

Housing Directorate

Performance Digest

Housing

PERFORMANCE UP TO
End of March 2005

Produced by

Housing Policy and Performance Team

Contact: Tel: 020 8356 2062

Fax: 020 8356 2104

Emails: jabez.lam@hackney.gov.uk

vincent.lam@hackney.gov.uk

 Hackney Housing Service

Invoices paid in 30 days

March 2005

BVPI 8 - Invoices paid in 30 days

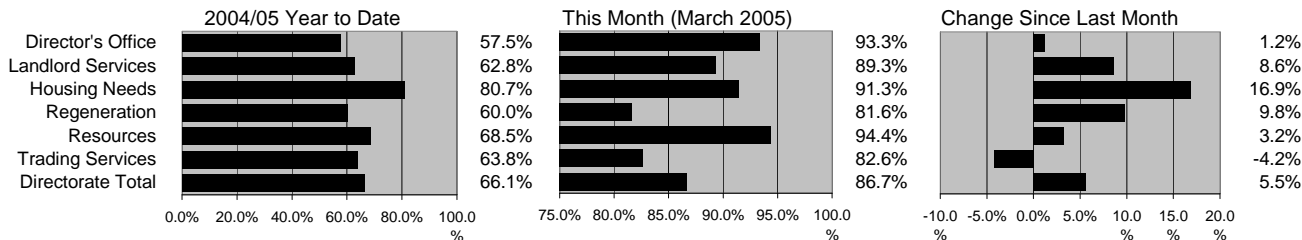
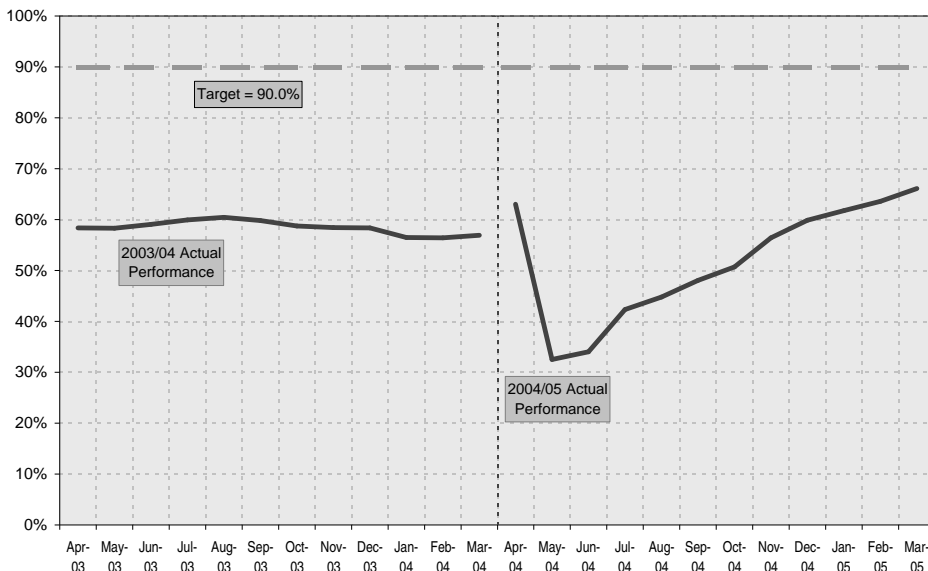
% of invoices paid in 30 days

Chief Officer Richard Beaumont
Producing Officer Alma Vuk

BVPI 8 - Invoices paid in 30 days, Year to Date, March 2005

Monthly - Housing Directorate

Period	%	Target
Apr-03	58.39%	90.0%
May-03	58.21%	90.0%
Jun-03	60.60%	90.0%
Jul-03	62.57%	90.0%
Aug-03	62.61%	90.0%
Sep-03	56.01%	90.0%
Oct-03	51.56%	90.0%
Nov-03	56.40%	90.0%
Dec-03	57.41%	90.0%
Jan-04	39.03%	90.0%
Feb-04	55.63%	90.0%
Mar-04	61.71%	90.0%
Apr-04	63.04%	90.0%
May-04	30.94%	90.0%
Jun-04	34.62%	90.0%
Jul-04	54.42%	90.0%
Aug-04	51.42%	90.0%
Sep-04	60.60%	90.0%
Oct-04	64.43%	90.0%
Nov-04	84.52%	90.0%
Dec-04	89.12%	90.0%
Jan-05	77.22%	90.0%
Feb-05	81.12%	90.0%
Mar-05	86.66%	90.0%



LBH compared to London Boroughs

London Average 2003/04	80.9%
London Top 25% in 2003/04	86.6%
LBH Housing (all services) 2004/05	*81.09%
LBH Housing (all services) year to date as at March 2005	*81.1%

Invoices paid in 30 days

London Average 2003/04	80.9%
London Top 25% in 2003/04	86.6%
LBH Housing (all services) 2004/05	*81.09%
LBH Housing (all services) year to date as at March 2005	*81.1%

* Central Finance Reported Figures

Comments

The targetted attention to improve invoice processing has resulted in an improved performance for the year to date, though this is not being sustained in all areas, which is being investigated. The reported performance is being improved further by changes to FMS to recognise invoices which are disputed and those with extended payment terms. Efforts are continuing, and whilst we almost achieved the 90% target on a monthly basis before the year end, the poorer performance in the earlier part of the year meant that the annual target could not be achieved. **NB - CENTRAL FINANCE STATISTICS INDICATE 81% ACHIEVEMENT FOR 2004/05**

