

Ian Philp

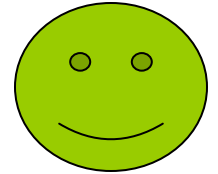
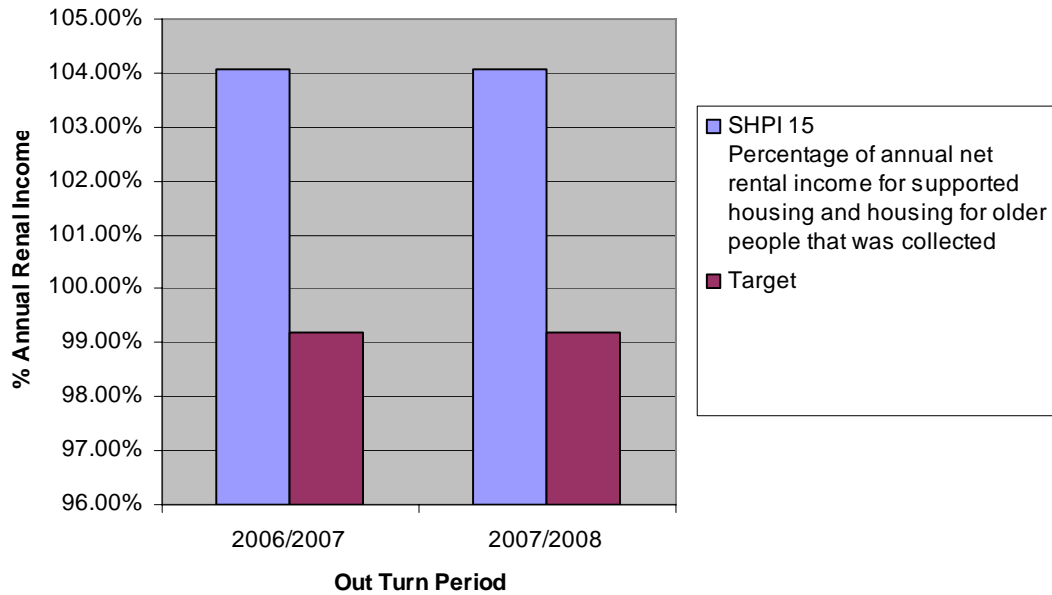
Comments about Performance:

The rent debit figure for quarter 3 was lower than previous quarters as there were two rent free weeks in December 2007. This helped to enhance the % of income collection against rent debit for quarter 3 compared with quarters 1 and 2.

With the year end drive to reduce rent arrears through the implementation of the year end Campaign Plan, we have improved on the 06-07 out-turn figure to report a top quartile figure for income collection at the end of the 07-08 year.

Corrective Action:

SHPI % of Annual Net Rental Income Collected for Supported Housing



Ian Philp

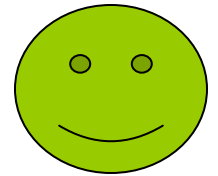
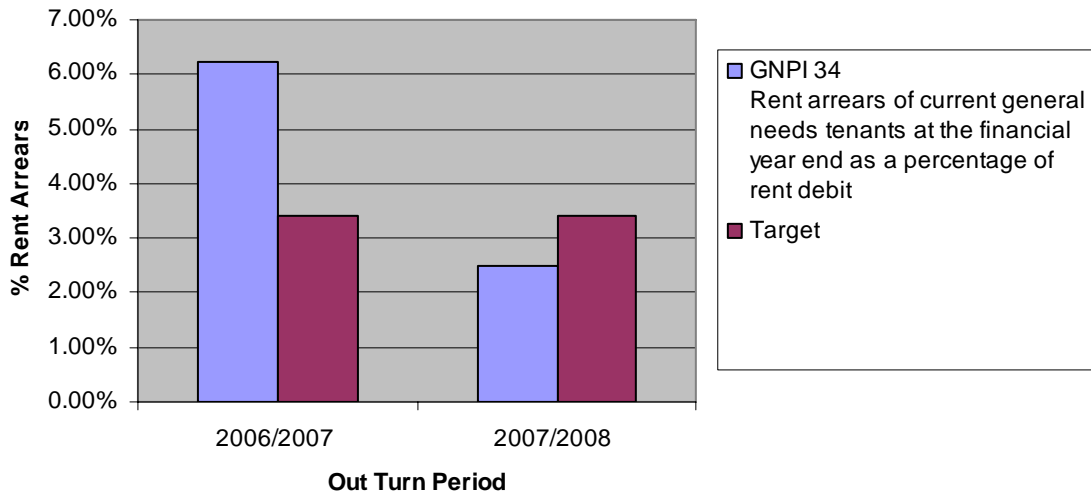
Comments about Performance:

The rent debit figure for quarter 3 was lower than previous quarters as there were two rent free weeks in December 2007. This helped to enhance the % of income collection against rent debit for quarter 3 compared with quarters 1 and 2.

With the year end drive to reduce rent arrears through the implementation of the year end Campaign Plan, we have matched the 06-07 out-turn figure for supported housing but improved on the out-turn figure for income collection overall to report a top quartile figure for income collection at the end of the 07-08 year.

Corrective Action:

GNPI 34 Rent Arrears of current General Needs Tenants at the financial year as a % of rent debit



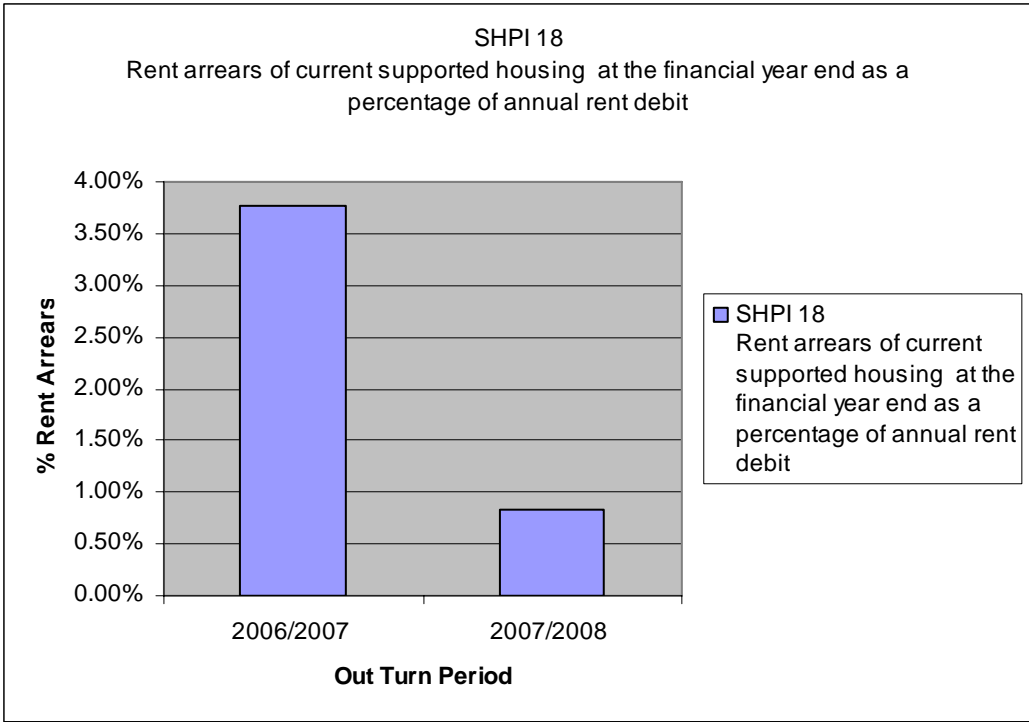
Ian Philp

Comments about Performance:

Performance is better viewed for the whole housing stock.

This is second quartile performance when benchmarked with both the Midlands and LSVT benchmarking clubs.

