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|----------------------------------------------------|----------------------------------------------------|-----------------------------|
| EastendHomes Service Review Board | Date: 22 nd July 2010 | Agenda Item No: 5 |
| Report of: Paul Bloss Chief Executive | Report Title: Key Performance Indicators | |

1.0 Purpose of the report

1.1 To advise the board of the results of the Key Performance Indicator (KPI) report for the first quarter of 2010/11.

2.0 Recommendation

2.1 To note the report.

3.0 Background

3.1 The report shows the performance across EeH in key service areas including voids, repairs, rents, letting, complaints, ASB, estate cleaning aids and adaptations and gas servicing.

4.0 Key

| Code | Definition |
|------|--------------------------------------------------------------------------------|
| | Target meet |
| | Performance below target but with improvement on performance achieved 2009/10. |
| | Target not met and performance below that achieved 2009/10. |

5.0 Voids

5.1. Short Term Void Turnaround

5.1.1 Short term void turnaround KPI considers “turnaround” voids, i.e. it excludes long term voids and properties let to LBTH as temporary accommodation.

5.1.2 This KPI measures, in calendar days, the period between a property becoming void and the start date of the new tenancy. The table below shows **void turnaround** times by area.

| | Voids | Days | Average Turnaround Time | Target 2010/11 |
|----------------|-------|------|-------------------------|----------------|
| Glamis | 2 | 30 | 15.0 | 20 |
| Holland | 5 | 61 | 12.2 | 20 |
| Island Gardens | 5 | 89 | 17.8 | 20 |
| Mile End | 2 | 44 | 22.0 | 20 |
| St Georges | 1 | 29 | 29.0 | 20 |
| EeH | 15 | 253 | 16.9 | 20 |

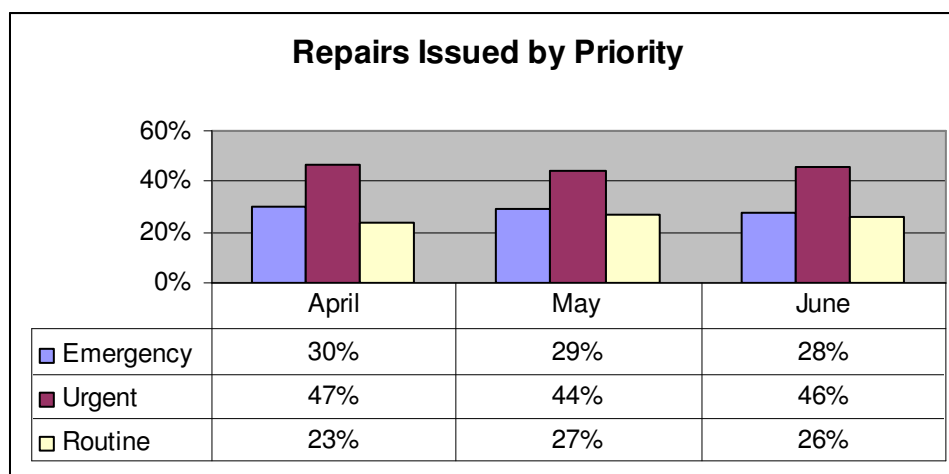
5.1.3 Overall void turnaround performance continues to be comfortably within target and compares favourably to the national top quartile performance for 2009/10¹.

6.0 Repairs

6.1 Repairs Issued by Priority

6.1.1 Good practice guidelines advise that day to day repairs should be issued on the ratio of: 10% Emergency, 20% Urgent and 70% Routine.

6.1.2 The graph below shows % of repairs issued against each priority during the first quarter of 2010/11.



¹ Source data Housemark

6.1.3 Although EeH is not achieving the above ratio regular reviews are reported to the monthly Repairs Internal Performance Review meeting. In addition random monthly audits are carried out by the Housing Centre Managers.

6.1.4 The table below shows the results of the audit carried out on 4th June 2010.

| | No of Repairs | % | Issued Correctly | % |
|-----------|---------------|-----|------------------|-----|
| Emergency | 14 | 38% | 6 | 43% |
| Urgent | 17 | 46% | 15 | 88% |
| Routine | 6 | 16% | 5 | 83% |
| Overall | 37 | | 26 | 70% |

6.2 Completions in Target

6.2.1 Target times for each repair priority is calculated in calendar days, Emergency (including out of hours) 24 hours, Urgent seven days and Routine 28 days.

6.2.2 The table below shows % of jobs completed in target.

| | Issued | Completed | % Completed | In Target | % In Target | Target 2010/11 | Perf 2009/10 |
|-----------|--------|-----------|-------------|-----------|-------------|----------------|--------------|
| Emergency | 806 | 756 | 94% | 734 | 97% | 98% | 97% |
| Urgent | 986 | 899 | 91% | 878 | 98% | 97% | 97% |
| Routine | 388 | 339 | 87% | 333 | 98% | 97% | 97% |
| Overall | 2180 | 1994 | 91% | 1945 | 98% | 97% | 97% |

6.3 Appointments

6.3.1 EeH offers tenants an appointment for all in-dwelling non emergency repairs; depending on the contract the appointment slots available will be am/pm or 2 hourly slots starting at 8am. The table below shows % of jobs issued with an appointment.

| | Apr | May | Jun | Quarter One | Target | Perf 2009/10 |
|-------------|-----|-----|-----|-------------|--------|--------------|
| Jobs Issued | 269 | 325 | 313 | 907 | | |
| Appts Made | 217 | 286 | 289 | 792 | | |
| % | 81% | 88% | 92% | 87% | 100% | 84% |

6.3.2 Random monthly audits continue to be carried to help improve performance and identify where additional support may be required.