Days lost to sickness

March 2005

BVPI 12

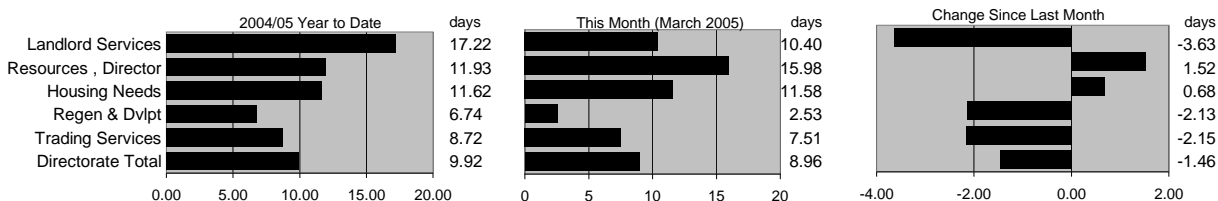
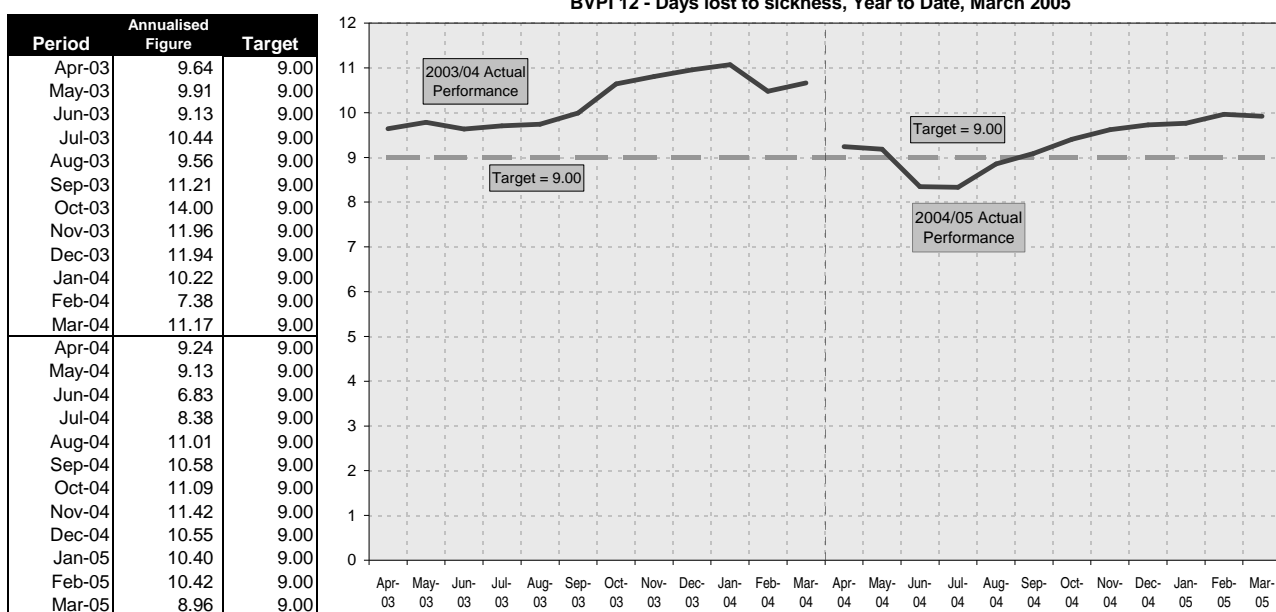
Number of working days / shifts lost to sickness (Annualised)

Chief Officer

Richard Beaumont

Producing Officer

Daniel O'Connell



LBH compared to London Boroughs

	Days lost to sickness
London Average 2003/04	9.2
London Top 25% in 2003/04	8.1
LBH Housing (all services) 2004/05	9.9
LBH Housing (all services) year to date as at March 2005	9.9

Comments

The number of staff off with long term sickness continues to have a poor effect on the overall figures within the Directorate. A concerted effort has been made (in the last quarter) to reduce the level of sickness absence within the Directorate by ensuring that appropriate sickness reviews have been carried out and managed to a conclusion.

The delay in receiving confirmation on a number of ill health retirement cases, has continued to affect our ability to significantly improve the statistics in the short term. This should improve in the medium to long term.

Repair appointments made and kept

March 2005

BVPI 185

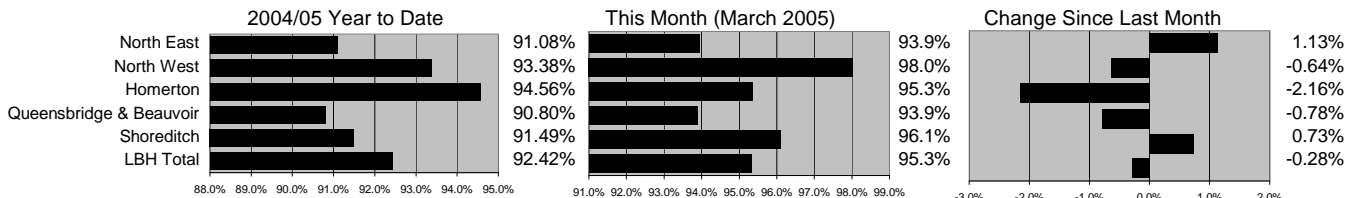
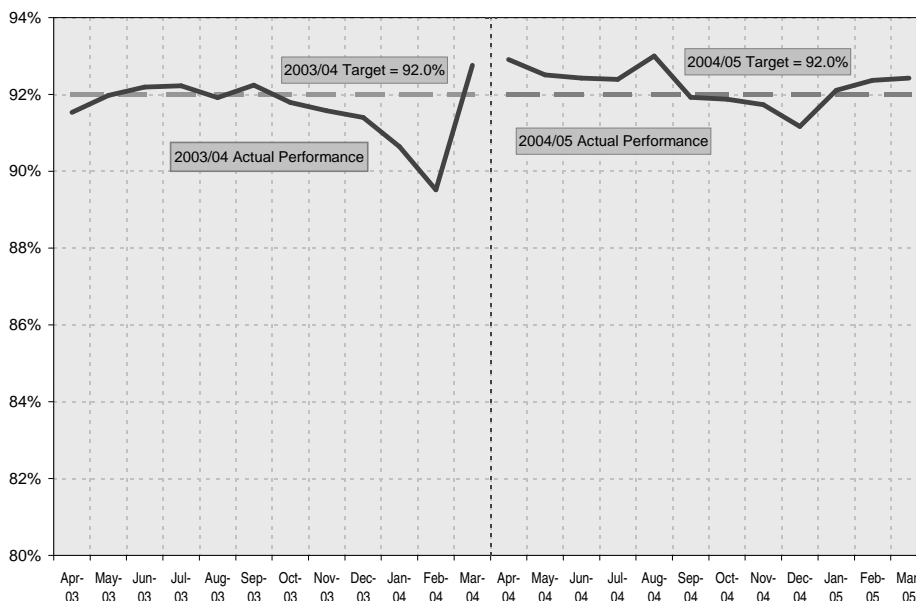
The % of responsive (but not emergency) repairs during the year for which the authority both made and kept appointment