Corrective Action:



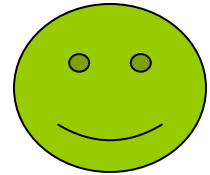
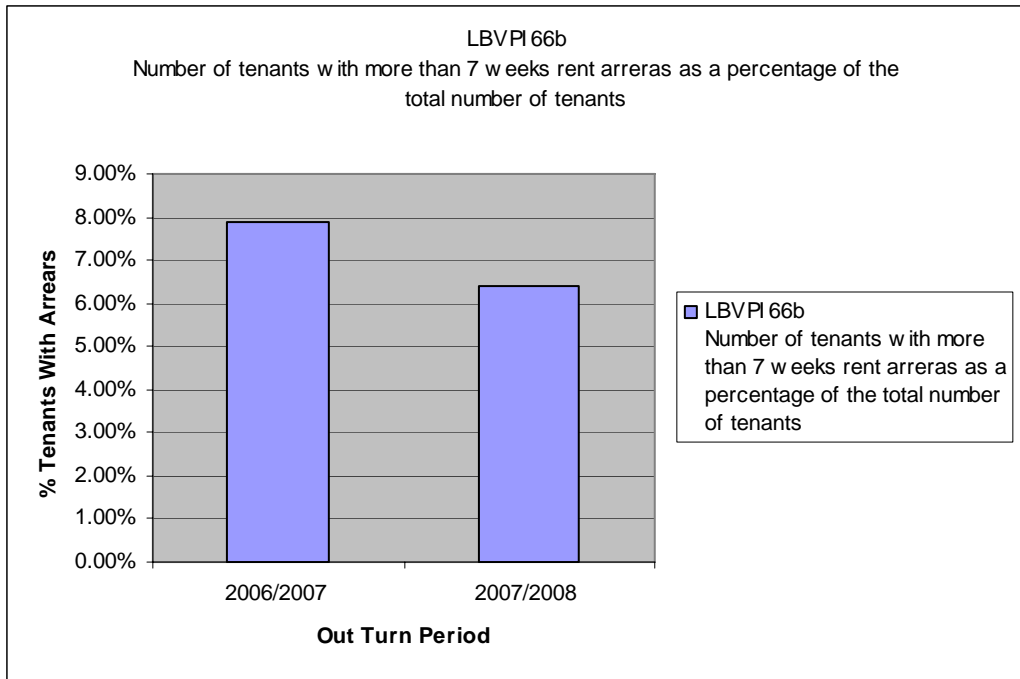
Ian Philp

Comments about Performance:

See comments above for the overall performance.

Performance is better viewed for the whole housing stock.

Corrective Action



Ian Philp

Comments about Performance:

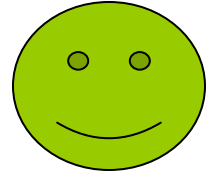
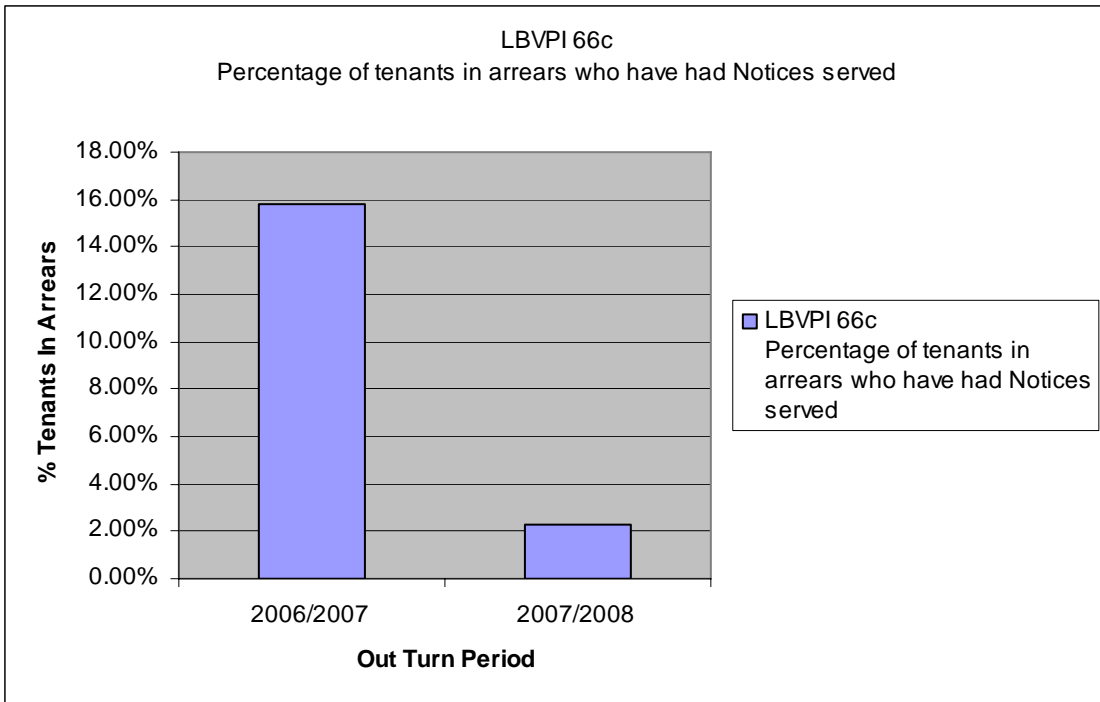
This is an old Best Value Indicator used by Councils that was intended to report on a yearly basis. It is no longer a national best value indicator.

The way that S&RH receive Housing Benefit payments from the Council every 4 weeks in arrears will affect the number of tenants showing in arrears.

If the reporting date is before the large 4 weekly HB payment comes in, then the % figure for this indicator will be higher.

This is lower quartile performance when compared with the Midlands benchmarking club but second quartile performance when compared to the LSVT benchmarking club.

Corrective Action



Ian Philp

Comments about Performance:

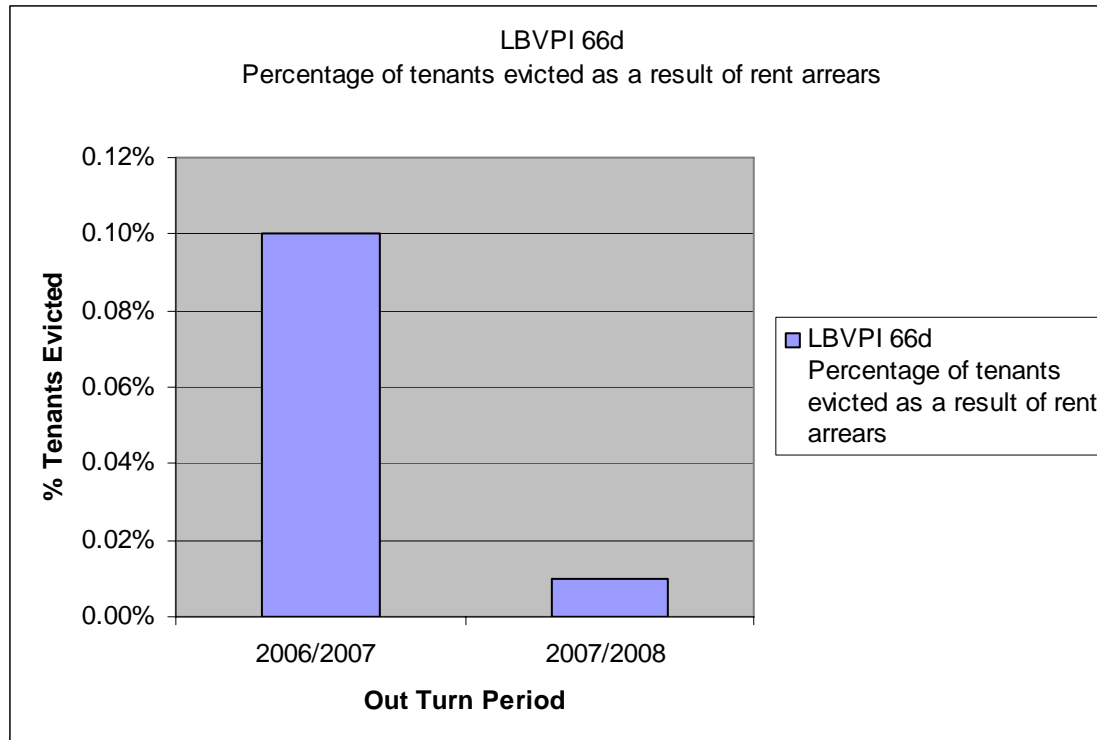
This is an old Best Value Indicator used by Councils that was intended to report on a yearly basis. It is no longer a national best value indicator.

Following Stock Transfer in February 2006, many tenants in arrears who had Notices served prior to transfer had notices re-issued under the new assured tenancies before the end of March. These are then re-issued every 12 months if the tenant is still in arrears.

Due to this historical position, more Notices tend to be re-issued in quarter 4 than any other quarter.

