














































WALH Quarter 3 Performance 2009/10




No.	Indicator	Directorate	National Indicator	Local Area Agreement Indicator	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Quarter 1 Performance	2009/10 Quarter 2 Performance	2009/10 Half Year Performance	2009/10 Quarter 3 Target	2009/10 Quarter 3 Performance	09/10 Apr-Dec Target	09/10 Apr-Dec Performance	Good Performance	Performance against target	Performance trend from 2008/09	2009/10 Apr-Dec HouseMark Quartiles	Comments on Performance
<b>Goal 1 - Better Housing Services</b>																			
BS1	Avoidable contact: the proportion of customer contact that is of low or no value to the customer (NI 14)	DHM	Y		NEW	NEW	12.6%	12.3%	12.9%	12.6%	12.5%	12.25%	12.75%	12.47%	Less is best		New Indicator	Only available at year end	Of the 51,125 calls recorded by the Contact Centre during quarter 3 6,267 enquiries received over the telephone may have been avoided. The most common cause of repeat calls were customers chasing a repair despite a timescale for attending the repair being given on their previous call (3,414 calls). We received 626 calls from customers chasing a repair that was not completed within the timescale agreed on the first call and this resulted in the customer having to call us again. We also received 1,533 enquiries for services provided by Wigan Council which we were unable to resolve, for example: bin enquiries and council tax. Some IT development work and staff training needs to be done to enable avoidable contact to be recorded across every team within WALH.
BS2	% of tenants on whom the landlord has diversity information (age, gender plus at least one other of ethnicity, sexual orientation and religion)	DHM			NEW	NEW	60%	56%	57%	57%	58%	58%	58%	58%	Bigger is better		New Indicator	Local indicator	Out of 27,637 tenants we have the age, gender and at least one other piece of diversity information for 16,003 tenants (58%)- this is an increase of 239 since Quarter 2. We are currently gathering information from our tenancy files to increase the age and gender profiles. Fair Service Monitoring forms have also been sent out to all tenants requesting a range of information on E&D.
BS3	% of tenants who said that the service provided by the Contact Centre was Excellent or Good	DHM			95%	97%	97%	97%	97%	97%	97%	97%	97%	97%	Bigger is better			Local indicator	In Quarter 3 we successfully contacted 399 customers to ask about their experience when telephoning the Contact Centre. 233 customers (58%) rated the service as 'Excellent', 154 (39%) rated the service as 'Good', 10 (2.5%) rated the service as 'Fair' and 2 (0.5%) rated the service as 'Poor'.
BS4	% of new tenants satisfied with the allocation and letting process	DHM			Revised indicator	Revised indicator	85%	N/A	N/A	N/A	85%	89%	85%	89%	Bigger is better		Revised indicator	Only available at year end	Of the 535 allocations in quarter 3, 100 tenants (19%) returned a completed satisfaction survey. 63 were very satisfied and 26 were fairly satisfied. This is the first quarter the data for satisfaction has been captured using the new system. The level of satisfaction is very pleasing but further monitoring is required.




