










**3rd Quarter Corporate Report 2009/10**


	<b>Corporate Scorecard: Overall Performance</b>
	<b>An attractive environment</b> 13 Green 6 Red 3 Amber
	<b>Promote equality and Diversity</b> 26 Green 10 Red 2 Amber
	<b>Quality services</b> 273 Green 93 Red 15 Amber
	<b>Safer places to live</b> 29 Green 9 Red 0 Amber
	<b>Successful Communities</b> 41 Green 29 Red 7 Amber
	<b>Value for Money</b> 76 Green 24 Red 8 Amber
	<b>Warm, safe and affordable homes</b> 46 Green 22 Red 3 Amber


Produced 28/01/10

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 09/10 - Corporate Tenancy Management



Report Type: PIs Report

Author: Seema Kohli

Generated on: 29 January 2010

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																		
<b>NHL119</b> Public confidence in local agencies involved in tackling crime and ASB	Annual Data	a 12% increase from previous year.																		
	<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>2008/09</td> <td>55%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2009/10</td> <td>67%</td> <td>55%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>			Value	Target	Status	Long Trend	Short Trend	2008/09	55%					2009/10	67%	55%			
			Value	Target	Status	Long Trend	Short Trend													
2008/09	55%																			
2009/10	67%	55%																		

Performance Indicator	Performance Data	Latest Note																		
<b>NHL120</b> % of people perceiving ASB to be a problem	Annual Data	The number of tenants who perceive ASB to be a problem is 26.2% which is a reduction of 1%. This has been calculated in line with the calculation used by the British Crime Survey.																		
	<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>2008/09</td> <td>27%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2009/10</td> <td>26%</td> <td>26%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>			Value	Target	Status	Long Trend	Short Trend	2008/09	27%					2009/10	26%	26%			
			Value	Target	Status	Long Trend	Short Trend													
2008/09	27%																			
2009/10	26%	26%																		

Performance Indicator	Performance Data	Latest Note

NHL121	% of people agreeing that their neighbourhood is a place where people from different backgrounds get on well together	Annual Data					Results indicate a 3% increase from last year. Target to be set at C&C Sub Committee.
		Value	Target	Status	Long Trend	Short Trend	
		2008/09	54%		?	?	
		2009/10	57%		?	↑	↑

# 3rd Quarter 09/10 - Corporate Customer Services



Report Type: PIs Report

Author: Seema Kohli

Generated on: 29 January 2010

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				
<b>BV74a (NI160)</b> % satisfaction of all tenants with the overall service provided by their landlord	Annual Data				Overall Satisfaction with Northwards has increased by 4%. Survey Results to be presented to Sub Committee in October 09	
		Value	Target	Status		Short Trend
	2008/09	79.00%	79.00%			
	2009/10	83.00%	80.00%			

Performance Indicator	Performance Data	Latest Note				
<b>BV74b (NI160)</b> % satisfaction of all tenants with the overall service provided by their landlord (Ethnic Minority Tenants)	Annual Data				Satisfaction rate has fallen by 2% from previous year but is still 2% above the target.	
		Value	Target	Status		Short Trend
	2008/09	84.00%	79.00%			
	2009/10	82.00%	80.00%			

Performance Indicator	Performance Data	Latest Note
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BV74c (NI160)	% satisfaction of all tenants with the overall service provided by their landlord (non-ethnic minority tenants)	Annual Data					Satisfaction of all non-BME tenants has increased by 4% from 08/09.
			Value	Target	Status	Short Trend	
		2008/09	79.00%	79.00%			
		2009/10	84.00%	80.00%			

Performance Indicator	Performance Data					Latest Note	
BV75a	% of all tenants satisfied with opportunities to get involved with Northwards	Annual Data					The % of tenants satisfied with opportunities to get involved has remained static for the last 3 years
			Value	Target	Status	Short Trend	
		2008/09	66.00%	68.00%			
		2009/10	66.00%	68.00%			

Performance Indicator	Performance Data					Latest Note	
BV75b	% of all tenants satisfied with opportunities to get involved with Northwards (Ethnic Minority Tenants)	Annual Data					The Satisfaction level of BME Tenants with opportunities to get involved with Northwards has increased by 5% from 08/09
			Value	Target	Status	Short Trend	
		2008/09	68.00%	68.00%			
		2009/10	73.00%	68.00%			

Performance Indicator	Performance Data					Latest Note	
BV75c	% of all tenants satisfied with opportunities to get involved with Northwards (Non-Ethnic Minority Tenants)	Annual Data					Satisfaction has fallen by 1% from 08/09
			Value	Target	Status	Short Trend	
		2008/09	66.00%	68.00%			
		2009/10	65.00%	69.50%			

Performance Indicator	Performance Data					Latest Note	
NHL203	% tenant satisfaction with contact centre customer service	Annual Data					Tenants Satisfaction with the Contact Centre has increased by 7% from 08/09
			Value	Target	Status	Short Trend	
		2008/09	79%	87%			
		2009/10	86%	87%			

Performance Indicator		Performance Data				Latest Note	
NHL203i	% BME tenant satisfaction with contact centre customer service (survey, tenant inspectors)	Annual Data				Satisfaction Rates with the Contact Centre for BME residents has fallen by 2% from last year	
			Value	Target	Status		Short Trend
		2008/09	83%	87%			
2009/10	81%	87%					