This is upper quartile performance when benchmarked with both the Midlands and LSVT benchmarking clubs

Corrective Action



Ian Philp

Comments about Performance:

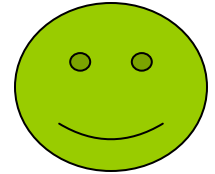
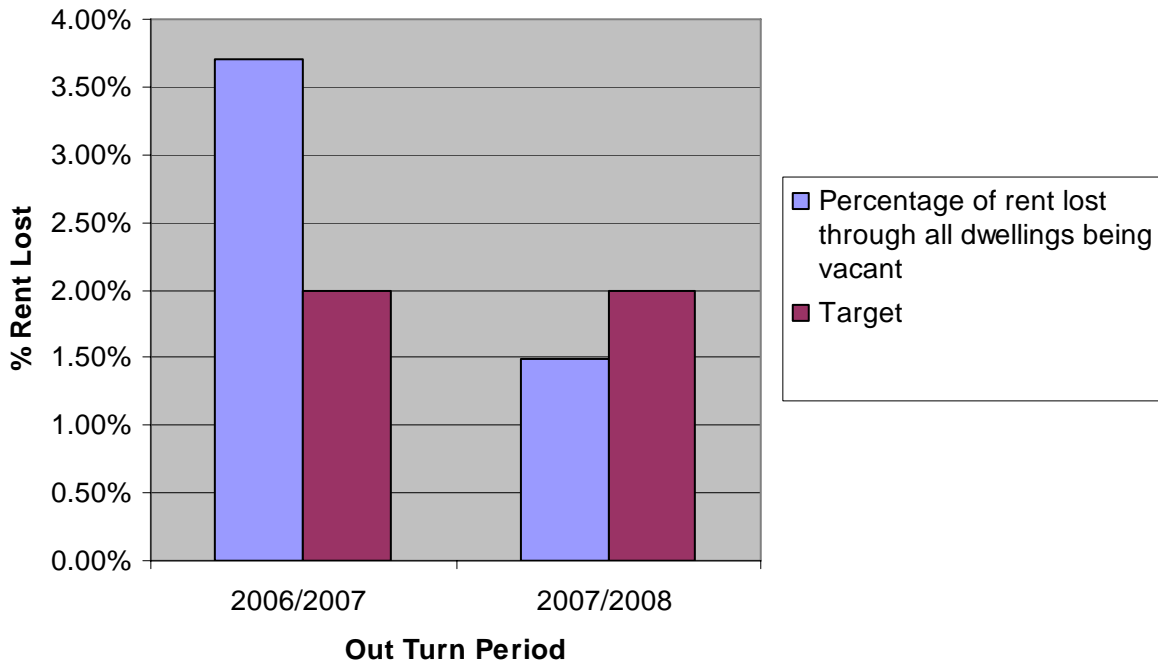
This is an old Best Value Indicator used by Councils that was intended to report on a yearly basis. It is no longer a national best value indicator.

As part of our prevention work on rent arrears management, we continue to work towards a reduction in the number of tenants evicted for non-payment of rent. Evictions are only carried out as a last resort and after all other avenues have been fully explored.

This is upper quartile performance when benchmarked with both the Midlands and LSVT benchmarking clubs.

Corrective Action

% Rent Lost Through All Dwellings Being Vacant



Ian Philp

Comments about Performance:

The overall performance for both general needs and supported housing is better than SARH's internal target.

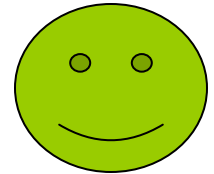
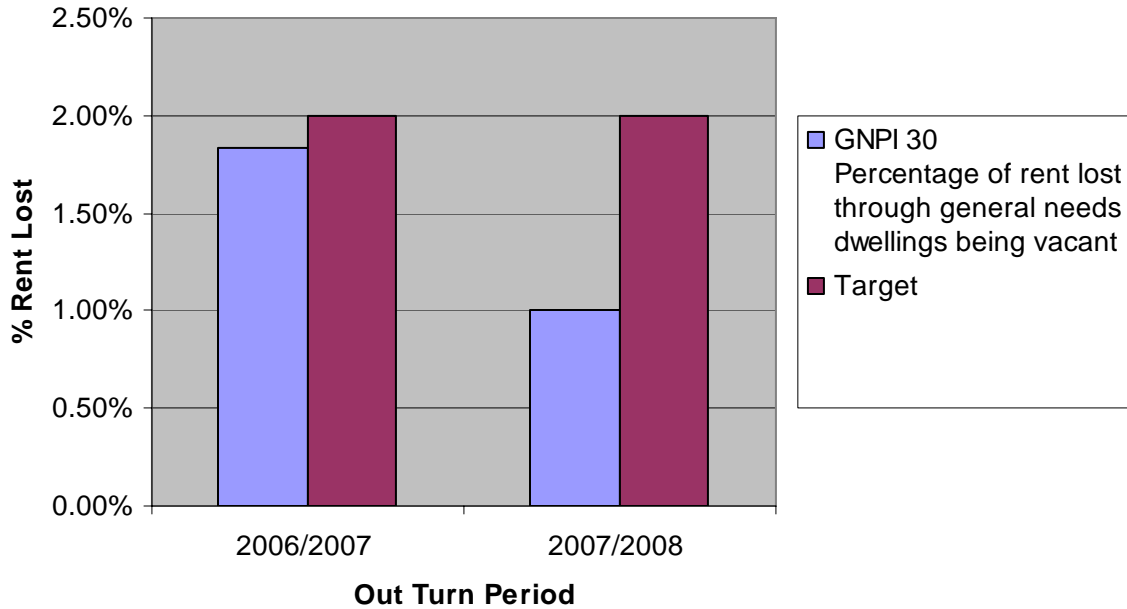
Following Stock Transfer, S&RH's Business Plan assumption for void loss was 4%.

Owing to the improved performance in this area, we set a more challenging target of 2% for this year to ensure continuous improvement.

The revised target has been exceeded

Corrective Action

GNPI 30 % Rent Lost Through General Needs Properties Being Vacant



Ian Philp

Comments about Performance:

The overall performance for both general needs and supported housing is better than SARH's internal target.

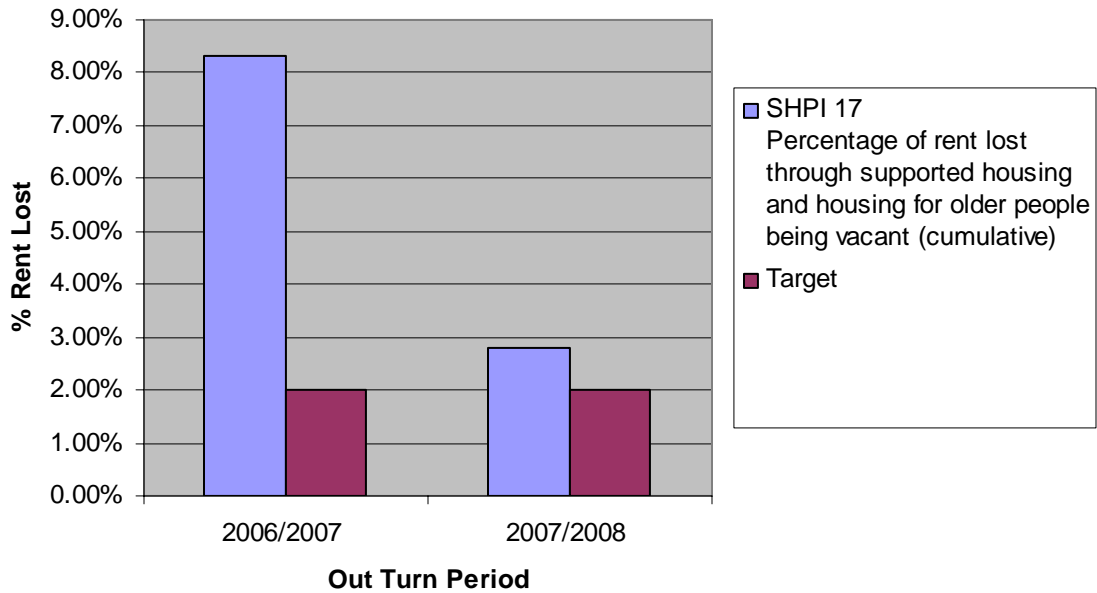
Following Stock Transfer, S&RH's Business Plan assumption for void loss was 4%.

Owing to the improved performance in this area, we set a more challenging target of 2% for this year to ensure continuous improvement.

The revised target has been exceeded

Corrective Action

SHPI 17 % Of Rent Lost Through Supported Housing Being Vacant



Ian Philp

Comments about Performance:

See comments above for the overall performance.