No.	Indicator	Directorate	National Indicator	Local Area Agreement Indicator	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Quarter 1 Performance	2009/10 Quarter 2 Performance	2009/10 Half Year Performance	2009/10 Quarter 3 Target	2009/10 Quarter 3 Performance	09/10 Apr-Dec Target	09/10 Apr-Dec Performance	Good Performance	Performance against target	Performance trend from 2008/09	2009/10 Apr-Dec HouseMark Quartiles	Comments on Performance
<b>Goal 2 - Decent Homes</b>																			
DH1	% of non decent council stock (NI 158)	DAMD	Y	Y	New definition	5%	3%	4%	3.5%	3.5%	4%	3%	4%	3%	Less is best				Continuing progress with a range of improvement works has resulted in a small reduction in the percentage of non-decent properties from previous quarter (3.07% non-decent representing 699 dwellings out of a closing stock figure of 22,804). Current performance is well within the HouseMark top quartile of 4.19% which is based on the performance of 48 ALMOs.
DH2	% of urgent repairs completed within Government time limits	DAMD			97.75%	98.91%	98%	99.25%	99.28%	99.27%	98%	99.30%	98.00%	99.28%	Bigger is better				In quarter 3 5,547 urgent repairs were ordered, an increase of 1,355 compared to quarter 2. In quarter 3 4,612 1 day jobs were ordered, 4,594 (99.60%) were completed in target, 884 3 day jobs were ordered, 875 (98.98%) were completed in target and 51 7 day jobs were ordered 39 (76.47%) were completed in target. Current performance is well within the HouseMark top quartile of 98.94% which is based on the performance of 42 ALMOs.
DH3	Average time to complete non-urgent repairs	DAMD			9 days	8 days	8 days	8 days	7.5 days	7.8 days	8 days	7.68 days	8 days	7.74 days	Less is best				In quarter 3 19,687 non-urgent repairs were ordered, an increase of 1,353 compared to quarter 2. These were completed in an average of 7.68 days. Current performance is better than the HouseMark average of 8.25 days but below the top quartile of 6.51 days which is based on the performance of 43 ALMOs.
DH4	% of repairs which are emergency/urgent repairs as defined by Govt Right to Repair legislation	DAMD			21.63%	17.56%	18%	14.53%	13.53%	14.03%	18%	16.51%	18%	14.90%	Less is best			Local indicator	In quarter 3 5,547 emergency / urgent repairs were raised, an increase of 1,355 compared to quarter 2. 33,602 non-capital works orders were raised in quarter 3. The % which were emergencies / urgent was 16.51%.
DH5	Proportion of gas servicing certificates outstanding	DAMD			2.17%	1.32%	1%	2.35%	2.04%	2.04%	1%	1.42%	1%	1.42%	Less is best				19,870 properties are included in the gas servicing programme, this is an increase of 58 compared to quarter 2. At the end of quarter 3 19,586 (98.58%) had a valid safety certificate, 284 properties (1.42%) had certificates which had expired. At the end of quarter 3 in 2008/09 2.53% (492 properties) did not have a valid certificate. Current performance is below the HouseMark bottom quartile of 0.68% which is based on the performance of 52 ALMOs. We have concerns how other ALMOs are calculating this indicator, but have asked Internal Audit to audit our data to ensure that we are calculating it correctly.




No.	Indicator	Directorate	National Indicator	Local Area Agreement Indicator	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Quarter 1 Performance	2009/10 Quarter 2 Performance	2009/10 Half Year Performance	2009/10 Quarter 3 Target	2009/10 Quarter 3 Performance	09/10 Apr-Dec Target	09/10 Apr-Dec Performance	Good Performance	Performance against target	Performance trend from 2008/09	2009/10 Apr-Dec HouseMark Quartiles	Comments on Performance
<b>Goal 3 - Better Neighbourhoods</b>																			
BE1	% of customers satisfied with the way their ASB complaint was dealt with	DHM			NEW	NEW	83%	68%	78%	74%	83%	90%	83%	78%	Bigger is better		New indicator	Only available at year end	Improved performance during quarter 3 has brought the April to December performance closer to the year end target. In quarter 3 18 out of 20 respondents (90%) were satisfied with the service they received in respect of their ASB complaints (based on a 10% sample of closed cases). Between April and December 61 out of 78 respondents (78%) were satisfied with the service they received.
BE2	% of customers satisfied with the outcome of their ASB complaint	DHM			NEW	NEW	80%	64%	68%	66%	80%	90%	80%	72%	Bigger is better		New indicator	Only available at year end	Improved performance during quarter 3 has brought the total year's performance closer to the year end target but still some way off. In quarter 3 18 out of 20 respondents (90%) were satisfied with the outcome of their ASB complaint (based on a sample of 10% of all closed cases during quarter 3).
BE3	% of closed ASB cases resolved	DHM			NEW	NEW	75%	N/A	82%	82%	75%	80%	75%	81%	Bigger is better		New indicator		The proportion of closed cases resolved, whilst better than the target, is slightly down on the results from quarter 2. 40 out of the 202 cases closed (20%) during quarter 3 were not resolved. Current performance is slightly below the HouseMark average of 82.35% which is based on the performance of 26 ALMOs.
BE4	Proportion of empty homes as a percentage of the stock	DHM			1.08%	1.07%	0.97%	1.02%	1.13%	1.13%	0.99%	1.03%	0.99%	1.03%	Less is best			Local indicator	Out of 22,806 properties at the end of quarter 3 234 were void (1.03%). Performance has improved from quarter 2 when 258 were void at the end of the quarter and has also improved from the previous year. The target of 0.99% equates to 226 void properties.
BE5	Average time to re-let Local Authority housing	DHM			33 days	28 days	26.25 days	26 days	27	26.5	26 days	32 days	26.5 days	28 days	Less is best				Performance has dipped slightly in the 3rd quarter due to the successful letting of some hard to let properties which have led to an additional 5 days on the average void performance. During quarter 3, 555 properties were relet with an average relet time of 32 days (following exclusions). Despite the dip in performance during quarter 3, the current year's performance is equal to the HouseMark average of 28 days which is based on the performance of 61 ALMOs. The HouseMark top quartile is 24 days.





