					Homelessness					
				Performance	Direction of					
	Q4 06/07	Year End 06/07	Target 06/07	06/07	performance	Commentary	Actual 05/06	Performance 05/06	Actual 04/05	Performance 04/05
BV213.05 No. households presenting	8.01	8.01	8.00	*	/	The 06/07 figure uses		1		?!
as homeless for whom housing						the PI definition and is				
advice casework resolved situation						the number of				
						households prevented				
						from becoming				
						homeless per 1000				
						households in the city.				
						The 05/06 figure is the				
						actual number of				
						people helped. The				
						correct PI value for				
						05/06 should have				
						been 2.8	110.00		?	
± LPI HO1 Homelessness acceptances				*	?			2		?!
as a % of new approaches to housing										
advice	15.00	15.00	20.00				?		?	
LPI HO2 % of homelessness					^					A
determinations made within 33										
working days	91.00	91.00	90.00	. <u> </u>			93.00	l <u></u>	72.80	
BV214.05 % households accepted as				<u> </u>	2			. <mark>!</mark> 		21
homeless who were accepted as	0.76	0.70	4 75							
homeless within last 2 yrs LPI HO3 No. of households in	2.76	2.76	1.75				1.78	l,	?)
	220.00	220.00	260.00	×	r		211.00	. !		r:
temporary accomodation	228.00						311.00	ļ	?	2
* BV203 % Change in average no.	-2.25	-2.25	-5.00	Ē	ľ	This figure measures		ľ		**
families in temporary accomodation						the cumulative number				
						of families in				
						temporary				
						accommodation across				
						the whole year. It does				
						not compare end of				
						year figures. Therefore,				
						although the numbers				
						in temporary				
						accommodation have				
						fallen by over 100				
						since March 2006 this				
						is not reflected in this				
				l		PI	6.69		?	J
BV183a Length of stay in B&B				*	1			A		A
accom'n	6.00	6.00	7.00	l <u>. </u>			10.00	l <u></u>	17.00	l
BV183b Length of stay in hostel				≭	1			A		I
accom'n	13.00	13.00	15.00	l	_ <u> </u>		18.00		13.00	
BV202 No. people sleeping rough on	10.00	10.00	0.00	^	P		C 00	×	_	n
a single night	10.00	10.00	9.00			1	6.00		?	

Efficiency) rating of LA dwellings 68.55 68.55 67.00 65.00 ? ^b LP HO7 Arrears as a % of debit 1.31 1.31 1.60 7.80 7.80 ^b BV066a.05 % Rent Collected / Rent Owed 98.83 98.83 99.50 99.24 ? ^b BV066b.05 % Tenants > 7wks Gross Arrears 4.06 4.06 3.00 3.09 ? ^b BV066c.05 % Tenants in arrears who have had Notices Seeking Possession served 32.83 32.83 25.00 27.58 ? ^b BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 0.05 ? ^c BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 Performance 0.05 ? ^c BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 Performance 0.05 ? ^c BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 Performance 0.05 ? ^c BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 Performance 0.05 ? ^c BV066d.05 % Tenants Evicted for Arrears 0.24 0.20 0.06 Per					Asset Ma	nagement and	Rents				
If W212:05 Average time to re-let 32.00 32.00 32.00 If HOS 30, of responsive repairs completed within target timescales 90.80 95.00 88.00 3 IP HOS % of responsive repairs completed within target timescales 90.80 95.00 88.00 3 IP HOS % normal maintenance expenditure as % of the total budget 66.00 66.00 74.00 73.00 3 IP addet \$\mathbf{Mission} for decent it 5.00 30.00 30.00 30.00 10 11 12 73.00 3 IP SUBA % Change non-decent LA homes 5.00 \$.00 26.00 This figure is wrong re-calculated. The decent homes software works on calendar years. Not financial wars. Not finanart swars who have had Notices Steking who have had Notices Ste					Performance	Direction of					