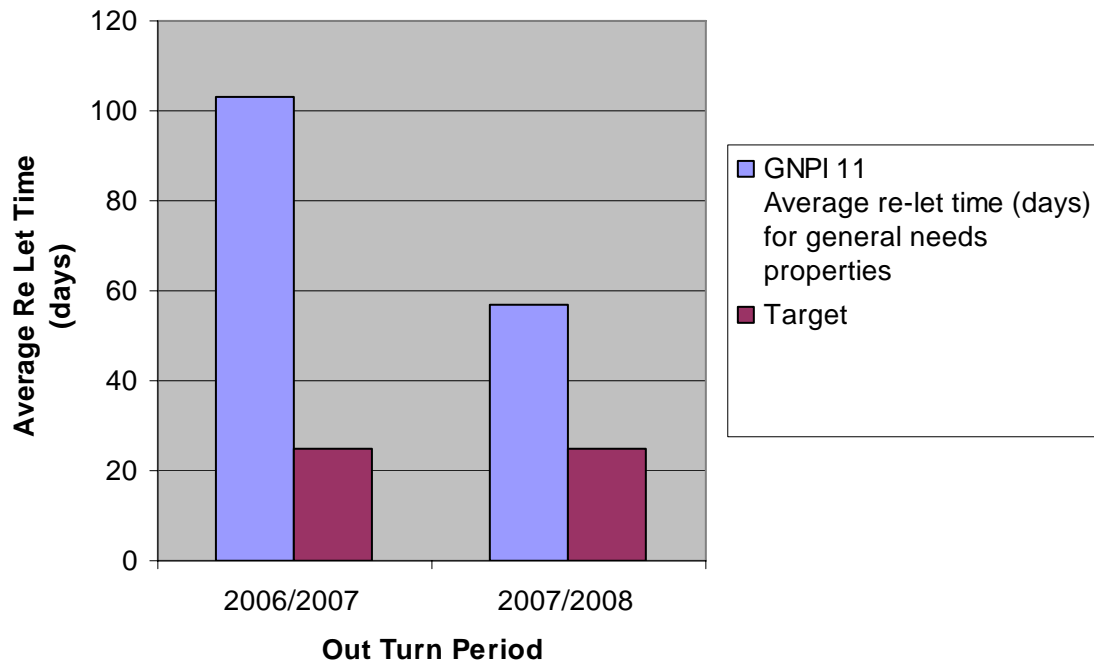
At the end of March 2008, 38 out of 75 voids were for supported housing.

This indicator will be affected over the next few years by the planned refurbishment at 1 or 2 supported housing schemes – 26 out of 38 supported housing vacancies are at the 2 affected sheltered schemes.

As these properties will not be available for letting in the long-term, we are looking at the scope for removing such properties from the rent debit while major refurbishment works are in progress.

Corrective Action

GNPI 11 Average Re Let Time For General Needs Properties



Ian Philp

Comments about Performance:

This figure has been distorted by the historical position due to a high number of long term voids. When a long term void is let, it distorts the average relet figure.

Performance is improving with a reduction in this year to date figure over the last 4 quarterly figures as follows:

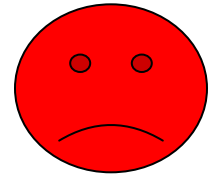
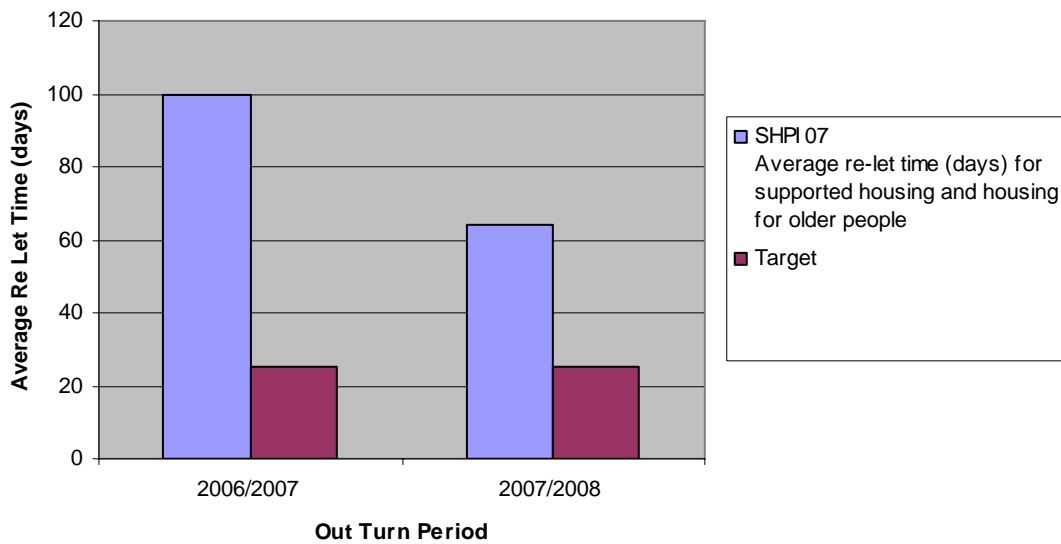
Q1: 125 days
Q2: 85 days
Q3: 66 days
Q4: 57 days

Corrective Action

What this indicator does not do is to distinguish between those voids now let through the Lean 5 day's process and those voids requiring major works which will remain empty for much longer periods.

A new suite of local performance indicators for different categories of voids has now been developed and these will be available for reporting purposes from the new financial year.

SHPI 07 Average Re Let Time for Supported Housing



Ian Philp

Comments about Performance:

This figure has been distorted by the historical position due to a high number of long term voids. When a long term void is let, it distorts the average relet figure.

Performance is improving with a reduction in this year to date figure over the last 3 quarterly figures as follows:

Q1: 61 days
Q2: 80 days
Q3: 79 days
Q4: 64 days

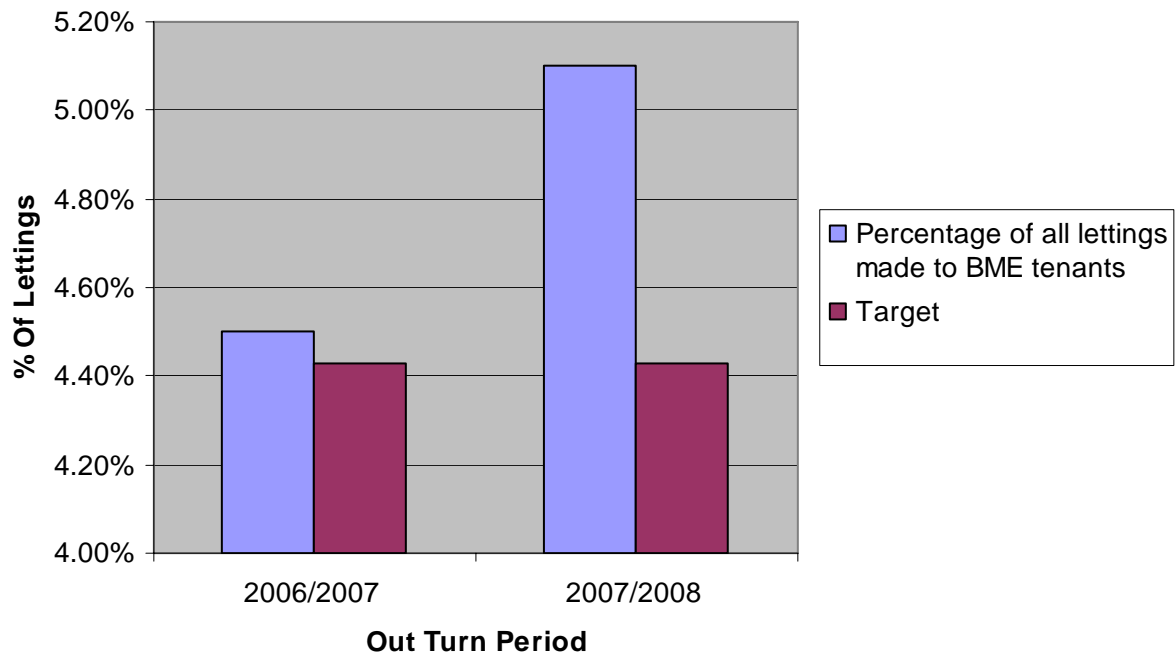
This is lower quartile performance when benchmarked with both the Midlands and LSVT benchmarking clubs

Corrective Action

What this indicator does not do is to distinguish between those voids now let through the Lean 5 days process and those voids requiring major works which will remain empty for much longer periods.