No.	Indicator	Directorate	National Indicator	Local Area Agreement Indicator	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Quarter 1 Performance	2009/10 Quarter 2 Performance	2009/10 Half Year Performance	2009/10 Quarter 3 Target	2009/10 Quarter 3 Performance	09/10 Apr-Dec Target	09/10 Apr-Dec Performance	Good Performance	Performance against target	Performance trend from 2008/09	2009/10 Apr-Dec HouseMark Quartiles	Comments on Performance
<b>Goal 5 - Housing Services for Vulnerable People</b>																			
VP1	Households considering themselves homeless who approach for housing advice and housing advice casework intervention resolves their situation, per 1000 households in the authority	DHN			1.95	2.72	4.0	1.61	1.4	3.0	1.0	1.46	2.9	4.47	Bigger is better			Not available	Prevention work has continued to improve. The actual number of cases prevented from becoming homeless during quarter 3 was 203. The year to date figure is 622 cases prevented. This already exceeds the annual target of 556 cases (4 cases per 1000 households).
VP2	Number of households living in temporary accommodation (NI 156)	DHN	Y	Y	NEW	59	30	53	42	42	35	21	35	21	Less is best			Not available	Following changes to processes, constant detailed monitoring and improved working with partners our performance has continued to improve. The figure of 21 households is well within target and just above the Government target of 19 set to be achieved by December 2010.