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completed within target timescales 90.80 90.80 95.00 88.00 7 EVILY OF Planeted maintenance expenditure as 4% of the total budget 66.00 66.00 74.00 73.00 7 ** BV1484 % LA homes non-decent LA he start of the Financial year homes 9.00 30.00 30.00 7 42.00 7 ** BV1484 % Change non-decent LA homes 9.00 9.00 26.00 This figure is wrong and is currently being re-calculated. The decent homes software works on calendar years. As a result it has added all the properties that will become non decent throughout 2007 into the figure and dust hose that became non-decent during quarter 4. 7 7 * BV053 Average SAP (Energy Efficiency) rating of LA divellings 68.55 67.00 7 7 * BV065 Average SAP (Energy Efficiency) rating of LA divellings 68.35 67.00 7 7 7 * BV065 Average SAP (Energy Efficiency) rating of LA divellings 68.35 67.00 7 7 7 * BV065 Average SAP (Energy Efficiency) rating of LA divellings 68.35 67.00 7 7 7 * BV065 Average SAP (Energy Efficiency) rating of LA divellings 68.33 99.50 99.						7			1		21
** LPI HOS Planed maintenance expenditure as % of the total budget 66.00 74.00 73.00 7 ** BV1848 % LA homes non-decent at the start of the Financial year 30.00 30.00 30.00 7 ** BV1848 % Change non-decent LA homes 9.00 9.00 26.00 7 42.00 7 ** BV1848 % Change non-decent LA homes 9.00 9.00 26.00 This figure is wrong and is currently being re-calculated. The decent homes software works on calendar years. As a result it has added all the properties that will become non decent throughout 2007 into the figure and not just those that became non-decent during quarter 4. 7 ** BV063 Average SAP (Energy Efficiency) rating of LA dwellings 68.55 67.00 65.00 7 ** BV0650 SW Tenants > 7Ws Gross Arrears as % of the total who have had buckers Seeking Poisession served 98.83 99.50 99.24 7 ** BV0650 SW Tenants > 7wks Gross Arrears as 0.024 4.06 3.00 3.00 7 ** BV0650 SW Tenants In arrears Veh bave had buckers Seeking 32.83 32.83 25.00 7 7 ** BV0660 SW Tenants In arrears Veh bave had buckers Seeking 32.83 25.00<											
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± BV063 Average SAP (Energy 29.00 ? ± BV063 Average SAP (Energy 65.00 ? ± Def HO 7 Arrears as a % of debit 1.31 1.31 1.60 ? ± DV066a.05 % Rent Collected / Rent Owed 98.83 98.83 99.50 99.24 ? ± BV066b.05 % Tenants > 7wks Gross Arrears 4.06 4.06 3.00 3.09 ? ± BV066c.05 % Tenants in arrears who have had Notices Seeking Possession served 32.83 32.83 25.00 27.58 ? ± BV066.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 Direction of Def 070 0.005 ? ± BV066.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 27.58 ? ? ± BV066.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 Direction of Direction of Def of 00/07 0.05 ? ?											
# BV063 Average SAP (Energy Efficiency) rating of LA dwellings 68.55 67.00 65.00 ? # LPI HO7 Arrears as a % of debit 1.31 1.31 1.31 1.30 ? BV066a.05 % Rent Collected / Rent Owed 98.83 98.83 99.50 99.24 ? BV066b.05 % Tenants > 7wks Gross Arrears 4.06 4.06 3.00 ? ? # BV066c.05 % Tenants in arrears 4.06 3.00 ? ? ? # BV066c.05 % Tenants in arrears 4.06 4.06 3.00 ? ? # BV066c.05 % Tenants in arrears 4.06 4.06 3.00 ? ? # BV066d.05 % Tenants in arrears 4.06 4.06 ? ? ? # BV066d.05 % Tenants in arrears 4.06 4.06 ? ? ? ? # BV066d.05 % Tenants Evicted for * * ? ? ? ? ? # BV066d.05 % Tenants Evicted for * * * ? ? ? ? ? # BV066d.05 % Tenants Evicted for * 0.24 0.24 0.30							during quarter 4.				
Efficiency) rating of LA dwellings 68.55 68.55 67.00 65.00 ? ^b LP HO7 Arrears as a % of debit 1.31 1.31 1.60 7.80 7.80 ^b BV066a.05 % Rent Collected / Rent Owed 98.83 98.83 99.50 99.24 ? ^b BV066b.05 % Tenants > 7wks Gross Arrears 4.06 4.06 3.00 3.09 ? ^b BV066c.05 % Tenants in arrears who have had Notices Seeking Possession served 32.83 32.83 25.00 27.58 ? ^b BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 0.05 ? ^c BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 Performance 0.05 ? ^c BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 Performance 0.05 ? ^c BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 Performance 0.05 ? ^c BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 Performance 0.05 ? ^c BV066d.05 % Tenants Evicted for Arrears 0.24 0.20 0.06 Per								29.00		?	
