

## **PERFORMANCE REPORT**

**This performance report details the position as at 30<sup>th</sup> September 2009.**

### **Purpose**

The purpose of this report is to allow the Board to examine the company's performance. It will enable members to develop an understanding of areas of strong performance and where improvements are needed.

In April the Board agreed to a new set of indicators to be reported for the company. Performance reporting to the Board is long established in Blyth Valley therefore it is understandable that parts of the business are starting from different positions. In addition to this we are reporting some new indicators that don't have baseline comparisons from last year. Before the Board consider the report it is important to consider the following points:

- In some service areas in Alnwick reporting systems are in the process of being established and information is not currently available for these indicators. We have indicated where graphs contain Blyth Valley information only.
- Many of the indicators now have trend information and analysis of the data can be done more readily and in depth.
- Performance reporting is a work in progress with the merging of two organisations. Most of the indicators for Alnwick are now being measured and can be shown alongside Blyth's information. We will highlight areas of strength and areas for improvement and this can be supplemented through verbal updates by officers.
- The rent collection service in Alnwick is currently carried out by the Council. This means we have limited ability to influence or control performance of the service. This is something that will be reviewed with other service level agreements through the course of 2009/10.

The Quartile Indicator boxes show how we compare against other organisations from information taken from Housemark. The key for the boxes is below:

|                |                 |                |
|----------------|-----------------|----------------|
| Upper Quartile | Middle Quartile | Lower Quartile |
|----------------|-----------------|----------------|

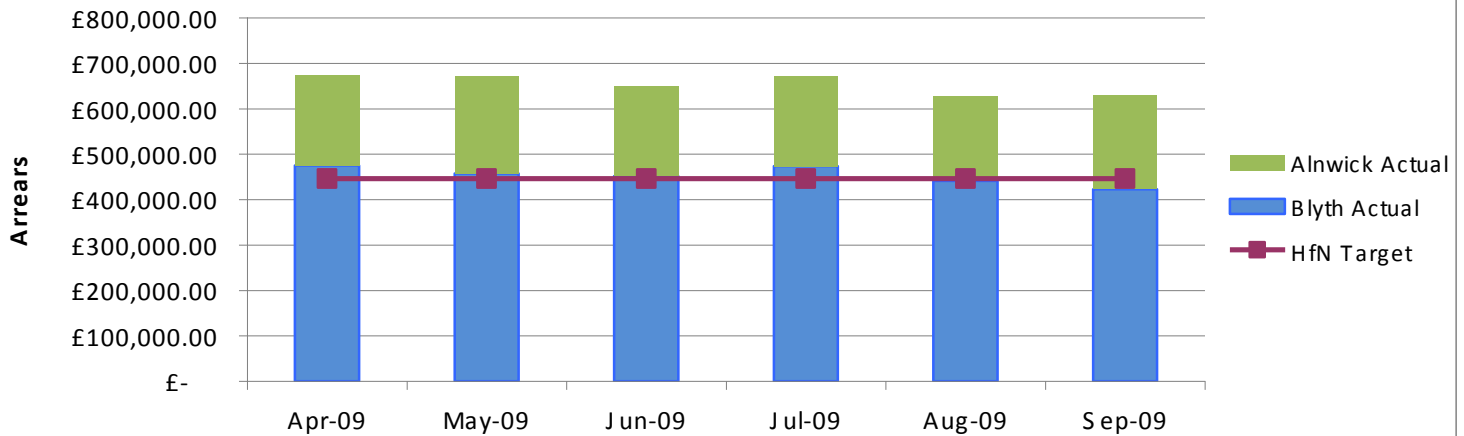
### **RECOMMENDATIONS:**

**It is therefore recommended that the Board:**

- **Note the comments regarding performance.**
- **Make any other comments it feels appropriate.**