Chief Officer Peter Hayter
Producing Officer Jerry Austin

This Month - ALL Housing Neighbourhoods

Period	%	Target
Apr-03	91.53%	92.0%
May-03	92.47%	92.0%
Jun-03	92.60%	92.0%
Jul-03	92.33%	92.0%
Aug-03	90.50%	92.0%
Sep-03	94.17%	92.0%
Oct-03	91.47%	92.0%
Nov-03	90.39%	92.0%
Dec-03	89.19%	92.0%
Jan-04	84.01%	92.0%
Feb-04	84.78%	92.0%
Mar-04	89.90%	92.0%
Apr-04	92.91%	92.0%
May-04	91.99%	92.0%
Jun-04	93.34%	92.0%
Jul-04	92.27%	92.0%
Aug-04	96.10%	92.0%
Sep-04	87.56%	92.0%
Oct-04	91.80%	92.0%
Nov-04	88.92%	92.0%
Dec-04	94.49%	92.0%
Jan-05	95.72%	92.0%
Feb-05	95.60%	92.0%
Mar-05	95.32%	92.0%

BVPI 185 - Repair appointments made and kept, Year to Date, March 2005



LBH compared to London Boroughs

London Average 2003/04
 London Top 25% in 2003/04
 LBH Housing (all services) 2004/05
 LBH year to date as at March 2005

Repair appointments made and kept

73.5%
 95.6%
 92.4%
 92.4%

Comments:

Performance Team: Methodology for the computation of BV185 has been revised since March 2004. The changes include 1, Exclude all jobs being done by external contractors. 2, Repairs perform at the appointment day are all being regarded as "pass" whether the repair is performed at the allocated time slot (AM or PM) or not. The changes amount to about 2 percent points increase in BV185 performance .

Average void turnaround times

March 2005

LP1

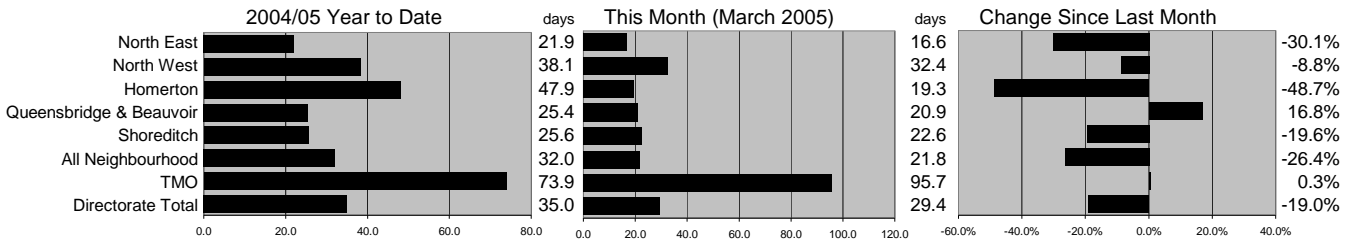
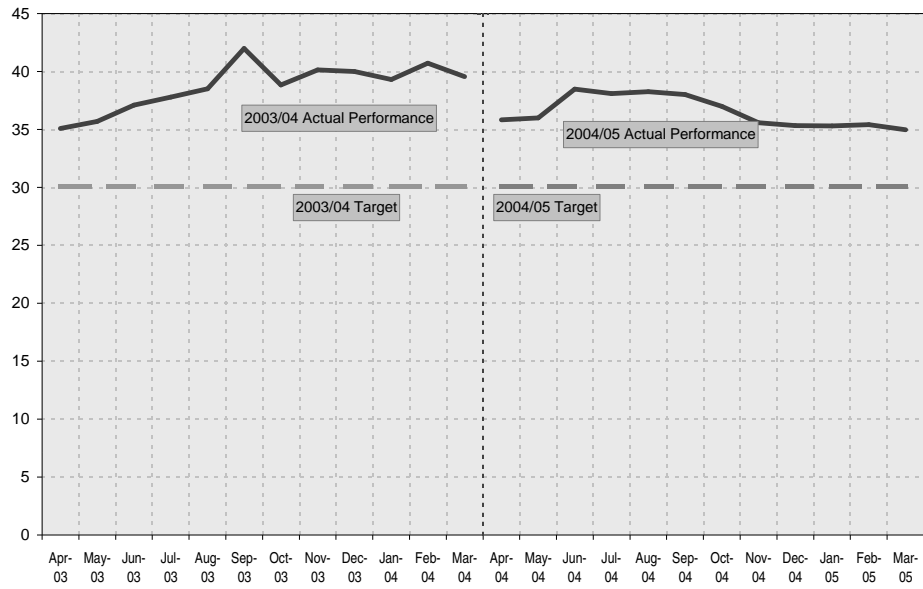
Average re-let time for local authority dwellings let in the financial year (formerly BV68).

