

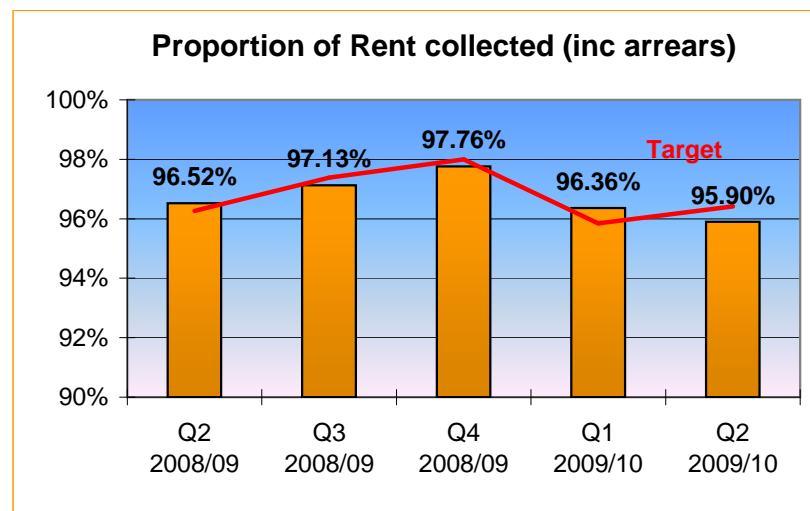
## Half Year 2009/10 Key Business Indicators

**P.I. Title:** VM2 - Proportion of Rent Collected including Arrears C/fwd

<b>Definition</b>	Measures the total amount of (gross) rent collected over the whole financial year as a proportion of the total amount of (gross) rent due that financial year. (% to 2 decimal places)
<b>Link to WALH Vision</b>	Better Housing Services
<b>Contact Officer</b>	Vicky Bannister


**KEY  
BUSINESS  
INDICATOR**

Target Information					
Period	Target	Better than Target	Close to Target	At Risk	Current Position
2009/10	98.00%	> 98.00%	97.02% - 98.00%	< 97.02%	
Q1 2009/10	95.85%	> 95.85%	94.89% - 95.85%	< 94.89%	96.36%
Q2 2009/10	96.42%	> 96.42%	95.46% - 96.42%	< 95.46%	95.90%
Q3 2009/10	97.33%	> 97.33%	96.36% - 97.33%	< 96.36%	
Q4 2009/10	98.00%	> 98.00%	97.02% - 98.00%	< 97.02%	



### **Analysis of Performance**

As expected the proportion of rent collected is below target due to the change from collecting rent a week in arrears to 'real time' collection. This figure is in comparison to Half Year 2008/09 that stood at 96.52%. The 2nd half of the year will be a challenge to reduce the deficit created by changing collection methods.

<b>Actual Performance</b>						<b>Higher is Better</b>		
<b>Historical Performance</b>			<b>2009/10 (year to date figures)</b>					
<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>		<b>Q4</b>	
<b>97.71%</b>	<b>97.75%</b>	<b>97.76%</b>	<b>96.36%</b>	<b>95.90%</b>				
			<b>2009/10 (quarterly figures)</b>					
			<b>Q1</b>	<b>Q2</b>	<b>Q3</b>		<b>Q4</b>	
			-	-	-		-	