6.3.2 The table below shows the % of appointments kept.

| | Apr | May | Jun | Quarter One | Target | Perf 2009/10 |
|------------|-----|-----|------|-------------|--------|--------------|
| Appts Made | 217 | 286 | 289 | 792 | | |
| Appts Kept | 211 | 282 | 289 | 782 | | |
| % | 97% | 99% | 100% | 99% | 97% | 96% |

6.4 Repairs Satisfaction

6.4.1 The table below shows resident satisfaction with the **quality of the repair** and **satisfaction with EeH Repairs Service**.

| Satisfaction With | Completed In Dwelling Repairs | Responses | Response Rate | Overall Satisfied | % | Target | Perf 2009/10 |
|---------------------|-------------------------------|-----------|---------------|-------------------|-----|--------|--------------|
| Quality of Repair | 1244 | 148 | 11.9% | 120 | 81% | 96% | 84% |
| EeH Repairs Service | 1244 | 150 | 12.1% | 110 | 73% | 96% | 82% |

6.4.1 The tables below show repairs satisfaction results by Ethnicity, Age and Disability.

| Quality of Repair | | | |
|--------------------------|------------------|------------------|----------|
| Age | Responses | Satisfied | % |
| <25 | 0 | 0 | 0% |
| 25-45 | 10 | 6 | 60% |
| 46-64 | 7 | 5 | 71% |
| 65+ | 25 | 19 | 76% |
| Not Given | 93 | 82 | 88% |
| Preferred not to say | 13 | 8 | 62% |
| Ethnicity | Responses | Satisfied | % |
| African | 4 | 4 | 100% |
| Bangladeshi | 15 | 8 | 53% |
| Caribbean | 6 | 3 | 50% |
| Indian | 1 | 0 | 0% |
| Other | 0 | 0 | 0% |
| White British | 26 | 18 | 69% |
| White Irish | 3 | 2 | 67% |
| White Other | 1 | 1 | 100% |
| Not Given | 92 | 84 | 91% |
| Preferred not to say | 0 | 0 | 0% |
| Disability | Responses | Satisfied | % |
| Yes | 22 | 15 | 68% |
| No | 30 | 18 | 60% |
| Not Given | 94 | 85 | 90% |
| Preferred not to say | 2 | 2 | 100% |

| Repairs Service | | | |
|------------------------|------------------|------------------|----------|
| Age | Responses | Satisfied | % |
| <25 | 0 | 0 | 0% |
| 25-45 | 10 | 5 | 50% |
| 46-64 | 8 | 5 | 63% |
| 65+ | 25 | 15 | 60% |
| Not Given | 92 | 75 | 82% |
| Preferred not to say | 15 | 10 | 67% |
| Ethnicity | Responses | Satisfied | % |
| African | 4 | 3 | 75% |
| Bangladeshi | 15 | 3 | 20% |
| Caribbean | 6 | 5 | 83% |
| Indian | 1 | 0 | 0% |
| Other | 1 | 0 | 0% |
| White British | 27 | 20 | 74% |
| White Irish | 3 | 1 | 33% |
| White Other | 1 | 1 | 100% |
| Not Given | 92 | 77 | 84% |
| Preferred not to say | 0 | 0 | 0% |
| | 150 | 110 | |
| Disability | Responses | Satisfied | % |
| Yes | 22 | 16 | 73% |
| No | 31 | 14 | 45% |
| Not Given | 94 | 79 | 84% |
| Preferred not to say | 3 | 1 | 33% |

6.4.1 The level of dissatisfaction remains disappointing. EeH has recently completed a Repairs Service Review involving residents, staff and contractors and developed a Repairs Action Plan which will include actions to address dissatisfaction.

6.5 Handypersons

6.5.1 A locally based Handyman services operates across EeH. The Handypersons work across a number of trades within the general build contract with repairs being issued against the same priorities as for external contractors i.e. emergency, urgent and routine.

6.5.2 The table below compares the % of jobs completed in target achieved by the Handyman Service against that achieved by all contractors.

| | Jobs Due for Completion | Completed | % | In Target | % | Target 2010/10 | All Contractors |
|-----------|--------------------------------|------------------|----------|------------------|----------|-----------------------|------------------------|
| Emergency | 132 | 122 | 92% | 112 | 92% | 98% | 97% |
| Urgent | 363 | 346 | 95% | 341 | 99% | 97% | 98% |
| Routine | 166 | 151 | 91% | 149 | 99% | 97% | 98% |
| Overall | 661 | 619 | 94% | 602 | 97% | 97% | 98% |

6.5.3 The table below compares **% of appointments kept** and **satisfaction with the quality of the repair** achieved by the Handypersons Services against that achieved by all contractors.

| | Jobs Requiring Appt | Appts Made | % Jobs With Appt | Appts Kept | % | All Contractors |
|-------------------------------------|---------------------------------------|------------|------------------|-----------------|-------------|-----------------|
| Appts Kept | 425 | 350 | 82% | 350 | 100% | 99% |
| | Completed Repairs In Dwelling Repairs | Responses | Response Rate | Appts Satisfied | % Satisfied | All Contractors |
| Satisfaction with quality of repair | 469 | 29 | 6% | 22 | 76% | 81% |

