

## NOTTINGHAM CITY HOMES

**BUSINESS DEVELOPMENT  
COMMITTEE  
3 DECEMBER 2009**

### **REPORT OF DIRECTOR OF STRATEGY AND PARTNERSHIPS**

#### **REVIEW OF THE MANAGEMENT AGREEMENT**

##### **1 SUMMARY**

- 1.1 The purpose of this report is to advise the Business Development Committee of progress in developing a new ten year management agreement between Nottingham City Council and Nottingham City Homes which will run from 2010 to 2020.

##### **2 RECOMMENDATIONS**

- 2.1 That members of the Business Development Committee note and comment upon the content of the report.

##### **3 BACKGROUND**

- 3.1 Nottingham City Homes was established as an ALMO in 2005. The management agreement is a legal agreement between the City Council and Nottingham City Homes and it details the functions that have been transferred to the ALMO.
- 3.2 Nottingham City Homes received a 2 star with excellent prospects rating from the Audit Commission in an Inspection in November 2008 and as a result of this the management agreement was extended to incorporate the decent homes programme.
- 3.3 At a joint seminar between NCC and NCH in Summer 2009 it was agreed, in principle, to develop a new ten year agreement based on the principle of NCH being a strategic partner of NCC. A brief attached as Appendix 1 to this report has been developed which sets out the key principles for this management agreement.
- 3.4 To support the development of the agreement in a timely fashion, NCC and NCH have jointly procured the solicitors Anthony Collins to develop the formal agreement between the two organisations.
- 3.5 It is proposed that the first draft of the Agreement shall be completed by December 2009 and it is anticipated that a report will be submitted to Board in January 2010.
- 3.6 Consultation will also need to take place with the CLG prior to ratification.

## **4 OTHER OPTIONS**

4.1 None

## **5 FINANCIAL AND RISK IMPLICATIONS**

5.1 There are no direct implications associated with the contents of this report other than those specifically mentioned.

## **6 IMPLICATIONS FOR NOTTINGHAM CITY HOMES OBJECTIVES**

6.1 Nottingham City Homes has an ambition to assist in the transformation of the neighbourhoods it serves. A longer term agreement will enable the company to focus on the bigger long term picture more effectively and help drive improvements on estates.

## **7 VALUE FOR MONEY AND EFFICIENCY ISSUES**

7.1 A longer term agreement will lead to reduced administrative costs in reviewing the agreement.

## **8 EQUALITY AND DIVERSITY IMPLICATIONS**

8.1 The provisions of the management agreement will enable Nottingham City Homes to fulfil its obligations to equality and diversity.

## **9 BACKGROUND MATERIAL AND PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT**

9.1 None

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**Date: 26 November 2009**



# Company Performance Report

Quarter 1 09/10 Performance Report

April 1<sup>st</sup> 2009 to 30<sup>th</sup> June 2009



# Nottingham City Homes

## Overview of Performance Quarter 1 09/10

### April 1<sup>st</sup> 2009 to 30<sup>th</sup> June 2009

The table below provides an overview of performance to Quarter 1 2009. Where possible, performance has been compared against:

- 2008/2009 Year End result
- Performance attained the previous month
- Performance attained the same time last year

This analysis provides the Executive Management Team and Performance and Regulatory Committee with a full illustration of performance overtime, seasonal variations and current trajectory.

PI No.	Performance indicator	Target 09/10	Qtr 1 09/10	Performance against target	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Year end trend	Upper Quartile	Our benchmark position
1	The average time in days taken to re-let our properties	35	38.9	Off target	39.8	↑	↑	27.84	Median
2	Rent Loss against properties vacant	2%	2.9%	Off target	2.2%	↓	↓	1.15%	Lower Quartile
3	The number of lettable vacant properties	300	425	Off target	449	↑	↓	Not benchmarked	
4	The number of long term lettable vacant properties	30	20	On target	54	↑	↑	Not benchmarked	
5	The average length of time taken to register an application on to the Housing Register	5	3.17	On target	8.6	↑	↑	Not benchmarked	
6	The average number of offers taken to let each property	1.5	2.1	Off target	1.86	↓	↓	Not benchmarked	
7	The percentage of properties let that were accepted on their first offer	70%	54%	Off target	57%	↓	↓	Not benchmarked	
8	New tenants satisfied with the overall service* (April 2009)	8	7.98	In Line	7.58	↑	↑	8.63	Lower Quartile

PI No.	Performance indicator	Target 09/10	Qtr 1 09/10	Performance against target	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Year end trend	Upper Quartile	Our benchmark position
9	New tenants satisfied with the condition of their new home* (April 2009)	8	6.89	Off target	6.5	↑	↔	7.86	Lower Quartile
10	The % of sheltered housing tenants with support plans in place	100%	86.1%	Off target	98.7%	↓	↓	Not benchmarked	
11	The % of alarm activations responded to within 30 seconds	80%	95.06%	On target	96.69%	↓	↑	Not benchmarked	
12	The average number of working days lost to sickness absence per employee* *	12	12.79	Off target	15.7	↑	↑	9.8	Lower Quartile
13	The percentage of telephone calls answered within 18 seconds (6 rings)	85%	83.2%	Off target	80%	↑	↓	To follow Average 59%	Significantly above average
14	The percentage of calls answered within the Repairs Call Centre within 20 seconds (6 rings)	80%	83.2%	On target	82.6%	↑	↑		
15	The percentage of calls answered within the Rents Call Centre within 18 seconds (6 rings)	80%	74.9%	Off target	72.6%	↑	↓		
16	The percentage of complaints responded to within 5 working days	97%	96.9%	In Line	97.88%	↓	↓	Available Sept 09	
17	The percentage of enquiries responded to within 5 working days	97%	95.4%	Off target	90.6%	↑	↑	Not benchmarked	
18	The percentage of enquiries received from City Council Members responded to in 5 working days	97%	97.6%	On target	98.3%	↓	↑	Not benchmarked	
19	Rent Collection (BV 66a)	97%	96.54%	Off target	95.79%	↑	↓	98.18%	Median
20	Local Authority rent collection and rent arrears : In-year collection figure	99.5%	99.62%	On target	99.25%	↑	↓	99.91%	Median
21	The number of LA tenants with more than seven weeks of rent arrears (BV66b)	7.4%	7.03%	On target	9.11%	↑	↑	3.7%	Lower Quartile
22	The percentage of LA tenants in arrears who had NSP's served (BV66c)	27.5%	25.49%	On target	24.42%	↓	↑	18.36%	Median
23	The percentage of LA tenants evicted as a result of rent arrears (BV66d)	0.87%	0.95%	In Line	1.00%	↑	↓	0.27%	Lower Quartile
24	The percentage of repairs for which an appointment is made and kept	97%	95.9%	Off target	97.46%	↓	↑	98.2%	Median
25	The percentage of all routine and emergency repairs completed on target	97.75%	95.39%	Off target	98.67%	↓	↑	Not benchmarked	

PI No.	Performance indicator	Target 09/10	Qtr 1 09/10	Performance against target	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Year end trend	Upper Quartile	Our benchmark position
26	The percentage of all emergency repairs completed on target	98%	99.59%	On target	99.75%	↓	↑	99.38%	Upper Quartile
27	The percentage of routine responsive repairs completed within target	97%	93.61%	Off target	98.31%	↓	↑	98.39%	Median
28	Customers satisfied with the responsive repairs service* (April 2009)	8	8.29	On target	7.27	↑	↑	8.62	Median
29	The percentage of properties which have a valid annual gas servicing cert or that have been made safe	100%	99.95%	In Line	100%	↔	↑	Available Sept 09	
30	Days taken (working) to complete requested aids and adaptations work	15	19.43	Off target	52.85	↑	↑	Not benchmarked	
31	The % of Aids and Adaptations orders completed within 15 working days	90%	95.1%	On target	79.07%	↑	↑	Not benchmarked	
32	The percentage of new tenancy visits completed on target***	100%	77.85%	Off target	71.98%	↑	↓	Not benchmarked	
33	The percentage of introductory tenancy reviews completed	100%	92%	Off target	73.84%	↑	↑	Not benchmarked	
34	The percentage of new tenancies lasting longer than 12 months during the previous 24 month period	TBA	88.19%	TBA	86.80%	↑	↑	Not benchmarked	
35	The % of Biennial Tenancy visits completed	100%	11.89%	Off target	19.53%	↓	↑	Not benchmarked	

\* VMS Scores for April 2009 compared to April 2008

\*\* Sickness Data Rolling 12 month to May 2009 compared to rolling to May 2008

\*\*\*Data reported 2 months in arrears. Current figures for April 2009.

**Key**



Performance has improved



Performance is static



Performance has deteriorated

**On Target** - Performance is meeting or above target

**In Line with Target** - Performance is close to our target

**Off Target** - Performance below target

## Nottingham City Homes Profile

The following information is provided to allow the performance indicator results to be viewed in perspective with Nottingham City Homes' management responsibilities. The information shown is at end of Quarter 12009.

### Total properties managed by Nottingham City Homes

29,092
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### Total rent due per annum

£85,839,927
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### Leasehold properties (Flats)

1,047
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### Response Repair requests per month (SI -11)

April	May	June	July	August	September
9,510	9,006	10,060			

### Number of Nottingham City Homes Employees Full Time Equivalents (FTE)

Filled	Vacant	Total
1,041	69	1,110

## Organisational Development – Workforce Information

### The % of the top 5 % earners employed by Nottingham City Homes that are women

	08/09	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
<b>Company wide</b>	15%	17%	15%	15%									
<b>Target 09/10</b>	25%	25%	25%	25%									

The company is currently undertaking a desk top equal pay audit which will enable the management team to understand where under representation of women employees is most significant. This will enable positive action recruitment

### The % of the top 5 % earners employed by Nottingham City Homes that are from black and minority ethnic communities

	08/09	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
<b>Company wide</b>	3.7%	3.8%	3.8%	3.8%									
<b>Target 09/10</b>	8%	8%	8%	8%									

Now the restructure has been completed and the majority of key posts are now filled, we developing management information which will provide this information. This will enable positive action recruitment.

### The % of the top 5 % earners employed by Nottingham City Homes who have a declared disability

	08/09	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
<b>Company wide</b>	3.7%	3.7%	3.8%	3.8%									
<b>Target 09/10</b>	7%	7%	7%	7%									

Now the restructure has been completed and the majority of key posts are now filled, we developing management information which will provide this information. This will enable positive action recruitment.

[The % of Nottingham City Homes employees declaring that they meet the Disability Discrimination Act 1995 disability definition](#)

	08/09	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
<b>Company wide</b>	6.6%	6.6%	7.3%	7.1%									
<b>Target 09/10</b>	7%	7%	7%	7%									

The recruitment and selection policy is currently under review and will ensure that equality impact assessments are undertaken at each stage of the recruitment process to ensure that no group is disadvantaged. The company currently holds the two symbol which shows its commitment to employing people with disabilities.

