



Report to:

Northwards Housing Board
13th March 2007

Item No:

14

Title:	Performance Report Quarter 3		
Date:	5 th March 2007		
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Confidential:	No		
For: (Please tick action required)	NOTING √	DISCUSSION	APPROVAL

PURPOSE OF REPORT

To update the Board on the organisation's performance against performance indicators for the third quarter (October to December) of 2006-07.

RECOMMENDATION

The Board are asked to note the contents of the report and ask relevant Sub-Committee's to focus their attention on particular areas where appropriate.

IMPLICATIONS

Equality & Diversity:	No significant implications
Financial:	None
Staffing:	None
Decency Target:	None
Governance:	None
Risk Assessment:	Measures are already in place to address poor performance

Equality & Diversity Implications (Please tick where relevant):

BME	<input type="checkbox"/>	Lesbian/Gay/Bisexual/Transgender	<input type="checkbox"/>
Elderly	<input type="checkbox"/>	Single Parents	<input type="checkbox"/>
Young	<input type="checkbox"/>	Domestic Violence	<input type="checkbox"/>
Disability	<input type="checkbox"/>	Alcohol / Drug Mis-users	<input type="checkbox"/>

Consultation/Consideration:

	Yes, No or N/A:	Name:	Date:
Sub-Committee:	Yes	HR & Equality Neighbourhood & Quality Services Procurement & Property Resource & Audit	27 th February 2007 2 nd March 2007 28 th February 2007 27 th February 2007
Area Panel:	No		
Task Groups:	No		
Ward Councillors:	No		



Quarterly Performance Management Report
Quarter 3 2006/07
(April 2006 to December 2006)

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Northwards Housing Performance

Northwards Housing is an Arms Length Management Organisation (ALMO) that looks after council homes in North Manchester. We collect a diverse range of information in order to monitor and evaluate our progress, identify areas that need to be improved and set targets to improve our overall service.

We use a range of weekly, monthly, quarterly and annual performance indicators to monitor how well we are doing.

A number of these are national performance indicators which all local authority housing providers need to collect. We also monitor how we compare to other ALMOs – we compare ourselves to the top 25% of ALMOs across the country to see how we are performing.

In order to monitor performance more closely and offer a better service to our tenants, Northwards Housing is monitoring a number of indicators on a monthly basis that were previously reported quarterly.

Northwards Housing Performance Report Key					
BV	National Best Value Performance Indicator				
MHL	Manchester City Council Local Performance Indicator				
NHL	New Northwards Housing Local Performance Indicator				
↑	shows improved performance compared to previous period				
↓	shows performance has declined compared to previous period				
↔	shows performance has remained the same compared to the previous period				
↔	shows figure has remained static for the year				
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Customer Satisfaction Performance (1)

			Annual result 04/05	Annual result 05/06	MCC Target 06/07	Upper Quartile ALMOs 05/06	Upper Quartile Mets 04/05	
↔	A	BV 74a	Satisfaction of all tenants of council housing with the overall service provided by their landlord.	75.00%	*Available January '07	80%	79.00%	n/a
↔	A	BV 74b	Satisfaction of Black and Minority Ethnic tenants of council housing with the overall service provided by their landlord.	70.00%	*Available January '07	Pending	75.75%	n/a
↔	A	BV 74c	Satisfaction of Non-Black and Minority Ethnic tenants of council housing with the overall service provided by their landlord.	76.00%	*Available January '07	Pending	78.73%	n/a
↔	A	BV 75a	Satisfaction of all tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	62.00%	*Available January '07	65%	70.00%	n/a
↔	A	BV 75b	Satisfaction of Black and Minority Ethnic tenants with opportunities for participation and decision making in relation to housing services provided by their landlord.	58.00%	*Available January '07	Pending	n/a	n/a
↔	A	BV 75c	Satisfaction of Non Black and Minority Ethnic tenants with opportunities for participation and decision making in relation to housing services provided by their landlord.	62.00%	*Available January '07	Pending	n/a	n/a
↔	A	BV 156	Northwards Housing buildings open to the public in which all public areas are suitable for and accessible to disabled people.	50.00%	*Available January '07	80%	n/a	n/a

*These statistics will be next quarter with the results of the Council's status survey