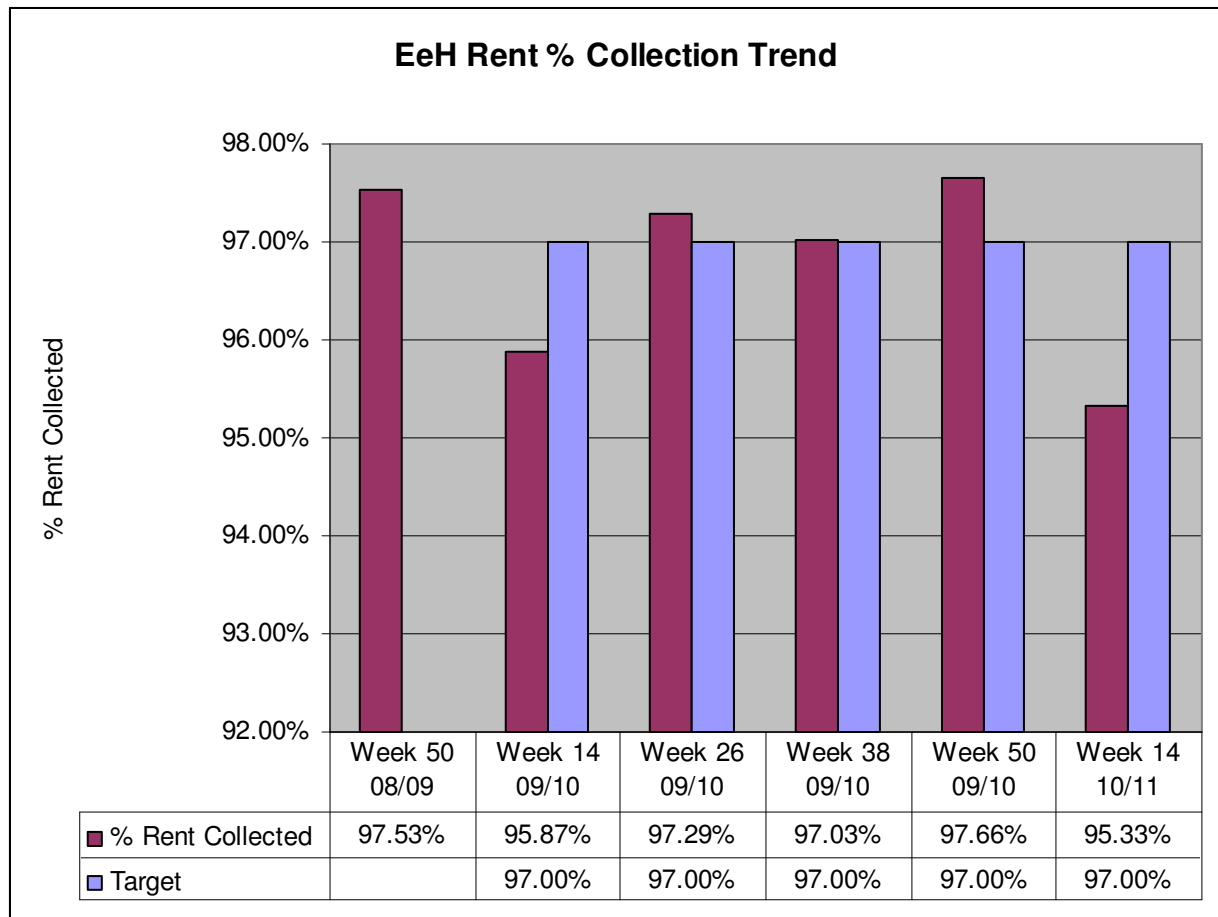
7.0 Rents

7.1 Rent Collection

7.1.1 This KPI measures the **% of rent collected as a proportion of the rent due in the period, including current tenant arrears brought forward**; The rent due includes income from general needs tenancies, garages, car spaces and pram sheds.

7.1.2 The table and related graph below compares performance at the last housing benefit week in 2008/09 (week 50), with performance at weeks 14, 26, 38, 50 2009/10 and week 14 2010/11 (the nearest housing benefit week to the quarter end).

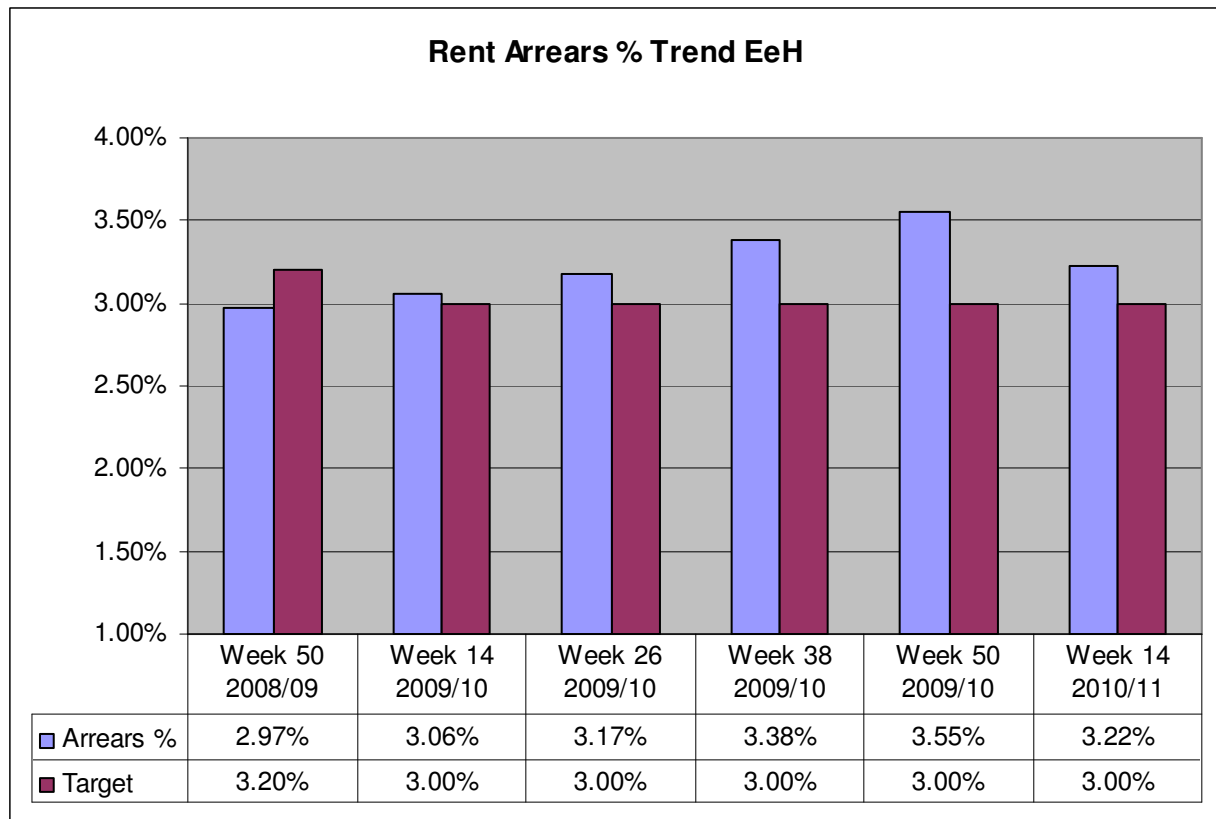
| | Collectable During Period | Arrears Outstanding | Collectable inc arrears b fwd | Collected | % Collected | Target |
|-----------------|---------------------------|---------------------|-------------------------------|-------------|-------------|--------|
| Week 50 2008/9 | £10,136,255 | £313,608 | £10,449,863 | £10,192,145 | 97.53% | * |
| Week 14 2009/10 | £2,990,421 | £337,501 | £3,327,922 | £3,190,505 | 95.87% | 97% |
| Week 26 2009/10 | £5,578,455 | £355,698 | £5,934,153 | £5,773,475 | 97.29% | 97% |
| Week 38 2009/10 | £8,179,802 | £379,410 | £8,559,212 | £8,304,945 | 97.03% | 97% |
| Week 50 2009/10 | £10,780,785 | £398,030 | £11,178,815 | £10,916,867 | 97.66% | 97% |
| Week 14 2010/11 | £3,084,470 | £369,421 | £3,453,891 | £3,292,491 | 95.33% | 97% |



