

# Performance Report



November 2009

This report covers Ascham Homes' performance between:

01 April 2009 and 30 November 2009

## Contacts

Saadia Chowdhury - 020 8496 4022

Syeda Uddin - 020 8496 4024

---

## Current Performance Summary All Indicators

### A. Repairs

Indicator	Apr 2009	Nov 2009	Direction of travel	Current / End Target	Status
A: Emergency repairs completed in 24 hours	99.26%	99.44%	Improving ↑	97.00% 97.00%	Green
B: Urgent repairs completed in 3 working days**	99.59%	99.62%	Improving ↑	97.00% 97.00%	Green
C: Routine repairs completed in 21 working days	99.49%	98.98%	Declining ↓	97.00% 97.00%	Green
EX-BV 72 The percentage of Right to Repair repairs completed within government time limits	98.81%	99.17%	Improving ↑	98.50% 98.50%	Green
EX-BV185 The percentage of responsive (but not emergency) repairs appointments made and kept	99.69%	98.47%	Declining ↓	98.00% 98.00%	Green
EX-BV212 The average time taken to re-let local authority housing (days).**	26.45	25.43	Improving ↑	31.00 31.00	Green
EX-BV73 The average time taken (calendar days) to complete non-urgent responsive repairs**	4.48	5.05	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%	91.53%	Declining ↓	80.00% 80.00%	Green
Resident Satisfaction with day to day repairs*	85.26%	88.87%	Improving ↑	90.00%	Red
Resident Satisfaction with major works	98.09%	98.22%	Improving ↑	90.00% 90.00%	Green

## B. Right to Buy and Leasehold Services

Indicator	Apr 2009	Nov 2009	Direction of travel	Current / End Target	Status
Collection of major works charges (Profiled)	£3,298.84	£67,096.75	Improving ↑	£20,866.67 £31,300.00	Green
Number of garages let as a percentage of lettable garages owned	68.92%	69.19%	Improving ↑	68.00% 68.00%	Green
Proportion of service charge collected (profiled) (Quarterly accounting period)*	33.01%	99.88%	Improving ↑	70.00% 100.00%	Green
Rent collected by the local authority as a proportion of garage rents owed (Profiled)	84.54%	94.66%	Improving ↑	93.88% 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	Nov 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%	95.12%	Improving ↑	95.89% 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%	7.79%	Declining ↓	7.80% 7.80%	Green
Income collected as a proportion of income due (excluding arrears)	96.04%	98.36%	Improving ↑	98.68% 100.25%	Red

#### D. Estate Inspections

Indicator	Apr 2009	Nov 2009	Direction of travel	Current / End Target	Status
Grounds maintenance - is an area acceptable or unacceptable	100.00%	82.51%	Declining ↓	90.00% 90.00%	Red
Percentage of Estate inspections accompanied by customers	64.60%	63.35%	Declining ↓	33.00% 33.00%	Green
Percentage of estate inspections achieving grade B or above	100.00%	99.92%	Declining ↓	99.00% 99.00%	Green
Percentage of Estate inspections carried out of those due	100.00%	99.98%	Declining ↓	99.00% 99.00%	Green

#### E. Customer Care

Indicator	Apr 2009	Nov 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*	64.29%	94.76%	Improving ↑	100.00% 100.00%	Red
Percentage of stage one complaints responded to within 28 days*	100.00%	94.32%	Declining ↓	90.00% 90.00%	Green
Percentage of telephone calls answered in 5 rings	95.65%	96.56%	Improving ↑	90.00% 90.00%	Green
Percentage of telephone calls to Ascham Direct answered in 7 rings (20s)	60.58%	73.34%	Improving ↑	80.00% 80.00%	Red

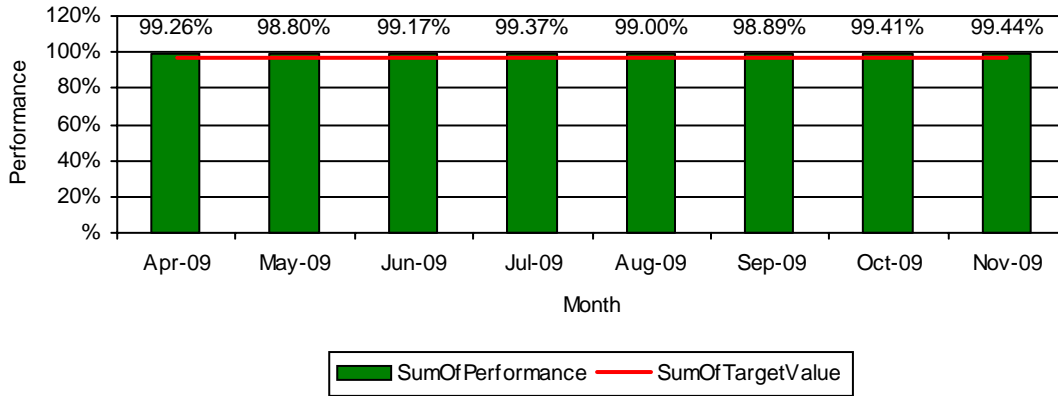
#### F. Capital Expenditure

Indicator	Apr 2009	Nov 2009	Direction of travel	Current / End Target	Status
Capital spend achieved against planned (£ million)	£3.28	£23.45	Declining ↓	£23.91 £34.06	Green

#### G. Tenancy Services

Indicator	Apr 2009	Nov 2009	Direction of travel	Current / End Target	Status
Squatter and unauthorised occupancy turnaround times	0.00	51.50	Declining ↓	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> 99.44%		<b>Current Target</b> 97.00%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: green; color: black; padding: 2px;">Green</span>

Month Ending	Repairs completed in time	÷	Repairs completed	=	Year to date Performance
30-Apr-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%

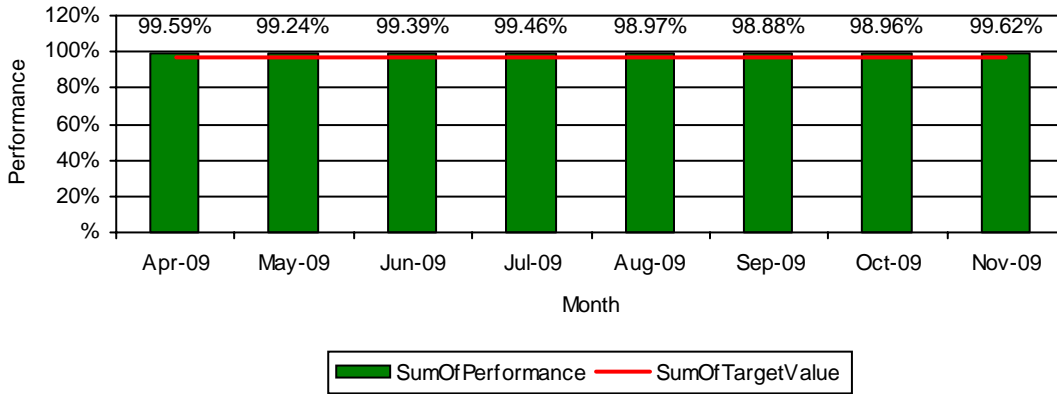
**Commentary and Actions for Current Period (if exists)**

A: Emergency repairs completed in 24 hours

**Comment** by **Eamonn, Bolt** on **14/12/2009**

This Performance indicator is currently meeting its target. We will continue to monitor and maintain taking appropriate actions where necessary.

