

NOTTINGHAM



Performance Report

1st April 2007 - 31st March 2008



Nottingham City Homes

Performance Report

1st April 2007 to 31st March 2008

1 SUMMARY

1.1 The purpose of this report is to advise members of the Performance and Regulatory Committee of the outcomes against national and local primary performance indicators to 31st March 2008.

2 RECOMMENDATIONS

2.1 It is recommended that members of the Performance and Regulatory Committee:

- Note and comment upon the Company's performance to 31st March 2008 with regards to outcomes against national and local primary performance indicators.
- Consider remedial action proposed to address any issues of poor performance.

3 KEY PERFORMANCE OUTCOMES 1st APRIL 2007 TO 31st MARCH 2008

3.1 Our focus during 2007-08 has been on improving our core business and putting in place the basis for a fit for purpose organisation that has the right structure and culture to ultimately deliver excellent services.

3.2 We re-organised the key services of rents, vacant property management and allocations in July 2007 resulting in specialist teams working with a single focus, challenging targets and a dedicated and more co-ordinated workforce. The impact of these changes can be seen across a range of performance indicators during the second half of 2007-08, when comparing performance at the end of 31st March with the last six months (September 2007):

PI No.	Performance indicator	Trend against last 6 months
1	The average time in days taken to re-let our properties (BV212)	Up ▲
2	The average time in days taken to re-let our properties (In Year since Sept)	N/A
3	Rent Loss against properties vacant	Up ▲
4	The number of lettable vacant properties	Up ▲
5	The average length of time taken to register an application on to the Housing Register	Up ▲
6	The average number of offers taken to let each property	Down ▼
7	The % of properties let that were accepted on their first offer	Up ▲
8	The % of new tenants satisfied with the overall service	Up ▲
9	The % of new tenants satisfied with the condition of their new home	Up ▲
10	The average number of working days lost to sickness absence per employee	Down ▼
11	The % of telephone calls answered within 18 seconds (6 rings)	Static -

PI No.	Performance indicator	Trend against last 6 months
12	The % of calls answered within the Repairs Call Centre	Static -
13	The % of calls answered within the Rents Call Centre	Static -
14	The % of complaints responded to within 10 working days	Up▲
15	The % of enquiries responded to within 10 working days	Up▲
16	The % of enquiries received from City Council Members responded to in 5 working days	Up▲
17	Rent Collection (BV 66a)	Up▲
18	Local Authority rent collection and rent arrears : In-year collection figure	Up▲
19	The number of LA tenants with more than seven weeks of rent arrears (BV66b)	Up▲
20	The % of LA tenants in arrears who had NSP's served (BV66c)	Down▼
21	The % of LA tenants evicted as a result of rent arrears (BV66d)	Up▲
22	The % of repairs for which an appointment is made and kept	Up▲
23	The % of all routine and emergency repairs completed on target	Up▲
24	The % of all emergency repairs completed on target	Up▲
25	The % of routine responsive repairs completed within target	Up▲
26	The % of customers indicating that they were satisfied with the responsive repairs service	Up▲
27	The % of properties which have a valid annual gas servicing cert or that have been made safe	Up▲
28	The number of homes made decent through the Decent Homes Programme	Up▲
29	The % of customers indicating that they were satisfied with the responsive repairs service	Up▲
30	The % of communal repairs repairs completed within 18 days	Up▲
31	The % of estate inspections completed	Up▲
32	The % of customers satisfied with Garden Assistance Service	Up▲

3.3 Performance to 31st March 2008 with regards to outcomes against national and local primary performance indicators is highlighted in Appendix One to this report and comparisons with national Metropolitan ALMOs to the end of the third quarter (31st December 2007) where available are provided in Appendix Two.

3.4 For information on how to use the tables in section 3 of this report document please see Appendix 3.

3.5 Please note in relation to those areas which is showing a negative trend:
 PI10: Whilst the 6 month trend for sickness is down, following a company wide programme of action including more detailed sickness management through each directorate, which the early indications in February and March are positive.
 P20 The number of NSPs are increasing but this follows a more robust approach to rent arrears and it is anticipated that these might increase whilst arrears are brought under tighter control.

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 31st March 2008.

Total properties managed by Nottingham City Homes

29,208

Total rent due per annum

£83,469,386

Leasehold properties (Flats)

1,047

Garages

Let	Empty	Total
2,676	1,764	4,440

Response Repair requests per month

January	February	March
10,552	11,269	8,922

Number of Nottingham City Homes Employees

Filled	Vacant	Total
1,047	188	1,235

Allocations and Vacant Property Management

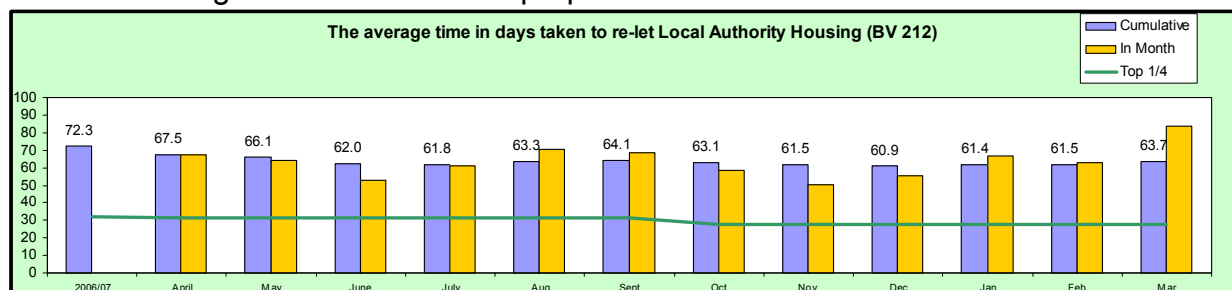
Performance Indicators

The average time in days taken to re-let our properties (BV212)

Good Performance: Low Target: 45 days	Current Position: Off Target Actual: 64 days	Trend ↑
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Housemark
Upper Quartile 27.8 days
Median Quartile 35.1 days
Lower Quartile 48.3 days
Position 17 of 19

Table1: Average time taken to relet properties



Commentary:

We have reduced the number of lettable properties that are empty from 638 to 425 during the year to date, representing a 33% reduction. We have also reduced the number of voids empty for more than six months from 173 to 82 (a 53% reduction). In doing so we have successfully re-let some properties that have been empty for more than 5 years and clearly this has an impact on the average re-let time whilst we are clearing this backlog. Of the 18 long term voids re-let in March 08, 9 were long term sheltered accommodation, and the rest were hard to lets, previous decant use properties and a couple were sensitive lettings.

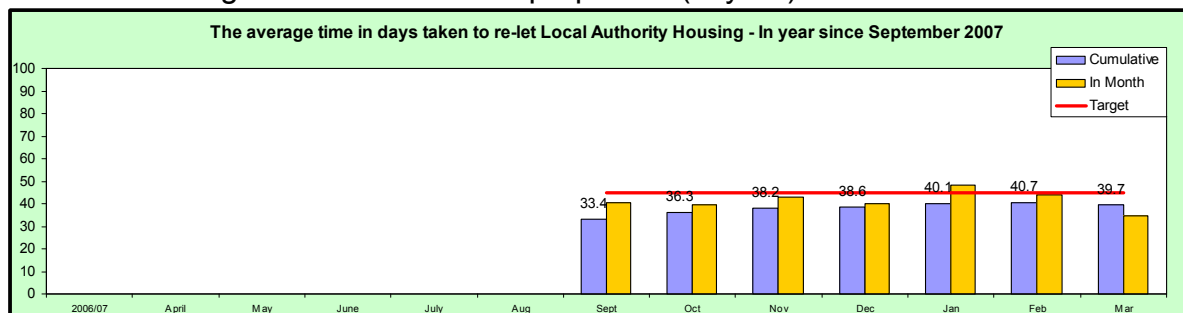
Measures to improve performance include closer quality assurance of the Lettable Standard, trialling multiple offers and accompanied viewings, a greater emphasis on viewings at the pre ready to let stage and more efficient processes within the allocation process such as advertising at the notice to quit stage. A new cleaning service is currently being piloted, using an external company, allowing NCH caretakers to concentrate on property clearance and tidying gardens. More specifically in relation to the sheltered schemes there has been a marketing push including within the St Ann's week of action.