A new suite of local performance indicators for different categories of voids has now been developed and these will be available for reporting purposes from the new financial year.

% Of All Lettings Made to BME Tenants

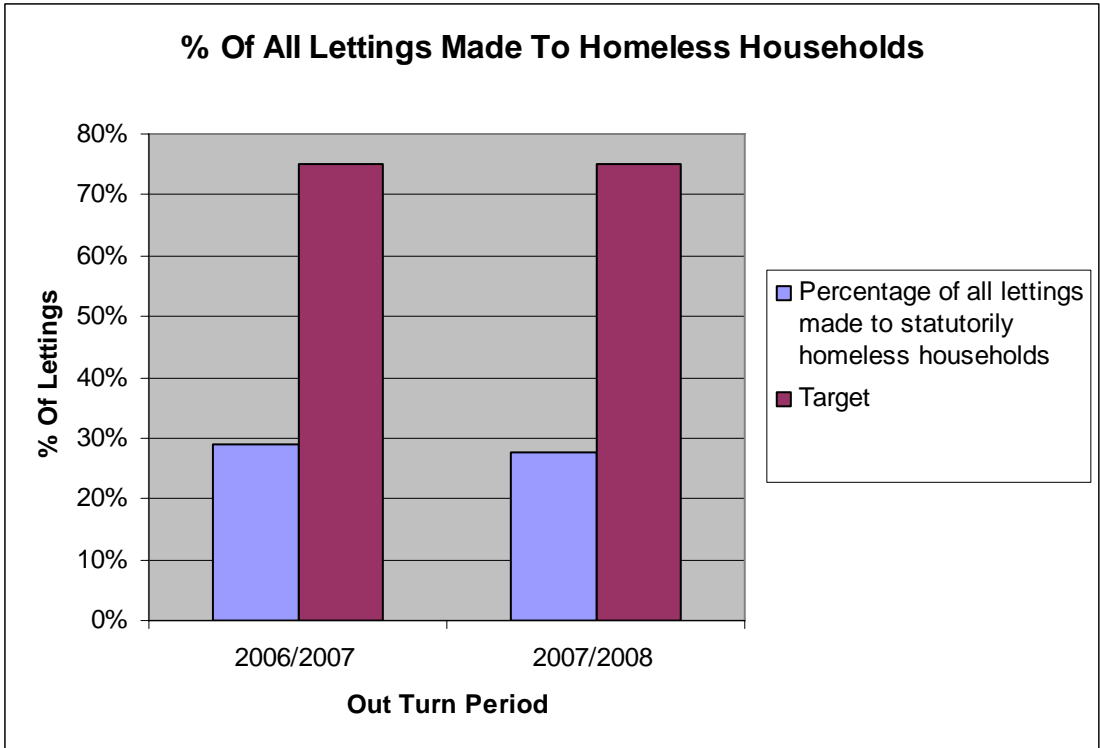


Ian Philp

Comments about Performance:

The performance for the year has exceeded the target of 4.43%.

Corrective Action



Ian Philp

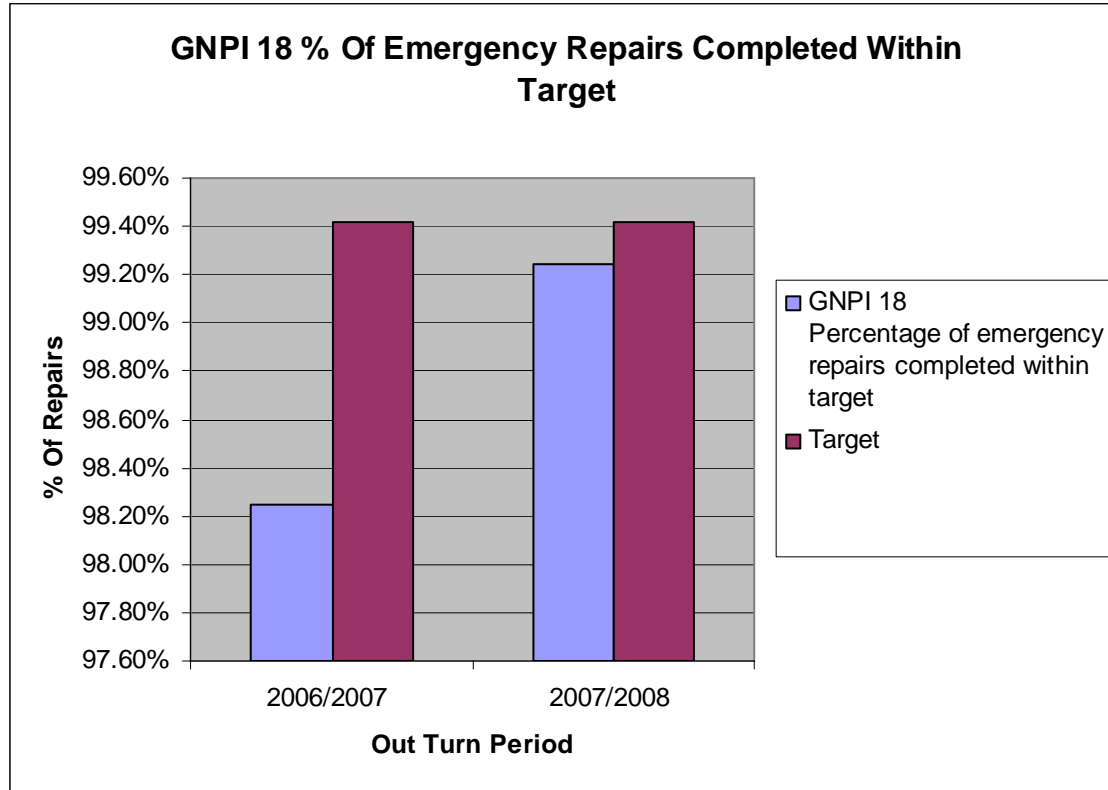
Comments about Performance:

A target of 75% was agreed with Stafford Borough Council as part of the Transfer Agreement. This is not achievable. There is a mismatch in the type of homeless households being nominated to S&RH (mainly families with children) and the supply of properties becoming vacant (a mix of general needs housing and supported housing).

Under the current circumstances, it will not be possible to achieve the 75% target.

Corrective Action

We are now reviewing the Agency Agreement with Stafford Borough Council and we will agree a revised target to better reflect the supply and demand position.



Eddie Ingram

Comments about Performance:

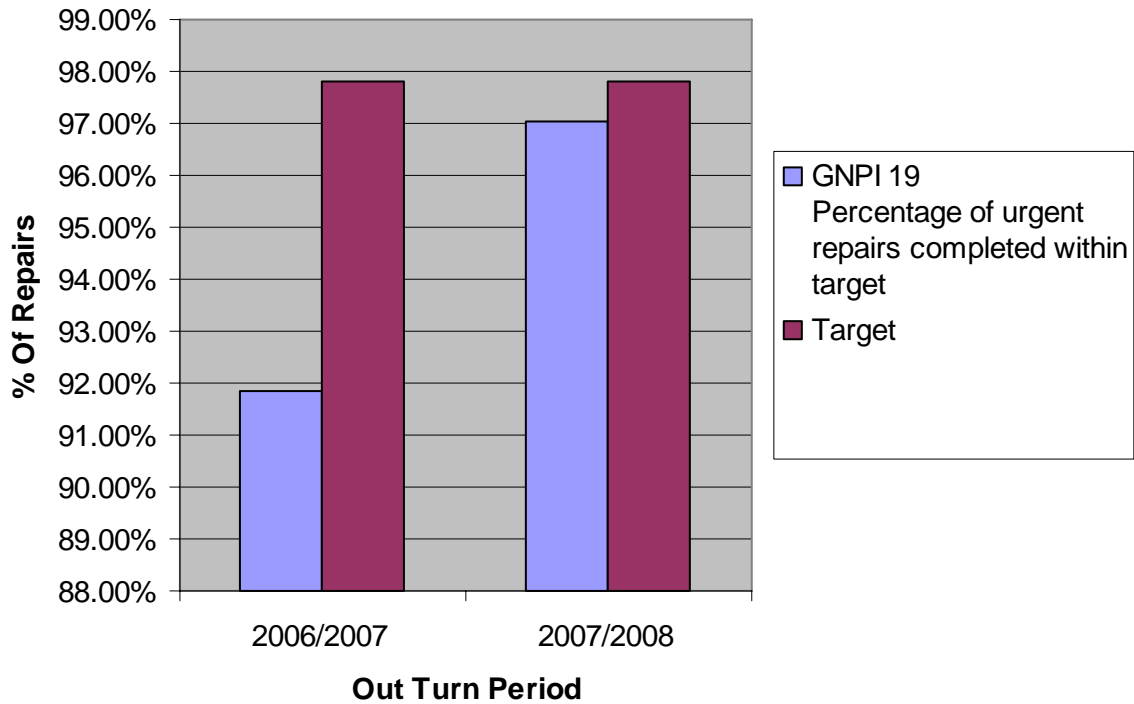
Due to the training needs for implementation of new contractor package, reduction in resources affecting completion of jobs.