Chief Officer Susmita Noonan
Producing Officer NSDs

LP1 - Average void turnaround times, Year to Date, March 2005

This Month - ALL Housing Neighbourhoods

Period	Days	Target
Apr-03	35.08	30.1
May-03	36.84	30.1
Jun-03	39.12	30.1
Jul-03	40.00	30.1
Aug-03	42.72	30.1
Sep-03	42.00	30.1
Oct-03	40.13	30.1
Nov-03	42.15	30.1
Dec-03	43.85	30.1
Jan-04	46.12	30.1
Feb-04	44.08	30.1
Mar-04	43.51	30.1
Apr-04	35.82	30.1
May-04	36.15	30.1
Jun-04	44.43	30.1
Jul-04	37.03	30.1
Aug-04	38.80	30.1
Sep-04	36.78	30.1
Oct-04	30.80	30.1
Nov-04	28.38	30.1
Dec-04	32.81	30.1
Jan-05	34.86	30.1
Feb-05	36.29	30.1
Mar-05	29.40	30.1



LBH compared to London Boroughs

ex BV68

Average void turnaround times

London Average 2001/02 (ex-BV68)	43.1
London Top 25% in 2001/02 (ex-BV68)	35.5
LBH Housing (all services) 2003/04	35.0
LBH Housing year to date as at March 2005	35.0

Comments

Rent arrears as a % of rent roll

March 2005

LP2

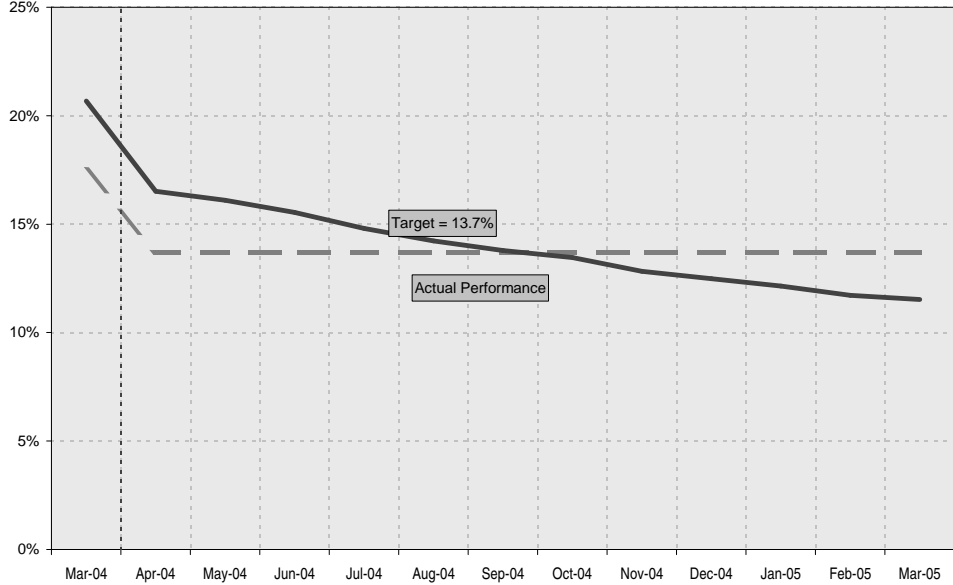
Arrears as % of rent roll

Chief Officer Susmita Noonan
Producing Officer NSDs

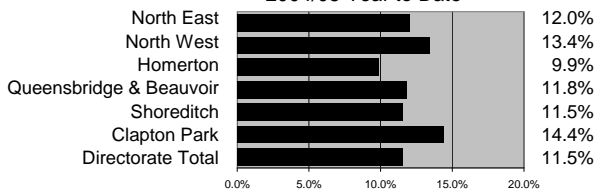
YTD - ALL Housing Neighbourhoods

Period	%	Target
Mar-04	20.68%	17.5%
Apr-04	16.51%	13.7%
May-04	16.10%	13.7%
Jun-04	15.55%	13.7%
Jul-04	14.80%	13.7%
Aug-04	14.22%	13.7%
Sep-04	13.79%	13.7%
Oct-04	13.46%	13.7%
Nov-04	12.83%	13.7%
Dec-04	12.48%	13.7%
Jan-05	12.14%	13.7%
Feb-05	11.72%	13.7%
Mar-05	11.52%	13.7%

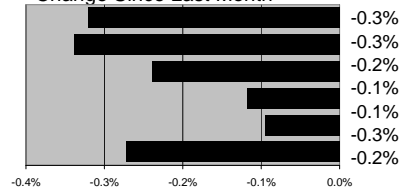
LP2 - Rent arrears as a % of rent roll, Year to Date, March 2005



2004/05 Year to Date



Change Since Last Month



Comments

Year end figure from 20% to current figure reflects improved housing benefit position and increases in collection rate

