

**KPIs for 2008/9**

| Definition   | Target        | Outturn | Comments  |
|--|---------------|---------|---|
| (KPI) LPI 04 Rent collected as a proportion of rents owed on housing revenue dwellings | <b>98.81%</b> | 99.24%  | Target achieved   |
| LPI 05 Average number of days to re-let council dwellings                              | <b>49</b>     | 50      | During this period we have let 5 properties at Jessopp Court which accounts for 1,083 void days. In addition, another 4 sheltered properties with over 100 days per property amounted to a further 669. These 9 properties alone would remove 1,752 days over the period. We have introduced deferred tenancy dates, but the underlying problem of difficult to let older persons properties and the lack of demand remains. Consideration is being given to de-designating more older persons properties on housing estates. |
| LPI 06 Current rent arrears as a proportion of rent roll                               | <b>1.60%</b>  | 1.62%   | Target not achieved due to problems earlier in the year relating to the implementation of a new housing benefits system. These issues have been resolved  |
| LPI 07 Emergency repairs undertaken within target time of 24 hours                     | <b>99%</b>    | 99%     | Achieved  |

| Definition  | Target     | Outturn | Comments  |
|---|------------|---------|---|
| LPI 08 Urgent repairs undertaken within target time (7 days)<br>(2009/10 target time 5 days)                              | <b>95%</b> | 86%     | New structure at the Building Maintenance Section to address performance.<br>Commenced service review for new combined Repairs and Building Maintenance Works Unit.   |
| LPI 09 Routine repairs undertaken within the target time (up to 8 weeks)<br>(2009/10 target time 6 weeks)                 | <b>95%</b> | 86%     | Although significant improvement has been made month on month the target has not been achieved.<br><br>New structure at the Building Maintenance Section to address performance.<br>New working practices are being implemented |
| LPI 10 Satisfaction with repairs  | <b>98%</b> | 98%     | Target achieved   |
| (KPI) LPI 11 Average number of single homeless households placed in bed and breakfast accommodation to whom we owe a duty | <b>3.5</b> | 1.75    | Target achieved   |

| Definition  | Target       | Outturn | Comments   |
|---|--------------|---------|--|
| (KPI) LPI 12 Affordable homes built and acquired                          | <b>45</b>    | 34      | The target of 45 homes was based on all the affordable homes in Phase 1 of the EF College development completing in 2008/9. However, this was not achieved as only 14 were handed over (with 44 expected in 2009/10 and 36 in 2010/11). Therefore only 34 properties (total) were achieved in 2008/9 (including 20 on former EFDC sites) However, if all the developments with outline planning permission complete within anticipated timescales, (which is unlikely - especially within the current market) , a further 57 affordable homes would be completed in 2009/10. There are a number of additional schemes in the pipeline. |
| NI 156 Number of households living in temporary accommodation             | <b>104</b>   | 70      | Target achieved  |
| (KPI) NI 158 % non decent council homes                                   | <b>1.50%</b> | 1.50%   | The percentage figure will remain constant until the Decent Homes works programmes for 2009/10 are completed. The programmed completion date is late 2009. - Achieving target  |
| (KPI) NI 160 Local authority tenants' satisfaction with landlord services | <b>85%</b>   | 83.50%  | LAs must use the STATUS standard questionnaire and methodology to conduct the Tenant Satisfaction Survey. New guidance was published in 2008 and from that date LAs are required to survey tenants in general needs housing only. Previous surveys have included tenants in sheltered housing who are generally the most satisfied. Therefore, the reduction of only 1.5% represents good performance in real terms. A target of 85% was set for 2008/09 but this was based on previous guidance. The Satisfaction survey is undertaken every two years, last surveyed in 2008.  |