









**1st Quarter Corporate Report 2011-12**


	<b>Corporate Scorecard: Overall Performance</b>
	<b>An attractive environment</b> 15 Green 4 Red 2 Amber
	<b>Promote equality and Diversity</b> 26 Green 15 Red 1 Amber
	<b>Quality services</b> 292 Green 51 Red 15 Amber
	<b>Safer places to live</b> 27 Green 10 Red 0 Amber
	<b>Successful Communities</b> 51 Green 16 Red 6 Amber
	<b>Value for Money</b> 66 Green 16 Red 1 Amber
	<b>Warm, safe and affordable homes</b> 58 Green 5 Red 1 Amber


Produced 23/08/11

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 

# 1st Quarter 11/12 - Corporate HR

**Report Type:** PIs Report  
**Report Author:** Marc Whalley  
**Generated on:** 23 August 2011



PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Performance Indicator		Performance Data					Latest Note	
BV12	Average Working Days Lost Due to Sickness Absence	4th Quarter					There is a continued improvement in absence due to continued proactive monitoring. Year on year there is an improvement of 0.6 days, resulting in a year on year saving of £12,060.97	
			Value	Target	Status	Long Trend		Short Trend
		Q1 2011/12	0.70 Days	2.40 Days				
		Q2 2011/12						
		Q3 2011/12						
Q4 2011/12								

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Performance Indicator		Performance Data					Latest Note	
NHL504	% Satisfaction of employees with their employer	Annual Data					Northwards entered the Best Companies Survey for the first time this year and was placed number 78 in the top 100 Best Companies to work for in public sector.	
			Value	Target	Status	Long Trend		Short Trend
		2010/11	88%	85%	✓	↑		↑

# 1st Quarter 11/12 - Corporate Rents

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Performance Indicator		Performance Data					Latest Note	
BV66a	Rent Collected (including arrears)	4th Quarter					Data provided by MCC - The collection rate has improved 1.73% on the previous year. We have also surpassed the target of 95.37%.	
			Value	Target	Status	Long Trend		Short Trend
		Q1 2011/12						
		Q2 2011/12						
		Q3 2011/12						
		Q4 2011/12						

# 1st Quarter 11/12 - Corporate Decent Homes

**Report Type:** PIs Report  
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Performance Indicator		Performance Data					Latest Note	
NHL301	Overall customer satisfaction with the Decent Homes programme	4th Quarter					Lower than average scores on two projects Moston Mill Estate External work where two tenants had experienced some issues with with mess and damage. These issues were resolved and the tenant subsequently satisfied. Monsall Multis structural work and communal heating received a low survey return rate with only 21 tenants responding. Of these, they were mainly tenants with specific issues mostly related to the garden area. The issues have now been dealt with, however most residents were happy with the work but didn't return a survey, therefore not giving a true reflection. The Home Improvement Team has been working with the High Rise Living Forum, and all outstanding issues have now been addressed.	
			Value	Target	Status	Long Trend		Short Trend
		Q1 2011/12	8.2	9.6				
		Q2 2011/12						
		Q3 2011/12						
		Q4 2011/12						

Performance Indicator		Performance Data					Latest Note	
NHL302	Total number of properties made decent	4th Quarter					678 properties were non decent at 1st April (5.4%) and only one property has since been made decent (due to a boiler being replaced on External Insulation to Wimpey No Fines Ph1). This has been the only live project on site so far this financial year due to delays with budget approvals from MCC. Work to properties this year will make some of the non decent properties decent.	
			Value	Target	Status	Long Trend		Short Trend
		Q1 2011/12	1	0				
		Q2 2011/12						
		Q3 2011/12						
		Q4 2011/12						




# 1st Quarter 11/12 - Corporate Repairs

**Report Type:** PIs Report  
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Performance Indicator		Performance Data					Latest Note	
NHL801	% Repairs satisfaction letters where tenants were satisfied with the service	4th Quarter					The overall satisfaction return rate for quarter 1 is 34.42% and performance continues to exceed target.	
			Value	Target	Status	Long Trend		Short Trend
		Q1 2011/12	99.92%	92.50%				
		Q2 2011/12						
		Q3 2011/12						
		Q4 2011/12						

Performance Indicator		Performance Data					Latest Note	
NHL802	Expenditure on planned repairs and maintenance as a percentage of all maintenance expenditure (Formerly BV211a)	4th Quarter					Expenditure on planned repairs is low as the actual spend certified and paid to contractors at the end of June 2011 only totalled 5% of the projected full year spend. This is low but reflects the fact that only one scheme is currently on site.	
			Value	Target	Status	Long Trend		Short Trend
		Q1 2011/12	32.55%	66.67%				
		Q2 2011/12						
		Q3 2011/12						
		Q4 2011/12						

Performance Indicator		Performance Data					Latest Note	
NHL810	% Routine repairs completed on time	4th Quarter					Performance improved in Q1 and remains better than target.	
			Value	Target	Status	Long Trend		Short Trend
		Q1 2011/12	95.83%	95%				
		Q2 2011/12						
		Q3 2011/12						
Q4 2011/12								

# 1st Quarter 11/12 - Corporate Voids

**Report Type:** PIs Report  
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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)	4th Quarter						
			Value	Target	Status	Long Trend		Short Trend
		Q1 2011/12	38.64 Days	36.00 Days				
		Q2 2011/12		36.00 Days				
		Q3 2011/12		36.00 Days				
		Q4 2011/12						

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Performance Indicator		Performance Data					Latest Note	
<b>NHL902a(Ex AH&amp;S)</b>	<b>% of rent lost through dwellings becoming vacant (Excluding Avro Hollows &amp; Shout)</b>	4th Quarter						
			Value	Target	Status	Long Trend		Short Trend
		Q1 2011/12	1.79%	1.50%				
		Q2 2011/12						
		Q3 2011/12						
		Q4 2011/12						