Customer Satisfaction Performance (2)				1st Quarter 06/07	2nd Quarter 06/07	3rd Quarter 06/07	Target 06/07	Upper Quartile ALMOs 05/06	Upper Quartile Mets 04/05
↑	M	MHL017	Phone calls at On Call answered within 15 seconds (8 rings)	83.21%	84.00%	85.50%	90%	n/a	n/a
↓	M	MHL018	Letters answered within 10 working days	84.14%	84.00%	81.40%	95.00%	n/a	n/a
↑	Q	MHL020	Staff complying with dress & appearance standard	99.65%	99.80%	99.90%	100.00%	n/a	n/a
↑	Q	MHL021	Staff wearing name badges	98.96%	99.00%	99.30%	100.00%	n/a	n/a
↔	M	NHL117	Complaints answered within 10 working days (NH Standard)	n/a	82.83%	77.22%	92.00%	n/a	n/a
Tenant Satisfaction with Decent Homes Work				1st Quarter 06/07	2nd Quarter 06/07	3rd Quarter 06/07	Target 06/07	Upper Quartile ALMOs 05/06	Upper Quartile Mets 04/05
↓	M	MHL033	% of customers satisfied with the overall service.	98.90%	100.00%	97.00%	94%	n/a	n/a
↑	Q	MHL034	Planned schemes to council stock completed on time.	83.00%	75.00%	76.00%	84%	n/a	n/a

Rehousing Performance				1st Quarter 06/07	2nd Quarter 06/07	3rd Quarter 06/07	Target 06/07	Upper Quartile ALMOs 05/06	Upper Quartile Mets 04/05
↓	M	MHL 001	Applicants who receive an appointment to register for rehousing within 10 days of initial request.	92.40%	90.00%	85.60%	98.0%	n/a	n/a
Rehousing Activity				1st Quarter 06/07	2nd Quarter 06/07	3rd Quarter 06/07	Target 06/07	Upper Quartile ALMOs 05/06	Upper Quartile Mets 04/05
n/a	Q	NHL 104	Percentage of lets to BME applicants in Charlestown	19.00%	15.00%	14.00%	pending	n/a	n/a
n/a	Q	NHL 105	Percentage of lets to BME applicants in Cheetham	73.00%	71.00%	53.00%	pending	n/a	n/a
n/a	Q	NHL 106	Percentage of lets to BME applicants in Crumpsall	67.00%	75.00%	44.00%	pending	n/a	n/a
n/a	Q	NHL 107	Percentage of lets to BME applicants in Harpurhey	18.00%	16.00%	21.00%	pending	n/a	n/a
n/a	Q	NHL 108	Percentage of lets to BME applicants in Higher Blackley	35.00%	24.00%	16.00%	pending	n/a	n/a
n/a	Q	NHL 109	Percentage of lets to BME applicants in Miles Platting & Newton Heath	12.00%	15.00%	16.00%	pending	n/a	n/a
n/a	Q	NHL 110	Percentage of lets to BME applicants in Moston	13.00%	26.00%	24.00%	pending	n/a	n/a
n/a	Q	NHL 111	Percentage of lets to BME applicants in Ancoats & Clayton	0.00%	9.00%	6.00%	pending	n/a	n/a

Organisational Health

				1st Quarter 06/07	2nd Quarter 06/07	3rd Quarter 06/07	Target 06/07	Upper Quartile ALMOs 05/06	Upper Quartile Mets 04/05
↔	Q	BV 11a	Top 5% of earners that are women (PO6 and above).	33.00%	46.00%	46.00%	42%	n/a	n/a
↔	Q	BV 11b	Top 5% of earners from black and minority ethnic communities (PO6 and above).	0.00%	0.00%	0.00%	6.0%	n/a	n/a
↔	Q	BV 11c	Top 5% of earners that are disabled (PO6 and above).	0.00%	0.00%	0.00%	6.0%	n/a	n/a
↓	Q	BV 12	Number of working days/shifts lost due to sickness absence.	2.9 days	4.2 days	6.8 days	10 days	10.43 days	n/a
↔	Q	BV 14	Employees retiring early (excluding ill-health retirements) as a percentage of the total workforce.	0.00%	0.00%	0.00%	0.40%	n/a	n/a
↔	Q	BV 15	Employees retiring on grounds of ill-health as a percentage of total workforce.	0.00%	0.00%	0.00%	0.36%	n/a	n/a
↓	Q	BV 16	Disabled employees in the Northwards Housing workforce.	3.15%	3.15%	2.70%	3.57%	n/a	n/a
↑	Q	BV 17	BME employees in the Northwards Housing workforce.	7.80%	8.40%	9.40%	11.43%	n/a	n/a