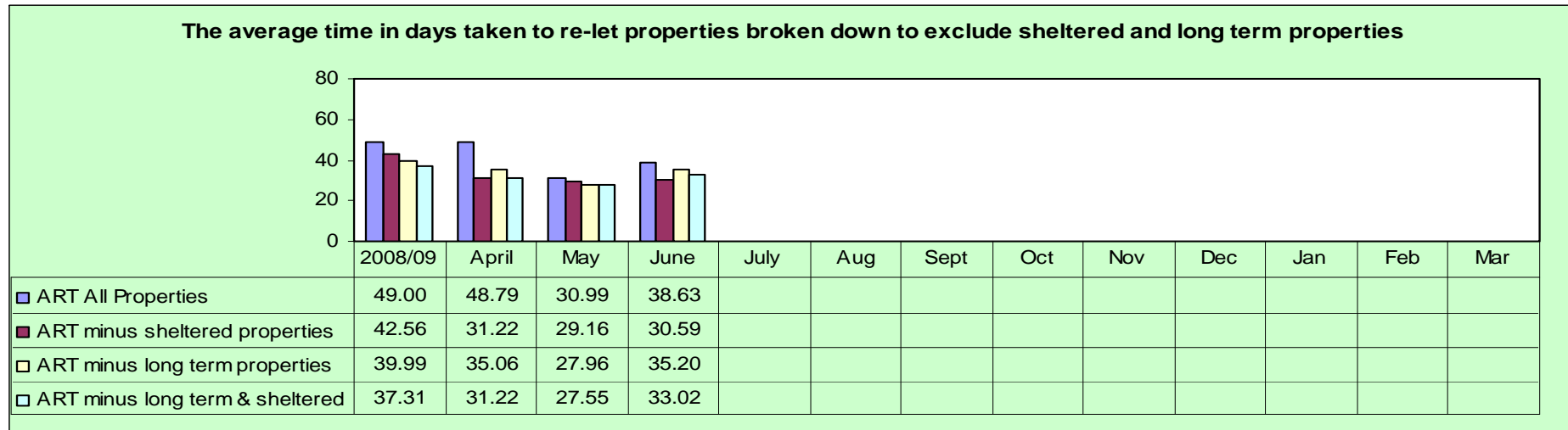
[The % of Nottingham City Homes employees from minority ethnic communities](#)

	08/09	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
<b>Company wide</b>	16.3%	16.3%	16.2%	16.3%									
<b>Target 09/10</b>	19%	19%	19%	19%									

The company has stretching targets which will ensure that numbers of employees from our ethnic communities are represented, this includes our Apprenticeship scheme.



Chart 1a: Average re-let time broken down to exclude sheltered and long term properties



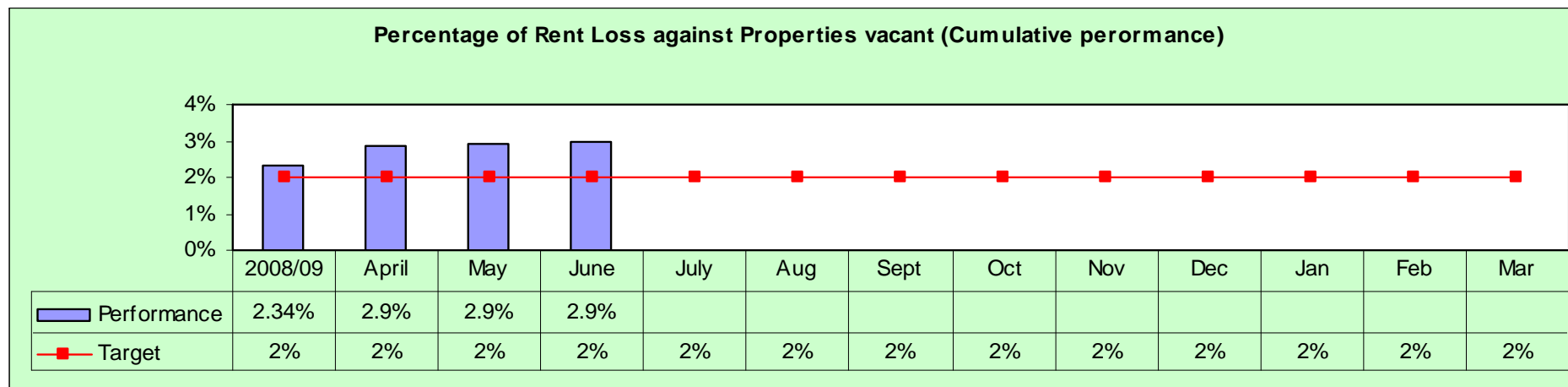
At the end of Quarter 1 2009, cumulative performance for average re-let time was 38.63 days. Performance improves significantly to 33 days when sheltered and long term properties are excluded. Sheltered and long term properties make up 12% of empty properties that were re-let for the period ending Quarter 1 2009. Therefore, 88% of all voids that have been re let so far this year have been done so in an average of 33 days. Although the average re let time has improved since the end of 08/09, performance remains below the year end target of 35 days.

**PI 2. Rent loss against vacant properties**

Good Performance: Low	Benchmark	Qtr 1 09/10	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Year end trend
09/10 Target: 2% <b>Off Target</b>		2.9%	2.2%	↓	↓

<b>HouseMark Quarter 4 08/09</b>
Upper Quartile 1.15%
Median Quartile 1.45%
Lower Quartile 2.00%
Position 16th of 18

Chart 2: Rent loss against vacant properties



### Rent Loss broken down by Lettable and Non Lettable Voids

Void Status Quarter 1 2009/2010	Rent Loss £	% of rent due
Lettable Voids (£)	£335,028	1.4%
Non Lettable Voids (£)	£360,292	1.5%
Demolition (£)	£123,807	0.5%
Decommission (£)	£209,082	0.9%
Decant - in use (£)	£21,455	0.09%
Non Lettable Other (£)	£5,948	0.03%

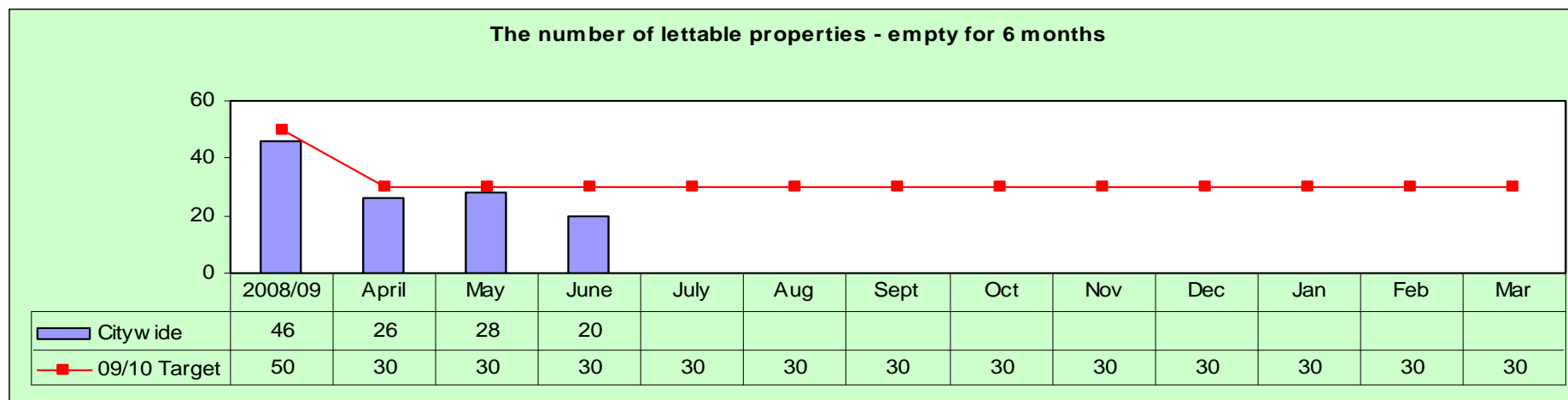
At the end of Quarter 1 2009, rent loss was just under 3% (£695,320). Of this, 1.5% (£360,292) rent was lost due to non lettable voids. The number of non lettable voids has significantly increased over the past year. These properties fall into a number of categories, such as 'Corporate Properties' which are being held at the request of Nottingham City Council for consideration for sale, un-modernised properties at New Highbury Vale and those with structural/damp problems such as Kingsthorpe Close. There are also over 140 properties at Stonebridge currently empty which are due to be demolished and 22 properties at Welland Court which are due to be converted to an extra care scheme. The delay in the demolition of the properties at Stonebridge means we are still liable for rental loss and council tax implications so negotiations are to be held with Nottingham City Council to remove these properties from the rental roll.



**PI.4 The number of long term lettable vacant properties**

Good Performance: Low	Qtr 1 09/10	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Year end trend
09/10 Target: 30 <b>On target</b>	20	54	↑	↑

Chart 5: The number of vacant properties empty for over 6 months



**PI.5 Average length of time taken to register an application on to the Housing Register**

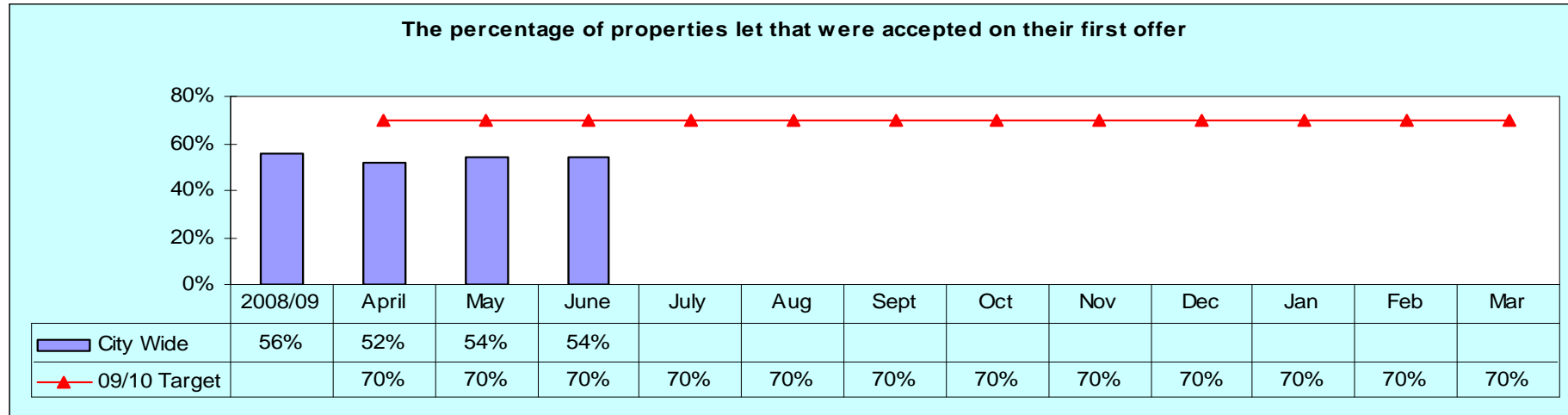
Good Performance: Low	Qtr 1 09/10	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Year end trend
09/10 Target: 5 Days <b>On Target</b>	3.17	8.6	↑	↑



**PI.7 The percentage of properties let that were accepted on their first offer**

Good Performance: Low	Qtr 1 09/10	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Year end trend
09/10 Target: 70% <b>Off Target</b>	54%	57%	↓	↓

Chart 8: The percentage of properties accepted on first offer



**PI 8 and PI 9: New tenants level of satisfaction with Vacant Property Management**

	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09
New tenants satisfied with the overall service	7.43	7.83	7.53	7.57	8.06	7.92	7.98
New tenants satisfied with the condition of their new home	6.83	6.76	6.43	6.41	6.59	6.89	6.89

## **Commentary for Allocations and Lettings**

### **Key service highlights and achievements**

- The LEAN system review has progressed. The selection process is complete; four companies were interviewed. A contractor has been selected, subject to satisfactory references and should be on site in August.
- The average re let time has improved significantly at the end of Quarter 1, with a cumulative performance of 38.6 days. This represents an improvement of 11 days compared to 08/09 year end. Performance is significantly below the Quarter 1 target of 46 days, but still off the year end target of 35 days. The current average re let time places NCH in median quartile position.
- During Quarter 1, 548 voids were re-let, 63 of which were long term and or sheltered voids. The average turnaround time for sheltered and long term voids was 102 days which has an adverse affect on performance. The remaining 485 voids (89% of all voids) were re-let within 30.59 days.
- The number of lettable voids has increased to 425, a deterioration of 27 when compared to performance in May. Similarly, the number of non lettable voids has been increasing month on month; there are currently 529 of these properties. This has a direct impact on rent loss which at the end of Quarter 1 was 2.9% or £695,320. This represents lower quartile performance when compared to other Metropolitan ALMOs.
- During Quarter 1, the average time taken to register an application on the Housing Register has remained well within target at 3.17 days. This represents a significant compared to Quarter 1 last year when performance was 8.6 days.