**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> 99.62%		<b>Current Target</b> 97.00%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: green; color: black; padding: 2px;">Green</span>

Month Ending	Repairs completed in time	÷	Repairs completed	=	Year to date Performance
30-Apr-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%

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

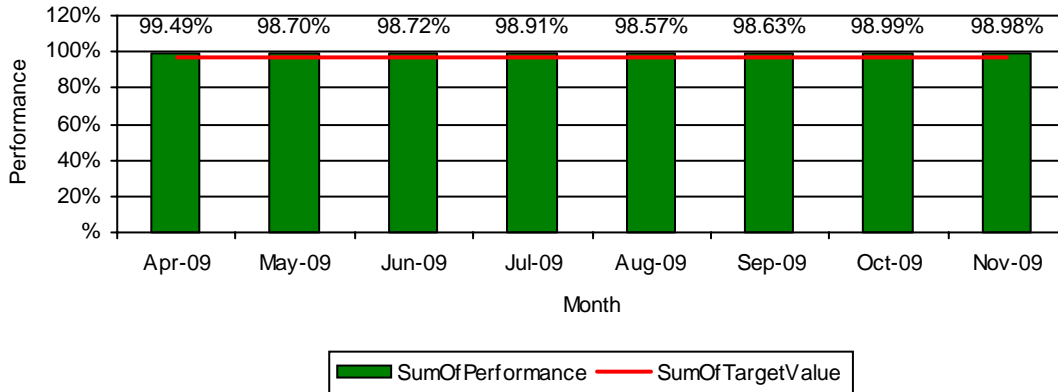
B: Urgent repairs completed in 3 working days\*\*

...


**Comment** by **Eamonn, Bolt** on **14/12/2009**

This Performance indicator is currently meeting its target. We will continue to monitor and maintain taking appropriate actions where necessary.

**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> 98.98%		<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	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%

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

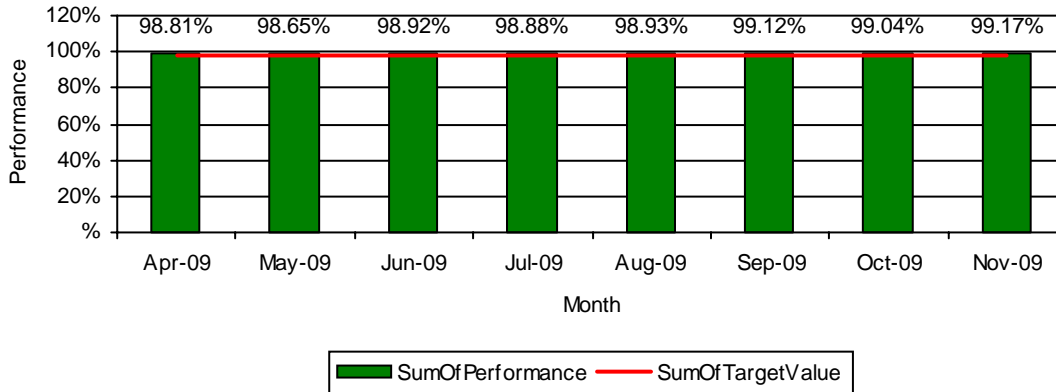
C: Routine repairs completed in 21 working days

...

**Comment** by **Eamonn, Bolt** on **14/12/2009**

This Performance indicator is currently meeting its target. We will continue to monitor and maintain taking appropriate actions where necessary.

**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> 99.17%		<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%
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%

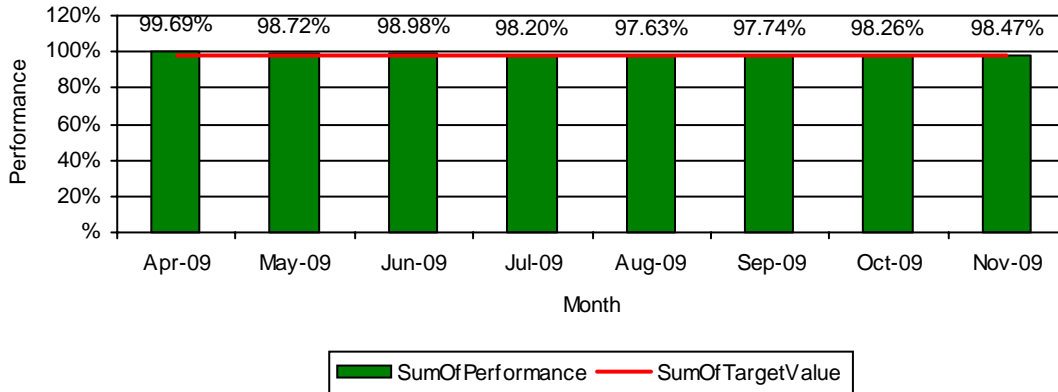
**Commentary and Actions for Current Period (if exists)**

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


**Comment** by **Eamonn, Bolt** on **14/12/2009**

This Performance indicator is currently meeting its target. We will continue to monitor and maintain taking appropriate actions where necessary.

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



**Current Performance Summary**

<b>Start of period</b> 99.69%		<b>End Target</b> 98.00%
<b>Current period</b> 98.47%		<b>Current Target</b> 98.00%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: green; color: black; padding: 2px;">Green</span>

Month Ending	Appointments kept	÷	Appointments made	=	Year to date Performance
30-Apr-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%

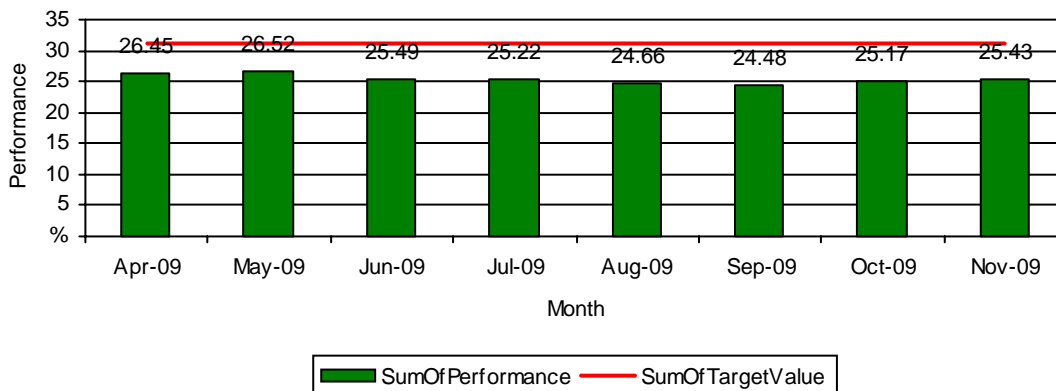
**Commentary and Actions for Current Period (if exists)**

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

**Comment** by **Eamonn, Bolt** on **14/12/2009**

This Performance indicator is currently meeting its target. We will continue to monitor and maintain taking appropriate actions where necessary.

