










3rd Quarter Corporate Report 2010/11


	Corporate Scorecard: Overall Performance
	An attractive environment 14 Green 5 Red 2 Amber
	Promote equality and Diversity 27 Green 14 Red 1 Amber
	Quality services 303 Green 43 Red 15 Amber
	Safer places to live 27 Green 10 Red 0 Amber
	Successful Communities 51 Green 16 Red 6 Amber
	Value for Money 74 Green 7 Red 1 Amber
	Warm, safe and affordable homes 60 Green 2 Red 2 Amber


Produced 09/02/11

A small red circle attached to an icon means that although overall an indicator may for example be green, some of the indicators that this is made up of are red.

Threshold key for Corporate Scorecard only:

60% or more of indicators green - Green Icon overall 

Less than 60% are green and more than 30% red - Red Icon overall 

Less than 60% are green and less than 30% are red - Amber Icon overall 

3rd Quarter 10/11 - Corporate Decent Homes



Report Type: PIs Report
 Report Author: Anthony (Admin) Brady
 Generated on: 09 February 2011

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse

Performance Indicator	Performance Data	Latest Note				
NHL301 Overall customer satisfaction with the Decent Homes programme	3rd Quarter					
		Value	Target	Status	Long Trend	Short Trend
	Q1 2010/11	9.7	9.6			
	Q2 2010/11	9.8	9.6			
	Q3 2010/11	9.7	9.6			
Q4 2010/11						
	Slight drop this quarter due to issues on the following schemes:- Cheetham Hill Temple Sq/Queens Rd Kitchens or Bathrooms where two residents had scored low. Staff from the Home Improvement Team visited both residents and resolved the issues to the residents satisfaction. Charlestown Rusland/Kentmere - A number of residents are dissatisfied that the windows were not replaced, plus issues with the subcontractors labour on site, prolonging the contract period. The Home Improvement Team are in the process of resolving the issues and completing the scheme at present.					

Performance Indicator	Performance Data	Latest Note				
NHL302 Total number of properties made decent	3rd Quarter					
		Value	Target	Status	Long Trend	Short Trend
	Q1 2010/11	532	500			
	Q2 2010/11	1,278	1,241			
	Q3 2010/11	1,962	1,996			
Q4 2010/11						
	8 remaining properties that we planned to complete by the end of December were not made decent due to delays because of the excessive snow in the weeks before Christmas.					

3rd Quarter 10/11 - Corporate HR



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Short Term Trends	
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Performance Indicator	Performance Data						Latest Note
BV12 Average Working Days Lost Due to Sickness Absence	3rd Quarter						At the end of Q3 despite the small increase we have a significant reduction of 2.8 days per employee compared to year on year figures
		Value	Target	Status	Long Trend	Short Trend	
	Q1 2010/11	1.57 Days	2.40 Days				
	Q2 2010/11	3.29 Days	4.20 Days				
	Q3 2010/11	5.40 Days	6.30 Days				
Q4 2010/11		8.25 Days					

3rd Quarter 10/11 - Corporate HR.



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	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Performance Indicator		Performance Data					Latest Note	
NHL504	% Satisfaction of employees with their employer	Annual Data					Northwards used Best Companies to run the employee survey for 2010/11. The on line survey was carried out early December 2010 and completed over a three week period. The results will be received in February 2011.	
			Value	Target	Status	Long Trend		Short Trend
		2009/10	82%	85%				

3rd Quarter 10/11 - Corporate Rents



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Long Term Trends	
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Short Term Trends	
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	No Change
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Performance Indicator	Performance Data						Latest Note	
BV66a	Rent Collected (including arrears)	3rd Quarter						Collection increased by 0.40% in the third quarter. Whilst we have benefited from the rent free week, it has been a difficult quarter despite strong publicity campaigns. Some payments were not received in December and this is confirmed by the increase in legal action in the beginning of January. For the last quarter we will continue our early intervention work and ensure our communications and actioning of cases remain robust and timely.
			Value	Target	Status	Long Trend	Short Trend	
		Q1 2010/11	97.40%	95.03%				
		Q2 2010/11	96.30%	95.20%				
		Q3 2010/11	96.70%	95.37%				
Q4 2010/11		95.37%						