Allocations & Vacant Property Management - continued

[The average time in days taken to re-let our properties \(In year since July 2007\)](#)

Good Performance: Low Target: 45	Current Position: On Target Actual: 39.7 days	Trend N/A
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Table 2: Average time taken to relet properties (in year)



Commentary:

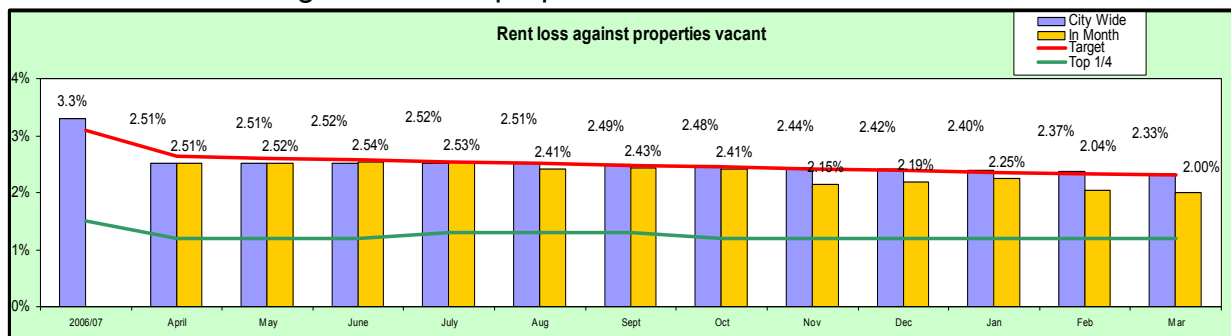
Since September, Performance on voids that have become empty since 1st July (when our specialist central Voids Team was created) is on target, with an average relet time of 39.7 days showing this is well within our target of 45 days.

[Rent loss against vacant properties](#)

Good Performance: Low Target: 2.33%	Position: On Target Actual: 2.3%	Trend ↑
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Housemark
Upper Quartile 1.2%
Median Quartile 1.6%
Lower Quartile 2.1%
Position 13 of 15

Table 3: Rent loss against vacant properties



Allocations & Vacant Property Management - continued

[The number of lettable vacant properties](#)

Good Performance: Low	Current Position: Off Target	Trend
Target: 400	Actual: 425	↑

Table 4: The number of lettable vacant properties

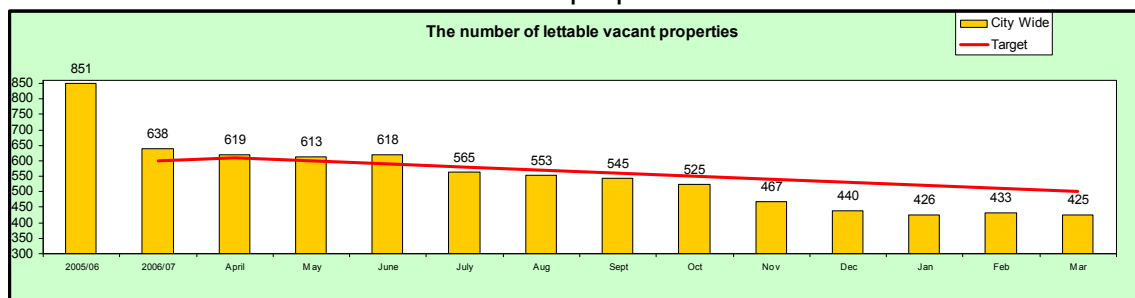


Table 5: The proportion of lettable vacant properties

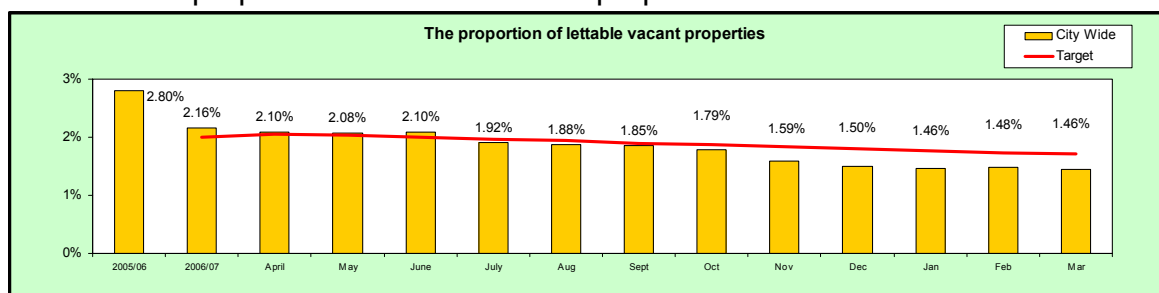
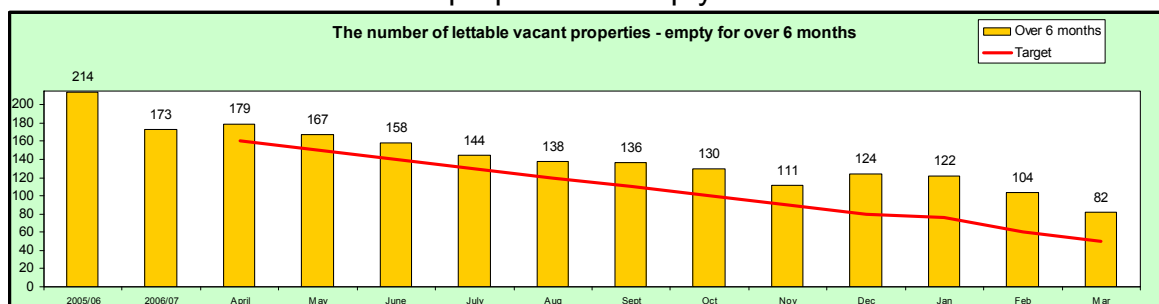


Table 6: The number of vacant properties – empty for over 6 months



Commentary:

During 2007-08 the number of lettable voids reduced by 31% from 619 to 425. The full year benefit of this equates to savings of approximately £500 000. Long term voids significantly reduced by 21% throughout the year by 54% from 179 to 82. Comparison with 2005-06 demonstrates the scale of these improvements, with 851 lettable voids (representing 2.8% of our stock) and 214 long term voids at the year end.

The 82 properties which are long term void are due to regeneration scheme, properties awaiting capital works, properties being used for decant accommodation and hard to let sheltered accommodation. The excellent reduction in long term voids during 2007-08 has been achieved through closer management of ex decant properties and a focus on sheltered accommodation.

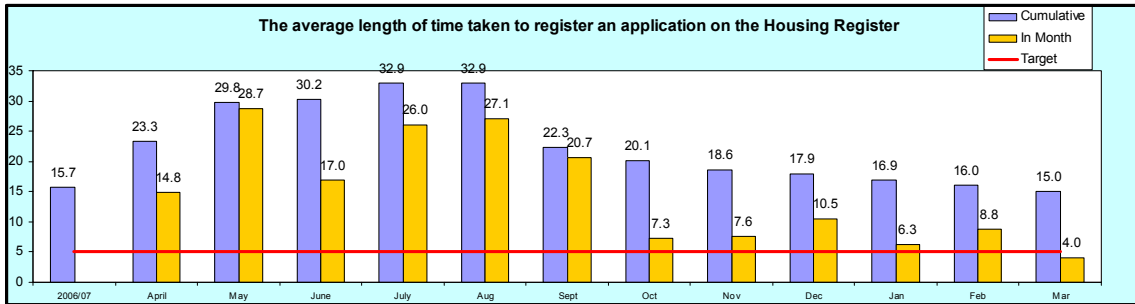
Allocations & Vacant Property Management - continued

The actions stated above, coupled with a consistent approach as decants decrease and further long term voids are let, should also help reduce the number of lettable voids. A business case is being prepared to contract out works to a number of new voids early in the new financial year in parallel with our own team working on existing voids to reduce numbers by approximately 80.

The average length of time taken to register an application on to the Housing Register

Good Performance: Low	Current Position: Off Target	Trend
Target: 5 days	Actual: 15 days	↑

Table 7: Average time taken to register an application



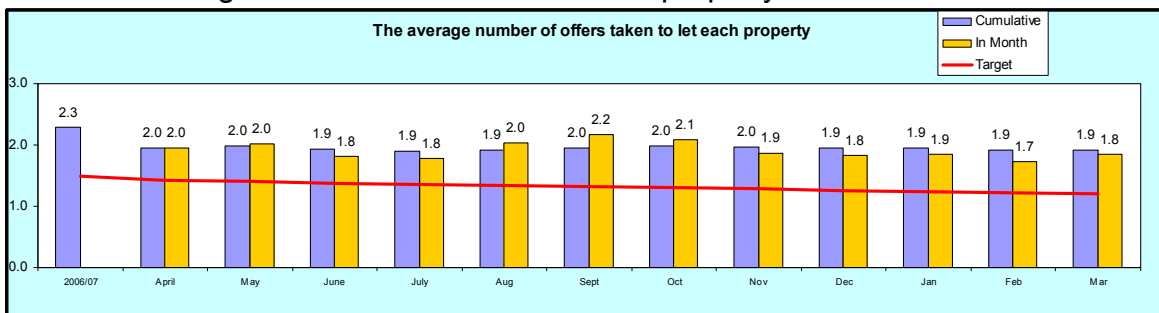
Commentary:

During 2007-08 we have significantly improved performance, with a marked reduction in the time taken to register an application from above 20 days in September to just 4 days in March. This represents an 80% improvement in performance over the last 6 months.

