

Out Turn Performance Report 2007/2008

Objective 3
"Manage our resources efficiently and invest in our staff to make Stafford and Rural Homes a viable company people want to work for"

1. INCOME MANAGEMENT

1a. Percentage of annual net rental income collected from General Needs Properties

	2007/2008	2006/2007	Period Variance	Target	RSL Benchmarking Data			
					UPQ	MEDIAN	LQ	
Benchmarking Data - Housing Corporation								
1a. Percentage of annual net rental income collected from General Needs Properties	105.18%	96.92%	8.26	99.20%	100.34%	99.75%	97.60%	Midlands LSVT Club
1b. Percentage of annual net rental income collected from Supported Housing	104.08%	104.08%	0	99.20%				
1c. Rent arrears of current general needs tenants at the financial year as a % of rent debit	2.48%	6.22%	3.74	3.40%	1.90%	2.65%	4.16%	Midlands LSVT Club
1d. Rent arrears of Supported Housing tenants at the financial year as a % of rent debit	0.84%	3.77%	2.93	3.40%				
1e. Number of tenants with more than 7 weeks of rent arrears as a % of the total number of tenants	6.38%	7.87%	1.49	4.00%	3.63%	4.71%	6.08%	Midlands LSVT Club
1f. Percentage of tenants in arrears who have had Notices served	2.26%	15.78%	13.52	3.40%	7.03%	13.93%	26.11%	Midlands LSVT Club

 **Above Target**

 **Below Target**

 **Within 5% Target**

Out Turn Performance Report 2007/2008

Objective 3
 "Manage our resources efficiently and invest in our staff to make Stafford and Rural Homes a viable company people want to work for"

1. INCOME MANAGEMENT

1g. Percentage of tenants evicted as a result of rent arrears

2007/2008: 0.01% 2006/2007: 0.10% Period Variance: 0.09

Target: []

RSL Benchmarking Data

UPQ	MEDIAN	LQ
-----	--------	----

Benchmarking Data - Housing Corporation

0.21%	0.41%	0.62%	Midlands
0.13%	0.22%	0.54%	LSVT Club

1h. Percentage of rent lost through dwellings being vacant

1.49% 3.70% 2.21

2.00%



1i. Percentage of rent lost through general needs dwellings being vacant

1.00% 1.83% 0.82

2.00%

0.76%	0.93%	1.04%	Midlands
0.90%	1.32%	1.71%	LSVT Club

1j. Percentage of rent lost through Supported Housing being vacant

2.79% 8.33% 5.54

2.00%



Above Target

Below Target

Within 5% Target

Out Turn Performance Report 2007/2008

Objective 2
 " Deliver a 3 Star excellent housing service by 2009 through innovation, efficiency and strong leadership"

2. LETTINGS

2a. The average time taken in days to relet General Needs Properties

2007/2008	2006/2007	Period Variance	Target	UPQ	MEDIAN	LQ	
Benchmarking Data - Housing Corporation							
57 days	103 days	46	25 days	22	25.96	34	Midlands
				21.5	27	35.28	LSVT Club
64 days	100 days	36	25 days				
5.10%	4.50%	0.6	4.43%	16.16%	9.17%	2.45%	Midlands
				Not benchmarked in LSVT			LSVT Club
27.70%	29.00%	1.3	75.00%				
0.40%	1.00%	0.6		0.28%	0.35%	0.53%	Midlands
				0.33%	0.63%	0.82%	LSVT Club
0.30%	0.9%	0.6		0.48%	0.61%	0.12%	Midlands
				0.27%	0.62%	1.21%	LSVT Club

 **Above Target**

 **Below Target**

 **Within 5% Target**

Out Turn Performance Report 2007/2008

Objective 2
 " Deliver a 3 Star excellent housing service by 2009 through innovation, efficiency and strong leadership"

2. LETTINGS

2g. Percentage of social housing rental dwellings vacant at 31 March

2007/2008	2006/2007	Period Variance	Target
1.35%	2.40%	1.05	

RSL Benchmarking Data

UPQ	MEDIAN	LQ
-----	--------	----

Benchmarking Data - Housing Corporation



 Above Target

 Below Target

 Within 5% Target

Out Turn Performance Report 2007/2008

Objective 5
"Invest in our neighbourhoods by planning future investment"

RSL Benchmarking Data

UPQ	MEDIAN	LQ
-----	--------	----

Benchmarking Data - Housing Corporation

3. MAJOR INVESTMENT

3a. Average SAP rating (energy efficiency) of self contained general needs dwellings