This is second quartile performance when benchmarked against both the Midlands and LSVT benchmarking clubs

Corrective Action

The contractor package is being implemented. This should increase efficiency.

GNPI 19 % Of Urgent Repairs Completed Within Target



Eddie Ingram

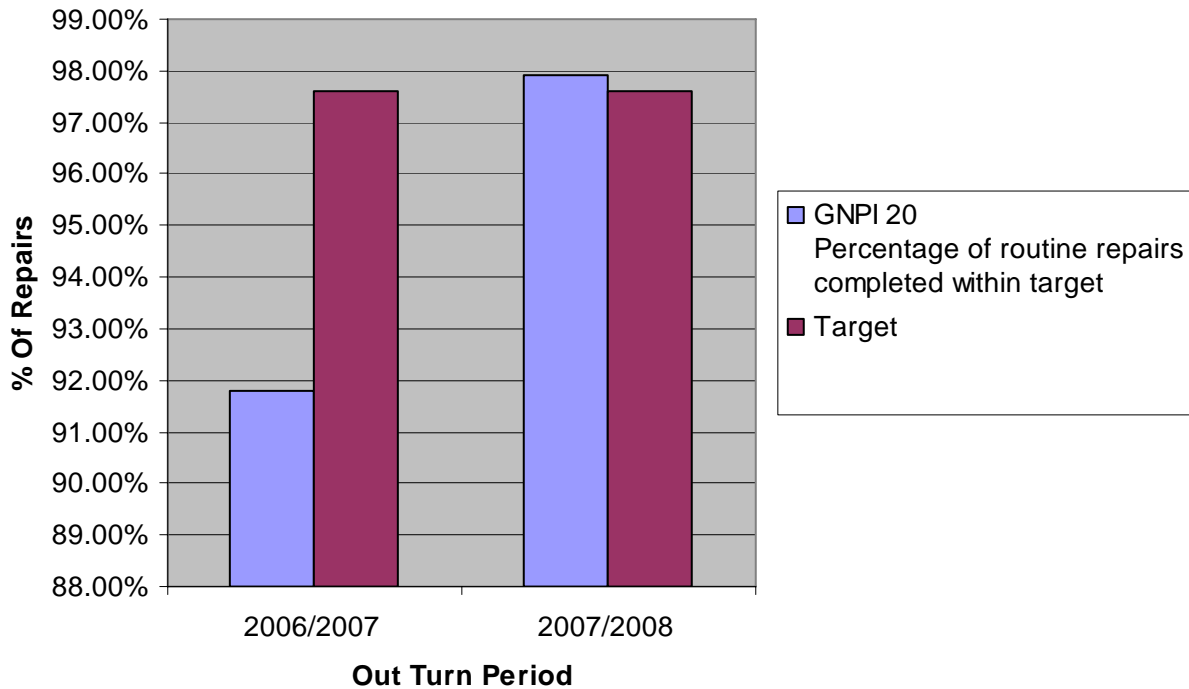
Comments about Performance:

Due to the training needs for implementation of new contractor package, reduction in resources affecting completion of jobs. This is third quartile performance when benchmarked against both the Midlands and LSVT benchmarking club

Corrective Action

The contractor package is being implemented. This should increase efficiency.

GNPI 20 % Of Routine Repairs Completed Within Target



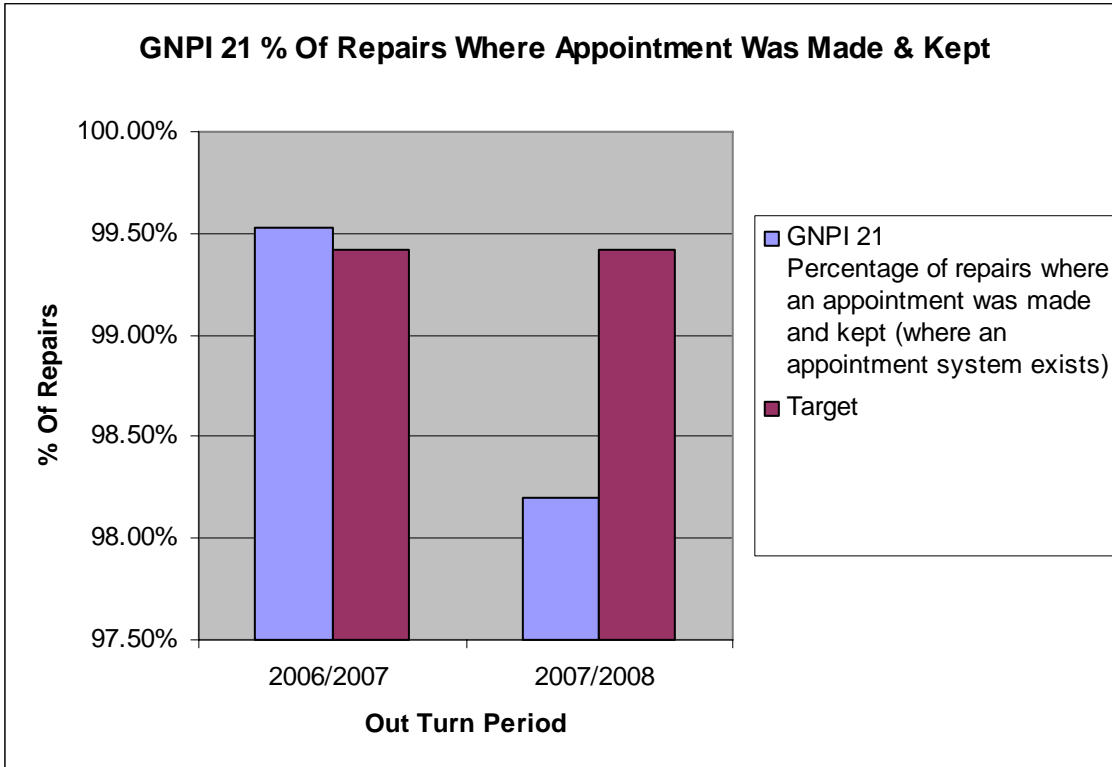
Eddie Ingram

Comments about Performance:

Due to the training needs for implementation of new contractor package, reduction in resources affecting completion of jobs. This is second quartile performance when benchmarked against both the Midlands and LSVT benchmarking clubs

Corrective Action

The contractor package is being implemented. This should increase efficiency.



Eddie Ingram

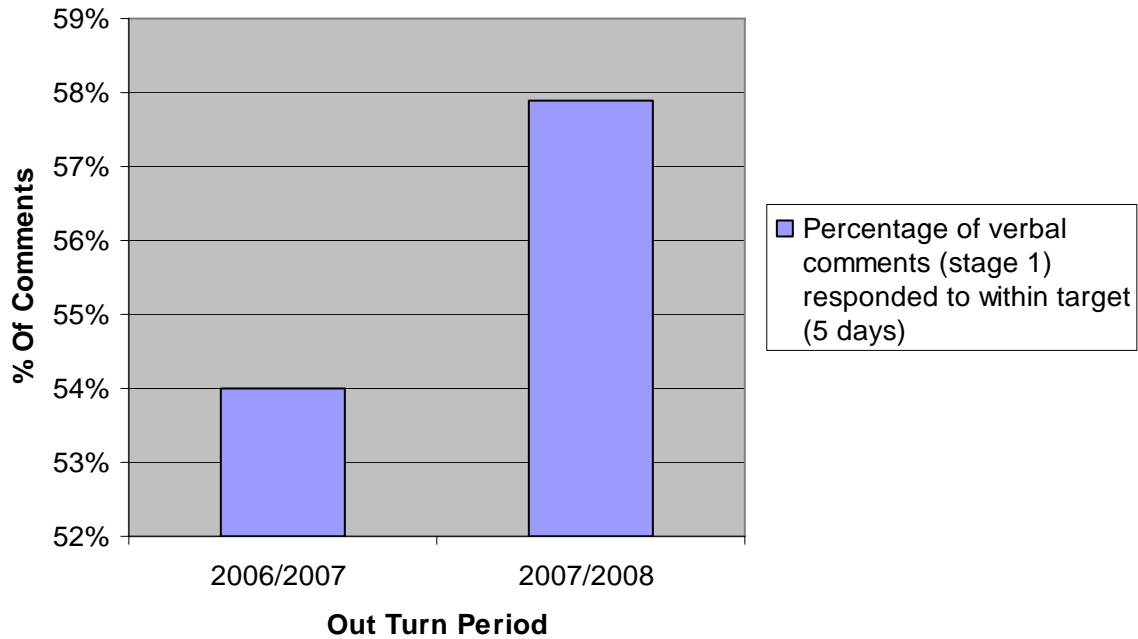
Comments about Performance:

Due to the training needs for implementation of new contractor package, reduction in resources affecting completion of jobs. This is second quartile performance when benchmarked against both the Midlands and LSVT benchmarking clubs

Corrective Action

The contractor package is being implemented. This should increase efficiency.