The average number of offers taken to let each property

Good Performance: Low	Current Position: Off Target	Trend
Target: 1.2	Actual: 1.9	↑

Table 8: Average number of offers to let each property



Commentary:

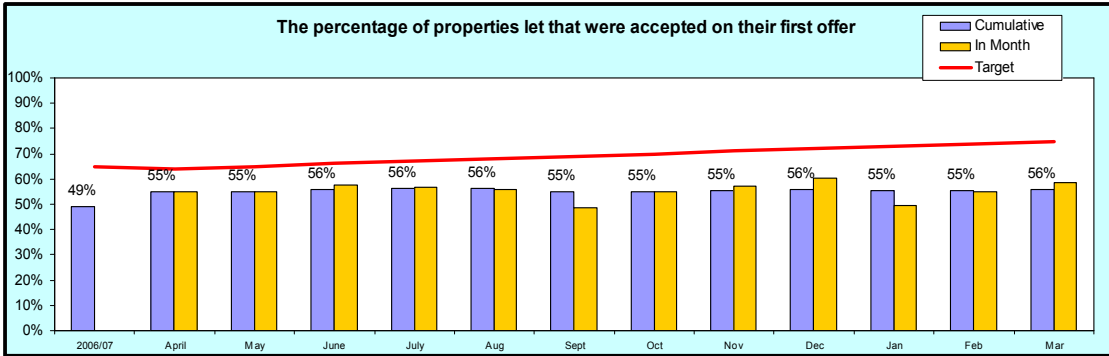
During March the average number of offers to let each property was 1.8 (compared to 1.7 in February and 1.9 in January).

Allocations & Vacant Property Management - continued

[The percentage of properties let that were accepted on their first offer](#)

Good Performance: High	Current Position: Off Target	Trend
Target: 74%	Actual: 56%	↑

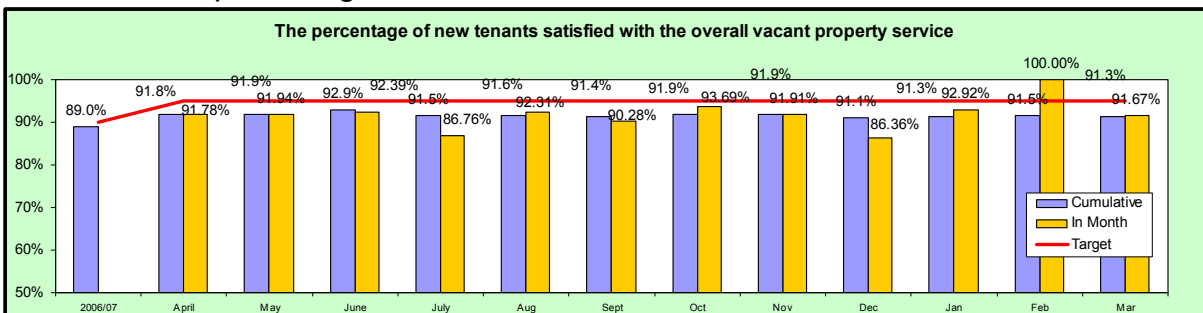
Table 9: The percentage of properties accepted on first offer



[The percentage of new tenants satisfied with the overall service](#)

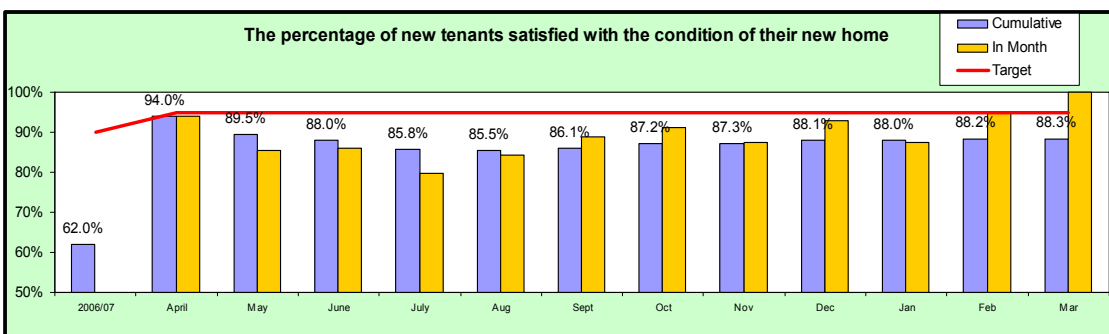
Good Performance: High	Current Position: Off Target	Trend
Target: 95%	Actual: 92%	↑

Table 10: The percentage of new tenants satisfied with the overall service



[The percentage of new tenants satisfied with the condition of their new home](#)

Good Performance: High	Current Position: Off Target	Trend
Target: 95%	Actual: 88%	↑



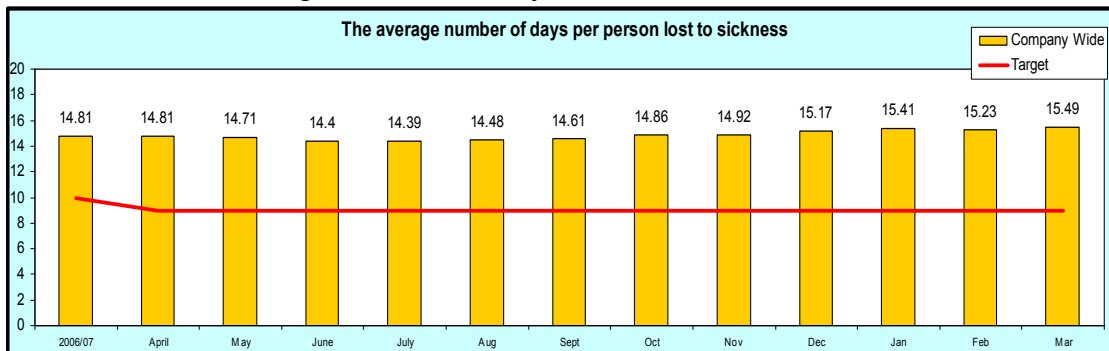
Attendance Management

Performance Indicators

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

Good Performance: Low	Current Position:	Trend
Target: 9.0 days	Actual: 15.5 days	↓

Table 11: The average number of days sickness absence



Commentary:

In month performance for the last six months demonstrates a consistent reduction in sickness absence from 1.61 days in October 2007 to 1.06 days in March 2008. 336 full time equivalent days were lost during March compared to 409 in February, a reduction of 73 days or 18%.

The Housing Directorate has the worst performance in the Company 19.13 days, however the March trend shows a decrease from an average of 1.53 days in February to 1.14 days in March, this is the lowest average monthly total since April 2007. Poor performance throughout the rest of 2007-08 has impacted on the rolling average which has increased slightly from 19 days in March to 19.13 days in February.

The Estates and Caretaker Manager has invested time in ensuring Return to Work interviews and 1:1's have been completed resulting in ongoing improvements in performance, reducing month on month from 3.88 days to 1.23 in March (a reduction of two thirds). Other measures used to reduce sickness absence include:

- Consistent approach to absence management across the service area
- Closer monitoring of trends and working with HR to obtain monthly breakdown of figures
- Cautions issued where appropriate.
- Speedier referrals to Occupational Health
- Currently pursuing ill health retirement for staff member on long term sickness
- CARS system now being utilized fully

Attendance Management

Further actions to improve performance include:

- audit current corporate absence reporting database to ensure accuracy of inputting
- implement outsourced absence management company through a pilot scheme (this would include initial medical support contact)
- review absence management guide and introduce an absence policy
- harmonise trigger levels
- produce a suite of reports for senior management
- introduce wellbeing and holistic approaches

Sickness absence is being highlighted throughout the directorate with the Director of Housing continuing a round of team meetings at area housing offices – the subject of absence management particularly in relation to sickness is raised at all team briefings. Managers are aware of expectations to manage sickness in line with procedures and employees are increasingly aware of this as a focus of attention for the company.

