

## Housing Performance Report - September 2012

The following charts graphically represent monthly trends in Slough's performance against various Performance and Activity Indicators.

		2010-11 outturn	2011-12 outturn	2012-13 Target		Latest Monthly Performance *		Monthly RAG	Current Annual RAG		
<b>Housing Advice</b>	Numbers approaching for advice	1187	1065	-		74		Green	Green		<a href="#">View Chart</a>
	Number of cases closed	1038	862			71		Amber	Green		<a href="#">View Chart</a>
	Successful Preventions - as % of all Casework	88.02%	89.11%	-		100.00%		Green	Green		<a href="#">View Chart</a>
	Preventions - Assist to Stay At Home	19.22%	21.77%	-		42.86%		Green	Green		<a href="#">View Chart</a>
	Preventions - Alternative Accommodation	68.80%	67.34%	-		57.14%		Green	Amber		<a href="#">View Chart</a>
	Failed to Prevent	11.98%	10.89%	-		0.00%		Green	Green		<a href="#">View Chart</a>
<b>Homelessness</b>	Homeless Applications received	366	416	-		38		Amber	Amber		<a href="#">View Chart</a>
	Decisions Made within 33 days	91.74%	91.74%	-		80.65%		Red	Red		<a href="#">View Chart</a>
<b>Lettings</b>	Lettings by Bedsize - SBC	-	313	-		35		Green	Green		<a href="#">View Chart</a>
	Lettings by Bedsize - RSL	-	198	-		5		Amber	Amber		<a href="#">View Chart</a>
	Lettings by Band Group	-	511	-		40		Green	Green		<a href="#">View Chart</a>
<b>Voids</b>	General Needs - Days to Relet	260	227	-		26 / 34 days		Green	Amber		<a href="#">View Chart</a>
	Sheltered - Days to Relet	94	85	-		10 / 31.8 days		Amber	Amber		<a href="#">View Chart</a>
	Current Voids - end of period	94	312	-		24		Green	Green		<a href="#">View Chart</a>
<b>Rents &amp; Arrears</b>	Proportion of Rent Collected	100.21%	99.41%	97.50%		98.19%		Green	Green		<a href="#">View Chart</a>
	Tenants with more than 7 weeks arrears (Latest Quarter)	6.57%	6.51%	6.00%		5.56%		Green	Green		<a href="#">View Chart</a>
	Total Arrears / Average per household	£974,635	£1,018,698	-		£1,141,764 / £158		Amber	Red		<a href="#">View Chart</a>
<b>Tenancy Sustainment</b>	Case Activity: Referrals / Closures / Active Still	-	81	-		14 / 0 / 85		Green	Red		<a href="#">View Chart</a>
	Cases Closed / Successful Outcomes	-	26	-		0 / 0		Red	Green		<a href="#">View Chart</a>
<b>Anti Social Behaviour</b>	Number of ASB issues raised	-	107	-		20		Amber	Red		<a href="#">View Chart</a>
	Number of ASB cases closed	-	101	-		3		Amber	Amber		<a href="#">View Chart</a>
<b>Repairs</b>	Qualifying Repairs within Govt timescales	99.12%	99.68%	99.75%		0.00%		Green	Green		<a href="#">View Chart</a>
	Communal Repairs	95.41%	95.98%	96.00%		0.00%		Amber	Amber		<a href="#">View Chart</a>
	Average days - non urgent repairs	8.45	7.87	7.0		0.00		Red	Red		<a href="#">View Chart</a>
	% Appointments made and kept	98.72%	99.33%	98.50%		0.00%		Green	Green		<a href="#">View Chart</a>
	Repairs completed 1st time	94.96%	97.02%	93.00%		0.00%		Green	Green		<a href="#">View Chart</a>
	Customer Satisfaction - Repairs	99.28%	99.31%	-		0.00%		Green	Green		<a href="#">View Chart</a>
<b>Missed Bins</b>	Domestic Waste - Number Missed / % Missed v Collected	-	530	-		34 / 0.018%		Green	Green		<a href="#">View Chart</a>
	Recycling - Number Missed / % Missed v Collected	-	425	-		29 / 0.015%		Green	Green		<a href="#">View Chart</a>
<b>Complaints</b>	Complaints Logged	-	191.0	-		8		Green	Green		<a href="#">View Chart</a>
	Complaints Responses and % within timescale	-	197.0	10 days		12 / 100%		Green	Green		<a href="#">View Chart</a>

\* Monthly Performance figure is for latest month only and is not a cumulative figure. Fuller details are provided in the individual charts