7.2 Rent Arrears

- 7.2.1 This KPI measures **current tenant arrears as a % of the annual rent due**; it considers income due from general needs lettings, non secure tenancies, garages, car spaces and pram sheds.
- 7.2.2 The table and related graph below compares performance at the last housing benefit week in 2008/09 (week 50), with performance at weeks 14, 26, 38, 50 2009/10 and week 14 2010/11 (the nearest housing benefit week to the quarter end).

| | Projected Annual Collectable | Arrears Outstanding | Arrears % | Target 2009/10 |
|-----------------|------------------------------|---------------------|-----------|----------------|
| Week 50 2008/9 | £10,545,367 | £313,608 | 2.97% | 3.20% |
| Week 14 2009/10 | £11,025,710 | £337,501 | 3.06% | 3.00% |
| Week 26 2009/10 | £11,207,706 | £355,698 | 3.17% | 3.00% |
| Week 38 2009/10 | £11,214,546 | £379,410 | 3.38% | 3.00% |
| Week 50 2009/10 | £11,213,039 | £398,030 | 3.55% | 3.00% |
| Week 14 2010/11 | £11,467,995 | £369,421 | 3.22% | 3.00% |



8.0 Service Charge Collection

8.1 The table below shows **service charge collection** performance year on year.

| | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 2009/10 | 2010/11 |
|-----------------------------------------|----------|----------|------------|------------|------------|------------|
| Value of Service Charge Invoices Raised | £511,087 | £850,355 | £1,176,827 | £1,674,445 | £1,826,246 | £1,708,675 |
| Arrears @ 30th June 2010 | £752 | £1,643 | £22,984 | £65,256 | £268,119 | £1,313,798 |
| Arrears % | 0.15% | 0.19% | 1.95% | 3.90% | 14.68% | 76.89% |
| Target 2010/11* | 2% | 2% | 2% | 2% | 25% | 25% |
| No of leaseholders/ freeholders | 983 | 1202 | 1443 | 1456 | 1456 | 1488 |

* Annual target, current year invoices are payable in quarterly/ 10 monthly instalments with the full amount due by 31st January 2011

9.0 Complaints

9.1 There are four possible stages of a formal complaint within the EeH complaints procedure. Complaints performance/ learning outcomes are monitored at Housing Management Team.

9.2 The table below shows **responses within target** for complaints received by EeH since 1st April 2009 and due for response by 30th June 2010.

| | No of Complaints Received | No Answered in Target | % | Target | Perf. 2009/10 |
|---------|---------------------------|-----------------------|------|--------|---------------|
| Formal | 23 | 21 | 91% | 100% | 90% |
| Stage 1 | 4 | 4 | 100% | 100% | 97% |
| Stage 2 | 0 | 0 | 0% | 100% | 100% |
| Stage 3 | 0 | 0 | 0% | 100% | 100% |
| Overall | 27 | 25 | 93% | 100% | 93% |

9.3 At complaint closure EeH carries out a postal satisfaction survey. To date no satisfaction surveys have been received for complaints closed in the first quarter.

10.0 Members Enquiries

10.1 The target response time (14 calendar days) for Members Enquiries is set by LBTH. Service Managers are responsible for answering these enquiries. EeH has agreed a target of 100% of enquiries answered within the target.