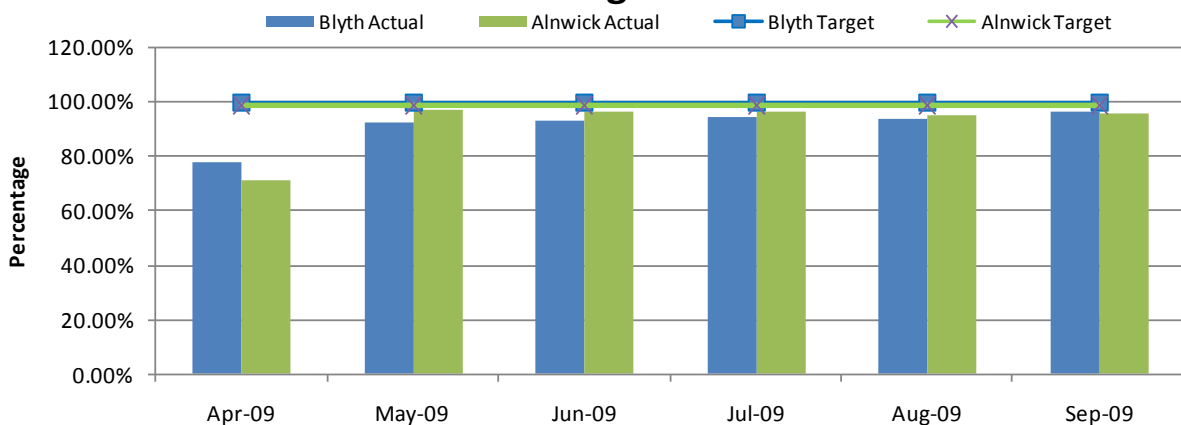
*Report Author: Chris Thompson, Performance & Quality Manager*  
*Tel: 01670 542099 or e-mail: [Chris.Thompson01@hfn.uk.com](mailto:Chris.Thompson01@hfn.uk.com)*

## Current Tenant Rent Arrears - HfN



|                | Apr-09       | May-09       | Jun-09       | Jul-09       | Aug-09       | Sep-09       |
|----------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Actual         | £ 674,712.00 | £ 671,060.20 | £ 649,144.78 | £ 671,356.00 | £ 628,118.00 | £ 629,110.00 |
| Target         | £ 445,900.00 | £ 445,900.00 | £ 445,900.00 | £ 445,900.00 | £ 445,900.00 | £ 445,900.00 |
| Blyth Actual   | £ 474,712.00 | £ 457,316.00 | £ 451,332.00 | £ 473,543.00 | £ 441,202.00 | £ 422,543.04 |
| Blyth Target   | £ 245,900.00 | £ 245,900.00 | £ 245,900.00 | £ 245,900.00 | £ 245,900.00 | £ 245,900.00 |
| Alnwick Actual | £ 200,000.00 | £ 213,744.00 | £ 197,813.00 | £ 197,813.00 | £ 186,916.00 | £ 206,566.84 |
| Alnwick Target | £ 200,000.00 | £ 200,000.00 | £ 200,000.00 | £ 200,000.00 | £ 200,000.00 | £ 200,000.00 |