Percentage of verbal comments (stage 1) responded to within target (5 days)



Karen Marshall

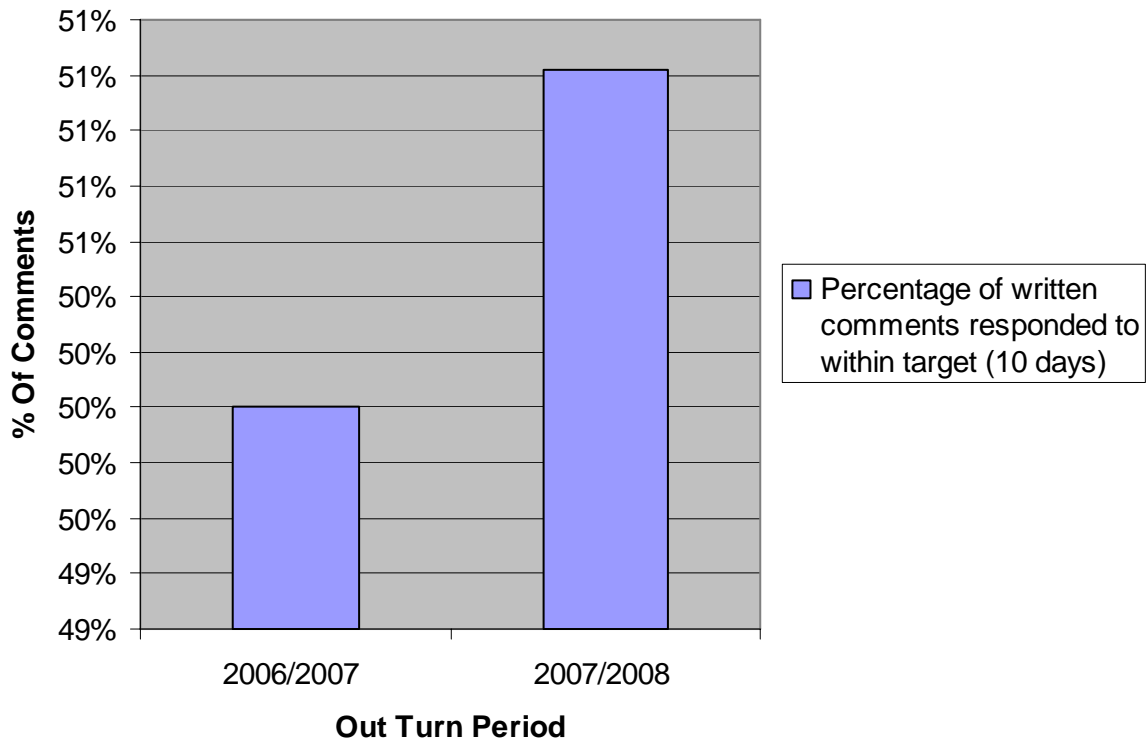
Comments about Performance:

Performance has improved from the 2006/2007 position.

Corrective Action

The complaints Policy & Procedure has been reviewed & is currently being built into the customer services module of Northgate. This will enhance the accessibility & monitoring of this process. Staff will be trained in due course on the revised policy & procedure & how to use Northgate.

Percentage of written comments responded to within target (10 days)



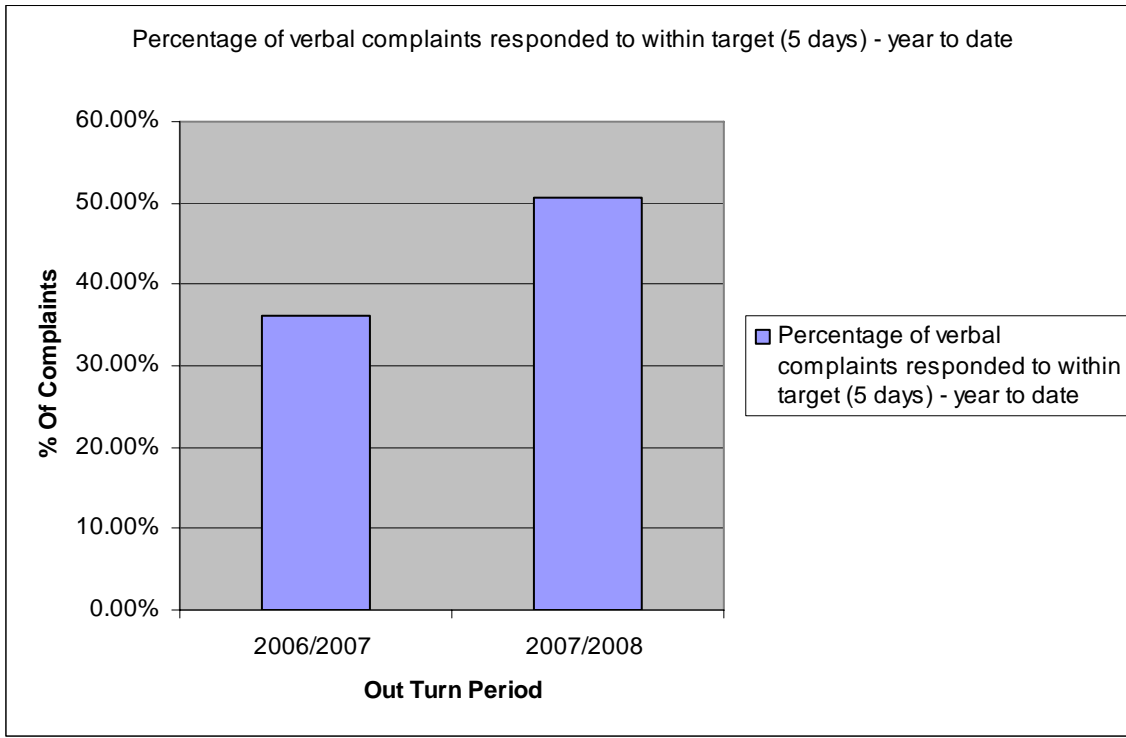
Karen Marshall

Comments about Performance:

Performance has improved from the 2006/2007 position.

Corrective Action

The complaints Policy & Procedure has been reviewed & is currently being built into the customer services module of Northgate. This will enhance the accessibility & monitoring of this process. Staff will be trained in due course on the revised policy & procedure & how to use Northgate.