Sickness continues to be an agenda item at Housing DMT meetings. The message will continue to be reinforced with all DMT members at this meeting and Managers held to account for poor performance. The Director of Housing has asked the Head of HR to ensure all Senior Housing Managers have refresher training in Sickness Management.

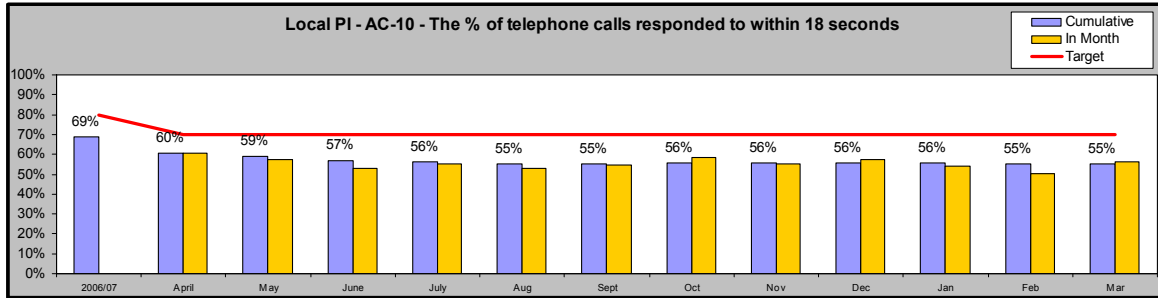
Customer Care

Performance Indicators

The percentage of telephone calls answered within 18 seconds (6 rings)

Good Performance: High Target: 70%	Current Position: Off Target Actual: 55%	Trend →
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Table 12: The percentage of telephone calls answered within target



Commentary:

Performance improved by 6% across the Company during March 2008, with a corresponding improvement in the percentage of 'busy' calls of 5%.

Performance information has only been available for the last two months of the financial year since April 2006 due to ongoing problems with the Tiger telephone reporting system. However we are still without performance data for the Clifton office due to issues with the PCT telephone system, however, a new telephony system was installed in February 2008 and data will be available in the new financial year.

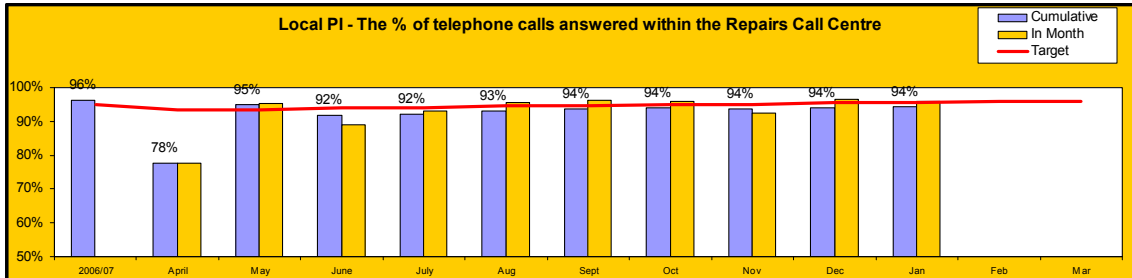
Managers have identified performance issues and solutions to address under performance and each area housing office has developed a telephone action plan to ensure improvements in performance. Managers are taking responsibility for ensuring phones are diverted to ensure cover at all times.

Telephone performance now forms a component of the monthly 'Office of the Month' competition and all Housing employees are being reminded of performance targets in their upcoming Performance Appraisals.

Customer Care - continued

[The percentage of calls answered within the Repairs Call Centre](#)

Good Performance: High	Current Position: Off Target	Trend
Target: 96.0%	Actual: 94%	→

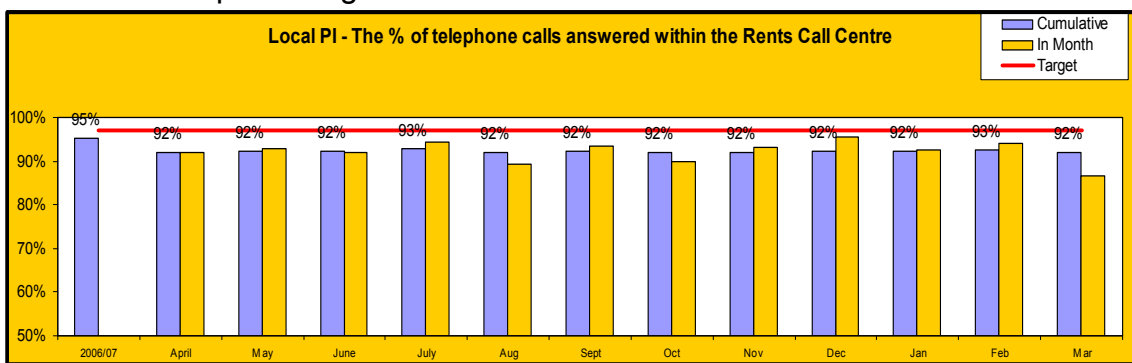


Commentary:

No data has been recorded since January 2008 due to system errors at the Call Centre.

[The percentage of calls answered within the Rents Call Centre](#)

Good Performance: High	Current Position: Off Target	Trend
Target: 97%	Actual: 92%	→



Commentary:

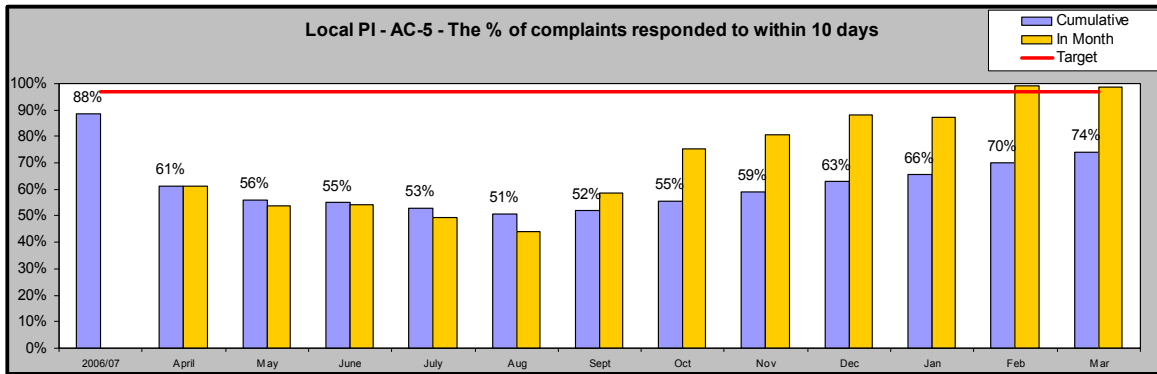
Performance has remained relatively consistent throughout the year with between 92-93% of calls answered within target. The volume of calls has remained relatively high during the last quarter with over 5,000 calls received each month.

Customer Care - continued

[The percentage of complaints responded to within 10 working days](#)

Good Performance: High Target:97%	Current Position: Off Target Actual: 74%	Trend ↑
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Table 15: The percentage of complaints responded to within target



Commentary:

March saw the highest volume of complaints received (390) since the launch of the 3 C's policy in April 2007. Performance has steadily improved since the review of the system in August 2007 which resulted in complaints being managed by dedicated staff in the service about which the complaint is made rather than being managed by area housing managers on a geographical basis.

There has been a concerted effort to improve performance on complaints with the 3 C's performance being a constant focus for all Managers. Improvements to internal office systems have been introduced including working towards the 5 day target in advance of the 1st April 2008 target, email reminders of target dates and ensuring complaints are sent to more than one manager to ensure a response is initiated if one of the managers is unavailable. In month performance for March 2008 stood at 98%, with 6 complaints missing the target. (3 Bilborough Office, 2 Repairs Team, 1 Rents Team).

