

**PERFORMANCE
REPORT 2009 - 10**

Key



On or ahead of target
Within 10% of target
More than 10% outside target

INDICATOR DESCRIPTION	REF	LAST YEARS PERF 2008-09	LATEST ALMO TOP QUARTILE	TARGET 09/10	Quarterly Performance				OVERALL	Performance Champion	Responsible Manager
					1st Quarter	2nd Quarter	3rd quarter	4th Quarter			
Delivering Excellent Services											
Average time taken to respond to complaints (working days)	HM09	9.55	7.40	10.0	8.5	8.0	9.3	10.1	9.0	Sam Elms	Pat Wanless
% total responsive repairs completed within target	HM13	99.53	98.71	99.60	95.8	99.1	98.6	98.9	98.2	Angela Greensmith	Deryk Nolan
Tenant satisfaction with the repairs service (VMS) - %	HM19	77.90	88.71	80.00	89.2	87.2	90.6	88.5	88.8	Gemma Davies	Deryk Nolan
% repairs completed 'Right First Time'	HM21	New Indicator	97.3	92.00	87.4	84.4	88.6	86.6	86.7	Angela Greensmith	Deryk Nolan
Gas safety certificates outstanding - %	HM23	0.02	0.00	0.00	0.09	0.00	0.00	0.02	0.02	Angela Greensmith	Deryk Nolan
% of customers satisfied with the outcome of their ASB complaint (VMS)	HM32	77.30	84.95	80.00	100.0	81.8	85.7	79.2	79.2	Gemma Davies	Chris Walton
Delivering Decent Homes											
% non-decent homes	HM26	27.3	3.0	13.3	23.9	8.3	7.3	8.8	8.8	Carly Heads	Terry Cranston
% customers satisfied with major works improvements to their home (VMS)	HM27	85.70	N/A	90.00	90.8	81.3	85.0	95.1	88.0	Gemma Davies	Terry Cranston

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Running Our Business Well											
% of customers on whom the landlord has diversity information :	HM12										
Age			99.86	99.0	98.7	99.1	99.8	99.9	99.9	Sam Elms	Clair Ord
Gender			100.00	100.0	100.0	100.0	100.0	100.0	100.0	Sam Elms	Clair Ord
Ethnicity			91.63	95.0	90.6	91.4	91.1	91.6	91.6	Sam Elms	Clair Ord
Disability			80.75	80.0	75.0	79.9	72.0	77.6	77.6	Sam Elms	Clair Ord
Sexuality			45.32	25.0	15.3	17.8	23.9	25.0	25.0	Sam Elms	Clair Ord
Religion or belief			57.44	80.0	71.4	65.0	67.3	68.3	68.3	Sam Elms	Clair Ord
Average repair cost per property (£)	HM22	650.00	New annual Indicator	595.00	134.13	233.17	130.03	133.87	631.22	Martin Redfern	Deryk Nolan
Rent collected as a % of the rent owed	HM36	98.40	98.80	98.50	99.20	98.39	98.02	98.00	98.56	Kath Wright/Val Wilkinson	Kath Wright
Former tenants arrears as a % of the rent roll	HM44	1.49	1.33	1.40	1.48	1.48	1.51	1.26	1.26	Kath Wright/Val Wilkinson	Kath Wright
Rent written off as a % of the rentroll	HM 43	0.29	0.16	0.25	0.00	0.06	0.01	3.42	0.41	Kath Wright/Val Wilkinson	Kath Wright
Void rent loss as a % of the rent roll	HM55	1.06	1.05	0.80	1.50	1.38	1.36	1.49	1.42	Ian Hornsby	Ian Hornsby
Days per FTE lost to sickness absence (as a non-annualised figure)	HM59	5.03	9.18	4.50	0.85	1.12	1.57	1.52	5.06	Joy Brown	Martin Redfern

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Contributing to the wider community											
% of vulnerable people who are supported to maintain independent living	HM49	91.7	99.86	92.5	91.9	92.9	88.2	92.3	91.4	Jackie Hall	Jackie Hall