










**3rd Quarter Corporate Report 2008/09**


	<b>Corporate Scorecard: Overall Performance</b>			
	<b>An attractive environment</b>	13 Green	3 Red	0 Amber
		4 Data Only		
	<b>Promote equality and Diversity</b>	17 Green	7 Red	1 Amber
		12 Data Only		
	<b>Quality services</b>	88 Green	45 Red	14 Amber
		23 Data Only		
	<b>Safer places to live</b>	15 Green	3 Red	0 Amber
		8 Data Only		
	<b>Successful Communities</b>	48 Green	8 Red	3 Amber
		11 Data Only		
	<b>Value for Money</b>	40 Green	19 Red	12 Amber
		1 Data Only		
	<b>Warm, safe and affordable homes</b>	54 Green	11 Red	8 Amber
		0 Data Only		

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 - Corporate Tenancy Management

Report Author: Anthony (Admin) Brady

Report Type: PI Report

Generated on: 16 February 2009



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.
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Performance Indicator		Performance Data					Latest Note	
NHL119	Public confidence in local agencies involved in tackling crime and ASB	Annual Result					Target for 09/10 will be 55%	
			Value	Target	Status	Short Trend		Long Trend
		2008/09	55%					

Performance Indicator		Performance Data					Latest Note	
NHL120	% of people perceiving ASB to be a problem	Annual Result					Target for 09/10 will be 26%	
			Value	Target	Status	Short Trend		Long Trend
		2008/09	27%					

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 Result					Target to be set in Sept '09 (see report to Customers and Communities Sub-Committee)	
			Value	Target	Status	Short Trend		Long Trend
		2008/09	54%					

# 3rd Quarter - Corporate Customer Services

Report Author: Anthony (Admin) Brady

Report Type: PI Report

Generated on: 16 February 2009







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	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.
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Performance Indicator		Performance Data					Latest Note
BV74a (NI160)	% satisfaction of all tenants with the overall service provided by their landlord	Annual Result					Satisfaction increased from 78% in 07/08. Target to be increased in steps to 82% by 2011. Target for 09/10 will be 80%
			Value	Target	Status	Short Trend	
		2008/09	79.00%	79.00%			



Performance Indicator		Performance Data					Latest Note
BV74b (NI160)	% satisfaction of all tenants with the overall service provided by their landlord (Ethnic Minority Tenants)	Annual Result					Satisfaction increased from 75% in 07/08. Target for 09/10 will be 80%
			Value	Target	Status	Short Trend	
		2008/09	84.00%	79.00%			


Performance Indicator		Performance Data					Latest Note
BV74c (NI160)	% satisfaction of all tenants with the overall service provided by their landlord (non-ethnic minority tenants)	Annual Result					Satisfaction unchanged from 07/08. Target to be increased in steps to 82% by 2011. Target for 09/10 will be 80%
			Value	Target	Status	Short Trend	
		2008/09	79.00%	79.00%			

Performance Indicator		Performance Data				Latest Note	
BV75a	% of all tenants satisfied with opportunities to get involved with Northwards	Annual Result				Target to be increased in steps to 71% by 2011. Target for 09/10 will be 68%	
			Value	Target	Status		Short Trend
		2008/09	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 Result				Target to be increased in steps to 71% by 2011. Target for 09/10 will be 68%	
			Value	Target	Status		Short Trend
		2008/09	68.00%	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 Result				Target to be increased in steps to 71% by 2011. Target for 09/10 will be 68%	
			Value	Target	Status		Short Trend
		2008/09	66.00%	68.00%			

Performance Indicator		Performance Data				Latest Note	
NHL203	% tenant satisfaction with on-call customer service	Annual Result				Satisfaction with the On Call service will be measured in the 09/10 annual customer satisfaction survey. In November On Call exceeded their target of answering 80% of calls within 20 secs by 3% and in Dec achieved 90%.	
			Value	Target	Status		Short Trend
		2008/09	79%	87%			

Performance Indicator		Performance Data				Latest Note	
NHL203i	% BME tenant satisfaction with on-call customer service (survey, tenant inspectors)	Annual Result				Performance has improved by 3%. A target to drive improvement further will be set for 09/10	
			Value	Target	Status		Short Trend
		2008/09	83%				

# 3rd Quarter - Corporate Decent Homes

Report Author: Anthony (Admin) Brady

Report Type: PI Report

Generated on: 16 February 2009



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Performance Indicator		Performance Data					Latest Note	
NHL301	Overall customer satisfaction with the Decent Homes programme	2nd Quarter					Performance continues to exceed target	
			Value	Target	Status	Short Trend		Long Trend
		Q1 2008/09	9.7	9.2				
		Q2 2008/09	9.7	9.2				
		Q3 2008/09	9.7	9.2				

Performance Indicator	Performance Data	Latest Note
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NHL302

Total number of properties made decent

2nd Quarter

	Value	Target	Status	Short Trend	Long Trend
Q1 2008/09	335	99	✓	↑	↑
Q2 2008/09	482	228	✓	↑	↑
Q3 2008/09	1,143	726.75	✓	↑	↑

The number of decent homes has exceeded the set target for the year. This is due to an exercise carried out to properties that had been 'cloned' from a sample 2007 stock condition survey, mostly in relation to boilers and wiring. The stock condition survey identified these properties as non decent in 2008 or 2009 but our M & E surveyors have visited all properties and determined that the work identified is not required at this stage. Therefore, we have added 2 years onto the life of the relevant component. Some properties have moved from being non-decent to becoming potentially non-decent in 2010 or 2011.