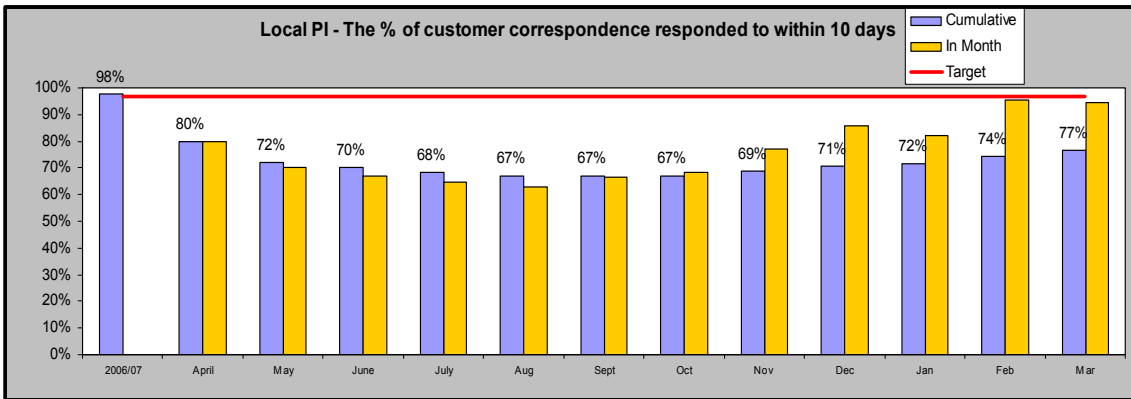
An end of year report on the 3C's has been produced which celebrates compliments, outlines what we have done with comments and identifies complaints trends and how we have learned from them.

[The percentage of enquiries responded to within 10 working days](#)

Good Performance: High Target: 97%	Current Position: Off Target Actual: 77%	Trend ↑
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Customer Care - continued

Table 16: The percentage of customer correspondence responded to within target



Commentary:

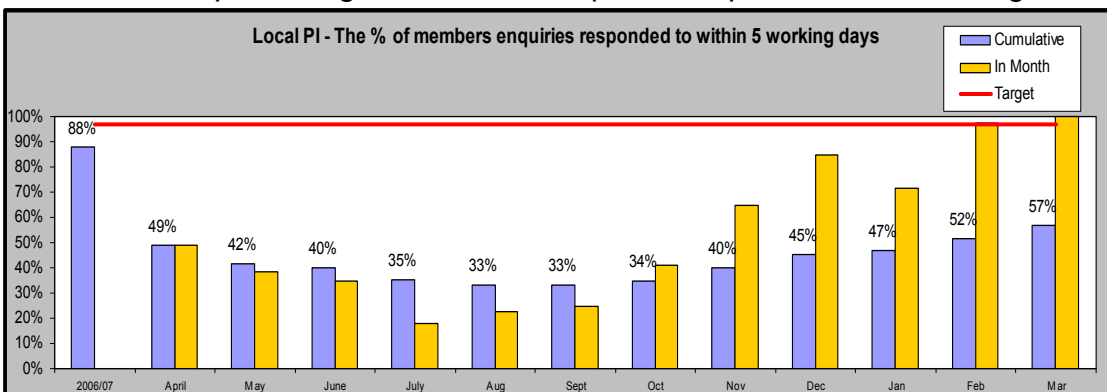
Performance has been on the increase for the last six months with in month performance for March 2008 achieving 94%. This represents 316 out of 335 enquiries responded to within target. (19 missed the target; 7 Bilborough and 12 Rents Team).

Area housing office employees are regularly reminded of performance targets during weekly training sessions and during their 1:1's. Initiatives to improve performance have included further training to employees to ensure mail is logged correctly, use of the daily enquiries print out, reminders sent 3 days prior to the target date and using brightly coloured notes attached to each enquiry to act as a visual reminder to respond to the enquiry.

The percentage of Member enquiries responded to within 5 working days

Good Performance : High	Current Position: Off Target	Trend
Target: 97%	Actual: 57%	↑

Table 17: The percentage of member enquiries responded to within target



Commentary:

Performance has steadily improved over the last six months, resulting in in month performance for March 2008 of 100%, with 92 enquiries responded to within target.

Area Housing Managers check the member casework system on a daily basis, ensuring all cases are logged and effectively monitored.

Rent Collection

Performance Indicators

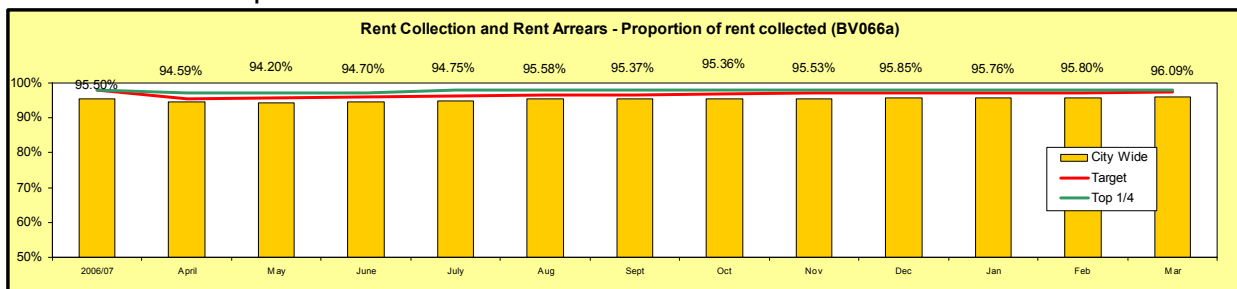
Rent collection (Best Value 66a)

This indicator is the percentage of rent collected as a proportion of rents owed on Housing Revenue Account properties. The profiled target is the target we should have reached by 31st March 2008.

Good Performance: High	Current Position: Off Target	Trend
Target: 97.25%	Actual: 96.09%	↑

Housemark
Upper Quartile 97.91%
Median Quartile 97.30%
Lower Quartile 96.82%
NCH Position 17 of 19

Table 18: Proportion of rent collected



Commentary:

Income collection in March was at the highest level of the financial year at 96.09%, just 1.16% short of the year-end target. This represents an increase in collection of 0.59% over 2006-07 and a reduction in arrears of £86,950.

Former tenant arrears have reduced by £155,641 on 2006-07. Write Offs are also down £493,188 at £1,370,248.

Action that has recently been taken to improve performance includes:

1. The rent arrears policies and procedures have been re-written in February 2008 to tighten up timescales during which enforcement action is taken, to improve consistency of approach and unwarranted discretion by staff. The procedure prescribes responsibilities, timescales and management of the arrears function in order to improve collection performance. The procedure has been reviewed by employees and members of the Tenant Rents Panel.
2. Case reviews are now being undertaken fortnightly to release more time to achieve contact with defaulting tenants and resolve cases.

Rent Collection - continued

3. Rents Operations Managers have commenced full day casework supervision sessions every month with each Rent Account Manager to scrutinise their work. Managers will be making contact with high priority cases, including home visits & office interviews.
4. All cases owing £1000 plus have been fully reviewed by Managers to ensure appropriate action is being taken. Checks on corrective actions are being made and a full review will be undertaken quarterly in addition to the monthly supervision checks.
5. All increasing arrears cases without personal contact in the last month will have contact made by mid May or abandonment proceedings commenced. This contact will include out of hours work where necessary. Regular contact will then be maintained at higher levels than previously completed.
6. Additional debt collection techniques training is being scoped to toughen up those Rent Account Managers that clearly need to take a more robust view.
7. Exception reporting to aid account reviewing and management of performance has also been reviewed and rewritten for improved performance and consistency.
8. Two mailshots have been undertaken in February and early March:
 - Full Housing Benefit cases owing under 4 weeks arrears; letter to 1,000 tenants, followed up by telephone calls to secure payment or arrangement. Where debts are more than 4 weeks, an application is made direct to the DWP seeking deductions from benefit.
 - Tenants paying monthly in arrears; letter to 900 residential tenants & 300 garage tenants advising they must go onto Direct Debit or commence payments in advance from April.

Prevention of arrears, particularly amongst new tenants, remains a concern. A review of the service provided to new tenants, including sustainability risk assessments, is to be commenced in early April 2008.