### **Reasons for change in performance**

- In terms of vacant property management, a number of actions have been put in place to improve performance. These include weekly performance one to ones with Lettings Managers and Lettings Officers, supported by the weekly provision of performance graphs and associated statistics for each individual Lettings Officer. Every stage of the high level voids process is being scrutinised and individuals' performance is monitored on a weekly basis.
- Several void properties that were on hold awaiting approval by NCC for significant capital works have come back to NCH for work to be completed. Whilst NCH were awaiting a decision by NCC, the properties have been on hold at stage 2 of the void process. All of this time is included in the average days taken and therefore impacts on overall re let time and rent loss. This has also created a back log of properties at the works stage which is having an impact on how quickly properties are being turned around

- Improving the quality of void properties is a key priority for the Voids and Lettings team. Properties are being assessed to the full lettable standard, including redecoration. Consequently, there are significantly more properties undergoing works in the 25 day category, where total spend per property is estimated to be over £5000. This potentially adds an additional 10 days to the average re let time of each property. On the 1<sup>st</sup> March, 2009, there were 24 properties at the 25 day works category compared to 108 at the end of Quarter 1 2009.
- The total number of properties undergoing repair works increased from 134 to 231 in the same time period. Hence, the number of lettable voids has increased significantly. When the properties are ready to let, 60% are let within the 5 day target period.
- Almost 60% of the new tenants signed up in Quarter 1 were shown around the property prior to it being made ready to let. Pre ready to let accompanied viewings offer enhanced customer service to the customer and also allows another offer to be made if it is refused, without impacting further on the re let time. Although the percentage of pre ready to let viewings has improved significantly, performance is below the 75% target.
- In terms of allocations, the process around completing the HomeLink advert is being amended to improve communication with prospective tenants. A leaflet is also being sent out with the offer letter to explain the related party process to prevent further delays at sign up when it is discovered that the applicant is a relative of NCH or NCC employees.

### **How will you maintain performance**

- The registration of waiting list forms will continue to be closely managed. With regard to the average re let time, weekly monitoring takes place against every stage of the high level process and exceptions are investigated to highlight any underperformance issues and inform potential service improvements.

### **What actions are you taking to address dipping performance**

- The turnaround time and number of lettable voids is expected to increase because of the focus on improving the quality of the void property, in terms of décor, extent and quality of work carried out and the condition of the garden.
- The Voids Project Manager has daily meetings with the Maintenance Managers to chase progress and address any blockages. The Assistant Director of Property Services is continuing to visit properties on a monthly basis with representatives from the Tenant Services Inspection team. The Voids Project Manager and Technical Project Manager continue to carry out post inspections on a weekly basis.
- A recovery plan has been drawn up by the Voids Management team, highlighting issues affecting performance at all stages of the void process and listing actions and timescales for resolution.

- Temporary administration staff will be appointed to carry out basic administration tasks such as answering the telephone on a rota system, updating databases and collating paperwork. This will enable Lettings Officers and Void Managers to concentrate on their own workload.

### **Progress against previous actions**

- A new post void repair process is now in progress. These repairs are now reported to the Repairs Contact Centre and arranged from there, allowing the Voids repair team to concentrate on improving the quality and turnaround times of void properties.
- A focus group to promote sheltered properties, including representatives from SFOP, HomeLink, Lettings and Tenant Involvement, has had an initial meeting and a number of key actions identified.
- Members of the Voids Management team took part in a Process Benchmarking exercise with approximately 15 other ALMOs such as Kirklees and A1. The areas reviewed were responsive repairs, void repairs and customer satisfaction. The outcomes are currently being collated and will be used to inform further service improvement within the team.
- A significant number of agencies have asked to take part in the Older Persons' Road show, in the Council House for the 7th September 2009, where the emphasis will be very much on marketing our sheltered properties and advising what support is available to facilitate any moves and to support older people with day to day living. A number of planning meetings have been scheduled over the coming weeks and a targeted advertising campaign will commence in July/August.

### **Innovation**

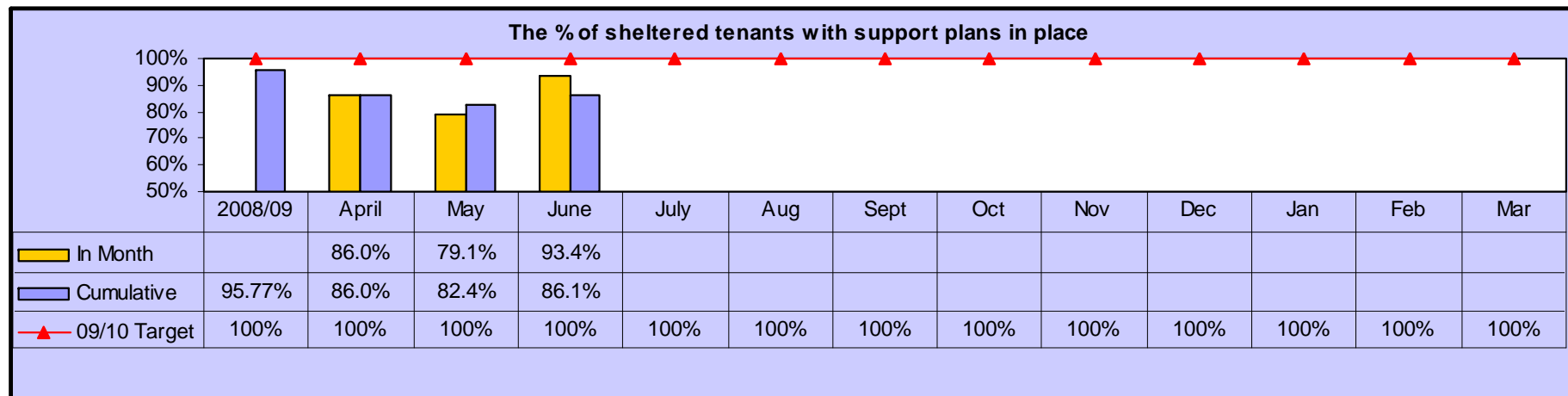
- A show garden has been set up in Bilborough at a void property as a training vehicle for void cleansers and other members of the Void and Lettings team, to enable them to view the standard that is expected in every garden of properties to be let.

# Sheltered Housing

## PI 10. The % of sheltered housing tenants with support plans in place

Good Performance: High	Qtr 1 09/10	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Year end trend
09/10 Target: 100% <b>Off Target</b>	86.1%	98.7%	↓	↓

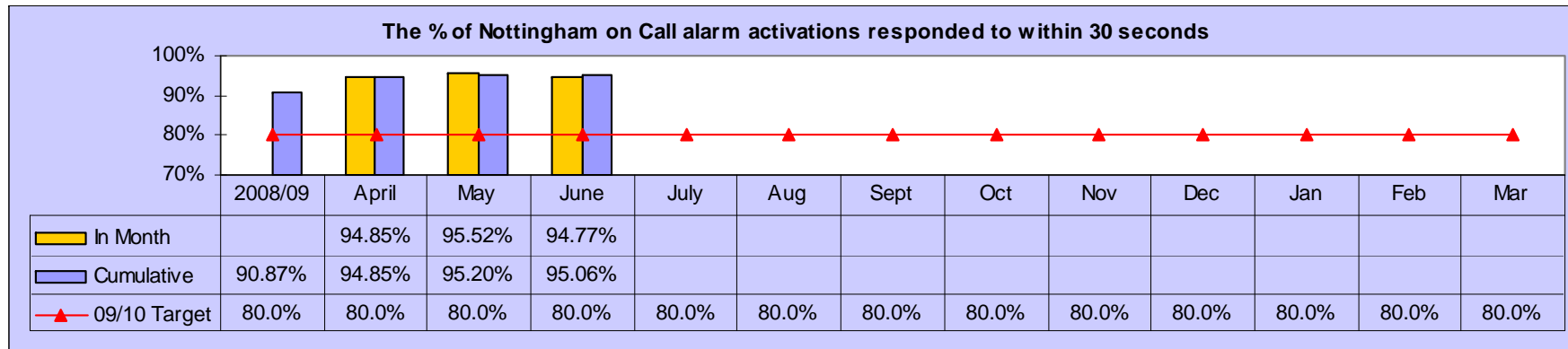
Chart 10: The % of sheltered housing tenants with support plans in place



## PI 11. The % of alarm activations responded to within 30 seconds

Good Performance: High	Qtr 1 09/10	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Year end trend
09/10 Target: 80% <b>On Target</b>	95.06%	96.69%	↓	↑

Chart 11: The % of sheltered housing tenants with support plans in place



## Commentary for Sheltered Housing

### Key service highlights and achievements

- At the end of Quarter 1, 95% of Nottingham on Call alarm activations were answered within 30 seconds. Performance is significantly above the 80% target and has improved since the end of the 2008/096 financial year.
- 86.1% of sheltered tenants had a support plan in place at the end of Quarter 1 compared to 95.77% at the end of 08/09 financial year

### Reasons for change in performance

- The % of tenants with support plans in place has decreased significantly. This is a direct result of staff shortages. Recruitment of 10 scheme managers has taken place however; they have not yet been able to commence work due to outstanding CRB checks. Once in place it is anticipated that the back log of work can be completed within 4 weeks, so performance should be back on track within 2 months.




### How will you maintain performance?

- Performance targets are broken down monthly by each scheme so that any problems can be identified, discussed and rectified. Continued deterioration in performance by the scheme managers will now result in meetings being held with the Sheltered Housing Patch Manager Scheme Manager and Supported Housing Manager.

- Timetables of key tasks have been introduced at each sheltered scheme. Tasks are being done on a rolling programme, which is currently having a positive impact on performance. It enables scheme managers to highlight areas where tasks are not being in order for them to take immediate action.
- In terms of Nottingham on Call alarm activations, senior call operators closely monitor responses and assist at all times with call handling during busy periods to maintain performance at a high level. In addition to this, monthly exception reports are completed by senior control operators and submitted to the Supported Housing Manager to identify every call under target and reasons for this.
- The workforce is also organised so that there is adequate staffing in place at break times with a minimum of three at all times during the day shift. Twilight shift break times are currently being reviewed by the senior control operators.
- Regular monthly performance meetings happening and Improvement actions discussed and agreed

## Attendance Management

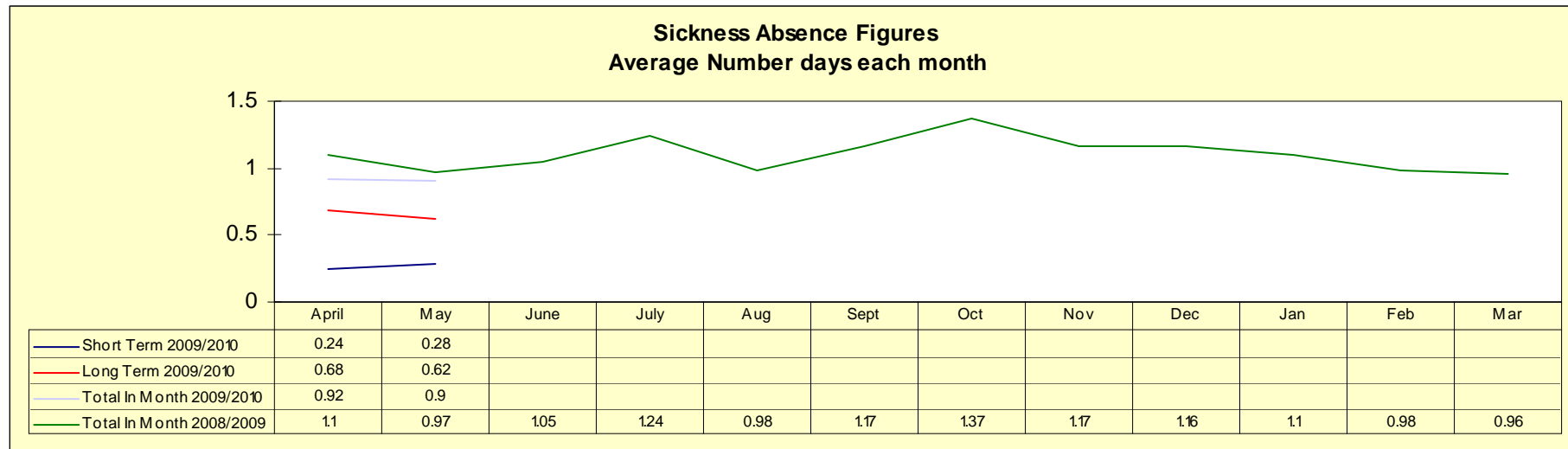
### PI 12. The average number of working days lost to sickness absence per employee (rolling 12 month period)

NCH	April 2009	May 2009	Comparison Apr 09/10 to May 09/10
Short Term	4.26	4.31	
Long Term	8.59	8.47	
<b>Total</b>	<b>12.85</b>	<b>12.79</b>	

### The average number of working days lost to sickness absence per employee – Cumulative in year performance

May 08/09	May 09/10	Comparison May 08/09 to May 09/10
2.07	1.82	

Chart 11: Sickness Absence



## Commentary on Attendance Management

### Key service highlights and achievements

- The company target for 09/10 is 12 days and the predicted target currently is 11.5. This compares to 15.49 days per employee per annum in March 2008, and 13.28 days in February 2009
- Stress has been the highest causation of sickness absence for almost a year at around 28%, however in April and May 2009 stress has now moved into 2nd position at around 20% and Musculo-Skeletal is the main reason for absence at 24%.
- Long Term Sickness absence remains high at a rolling average of 9 days in comparison the 3.91 days for short term absence. Despite the successful management of a number of long term absence cases over the past few months, a further 16 cases have newly been added to the figures.
- Although long term absence is disproportionately high, it has reduced from 11.27 days in May 2008 to the present figure of 9.14 days.
- There has been a considerable improvement in the number of outstanding return to work interviews and trigger meetings. There are now 46 outstanding returns to work interviews and 48 trigger interviews in comparison to 220 (combined) in March this year.