## Percentage of Rent Collected

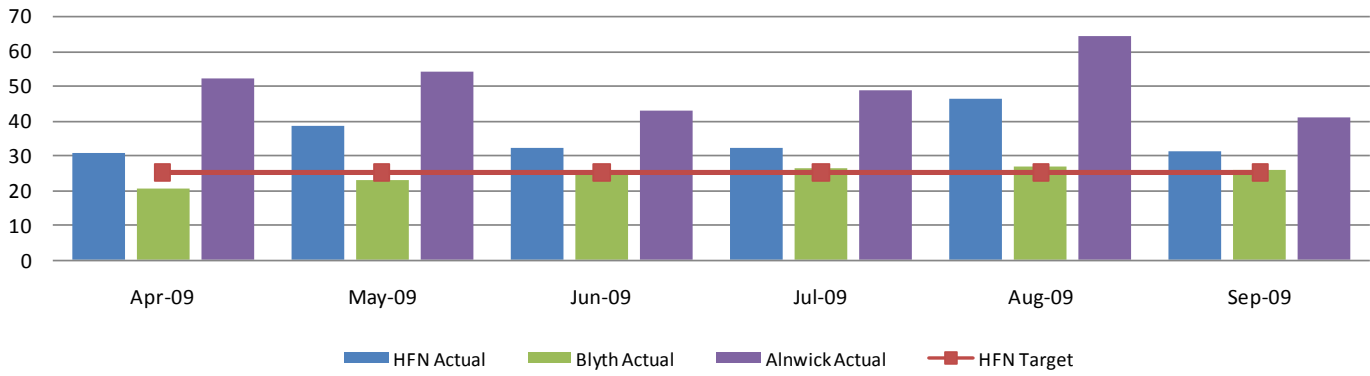


|                | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Quartile Indicator |
|----------------|--------|--------|--------|--------|--------|--------|--------------------|
| Blyth Actual   | 77.81% | 92.44% | 93.00% | 93.86% | 93.40% | 96.30% |                    |
| Blyth Target   | 99.30% | 99.30% | 99.30% | 99.30% | 99.30% | 99.30% |                    |
| Alnwick Actual | 70.84% | 97.11% | 95.83% | 95.83% | 94.72% | 95.16% |                    |
| Alnwick Target | 98.50% | 98.50% | 98.50% | 98.50% | 98.50% | 98.50% |                    |

**Blyth** – Rent arrears have been reduced to their lowest levels this financial year. To supplement this performance a two week "Rent First" campaign has been arranged. Starting from November the team will visit every tenant in arrears to ensure the ongoing work undertaken taken by the team does not lose its momentum. Performance has improved with the percentage of rent collected although it is still below target. The anticipated success of the 2 week "Rent First" campaign should ensure performance will improve up to and including year end. **Arrears total £422.5k.**

**Alnwick** – Throughout July and early August extra resource was employed to visit tenants in arrears to discuss their position and serve relevant documentation. The result of this has been payments received and payment arrangements being made. This process has been supported by the continued promotion of payment via direct debit which has continued to increase. Despite these efforts the arrears have increased around £20,000 from last month. It is hoped that the impacts of this extra work will reduce these figures next month and beyond. **Arrears total £206.6k**