[Local Authority rent collection and rent arrears: In-year collection figure](#)

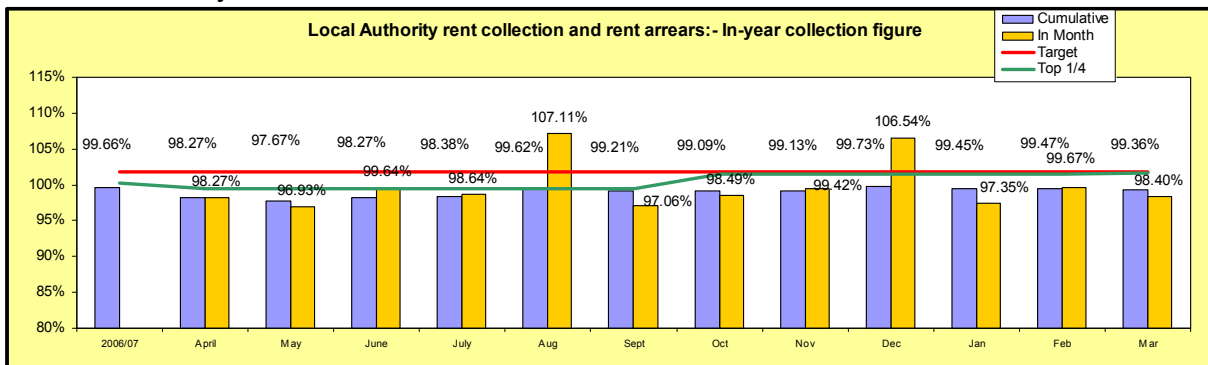
This indicator measures the proportion of rent collected between 1st April 2007 and 31st March 2008 against only the rent due in that period not including any current or former tenants arrears that were carried forward at the start of the financial year. A figure above 100% would indicate that inroads are being made against historic debt.

Good Performance: High Target: 101.8%	Current Position: Off Target Actual: 99.4%	Trend ↑
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Housemark
Upper Quartile 101.55%
Median Quartile 99.70%
Lower Quartile 99.35%
Position 3 of 6

Rent Collection - continued

Table 19: In year rent and arrears collection



Commentary:

In Year Collection performance was 99.36%, representing £532,546 of charges not collected.

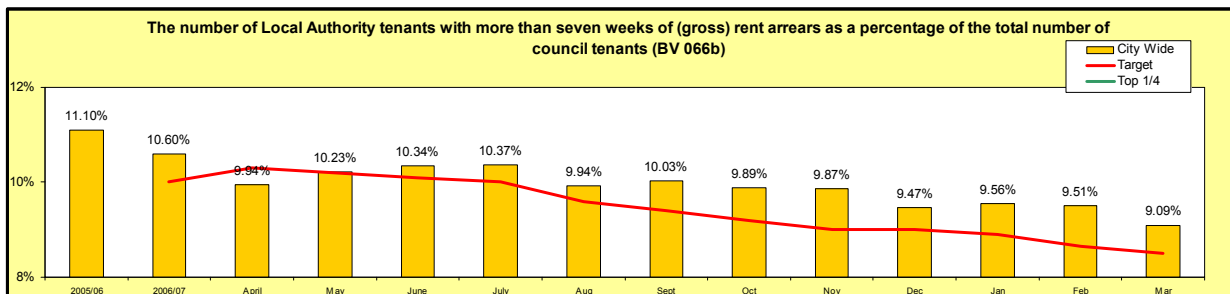
When comparing In Year performance from July 2007, when specialist teams were implemented, to March 2008, an overall 99.56% has been achieved; South 99.36% (an 0.86% improvement on June 07), Central 99.51% (up by 1.43% on June 07) and North 99.84% (up 1.59% on June 07)

[The number of tenants with more than seven weeks of rent arrears \(Best Value 66b\)](#)

Good Performance: Low	Current Position: Off Target	Trend
Target: 8.7%	Actual: 9.1%	↑

Housemark	
Upper Quartile 3.9%	
Median Quartile 5.85%	
Lower Quartile 6.71%	
Position 18 of 19	

Table 20: Tenants with more than seven weeks rent arrears



Commentary:

BV66b (tenants owing 7 weeks plus) - although 0.4% off target is an improvement of 1.5% over 2006-07. We recognise that early intervention is critical in dealing with long term issues and the above table demonstrates our success in this area over 2007-08.

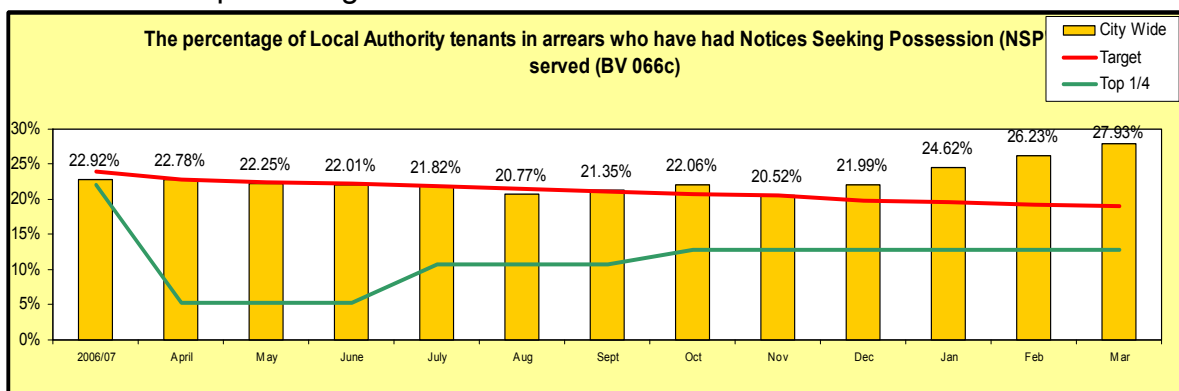
Rent Collection - continued

[The percentage of Local Authority tenants in arrears who have had Notices Seeking Possession \(NSP's\) served \(Best Value 66c\)](#)

Good Performance: Low Target: 19.3%	Current Position: Off Target Actual: 27.9%	Trend ↓
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Housemark
Upper Quartile 12.9%
Median Quartile 21.9%
Lower Quartile 31.5%
Position 9 of 17

Table 21: The percentage of tenants in arrears who have had NSPs served



Commentary:

See below BV66d

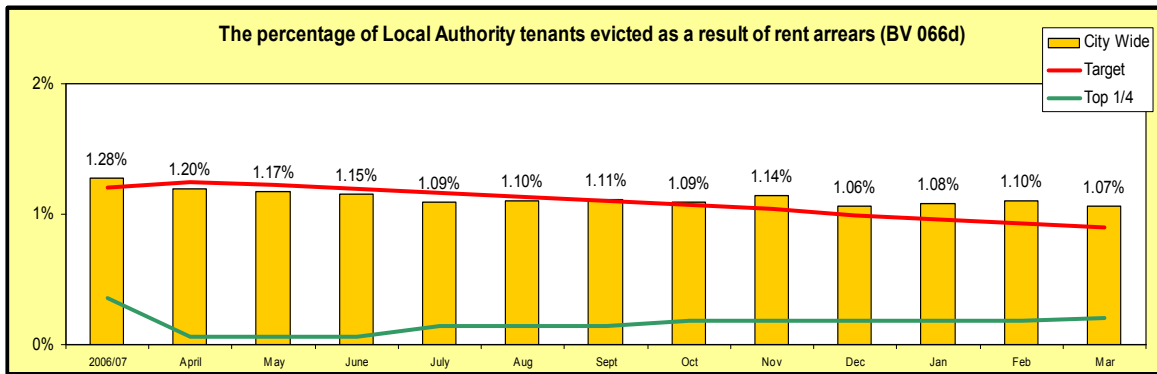
[The percentage of Local Authority tenants evicted as a result of rent arrears \(BV 66d\)](#)

Good Performance: Low Target: 0.93%	Current Position: Off Target Actual: 1.07%	Trend ↑
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Housemark
Upper Quartile 0.18%
Median Quartile 0.32%
Lower Quartile 0.48%
Position 19 of 19

Rent Collection - continued

Table 22: The percentage of tenants evicted as a result of rent arrears



Commentary:

Notices (BV66c) have increased following the review of procedures and a more robust approach to managing arrears. Notices are now served before an account reaches 6 weeks of increasing arrears. Evictions (BV66d) have however remained fairly steady.

It is anticipated that the number of notices and possibly evictions will increase further whilst arrears are brought under tighter control.