10.2 The table below show the **% of responses in target** for Member Enquiries received by EeH since 1st April 2010 and due for response by 30th June 2010.

| | Enquiries Due for Response | Responses in Target | % In Target | Target 2010/11 |
|----------------|----------------------------|---------------------|-------------|----------------|
| Mile End | 12 | 10 | 83% | 87% |
| Island Gardens | 6 | 6 | 100% | 87% |
| St Georges | 5 | 4 | 80% | 87% |
| Glamis | 1 | 1 | 100% | 87% |
| Holland | 0 | 0 | 0% | 87% |
| Lettings | 20 | 20 | 100% | 87% |
| Other | 9 | 8 | 89% | 87% |
| Overall | 53 | 49 | 92% | 87% |

11.0 Decent Homes

11.1 The table below shows the % of EeH homes meeting the Decent Homes standard.

| | EeH Stock | Decent Homes | % of Decent Homes |
|-------------------|------------------|---------------------|--------------------------|
| 2006/7 | 1937 | 1144 | 57.09% |
| 2007/8 | 2096 | 1239 | 59.10% |
| 2008/9 | 2105 | 1514 | 71.92% |
| 2009/10 | 2105 | 1685 | 80.05% |
| Quarter 1 2010/11 | 2106 | 1689 | 80.23% |

11.2 EeH remains confident that we will meet the decent home target by 31st December 2010.

12.0 Gas Servicing

12.1 EeH is required by law to ensure that an annual gas safety check carried out in all tenanted² properties with individual gas appliances.

12.2 EeH offers flexible appointments arrangements for gas servicing; this includes early morning, evening and weekends.

12.3 The table below shows the % of properties with a valid CP12 certificate at the 30th June 2010.

| | Properties Requiring CP12 Inspections | Properties with Valid CP12 Certificate | % | Target | Performance 2009/10 |
|----------------|----------------------------------------------|-----------------------------------------------|----------|---------------|----------------------------|
| Mile End | 608 | 607 | 99.84% | 100% | 100.0% |
| Island Gardens | 534 | 533 | 99.81% | 100% | 99.6% |
| St Georges | 280 | 269 | 96.07% | 100% | 99.6% |
| Holland | 180 | 179 | 99.44% | 100% | 99.4% |
| EeH | 1602 | 1588 | 99.13% | 100% | 99.7% |

12.4 Of the 14 properties at the 30th June without a valid CP12 certificate, inspections have now been completed in two the properties at Mile End and Holland and a further appointment has been arranged for the property at Island Gardens.

² All tenanted properties on Glamis are connected to the communal heating/ hot water system.

12.5 EeH carries out a random sample satisfaction survey (minimum 10% annually) for gas servicing works. The satisfaction survey is via post with a follow up telephone call. The table below **shows satisfaction with EeH gas servicing service.**

| | Completed CP12 Inspections | Responses | Response Rate | Satisfied | % | Target | Perf 2009/10 |
|----------------|-----------------------------------|------------------|----------------------|------------------|----------|---------------|---------------------|
| Mile End | 580 | 23 | 4.0% | 22 | 96% | 100% | 97% |
| Island Gardens | 67 | 1 | 1.5% | 1 | 100% | 100% | 100% |
| St Georges | 75 | 1 | 1.3% | 1 | 100% | 100% | 100% |
| Holland | 54 | 1 | 1.9% | 1 | 100% | 100% | 100% |
| EeH | 776 | 26 | 3.4% | 25 | 96% | 100% | 99% |

12.6 The table below shows **satisfaction results by Ethnicity, Age and Disability**

| Ethnicity | Responses | Satisfied | % |
|----------------------|------------------|------------------|----------|
| Black African | 3 | 3 | 100% |
| Bangladeshi | 4 | 4 | 100% |
| White British | 15 | 15 | 100% |
| White Irish | 1 | 1 | 100% |
| Caribbean | 1 | 0 | 0% |
| Other | 1 | 1 | 100% |
| Not Given | 1 | 1 | 100% |
| Overall | 26 | 25 | 96% |
| Age | Responses | Satisfied | % |
| <25 | 2 | 2 | 100% |
| 25-45 | 7 | 7 | 100% |
| 46-64 | 11 | 10 | 91% |
| 65+ | 2 | 2 | 100% |
| Preferred not to say | 2 | 2 | 100% |
| Not Given | 2 | 2 | 100% |
| Overall | 26 | 25 | 96% |
| Disability | Responses | Satisfied | % |
| Yes | 6 | 6 | 100% |
| No | 17 | 16 | 94% |
| Preferred not to say | 1 | 1 | 100% |
| Not Given | 2 | 2 | 100% |
| Overall | 26 | 25 | 96% |

13.0 Lettings

13.1 EeH is a member of the Council's Common Housing Register (CHR) partnership and as such EeH void properties are offered in line with the Council's lettings policy.

13.2.1 The table below shows **new tenancies** by application type since April 2009. This numbers differs from the void turnaround figure as it includes tenancies let where the void was a long term void.

| | HPU | ORI | Waiting List | CHR Transfer | EeH Internal Transfer | Total Lets |
|----------------|-------|------|--------------|--------------|-----------------------|------------|
| Mile End | 1 | 1 | 2 | 0 | 0 | 4 |
| Island Gardens | 2 | 0 | 3 | 0 | 0 | 5 |
| St Georges | 0 | 0 | 2 | 0 | 0 | 2 |
| Holland | 1 | 0 | 3 | 0 | 0 | 4 |
| Glamis | 0 | 0 | 2 | 0 | 0 | 2 |
| Overall | 4 | 1 | 12 | 0 | 0 | 17 |
| % | 23.5% | 5.9% | 70.6% | 0.0% | 0.0% | |

13.4 As part of the Council's homelessness strategy CHR partners are committed to meeting individual homelessness targets. This target is set by annually by LBTH and is based on the percentage of general needs stock managed by each RSL. The EeH target for 2010/11 is 43.

13.5 EeH carries a satisfaction survey for all new tenants; the survey is completed at the settling in at least four weeks after the start of the tenancy; results are reviewed at the six weekly void panels.