# 3rd Quarter 09/10 - Corporate Decent Homes



Report Type: PIs Report










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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
<b>NHL301</b>  Overall customer satisfaction with the Decent Homes programme	2nd Quarter						<p>Customer satisfaction continues to remain very high across the decent homes programme. We are now monitoring and reporting on all six strands of Equality &amp; Diversity in relation to customer satisfaction on the decent homes schemes. This helps to ensure that all our residents are being treated equally and to help identify any training needs for delivery staff.</p> <p>Between October and the end of December we received a total of 664 customer satisfaction surveys back from residents. The overall % return of customer satisfaction surveys since the introduction of the KPI's is 93% which is extremely high.</p>
		Value	Target	Status	Long Trend	Short Trend	
	Q1 2009/10	9.8	9.4				
	Q2 2009/10	9.8	9.4				
	Q3 2009/10	9.7	9.4				
	Q4 2009/10						

Performance Indicator	Performance Data	Latest Note
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NHL302	Total number of properties made decent	2nd Quarter					Target for Qtr3 has been exceeded. We are still on programme to meet the end of December 2010 decent homes target.	
			Value	Target	Status	Long Trend		Short Trend
		Q1 2009/10	240	238				
		Q2 2009/10	379	330				
		Q3 2009/10	402	390				
	Q4 2009/10							

# 3rd Quarter 09/10 - Corporate HR



Report Type: PIs Report

Author: Seema Kohli

Generated on: 29 January 2010

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	2nd Quarter					Long term sickness continues to impact on the overall absence performance. The company will not meet the annual /year end target	
			Value	Target	Status	Long Trend		Short Trend
		Q1 2009/10	2.31 Days	2.10 Days				
		Q2 2009/10	5.10 Days	4.20 Days				
		Q3 2009/10	8.20 Days	6.30 Days				
		Q4 2009/10		8.40 Days				

# 3rd Quarter 09/10 - Corporate HR.



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Author: Seema Kohli

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Performance Indicator		Performance Data					Latest Note	
NHL501	Employee satisfaction rate weighted by the four categories: My Future, My Growth, My Environment, My Team.	Annual Data					Overall 82% of employees state that they are satisfied with working for Northwards as an employer. Although the 85% target was not achieved this years figure has inceasred by 1%.	
			Value	Target	Status	Long Trend		Short Trend
		2008/09	81.00%	80.00%				
	2009/10	82.00%	85.00%					

# 3rd Quarter 09/10 - Corporate Rents



Report Type: PIs Report

Author: Seema Kohli

Generated on: 29 January 2010

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	
BV66a	Rent Collected (including arrears)	2nd Quarter					The Rents Team continue to perform well and are currently exceeding their target. With a settled team, and a wide range of initiatives now used to engage with tenants, the team is confident of maintaining high performance.	
			Value	Target	Status	Long Trend		Short Trend
		Q1 2009/10	95.30%	93.60%				
		Q2 2009/10	94.77%	93.60%				
		Q3 2009/10	94.93%	93.60%				
		Q4 2009/10						

# 3rd Quarter 09/10 - Corporate Repairs



Report Type: PIs Report










Author: Seema Kohli

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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					
<b>NHL801</b> % Repairs satisfaction letters where tenants were satisfied with the service	2nd Quarter	All tenant replies from both postal and PDA responses are entered on to our ICT systems, any duplicates removed and performance exceeds target.					
			Value	Target	Status	Long Trend	Short Trend
	Q1 2009/10		92.08%	89.50%			
	Q2 2009/10		95.68%	89.50%			
	Q3 2009/10		93.54%	89.50%			
	Q4 2009/10						

Performance Indicator	Performance Data	Latest Note					
<b>NHL802</b> Expenditure on planned repairs and maintenance as a percentage of all maintenance expenditure (Formerly BV211a)	2nd Quarter	Expenditure on planned repairs as a percentage of overall expenditure has increased but remains below target due to the reduction in capital expenditure on the home improvements programme.					
			Value	Target	Status	Long Trend	Short Trend
	Q1 2009/10		87.56%	90.00%			
	Q2 2009/10		82.48%	90.00%			
	Q3 2009/10		84.02%	90.00%			
	Q4 2009/10						

Performance Indicator		Performance Data					Latest Note	
NHL810	% Routine repairs completed on time	2nd Quarter					Routine repairs completed on time exceeds target and has continued to improve in the third quarter.	
			Value	Target	Status	Long Trend		Short Trend
		Q1 2009/10	93.98%	95%				
		Q2 2009/10	95.19%	95%				
		Q3 2009/10	95.63%	95%				
		Q4 2009/10						

# 3rd Quarter 09/10 - Corporate Voids



Report Type: PIs Report










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	Unknown				
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Performance Indicator	Performance Data	Latest Note					
<b>BV212</b> Average time taken to re-let local authority housing.	2nd Quarter	Performance has improved to 40 days at the end of the third quarter (April 09 to December 09) and performance for the third quarter in isolation is 37 days.					
			Value	Target	Status	Long Trend	Short Trend
	Q1 2009/10		41.00 Days	40.00 Days			
	Q2 2009/10		41.00 Days	40.00 Days			
	Q3 2009/10		40.00 Days	36.00 Days			
	Q4 2009/10			36.00 Days			

Performance Indicator	Performance Data	Latest Note
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NHL902	% of rent lost through dwellings becoming vacant	2nd Quarter						Performance has improved to 2.0% at the end of the third quarter and rent loss in December 2009 was 1.7% and is therefore showing continuous improvement.
			Value	Target	Status	Long Trend	Short Trend	
		Q1 2009/10	2.10%	1.60%				
		Q2 2009/10	2.10%	1.60%				
		Q3 2009/10	2.00%	1.60%				
Q4 2009/10		1.60%		