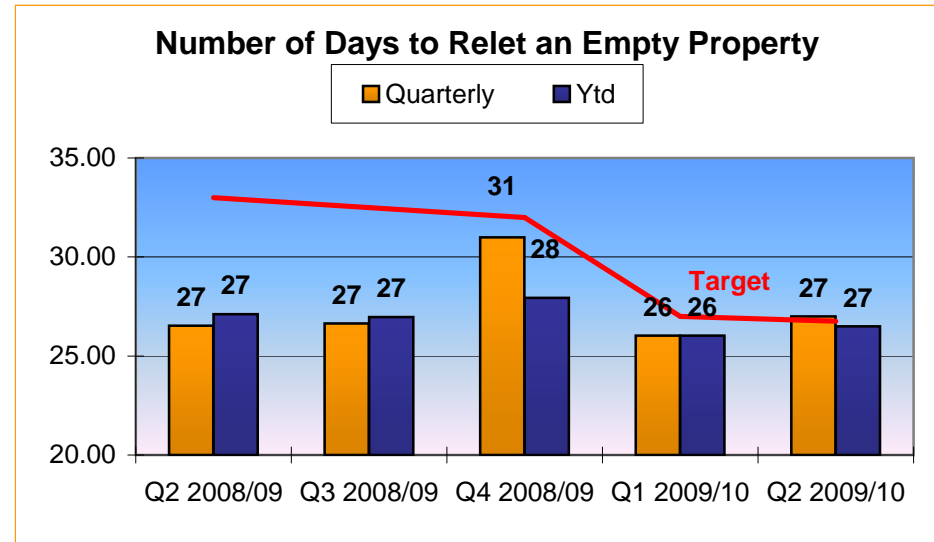
<b>Actions to address performance</b>				
<b>Ref</b>	<b>Action</b>	<b>Lead Officer</b>	<b>Deadline</b>	<b>Progress</b>
<b>1</b>	Continue to monitor the effects that the revised standard escalation policy that was introduced 15th June 2009 is having on performance. Review training as required and continue to raise awareness of the benefits of prevention over enforcement.	Peter Gaskell	Jun-10	Changes to systems have been in the main well received within the Area Offices and Current Arrears excluding the Week in Arrears have been consistently ahead of target when compared to 2008/09.
<b>2</b>	Continue to monitor the effects that the Week in Arrears has had on performance.	Peter Gaskell	Sep-10	As anticipated the arrears outstanding on the Week in Arrears (WIA) Accounts are having a detrimental affect on performance. This aside since the WIA Accounts were created on 7th September (Wk22) arrears have reduced by £181,297 from £380,851 to £199,554 which is an excellent effort by all those invoked in the arrears process.

**P.I. Title: BE5 - Average time to Re-let Local Authority Housing**

<b>Definition</b>	The time in calendar days from the date when the tenancy is terminated up to and including the date when the new tenancy agreement starts. Include all types of letting by the authority, including lets under licence to homeless households. Include sheltered and supported accommodation, and include any period of consultation with social services or other agencies in the time taken to re-let. (0 decimal places)
<b>Link to WALH Vision</b>	Better Estates
<b>Contact Officer</b>	Dave Bainbridge

**KEY BUSINESS INDICATOR**

Target Information					
Period	Target	Better than Target	Close to Target	At Risk	Current Position
2009/10	26.25 days	< 26.25	26.25 - 27.56	> 27.56	
Q1 2009/10	27 days	< 27	27.00 - 28.35	> 28.35	26.03
Q2 2009/10	26.75 days	< 26.75	26.75 - 28.09	> 28.09	26.50
Q3 2009/10	26.50 days	< 26.50	26.50 - 27.83	> 27.83	
Q4 2009/10	26 days	< 26.25	26.25 - 27.56	> 27.56	



### Analysis of Performance

Performance remains at a high level, however further improvements are unrealistic without a radical change in service delivery.

Actual Performance						Lower is Better	↓	
Historical Performance			2009/10 (year to date figures)					
2006/07	2007/08	2008/09	Q1	Q2	Q3	Q4		
39 days	33 days	28 days	26.03	26.5				
HouseMark ALMO Club Quartiles (09/10)			2009/10 (quarterly figures)					
Top		Bottom	Q1	Q2	Q3	Q4		
24.40 days		34.91 days	26.03	27				