### Average Relet Time - HfN

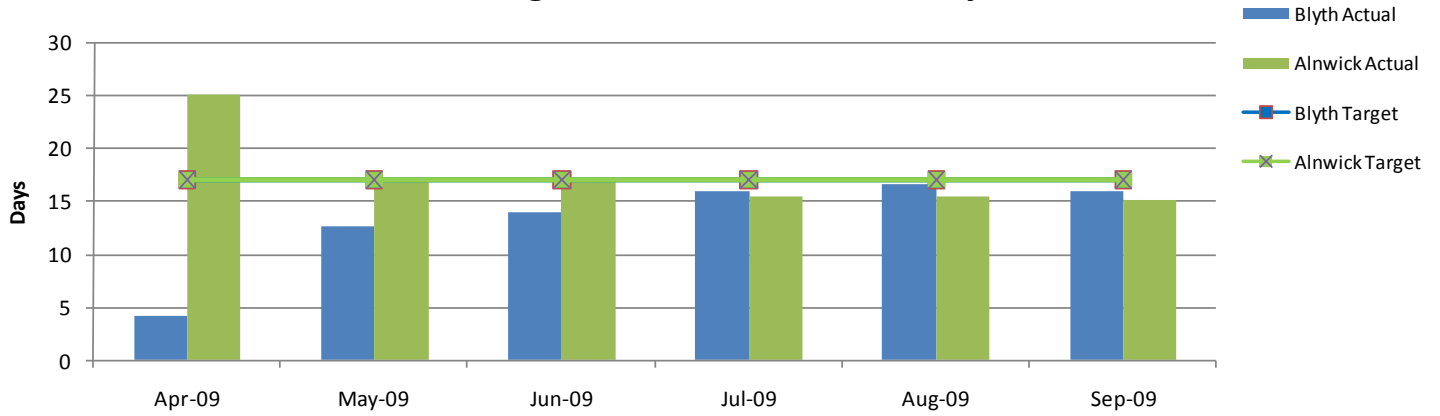


|                | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Quartile Indicator |
|----------------|--------|--------|--------|--------|--------|--------|--------------------|
| HFN Actual     | 30.5   | 38.6   | 32.27  | 32.11  | 46     | 31.27  |                    |
| HFN Target     | 25     | 25     | 25     | 25     | 25     | 25     |                    |
| Blyth Actual   | 20.54  | 22.88  | 24.18  | 26.15  | 26.72  | 25.86  |                    |
| Alnwick Actual | 52.18  | 54     | 43     | 48.59  | 64     | 41     |                    |

**Blyth Relet** - The overall re-let time for September has decreased to 25.86 days. It is evident that the strategies which have been put in place have had an impact on void performance. Continued monitoring, review of procedures and strategies will take place to ensure that the target of 25 days is met.

**Alnwick Relet** – Staff have now been assigned their own geographical area and have responsibility for everything that happens there. Clear guidance is being adhered to with regard to the prioritisation of the relevant stages in the lettings process to designated time scales. The whole process has been tightened up and delays minimised. There is a weekly void meeting, weekly medical assessment. These are basic changes but now it is happening consistently the void turnaround times should reduce. The figure from April up to September is now 41 days which is a reduction from last month.

## Average Homeless Decision Days

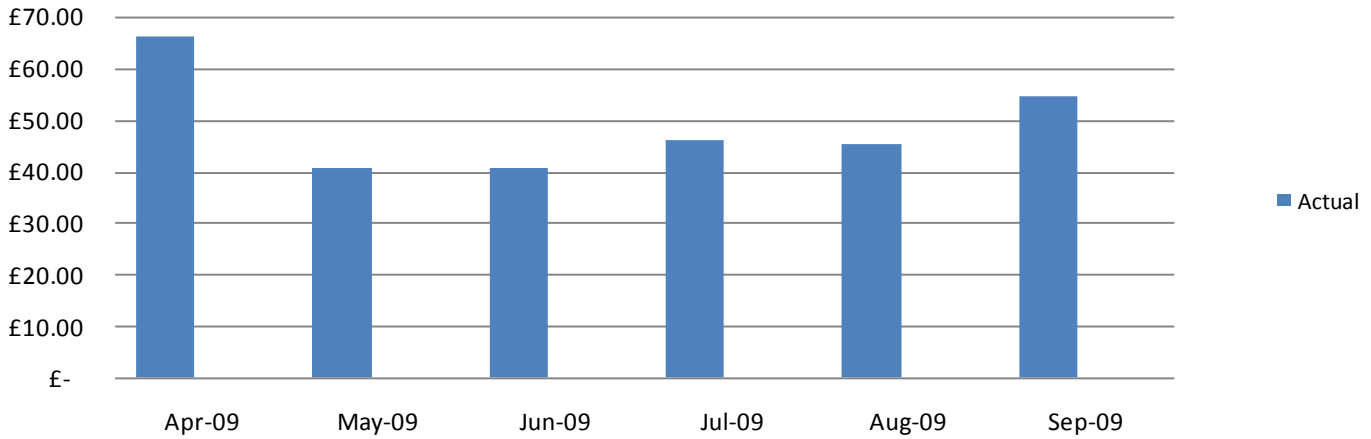


|                | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 |
|----------------|--------|--------|--------|--------|--------|--------|
| Blyth Actual   | 4.13   | 12.65  | 13.94  | 15.88  | 16.51  | 15.89  |
| Blyth Target   | 17     | 17     | 17     | 17     | 17     | 17     |
| Alnwick Actual | 25     | 17     | 17     | 15.47  | 15.47  | 15     |
| Alnwick Target | 17     | 17     | 17     | 17     | 17     | 17     |

**Blyth Homeless** - The average number of days to complete homeless investigations in Blyth is 15.89 days. This is within the target of 17 days. This is assisted by the work of the Housing Advice team.