**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> 25.43		<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
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

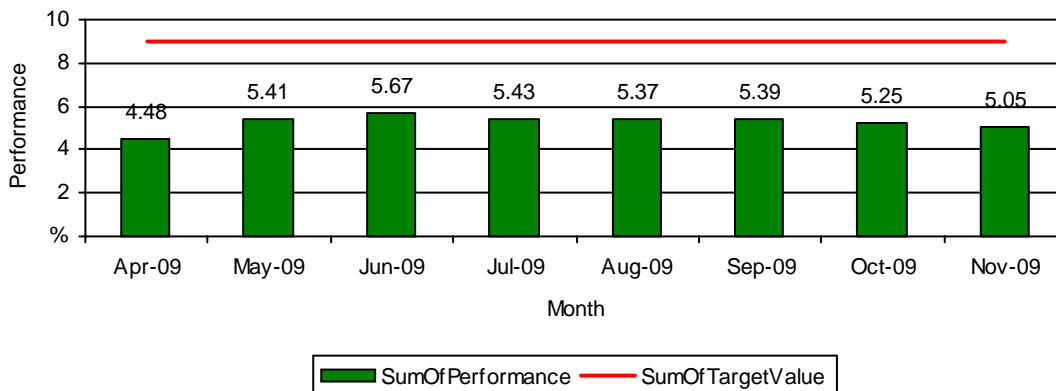
**Commentary and Actions for Current Period (if exists)**

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

**Comment** by **Eamonn, Bolt** on **14/12/2009**

This Performance indicator is currently meeting its target. We will continue to monitor and maintain taking appropriate actions where necessary.

**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> 5.05		<b>Current Target</b> 9.00
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: green; color: black; 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
31-Jul-09	31,731.00	÷	5,840.00	=	5.43
31-Aug-09	37,063.00	÷	6,896.00	=	5.37
30-Sep-09	47,664.00	÷	8,851.00	=	5.39
31-Oct-09	56,694.00	÷	10,789.00	=	5.25
30-Nov-09	60,945.00	÷	12,063.00	=	5.05

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

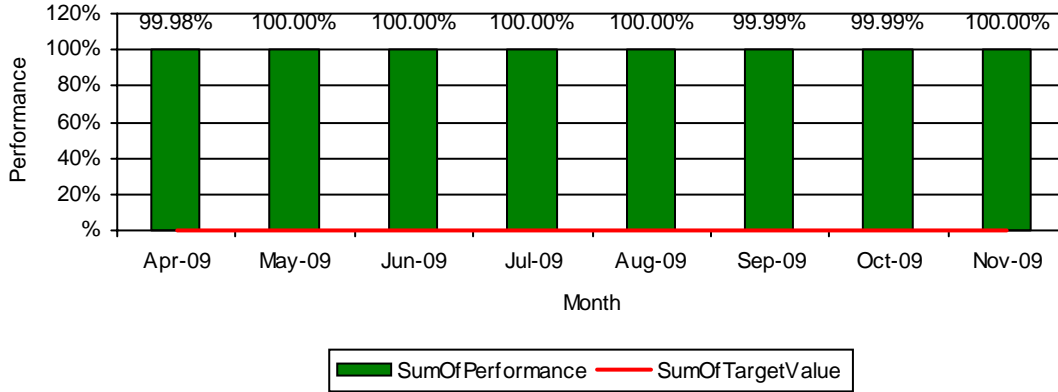
EX-BV73 The average time taken (calendar days) to complete non-urgent responsive repairs\*\*

...

**Comment** by **Eamonn, Bolt** on **14/12/2009**

This Performance indicator is currently meeting its target. We will continue to monitor and maintain taking appropriate actions where necessary.

**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%
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%

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

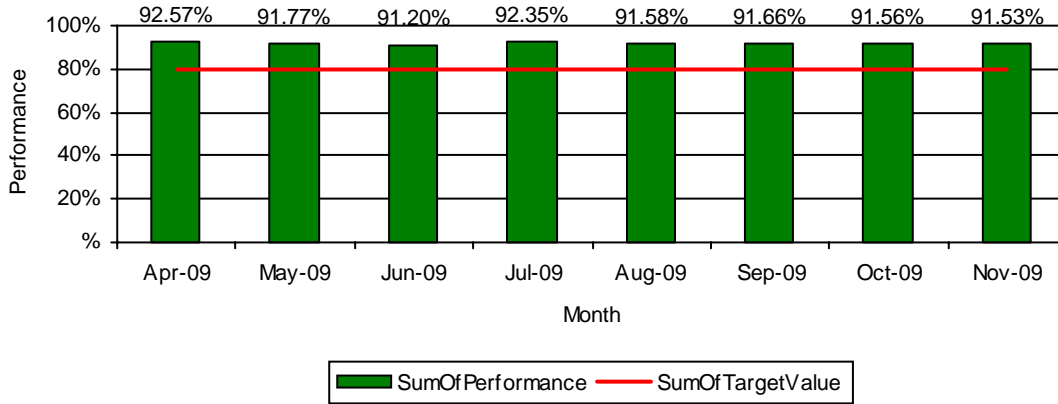
Number of annual gas checks completed as a % of those due\*

...


**Comment** by **Eamonn, Bolt** on **14/12/2009**

This Performance indicator is currently meeting its target. We will continue to monitor and maintain taking appropriate actions where necessary.

**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> 91.53%		<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%
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%

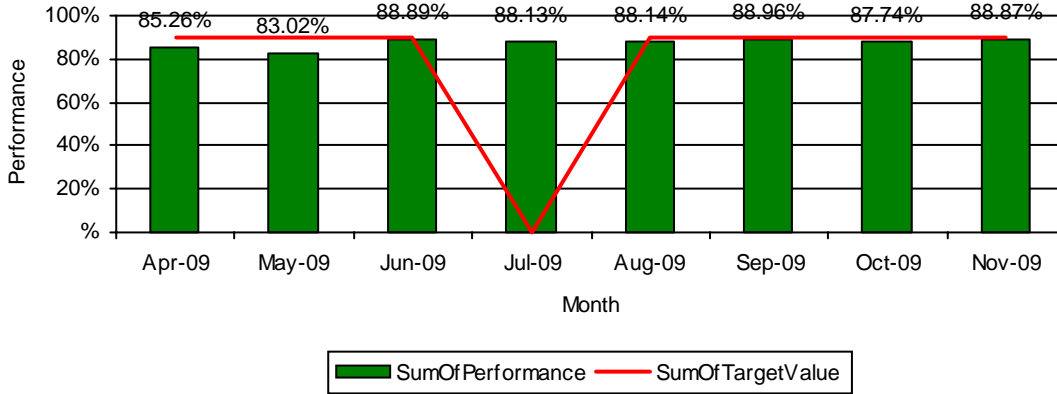
**Commentary and Actions for Current Period (if exists)**

Repairs completed "right first time" ...

