

How do we compare?

Northwards Housing regularly publish performance information. We want to share a few interesting figures with you about how good we are in comparison with similar housing organisations across England – 67 altogether! It's not always possible to compare ourselves with exactly the same kind of organisation, because others work in different types of areas, each with their own set of local challenges.

However we think the figures here still give us a good idea of how we're doing in comparison to others.

We compared our performance in September 2010 with other housing organisations and whether or not we had improved over the last year.

Here are some examples of what we found:

Green	Means we're one of the top performing organisations
Yellow	Means we're one of the middle/top performing organisations
Orange	Means we're one of the middle/bottom performing organisations
Red	Means we're one of the bottom performing organisations.



Average response time to telephone calls in seconds – 12 seconds

Performance has gone down slightly compared to the previous year by 1% but we are still one of the top performing organisations.



Average time taken to respond to initial complaints in days – 9.20 days

This puts us in the middle/bottom performing organisation. Performance has fallen by 2.20 days from previous year (7 days) but we remain within our target of 10 days.



Percent of repairs completed within target – 96.46%

This means we are a middle/bottom performing organisation, compared to last year this has improved by 1.6% (94.90%). Northwards have been working closely with the Customer Service Centre and Manchester Working controllers to improve communication and performance.





Percent of emergency repairs completed on time – 98.52%

This means we are a middle/bottom performing organisation, compared to last year this has fallen slightly by 0.48%.



Percent of urgent repairs completed on time – 98.13%

This means we are a middle/bottom performing organisation, compared to last year this has fallen by 0.6% (98.75%).



Average time taken to complete non-urgent – 9.79 days

This puts Northwards in the middle/bottom performing organisations, compared to last year we have improved by 0.13 days.



Average relet times in days – 36.57 days

This has remained in the bottom category but we have improved by 4.43 days from this time last year. There has been a significant improvement between teams and Manchester Working. Challenging targets have been set for the next 12 months to continue to improve performance.



Percent of responsive repairs where an appointment was made and kept – 96.90%.

This means we are a middle/bottom performing organisation, compared to last year this has fallen by 0.93% (97.83%).



Percent of repairs completed right first time – 96.40

This is with the top performing organisations, compared to last year this is a big improvement of 3.4% (93%).



If you would like more information about our performance please visit our website or contact the Business Improvement Team on 0161 720 5875 or email business@northwardshousing.co.uk If you would like to be more involved in looking much closer into our performance and how we can improve, you might be interested in joining our new Excellence Committee. It would be great to hear from you!