

Performance Report to Tenants' Panel 19th October 2009 – 2nd Quarter 2009-10

	Indicator	2008/ 09	2009/10 target	1st quarter	2 nd Quarter	Commentary
NI 158 LAW	% decent council homes	97%	97%	97%	97%	The council has met the government target for decent homes as this figure is within the 5% "tolerance" permitted in the definition. National upper quartile 2007/08 – 93%
NI 160	Local authority tenants' satisfaction with landlord services (ex BV74a)	77.50 %	80%	77.54	79.62	This figure for quarter 2 is from the survey just carried out this year. The 1 st quarter figure is from the 2008 survey. National upper quartile 2007/08 – 84.9%
Local PI (ex BV63)	Energy Efficiency - The average SAP rating of Local Authority owned dwellings	67.12	68.30	67.12	67.12	Seeking to further improve National upper quartile 2007/08 – 72.8 , (however we believe many councils are still using an old definition and our performance may be within upper quartile when they update their figures as we have done. Using the old definition our rating was 74.0)
Local PI (ex BV66a)	Local Authority rent collection and arrears: Proportion of rent collected	98.04 %	99.00%	93.44%	96.77%	The figure always improves as the year goes on. National upper quartile 2007/08 –99%
Local PI (ex BV66b)	Number of Local Authority tenants more than 7 weeks in arrears as a percentage of the total number of tenants	4.38 %	4.40%	5.37%	15.42%	Affected by the current recession. National upper quartile 2007/08 –3.3% when last reported.

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		2008/ 09	2009/10 target	1st quarter	2 nd Quarter	Commentary
Local PI (ex BV66c)	Percentage of Local Authority tenants in arrears who have had notices seeking possessions served.	6.97 %	5.00%	1.80%	4%	There is discussion about how useful this measure is but it always increases over the year as is a cumulative total. National upper quartile 2007/08 –14%
Local PI (ex BV66d)	Percentage of Local Authority Tenants who have been evicted as a result of rent arrears.	0.19 %	0.10%	0.02%	0.04%	We aim to keep evictions as a last resort. National upper quartile 2007/08 –0.1%
Local PI (ex BV 66b)	Local Authority rent collection and arrears: rent arrears of current tenants as a proportion of the authority's rent roll	1.84 %	<2.00%	1.96%	2.38%	Affected by the current recession.
Local PI (ex BV72)	The percentage of urgent repairs completed within Government time limits	95.49 %	95.00%	98.60%	97.36%	A good performance.
Local PI (ex BV74a)	Satisfaction of tenants of council housing with the overall service provided by their landlord. i) All Tenants	77.54 %	80.00%	77.54%	79.62%	This figure for quarter 2 is from the survey just carried out this year. The 1 st quarter figure is from the 2008 survey. National upper quartile 2007/08 – 84.9%

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		2008/ 09	2009/10 target	1st quarter	2 nd Quarter	Commentary
Local PI (ex BV74b)	Satisfaction of tenants of council housing with the overall service provided by their landlord. ii) black and minority ethnic tenants	57.89 %	80.00%	57.89%	33.33%	This figure for quarter 2 is from the survey just carried out this year. The 1 st quarter figure is from the 2008 survey. Performance figure affected by small sample. National upper quartile 2007/08 – 85.2%
Local PI (ex BV 74c)	Satisfaction of tenants of council housing with the overall service provided by their landlord. iii) non-black minority ethnic tenants	75.00 %	80.00%	75.00%	80%	This figure for quarter 2 is from the survey just carried out this year. The 1 st quarter figure is from the 2008 survey. Performance figure affected by small sample. Performance figure affected by small sample. National upper quartile 2007/08 – 84.9%
Local PI (ex BV75a)	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord i) All Tenants	50.96 %	80.00%	50.96%	55.25%	This figure for quarter 2 is from the survey just carried out this year. The 1 st quarter figure is from the 2008 survey. Aiming to approve through the recently approved new strategy on Tenant Participation, and the improvement is significant enough to suggest we <i>may</i> already be making progress. National upper quartile 2007/08 – 71.0

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		2008/ 09	2009/10 target	1st quarter	2 nd Quarter	Commentary
Local PI (ex BV75b)	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord ii) black and minority ethnic tenants	52.63 %	80.00%	52.63%	50%	This figure for quarter 2 is from the survey just carried out this year. The 1 st quarter figure is from the 2008 survey. Performance figure affected by small sample. Performance figure affected by small sample. National upper quartile 2007/08 – 75%
Local PI (ex BV75c)	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord iii) non-black minority ethnic tenants	100.0 0%	80.00%	100.0%	50%	This figure for quarter 2 is from the survey just carried out this year. The 1 st quarter figure is from the 2008 survey. Performance figure affected by small sample. Performance figure affected by small sample. National upper quartile 2007/08 – 71%

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Local PI (ex BV164)	Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in Tackling Racial Harassment: Code of Practice for Social Landlords ?	yes	To comply	yes	Yes	We aim to remain complaint.
Local PI (ex BV184a)	The proportion of LA homes which were non-decent	3.25 %	1%	3.25%	3.25%	Aiming to achieve 100% decency over the next 3 years. National upper quartile 2007/08 – 7.0%

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Local PI (ex BV184b)	The percentage change in proportion of the non-decent LA homes between 1st April 2007 and 1st April 2008	- 45.83 %	0%	-45.83	-45.83	Aiming to achieve 100% decency over the next 3 years. National upper quartile 2007/08 – 38.3%
Local PI (ex BV211a)	The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings	55.78 %	60%	36.71%	65.35%	This is a good balance between planned and responsive repairs.
Local PI (ex BV211b)	The proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings	16.95 %	<20.00%	9.56%	16%	Still ahead of target but need to ensure that jobs are only treated as emergencies if genuine to keep costs down.

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Local PI (ex BV212)	Average time taken to re-let local authority housing (days)	30.0 days	<30	36.32	44.76	Affected by Choice Based Lettings and some sheltered housing becoming difficult to let.
Local PI (ex BV507)	Tenant's satisfaction with repairs service	96.19 %	96.00%	96.03%	96.19%	Continued good performance