## **Reasons for change in performance**

- The main reason for the reduction in absence has generally been due to the improved management of sickness caseload.
- HR Advisors have been working very closely with managers to help reduce sickness absence. They have been supporting them with all outstanding return to work and trigger interviews.
- There have also been improvements regarding accessibility in the Sickness Absence Reporting system.

## **Performance will be improved by**

- HR Advisors will continue to work closely with each manager and will have an individual plan of action for each case where it is necessary.
- Early intervention, with the support of Occupational Health, in getting absent employees back into the workplace as soon as it is appropriate to do so.
- Work currently being done on the Team's structure to focus it more on absence casework

## **Innovation**

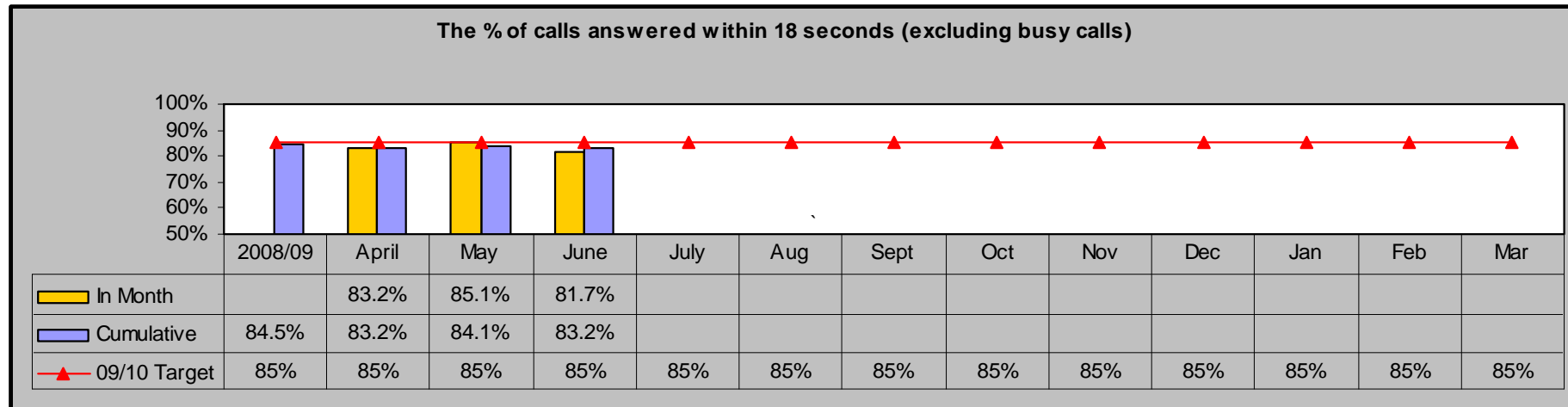
- The out-sourced Occupational Health Service will provide an on site highly qualified nurse one day a week to deal with referrals. In addition there will be an opportunity for health screening such as well women/man days, cholesterol checks, blood pressure checks and a flu vaccine programme.
- The nurse is also a trained Cognitive Behavioural Therapist (CBT) in counselling which means that, where appropriate counselling sessions can be arranged in-house which potentially will have an impact on the work related stress cases.
- In addition the new service also includes an Employee Support Programme whereby employees can phone confidentially for independent help, on a range of sensitive issues. This benefit to both our employees and their families will help reduce every day stresses of life which will hopefully help them resolve matters at the earliest opportunity, where, in the past, it may have prevented them from attending work.

## Customer Care

### PI 13. The percentage of telephone calls answered within 18 seconds

Good Performance: High	Qtr 1 09/10	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Year end trend
09/10 Target: 85% <b>Off Target</b>	83.2%	80%	↑	↓

Chart 12: The percentage of telephone calls answered within target



### PI 14. Percentage of calls answered within 20 seconds in the Repairs Call Centre

Good Performance: High	Qtr 1 09/10	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Year end trend
09/10 Target: 80% <b>On Target</b>	83.2%	82.6%	↑	↑



## **Commentary for telephone performance**

### **Key service highlights and achievements**

- 83.2% of calls received during Quarter 1 2009 had been answered in target. However, performance remains below target and lower than that achieved by the end of 2008/09.
- The repairs call centre also answered 83.2% of calls on target during Quarter 1. Although calls answered in target dipped considerably during June, cumulative performance is already better than that achieved by the end of 2008/09.
- Performance of the rents call centre is below target; however, there has been month on month improvement in the proportion of calls answered in target.
- By the end of Quarter 1, an additional £77k has been collected by the Rents Call Centre compared to the same period last year.

### **Reasons for change in performance**

- In terms of the repairs call centre, ghost calls have reduced significantly and are not currently affecting performance. However, there continues to be anomalies reported concerning the functionality of the telephone lines which remain undiagnosed.
- Similarly during June of this year, technical problems at the rents call centre were still ongoing. The system is still operating slower than expected which means customers remain in the queue longer than usual. During June, there was one day in particular when no calls were getting through to operators.

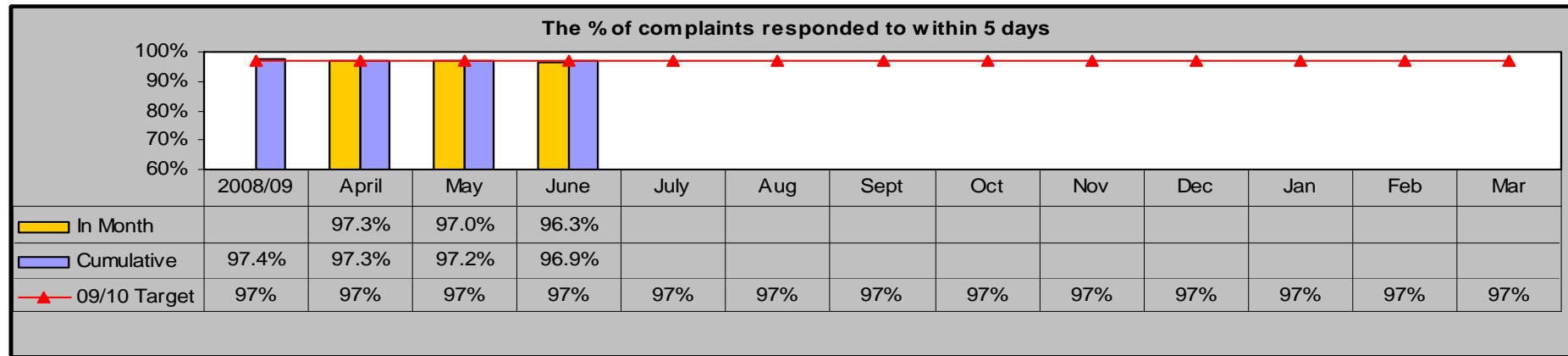
### **Performance will be maintained by**

- Close monitoring of call volumes and performance. This is embedded across both call centres and reported on an ongoing basis.
- Although the recruitment that took place for the repairs call centre was not successful and there are a number of vacancies remaining, managers are carefully assessing productivity and resource management before considering any further requirement to ensure a cost effective service delivery.
- Call Centre staff have been pro-actively contacting current tenants with low level arrears to seek payment and to make payment arrangements. In addition to this, former tenant arrears cases are being assigned to operators.
- Ongoing technical issues with the Tiger reporting system means we have only just started to receive performance data for the company in 2009. ICT are exploring the possibility of procuring a new telephone reporting system which will provide us with real-time, accurate data. This would lead to NCH being self reliant and able to rectify technical problems swiftly

**PI 16. The percentage of complaints responded to within 5 working days**

Good Performance: High	Qtr 1 09/10	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Year end trend
09/10 Target: 97% <b>In Line with target</b>	96.9%	97.88%	↓	↓

Chart 17: The percentage of complaints responded to within target



**PI 17. The percentage of enquiries responded to within 5 working days**

Good Performance: High	Qtr 1 09/10	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Year end trend
09/10 Target: 97% <b>Off Target</b>	95.4%	90.6%	↑	↑



## Commentary for 3Cs

### **Key service highlights and achievements (detailed analysis can be found in Appendix 1)**

- The 3Cs procedure is maintaining the consistently high levels of customer feedback. However, there has been a significant reduction of 28% in the number of complaints received in Quarter 1 of 2009/10 in comparison to Quarter 1 2008/09.
- At the end of Quarter 1 2009, we had received 841 complaints, 96.9% of which were responded to in the 5 day target. Performance is therefore in line with the company target of 97%.
- 261 (32%) of stage 1 complaints were deemed to have been justified, with a further 237 (29%) being classed as partly justified. The number of stage 1 complaints considered to have been unjustified was 310 (37%) with a further 16 (2%) still being currently investigated. The levels of justification are slightly higher (3%) than Quarter 1 2008/2009.
- Of the 62 stage 2 appeals, 30 (48%) are current and ongoing, 14 (23%) upheld the stage 1 decision and 18 (29%) overturned. 7.52% of complaints have been escalated from stage 1 to stage 2 this quarter in comparison with 6.52% in quarter 3 of 2008/09. Investigations are currently ongoing into the reasons for the increase of complaints escalation this quarter and the high percentage of decisions being overturned at stage 2.
- Repairs and Maintenance work accounts for the majority of complaints (597 or 72.45%), reflecting the high volume of work undertaken by this section. Approximately 150,000 repairs per year are carried out, which represents an average of 1.59% of the number of complaints received per year. It is the general practice of the Customer Service Improvement Team to log all expressions of dissatisfaction as a complaint to enable the capturing of information to take place effectively.
- The percentage of enquiries responded to in 5 days has increased from 91.6% at the end of 08/09 to 95.4% at the end of Quarter 1 2009. This represents an increase of 4.8 percentage points against the same period last year.
- At the end of Quarter 1, 97.6% of members' enquiries had been responded to in target. Although performance has dipped slightly since Quarter 1 last year, we are on target and during June 2009, 100% of enquiries were dealt with in 5 days.
- The number of compliments logged in Quarter 1 was 112 in comparison to 156 in Quarter 1 2008/09. All staff have their achievements recognised to reinforce positive behaviours and the increasing number of compliments logged provides evidence of the culture/attitude change within NCH.

### **How will performance be maintained**

- Reporting facilities to be checked periodically and weak performing areas to be monitored and liaised with to ensure that their performance increases.
- Reminders are being sent weekly to Assistant Directors and Managers identifying which mail is out of target and in target to enable them to respond in time.

