










**1st Quarter Corporate Report 2008/09**


	<b>Corporate Scorecard: Overall Performance</b>
	<b>An attractive environment</b> 13 Green 3 Red 1 Amber
	<b>Promote equality and Diversity</b> 14 Green 8 Red 0 Amber
	<b>Quality services</b> 76 Green 39 Red 6 Amber
	<b>Safer places to live</b> 16 Green 6 Red 1 Amber
	<b>Successful Communities</b> 42 Green 14 Red 5 Amber
	<b>Value for Money</b> 9 Green 2 Red 0 Amber
	<b>Warm, safe and affordable homes</b> 21 Green 10 Red 2 Amber

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 - Corporate Tenancy Management

Report Author: Anthony (Admin) Brady

Report Type: PI Report

Generated on: 28 July 2008



PI Status		Long Term Trends		Short Term Trends	
	This PI is significantly below target.		The value of this PI has improved in the long term.		The value of this PI has improved in the short term.
	This PI is slightly below target.		The value of this PI has worsened in the long term.		The value of this PI has worsened in the short term.
	This PI is on target.		The value of this PI has not changed in the long term.		The value of this PI has not changed in the short term.
	This PI cannot be calculated.				
	This PI is a data-only PI.				

Performance Indicator		Performance Data				
NHL119	Public confidence in local agencies involved in tackling crime and ASB	Date Range 1				
		Target	Status	Short Trend	Long Trend	Notes
		Q1 2008/09				24/07/2008 Anthony (Admin) Brady Results from the annual survey due end of August '08

Performance Indicator		Performance Data				
NHL120	% of people perceiving ASB to be a problem	Date Range 1				
		Target	Status	Short Trend	Long Trend	Notes
		Q1 2008/09				24/07/2008 Anthony (Admin) Brady Results from the annual survey due end of August '08

Performance Indicator		Performance Data				
NHL121	% of people agreeing that their neighbourhood is a place where people from different backgrounds get on well together	Date Range 1				
		Target	Status	Short Trend	Long Trend	Notes
		Q1 2008/09				24/07/2008 Anthony (Admin) Brady Results from the annual survey due end of August '08

# 1st Quarter - Corporate Customer Services

Report Author: Anthony (Admin) Brady

Report Type: PI Report

Generated on: 28 July 2008



PI Status		Long Term Trends		Short Term Trends	
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Performance Indicator		Performance Data				
BV74a	% satisfaction of all tenants with the overall service provided by their landlord	1st Quarter				
			Target	Status	Short Trend	Notes
		Q1 2008/09				24/07/2008 Anthony (Admin) Brady Results from the annual survey due end of August '08

Performance Indicator		Performance Data				
BV74b	% satisfaction of all tenants with the overall service provided by their landlord (Ethnic Minority Tenants)	1st Quarter				
			Target	Status	Short Trend	Notes
		Q1 2008/09				24/07/2008 Anthony (Admin) Brady Results from the annual survey due end of August '08

Performance Indicator		Performance Data				
BV74c	% satisfaction of all tenants with the overall service provided by their landlord (non-ethnic minority tenants)	1st Quarter				
			Target	Status	Short Trend	Notes
		Q1 2008/09				24/07/2008 Anthony (Admin) Brady Results from the annual survey due end of August '08

Performance Indicator		Performance Data				
BV75a	% of all tenants satisfied with opportunities to get involved with Northwards	1st Quarter				
			Target	Status	Short Trend	Notes
		Q1 2008/09				24/07/2008 Anthony (Admin) Brady Results from the annual survey due end of August '08

Performance Indicator		Performance Data				
BV75b	% of all tenants satisfied with opportunities to get involved with Northwards (Ethnic Minority Tenants)	1st Quarter				
			Target	Status	Short Trend	Notes
		Q1 2008/09				24/07/2008 Anthony (Admin) Brady Results from the annual survey due end of August '08

Performance Indicator		Performance Data				
BV75c	% of all tenants satisfied with opportunities to get involved with Northwards (Non-Ethnic Minority Tenants)	1st Quarter				
			Target	Status	Short Trend	Notes
		Q1 2008/09				24/07/2008 Anthony (Admin) Brady Results from the annual survey due end of August '08

Performance Indicator		Performance Data				
NHL203	% tenant satisfaction with on-call customer service (survey, tenant inspectors)	1st Quarter				
			Target	Status	Short Trend	Notes
		Q1 2008/09				24/07/2008 Anthony (Admin) Brady Results from the annual survey due end of August '08