**Comment** by **Eamonn, Bolt** on **14/12/2009**

This Performance indicator is currently meeting its target. We will continue to monitor and maintain taking appropriate actions where necessary.

**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> 88.87%		<b>Current Target</b> 90.00%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: red; color: black; padding: 2px;">Red</span>

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%

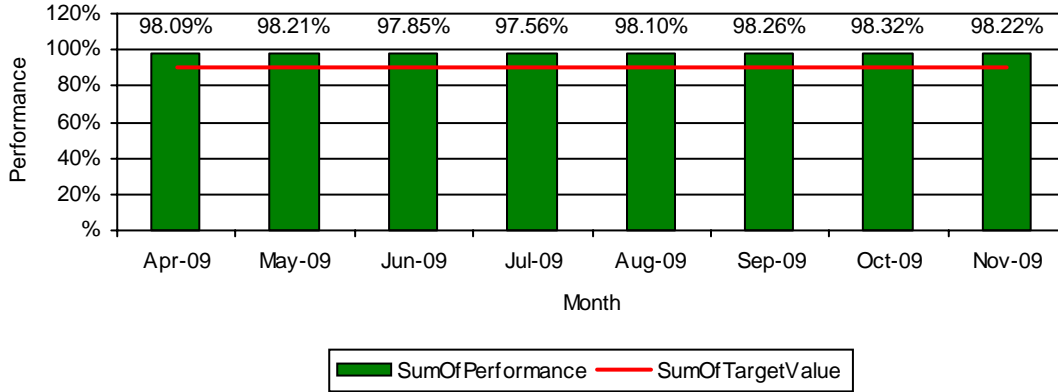
**Commentary and Actions for Current Period (if exists)**

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

**Comment** by **Eamonn, Bolt** on **14/12/2009**

YTD on this KPI is 88.87% and is therefore marginally below the target set (1.13%). It should be noted that there has been a significant in month improvement for November where the surveys recorded satisfaction at 93.54%. This is a significant uplift on the levels of satisfaction previously recorded. The Compliance team will analyse the underlying data to ensure it is consistent.

**Resident Satisfaction with major works - SO2E**

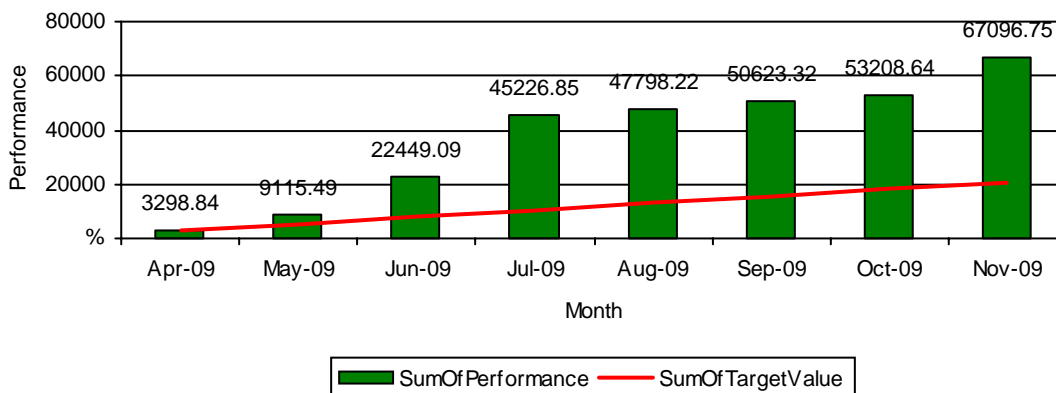


**Current Performance Summary**

<b>Start of period</b> 98.09%	↑	<b>End Target</b> 90.00%
<b>Current period</b> 98.22%		<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	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%

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



### Current Performance Summary

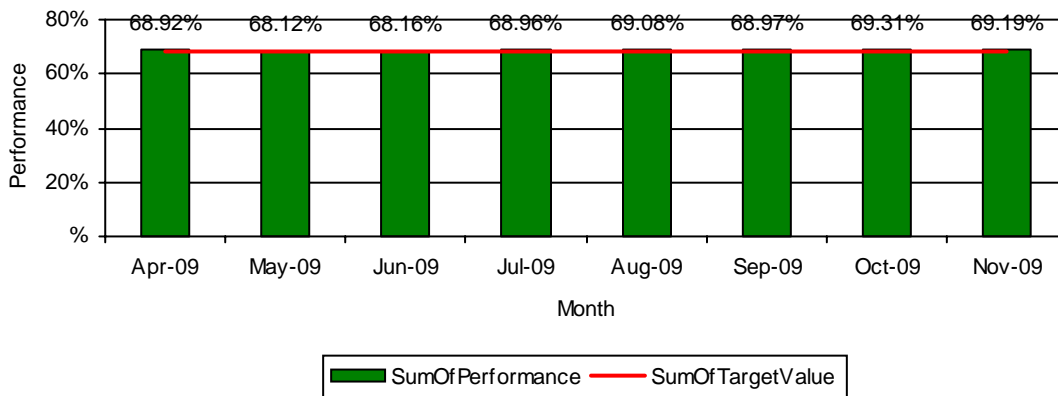
Start of period £3,298.84  
 Current period £67,096.75  
 Direction of travel Improving



End Target £31,300.00  
 Current Target £20,866.67  
 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

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



**Current Performance Summary**

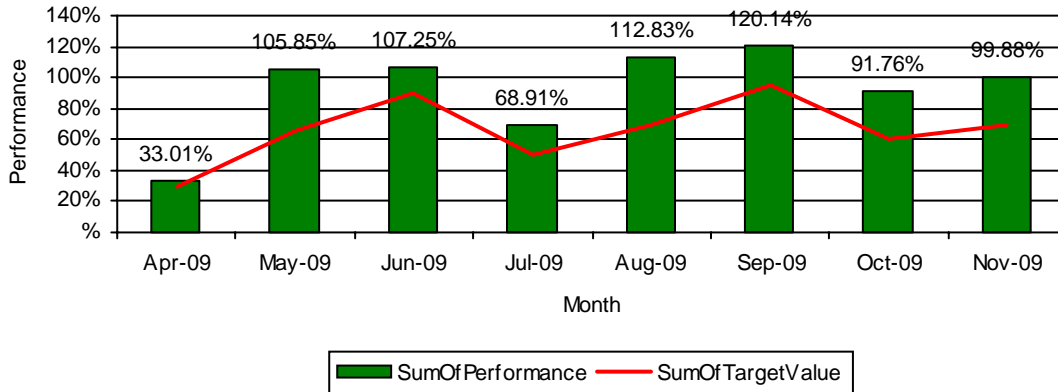
Start of period 68.92%  
 Current period 69.19%  
 Direction of travel Improving