2007/2008	2006/2007	Period Variance	Target
59.9	63	3.1	

72.2	66	63.71	Midlands
71.4	67	64.4	LSVT Club

3b. The percentage of SARH homes that fail to meet the Decent Homes Standard

13.86%	74.80%	25.20%	
--------	--------	--------	--

2.04%	5.65%	18.73%	Midlands
2.78%	5.30%	13.37%	LSVT Club

3c. Percentage change in the proportion of non decent dwellings between the start and end of the financial year

11.34%	10.90%	0.44	
--------	--------	------	--

24.61%	15.50%	8.25%	Midlands
16.28%	9.00%	1.63%	LSVT Club

 **Above Target**

 **Below Target**

 **Within 5% Target**

Out Turn Performance Report 2007/2008

Objective 4
 "Meet the needs of our customers by putting residents at the heart of the business, transforming services and aiming for top quartile customer satisfaction"

4.COMMENTS, COMPLIMENTS, COMPLAINTS

4a. The % of verbal comments answered within 5 working days

4b. The % of written comments answered within 10 days

4c. The % of spoken complaints answered within 5 days

4d. The percentage of written complaints answered within 10 or 20 days

2007/2008	2006/2007	Period Variance
-----------	-----------	-----------------

RSL Benchmarking Data

Target	UPQ	MEDIAN	LQ
--------	-----	--------	----

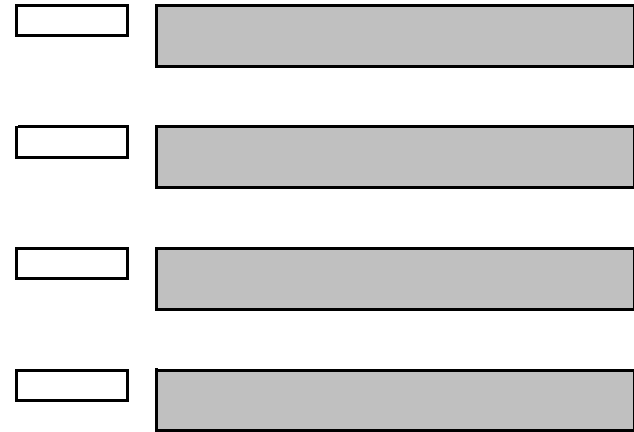
Benchmarking Data - Housing Corporation

57.89%	54.00%	3.89
--------	--------	------

51.22%	50.00%	1.22
--------	--------	------

50.66%	36.11%	14.55
--------	--------	-------

46.53%	53.64%	7.11
--------	--------	------



 Above Target

 Below Target

 Within 5% Target

Out Turn Performance Report 2007/2008

Objective 4
 "Meet the needs of our customers by putting residents at the heart of the business, transforming services and aiming for top quartile customer satisfaction"

5. TENANT SATISFACTION

5a. The percentage of tenants satisfied with opportunities to take part in management and decision making in relation housing services by SARH

2007/2008	2006/2007	Period Variance	Target	RSL Benchmarking Data			
				UPQ	MEDIAN	LQ	
64.10%	66.00%	1.9		66.00%	63.00%	58.00%	Midlands
				66.50%	62.00%	57.00%	LSVT Club

5b. The % of BME tenants satisfied with opportunities to take part in management and decision making in relation to housing services provided by SARH

2007/2008	2006/2007	Period Variance	Target	RSL Benchmarking Data			
				UPQ	MEDIAN	LQ	
62.00%	62.00%	0					

5c. Satisfaction of non ethnic minority tenants with their opportunities for participation in management and decision making in relation to the housing services provided by their landlord

2007/2008	2006/2007	Period Variance	Target	RSL Benchmarking Data			
				UPQ	MEDIAN	LQ	
67.00%	67.00%	0					

5d. The percentage of tenants satisfied with the overall service provided by SARH

2007/2008	2006/2007	Period Variance	Target	RSL Benchmarking Data			
				UPQ	MEDIAN	LQ	
72.90%	75.00%	2.1		84.00%	79.20%	76.00%	Midlands
				84.90%	83.00%	77.80%	LSVT Club

 **Above Target**

 **Below Target**

 **Within 5% Target**

Benchmarking Data - Housing Corporation

Out Turn Performance Report 2007/2008

Objective 4
 "Meet the needs of our customers by putting residents at the heart of the business, transforming services and aiming for top quartile customer satisfaction"