13.6 The table below shows **new tenant satisfaction with the condition of the property.**

| New Lets | Completed Satisfaction Questionnaires | Response Rate | Satisfied | % | Target | Perf 2009/10 |
|----------|---------------------------------------|---------------|-----------|------|--------|--------------|
| 18 | 5 | 28% | 5 | 100% | 85% | 76% |

13.8 The table below shows **new tenant satisfaction with the condition of the property by Ethnicity, Age and Disability.**

| Ethnicity | Responses | Satisfied | % |
|----------------------|------------------|------------------|----------|
| African | 0 | 0 | 0% |
| Bangladeshi | 5 | 5 | 100% |
| White British | 0 | 0 | 0% |
| White Irish | 0 | 0 | 0% |
| Caribbean | 0 | 0 | 0% |
| Other | 0 | 0 | 0% |
| Not Included | 0 | 0 | 0% |
| Overall | 5 | 5 | 100% |
| Age | Responses | Satisfied | % |
| <25 | 1 | 1 | 100% |
| 25-45 | 1 | 1 | 100% |
| 46-64 | 0 | 0 | 0% |
| 65+ | 0 | 0 | 0% |
| Preferred not to say | 3 | 3 | 100% |
| Not Included | 0 | 0 | 0% |
| Overall | 5 | 5 | 100% |
| Disability | Responses | Satisfied | % |
| Yes | 0 | 0 | 0% |
| No | 3 | 3 | 100% |
| Preferred not to say | 1 | 1 | 100% |
| Not Included | 1 | 1 | 100% |
| Overall | 5 | 5 | 100% |

14.0 Estate Services

- 14.1 Housing staff carry out full inspections of every block on their estate on approximately a six weekly schedule. Residents, board members and local councillors are encouraged to attend the inspection. Inspection schedules are published in local newsletters and are displayed on estate notice boards. The completed estate inspection forms are held in a central file available on the housing centre reception for public perusal and copies are sent to local residents on request.
- 14.2 Cleaning standards are graded between A-D for bulk rubbish, dirt/ grime/ litter, graffiti/ fly posting and staining. The Estate Service Co-ordinators will implement follow up action for any area achieving below B. Update/ progress on the follow up action will be reported to the local boards. The 2009/10 target for internal, external and horticultural areas is 98% overall achieving grade B or above.
- 14.3 The table below shows **the number of inspections** carried out during the period and the **% of inspections where there was a resident inspector in attendance**.

| | Estate Inspections Completed | Inspections with Resident in Attendance | % | Perf 2009/10 |
|----------------|-------------------------------------|------------------------------------------------|----------|---------------------|
| Mile End | 18 | 5 | 28% | 22% |
| Island Gardens | 21 | 10 | 48% | 57% |
| St Georges | 2 | 0 | 0% | 0 |
| Holland | 10 | 0 | 0% | 2% |
| Glamis | 2 | 0 | 0% | 0% |
| EeH | 53 | 15 | 28% | 27% |

14.4 The table below show the **number of areas surveyed** and the **grades achieved** by location.

| Internal | Location | Inspections | Grade A | % | Grade A-B | % | Grade C-D |
|--------------|--------------------|-------------|---------|-------|-----------|--------|-----------|
| | Bin Chambers | 1012 | 834 | 82.4% | 1012 | 100.0% | 0 |
| | Entrances/ Lobbies | 1316 | 1091 | 82.9% | 1275 | 96.9% | 3 |
| | Hopper Rooms | 908 | 807 | 88.9% | 907 | 99.9% | 1 |
| | Landings | 1376 | 1035 | 75.2% | 1356 | 98.5% | 20 |
| | Lifts | 252 | 204 | 81.0% | 252 | 100.0% | 0 |
| | Stairwells | 1332 | 1073 | 80.6% | 1331 | 99.9% | 1 |
| | | 6196 | 5044 | 81.4% | 6133 | 99.0% | 25 |
| External | Location | Inspections | Grade A | % | Grade A-B | % | Grade C-D |
| | Car parks/ Garages | 720 | 603 | 83.8% | 416 | 57.8% | 0 |
| | Estate Roads | 711 | 593 | 83.4% | 435 | 61.2% | 0 |
| | Paths/ Walkways | 988 | 811 | 82.1% | 560 | 56.7% | 0 |
| | Play Areas | 120 | 119 | 99.2% | 120 | 100.0% | 0 |
| | Overall | 2539 | 2126 | 83.7% | 1531 | 60.3% | 0 |
| Horticulture | Location | Inspections | Grade A | % | Grade A-B | % | Grade C-D |
| | Grassed Areas | 168 | 157 | 93.5% | 167 | 99.4% | 1 |
| | Shrub Beds | 172 | 143 | 83.1% | 172 | 100.0% | 0 |
| | Overall | 340 | 300 | 88.2% | 339 | 99.7% | 1 |

15.0 ASB

15.1 The table below shows the **number of cases** recorded in the first quarter; case types mirror those defined in the Respect Agenda.

