

	Report to:	Item No:
	Northwards Housing Board 11 th May 2010	7e

Title:	Quarter 4 Corporate Performance		
Date:	26 th April 2010		
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Confidential:	No		
For: (Please tick action required)	NOTING ✓	DISCUSSION	APPROVAL

PURPOSE OF REPORT

To advise the Board of current performance at the end of March 2010 (Q4)

RECOMMENDATION

The Board are asked to note and comment on current performance, and if required to delegate any detailed analysis as necessary to the relevant Sub Committee.

IMPLICATIONS

Equality & Diversity:	The report provides a high level overview of BME satisfaction. Measurement of satisfaction rates against the six equality strands is available to the relevant Sub Committee.
Financial:	None directly
Staffing:	None directly
Decency Target:	The report gives a high level indication of progress and satisfaction with decent homes.
Governance:	None directly
Risk Assessment:	The corporate scorecard takes account of the relevant risks linked to our organisations objectives.

Equality Impact Assessment	
Function being assessed	Not applicable
Section	
Date of assessment	
Person Responsible for assessment	
Is this a new or existing policy?	
If there are significant implications in terms of equality please append a summary report.	

Consultation/Consideration:

	Yes, No or N/A:	Name:	Date:
Sub-Committee:	No		
Area Panel:	No		
Task Groups:	No		
Ward Councillors:	No		

1. The latest scorecard shows performance at the end of March 2010.
2. Changes in the traffic light indicators occur all the time and provide a snap shot of performance against improvement actions, performance indicators and level of risk at any one time.
3. The indicator 'Quality services' is showing green and some of the highlights for quarter 3 are as follows:
4. The Rents Team have exceeded their target of 93.6% by 1.27%. The team continue to work with partnering agencies and run promotional campaigns with targeted groups and several new initiatives are planned for 2010/11 which will assist them on their improved performance.
5. The target for average time to relet a property for the year has not been achieved but 41 days is an improvement of 4 days on the previous year. This is partly due to the excellent performance of Manchester Working and the improved communications between all teams, however a small number of low demand properties (2.5%) continue to keep our performance in the lower quartile. There is a commitment to continue to improve performance in the next 12 months and challenging targets have been set for local teams.
6. It should be noted the expenditure on planned repairs and maintenance is an forecasted figure, which is liable to change when the final year end figures are available in mid May.
7. Further details on the actions to address any under performance have already been made available to the Sub Committees.
8. Overall our performance is showing 'green' which indicates the organisation is performing very well against our objectives.