Total value of rent arrears

March 2005

LP3

Total rent arrears of current council tenants

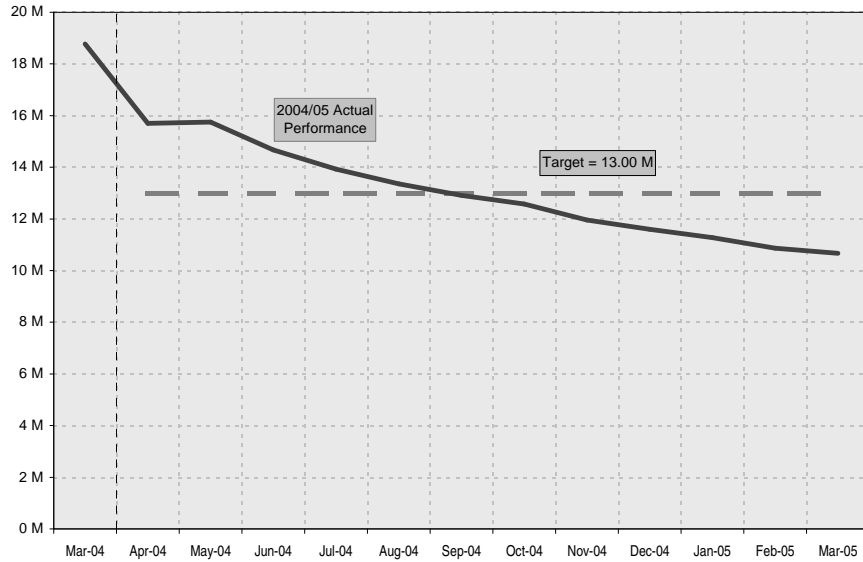
Chief Officer
Producing Officer

Susmita Noonan
NSDs

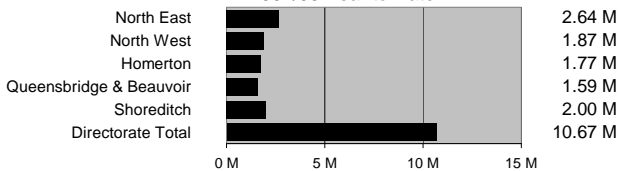
YTD - ALL Housing Neighbourhoods

Period	£	Target
Mar-04	18.77 M	
Apr-04	15.70 M	13.00 M
May-04	15.75 M	13.00 M
Jun-04	14.68 M	13.00 M
Jul-04	13.93 M	13.00 M
Aug-04	13.35 M	13.00 M
Sep-04	12.92 M	13.00 M
Oct-04	12.57 M	13.00 M
Nov-04	11.96 M	13.00 M
Dec-04	11.60 M	13.00 M
Jan-05	11.27 M	13.00 M
Feb-05	10.87 M	13.00 M
Mar-05	10.67 M	13.00 M

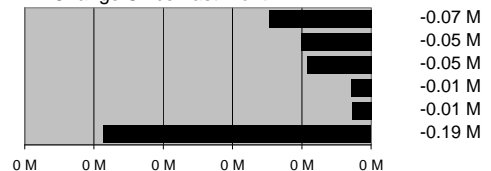
LP3 - Total value of rent arrears, Year to Date, March 2005



2004/05 Year to Date



Change Since Last Month



Comments

Reductions from 2003/4 out-turn of 18.77 million reflect improving housing benefit take up and backdating as well as increases in the collection rate.

Repairs completed within target

March 2005

LP8

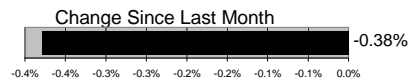
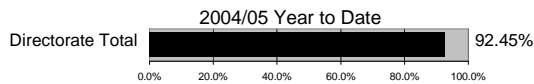
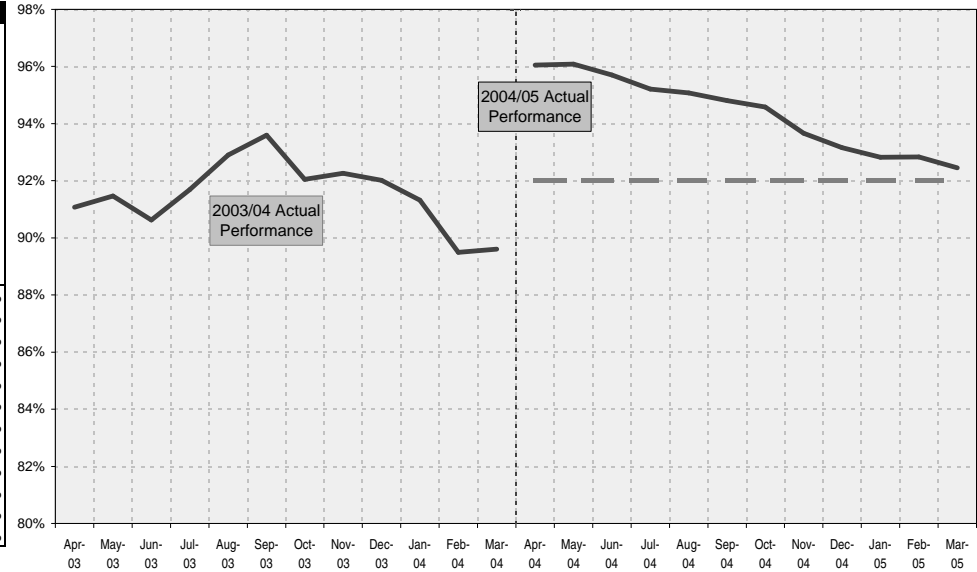
% of right-to-repair jobs completed within target -- ex-BV72

Chief Officer Peter Hayter
Producing Officer Jerry Austin

Year to Date

Period	%	Target
Apr-03	91.08%	
May-03	91.47%	
Jun-03	90.62%	
Jul-03	91.69%	
Aug-03	92.90%	
Sep-03	93.60%	
Oct-03	92.05%	
Nov-03	92.26%	
Dec-03	92.01%	
Jan-04	91.32%	
Feb-04	89.50%	
Mar-04	89.60%	
Apr-04	96.05%	92.0%
May-04	96.09%	92.0%
Jun-04	95.71%	92.0%
Jul-04	95.20%	92.0%
Aug-04	95.08%	92.0%
Sep-04	94.81%	92.0%
Oct-04	94.58%	92.0%
Nov-04	93.67%	92.0%
Dec-04	93.16%	92.0%
Jan-05	92.83%	92.0%
Feb-05	92.83%	92.0%
Mar-05	92.45%	92.0%

LP8 - Repairs completed within target, Year to Date, March 2005



Comments

Homelessness decisions in 33 days

March 2005

LP10

Proportion of homelessness applications, which the authority makes a decision on and issues written notification to the applicant within 33 working days (formerly BV67).

