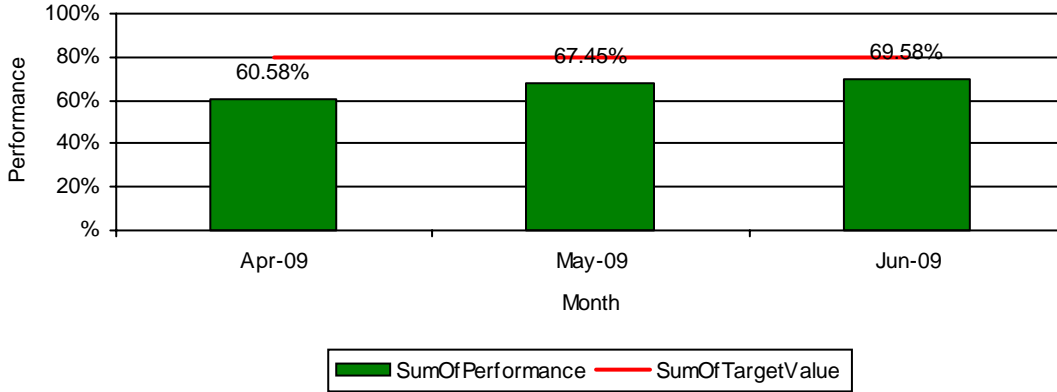


**Current Performance Summary**

<b>Start of period</b> 95.65%	↑	<b>End Target</b> 90.00%
<b>Current period</b> 96.03%		<b>Current Target</b> 90.00%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: #00FF00; padding: 2px;">Green</span>

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%

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



**Current Performance Summary**

<b>Start of period</b> 60.58%	↑	<b>End Target</b> 80.00%
<b>Current period</b> 69.58%		<b>Current Target</b> 80.00%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: red; color: black; padding: 2px;">Red</span>

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%

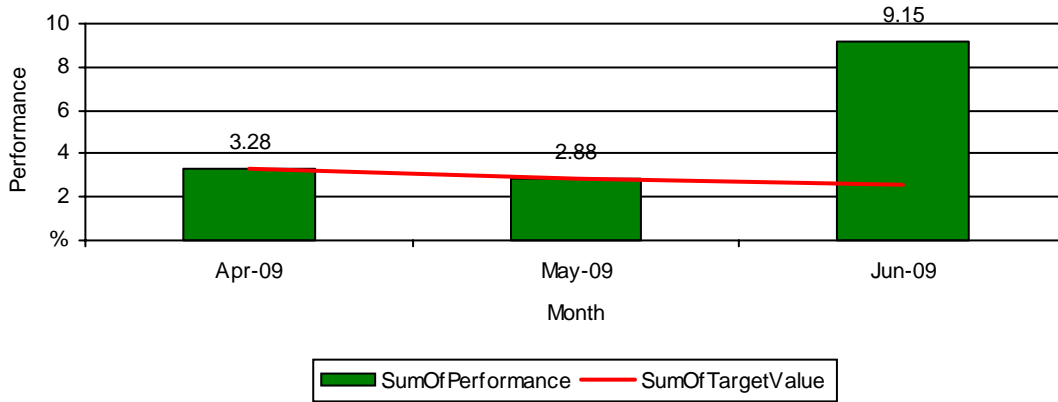
**Commentary and Actions for Current Period (if exists)**

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

**Comment** by **Jan, Taranczuk** on **14/07/2009**

Performance continues to improve and priority is being given to ensure that this is sustained.

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

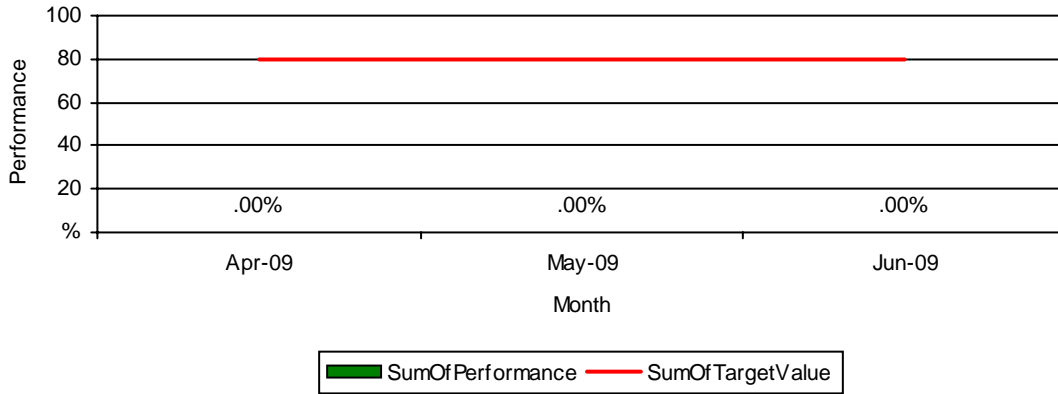


**Current Performance Summary**

<b>Start of period</b> £3.28	↑	<b>End Target</b> £2.52
<b>Current period</b> £9.15		<b>Current Target</b> £2.52
<b>Direction of travel</b> Improving		<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-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

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



**Current Performance Summary**

<b>Start of period</b> 0.00	↔	<b>End Target</b> 80.00
<b>Current period</b> 0.00		<b>Current Target</b> 80.00
<b>Direction of travel</b> Constant		<b>Status</b> <span style="background-color: green; color: black; padding: 2px;">Green</span>

Month Ending	Number of days	÷	Number of 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

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

Squatter and unauthorised occupancy turnaround times

...

**Comment** by **James, Williams** on **13/07/2009**

There were no closed undefended UNO or squatter cases in June 09.