

Bield Housing Association Ltd

Performance Report

2008/09



This report contains details of our performance during the year April 2008–March 2009. Performance is measured in a variety of ways. Among these is monitoring against a number of specific Performance Indicators which are focused on in this report. This report complements the information contained in the Annual Report and Annual Accounts.

Housing

Housing Services – Key Performance Indicators

Activity	Target	Achieved
Void losses as a % of annual rental debt	2.75%	2.48%
Write offs as a % of annual rental debt	0.25%	0.11%
Average calendar days to relet (excluding difficult to let stock)	28	39
Average calendar days to relet difficult to let stock	55	95
Technical arrears	1.5%	0.76%
Non technical arrears	1%	0.74%
Housing applications processed within 28 days	97.5%	100%
Review of housing lists annually	98.5%	100%

Breakdown of re-lets

Category	2008-09	2007-08	2006-07
Existing tenants	85	93	127
Housing list applications	341	395	332
Local Authority Nominations	252	264	268
Section 5 Referrals	9	1	1
Other	56	66	70
Total	743	819	798

Applications on waiting list

2433 March 2009

2998 March 2008

3596 March 2007

Housing stock turnover

15.9% in 2008-09

16.9% in 2007-08

19% in 2006-07

Housing applications processed

1163 in 2008-09

1144 in 2007-08

1599 in 2006-07



BR24

BR24 – Key Performance Indicators

Activity	Target	Achieved
Call acceptance within 60 seconds	97.5%	97.6%
Call acceptance within 30 seconds	92%	92.9%
Write offs as a % of external income	0.3%	0.06%
External user arrears as a % of income	1%	1.3%

Total overall links

23,207 in 2008-09

23,649 in 2007-08

29,713 in 2006-07

Average number of calls handled per day

1225 in 2008-09

1246 in 2007-08

1195 in 2006-07

Tenant Participation

272 meetings were held at schemes during 2008-09

Membership of the Association was **127** at 31st March 2009. More than $\frac{1}{3}$ of members are tenants of the Association

42 tenants / residents are members of the Association

Two vacancies were filled on the Partnership Forum and two existing members were re-elected

Six Partnership Forum meetings were held during the year

The Association has **3** Registered Tenant Organisations



Care Services

Care Housing – Key Performance Indicators

Activity	Target	Achieved
Void losses as % of annual charge	4%	1.55%
Write offs as a % of annual charge	0.25%	0.03%
Technical arrears	1%	3.3% ¹
Non technical arrears	0.75%	0.83%

¹ In some instances this will be covered by block or deficit funding and / or is a result of invoice timing.

Home and Day Care – Key Performance Indicators

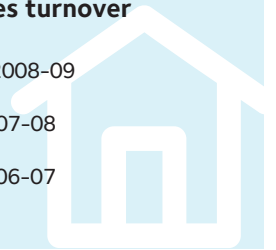
Activity	Target	Achieved
Occupancy rate within day care	90%	88.5%
Activity rate within home care	95%	95.3%