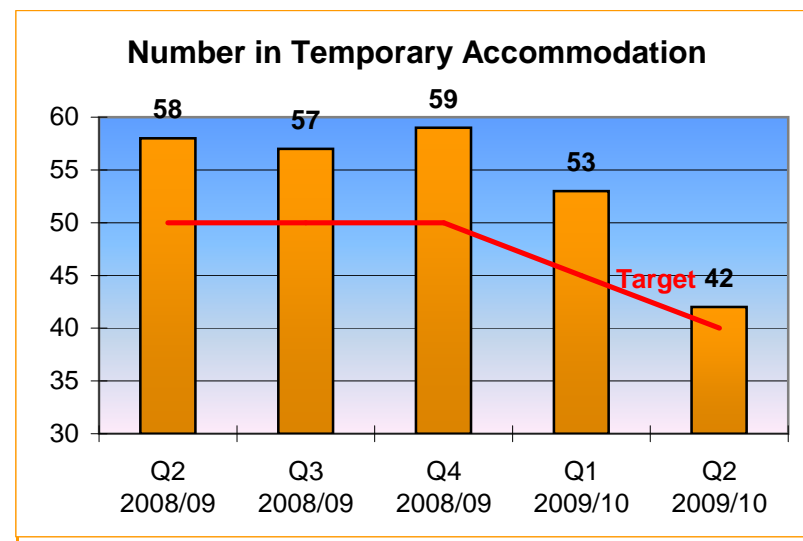
Actions to address performance				
Ref	Action	Lead Officer	Deadline	Progress
1	Ongoing meetings with Voids specialists to find further savings in time.	D.Bainbridge	March 2010	On target to show further improvements

**P.I. Title: VP2 - Number of households living in temporary accommodation (NI 156)**

<b>Definition</b>	This indicator measures the numbers of households living in temporary accommodation provided under the homelessness legislation.
<b>Link to WALH Vision</b>	Housing Services for Vulnerable People
<b>Contact Officer</b>	Graham Sutch

**KEY  
BUSINESS  
INDICATOR**

Target Information					
Period	Target	Better than Target	Close to Target	At Risk	Current Position
2009/10	30	< 30	30 - 32	> 32	
Q1 2009/10	45	< 45	45 - 47	> 47	53
Q2 2009/10	40	< 40	40 - 42	> 42	42
Q3 2009/10	35	< 35	35 - 37	> 37	
Q4 2009/10	30	< 30	30 - 32	> 32	



**Analysis of Performance**

Performance has significantly improved during this quarter. This has been achieved as a result of constant monitoring of the position and the full Housing Support Team focussing on assisting residents to secure alternative accommodation at the earliest opportunity. We have also taken timely and appropriate action to secure possession of temporary accommodation where the duty to the household has ended.

Actual Performance						
Historical Performance			2009/010 (year to date figures)			
2006/07	2007/08	2008/09	Q1	Q2	Q3	Q4
N/A	N/A	59	53	42		
			2009/10 (quarterly figures)			
			Q1	Q2	Q3	Q4
			-	-	-	-

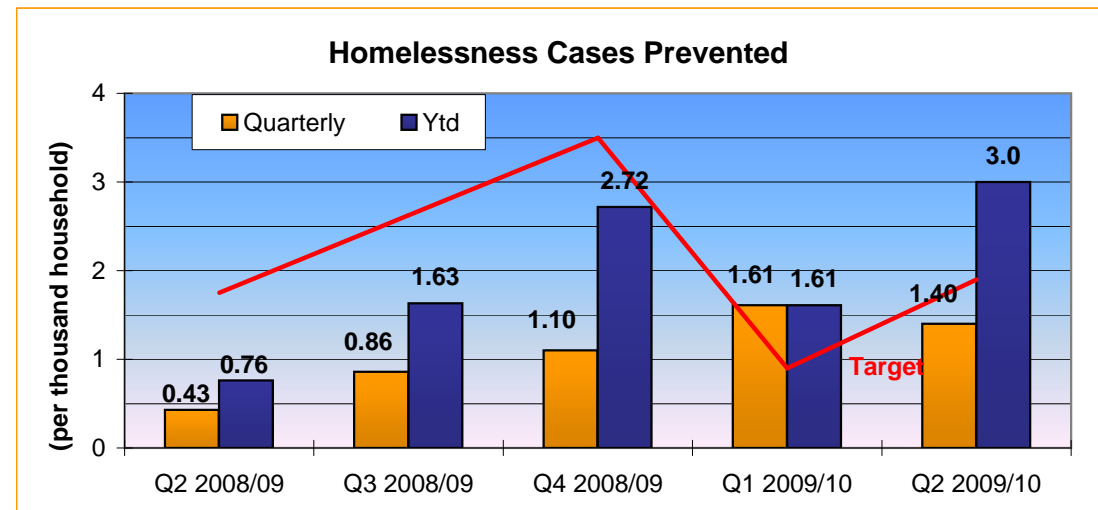
Actions to address performance				
Ref	Action	Lead Officer	Deadline	Progress
1	Weekly strategic temporary accommodation reduction meetings	J Ely	ongoing	These meetings continue to focus on minimising the amount of time households are in temporary accommodation by facilitating suitable offers of accommodation and promoting a multi agency approach for difficult cases.
2	The daily use of quality management information and automated reports by staff within the Housing Support section as a tool for directing resources appropriately.	G Sutch	ongoing	The interpretation and understanding of the information provided on a daily basis is now becoming embedded across the Housing Support team and this linked to the weekly meetings has driven the performance improvement achieved during this quarter.