| Case Type | Mile End | Island Gardens | St Georges | Holland | Glamis | EeH |
|---------------------------------------|----------|----------------|------------|---------|--------|-----|
| Alcohol related | 0 | 0 | 0 | 0 | 0 | 0 |
| Criminal behaviour/ crime | 0 | 1 | 0 | 0 | 1 | 2 |
| Domestic Abuse | 0 | 0 | 0 | 1 | 0 | 1 |
| Drug/ substance misuse/ dealing | 1 | 1 | 0 | 2 | 0 | 4 |
| Garden nuisance | 0 | 0 | 0 | 0 | 0 | 0 |
| Graffiti | 0 | 0 | 0 | 0 | 0 | 0 |
| Hate Crime | 0 | 0 | 0 | 0 | 0 | 0 |
| Litter, Rubbish, Fly Tipping | 3 | 0 | 1 | 0 | 5 | 9 |
| Misuse of communal/ areas, loitering | 4 | 2 | 2 | 0 | 2 | 10 |
| Noise | 10 | 1 | 5 | 9 | 4 | 29 |
| Nuisance from pets and animals | 0 | 1 | 0 | 0 | 0 | 1 |
| Nuisance from vehicles | 0 | 0 | 0 | 0 | 0 | 0 |
| Physical violence | 0 | 0 | 1 | 0 | 0 | 1 |
| Prostitution, sex acts, kerb crawling | 0 | 0 | 0 | 1 | 0 | 1 |
| Vandalism/ damage to property | 6 | 1 | 0 | 0 | 2 | 9 |
| Verbal harassment, intimidation | 7 | 1 | 2 | 1 | 2 | 13 |
| Total | 31 | 8 | 11 | 14 | 16 | 80 |

15.2 Residents are invited to complete a satisfaction survey following closure of an ASB case. To date no completed satisfaction questionnaires have been returned for cases closed in the first quarter.

16.0 Aids and Adaptations

16.1 The annual R&M budget includes specific allocation for the installation of new adaptations and repair or replacement of existing disabled adaptations.

16.2 The target time for end to end completion (i.e. from receipt of request to completion of the work) of minor disabled adaptations is 28 calendar days and for major works (above £1,000) 180 calendar days.

16.3 The table below shows **% of aids and adaptations jobs completed in target**.

| | Issued Due for Completion | Completed | % | In Target | % | Target | Perf 2009/10 |
|------------------------------|---------------------------|-----------|------|-----------|------|--------|--------------|
| Minor Works (28 day target) | 5 | 5 | 100% | 5 | 100% | 100% | 99% |
| Major Works (180 day target) | 5 | 5 | 100% | 5 | 100% | 100% | 40% |
| Overall | 10 | 10 | 100% | 10 | 100% | 100% | 97% |

16.4 Work costing over £1,000 may attract Disabled Facilities Grant (DFG) funding which is administered by LBTH Social Services; generally grant applications are made in advance of the work being issued to the contractor. Any delay in the progression of a grant application will impact on the time taken to complete the work. EeH proactively monitors grant progression and liaises with Social Services on behalf of its residents. In some circumstances EeH prioritises completions of aids and adaptations works as part of its regeneration programme.

16.5 The table below shows **satisfaction with aids and adaptations** for the first quarter.

| Completions | Responses | Response Rate | Overall Satisfied | % | Target | Perf 2009/10 |
|-------------|-----------|---------------|-------------------|------|--------|--------------|
| 10 | 6 | 60% | 6 | 100% | 100% | 100% |

16.6 The table below shows **satisfaction with Aids and Adaptations by Ethnicity and Age.**

| Age | Responses | Satisfied | % |
|----------------------|------------------|------------------|----------|
| <25 | 0 | 0 | 0% |
| 25-45 | 0 | 0 | 0% |
| 46-64 | 0 | 0 | 0% |
| 65+ | 3 | 3 | 100% |
| Not Given | 3 | 3 | 100% |
| Preferred not to say | 0 | 0 | 0% |
| Ethnicity | Responses | Satisfied | % |
| African | 0 | 0 | 0% |
| Bangladeshi | 0 | 0 | 0% |
| Caribbean | 0 | 0 | 0% |
| Indian | 0 | 0 | 0% |
| Other | 0 | 0 | 0% |
| White British | 3 | 3 | 100% |
| White Irish | 0 | 0 | 0% |
| White Other | 0 | 0 | 0% |
| Not Given | 3 | 3 | 100% |
| Preferred not to say | 0 | 0 | 0% |

17.0 Customer Contact

17.1 Visits to the Local Housing Centres.

17.1.1 Data not available

17.2 Telephone Answering

17.2.1 A telephone monitoring system operates at the Mile End, Island Gardens, St Georges/ Glamis and Holland housing centres as well as Regen/ Major Works and Tayside House.

17.2.2 The table below shows the number of telephone calls and average response times for received by housing centre/ service area between 9am and 5pm from 1st April to 31st December 2009.

| | No of Calls Received | Average Response Time (Seconds) | Maximum Response Time | Target (Seconds) |
|-------------------------------------|----------------------|---------------------------------|-----------------------|------------------|
| Mile End Housing Centre | 4,867 | 5.9 | 121 | 10 |
| Island Gardens Neighbourhood Centre | 4,923 | 6.8 | 122 | 10 |
| St Georges/ Glamis Housing Centre | 3,352 | 4.6 | 17 | 10 |
| Holland Housing Centre | 2,459 | 3.9 | 180 | 10 |
| Rents | 2,635 | 3.3 | 96 | 10 |
| Lettings | 866 | 3.8 | 117 | 10 |
| Technical Services | 2,066 | 3.7 | 102 | 10 |
| Tayside House Admin | 3,144 | 2.7 | 37 | 10 |
| Leasehold Services | 1,514 | 4.1 | 48 | 10 |
| Finance | 1,330 | 3.7 | 17 | 10 |
| Regen | 1,734 | 4.4 | 58 | 10 |

17.3 Correspondence

17.3.1 EeH has agreed a response time of 15 days for written correspondence, the table shows performance by area/ section.

| | No of Letters/ Emails Requiring a Response | Responses in Target | % |
|--------------------|-----------------------------------------------------------|--------------------------------|----------|
| Mile End | 8 | 7 | 88% |
| Island Gardens | 0 | 0 | 0% |
| St Georges/ Glamis | 22 | 21 | 95% |
| Holland | 9 | 8 | 89% |
| Rents | 21 | 21 | 100% |
| Lettings | 28 | 28 | 100% |
| Technical Services | 2 | 2 | 100% |
| Regen | 4 | 2 | 50% |
| EeH | 94 | 89 | 95% |

18.0 Risk/Control Issues

The KPIs have been constructed to highlight key risk areas.

