

## Appendix B

This report refers to performance indicators in <i>Housing Management</i> . It summarises performance for 2003/04 and targets for 2004/05.				
Indicator		Original target 2003/04	Actual outturn 2003/04	Target for 2004/05
BV 63	Energy efficiency – average SAP rating of dwellings	68.5	67.9	68.8
Commentary: <i>The start on site for the heat leasing scheme was delayed and, as a result, this target was not achieved. However, the Council remains well within the top quartile for this PI.</i>				
BV 66a	Rent collected as a percentage of annual rent roll plus arrears brought forward at start of year	98.6%	97.14%	98.6%
Commentary: <i>Although the final performance figure for the year is below the original target, current tenants' rent arrears as a percentage of the annual debit have been reduced (see local PI below).</i>				
BV 74	Satisfaction of Council tenants with overall service provided by their landlord.	82%	79.1%	n/a next survey in 2006/07
Commentary: <i>This is a provisional outturn figure as ODPM will be providing the analysis of the survey results, including a breakdown by ethnic group. There is very little difference from the overall outturn figure of 80.2% from the last survey carried out in 2000/01. Only 9.9% of tenants declared themselves to be dissatisfied.</i>				
BV 75	Satisfaction of council tenants with opportunities for participation in management and decision making in relation to housing services.	70%	60.7%	n/a next survey in 2006/07
Commentary: <i>This is a provisional outturn figure as ODPM will be providing the analysis of the survey results, including a breakdown by ethnic group. The overall outturn figure for the last survey, carried out in 2000/01, was 60.6%. Only 10.3% of tenants declared themselves to be dissatisfied.</i>				

Indicator		Original target 2003/04	Actual outturn 2003/04	Target for 2004/05
BV 184a	Proportion of LA homes non-decent at 1 April	26.14%	27.5%	22%
Commentary: <i>Delayed start on site with heat leasing scheme and refusals in central heating capital programme were the main reasons for not achieving this target.</i>				
BV 184b	Percentage change in proportion of non-decent LA homes over the year	15.9%	11.75%	20%
Commentary: <i>See comments for BV 184a above.</i>				
BV 185	Percentage of non-emergency responsive repairs for which an appointment was both made and kept	70%	85.54%	85%
Commentary: <i>Target for 2003/04 was achieved. As a new contractor started in April 2004 and will need a lead-in period, the target for 2004/05 has not been increased beyond performance for the current year.</i>				
Local	Rent arrears of current tenant as a proportion of annual rent roll.	2.2%	2.22%	2.1%
Commentary: <i>Although the final outturn figure was marginally outside target, this still represents a good performance over the year.</i>				
Local	Commence investigations into breaches of tenancy conditions within 5 working days.	99%	99%	99%
Commentary: <i>Target achieved.</i>				
Local	Ensure that contractors complete responsive and void repairs within specified time-scales	95%	90.67%	95%
Commentary: <i>Response times deteriorated over the last quarter as the contracts came to an end.</i>				

Indicator		Original target 2003/04	Actual outturn 2003/04	Target for 2004/05
Local	Ensure that contractors complete adaptation works within specified time-scales	95%	93.64%	95%
Commentary: <i>Performance for the year was just below the original target.</i>				
Local	Inspect void properties and issue orders within two working days of receipt of keys	85%	85%	86%
Commentary: <i>Target achieved.</i>				