Performance Indicator		Performance Data				
NHL204	% BME tenant satisfaction with on-call customer service (survey, tenant inspectors)	1st Quarter				
			Target	Status	Short Trend	Notes
		Q1 2008/09				24/07/2008 Anthony (Admin) Brady Results from the annual survey due end of August '08

# 1st Quarter - Corporate Decent Homes

Report Author: Anthony (Admin) Brady

Report Type: PI Report

Generated on: 28 July 2008



PI Status		Long Term Trends		Short Term Trends	
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	This PI is slightly below target.		The value of this PI has worsened in the long term.		The value of this PI has worsened in the short term.
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Performance Indicator		Performance Data						
NHL301	Overall customer satisfaction with the Decent Homes programme	1st Quarter						
			Value	Target	Status	Short Trend	Long Trend	Notes
		Q1 2008/09	9.7	9.2				28/07/2008 Anthony (Admin) Brady Target increased to 9.2 for 08/09.

Performance Indicator		Performance Data						
NHL302	Total number of properties made decent	1st Quarter						
			Value	Target	Status	Short Trend	Long Trend	Notes
		Q1 2008/09	335	242.25				28/07/2008 Anthony (Admin) Brady Overall target for the year is 969. This has been split over the four quarters as the target is cumulative for the year. This gives us a target of 242.25 for Q1, 484.5 for Q2, etc

# 1st Quarter - Corporate HR

Report Author: Anthony (Admin) Brady

Report Type: PI Report

Generated on: 28 July 2008



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Performance Indicator		Performance Data						
BV12	Working Days Lost Due to Sickness Absence	1st Quarter						
			Value	Target	Status	Short Trend	Long Trend	Notes
		Q1 2008/09	0.69 Days	2.38 Days				24/07/2008 Anthony (Admin) Brady Target set at 9.5 days for the year. This has been split up over the 4 quarters.

Performance Indicator		Performance Data						
NHL501	% of staff satisfied overall as per employee survey	1st Quarter						
			Value	Target	Status	Short Trend	Long Trend	Notes
		Q1 2008/09		67.00%				24/07/2008 Anthony (Admin) Brady Results due in August '08

# 1st Quarter - Corporate Rents

**Report Author:** Anthony (Admin) Brady

**Report Type:** PI Report

**Generated on:** 28 July 2008



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Performance Indicator		Performance Data						
BV66a	Rent Collected (including arrears)	1st Quarter						
			Value	Target	Status	Short Trend	Long Trend	Notes
		Q1 2008/09	92.13%	92.15%				25/07/2008 Anthony (Admin) Brady Target for this indicator set at 92.15%. Rent collected excluding arrears performance for Q1 is 97.3% against a target of 98%

# 1st Quarter - Corporate Repairs

Report Author: Anthony (Admin) Brady

Report Type: PI Report

Generated on: 28 July 2008






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Performance Indicator		Performance Data						
NHL801	% Repairs satisfaction letters where tenants were satisfied with the service	1st Quarter						
			Value	Target	Status	Short Trend	Long Trend	Notes
		Q1 2008/09	84.71%	89.50%				28/07/2008 Anthony (Admin) Brady Target remains at 89.5% for 08/09

Performance Indicator		Performance Data						
NHL802	Expenditure on planned repairs and maintenance as a percentage of all maintenance expenditure (Formerly BV211a)	1st Quarter						
			Value	Target	Status	Short Trend	Long Trend	Notes
		Q1 2008/09	77.94%	90.00%				20/06/2008 Anthony (Admin) Brady Target set at 90% for 08/09. Larry advises that work plan agreed with on-call that should show improvements in the coming months.

Performance Indicator		Performance Data					
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NHL810	% Routine repairs completed on time	1st Quarter					
		Value	Target	Status	Short Trend	Long Trend	Notes
		Q1 2008/09	83.55%	95%			

# 1st Quarter - Corporate Voids

Report Author: Anthony (Admin) Brady

Report Type: PI Report

Generated on: 28 July 2008



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Performance Indicator		Performance Data						
BV212	Average time taken to re-let local authority housing.	1st Quarter						
			Value	Target	Status	Short Trend	Long Trend	Notes
		Q1 2008/09	51.00 Days	55.00 Days				20/06/2008 Anthony (Admin) Brady Target for 08/09 to start at 55 days for Q1 & Q2 and will reduce to 42 days for Q3 & Q4

Performance Indicator		Performance Data						
NHL902	% of rent lost through dwellings becoming vacant	1st Quarter						
			Value	Target	Status	Short Trend	Long Trend	Notes
		Q1 2008/09	1.70%	2.00%				23/06/2008 Anthony (Admin) Brady Target set at 2% for 08/09 & 1.35% for 09/10