Chief Officer

Zulfiqar Mulak

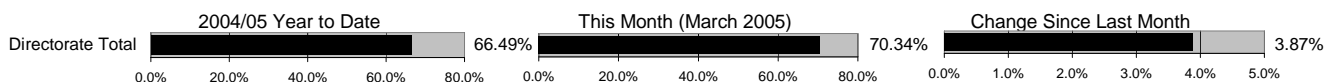
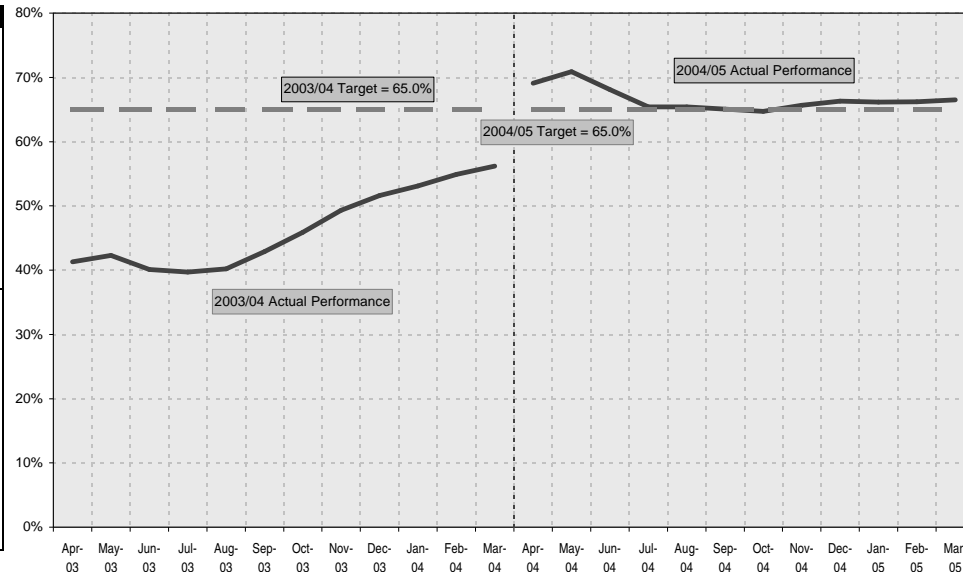
Producing Officer

Olcay Aniker

This Month

Period	%	Target
Apr-03	41.30%	65.0%
May-03	43.30%	65.0%
Jun-03	36.30%	65.0%
Jul-03	38.50%	65.0%
Aug-03	42.60%	65.0%
Sep-03	51.40%	65.0%
Oct-03	62.10%	65.0%
Nov-03	72.30%	65.0%
Dec-03	70.90%	65.0%
Jan-04	68.10%	65.0%
Feb-04	74.80%	65.0%
Mar-04	69.10%	65.0%
Apr-04	69.28%	65.0%
May-04	72.38%	65.0%
Jun-04	62.35%	65.0%
Jul-04	57.78%	65.0%
Aug-04	65.24%	65.0%
Sep-04	63.33%	65.0%
Oct-04	62.78%	65.0%
Nov-04	72.16%	65.0%
Dec-04	73.53%	65.0%
Jan-05	64.47%	65.0%
Feb-05	66.48%	65.0%
Mar-05	70.34%	65.0%

LP10 - Homelessness decisions in 33 days, Year to Date, March 2005



LBH compared to London Boroughs

ex BV67

Homelessness decisions in 33 days

London Average 2001/02 (ex-BV67)	66.9%
London Top 25% in 2001/02 (ex-BV67)	77.0%
LBH Housing (all services) 2004/05	66.5%
LBH Housing year to date as at March 2005	66.5%

Comments

Numbers of families in B&B and Annexes

March 2005

LP11

Numbers of families with children in B&B, self-contained and shared annexes

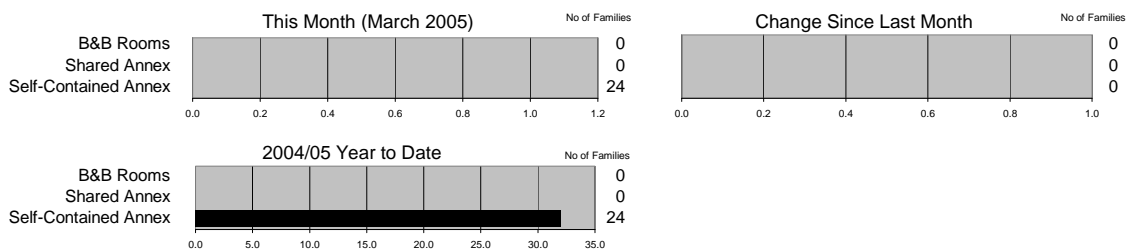
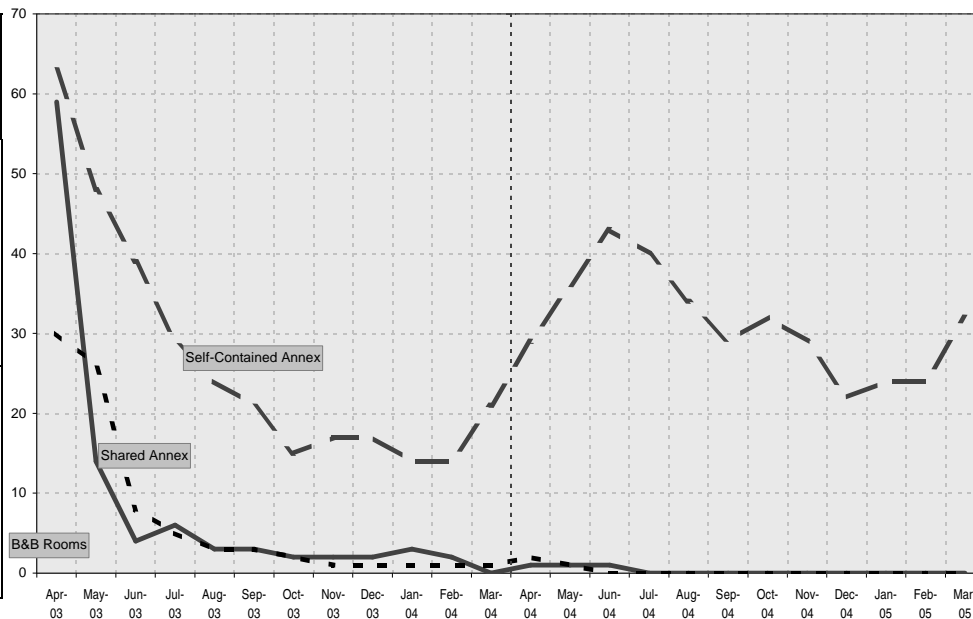
Chief Officer Zulfıqar Mulak
 Producing Officer Zulfıqar Mulak

Year to Date

Families with children in:

Period	B&B Rooms	Shared Annex	S/C Annex
Apr-03	59	30	63
May-03	14	26	48
Jun-03	4	8	39
Jul-03	6	5	29
Aug-03	3	3	24
Sep-03	3	3	21
Oct-03	2	2	15
Nov-03	2	1	17
Dec-03	2	1	17
Jan-04	3	1	14
Feb-04	2	1	14
Mar-04	0	1	21
Apr-04	1	2	29
May-04	1	1	36
Jun-04	1	0	43
Jul-04	0	0	40
Aug-04	0	0	34
Sep-04	0	0	29
Oct-04	0	0	32
Nov-04	0	0	29
Dec-04	0	0	22
Jan-05	0	0	24
Feb-05	0	0	24
Mar-05	0	0	32

LP11 - Numbers of families in B&B and Annexes as at end of March 2005



Comments:

Telephone answered within 3 rings and percentage answered

March 2005

LP13

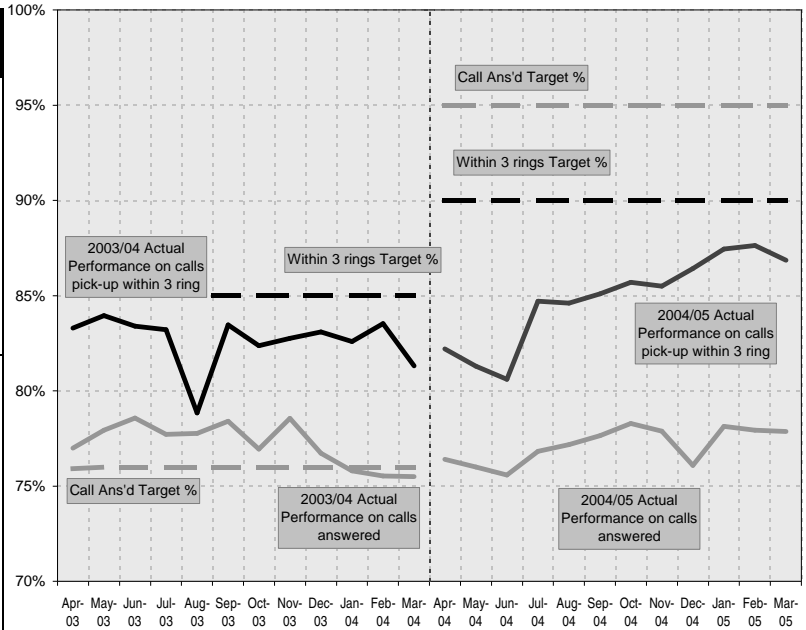
LP13 a - % of all telephone calls answered in three rings, LP13b - % of call lost

Chief Officer Assistant Directors
 Producing Officer Humara Qayyum

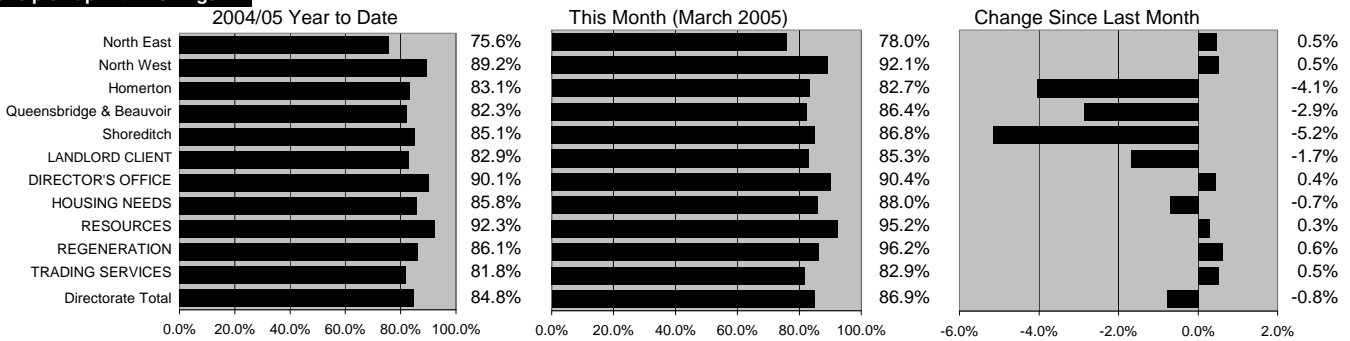
LP13 - Telephone answered within 3 rings and percentage answered, Year to Date, March 2005

This Month - ALL Housing Neighbourhoods

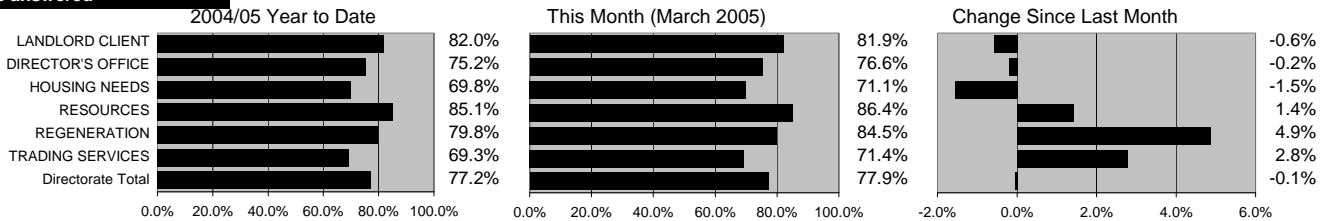
Period	within 3 rings %	Call Ans'd %	Within 3	
			rings Target %	Call Ans'd Target %
Apr-03	83.3%	77.0%	85.0%	75.9%
May-03	84.0%	77.9%	85.0%	76.0%
Jun-03	83.4%	78.6%	85.0%	76.0%
Jul-03	83.2%	77.7%	85.0%	76.0%
Aug-03	78.8%	77.8%	85.0%	76.0%
Sep-03	83.5%	78.4%	85.0%	76.0%
Oct-03	82.4%	76.9%	85.0%	76.0%
Nov-03	82.7%	78.6%	85.0%	76.0%
Dec-03	83.1%	76.7%	85.0%	76.0%
Jan-04	82.6%	75.8%	85.0%	76.0%
Feb-04	83.5%	75.5%	85.0%	76.0%
Mar-04	81.3%	75.5%	85.0%	76.0%
Apr-04	82.2%	76.4%	90.0%	95.0%
May-04	81.3%	76.0%	90.0%	95.0%
Jun-04	80.6%	75.6%	90.0%	95.0%
Jul-04	84.7%	76.8%	90.0%	95.0%
Aug-04	84.6%	77.2%	90.0%	95.0%
Sep-04	85.1%	77.7%	90.0%	95.0%
Oct-04	85.7%	78.3%	90.0%	95.0%
Nov-04	85.5%	77.9%	90.0%	95.0%
Dec-04	86.4%	76.1%	90.0%	95.0%
Jan-05	87.4%	78.1%	90.0%	95.0%
Feb-05	87.6%	77.9%	90.0%	95.0%
Mar-05	86.9%	77.9%	90.0%	95.0%