**P.I. Title: VP1 - Homelessness Prevention through Housing Advice Casework**

<b>Definition</b>	A 'prevention case' is one where a household has considered themselves as homeless or as having a housing problem and has approached the local authority's housing advice service(s), and as a result of advice casework intervention their housing problem has been resolved. To count as prevented the household must have had a housing problem and been provided with advice and assistance from an advice service that is funded by the local authority, there must be case notes and it must be likely that the household will sustain the accommodation for 6 months. (recorded as the number per thousand household)
<b>Link to WALH Vision</b>	Housing Services for Vulnerable People
<b>Contact Officer</b>	Carrie Deakin


**KEY BUSINESS INDICATOR**

Target Information					
Period	Target	Better than Target	Close to Target	At Risk	Current Position
2009/10	4.00	> 4.00	3.80 - 4.00	< 3.80	
Q1 2009/10	0.90	> 0.90	0.86 - 0.90	< 0.86	1.61
Q2 2009/10	1.90	> 1.90	1.81 - 1.90	< 1.81	3.0
Q3 2009/10	2.90	> 2.90	2.76 - 2.90	< 2.76	
Q4 2009/10	4.00	> 4.00	3.80 - 4.00	< 3.80	



### **Analysis of Performance**

Performance is continuing to improve in this area. The number of cases where Homelessness has been prevented, has steadily increased over the previous 5 quarters (39, 67,119,151,224). The good performance continued in quarter 2 with 195 cases prevented, this is against the Quarter 2 target of 1.0 (139 cases). The half year target of 1.9, which equates to 278 cases, has been exceeded. A total of 418 cases were prevented during this 6 month period.

<b>Actual Performance</b>						<b>Higher is Better</b>		
<b>Historical Performance</b>			<b>2009/10 (year to date figures)</b>					
<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>		
<b>1</b>	<b>1.95</b>	<b>2.72</b>	<b>1.61</b>	<b>3.0</b>				
			<b>2009/10 (quarterly figures)</b>					
			<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>		
			<b>1.61</b>	<b>1.40</b>				

<b>Actions to address performance</b>				
<b>Ref</b>	<b>Action</b>	<b>Lead Officer</b>	<b>Deadline</b>	<b>Progress</b>
<b>1</b>	Continuing performance monitoring and management	Carrie Deakin	Ongoing	Weekly management meetings currently take place to identify areas where performance can be improved. Staff members are aware of their targets and are advised of their individual performance on a weekly basis.