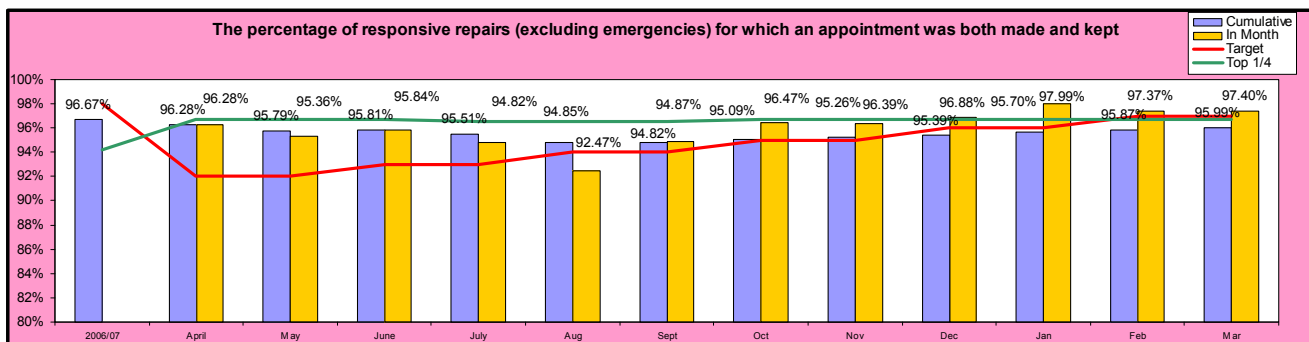
Repairs & Maintenance

Performance Indicators: Responsive Repairs

The percentage of repairs for which an appointment is made and kept

Good Performance: High	Current Position: Off Target	Trend
Target: 97%	Actual: 95.9%	↑

Housemark
Upper Quartile 96.7%
Median Quartile 94.5%
Lower Quartile 91.0%
Position 7 of 16



Commentary:

Cumulative performance for the last six months demonstrates an improving trend with the last four in month performance measures being in the upper quartile of performers when compared to the 3rd quarter 07/08 House Mark data.

Performance in March 08 improved by 0.03% from 97.37% in February 08 whilst cumulative performance also improved in March 08 by 0.12% from 95.87% to 95.99%. Whilst cumulative performance out turn target of 97% was not achieved, in month performance for the last 3 months were all above target.

Upper quartile in month performance for the last 4 months has been achieved and maintained through closer working practices between the repairs depot and the repairs call centre and improved appointment monitoring mechanisms.

In Month Performance Comparison 2007/08

April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
96.28	95.36	95.84	94.82	92.47	94.87	96.47	96.39	96.88	97.99	97.37	97.40
2nd	2nd	2nd	2nd	3rd	2nd	2nd	2nd	Upper	Upper	Upper	Upper

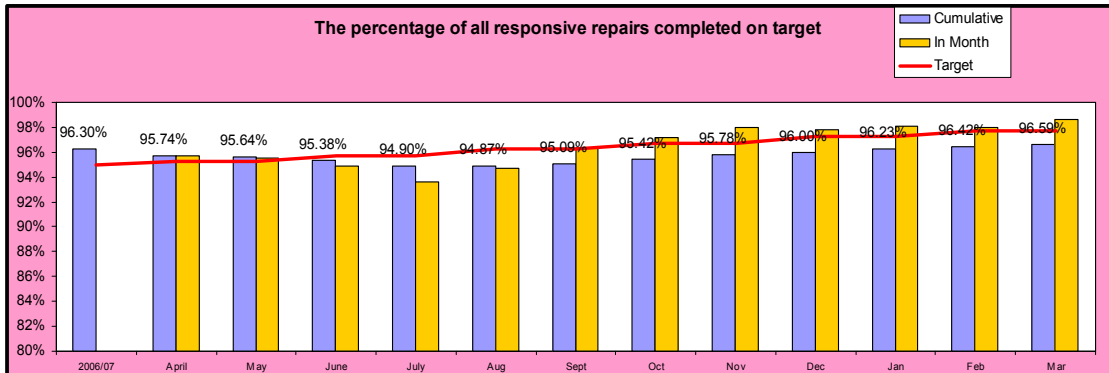
Monthly Cumulative Performance Comparison 2007/08

April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
96.28	95.79	95.81	95.51	94.85	94.82	95.09	95.26	95.39	95.70	95.87	95.99
2nd	2nd	2nd	2nd	2nd	2nd	2nd	2nd	2nd	2nd	2nd	2nd

Repairs & Maintenance

The percentage of all routine and emergency repairs completed on target

Good Performance: High	Current Position: Off Target	Trend
Target: 97.8%	Actual: 96.59%	↑



Commentary:

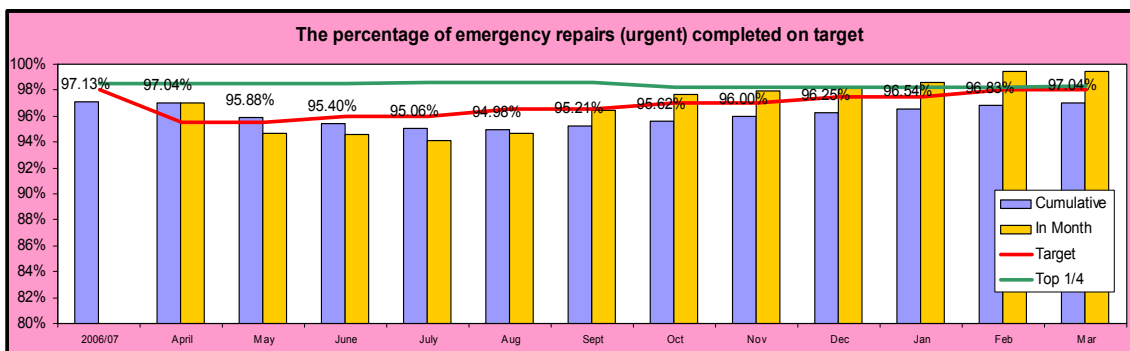
Cumulative performance for the last six months for both Emergency and Routine repair completions within target demonstrate an improving trend and have influenced performance achieved for all repairs completed within target.

In month performance for March 08 improved by 0.69% from 97.97% in February 08 to 98.66% and cumulative performance improved by 0.17% from 96.42% to 96.59%. Whilst cumulative performance out turn target of 97.75% was not achieved, in month performance for the last 5 months was above target.

The percentage of all emergency repairs completed on target

Good Performance: High	Current Position: Off Target	Trend
Target: 98.0%	Actual: 97%	↑

Housemark	
Upper Quartile 98.2%	
Median Quartile 97.9%	
Lower Quartile 96.0%	
Position 6 of 9	



Repairs & Maintenance - continued

Commentary:

Cumulative performance for the last 8 months demonstrates an improving trend with the last 3 in month performance measures being in the upper quartile of performers when compared to the 3rd quarter 07/08 House Mark data.

Performance in March 08 remained static at 99.44% when compared to February 08 and cumulative performance improved by 0.21% from 96.83% to 97.04%. Whilst the cumulative out turn target of 98.0% was not achieved, in month performance for the last 4 months were all above target.

It should also be recognised that emergency orders now remain “live” as one order from repair request to repair completion irrespective of how many visits may be required to complete the requested repair.

In Month Performance Comparison 2007/08

April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
96.96	94.70	94.62	93.97	94.65	96.41	97.69	97.92	98.21	98.55	99.44	99.44
3rd	Low	Low	Low	Low	3rd	3rd	2nd	2nd	Upper	Upper	Upper

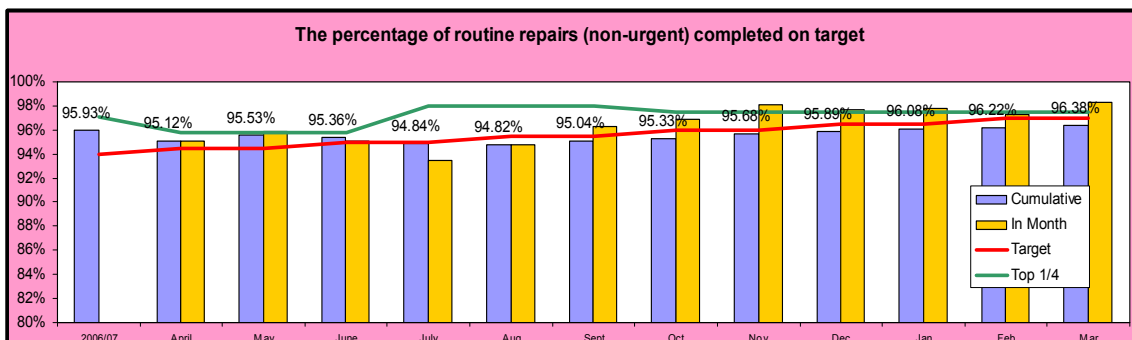
Monthly Cumulative Performance Comparison 2007/08

April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
96.96	95.84	95.38	95.00	94.94	95.17	95.59	95.98	96.22	96.52	96.81	97.04
3rd	Low	Low	Low	Low	Low	Low	Low	3rd	3rd	3rd	3rd

The percentage of routine responsive repairs completed within target

Good Performance: High	Current Position: Off Target	Trend
Target: 97.0%	Actual: 96.4%	↑

Housemark
Upper Quartile 97.5%
Median Quartile 96.5%
Lower Quartile 94.9%
Position 6 of 9



Repairs & Maintenance - continued

Commentary:

Cumulative performance for the last 8 months demonstrates an improving trend with 4 of the last 5 in month performance measures being in the upper quartile of performers when compared to the 3rd quarter 07/08 House Mark data.