- Month end report has been designed to identify weak areas in responding to enquiries. This is to be analysed monthly and key areas of the business are contacted as issues arise.
- Quality Improvement Groups and Clinic Groups have merged to encompass a consistent approach to learning from feedback. This will allow processes to be changed where necessary to improve the customer experience and journey, rather than just resolve a particular dispute.
- The latest group to be created are from the Repairs Service. They have met twice and discussed the Vision Management Survey (VMS) responses and the complaints/queries received in relation to the service, and any actions/changes following this meeting are documented and an action plan is created where necessary.
- A working group have recently attended a demonstration for some bespoke complaints, comments, and compliments handling software. The group were interested in the software, and are currently in the process of carrying out a review, where recommendations will be given to which provider offers the best solution for the business.
- The latest VMS scores (out of 10) for the complaints handling process have improved significantly since Quarter 1 2008. In April - June 2008 the average overall score was 4.72 and from December 2008 – Feb 2009 (Quarter 1 of the quarterly VMS report) the average overall score was 5.84. This shows a significant improvement overall. However, we do recognise that this score is still too low and we have a lot of work to do to increase this score.
- The lowest scores achieved related to;
  - How well were you kept informed during the handling of your complaint? 4.98
  - How well did the action taken meet your needs? 4.86
- The latter score has been investigated by the Customer Service Improvement Team and it has been noted that the majority of the customer's dissatisfaction is actually regarding the repairs still being outstanding at the time of the survey being sent out. A new rectification system is in place for complaints handling, which will allow the negative feedback or lower scores to be investigated more thoroughly. Each low scoring customer will be asked for a comment on why they scored low and an investigation will be conducted which will allow training needs to be identified in an attempt to increase the satisfaction levels on this survey.
- At present the Customer Relations Team Liaise with the Business Improvement Team to ensure that a company wide register of learning is updated. This draws information from all areas of the business, including; 3C's, VMS, Tenant Inspectors, the Mystery Shopping Panel and the Status Survey.

## **Innovation**

- Looking for ways of continually improving our practices. Bespoke software for monitoring mail/complaints is being explored. Final site visit has been arranged for early July 2009 and then report including recommendations to be produced identifying the supplier of choice. Hopefully, this software can be procured and implemented in 2009.

## Housing Income Management

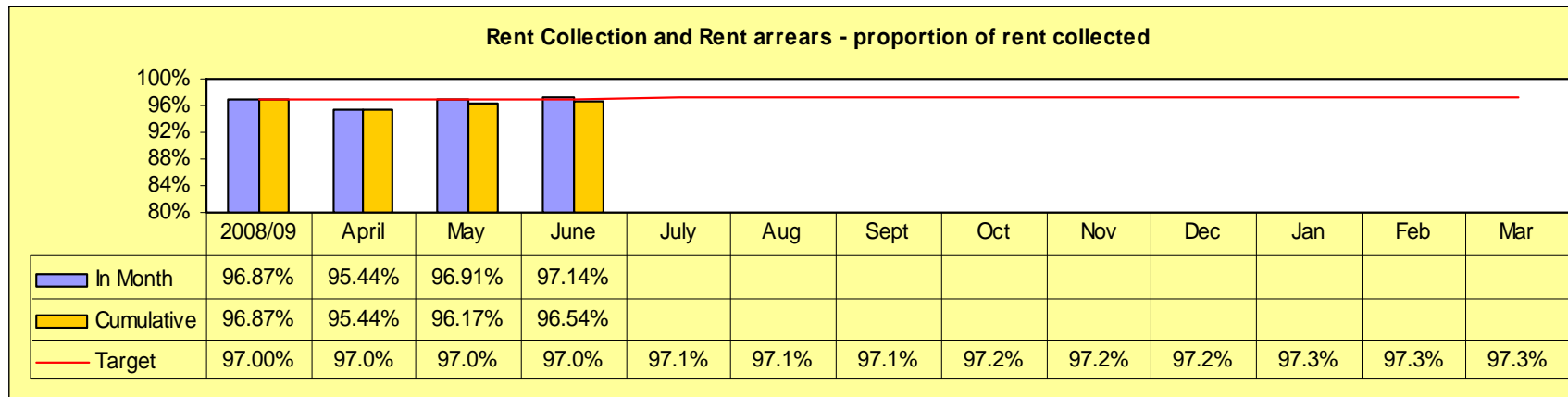
Income collection targets are graduated for improvement throughout the year and adjusted for known seasonal impacts. Performance is always compared to the year end target because ultimately that is what we want to achieve as a company. However, for Housing Income Management, performance has also been compared to monthly targets in order to demonstrate in month and year to date performance to EMT.

### PI 19. The percentage of rent and brought forward arrears owed on Housing Revenue Account Properties

Good Performance: High	Performance against target	Quarter 4 0809 Benchmark	Qtr 1 09/10	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Trend from year end
09/10 Target: 97.3%	<b>Off Target</b>		96.54%	95.79%	↑	↓
Qtr 1 Target :97%	<b>Off Target</b>					

HouseMark Quarter 4 0809
Upper Quartile 98.18%
Median Quartile 97.78%
Lower Quartile 96.86%
NCH Position 16th of 22

Chart 20: Percentage of rent and brought forward arrears collected on residential dwellings

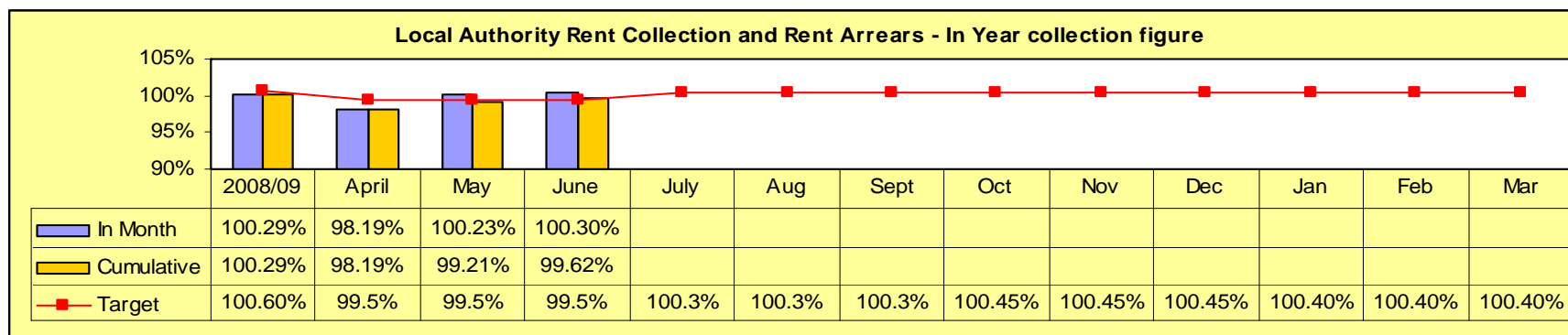


**PI 20. Local Authority rent collection and rent arrears: In-year collection figure**

Good Performance: High	Performance against target	Quarter 4 0809 Benchmark	Qtr 1 09/10	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Trend from year end
09/10 Target: 100.4%	<b>Off Target</b>		99.62%	99.25%	↑	↓
Qtr 1 Target :99.5%	<b>On Target</b>					

<b>HouseMark Quarter 4 08/09</b>
Upper Quartile 99.91%
Median Quartile 98.50%
Lower Quartile 98.25%
Position 2 of 8

Chart 21: Proportion of rent collected

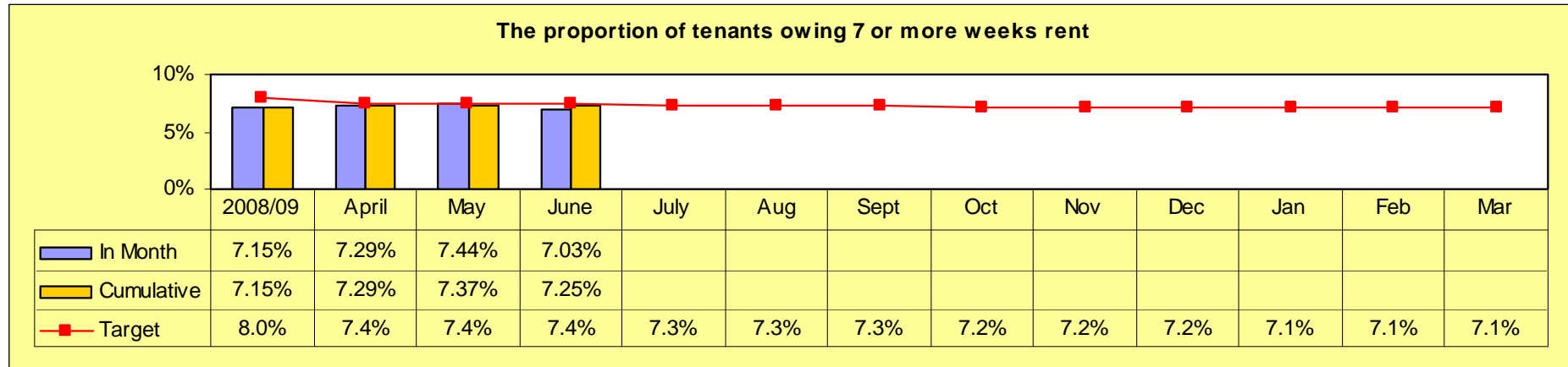


**PI 21. The number of tenants with seven or more weeks of rent arrears**

Good Performance: Low	Performance against target	Quarter 4 0809 Benchmark	Qtr 1 09/10	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Trend from year end
09/10 Target: 7.1%	<b>On Target</b>		7.03%	9.11%	↑	↑
Qtr 1 Target :7.4%	<b>On Target</b>					

<b>HouseMark Quarter 4 08/09</b>
Upper Quartile 3.70%
Median Quartile 5.62%
Lower Quartile 7.03%
Position 17th of 22

Chart 22: Tenants owing seven or more weeks rent

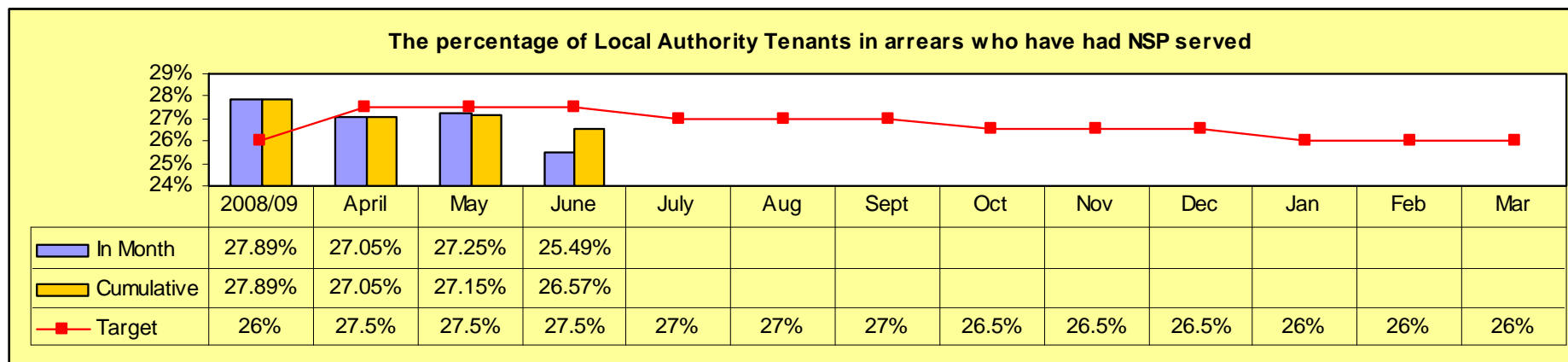


**PI 22. Percentage of tenants in arrears who have had Notices Seeking Possession (NSP's) served**

Good Performance: High	Performance against target	Quarter 4 0809 Benchmark	Qtr 1 09/10	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Trend from year end
09/10 Target: 26%	<b>On Target</b>		25.49%	24.42%	↓	↑
Qtr 1 Target :27.5%	<b>On Target</b>					