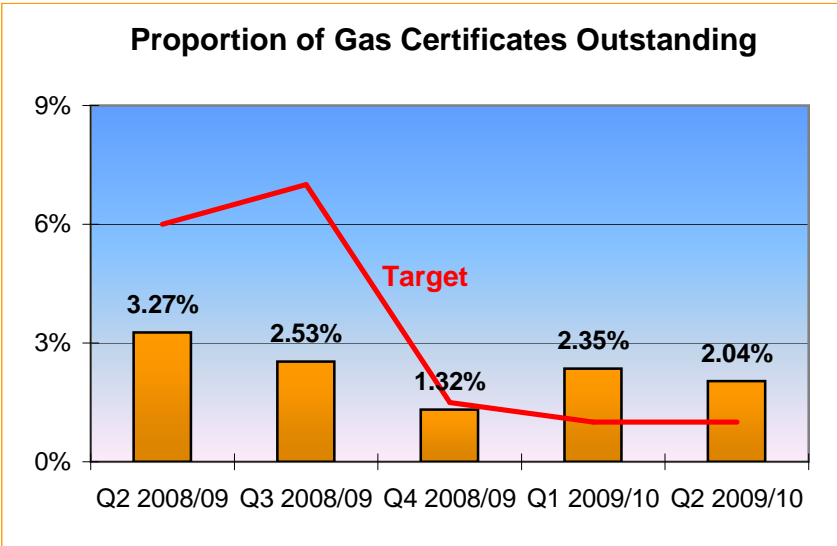
**P.I. Title: DH5 - Proportion of gas servicing certificates outstanding**

<b>Definition</b>	Number of properties with a local authority owned gas appliance, for which the authority doesn't currently hold a current, valid CORGI registered gas certificate to confirm that the annual safety check has been completed when due, as a percentage of all local authority properties with a local authority owned gas appliance (%)
<b>Link to WALH Vision</b>	Decent Homes
<b>Contact Officer</b>	Tom Kenyon

**KEY  
BUSINESS  
INDICATOR**

**Target Information**

Period	Target	Better than Target	Close to Target	At Risk	Current Position
2009/10	1%	< 1%	1.00% - 1.05%	> 1.05%	
Q1 2009/10	1%	< 1%	1.00% - 1.05%	> 1.05%	2.35%
Q2 2009/10	1%	< 1%	1.00% - 1.05%	> 1.05%	2.04%
Q3 2009/10	1%	< 1%	1.00% - 1.05%	> 1.05%	
Q4 2009/10	1%	< 1%	1.00% - 1.05%	> 1.05%	




**Analysis of Performance**

19812 properties are included in the annual gas servicing programme. This is an increase of 114 since Qtr.1. At the end of quarter 2 - 19407 properties (97.96%) had a valid safety certificate, 405 properties (2.04%) had certificates which had expired. Of the 405 properties, 143 have been referred to Wigan Council's Solicitor to commence legal action.

## Summary Of Outstanding Gas Servicing Certificates

0 - 1 Month	1 - 3 Months	3 - 6 Months	6 - 9 Months	9 - 12 Months	12 - 24 Months	24 - 36 Months	
144	105	81	32	14	21	8	

### Actual Performance

Historical Performance						2009/10 (year to date figures)			Lower is Better 
2006/07	2007/08	2008/09	Q1	Q2	Q3	Q4			
2.45%	2.17%	1.32%	2.35%	2.04%					
						2009/10 (quarterly figures)			
						Q1	Q2	Q3	Q4
						-	-	-	-

### Actions to address performance

Ref	Action	Lead Officer	Deadline	Progress
1	Intensive monitoring of gas service programme	Tom Kenyon	On going	Weekly reports received detailing status
2	Gas servicing contractor produces weekly service report	Tom Kenyon	On going	Reports identifies completions and no access
3	Monthly meetings with Gas service contractor	Tom Kenyon	On going	Gas servicing standard agenda item
4	Third party commissioned to undertake review of processes, procedures and policy	Tom Kenyon	Sep-09	All documentation forwarded to CORGI Services Ltd
5	Report from CORGI Services Ltd	Tom Kenyon	Sep-09	Report produced , action plan identified.
6	Report to Business, Investment & Performance Committee	Tom Kenyon	Dec-09	Report to be presented to Business, Investment & Performance Committee - 15th Dec 09