# LPI HO7 Arrears as a % of debit 1.31 1.31 1.60 7.80 # BV066a.05 % Rent Collected / Rent Owed 98.83 98.83 99.50 99.24 ? # BV066b.05 % Tenants > 7wks Gross Arrears 4.06 4.06 3.00 ? ? # BV066c.05 % Tenants in arrears 4.06 3.00 ? ? ? # BV066c.05 % Tenants in arrears 4.06 3.00 ? ? ? # BV066c.05 % Tenants in arrears 4.06 3.00 ? ? ? # BV066c.05 % Tenants in arrears 4.06 3.00 ? ? ? # BV066c.05 % Tenants Evicted for 0.24 0.24 0.30 ? ? ? # BV066d.05 % Tenants Evicted for 0.24 0.24 0.30 ? ? ? Arrears 0.24 0.24 0.30 ? ? ? ? # BV066d.05 % Tenants Evicted for 0.24 0.30 ? ? ? ? # Q4 06/07	BV063 Average SAP (Energy)				*	/					2
# LPI HO7 Arrears as a % of debit 1.31 1.31 1.60 7.80 # BV066a.05 % Rent Collected / Rent Owed 98.83 98.83 99.50 99.24 ? # BV066b.05 % Tenants > 7wks Gross Arrears 4.06 4.06 3.00 ? ? # BV066c.05 % Tenants in arrears 4.06 3.00 ? ? ? # BV066c.05 % Tenants in arrears 4.06 3.00 ? ? ? # BV066c.05 % Tenants in arrears 4.06 3.00 ? ? ? # BV066c.05 % Tenants in arrears 4.06 3.00 ? ? ? # BV066c.05 % Tenants Evicted for 0.24 0.24 0.30 ? ? ? # BV066d.05 % Tenants Evicted for 0.24 0.24 0.30 ? ? ? Arrears 0.24 0.24 0.30 ? ? ? ? # BV066d.05 % Tenants Evicted for 0.24 0.30 ? ? ? ? # Q4 06/07	Efficiency) rating of LA dwellings	68.55	68.55	67.00				65.00		?	
Owed 98.83 98.83 99.50 99.24 99.24 ? BV066b.05 % Tenants > 7wks Gross Arrears 4.06 4.06 3.00 3.09 ? BV066c.05 % Tenants in arrears who have had Notices Seeking Possession served 32.83 32.83 25.00 27.58 ? BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 0.05 ? BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 0.05 ? BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 0.05 ? BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 Performance 0.05 ? BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 Performance 0.05 ? BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 Performance 0.05 ? BV0660.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 Performance 0.05 ? BV0660.05 % Tenants Evicted for 0.24 0.24 0.30 Performance Direction of 0.						?			1	7.80	A
# BV066b.05 % Tenants > 7wks Gross 4.06 4.06 3.00 3.09 ? Arrears 4.06 4.06 3.00 3.09 ? ? # BV066c.05 % Tenants in arrears 27.58 ? ? who have had Notices Seeking 32.83 32.83 25.00 27.58 ? Possession served 32.83 32.83 25.00 0.05 ? ? # BV066d.05 % Tenants Evicted for 0.24 0.24 0.30 0.05 ? ? Arrears 0.24 0.24 0.30 Performance 0.005 ? ? Q4 06/07 Year End 06/07 Target 06/07 06/07 performance Commentary Actual 05/06 Performance 05/06 Actual 04/05 Performance 04/05	* BV066a.05 % Rent Collected / Rent				A	^					2
Arrears 4.06 4.06 3.00 3.09 ? BV066c.05 % Tenants in arrears who have had Notices Seeking Possession served 32.83 32.83 25.00 27.58 ? BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 0.05 ? Equalities and Tenant Satisfaction 27.58 ? ? ? Q4 06/07 Year End 06/07 Target 06/07 Direction of 06/07 Direction of performance Commentary Actual 05/06 Performance 05/06 Actual 04/05 Performance 04/05			98.83	99.50				99.24		?	