HouseMark Quarter 4 08/09
Upper Quartile 18.36%
Median Quartile 23.54%
Lower Quartile 36.70%
Position 12 <sup>th</sup> of 19

Chart 23: The percentage of tenants in arrears who have had NSP served

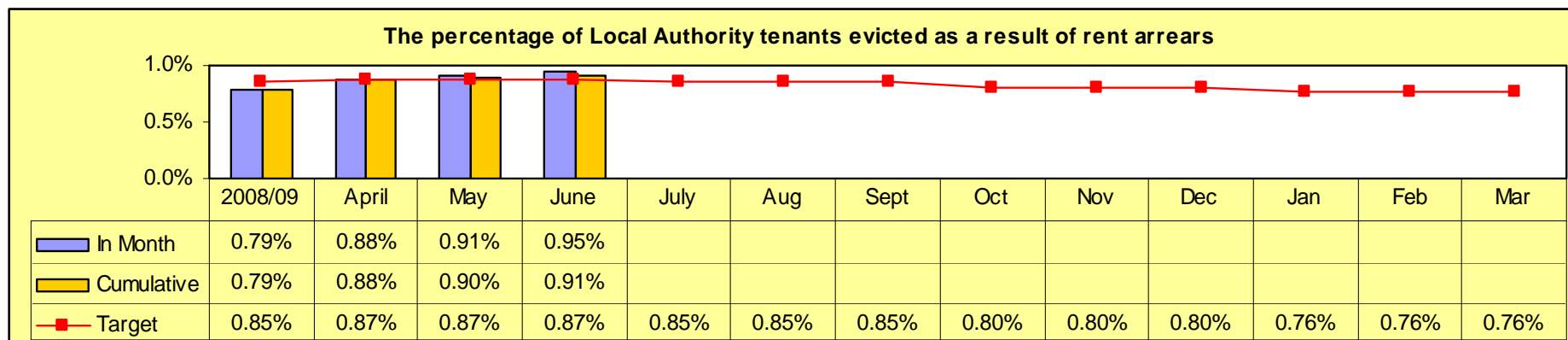


**PI 23. The percentage of Local Authority tenants evicted as a result of rent arrears**

Good Performance: High	Performance against target	Quarter 4 0809 Benchmark	Qtr 1 09/10	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Trend from year end
09/10 Target: 0.76%	<b>Off Target</b>		0.95%	1.00%	↑	↓
Qtr 1 Target :0.87%	<b>Off Target</b>					

<b>HouseMark Quarter 4 08/09</b>
Upper Quartile 0.27%
Median Quartile 0.4%
Lower Quartile 0.62%
Position 17th of 21

Chart 24: The percentage of tenants evicted as a result of rent arrears



## Commentary for Housing Income Management

### Key service highlights and achievements

- Achieved over 100% (100.24%) for the In-Month collection figure. First time that this has been achieved in June compared to the same period in previous years.
- The turn around in the performance of the Rents team has been documented by the Good Practice Unit on the House Mark web site.
- Arrears are £728,000 lower than when compared to the same point (end of June 2008) on the previous year.
- There are 2,847 fewer cases in arrears than at the same point last year.
- NCH Rents team were asked to attend a training day in London, and present to other organisations on how well the service has performed as an example of good practice in this area.
- An additional £32k has been collected by the Rents Call Centre compared to the same month last year.
- There was also a very positive article in the Nottingham Evening Post on the performance of the Rents team.

## **Reasons for change in performance**

- Long term forecast still appears to be healthy and on-track and we have achieved the first quarters target of 99.50% for the in year rent collection.
- Colleagues are aware of their 'real-time' performance. Understanding their own as well as team targets and the impact of their contributions in achieving the Sections overall set goals.
- Robust and informative management of colleagues.

## **How will you maintain performance?**

- Regular one to ones with both Managers and Rent Account Managers alike.
- Robust Management.
- Enforcement of 'peer-pressure' with regard to having performance that is proportioned-out amongst team members, so a direct comparison of individual attainment can be made.
- Ensure that graphic representations of performance are delivered promptly, Managers to talk through with individuals on the impact of the findings.

## **What actions are you taking to address dipping performance?**

- Meeting with Assistant Director of Tenancy Management to discuss issues surrounding increased numbers of evictions.
- An increased emphasis on cash collection by Rent Account Managers.

## **Progress against previous actions**

- All actions in SIP are on target.

## **Innovation**

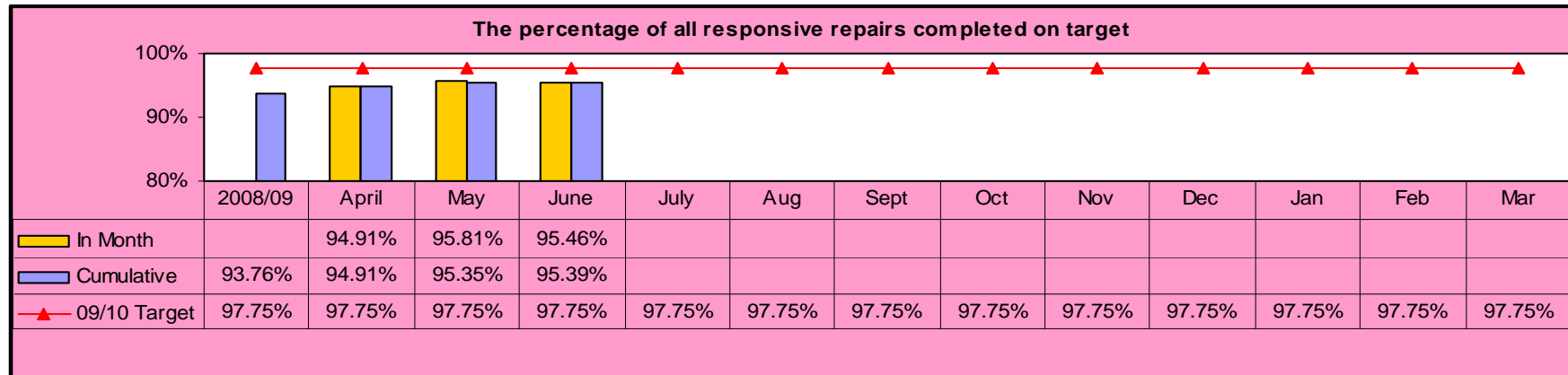
- Assisted the Director of Partnerships, for additional posts (Financial Inclusion Assistants)



**PI 25. The percentage of all routine and emergency repairs completed on target**

Good Performance: High	Qtr 1 09/10 <b>Off Target</b>	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Trend from year end
09/10 Target: 97.75%	95.39%	98.67%	↓	↑

Chart 26: The percentage of all routine and emergency repairs completed on target

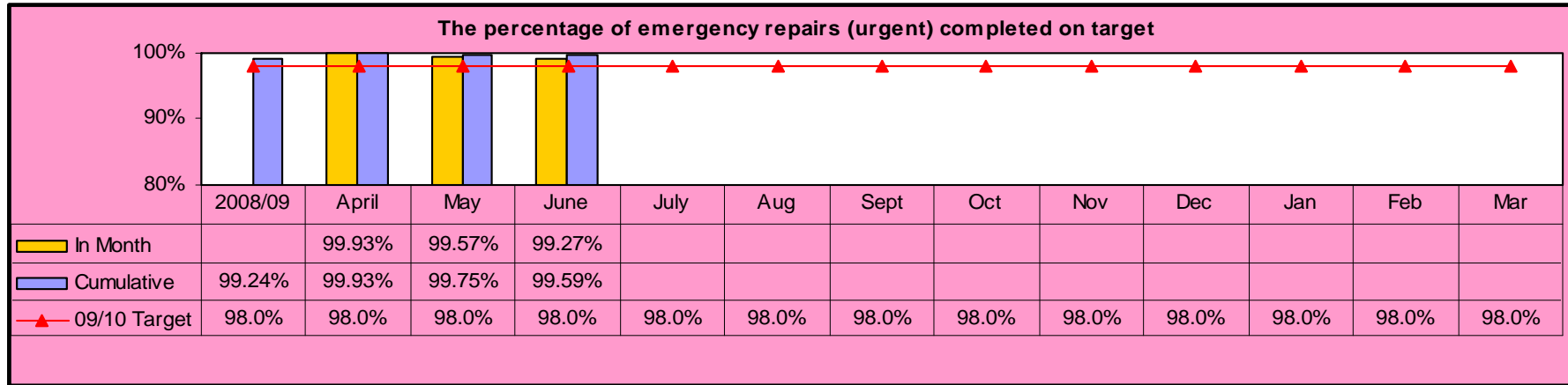


**PI 26. The percentage of all emergency repairs completed on target**

Good Performance: High	Quarter 3 0809 Benchmark	Qtr 1 09/10 <b>On Target</b>	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Trend from year end
09/10 Target: 98%		99.59%	99.75%	↓	↑

<b>HouseMark Quarter 3 08/09</b>
Upper Quartile 99.38%
Median Quartile 98.44%
Lower Quartile 97.23%
Position 6 <sup>th</sup> of 16

Chart 27: Emergency repairs completed on target

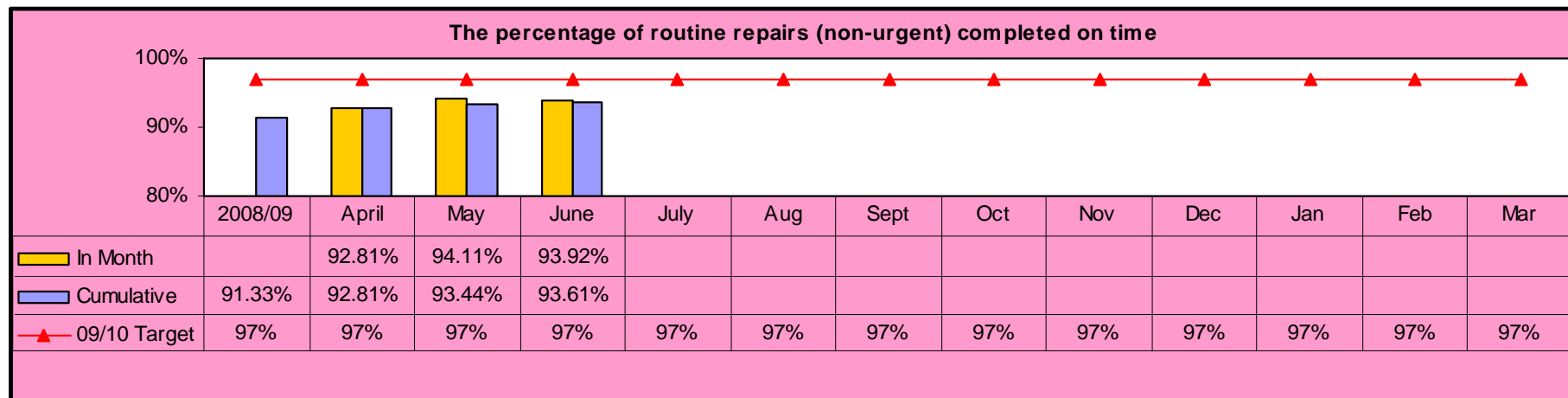


**PI 27. The percentage of routine responsive repairs completed within target**

Good Performance: High	Quarter 3 0809 Benchmark	Qtr 1 09/10 <b>Off Target</b>	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Trend from year end
09/10 Target: 97%		93.61%	98.31%		

<b>HouseMark Quarter 3 08/09</b>
Upper Quartile 98.39%
Median Quartile 96.10%
Lower Quartile 90.1%
Position 11th of 17

Chart 28: Routine repairs (non urgent) completed on target



**PI 28. Customers indicating that they were satisfied with the responsive repairs service**

	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09
Customers satisfaction with the responsive repairs service	8.25	8.39	7.94	7.69	8.38	8.13	8.29