# 3rd Quarter - Corporate HR

**Report Author:** Anthony (Admin) Brady  
**Report Type:** PI Report  
**Generated on:** 16 February 2009



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Performance Indicator		Performance Data						Latest Note
BV12	Working Days Lost Due to Sickness Absence	2nd Quarter						This is below target due to long term sickness absence. We have a long term absence strategy which is due to launch in March/April 09.
			Value	Target	Status	Short Trend	Long Trend	
		Q1 2008/09	2.10 Days	2.38 Days				
		Q2 2008/09	5.00 Days	4.75 Days				
		Q3 2008/09	8.80 Days	7.12 Days				
		2008/09						

Performance Indicator		Performance Data						Latest Note
NHL501	% of staff satisfied overall as per employee survey	2nd Quarter						81% satisfaction rate achieved on 89% response rate (target response rate 85%). Action Plan being developed for the organisation and within individual teams to improve further and identify areas where satisfaction is not as high as in others.
			Value	Target	Status	Short Trend	Long Trend	
		Q1 2008/09	Not collected					
		Q2 2008/09	Not collected					
		Q3 2008/09	Not collected					
		2008/09	81.00%	80.00%				

# 3rd Quarter - Corporate Rents

Report Author: Anthony (Admin) Brady

Report Type: PI Report

Generated on: 16 February 2009



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Performance Indicator		Performance Data					Latest Note	
BV66a	Rent Collected (including arrears)	2nd Quarter					0.8% increase on the previous quarter. The success of Operation Col has seen a continued increase in performance to the end of quarter 3.	
			Value	Target	Status	Short Trend		Long Trend
		Q1 2008/09	92.13%	92.15%				
		Q2 2008/09	92.26%	92.15%				
		Q3 2008/09	93.06%	92.15%				

# 3rd Quarter - Corporate Repairs

Report Author: Anthony (Admin) Brady

Report Type: PI Report










Generated on: 16 February 2009



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Performance Indicator		Performance Data						Latest Note
NHL801	% Repairs satisfaction letters where tenants were satisfied with the service	2nd Quarter						All failed tenant reply forms are being shared with Manchester Working to identify trends and areas for improvement and satisfaction is expected to increase over time.
			Value	Target	Status	Short Trend	Long Trend	
		Q1 2008/09	84.71%	89.50%				
		Q2 2008/09	84.78%	89.50%				
		Q3 2008/09	84.73%	89.50%				

Performance Indicator		Performance Data						Latest Note
NHL802	Expenditure on planned repairs and maintenance as a percentage of all maintenance expenditure (Formerly BV211a)	2nd Quarter						Expenditure on planned repairs has continued to increase and is now close to target.
			Value	Target	Status	Short Trend	Long Trend	
		Q1 2008/09	77.94%	90.00%				
		Q2 2008/09	85.15%	90.00%				
		Q3 2008/09	87.42%	90.00%				

Performance Indicator		Performance Data					Latest Note	
NHL810	% Routine repairs completed on time	2nd Quarter					Performance has improved in the third quarter and exceeds target at 95.62% for the quarter on its own. However, performance remains below target cumulatively due to poor performance in the first 6 months of the year.	
			Value	Target	Status	Short Trend		Long Trend
		Q1 2008/09	86.1%	95%				
		Q2 2008/09	86.03%	95%				
	Q3 2008/09	89.38%	95%					

# 3rd Quarter - Corporate Voids

**Report Author:** Anthony (Admin) Brady  
**Report Type:** PI Report  
**Generated on:** 16 February 2009



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Performance Indicator		Performance Data					Latest Note	
BV212	Average time taken to re-let local authority housing.	3rd Quarter					Performance for Quarter 3 alone was 40 days.	
			Value	Target	Status	Short Trend		Long Trend
		Q1 2008/09	51.00 Days	55.00 Days				
		Q2 2008/09	45.00 Days	55.00 Days				
		Q3 2008/09	44.00 Days	42.00 Days				

Performance Indicator		Performance Data					Latest Note	
NHL902	% of rent lost through dwellings becoming vacant	3rd Quarter					A slight 0.1% increase on last quarter but stil within target.	
			Value	Target	Status	Short Trend		Long Trend
		Q1 2008/09	1.70%	2.00%				
		Q2 2008/09	1.60%	2.00%				
		Q3 2008/09	1.70%	2.00%				