Repairs Performance				1st Quarter 06/07	2nd Quarter 06/07	3rd Quarter 06/07	Target 06/07	Upper Quartile ALMOs 05/06	Upper Quartile Mets 04/05
↓	Q	BV211a	Expenditure on planned repairs/maintenance compared to expenditure on responsive repairs.	69.00%	66.74%	64.38%	70.00%	86.54%	new indicator
↓	M	BV211b	Expenditure on emergency/urgent repairs compared to expenditure on non-urgent repairs.	16.92%	16.73%	18.47%	18.00%	9.70%	new indicator
↓	M	MHL003	Repairs where an appointment was made immediately.	98.70%	98.40%	98.20%	99.10%	n/a	n/a
↑	M	MHL005	Repairs where an appointment was made and kept.	96.10%	96.20%	96.30%	98.50%	97.55%	n/a
↑	M	MHL006	All repairs completed on time.	94.90%	95.40%	95.60%	96.50%	n/a	n/a
↑	M	MHL009	Jobs completed on first visit (based on tenant reply returns).	82.00%	83.50%	83.60%	86.00%	n/a	n/a
↑	M	MHL012	Repairs satisfaction letters where tenants were satisfied with the service.	83.70%	84.70%	84.90%	89.00%	n/a	n/a
↑	M	MHL014	Cases where tenants were satisfied following an investigation and rectification.	95.20%	95.60%	96.00%	99.00%	n/a	n/a
↑	M	MHL039	Urgent repairs completed within government time limits.	96.40%	96.80%	97.10%	97.20%	98.60%	n/a
↑	M	MHL040	Average time taken to complete non-urgent responsive repairs.	6.8 days	6.2 days	5.9 days	5.5 days	8.5 days	n/a
↑	M	MHL 048	Responsive (but not emergency) repairs during 2005/06, for which Northwards Housing both made and kept an appointment.	86.30%	85.90%	86.00%	88.50%	n/a	n/a

Decent Homes Performance				1st Quarter 06/07	2nd Quarter 06/07	3rd Quarter 06/07	Target 06/07	Upper Quartile ALMOs 05/06	Upper Quartile Mets 04/05
	Q	BV184a	Proportion of LA homes which were non-decent at 1 April 2006.	45.00%	45.00%	45.00%	45.00%	29.47%	43.00%
	Q	BV184b	Percentage change in proportion of non-decent homes between 1 April 2006 and 1 April 2007.	1%*	0%*	0%*	Reduction of 4%	38.40%	11.30%
The above reflects the current position prior to commencement of proposed Decent Homes investment work. BV184b is a projected figure									
Energy Efficiency Rating				1st Quarter 06/07	2nd Quarter 06/07	3rd Quarter 06/07	Target 06/07	Upper Quartile ALMOs 05/06	Upper Quartile Mets 04/05
	Q	BV 63	The average SAP rating of LA owned dwellings.	69.90%	69.90%	70.20%	SAP 71	69.00%	64.00%
Voids Performance				1st Quarter 06/07	2nd Quarter 06/07	3rd Quarter 06/07	Target 06/07	Upper Quartile ALMOs 05/06	Upper Quartile Mets 04/05
	M	BV 212	Average relet times for LA dwellings let in the financial year.	79.4 days	77.6 days	74.1 days	50 days	28.9 days	new indicator
	M	MHL045	Rent lost through LA dwellings becoming vacant.	3.10%	3.30%	3.10%	2.50%	1.10%	n/a