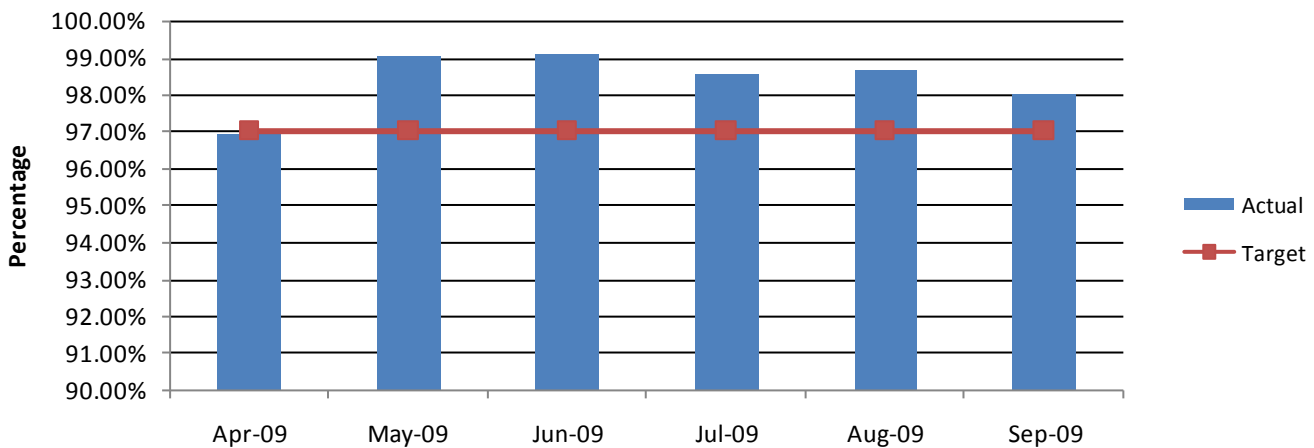
**Alnwick Homeless** – The average number of days to complete homeless investigations in Alnwick is 15 days. This is within the target of 17 days.

## Average Responsive Repair Costs - Blyth



|        | Apr-09  | May-09  | Jun-09  | Jul-09  | Aug-09  | Sep-09  |
|--------|---------|---------|---------|---------|---------|---------|
| Actual | £ 66.00 | £ 40.50 | £ 40.50 | £ 46.00 | £ 45.15 | £ 54.50 |
| Target | £ -     | £ -     | £ -     | £ -     | £ -     | £ -     |