Care homes turnover

33% in 2008-09

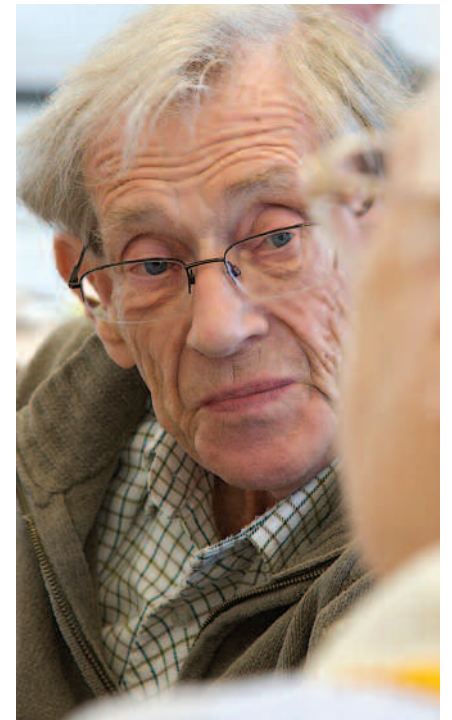
33% in 2007-08

33% in 2006-07



Six day care projects providing services to **228** clients

Six home care projects providing services to **359** clients



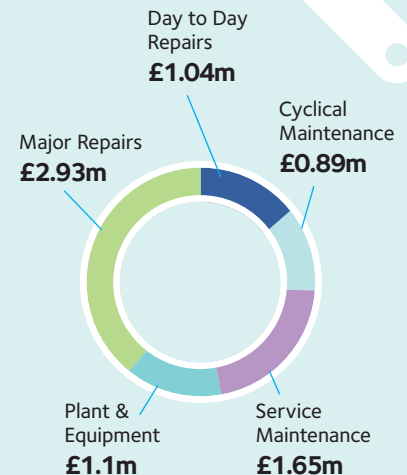
Property Services

Property Services – Key Performance Indicators

Activity	Target	Achieved
Expenditure against approved annual budget	100%	94.3%
Annual works programme to be completed	100%	109%
Reactive repairs to be completed within target response times (average across emergency, urgent and routine categories)	95%	93% within flats 92% within communal areas
Void flats – working days within which work to be completed	8	5.4
Work under stock transfer contracts to be completed	100%	N/A ¹
Expenditure on stage 3 allocations against grant allocation	100%	129% ²
Gas servicing within legal timescales	100%	100%

¹ No works planned during the year
² Additional grant allocation received

Expenditure on property (£ millions)¹ 2008-09



¹ Figures do not include private retirement housing expenditure.

Annual programme of works

219 Major works projects carried out 2008-09

206 Major works projects carried out 2007-08

148 Major works projects carried out 2006-07

Routine repairs

11,305 repairs carried out in dwellings 2008-09

12,704 repairs carried out in dwellings 2007-08

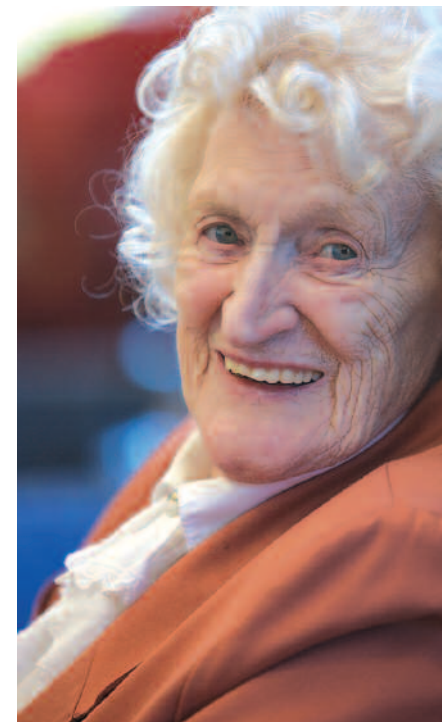
13,576 repairs carried out in dwellings 2006-07

Stage 3 adaptations

185 adaptations carried out in 2008-09 costing more than **£616,000**

236 adaptations carried out in 2007-08 costing more than **£736,000**

231 adaptations carried out in 2006-07 costing more than **£645,000**



Development

Development – Key Performance Indicators

Activity	Target	Achieved
Site acquisitions	2 per annum	0
Tender approvals / site starts	2 per annum	0
Contract completions	2 per annum	1
Works complete relative to contract (subject to any approved extensions of time)	On time	Yes
Expenditure against grant allocation	100%	111% ¹
Final accounts	Within approved budget	Yes

¹ Additional Grant allocation received



Complaints

Complaints – Key Performance Indicators

Activity	Target	Achieved
Acknowledgement of all stages of complaints with 5 working days of receipt	95%	96%
Response to complaints within agreed timescales	95%	40%

Outcome of complaints

	2008-09	2007-08	2006-07
Upheld	35%	40%	24%
Partially Upheld	24%	16%	27%
Not Upheld	41%	44%	49%

Number of complaints

104 in 2008-09

37 in 2007-08

33 in 2006-07

The figures look to show a significant increase in complaints 2008-09, but this is due to a change in reporting and recording procedure.