Rents Performance				1st Quarter 06/07	2nd Quarter 06/07	3rd Quarter 06/07	Target 06/07	Upper Quartile ALMOs 05/06	Upper Quartile Mets 04/05
↑	M	BV 66a	Rent collected (including arrears).	94.96%	94.70%	94.91%	97.00%		97.69%
↓	M	BV 66b	Tenants with more than seven weeks' rent arrears.	8.44%	8.95%	9.24%	7.70%	4.30%	new indicator
↑	M	BV 66c	Tenants in arrears who have had Notices of Intent to Seek Possession served.	38.72%	41.10%	38.36%	30.00%	20.81%	new indicator
↑	M	BV 66d	Tenants evicted for rent arrears.	0.46%	0.49%	0.44%	0.50%	0.26%	new indicator
↑	M	MHL 035	Rent collected, (excluding arrears).	99.70%	98.60%	99.00%	99.50%	100.48%	n/a
↑	Q	MHL 037	Rent arrears of current tenants as a proportion of rent roll.	4.30%	4.40%	4.30%	3.30%		n/a
Finance Performance				1st Quarter 06/07	2nd Quarter 06/07	3rd Quarter 06/07	Target 06/07	Upper Quartile ALMOs 05/06	Upper Quartile Mets 04/05
↓	M	BV 8	Invoices for commercial goods and services that were paid by Northwards Housing within 30 days of such invoices being received.	95.26%	99.70%	98.40%	100%	n/a	n/a
↑	Q	MHL041	The average weekly costs per local authority dwelling for special services.	£1.16	£1.19	£1.16	£1.19	n/a	n/a
↓	Q	MHL042	The average weekly costs per local authority dwelling for general management.*	£15.41	£15.23	£15.99	£15.31	n/a	n/a
↑	Q	MHL043	The average weekly costs per local authority dwelling for repairs.	£15.26	£17.00	£15.94	£15.70	n/a	n/a

Equality Performance

			1st Quarter 06/07	2nd Quarter 06/07	3rd Quarter 06/07	Target 06/07	Upper Quartile ALMOs 05/06	Upper Quartile Mets 04/05	
↔	A	BV 164	Does Northwards Housing follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment?	Yes	Yes	Yes	Yes	n/a	n/a
↑	Q	BV 174	The number of racial incidents recorded by Northwards Housing.	10	17	23	80	n/a	n/a
↔	Q	BV 175	Racial incidents that resulted in further action.	100.00%	100.00%	100.00%	100%	n/a	n/a
↔	Q	BV 2a	The level of the Equality 'Standard for Local Government' to which Northwards Housing conforms.	Level 2	Level 2	Level 2	Level 3	n/a	new indicator
↔	Q	BV 2b	The duty to promote race equality.	89.50%	89.50%	89.50%	68%	n/a	new indicator

NARRATIVE SUPPLEMENT TO QUARTERLY MONITORING OF BEST VALUE AND LOCAL PERFORMANCE INDICATORS

Activity relating to information and accessibility of services for tenants and service users

Actions taken and planned to encourage tenant participation and to consult with service users, including BME service users and hard to reach groups:

Resident Involvement Action Plan and Access and Customer Care Action Plan being implemented: regular updates to Neighbourhood and Quality Services Sub-Committee.

Actions taken and planned to ensure access to services to all groups to address equality and diversity issues:

DDA Physical works, as stipulated in Design For Access 2 (DFA2), have been carried out and completed on Northwards Housing Public Properties. Tenant Inspectors made up from the diverse community assessed accessibility of Multi-storey block of flats. First BME and Disability Focus groups of the year held and accessibility issues discussed. Consultation has begun with MCC to implement a Disability Equality Scheme in accordance with the new Disability Equality Duty.

Activity relating to commitment and contribution to strategic work within MCC

Summary of actions taken and planned that contribute to cross tenure working on area based initiatives, in conjunction with Private Sector or Area Renewal services:

- Conduct Option Appraisals (where required) in conjunction with MCC & Stakeholders
- NH Regen Group monitors progress against the Northwards Housing Investment Strategy Team Improvement Plan
- Neighbourhood Sustainability Indicators being introduced in order to rank estates in terms of sustainability and demand. These indicators will help strategic investment/intervention decision making
- Awaiting news from the Housing Corporation with regards to the joint 'Northern Housing Challenge' application submitted in partnership with LPC Living and MCC for the Victoria Avenue area
- In consultation with MCC, identifying potential development opportunities (within estates managed) to improve the housing offer, mix tenure, increase stock numbers (where possible) and make neighbourhoods more sustainable.

