

Performance Indicator	2008/09 Year End	Target 2009/2010	Qtr 1 2009	Qtr 2 2009	Qtr 3 2009	Qtr 4 2009	Change 08/09 YE to Qtr 1 09	Target 2010/2011	Target 2011/2012
Leadership, workforce and involvement structures									
NCH Board Composition									
% Female Board Members	33%	TBA	33%	31%			-2%		
% Male Board Members	67%	TBA	67%	69%			2%		
% BME Board Members	7.1%	TBA	7%	38%			31%		
% Non BME Board Members	92.9%	TBA	93%	62%			-31%		
Senior Management composition									
% Female Managers	42%	50.0%	43.1%	41.5%			-0.5%		
% Male Managers	58%	50.0%	56.9%	58.4%			0.4%		
% BME Managers	12.0%	20.0%	11.8%	9.4%			-2.6%		
% Non BME Managers	88.0%	80.0%	88.2%	90.6%			2.6%		
% Disabled Managers	0%	7.0%	0.0%	0.0%			0.0%		
% Managers who are city residents	20%	20.8%	21.6%	20.8%			0.8%		
% Managers aged 16-25	0%	TBA	0.0%	0.0%			0.0%		
% Managers aged 26-35	12%	TBA	7.8%	7.5%			-4.5%		
% Managers aged 36-50	72%	TBA	74.5%	71.7%			-0.3%		
% Managers aged 51-55	14%	TBA	15.7%	18.9%			4.9%		
% Managers aged 56+	2%	TBA	2.0%	1.9%			-0.1%		
Composition of Top Earners at Nottingham City Homes									
% of the top earners employed that are Female	14.8%	25.0%	15.1%	20.4%			5.6%	25%	25%
% of the top earners employed that are Male	85.2%	75.0%	84.9%	79.6%			-5.6%	75%	75%
% of the top earners employed that are BME	3.7%	8.0%	3.8%	5.6%			1.9%	8%	8%
% of the top earners employed that are Non BME	96.3%	92.0%	96.2%	94.4%			-1.9%	92%	92%
% of the top earners employed that have a declared disability	3.7%	7.0%	3.8%	1.9%			-1.8%	7%	7%
% of the top earners who are city residents	37.0%	36.0%	39.6%	35.2%			-1.8%		
% of the top earners employed that are aged 16-25	5.6%	1.9%	3.8%	1.9%			-3.7%		
% of the top earners employed that are aged 26-35	20.4%	TBA	20.8%	18.5%			-1.9%		
% of the top earners employed that are aged 36-50	59.3%	TBA	58.5%	57.4%			-1.9%		
% of the top earners employed that are aged 51-55	7.4%	TBA	9.4%	14.8%			7.4%		
% of the top earners employed that are aged 56+	7.4%	7.4%	7.5%	7.4%			0.0%		