## Percentage of Jobs in Priority - Blyth

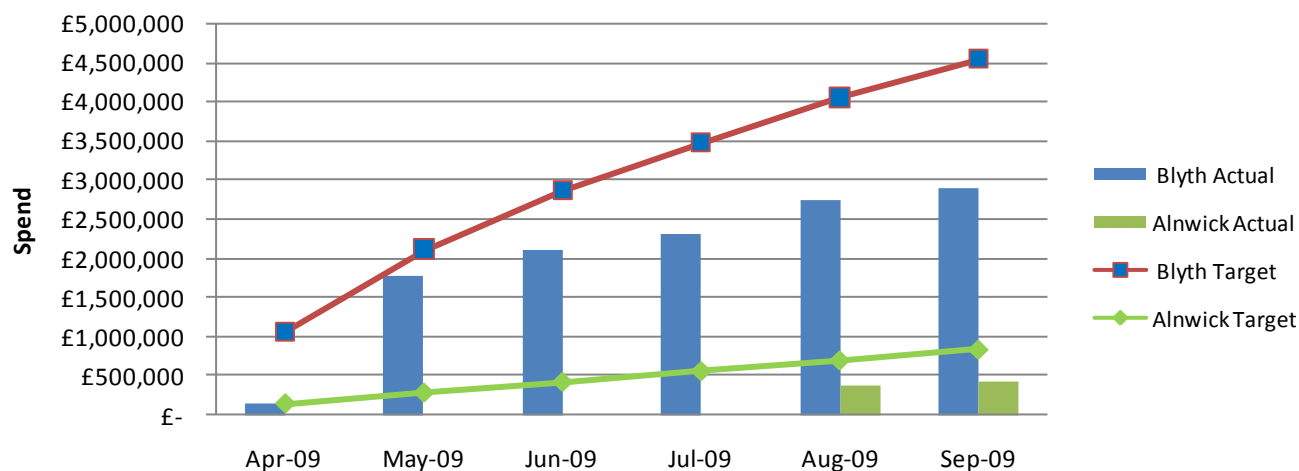


|        | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 |
|--------|--------|--------|--------|--------|--------|--------|
| Actual | 96.91% | 99.03% | 99.10% | 98.54% | 98.64% | 98.00% |
| Target | 97.00% | 97.00% | 97.00% | 97.00% | 97.00% | 97.00% |

**Blyth** – Our average repair costs have increased to £54.50. September saw a rise due to more expensive jobs being carried out (brickwork and roofing jobs). Historically the number of repairs jobs increases from September through to the end of December which can cause a rise in costs also. We are still confident we can better last year's final figure of £102.85. We have also managed to attain a 98% average for repairs completed on time. This figure is a good achievement at this time of year with both customers and staff finishing their holidays.

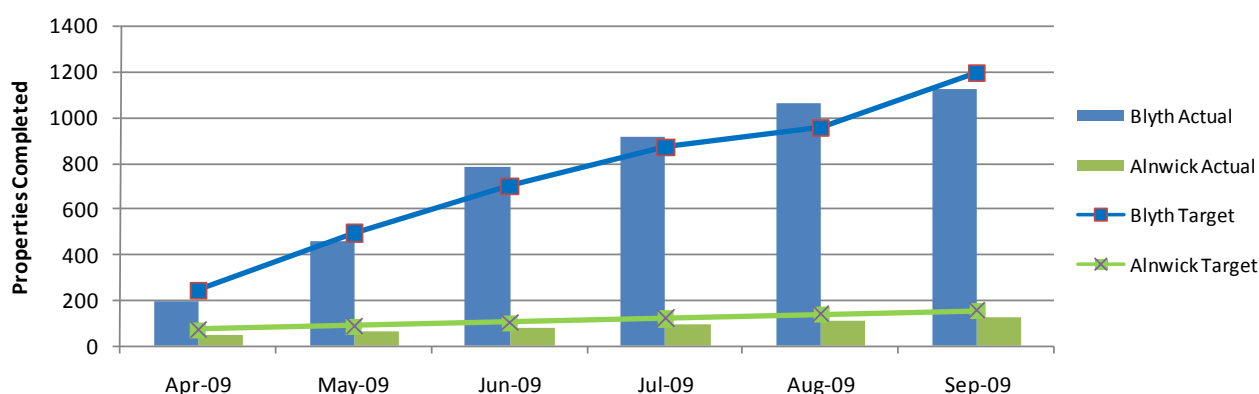
**Alnwick** - We are still unable to provide commentary for this section at present. At the moment we are unable to extract the information for the relevant performance indicators. This however has been recognised and strategies are being put in place to rectify this. It is anticipated this will not be resolved until the next financial year.