No.	Indicator	Directorate	National Indicator	Local Area Agreement Indicator	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Quarter 1 Performance	2009/10 Quarter 2 Performance	2009/10 Half Year Performance	2009/10 Quarter 3 Target	2009/10 Quarter 3 Performance	09/10 Apr-Dec Target	09/10 Apr-Dec Performance	Good Performance	Performance against target	Performance trend from 2008/09	2009/10 Apr-Dec HouseMark Quartiles	Comments on Performance
<b>Business Enablers</b>																			
<b>Value for Money</b>																			
VM1	% void rent loss	DHM			1.18%	1.04%	0.99%	1.06%	1.02%	1.02%	1.00%	NA	1.00%	0.99%	Less is best				Performance is within target and likely to achieve the year end target. Out of the net rent due of £51.5M from all properties (occupied & void) during April to December, we lost £517,236 potential rental income (0.99%) due to properties being empty. The current year's performance of 0.99% is better than the HouseMark top quartile position of 1.03% which is based on the performance of 51 ALMOs.
VM2	Proportion of Rent Collected including Arrears C/fwd	DHM			97.75%	97.76%	98.00%	96.36%	95.90%	95.90%	97.33%	NA	97.33%	96.03%	Bigger is better			Only available at year end	Proportion of rent collected is below target due to the change from collecting rent a week in arrears to 'real time' collection. Current performance of 96.03% is in comparison to the quarter 3 08/09 performance of 97.13%. Since changing to collecting in 'real time' on 7 September 2009 the week in arrears debt has reduced by approximately £222,550 to £158,300 which is excellent. The year end push will see this debt reduce further.
VM3	Number of LA tenants with more than 7 weeks of (gross) rent arrears as a % of LA tenants	DHM			4.41%	4.24%	4.00%	3.79%	4.33%	4.06%	3.96%	4.62%	4.10%	4.21%	Less is best				The change in rent collection to 'real time' from one week in arrears has led to an increase in the number of tenants with more than 7 weeks gross rent arrears. This increase was unavoidable. The remainder of the year will be a challenge to meet target, however the change in escalation policy and way of working adopted in June 2009 should help to make this target more achievable by year end. The April to December performance of 4.21% relates to an average of 950 tenants owing 7+ weeks arrears out of a weekly average number of tenancies of 22,568 - this is in comparison to the same period in 08/09 which was 4.48%. The current year's performance of 4.21% is better than the HouseMark average of 5.2% and just outside the top quartile position of 4.18% which is based on the performance of 50 ALMOs.
VM4	% of LA tenants evicted as a result of rent arrears	DHM			0.33%	0.17%	0.22%	0.02%	0.03%	0.05%	0.05%	0.02%	0.17%	0.08%	Less is best				A total of only 17 evictions have been carried out for rent arrears this financial year. This is half of the amount that were evicted for the same period last year and therefore the target has been exceeded. A continued focus on prevention rather than enforcement has seen this figure reduce significantly. The current year's performance of 0.08% is better than the HouseMark top quartile position of 0.11% which is based on the performance of 48 ALMOs.
VM4(a)	% of LA tenants in arrears evicted as a result of rent arrears (For information)	DHM			NEW	NEW	-	0.08%	0.08%	0.17%	NEW	0.06%	NEW	0.22%	Less is best	Local information indicator	Local information indicator	Local indicator	0.22% equates to 17 evictions for rent arrears between April to December out of an average weekly number of tenants in arrears of 7,713.
VM5	Proportion of Former Tenant Arrears Collected	DHM			12.88%	13.59%	16%	4.15%	3.42%	7.55%	4.0%	3.27%	12.0%	11.09%	Bigger is better			Local indicator	Despite an increase in collection of former tenant arrears in-house over the course of the financial year, monies recovered by Rossendales Debt Collection Agency have dropped significantly. A focused last quarter with increased emphasis on outbound calling and the possibility of home visits means that the year end target is still obtainable. A new debt collection agency has been approved and this should go some way in meeting year end target if implemented in time. £236,193 has been collected during April to December out of £2.13M which gives a collection rate of 11.09%. This is an improvement from the same period in 08/09 when £262,095 out of £2.51M (10.45%) was collected.

No.	Indicator	Directorate	National Indicator	Local Area Agreement Indicator	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Quarter 1 Performance	2009/10 Quarter 2 Performance	2009/10 Half Year Performance	2009/10 Quarter 3 Target	2009/10 Quarter 3 Performance	09/10 Apr-Dec Target	09/10 Apr-Dec Performance	Good Performance	Performance against target	Performance trend from 2008/09	2009/10 Apr-Dec HouseMark Quartiles	Comments on Performance
<b>Human Resources</b>																			
HR1	The number of working days/shifts lost due to sickness absence	DoR			9.68 days	10.86 days	9 days	1.86 days	2.3 days	4.16 days	2.7 days	3.33 days	7.0 days	7.47 days	Less is best				<p>Quarter 3 saw an increase in both short and long term absence compared to the previous 2 quarters. This follows a similar pattern as previous years which have seen a rise in quarter 3 followed by a dip in quarter 4. The Company will need to achieve a quarter 4 performance figure of 1.53 days to achieve the target of 9 days for the year. The April to December performance of 7.47 days is slightly worse than 7.44 days for the same period in 08/09. 7.47 days equates to 3,188 days lost due to sickness absence out of a possible 72,667 days which is an absence rate of 4.4%.</p> <p>The current year's performance of 7.47 days is better than the HouseMark average of 7.88 days but below the top quartile position of 6.13 days which is based on the performance of 54 ALMOs.</p>

Key	Performance against target
	On target or better
	Close to target - within 5% of the target (1% for VM2)
	At risk - more than 5% from the target (1% for VM2)

Key	Performance trend from 2008/09
	Improving
	Stayed the same
	Declining

Key	HouseMark Quartiles
	Top quartile - in the top 25% of ALMO Club members
	2nd quartile - above average, in the top 25% to 50% of ALMO Club members
	3rd quartile - below average, in the bottom 25% to 50% of ALMO Club members
	Bottom quartile - in the bottom 25% of ALMO Club members