- Support, contribute to the development (and implementation) of Local Plans which sit below the NMSRF

Contribution to any appropriate LPSA targets. This summary should be quarterly and/or annually dependent on the nature of the target. (not applicable 2005/6)

- LPSA 1 – Developing Community Regeneration Strategy to increase opportunities for residents. Pilot projects set up jointly with NMR, JCP & MAES.
- LPSA 2 – Work closely with North Manchester Regeneration – attended recent NEET workshop. Developing Community Regeneration Strategy to increase opportunities for residents. Pilot projects set up jointly with NMR & JCP.
- LPSA 6 – Working in partnership with Private Sector Housing in all areas. Looking at options for some Northwards Housing stock in Harpurhey in order to maximise impact of new developments.
- LPSA 7 – Approx £20m of the 5yr Capital Programme to be spent on the environment. Tenants and residents can influence how some of this money can be spent through the Area Panels.
- LPSA 8 – See below (tackling Crime and Disorder)
- LPSA 9 – New uPVC windows and doors installed through Capital Programme meet Secure by Design and PAS 23 & 24 security criteria. Security Lighting is fitted to properties when re-wires are completed.
- LPSA 12 & 13 – Please see attached Resident Involvement Action Plan, Access & Customer Care Action Plan and Equality & Diversity Action Plan.

Summary of actions taken and planned to ensure issues of child protection are given priority in service delivery, including plans for robust record keeping and other requirements from the Local Safeguarding Board. This report to include any involvement with Part 8 reviews, Case Conferences etc.

Liaison at the appropriate level in relation to individual cases, including one Part 8 review. Representation at relevant multi-agency forums.

Activity relating to tackling Crime and Disorder

Summary of actions taken and planned to tackle Crime and Disorder, including attendance at, eg, LAPs, ACPs, LTMs or other multi-agency forums.

Refresher training and updated guidance for Local Services Staff completed. Review of Local Services/ASBAT liaison being undertaken. Respect Agenda – NH actively contributing to pilots and other initiatives. Continued active participation in all the relevant multi-agency forums, including chairing 3 of the 4 ACPs in North Manchester. NH Officer seconded as ACP Co-ordination Manager. Liaison and monitoring meetings with Mediation – training for Area Panels undertaken.

Activity relating to vulnerable or socially excluded residents

Summary of co-operation with management of tenancies via ASB panel and SO procedures.

Liaison and joint working on individual cases as required. No major issues or problems within this period.

Summary of actions taken to promote homelessness prevention and tenancy sustainment, including engagement with and referrals to support services.

1. Mediation being used to resolve low level ASB cases and neighbour disputes.
2. The resettlement workers continue to support new tenants.
3. We continue to use Housing Support Services and the specialist services that they provide to enable people to live in their own homes and resettlement workers will refer on to these services where necessary.
4. Area Casework Panels continue to have a high number of referrals and the 4 ACP's in North Manchester are currently working across partners to resolve ASB issues and to support families to stop legal actions and possible loss of accommodation and homelessness.
5. Northwards Debt Advice Officer is working with tenants to ensure that benefit take up is maximised and to ensure that tenants are not threatened with homelessness due to rent arrears or multiple debts.
6. NH fully involved in discussions about Choice Based Lettings and Allocation Policy.

Summary of engagement with Equipment and Adaptations service – number of referrals made, numbers of properties passed for allocations, numbers of repairs and replacements conducted

Information to follow

Activity relating to the environment

Actions taken and planned to address environmental issues.

Regular liaison with Contracting Services (CS) re Grounds Maintenance and Street Cleansing: meetings and joint inspections. Regular liaison with Environmental Services to discuss enforcement and wider environmental issues – further joint working has taken place and continues on a number of issues including Fixed Penalty Notices and links between SEMs, EOs and Wardens. Consultation with Area Panels about 06/07 capital programme (environmental elements): programme agreed by NH Board October 2006 and now being implemented. 2007/8 budget being prepared.

Activity relating to BME issues

Outline of information provided for and contribution to Equality Strategy

The Equality & Diversity Action Plan includes specific BME actions, the majority of which have been carried out. Work is commencing on the Equality & Diversity Action Plan for 2007-2008 in consultation with BME Focus Group in regards to communication, service improvement and access.

Outline of working arrangements with Asylum Seekers Service and contributions to joint working with organisations on ex asylum seekers

Continued close working (Mike Stevens and Colin Elliot). No major issues in this period.

Signed

On behalf of Northwards Housing

Signature

Name

Position

Received

On behalf of Manchester City Council

Signature

Name

Position