## Capital Spend to Budget



|                | Apr-09      | May-09      | Jun-09      | Jul-09      | Aug-09      | Sep-09      |
|----------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Blyth Actual   | £ 151,297   | £ 1,767,962 | £ 2,108,580 | £ 2,299,575 | £ 2,744,155 | £ 2,897,354 |
| Blyth Target   | £ 1,056,300 | £ 2,109,975 | £ 2,869,650 | £ 3,480,435 | £ 4,044,705 | £ 4,538,355 |
| Alnwick Actual | £ -         | £ -         | £ -         | £ -         | £ 369,448   | £ 435,236   |
| Alnwick Target | £ 139,942   | £ 279,885   | £ 419,827   | £ 559,770   | £ 699,712   | £ 839,655   |

## Completions Against Target

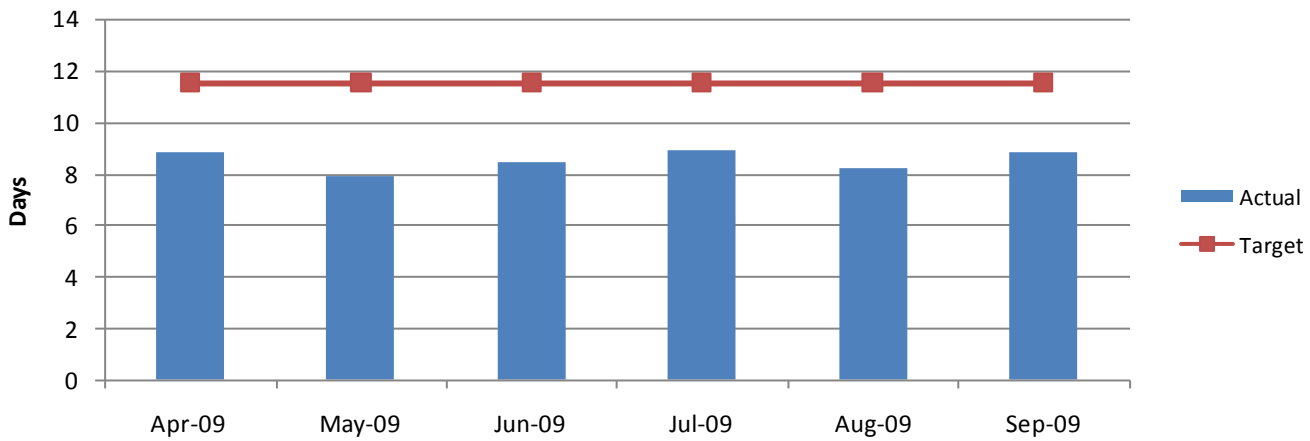


|                | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 |
|----------------|--------|--------|--------|--------|--------|--------|
| Blyth Actual   | 191    | 458    | 779    | 911    | 1060   | 1124   |
| Blyth Target   | 240    | 490    | 696    | 868    | 954    | 1192   |
| Alnwick Actual | 50     | 64     | 80     | 91     | 109    | 123    |
| Alnwick Target | 70     | 86     | 102    | 119    | 138    | 153    |

**Blyth** – The budgeted capital spend is based upon the anticipated scheduled number of elemental completions. As these completions often vary from the schedule, there is a consequential knock on effect with the budgeted spending. Even if the scheduled number of completions were 100% accurate, the actual spend would deviate from this figure as contractors are only paid for work actually completed. This process accounts for a minimum of 4 weeks delay from the work being completed to the spend appearing in our accounts. Despite appearing to be behind schedule the programme is actually on target in terms of work completed.