Calls pick-up within 3 rings



Calls answered



Comments

Best Value PIs

PI	Chief Officer	Producing Officer	Timing	PI Title	PI Title (Long)
BVPI 8	Richard Beaumont	Alma Vuk	Monthly	Invoices paid in 30 days	% of invoices paid in 30 days
BVPI 12	Richard Beaumont	Daniel O'Connel	Monthly	Days lost to sickness	Number of working days / shifts lost to sickness (Annualised)
BVPI 17a	Richard Beaumont	Richard Browne	Quarterly	Staff - BME	% LA employees from minority ethnic communities
BVPI 62	Zulfiqar Mulak	John Hook	Quarterly	Private Sector Housing	Proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority.
BVPI 63	Mekor Newman	Sital Kallah	Annual	Energy Efficiency	Energy Efficiency - the average SAP rating of LA owned dwellings
BVPI 64	Zulfiqar Mulak	John Hook	Quarterly	Empty homes	The number of private sector dwellings that are returned into occupation or demolished during 2002/03 as a direct result of action by the local authority.
BVPI 66a	Susmita Noonan	Clive Taber	Monthly	Proportion of rent and arrears collected	Local authority rent collection and arrears: proportion of rent collected
BVPI 74	Steve Tucker	John Hall	Annual	Satisfaction with landlord service	Satisfaction of council tenants with the overall service provided by the landlord - reported by 1)bme and 2) non-bme tenants
BVPI 164	Susmita Noonan	Tom Hogan	Annual	Tackling racial harassment	Does the LA follow the CRE code of practice in rented housing and follow the good practice standards for social landlords on tackling harassment included in the code of practice for social landlords:tackling racial harassment?
BVPI 174/175	Susmita Noonan	Wayne Hylton	Quarterly	Racial incidents	The percentage of racial incidents reported that resulted in further action
BVPI 183A	Zulfiqar Mulak	Zulfiqar Mulak	Monthly	Length of stay in B&B	Average length of stay in Bed & Breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need
BVPI 183B	Zulfiqar Mulak	Zulfiqar Mulak	Monthly	Length of stay in Hostels	Average length of stay in Hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need
BVPI 184	Mekor Newman	Mike Hallimond	Quarterly	Decent homes	
BVPI 185	Peter Hayter	Jerry Austin	Monthly	Repair appointments made and kept	The % of responsive (but not emergency) repairs during the year for which the authority both made and kept appointment
BVPI 202	Zulfiqar Mulak	Zulfiqar Mulak	Annual	The number of people sleeping rough.	The number of people sleeping rough on a single night within the area of the authority
BVPI 203	Zulfiqar Mulak	Zulfiqar Mulak	Annual	The percentage change of families in temporary accommodation.	families,which include dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year.

Local PIs

Reference No.	Assistant Director	Producing Officer	Timing	PI Title	PI Title
LP1	Susmita Noonan	NSDs	Monthly	Average void turnaround times	Average re-let time for local authority dwellings let in the financial year (formerly BV68).
LP2	Susmita Noonan	NSDs	Monthly	Rent arrears as a % of rent roll	Arrears as % of rent roll
LP3	Susmita Noonan	NSDs	Monthly	Total value of rent arrears	Total rent arrears of current council tenants
LP4	Susmita Noonan	NSDs	Monthly	Former tenant arrears	Income collected from former tenant in arrears
LP5					
LP6					
LP7					
LP8	Peter Hayter	Jerry Austin	Monthly	Repairs completed within target	% of right-to-repair jobs completed within target -- ex-BV72
LP9	Peter Hayter	Dara Doyle	Quarterly	Repair satisfaction	Tenant satisfaction with quality of work / repair process
LP10	Zulfiqar Mulak	Olcay Aniker	Monthly	Homelessness decisions in 33 days	Proportion of homelessness applications, which the authority makes a decision on and issues written notification to the applicant within 33 working days (formerly BV67).
LP11	Zulfiqar Mulak	Zulfiqar Mulak	Monthly	Numbers of families in B&B and Annexes	Numbers of families with children in B&B, self-contained and shared annexes
LP12	Mekor Newman	Jonathon Oxlade	Quarterly	Capital programme	Capital programme: Projected spend as a percentage of revised resources
LP13	Assistant Directors	Humara Qayyum	Monthly	Telephone answered within 3 rings and percentage answered	LP13 a - % of all telephone calls answered in three rings, LP13b - % of call lost
LP14	Susmita Noonan	Wayne Hylton	Monthly	Anti-social behaviour	ASB: Nos of cases reported and resolved or (Total number of cases recorded YTD by month against same data for previous year)
LP15	Susmita Noonan	Andrew Lyon	Quarterly	Estate cleaning	Estate cleaning: % satisfied with the Estate Cleaning
LP16	Steve Tucker	Jim Shepherd	Monthly	Member enquiries to Housing Management - % dealt with within target	Member enquiries to Housing Management - % dealt with within target
LP17	Steve Tucker	Jim Shepherd	Monthly	% of Stage 1 complaints regarding Housing Management dealt with within target	Number of Stage 1 complaints and dealt within target

The design and layout of this Performance Digest has been influenced by the Lambeth Council's performance information document and Hackney's Performance Digest designers wish to acknowledge Lambeth's excellent work