End Target 68.00%  
 Current Target 68.00%  
 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%

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



**Current Performance Summary**

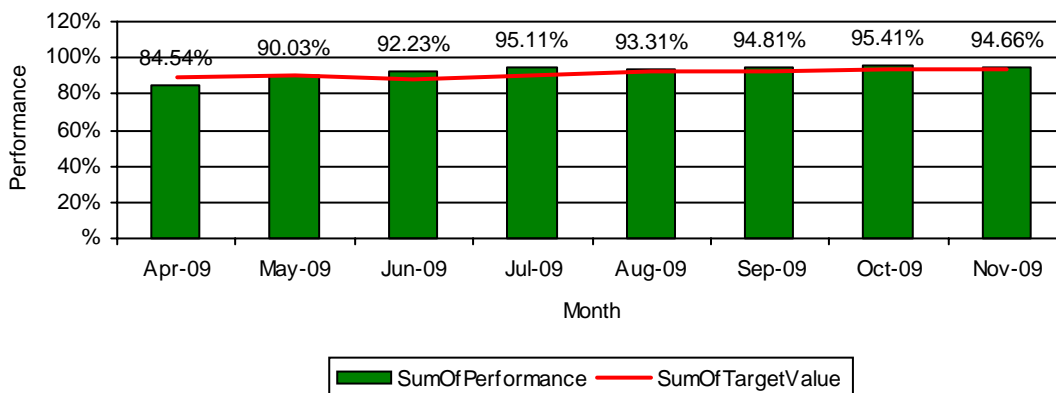
Start of period 33.01%  
 Current period 99.88%  
 Direction of travel Improving



End Target 100.00%  
 Current Target 70.00%  
 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%

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

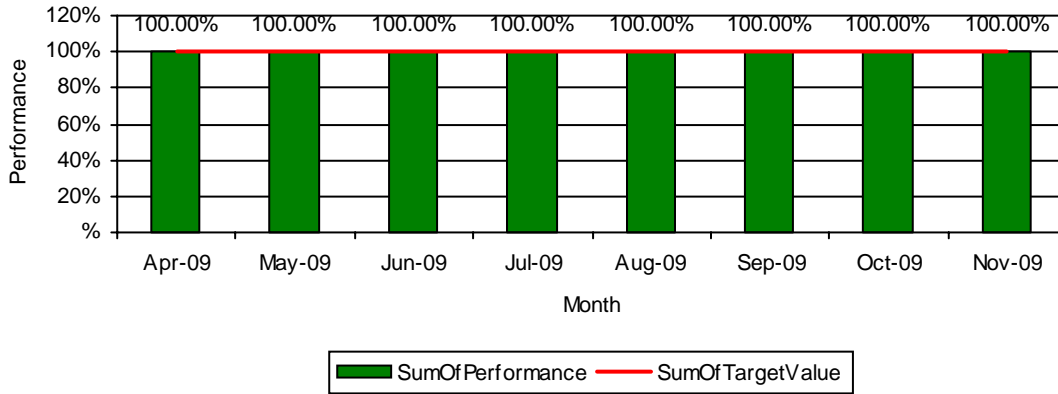


**Current Performance Summary**

<b>Start of period</b> 84.54%	↑	<b>End Target</b> 97.00%
<b>Current period</b> 94.66%		<b>Current Target</b> 93.88%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: green; color: black; 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%
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%

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

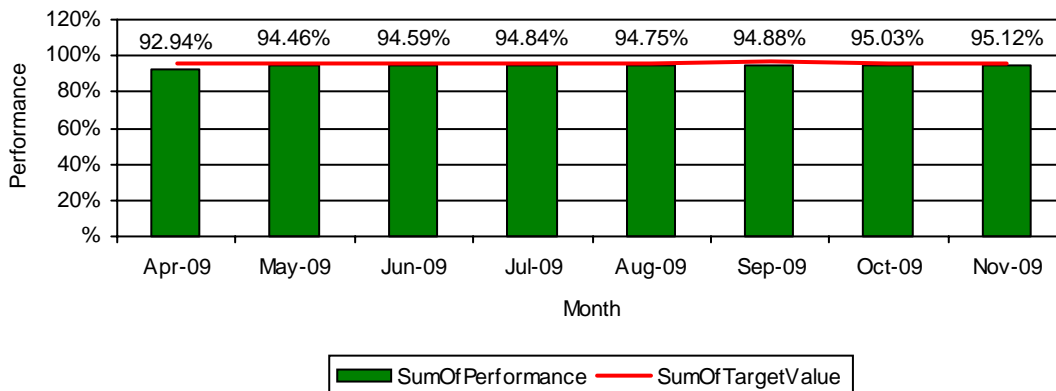


**Current Performance Summary**

<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	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%

**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> 95.12%		<b>Current Target</b> 95.89%
<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%
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%

**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 ...

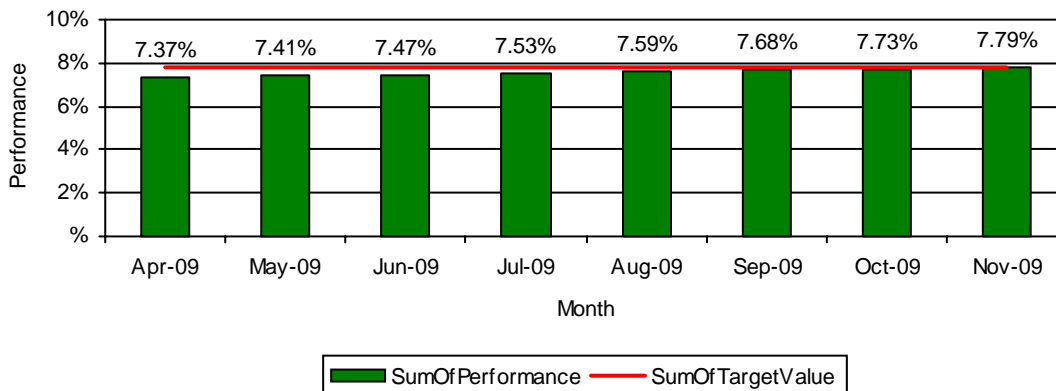
**Comment** by Janet, Wilson on 14/12/2009

Performance is up from previous period but stands at 0.77% below profile to reach year end target of 98.20% (unpooled).


**Action** by Janet, Wilson on 14/12/2009

Senior Officers are evaluating high end cases to move in to progress the worst arrears accounts.

