








# Performance 2004/05





In order to develop an excellent housing service, Wigan and Leigh Housing has its own Performance Management Framework "Excel". To monitor how we are doing we have a range of performance indicators. The indicators are measured against stretching targets set at the beginning of the year to see if we are delivering.

The tables and charts below show our performance for 2004/05 in key areas of the services we provide. The symbols for status show if we are within tolerance for meeting our targets. The Trend symbols show how performance compares with performance from the previous year





## Key Symbols

Status	Trend
 Performance below 5% of target.	 Performance improvement on previous year
 Performance below target, but within 5% of target.	 Performance equal to previous year.
 Performance on target but not beating it by more than 5%	 Performance not as good previous year
 Performance beating target by 5% or more	

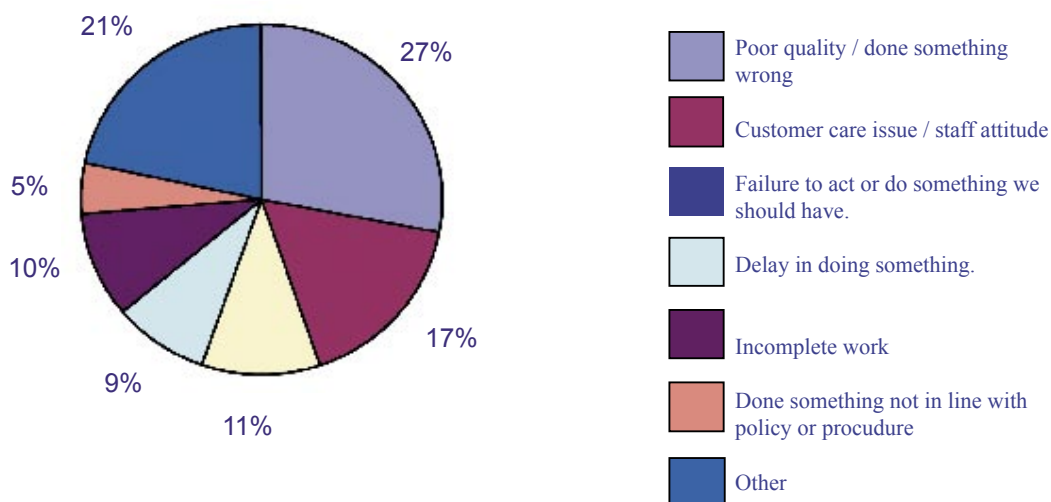
## Customer Care

Indicator	Actual 2003/04	Target 2004/05	Actual 2004/05	Status	Trend
Percentage of telephone calls answered within 10 rings	97%	98%	98%		
Percentage of letters that receive a response within 10 working days	86%	96%	76%		

## Complaints

Indicator	Actual 2003/04	Target 2004/05	Actual 2004/05	Status	Trend
Percentage of complaints which receive a response within 10 working days	70.2%	96%	72%		
Percentage of complaints reaching stage 2 of the complaints procedure.	5%	10%	3.4%		

## Breakdown of types of complaint received 2004 - 2005



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## Repairs and Maintenance to Properties

Indicator	Actual 2003/04	Target 2004/05	Actual 2004/05	Status	Trend
The proportion of Council properties that meet the Government's decency standard	69%	76%	78%	😊	↑
Customer Satisfaction with Programmed Works Activity	91%	91%	93%	😊	↑
Average time take to complete non urgent repairs	12 days	11 days	10 days	😊	↑
Percentage urgent repairs completed within Government time limits	87%	93%	87%	😞	↔
Percentage of emergency repairs completed within target time	84.4%	90%	90%	😊	↑
Tenants satisfaction with overall repairs service	94%	94%	94%	😊	↔

## Rent Collection and Arrears

Indicator	Actual 2003/04	Target 2004/05	Actual 2004/05	Status	Trend
Proportion of rent collected including arrears carried forward	96.0%	97.8%	97.09%	😐	↑
Proportion of rent collected without arrears brought forward	98.8%	100.12%	99.77%	😐	↑
Rent Arrears as a percentage of rent due	2.9%	2.7%	2.45%	😊	↑
Percentage of tenants owing more than £250 and 13 weeks rent	5.05%	4.5%	4.10%	😊	↑

## Empty Property Management

Indicator	Actual 2003/04	Target 2004/05	Actual 2004/05	Status	Trend
Proportion of empty homes as percentage of stock	2%	1.9%	1.6%	😊	↑
Percentage of rent lost through properties becoming vacant	1.73%	2.2%	1.53%	😊	↑
Average relet time for properties	54 days	41 days	39 days	😊	↑

## Helping Homeless People

Indicator	Actual 2003/04	Target 2004/05	Actual 2004/05	Status	Trend
Average length of stay in temporary accommodation	34 days	33 days	40 days	😞	↓

## Buying your home

Indicator	Actual 2003/04	Target 2004/05	Actual 2004/05	Status	Trend
Average length of time to receive an eligibility notice under the Right to Buy Scheme	24 days	28 days	24 days	😊	↔