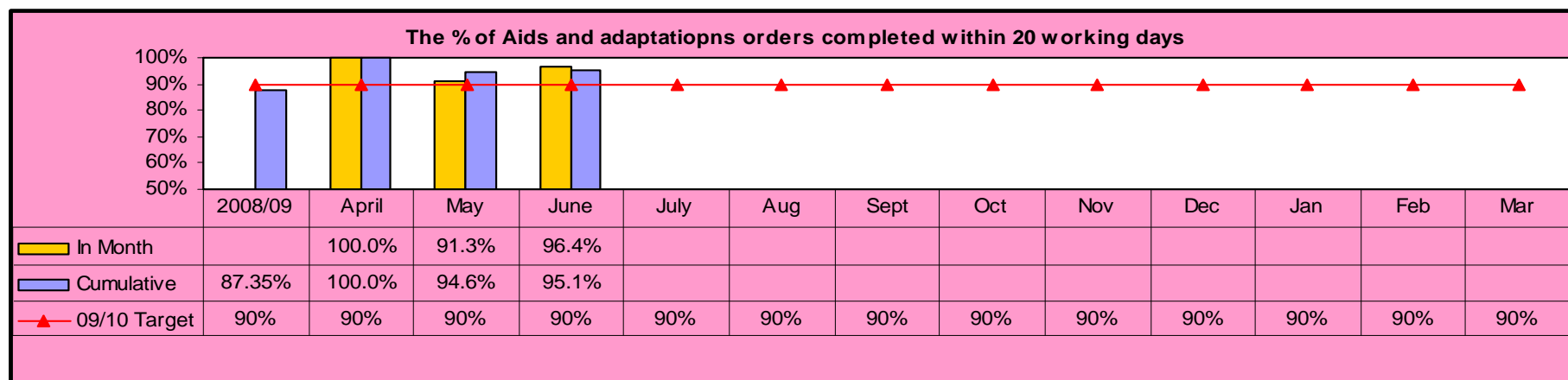
**PI 29. The percentage of properties which have a valid annual gas servicing certificate or that have been made safe**

Good Performance: High	Qtr 1 09/10 Off Target	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Trend from year end
09/10 Target: 100%	99.95%	100%		



**PI 31. The % of Aids and Adaptations orders completed within 20 working days**

Good Performance: High	Qtr 1 09/10 <b>Off Target</b>	Qtr 1 08/09	Comparison Qtr 1 08/09 to Qtr 1 09/10	Trend from Year End
09/10 Target: 90%	95.1%	79.07%	↑	↑



**Commentary for Repairs, Gas and Aids and Adaptations**

**Key service highlights and achievements**

- Performance out turns for Quarter 1 2009 shows consistent improvement against 08/09 cumulative position for almost all operational responsive repair performance measures.
- At the end of Quarter 1, of all repair appointments made, 95.9% were kept. Although performance is slightly off target, it has improved since the end of 08/09. Compared to other ALMOs, performance is median quartile.
- At the end of Quarter 1, 95.39% of all responsive repairs were completed on target. This represents an improvement of almost 2 percentage points compared to 08/09 year end performance.
- Performance for emergency repairs continues to be high with 99.59% completed on target. This represents top quartile performance and places NCH in 6<sup>th</sup> position compared to other Metropolitan ALMOs.

- Gas performance remains excellent across all areas and measures associated with appliance servicing.
- Since Contract commencement in July 2008, performance measures relating to Aids and Adaptations have shown steady improvements to the levels currently being achieved at the end of the first quarter.

### **Reasons for change in performance**

- Responsive repairs performance dipped following the mobilisation of the repairs contract. However, this has been addressed and performance is on an upward trajectory.
- A number of new initiatives have also started to have an impact on performance. The implementation of the fencing initiative to complete more repairs / maintenance through planned programmes commenced in March 2009 and is expected to impact on repair completions in the 2009/10 operating year. This will be monitored as part of the Repairs Contract.
- The continued shift of repairs into planned programmes of work and the re alignment of the Handy Person service has enabled improvements. These initiatives will ease pressure on trade operative diaries and enable more repairs to be completed within target during the 2009/10 operating year.
- The shift to installing composite door and frames during 2009/10 will enable more door repairs / maintenance to be completed through planned programmes, again easing pressure on the joinery repair diaries enabling more repairs to be completed within target.
- The Property Services Service Improvement Plan (SIP) also identifies various actions to be undertaken during the 2009/10 operating year which are expected to assist in improving current performance measures in line with the Repairs Contract requirements.
- A series of meetings have been established between the NCC Adaptations agency and NCH to drive and enable closer working between the two Service Areas.

### **How performance will be maintained**

- One area of concern for responsive repairs is the percentage of emergency during hour repairs attended to and made safe within 4 hours. Whilst in month improvements were achieved in June 2009, performance is significantly below target for both in month and cumulative measures. Further investigation of reasons for poor performance to be completed by Repairs Depot staff.
- To further improve performance during 2009/10 and to enable Contract performance targets to be achieved, further initiatives will be delivered through the better practice review of the repairs service currently being undertaken by the Assistant Director of Commercial Delivery.

- A further enhancement of the responsive to planned initiatives will be introduced in August 2009 through the commencement of the replacement composite door programme. This initiative will reduce pressures on the joinery appointment diaries, enable repairs to be attended within the 15 day target and therefore assist in completing more routine repairs within target.

## Tenancy and Estate Management

### PI 32. The % of new tenancy visits completed

2008/09	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	Monthly Trend	Trend from year end
84.06%	81.78%	82.22%	92.66%	84.06%	77.85%	↓	↓

### PI 33. The % of introductory tenancy reviews completed

2008/09	Qtr 1 2009	Qtr 1 2008	Change Qtr 1 08-09	Trend from year end
86.5%	92.00%	73.84%	↑	↑

### PI 34. The % of new tenancies lasting longer than 12 months during the previous 24 month period

2008/09	Qtr 1 2009	Qtr 1 2008	Change Qtr 1 08-09	Trend from year end
87.27%	88.19%	86.80%	↑	↑

### PI 35. The % of Biennial Tenancy visits completed



	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Qtr 1 09
No of tenancies 24+ months	22986	22995	23043	23099	23140	23087	23040	23078
No of annual visits completed	3056	2920	2795	2662	2597	2442	2512	2744
Percentage visits completed	13%	13%	12%	12%	11%	11%	11%	12%

## Commentary for Tenancy and Estate Management

### Key service highlights and achievements

- The percentage of new tenancy visits completed decreased in April (most up to date for reporting). Performance is significantly worse than the performance achieved in 2008/09.
- 92% of Introductory Tenant reviews were completed in Quarter 1 2009. This represents a 5.5 percentage point improvement on 2008/09.
- In Quarter 1 2009, 88.19% of tenancies let in the preceding 2 years had lasted longer than 12 months. This represents an improvement when compared to 2008/09
- Performance will be improved by closer monitoring of new tenancy visits in areas that are not achieving 100%

### Estate Assessments - City Wide Results

Star Ratings	Jun 2007	Sept 2007	Dec 2007	Mar 2008	July 2008	Sept 2008	Dec 2008	Mar 2009	June 2009	Trend
0 Star	9	9	4	2	0	0	0	0	0	N/A
1 Star	13	12	18	13	4	0	1	2	4	
2 Star	10	14	13	19	26	28	16	13	11	
3 Star	4	4	4	5	9	11	22	24	24	

### High-rise block assessments- City Wide Results

Star Ratings	Jan 2009	Apr 2009
0 Star	0	0
1 Star	4	2
2 Star	7	10
3 Star	10	9

A programme of resident inspections of all high rise blocks was completed in December and April, the first of a planned cycle. Each block was given a star rating (0 to 3 stars) based on standards set and agreed with Resident Inspectors and printed in a pictorial guide to provide consistency in inspections.

### **Current 2 star blocks will be improved by**

- Ensuring that floors are cleaned right to the skirting boards
- Removing all cob webs
- Ensuring that lift doors are clean and free from smears
- Lift tracks being clean and free from dirt
- Encouraging caretakers to work towards three stars
- Caretakers accompanying patch managers on estate inspections.

### **Current 1 star blocks will be improved by**

- Removing marks and all graffiti from internal walls
- Removing all bulk refuse and rubbish from corridors and chute rooms and that chutes have been cleaned and disinfected
- Ensuring that stairs, stair wells and lifts are swept and mopped
- Ensuring that windows aren't sticky and smeared
- More intensive monitoring of one star blocks to raise and maintain the standard
- Monitoring officers attending one star estate inspections with patch managers

### **Progress against previous actions**

- Caretakers now complete a log of all daily and weekly prescribed tasks
- Monitoring officers inspect every block that receives a caretaking service at least monthly
- Annual deep clean to commence in all blocks spring 2009
- A low rise block Inspection Team is being recruited
- Inspectors commented that new flooring and painting in the Sneinton blocks provided a significant standard uplift
  
- Inspectors viewed the new notice boards in each block that detailed who the caretaker was and how to contact them, together with the cleaning schedule was a very welcome addition

## Appendix 1 3Cs Performance Summary

Quarter 1, 2009/10; 1st April 2009 to 30th June 2009

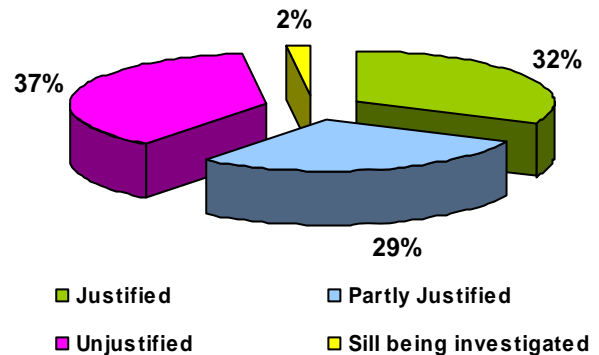
### Complaints Volumes

Total Number of Complaints Received at Stage One	<b>824</b>
Total Number of Complaints to Stage Two Appeal	<b>62</b>
Total Number of Complaints to Stage Three Appeal	<b>1</b>

### Justified / Unjustified Complaints

#### Stage 1:

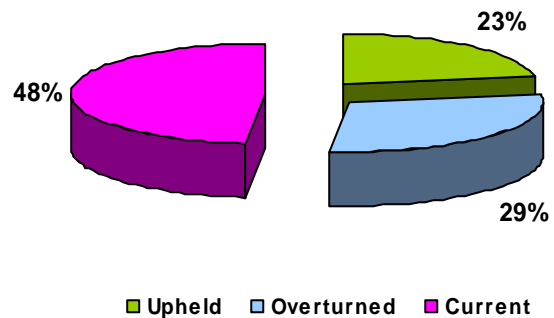
Outcome	Volume	%
Justified	261	32%
Partly Justified	237	29%
Unjustified	310	37%
Still being investigated	16	2%
<b>Total</b>	<b>824</b>	<b>100%</b>



#### Stage 2:

At stage 2 we don't give the complaint a justification. It monitors if the decision made at stage 1 is upheld or not.

Stage 1 decision upheld	Volume	%
Yes	14	23%
No	18	29%
Current	30	48%
<b>Total</b>	<b>62</b>	<b>100%</b>



#### Stage 3:

There has been one stage 3 complaint appeal received this quarter; which was in June 2009. It was regarding incorrect advice given at the time of a gas service which resulted in the customer buying a new cooker. The customer was reimbursed following the stage 3 panel hearing.