**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> 7.79%		<b>Current Target</b> 7.80%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: green; color: black; 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%
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%

---

## 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 **Janet, Wilson** on **14/12/2009**

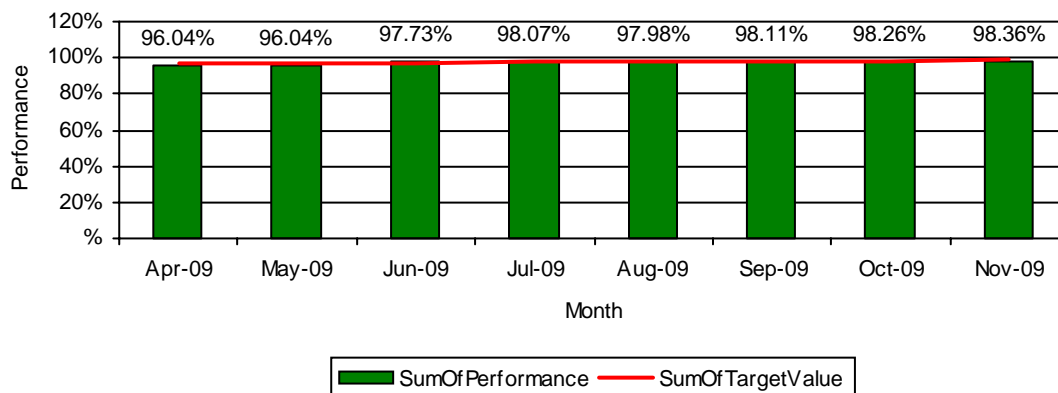
Performance is down from previous period but remains 0.01% ahead of target. Direct debit payers and other monthly payers will see a decline in 7 week cases in December when payments reflect rent free weeks.

On profile to exceed target by year end.

**Action** by **Janet, Wilson** on **14/12/2009**

The Christmas campaign is targeted to tenants between 5 and 15 weeks to prevent arrears reaching a significant level.

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



### Current Performance Summary

**Start of period** 96.04%  
**Current period** 98.36%  
**Direction of travel** Improving



**End Target** 100.25%  
**Current Target** 98.68%  
**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%

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

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

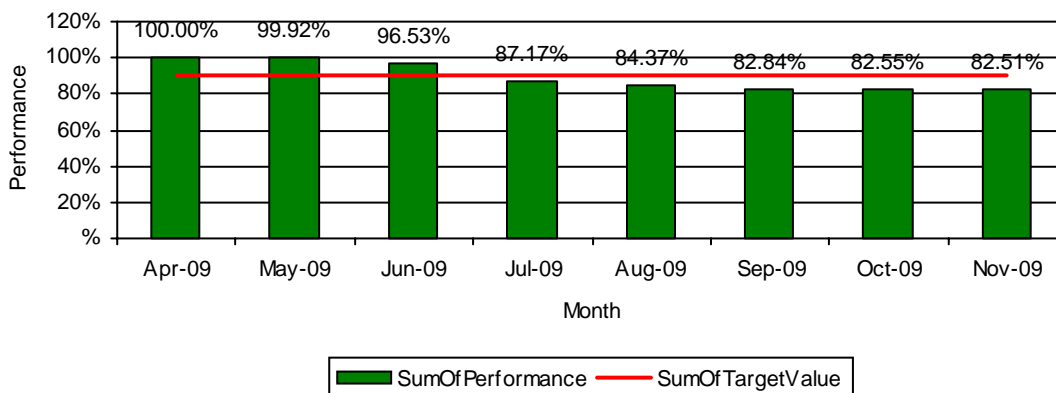
**Comment** by Janet, Wilson on 14/12/2009

Performance is up from previous period but stands at 0.32% below profile to hit year end target of 100.25%


**Action** by Janet, Wilson on 14/12/2009

Re-evaluation of existing arrears repayments will be conducted throughout December and January to increase the rate of repayments on existing arrears cases.

**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> 82.51%		<b>Current Target</b> 90.00%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: red; color: black; padding: 2px;">Red</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%
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%

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

Grounds maintenance - is an area acceptable or unacceptable ...

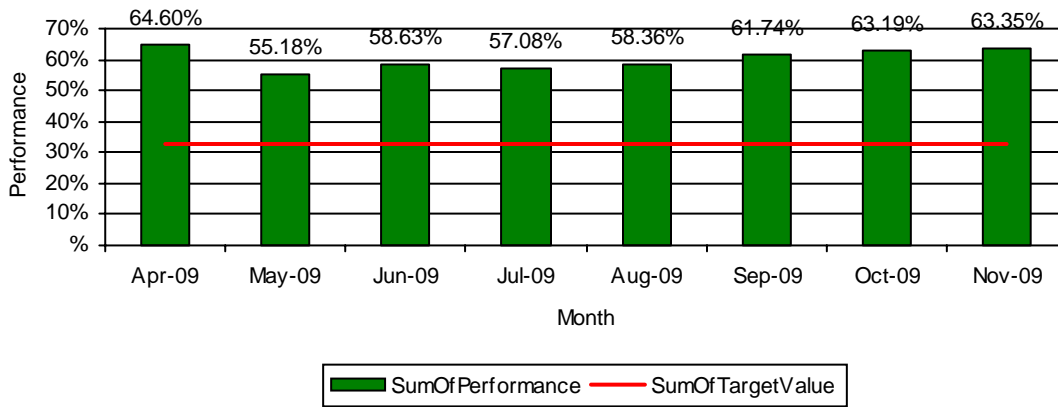
**Comment** by Janet, Wilson on 14/12/2009

Performance continues to be below target.


**Action** by Janet, Wilson on 14/12/2009

Estate supervisors to be provided with guidance notes on what is considered acceptable. Analysis has shown poor standard being reported in only one geographical area. This is being investigated further.

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

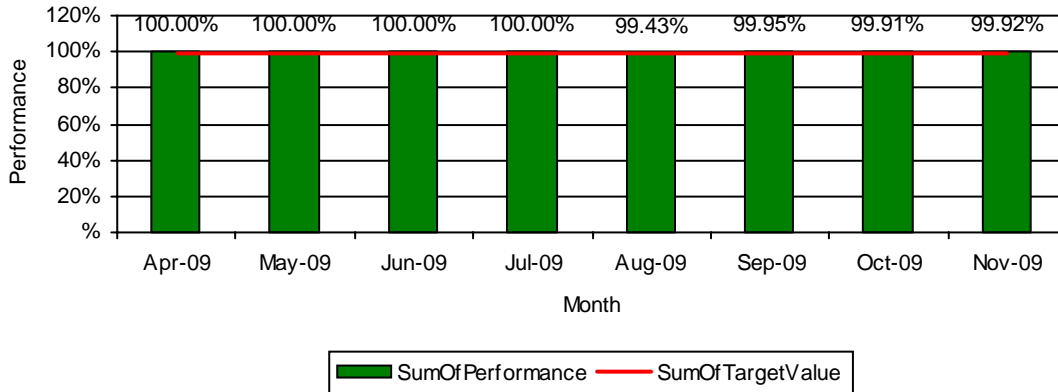


**Current Performance Summary**


<b>Start of period</b> 64.60%		<b>End Target</b> 33.00%
<b>Current period</b> 63.35%		<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%
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%