± BV066c.05 % Tenants in arrears who have had Notices Seeking Possession served 32.83 32.83 25.00 27.58 ? ± BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 0.05 ? ± BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 0.05 ? ± BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 0.05 ? ± BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 0.05 ? ± BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 Equalities and Tenant Satisfaction ? ± Equalities and Tenant Satisfaction Equalities and Tenant Satisfaction of performance Direction of performance Direction of Performance Performance 05/06 Actual 04/05 Performance 04/05	BV066b.05 % Tenants > 7wks Gross				A	?			1		2
± BV066c.05 % Tenants in arrears who have had Notices Seeking Possession served 32.83 32.83 25.00 27.58 ? ± BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 0.05 ? ± BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 0.05 ? ± BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 0.05 ? ± BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 0.05 ? ± BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 Equalities and Tenant Satisfaction ? ± Equalities and Tenant Satisfaction Equalities and Tenant Satisfaction of performance Direction of performance Direction of Performance Performance 05/06 Actual 04/05 Performance 04/05		4.06	4.06	3.00				3.09		?	
Possession served 32.83 32.83 25.00 27.58 ? * BV066d.05 % Tenants Evicted for Arrears 0.24 0.24 0.30 0.00 0.00 ? • Arrears 0.24 0.24 0.30 • Equalities and Tenant Satisfaction ? ? • Q4 06/07 Year End 06/07 Target 06/07 06/07 performance Commentary Actual 05/06 Performance 05/06 Actual 04/05 Performance 04/05	BV066c.05 % Tenants in arrears				A	?			1		2
************************************	who have had Notices Seeking										
************************************	Possession served	32.83	32.83	25.00				27.58		?	
Equalities and Tenant Satisfaction Q4 06/07 Year End 06/07 Target 06/07 Direction of performance Actual 05/06 Performance 05/06 Actual 04/05 Performance 04/05					*	?			1		2
Equalities and Tenant Satisfaction Q4 06/07 Year End 06/07 Target 06/07 Direction of performance Actual 05/06 Performance 05/06 Actual 04/05 Performance 04/05	Arrears	0.24	0.24	0.30				0.05		?	
Q4 06/07 Year End 06/07 Target 06/07 06/07 performance Commentary Actual 05/06 Performance 05/06 Actual 04/05 Performance 04/05						nd Tenant Sat	isfaction	<u> </u>			
Q4 06/07 Year End 06/07 Target 06/07 06/07 performance Commentary Actual 05/06 Performance 05/06 Actual 04/05 Performance 04/05					Performance						
BV164.02 Does the authority follow		Q4 06/07	Year End 06/07	Target 06/07	06/07	performance	Commentary	Actual 05/06	Performance 05/06	Actual 04/05	Performance 04/05
	 BV164.02 Does the authority follow 				*				*		?
the Commission for Racial Equality's	the Commission for Racial Equality's										
code of practice Yes Yes Yes ?		Yes	Yes	Yes				Yes		?	
* BV074a % of council tenants	BV074a % of council tenants				0	?			?	,	?
satisfied with overall service 83.00 83.00 86.00 ? ?		83.00	83.00	86.00				?		?	

	?	?	92.00	?	?	No data available. Additional surveys being undertaken.	?	2]	?	2
BV074c % non-ethnic minority tenants satisfied with overall service	?	83.00	92.00		2		?	2	?	2
BV075a Satisfaction - participation	72.00	72.00	80.00		r		?	n	?	ri
BV075b Satn - Participation BME	?	?	90.00	?	<u>}</u>	No data available. Additional surveys being undertaken.	?	5.	?	?! ?!
BV075c Satn Participation non-BME	?	72.00	90.00				?		?	
					hold and Enab	ling				
	04 06/07	Year End 06/07		Performance	Direction of performance	Commentary	Actual 05/06	Performance 05/06	Actual 04/05	Performance 04
LPI HO8 Service charge arrears as a % of the total service charge income	19.55	19.55	5.00			amount of work to the service charge accounts during 2006/07 this figure now contains all arrears/non-payments that exist on the system - some of which dates back many years. The accounts will now be investigated over the next 12 months	3.47	*	7.80	▲
E LPI HO9 % of service charges collected	83.31	83.31	96.00			As above	96.53	×	92.20	<u> </u>
LPI HO10 No. of affordable housing units provided during the year LPI HO11 % of affordable housing units suitable for disabled people	205.00 4.39		200.00	<u> </u>	<u></u>		232.00	* PI	128.00	21
BV064.02 Priv sec dwellings used/dem	30.00		50.00				53.00	•	49.00	