19.0 Equalities and Diversity Implications

EeH is working to include equality and diversity information within future reports.

20.0 Contribution to Corporate Plan Objectives

The KPIs relating to rents and service charges contribute to business plan objectives.

21.0 Finance Comments

Collection rates for rents and service charges have a direct cash flow impact, and ultimately will determine our ability to meet our ongoing day to day service delivery commitments to our residents and financial obligations.

Rent collection rates in the first quarter has worsened slightly from the previous quarter and also from the equivalent period last year. The situation will be monitored closely over the next few months to determine whether there is an underlying ongoing problem. EeH should continue to apply the agreed policies for collection of rents and service charges as they fall due, in order to minimise arrears.

22.0 Value for Money Considerations

Providing the good quality services that our residents want is central to achieving value for money and the regular review of our performance on key indicators is a key element in this process.

Appendix One

The table below shows performance against residents' Top Ten KPIs.

| No | Performance Indicator | Perf. 2007/8 | Perf. 2008/09 | Target 2009/10 | Perf. Qtr 4 2009/10 | Target 2010/11 | Perf. Qtr 1 2010/11 |
|------------------------|---------------------------------------------------------------------------------|---------------|---------------|----------------|---------------------|----------------|---------------------|
| Voids | | | | | | | |
| 1 | Short Term Void Turnaround Times | 25 days | 19.6 days | 22 days | 17.9 days | 20 days | 16.9 Days |
| Lettings | | | | | | | |
| 2 | New tenant satisfaction with condition of home | 53% | 53% | 85% | 76% | 85% | 100% |
| Repairs | | | | | | | |
| 3 | Repairs completed in target overall | 93% | 94% | 96% | 97% | 97% | 98% |
| 4 | Appointments Kept | 92% | 94% | 96% | 96% | 97% | 99% |
| 5 | Repairs Satisfaction | 93% | 93% | 96% | 84% | 96% | 73% |
| Rents | | | | | | | |
| 6 | Satisfaction with help given if in arrears (Monitored Annually) Target 2009 80% | | | | | | |
| ASB | | | | | | | |
| 7 | Satisfaction with outcome of ASB complaint | Not Available | 84% | 80% | 68% | 80% | |
| Gas Servicing | | | | | | | |
| 8 | % of Properties with valid CP12 | 99% | 99.2% | 100% | 99.75% | 100% | 99.13% |
| Estate Cleaning | | | | | | | |
| 9 | External areas achieving grade B or above | Not Available | 97% | 98% | 99.8% | 100% | 99% |
| Complaints | | | | | | | |
| 10 | Satisfaction with case outcome | Not Available | 36% | 80% | 53% | 80% | |

Appendix Two

The table below compares EeH quarter one performance with that achieved nationally, regionally and locally³ for 2009/10.

| | Void Turnaround Times (Days) | Arrears % Current Tenants | % of Emergency Repairs Completed in Target | % of Urgent Repairs Completed in Target | % of Routine Repairs Completed in Target | % of Repairs Completed in Target (Overall) | % of Repair Appointments Kept | % of Gas Safety Certificates Outstanding | % of Non Decent Stock |
|----------------------------------------------------|------------------------------|---------------------------|--------------------------------------------|-----------------------------------------|------------------------------------------|--------------------------------------------|-------------------------------|------------------------------------------|-----------------------|
| National | | | | | | | | | |
| Upper Quartile | 23.85 | 1.95% | No data | No data | No data | 98.30% | 98.62% | 0.00% | 0.56% |
| Median | 30 | 2.98% | available | available | available | 97.05% | 96.40% | 0.29% | 2.83% |
| Lower Quartile | 38.50 | 4.29% | | | | 94.05% | 91.86% | 0.60% | 12.40% |
| EeH Ranking | Top Quartile | 3rd Quartile | 4th Quartile | | | 2nd Quartile | Top Quartile | 4th Quartile | 4th Quartile |
| Southern LSVTs | | | | | | | | | |
| Upper Quartile | 18.99 | 2.15% | 99.28% | 98.31% | 98.00% | No data | 97.78% | No data | 0.53% |
| Median | 26.00 | 3.17% | 98.01% | 97.05% | 96.30% | available | 95.40% | available | 3.65% |
| Lower Quartile | 32.20 | 4.48% | 96.65% | 94.60% | 94.22% | | 92.00% | | 9.11% |
| EeH Ranking | Top Quartile | 3rd Quartile | 3rd Quartile | 2nd Quartile | Top Quartile | | Top Quartile | | 4th Quartile |
| Tower Hamlets RSLs & Tower Hamlet Homes | | | | | | | | | |
| Upper Quartile | 16.65 | 4.49% | 97.83% | 97.75% | 98.17% | No data | 98.00% | No data | No data |
| Median | 19.15 | 4.73% | 97.13% | 96.50% | 97.15% | available | 97.70% | available | available |
| Lower Quartile | 36.63 | 5.73% | 94.60% | 92.70% | 94.58% | | 96.00% | | |
| EeH Ranking | 2nd Quartile | Top Quartile | 3rd Quartile | 2nd Quartile | 2nd Quartile | | Top Quartile | | |
| EastendHomes | | | | | | | | | |
| Quarter One 10/11 | 16.9 | 3.22% ⁴ | 97.00% | 98.00% | 98% | 98% | 99% | 0.87% | 19.77% |

³ Source data Housemark

⁴ This considers performance at week 14, the nearest HB in the quarter. However, the PI definition for benchmarking purposes is "rent arrears of general needs tenants at the period end as a percentage of annual rent debit for the year".