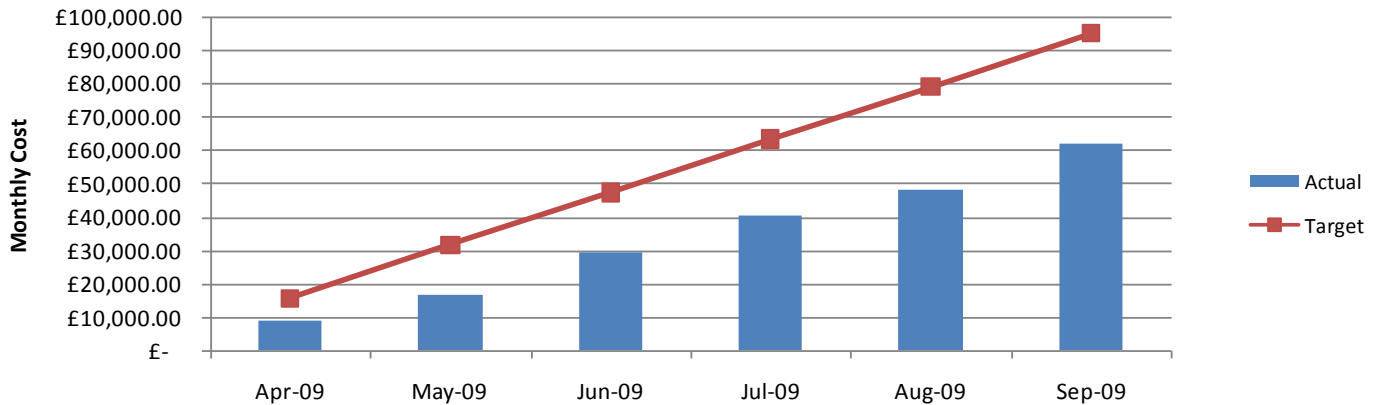
**Alnwick** - The main reason for Alnwick's current expenditure being below target is that Frank Haslam Milan declined to carry out work on 2 schemes offered to them, which were due to be carried out in the second quarter. The estimated cost of this work was almost £300,000.00 which amounts to almost 25% of the original Capital Budget. After obtaining tenders for both schemes, one is now on site and the other will commence in November. There is also a lot of work due to commence on site in November; the revised capital budget of £1,716,000 will be spent by end of March 2010.

## Average Days Lost to Sickness (FTE) - Blyth



|        | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Quartile Indicator |
|--------|--------|--------|--------|--------|--------|--------|--------------------|
| Actual | 8.84   | 7.89   | 8.41   | 8.9    | 8.2    | 8.85   |                    |
| Target | 11.5   | 11.5   | 11.5   | 11.5   | 11.5   | 11.5   |                    |

## Cost of Lost Days - Blyth



|        | Apr-09      | May-09      | Jun-09      | Jul-09      | Aug-09      | Sep-09      |
|--------|-------------|-------------|-------------|-------------|-------------|-------------|
| Actual | £ 8,757.00  | £ 16,680.00 | £ 29,141.00 | £ 40,536.00 | £ 47,929.00 | £ 61,790.00 |
| Target | £ 15,833.00 | £ 31,666.00 | £ 47,499.00 | £ 63,332.00 | £ 79,165.00 | £ 94,998.00 |

**Blyth** - The sickness figures for September have unfortunately increased this month with the majority of absences being less than one week. However we are still £33K under our anticipated target for this month. We have three long term sick cases (4 weeks or more) outstanding at the moment, with a possibility of 1 more during October 2009. All of these cases are with Occupational Health for advice. One employee has left under Ill Health Retirement during September 2009.

**Alnwick** – We are still unable to access sickness figures for Alnwick staff.

Over the past 5 years we have aimed to reduce our sickness across the company in line with national statistics. In 2004/5 we had an average of 17.25 days lost per year per full time equivalent (FTE). This reduced to 15.5 in 2005, 13.62 in 2006, 11.75 in 2007 but increased to 12.5 days in 2008. We planned to reduce our sickness to below 11.5 for 2009/10. The target of 11.5 days will be reviewed at the end of the financial year and it is expected to drop to 9 days.