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

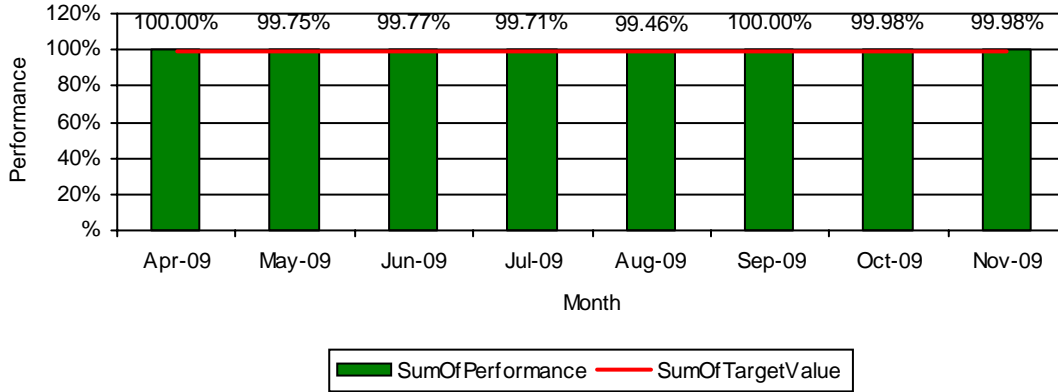


**Current Performance Summary**


<b>Start of period</b> 100.00%		<b>End Target</b> 99.00%
<b>Current period</b> 99.92%		<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 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%

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

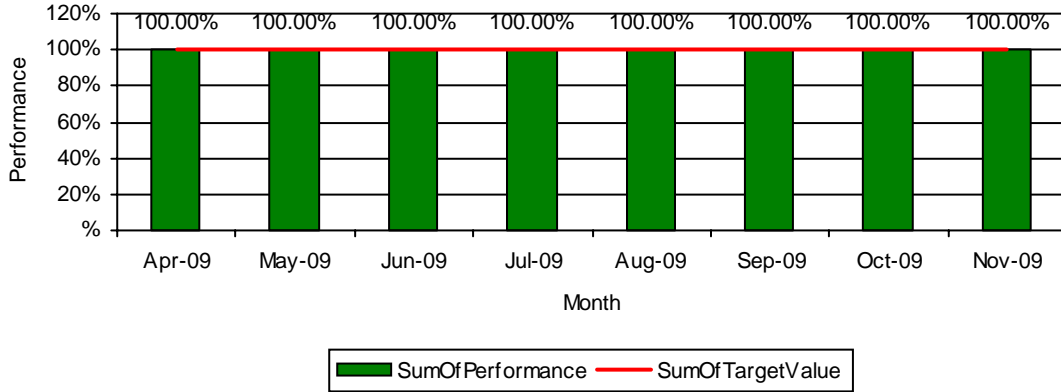


**Current Performance Summary**

<b>Start of period</b> 100.00%		<b>End Target</b> 99.00%
<b>Current period</b> 99.98%		<b>Current Target</b> 99.00%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: #00FF00; padding: 2px;">Green</span>

Month Ending	Inspections carried out	÷	Inspections planned	=	Year to date Performance
30-Apr-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%

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

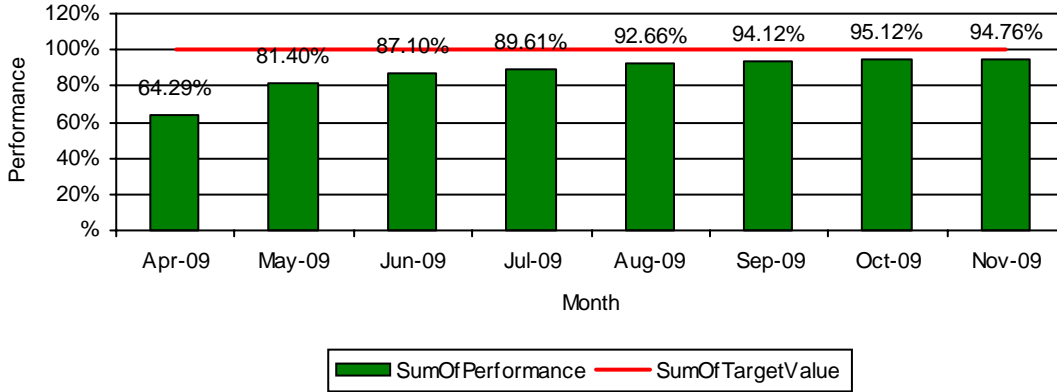


**Current Performance Summary**

<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: #00FF00; 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%
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%

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



**Current Performance Summary**

<b>Start of period</b> 64.29%	↑	<b>End Target</b> 100.00%
<b>Current period</b> 94.76%		<b>Current Target</b> 100.00%
<b>Direction of travel</b> Improving		<b>Status</b> <span style="background-color: red; color: black; padding: 2px;">Red</span>

Month Ending	Answered on time	÷	Enquiries due	=	Year to date Performance
30-Apr-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%

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

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

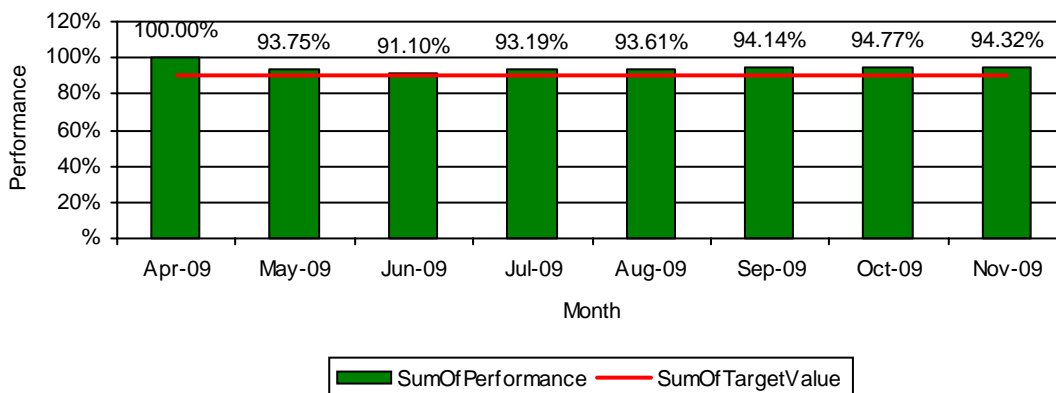
**Comment** by Patricia, Coghiel on 04/12/2009

The cumulative target has not been met for the month of November.