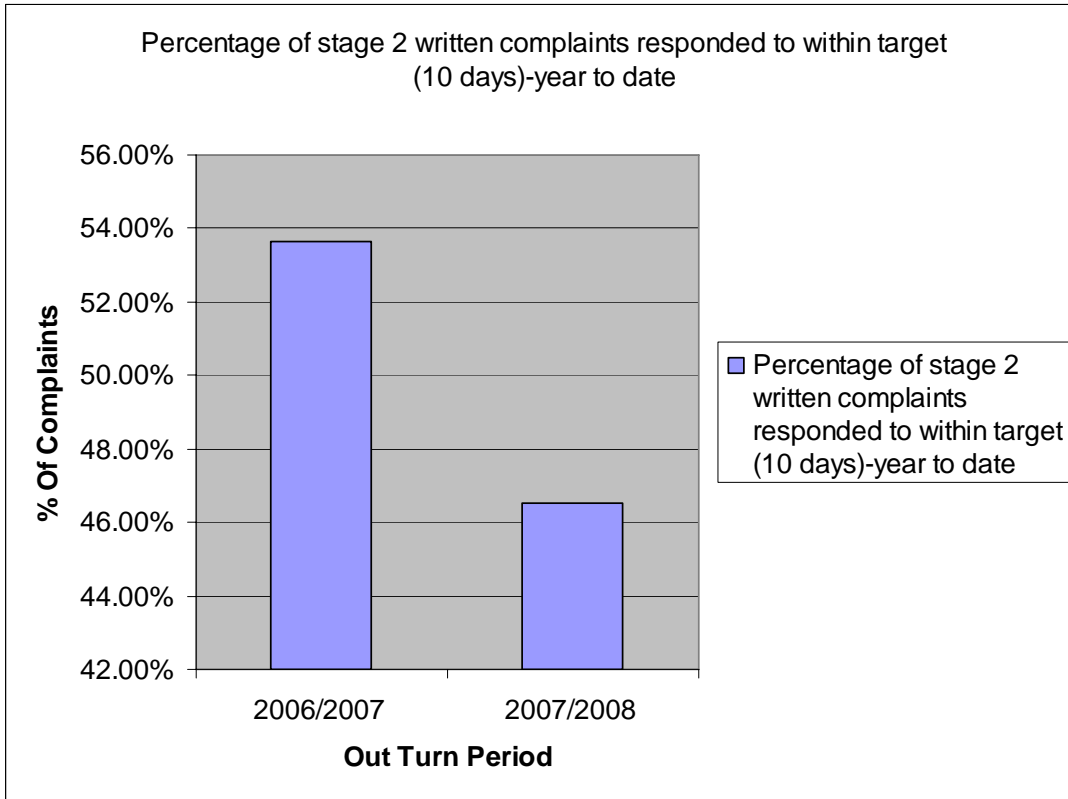
Karen Marshall

Comments about Performance:

Performance has improved when compared to 2006/2007 figure.

Corrective Action

The Complaints Policy & Procedure has been reviewed & is currently being built into the customer services module of Northgate. This will enhance the accessibility & monitoring of this process. Staff will be trained in due course on the revised policy & procedure & how to use Northgate.



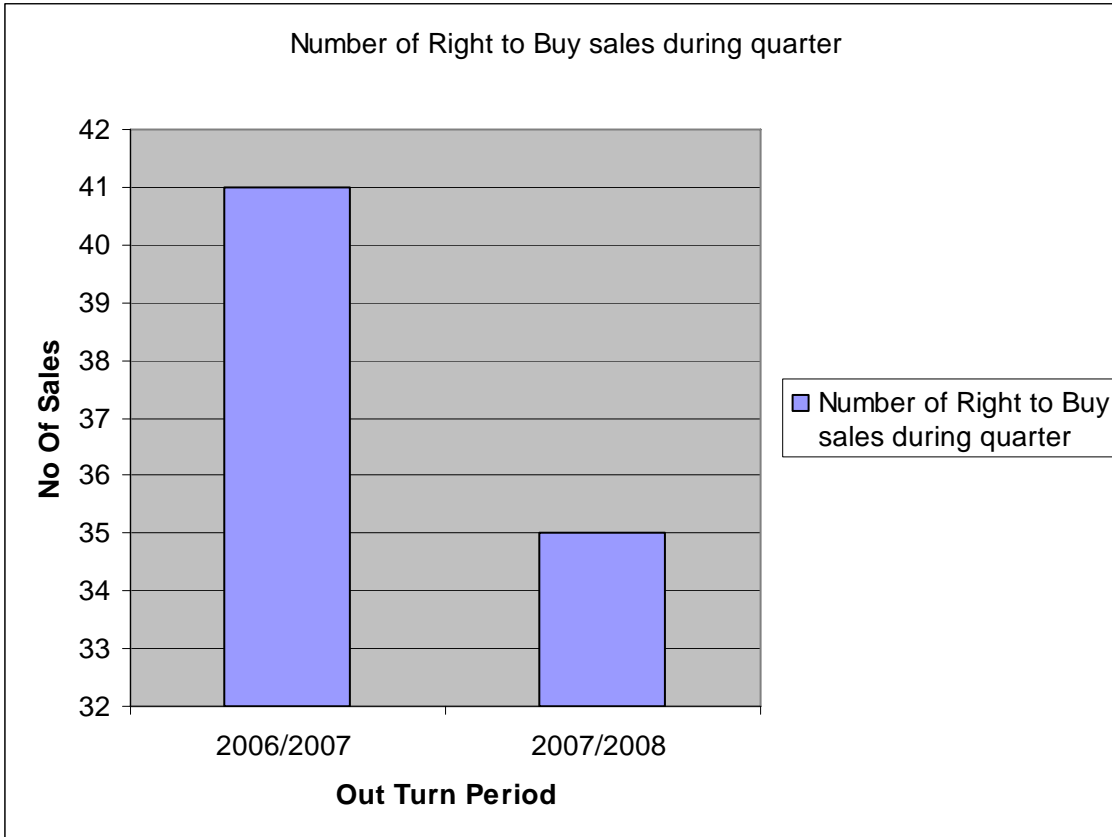
Karen Marshall

Comments about Performance:

Performance is less than 2006/2007 out turn figure.

Corrective Action

The complaints Policy & Procedure has been reviewed & is currently being built into the customer services module of Northgate. This will enhance the accessibility & monitoring of this process. Staff will be trained in due course on the revised policy & procedure & how to use Northgate.



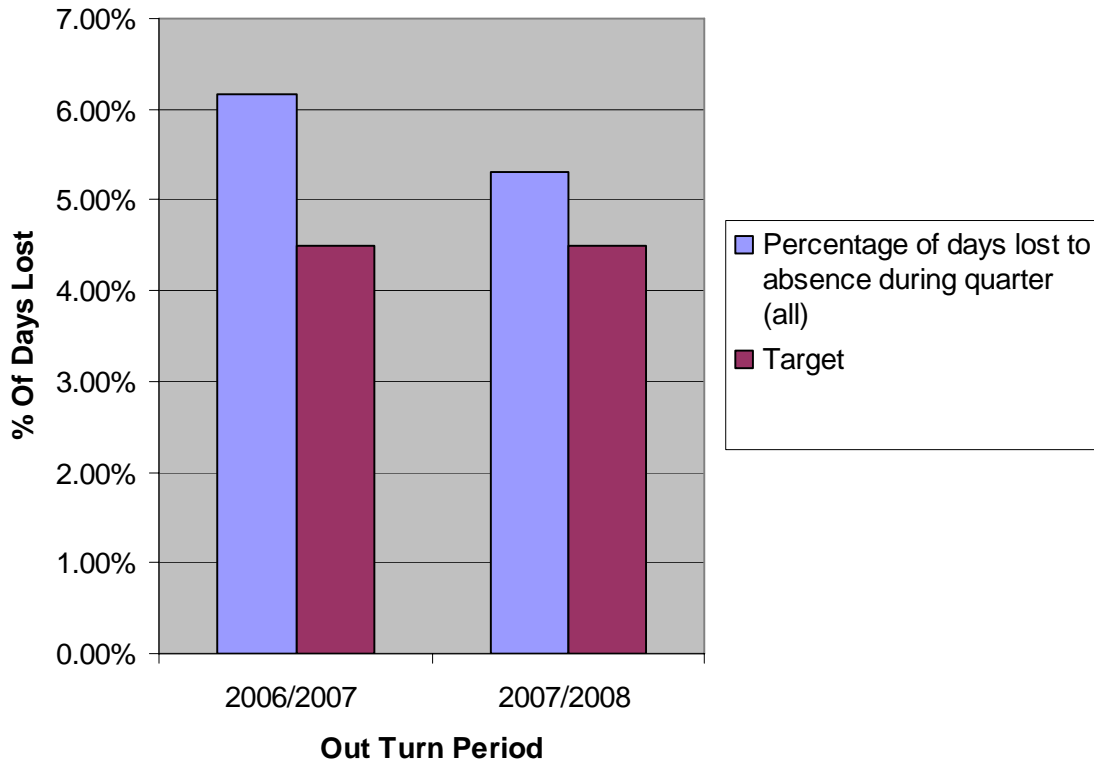
David Grace

Comments about Performance:

The number of sales has fallen.

Corrective Action

% Of Days Lost Due To Absence



C McDonald

Comments about Performance:

Missing our target of 4.5% nevertheless an achievement of reduction of 20% from position this time last year.

Corrective Action