5. TENANT SATISFACTION

5f. Satisfaction of non ethnic minority tenants with overall service provided by their landlord

5e. The percentage of BME tenants satisfied with the overall service provided by SARH

2007/2008	2006/2007	Period Variance	Target	RSL Benchmarking Data		
				UPQ	MEDIAN	LQ
Benchmarking Data - Housing Corporation						
75.00%	75.00%	0				
70.00%	70.00%	0				

 **Above Target**

 **Below Target**

 **Within 5% Target**

Out Turn Performance Report 2007/2008

Objective 3
 "Manage our resources efficiently and invest in our staff to make Stafford and Rural Homes a viable company people want to work for"

6. HUMAN RESOURCES

6a. Percentage of days lost to absence

2007/2008	2006/2007	Period Variance	Target
-----------	-----------	-----------------	--------

5.30%	6.16%	0.86	4.50%
-------	-------	------	-------

RSL Benchmarking Data		
UPQ	MEDIAN	LQ

Benchmarking Data - Housing Corporation



7. RIGHT TO BUY

Objective 2
 " Deliver a 3 Star excellent housing service by 2009 through innovation, efficiency and strong leadership"

7a. Number of Right to Buy Preserved Right to Buy Sales

2007/2008	2006/2007	Period Variance	Target
-----------	-----------	-----------------	--------

35	41	6	36
----	----	---	----

UPQ	MEDIAN	LQ
-----	--------	----

Benchmarking Data - Housing Corporation



Above Target

Below Target

Within 5% Target

Out Turn Performance Report 2007/2008

Objective 4
 "Meet the needs of our customers by putting residents at the heart of the business, transforming services and aiming for top quartile customer satisfaction"

8.CUSTOMER SERVICES

8a. Total number of telephone calls received

8b. Percentage of calls answered within 30 seconds during period

8c. Average time taken to answer call in seconds during period

8d. Percentage of calls transferred during period

2007/2008

2006/2007

Period Variance

Target

RSL Benchmarking Data
 UPQ MEDIAN LQ

Benchmarking Data - Housing Corporation

69065

52671

16394



81.51%

85.00%



32.5

32.5

0

30



9.50%

9.50%

0

20.00%



Above Target

Below Target

Within 5% Target

Out Turn Performance Report 2007/2008

Objective 5
 "Invest in our neighbourhoods by planning future investment delivering decent homes and localizing service delivery to improve local communities in partnership with others"

9. REPAIRS

9a. The percentage of emergency repairs completed within 24 hours

9b. The percentage of urgent repairs completed within 3 days

9c. The percentage of routine repairs completed within 10 or 28 days

9d. The percentage of repairs where an appointment was made and kept

9e. The proportion of planned repairs and maintenance expenditure dwellings compared to responsive maintenance expenditure on dwellings

	2007/2008	2006/2007	Period Variance	Target	RSL Benchmarking Data			
					UPQ	MEDIAN	LQ	
Benchmarking Data - Housing Corporation								
9a. The percentage of emergency repairs completed within 24 hours	99.24%	98.25%	0	99.42%	99.80%	99.12%	97.42%	Midlands LSVT Club
9b. The percentage of urgent repairs completed within 3 days	97.05%	91.84%	5.21	97.80%	99.20%	97.80%	95.92%	Midlands LSVT Club
9c. The percentage of routine repairs completed within 10 or 28 days	97.93%	91.78%	6.15	97.60%	98.60%	97.35%	95.12%	Midlands LSVT Club
9d. The percentage of repairs where an appointment was made and kept	98.20%	99.53%	1.33	99.42%	99.63%	97.95%	93.86%	Midlands LSVT Club
9e. The proportion of planned repairs and maintenance expenditure dwellings compared to responsive maintenance expenditure on dwellings								

 Above Target

 Below Target

 Within 5% Target

Out Turn Performance Report 2007/2008

Objective 5
"Invest in our neighbourhoods by planning future investment delivering decent homes and localising service delivery to improve local communities in partnership with others"

10. REPAIRS

10a. The proportion of expenditure on emergency & urgent repairs to dwellings compared to non urgent repairs expenditure to dwellings

2007/2008	2006/2007	Period Variance	Target	RSL Benchmarking Data		
				UPQ	MEDIAN	LQ
				Benchmarking Data - Housing Corporation		