**Action** by Patricia, Coghiel on 04/12/2009

Responses will be monitored very closely. Responses not received before the target date will be escalated to the relevant Director for action.

**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> 94.32%		<b>Current Target</b> 90.00%
<b>Direction of travel</b> Declining		<b>Status</b> <span style="background-color: #00FF00; padding: 2px;">Green</span>

Month Ending	Answered on time	÷	Answered in month	=	Year to date Performance
30-Apr-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%

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

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

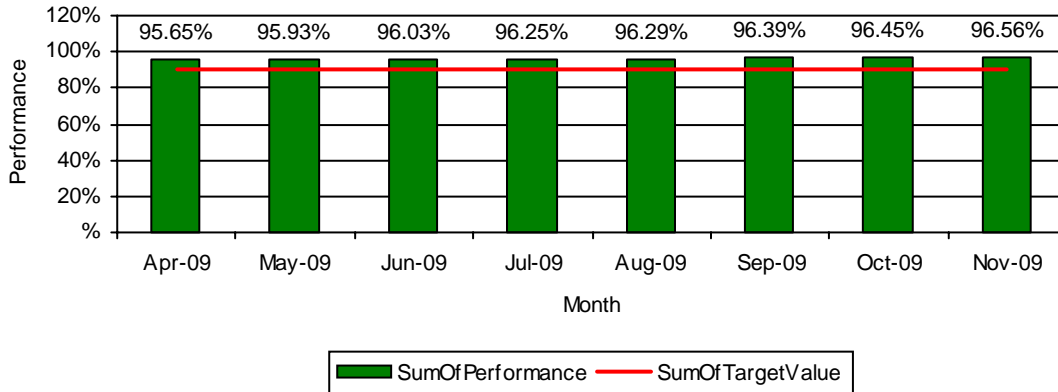
**Comment** by **Patricia, Coghiel** on **04/12/2009**

The performance target of 90% has been achieved for this month. However, the cumulative performance was slightly down in November.

**Action** by **Patricia, Coghiel** on **04/12/2009**

The timeliness of responses will be monitored more closely. Responses that have not been received at least three days before the target date will be escalated to the relevant Director.

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

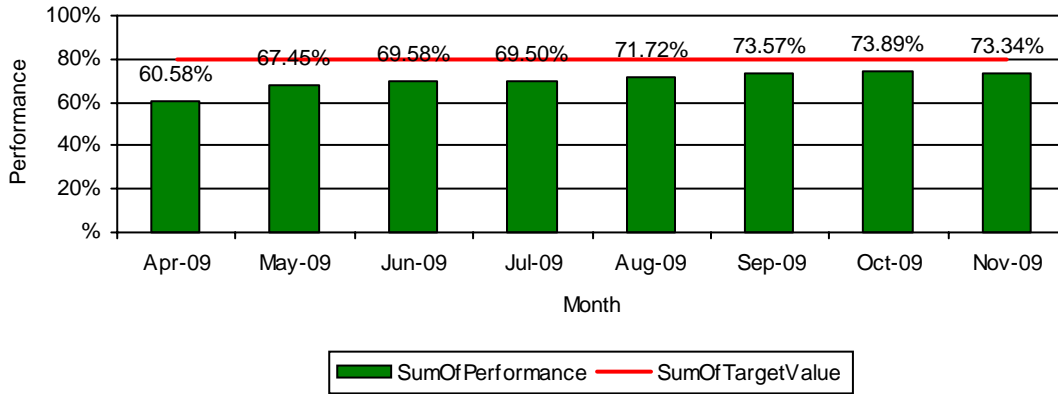


**Current Performance Summary**

<b>Start of period</b> 95.65%	↑	<b>End Target</b> 90.00%
<b>Current period</b> 96.56%		<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%
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%

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



**Current Performance Summary**

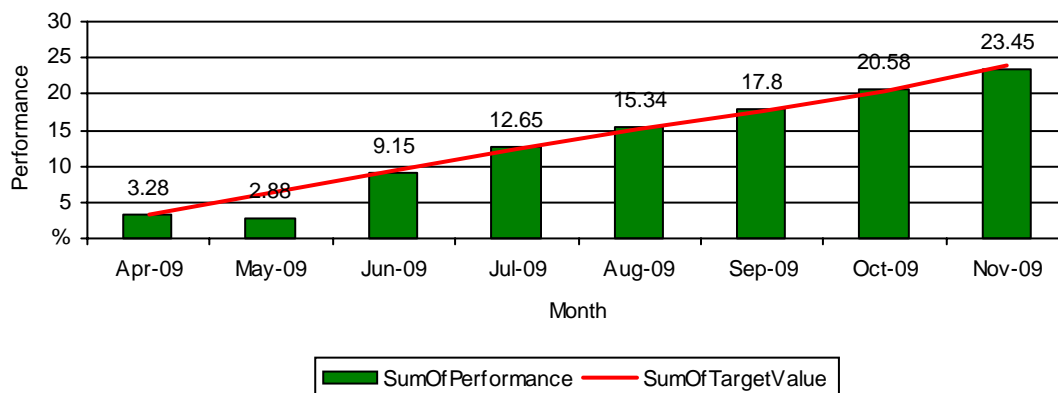
Start of period 60.58%  
 Current period 73.34%  
 Direction of travel Improving



End Target 80.00%  
 Current Target 80.00%  
 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%

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



### Current Performance Summary

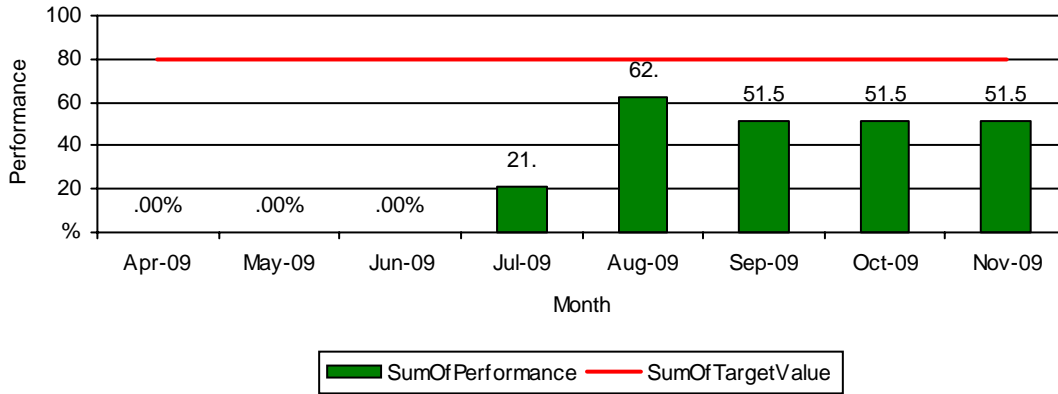
Start of period £3.28  
 Current period £23.45  
 Direction of travel Declining




End Target £34.06  
 Current Target £23.91  
 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

**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> 51.50		<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 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