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NCH Workforce Composition									
% of Female employees	33.70%	35.0%	33.7%	34.2%			0.5%		
% of Male employees	66.30%	65.0%	66.3%	65.8%			-0.5%		
% of BME employees	16.30%	15.0%	16.3%	16.7%			0.4%	21%	22%
% of Non BME employees	83.60%	85.0%	83.7%	83.3%			-0.3%		
% of employees living in the city	47.90%	50.0%	48.5%	49.2%			1.3%		
% of apprentices living in the city	42.90%	75.0%	38.9%	73.2%			30.3%		
% of Disabled employees	6.60%	7.0%	7.1%	7.5%			0.9%	9%	10%
% of employees age 16-25	7.70%	6.0%	7.5%	8.3%			0.6%		
% of employees age 26-35	16.80%	TBA	16.6%	16.2%			-0.6%		
% of employees age 36-50	45.60%	TBA	45.1%	45.1%			-0.5%		
% of employees age 51-55	14.90%	TBA	15.9%	15.9%			1.0%		
% of employees age 56+	15%	TBA	14.9%	14.5%			-0.5%		
Applications									
% of applications made by Females	40.74%	30.0%	23.4%	27.9%			-12.8%		
% of applications made by Males	59.26%	70.0%	76.6%	72.1%			12.8%		
% of applications made by BME	30.37%	25.0%	22.5%	23.5%			-6.9%		
% of applications made by Non BME	69.63%	75.0%	76.7%	75.7%			6.1%		
% of applications made by city residents	54.07%	60.0%	58.6%	56.7%			2.6%		
% of applications made by disability	2.96%	7.0%	4.2%	4.6%			1.6%		
% of applications made by 16-25	26.67%	40.0%	41.9%	38.7%			12.0%		
% of applications made by 26-35	24.44%	TBA	18.0%	18.2%			-6.2%		
% of applications made by 36-50	29.63%	TBA	15.9%	16.7%			-12.9%		
% of applications made by 51-55	6.67%	TBA	3.2%	3.3%			-3.4%		
% of applications made by 56+	4.44%	TBA	1.8%	1.9%			-2.5%		
% of applications made [age not stated]		15.0%	19.2%	21.3%			21.3%		
New Starters									
% of BME new starters	18.50%	TBA	22.2%	24.0%			5.5%		
% of Non BME new starters	81.50%	TBA	77.8%	76.0%			-5.5%		
% of Disabled new starters	0.00%	3.5%	0.0%	2.0%			2.0%		
% of Female new starters	59.30%	TBA	44.4%	42.0%			-17.3%		
% of Male new starters	40.70%	TBA	55.6%	58.0%			17.3%		
% of new starters living in Nottingham City	59.30%	65.0%	33.3%	60.0%			0.7%		
% of new starters aged 16-25	37%	50.0%	44.4%	46.0%			9.0%		
% of new starters aged 26-35	33.30%	TBA	22.2%	24.0%			-9.3%		
% of new starters aged 36-50	22.20%	TBA	22.2%	22.0%			-0.2%		
% of new starters aged 51-55	3.70%	TBA	11.1%	8.0%			4.3%		
% of new starters aged 56+	3.70%	TBA	0.0%	0.0%			-3.7%		

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Leavers									
% of BME leavers	12.90%	25.0%	36.7%	27.3%			14.4%		
% of Non BME leavers	87.10%	75.0%	64.3%	72.7%			-14.4%		
% of Disabled leavers	19.40%	10.0%	14.3%	12.1%			-7.3%		
% of Female leavers	54.80%	25.0%	42.9%	30.3%			-24.5%		
% of Male leavers	45.20%	75.0%	57.1%	69.7%			24.5%		
% of leavers living in Nottingham City	41.90%	35.0%	57.1%	39.4%			-2.5%		
% of leavers aged 16-25	10%	10.0%	21.4%	12.1%			2.4%		
% of leavers aged 26-35	19.30%	TBA	14.3%	27.2%			7.9%		
% of leavers aged 36-50	38.70%	TBA	21.4%	18.2%			-20.5%		
% of leavers aged 51-55	9.70%	TBA	7.1%	6.1%			-3.6%		
% of leavers aged 56+	22.60%	TBA	35.7%	36.4%			13.8%		
Promotions									
% of BME promotions		40.0%	60.0%	37.5%			N/A		
% of Non BME promotions		60.0%	40.0%	62.5%			N/A		
% of Disabled promotions		1.0%	0.0%	0.0%			N/A		
% of Female promotions		40.0%	40.0%	37.5%			N/A		
% of Male promotions		60.0%	60.0%	62.5%			N/A		
% of promotions living in city boundaries		55.0%	80.0%	50.0%			N/A		
% of promotions age 16 - 25		27.0%	20.0%	25.0%			N/A		
% of promotions age 26 - 35		TBA	20.0%	12.5%			N/A		
% of promotions age 36 - 50		TBA	40.0%	50.0%			N/A		
% of promotions age 51 - 55		TBA	20.0%	12.5%			N/A		
% of promotions age 56+		TBA	0.0%	0.0%			N/A		
Tenant and Leaseholder Participation									
% BME Tenants and Leaseholders participating	Awaiting implementation of the TP Tracker								
% Non BME Tenants and Leaseholders participating									
% Female Tenants and Leaseholders participating									
% Male Tenants and Leaseholders participating									
% Disabled Tenants and Leaseholders participating									
% Tenants and Leaseholders aged 18 - 24 participating									
% Tenants and Leaseholders aged 25 - 60 participating									
% Tenants and Leaseholders aged 60+ participating									