3rd Quarter 10/11 - Corporate Repairs



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	Getting Worse

Short Term Trends	
	Improving
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Performance Indicator	Performance Data	Latest Note																														
NHL801 % Repairs satisfaction letters where tenants were satisfied with the service	3rd Quarter <table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Target</th> <th>Status</th> <th>Long Trend</th> <th>Short Trend</th> </tr> </thead> <tbody> <tr> <td>Q1 2010/11</td> <td>95.96%</td> <td>92.50%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Q2 2010/11</td> <td>96.12%</td> <td>92.50%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Q3 2010/11</td> <td>97.04%</td> <td>92.50%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Q4 2010/11</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Value	Target	Status	Long Trend	Short Trend	Q1 2010/11	95.96%	92.50%				Q2 2010/11	96.12%	92.50%				Q3 2010/11	97.04%	92.50%				Q4 2010/11						The overall satisfaction return rate at the end of quarter 3 is 42.82% and performance continues to exceed target.
		Value	Target	Status	Long Trend	Short Trend																										
	Q1 2010/11	95.96%	92.50%																													
	Q2 2010/11	96.12%	92.50%																													
	Q3 2010/11	97.04%	92.50%																													
	Q4 2010/11																															

Performance Indicator	Performance Data	Latest Note																														
NHL802 Expenditure on planned repairs and maintenance as a percentage of all maintenance expenditure (Formerly BV211a)	3rd Quarter <table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Target</th> <th>Status</th> <th>Long Trend</th> <th>Short Trend</th> </tr> </thead> <tbody> <tr> <td>Q1 2010/11</td> <td>72.80%</td> <td>75.00%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Q2 2010/11</td> <td>74.84%</td> <td>75.00%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Q3 2010/11</td> <td>81.69%</td> <td>75.00%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Q4 2010/11</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Value	Target	Status	Long Trend	Short Trend	Q1 2010/11	72.80%	75.00%				Q2 2010/11	74.84%	75.00%				Q3 2010/11	81.69%	75.00%				Q4 2010/11						Expenditure on planned repairs as a percentage of overall expenditure is better than target.
		Value	Target	Status	Long Trend	Short Trend																										
	Q1 2010/11	72.80%	75.00%																													
	Q2 2010/11	74.84%	75.00%																													
	Q3 2010/11	81.69%	75.00%																													
	Q4 2010/11																															

Performance Indicator	Performance Data	Latest Note
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NHL810	% Routine repairs completed on time	3rd Quarter					Performance improved in Q3 and remains better than target.	
			Value	Target	Status	Long Trend		Short Trend
		Q1 2010/11	94.31%	95%				
		Q2 2010/11	95.11%	95%				
		Q3 2010/11	95.52%	95%				
Q4 2010/11								

3rd Quarter 10/11 - Corporate Voids



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Performance Indicator	Performance Data						Latest Note
BV212 (Ex AH&S) Average time taken to re-let local authority housing (excluding Avro Hollows & Shout)	3rd Quarter						Performance is now under target for the year. This is again significant progress for this indicator and should be on course for being on target at year end.
		Value	Target	Status	Long Trend	Short Trend	
	Q1 2010/11	39.33 Days	36.00 Days				
	Q2 2010/11	33.83 Days	36.00 Days				
	Q3 2010/11	29.47 Days	36.00 Days				
2010/11	34.24 Days	36.00 Days					

3rd Quarter 10/11 - Corporate Voids.



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Performance Indicator	Performance Data						Latest Note
NHL902a(Ex AH&S) % of rent lost through dwellings becoming vacant (Excluding Avro Hollows & Shout)	2nd Quarter						Performance here continues to improve and the Q3 figure is showing a record low performance. This indicator will be well within target at the end of the financial year.
		Value	Target	Status	Long Trend	Short Trend	
	Q1 2010/11	1.47%	1.50%				
	Q2 2010/11	1.31%	1.50%				
	Q3 2010/11	1.24%	1.50%				
Q4 2010/11							