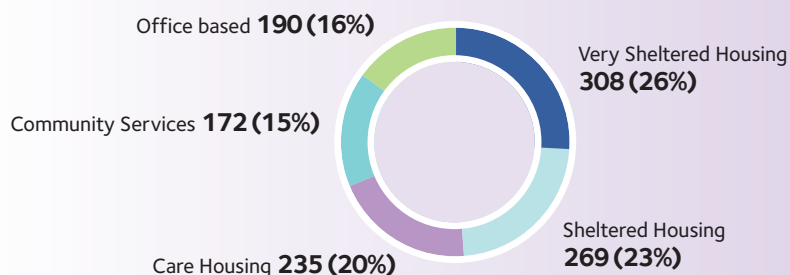
Human Resources

Human Resources – Key Performance Indicators

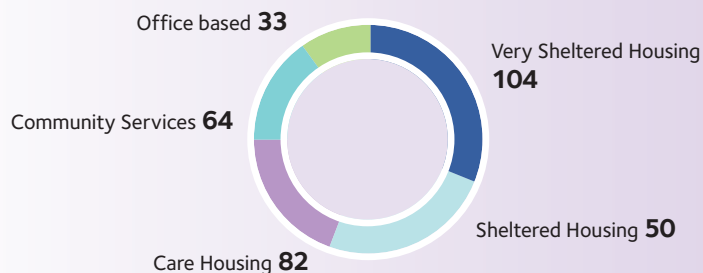
Activity	Target	Achieved
New staff from black and minority ethnic groups (minimum)	1.5%	1.65%
Proportion of staff with disabilities (minimum)	5%	4%
Maximum sickness absence	3.5%	6.02% ¹
Staff turnover	13%	12.5%

¹ Higher level of long term absence due to serious illness experience across the Association.

Number of employees in post (31st March 2009)



Recruitment activity (31st March 2009)



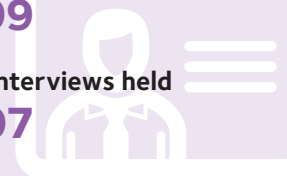
1174 staff in post at 31st March 2009, with 87 posts vacant or in the process of being filled.

333 posts advertised

Total applications sent out
3441

Total applications received
2899

Total interviews held
1107



Profile

The Association owns and manages almost 5000 units. The table below shows the breakdown of stock as at 31st March 2009.

Amenity	210
Retirement	95
Sheltered	2620
Very Sheltered	1160
Care Homes	198
Shared Ownership / Equity	104
General Needs	26
Resident Staff	102
Private Retirement	467
Total	4982

Bield Housing Association Limited

Registered Office

79 Hopetoun Street
Edinburgh EH7 4QF
Tel: 0131 273 4000
Fax: 0131 557 6327

Craighall Business Park
7 Eagle Street
Glasgow G4 9XA
Tel: 0141 270 7200
Fax: 0141 331 2686

1 Bonnet Hill Gardens
1 Caldrum Terrace
Dundee DD3 7HB
Tel: 01382 228911
Fax: 01382 224088

Email: info@bield.co.uk
Web Site: www.bield.co.uk

Scottish Charity No SC006878

Finance

Finance – Key Performance Indicators

Activity	Target	Achieved
Quick ratio – current assets against current liabilities (minimum)	100%	177%
Annual surplus as proportion of annual turnover (minimum)	3%	4.03%
Interest cover (minimum) – operating surplus plus interest receivable compared with loan interest payments due	110%	230%
Maximum value of loans against value of housing stock	50%	16%
Major repairs – minimum value of reserve against average annual expenditure	100%	213%
Central overheads as % of turnover (max)	17.5%	15.9%

Income 2008-09	£35.79m
Rent	£16m
Service Charges	£12m
Grants/other	£8m