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Tenant Satisfaction with Participation in management and decision making			STATUS 2009						
% BME tenants that are satisfied with participation in management and decision making	59%	75%	65%				6%	80%	85%
% Non BME tenants that are satisfied with participation in management and decision making	60%	75%	70%				10%	80%	85%
% Disabled tenants that are satisfied with participation in management and decision making	61%	75%	67%				6%	80%	85%
% Non Disabled tenants that are satisfied with participation in management and decision making	58%	75%	68%				10%	80%	85%
% Female tenants that are satisfied with participation in management and decision making	58%	75%	64%				6%	80%	85%
% Male tenants that are satisfied with participation in management and decision making	60%	75%	71%				11%	80%	85%
% 18-24 tenants that are satisfied with participation in management and decision making	54%	75%	62%				8%	80%	85%
% 25-60 tenants that are satisfied with participation in management and decision making	53%	75%	62%				9%	80%	85%
% 60+ tenants that are satisfied with participation in management and decision making	72%	75%	79%				7%	80%	85%
NCH is recognised as an employer of choice									
Disciplinary Cases									
% Disciplinary cases by Female employees	34.2%	35.0%	33.3%	27.3%			-6.9%		
% Disciplinary cases by Male employees	65.8%	65.0%	66.7%	72.7%			6.9%		
% Disciplinary cases by BME employees	39.5%	15.0%	66.7%	54.5%			15.0%		
% Disciplinary cases by Non BME employees	60.5%	85.0%	33.3%	45.5%			-15.0%		
% Disciplinary cases by Disabled employees	10.5%	7.0%	16.7%	9.0%			-1.5%		
Grievances									
Of those employees taking a grievance, % who are female	12.5%	35.0%	0.0%	0.0%			-12.5%		
Of those employees taking a grievance, % who are male	87.5%	65.0%	100.0%	100.0%			12.5%		
Of those employees taking a grievance, % who are BME	9.40%	15.0%	4.5%	3.3%			-6.1%		
Of those employees taking a grievance, % who are Non BME	90.60%	85.0%	95.5%	96.7%			6.1%		
Of those employees taking a grievance, % who are disabled	9.40%	7.0%	18.2%	26.7%			17.3%		
Workplace Harrassment									
Number of racial harassments reported	3	0	0	0			-3		
Number of sexual harassments reported	0	0	0	1			1		
Number of disability-related harassments reported	1	0	0	0			-1		
Number of age harassments reported	0	0	0	0			0		

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Ensuring Equality and Diversity is at the heart of service delivery in terms of both access to services and satisfaction with services									
Rent Arrears									
% of those in arrears who are BME	20.50%		20.8%	19.0%			-1.50%		
% of those in arrears who are Non BME	62.30%		63.0%	65.3%			3.00%		
% of those in arrears who are Female	56.31%		56.7%	57.0%			0.69%		
% of those in arrears who are Male	43.38%		43.1%	43.0%			-0.38%		
% of those in arrears who are disabled	4.60%		4.60%	13.9%			9.30%		
% of those in arrears who are aged 18-24	10.15%		9.6%	9.8%			-0.35%		
% of those in arrears who are aged 25-59	68.59%		67.2%	68.2%			-0.40%		
% of those in arrears who are aged 60+	11.57%		13.1%	13.0%			1.43%		
Evictions									
% of those evicted who are BME	31.27%		26.7%	29.7%			-1.6%		
% of those evicted who are Non BME	54.83%		54.7%	61.1%			6.3%		
% of those evicted who are Female	42.47%		43.0%	44.9%			2.4%		
% of those evicted who are Male	57.14%		57.0%	55.1%			-2.0%		
% of those evicted who are disabled	6.90%		4.7%	2.3%			-4.6%		
% of those evicted who are aged 18-24	32.43%		30.2%	28.0%			-4.4%		
% of those evicted who are aged 25-59	62.55%		67.4%	69.1%			6.6%		
% of those evicted who are aged 60+	1.16%		0.0%	1.7%			0.5%		
Decent Homes									
BME residents that are satisfied with their decent homes work		8	8	UNDER REVIEW					
Non BME residents that are satisfied with their decent homes work		8	7.29						
Disabled residents that are satisfied with their decent homes work		8	7.28						
Female residents that are satisfied with their decent homes work		8	7.6						
Residents age 16-25 that are satisfied with their decent homes work		8	4.10						
Residents age 26-40 that are satisfied with their decent homes work		8	6.50						
Residents age 41-59 that are satisfied with their decent homes work		8	8.40						
Residents age 60-74 that are satisfied with their decent homes work		8	6.35						
Residents age 75+ that are satisfied with their decent homes work		8	6.75						