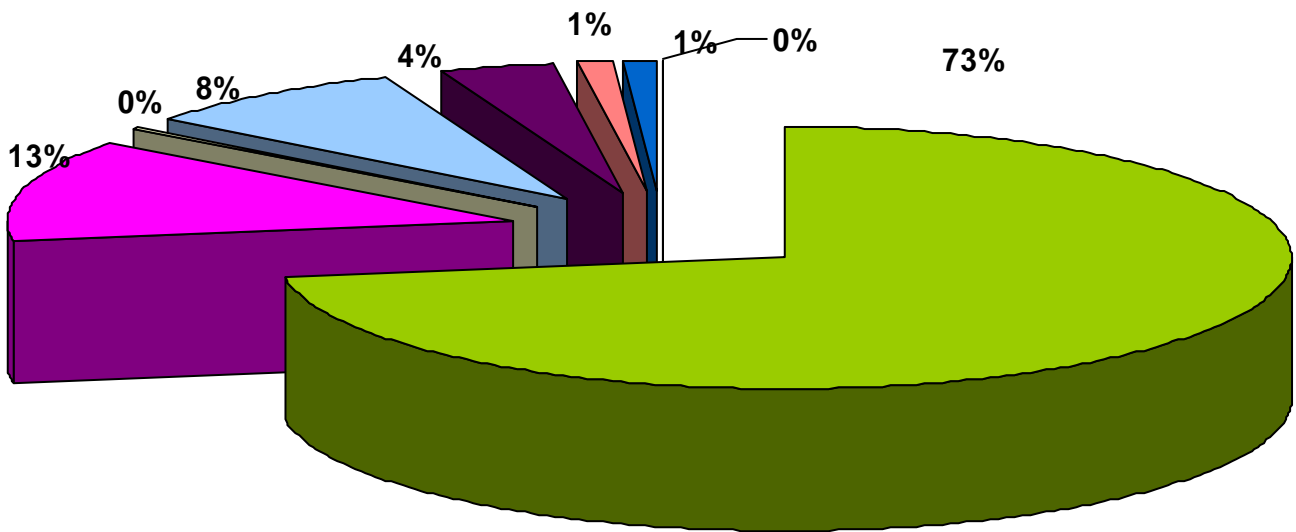
## Ombudsman Enquiries:

The table below depicts this quarter in comparison to the year end totals for 2007/2008;

<b>Outcome</b>	<b>2008/2009 Number</b>	<b>Quarter 1 2009/2010 Number</b>
Premature Complaint	12	5
Local Settlement	4	0
No/Insufficient evidence of Maladministration	2	2
Ombudsman's Discretion	1	0
Maladministration	0	0
Redirected to NCC	0	0
Outside Jurisdiction	1	0
Request for Information Only	0	0
Still Live	0	2
<b>Total</b>	<b>20</b>	<b>9</b>

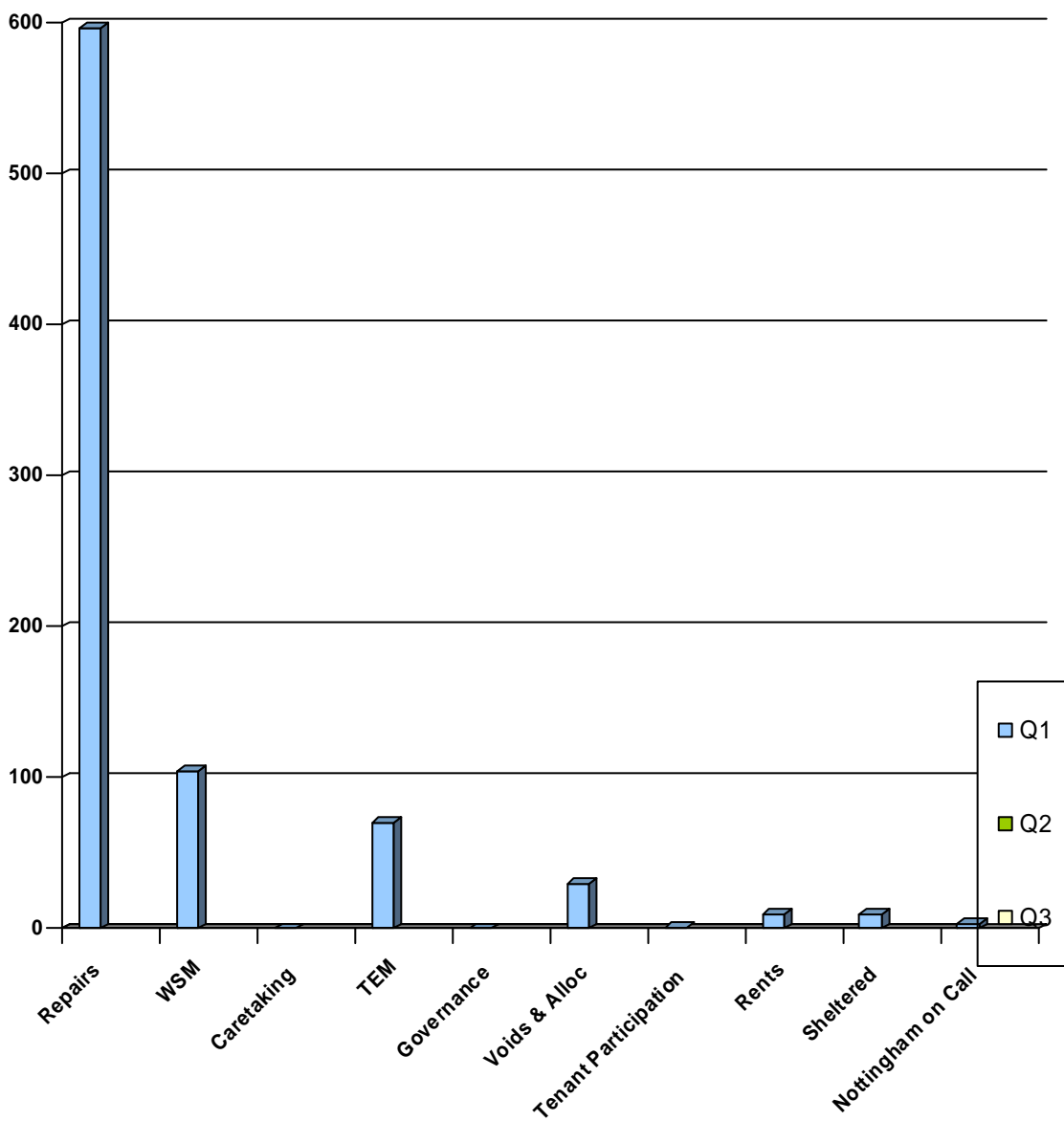
### Complaints by Type – Quarter 3

Service	No. of Complaints	% of Complaints
Repairs & Maintenance	597	72.45
Warm, Safe, Modern	105	12.74
Adaptations	0	0
Tenancy & Estate Management	70	8.50
Voids and Allocations	30	3.65
Rents	9	1.09
Sheltered Housing	9	1.09
Tenant Participation	1	0.12
Nottingham on Call	3	0.36
<b>Total</b>	<b>824</b>	<b>100%</b>



### Comparison between Q1, Q2 and Q3, 2008/9

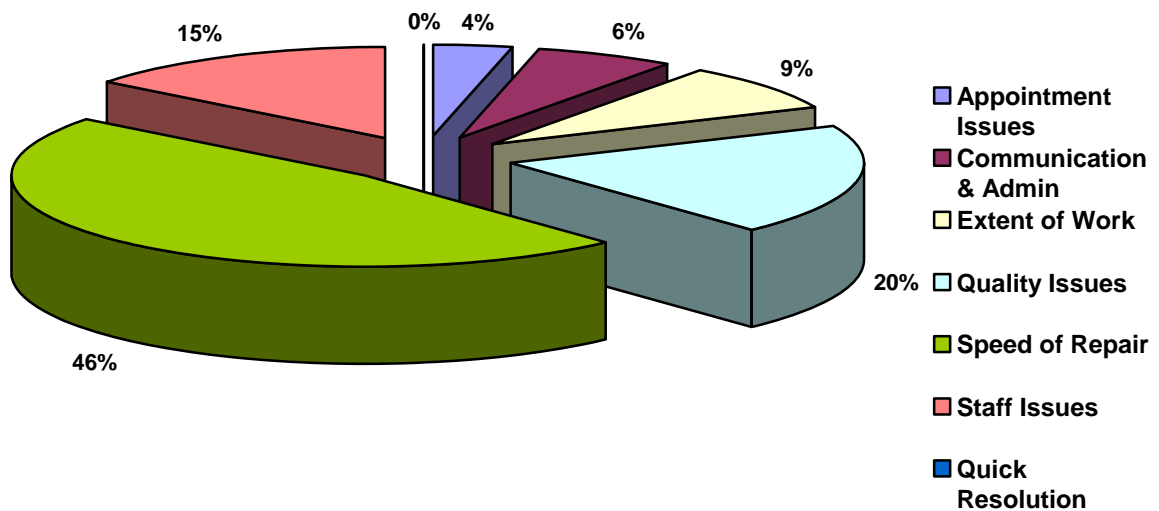
Service	Q1 – 08/09	Q1	Q2	Q3
Repairs & Maintenance	968	597		
Warm, Safe, Modern	0	105		
Caretaking	0	0		
Tenancy & Estate Management	98	70		
Governance	2	0		
Voids and Allocations	29	30		
Rents	38	9		
Sheltered Housing	4	9		
Tenant Participation	0	1		
Nottingham on Call	0	3		
<b>Total</b>	<b>1139</b>	<b>824</b>		



## Repairs Complaints by Type

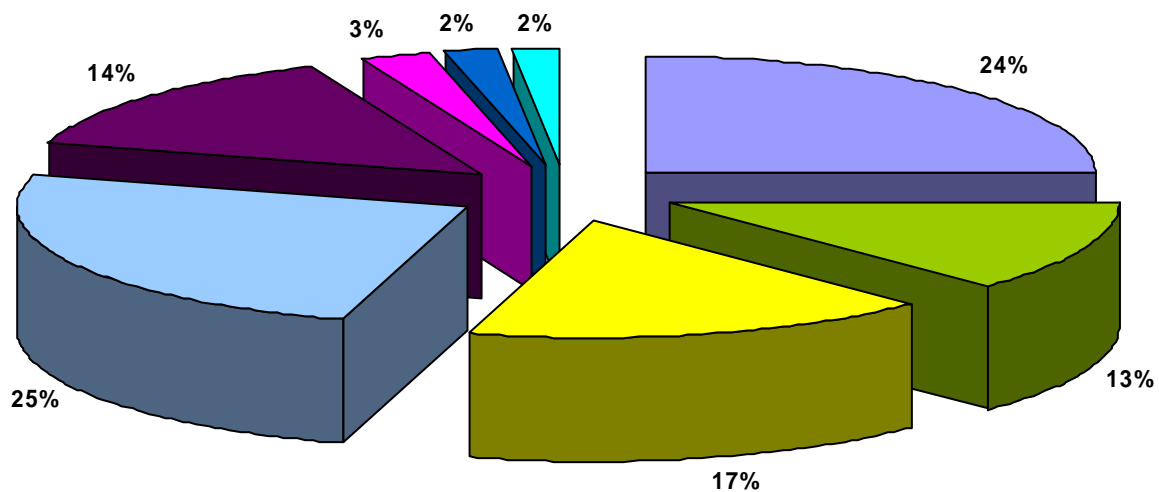
Complaint type	Quarter 1 08/09	Quarter 1 09/10	% Difference
Appointment Issues	66	21	- 68.18
Communication & Admin	99	38	- 61.61
Extent of Work	50	51	+ 2.00
Quality Issues	141	117	- 17.02
Speed of Repair	339	283	- 16.52
Staff Issues	34	87	+ 155.88
Quick Resolution cases	239	0	- 100.00
<b>Total</b>	<b>968</b>	<b>597</b>	<b>- 38.33</b>

**NB – The quick resolution cases are complaints that can be dealt with at first point of call, and can be logged, resolved and responded to quickly. To enable better monitoring of service issues, we decided to specify these for monitoring; therefore these will show as zero from now onwards.**



## Compliments

Service Area	No. for Q1	No. for Q2	No. for Q3	Overall Percentage
Repairs & Maintenance	28			25.00%
Warm, Safe, Modern	14			12.50%
Tenancy & Estate Management	19			16.96%
Sheltered Housing	28			25.00%
Caretaking	16			14.29%
Rents	3			2.67%
Adaptations	2			1.79%
Voids & Allocations	2			1.79%
<b>Total</b>	<b>112</b>			<b>100%</b>



Repairs	WSM	TEM	Sheltered
Caretaking	Rents	Voids & Alloc	Adaptations