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Access to the Repairs Service									
Repair orders raised - % BME residents	11.0%		11.8%	11.7%			1.70%		
Repair orders raised - % Non BME residents	64.10%		64.2%	65.8%			0.70%		
Repair orders raised - % disabled tenants	9%		9.0%	10.7%			1.70%		
Repair orders raised - % female tenants	65.90%		65.8%	66.2%			0.30%		
Repair orders raised - % male tenants	33.59%		33.7%	33.8%			0.21%		
Repair orders raised - % aged 16-25	3.3%		3.4%	3.1%			-0.20%		
Repair orders raised - % aged 26-40	25.1%		26.3%	24.1%			-0.99%		
Repair orders raised - % aged 41-59	29.7%		29.6%	30.2%			0.48%		
Repair orders raised - % aged 60-74	14.6%		14.8%	15.0%			0.39%		
Repair orders raised - % aged 75+	12.4%		11.9%	12.1%			-0.32%		
Satisfaction with the Repairs Service									
BME residents that are satisfied with their repair	6.52	8	8.01	UNDER REVIEW			1.49		
Non BME residents that are satisfied with their repair	8.87	8	7.52				-1.35		
Disabled residents that are satisfied with their repair	8.39	8	8.09				-0.30		
Female residents that are satisfied with their repair	8.04	8	7.97				-0.07		
Male residents that are satisfied with their repair	8.52	8	8.12				-0.4		
Residents age 16-25 that are satisfied with their repair	5.73	8	7.15				1.42		
Residents age 26-40 that are satisfied with their repair	7.94	8	6.07				-1.87		
Residents age 41-59 that are satisfied with their repair	7.67	8	7.84				0.17		
Residents age 60 - 74 that are satisfied with their repair	8.86	8	8.40				-0.46		
Residents age 75+ that are satisfied with their repair	8.67	8	8.62				-0.05		
Tenant Satisfaction with Services									
STATUS 2009									
% BME tenants that are satisfied with overall service	64%	80%	77%			13%	85%	90%	
% Non BME tenants that are satisfied with overall service	70%	80%	81%			11%	85%	90%	
% of Disabled tenants satisfied with the overall service	71%	80%	79%			8%	85%	90%	
% of Female tenants satisfied with the overall service	66%	80%	78%			12%	85%	90%	
% of Male tenants satisfied with the overall service	73%	80%	81%			8%	85%	90%	
% of 18-24 tenants satisfied with the overall service	59%	80%	75%			16%	85%	90%	
% of 25-60 tenants satisfied with the overall service	62%	80%	75%			13%	85%	90%	
% of 60+ tenants satisfied with the overall service	83%	80%	92%			9%	85%	90%	

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Perceived as credibly able to become a 'Beacon of Excellence'									
Equality Standards									
The level (if any) of the Equality Framework for LA to which NCH conforms	2	4	2	2				2	3
The percentage of disabled tenants indicating that they are satisfied with the overall service provided by Nottingham City Homes	71%	75%	STATUS 2009 79%					80%	85%
The percentage of ethnic minority tenants indicating that they are satisfied with the overall service provided by Nottingham City Homes	64%	75%	STATUS 2009 77%					80%	85%
Does NCH follow the DRC guidance on the disability equality duty for the social housing sector?	Yes	Yes	Yes	Yes				Yes	Yes
Does NCH comply with the Gender Equality Duty?	Yes	Yes	Yes	Yes				Yes	Yes
Does Nottingham City Homes follow the Commission for Racial Equality's (CEHR) code of practice in rented housing	Yes	Yes	Yes	Yes				Yes	Yes