Performance in March 08 improved by 0.92% from 97.33% in February 08 and cumulative performance improved by 0.16% from 96.22% to 96.38%. Whilst the cumulative out turn target of 97.0% was not achieved, in month performance for the last 5 months were all above target.

It should also be recognised that routine orders now remain “live” as one order from repair request to repair completion irrespective of how many visits may be required to complete the requested repair.

In Month Performance Comparison 2007/08

April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
95.11	95.82	94.90	93.30	94.69	96.22	96.89	98.08	97.97	97.74	97.24	98.25
3rd	3rd	3rd	Low	Low	3rd	2nd	Upper	Upper	Upper	2nd	Upper

Monthly Cumulative Performance Comparison 2007/08

April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
95.11	95.49	95.28	94.75	94.73	94.96	95.26	95.62	95.84	96.04	96.17	96.38
3rd	3rd	3rd	Low	Low	3rd	3rd	3rd	3rd	3rd	3rd	3rd

[The percentage of customers indicating that they were satisfied with the responsive repairs service](#)

Good Performance: High	Current Position: On Target	Trend
Target: 91.0%	Actual: 92%	↑

Customer satisfaction measures for the repairs service were gathered and collated on our behalf by KWest for the first 7 months of the 07/08 Operating year. Cumulative performance to the end of October 2007 indicates that 91.89% of customers were satisfied with the Repairs service whilst in month performance for October 07 was substantially better at 93.05%.

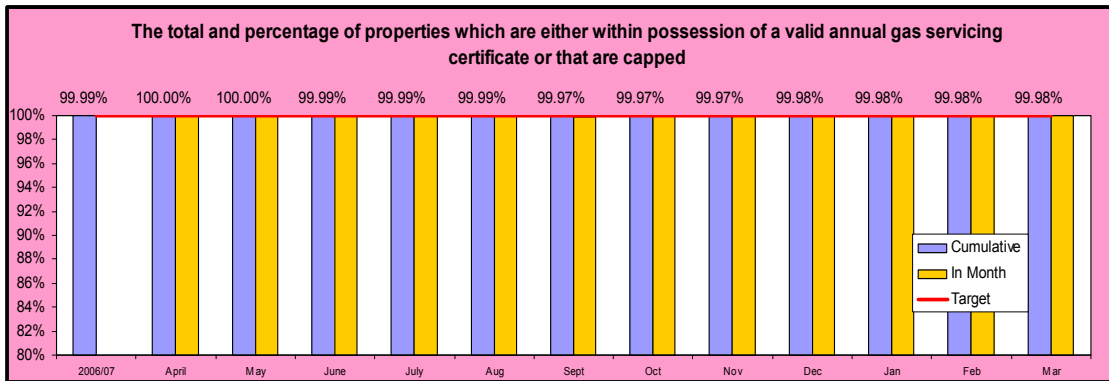
Since November 07 customer satisfaction for the repairs service has been gathered through the use of the Vision Management System (a proven audit commission recommended method) which enables close scrutiny of satisfaction returns and measures.

As the requirements of the Repairs Tender are for satisfaction measures to be gathered and collated by an independent source, (which has no contractual links with the service provider) Kwest are to be further engaged prior to the commencement of the Contract. VMS will continue to be utilised throughout this period, with the aim being to agree the best and most efficient satisfaction gathering method through the Contract Partnering Board after Contract commencement.

Repairs & Maintenance - continued

[The percentage of properties which have a valid annual gas servicing certificate or that have been made safe](#)

Good Performance: High	Current Position: Close to Target	Trend
Target: 100%	Actual: 99.98%	↑



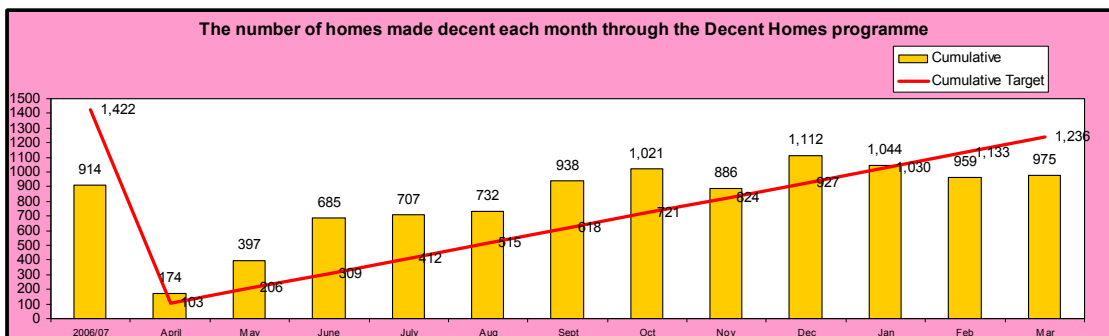
Commentary:

Property Services performance in relation to gas servicing remains high with cumulative out turn performance for 07/08 being 99.98% at represents a significant achievement. At the end of March 08, only 3 properties (of approx 25,700 on gas contract) were identified as being either without a gas servicing certificate or were uncapped. All 3 were in the 28 day no access procedure.

Decent Homes

[The number of homes made decent through the Decent Homes programme](#)

Good Performance: High	Current Position: Off Target	Trend
Target: 1,133	Actual: 975	↑



975 properties were made decent through the programme of works up to the end of March 08.

The % of managed homes which are non decent will continue to fall (in the short to medium term) as we move to delivering the Decent Homes programme through “streaming” of work.

However this is not an indication that Decency will not be achieved on target as the benefits of “streaming” will become evident (long term) as the Decent homes programme is completed.

To enable the delivery of the Decent Homes programme to be effectively monitored, it is proposed to measure the level of decency annually (as recommended by previous Best Value Indicator guidance and new indicator requirement) and develop new PI’s which measure performance against the delivery of the programme.

[The percentage of customers indicating that they were satisfied with the Decent Homes service](#)

Good Performance: High	Current Position: Off Target	Trend
Target: 86%	Actual: 80%	↑

Tenancy & Estate Services

Performance Indicators

Estate Assessments

Our team of Tenant Services Inspectors carry out quarterly assessments of our estates, rating each estate from 0 to 3 stars.

Overall progress has been positive with estate showing the following improvements:

- 24 (62%) out of 39 estates are now deemed to be of a two star standard or above compared to 14 (36%) in June 2007
- 19 (49%) estate are now deemed to be of a two star standard compared to 10 (26%) in June 2007
- 13 (33%) estate are now deemed to be of a 1 star standard which is the same as in June 2007
- Only 2 (5%) are now deemed to be of a no star standard compared to 11(28%) in June 2007
- 18 (46%) of estates are now deemed to be of a higher standard than in June 2007 and an additional 4 (10%) have retained a three star standard throughout the 12 month cycle.

North Operational Unit

Estate	June 2007	Sep 2007	Dec 2007	Mar 2008
Bulwell Hall	**	**	*	*
Leen Valley	*	*	*	*
Edwards Lane	**	**	**	**
Crabtree Farm	No stars	*	*	*
Snapewood	*	*	*	**
Bulwell	**	**	**	**
Highbury Vale	**	**	**	**
Bestwood Park	***	***	***	***
Top Valley	*	*	*	**
Bestwood	No stars	No stars	*	*
Kingsthorpe Close	No Stars	No stars	*	*
Sherwood	***	***	***	***
Heathfield	**	**	**	**
Mapperley	***	***	***	***
Whitemoor	**	**	**	**

Tenancy & Estate Services - continued

Central Operational Unit

Estate	June 2007	Sep 2007	Dec 2007	Mar 2008
Broxtowe	No stars	No stars	No stars	No Stars
Bilborough	*	*	*	*
Beechdale	***	***	***	***
Lenton Abbey	*	*	*	*
Wollaton	**	**	**	***
Strelley	*	*	*	**
Bells Lane	No stars	No stars	No stars	No stars
Aspley	No stars	No stars	*	*
Radford	*	*	*	*
Basford	**	**	**	**
Southwold	*	*	**	**
Hyson Green	*	*	*	*
Forest Fields	**	**	**	**
Arboretum	**	**	**	**

South Operational Unit

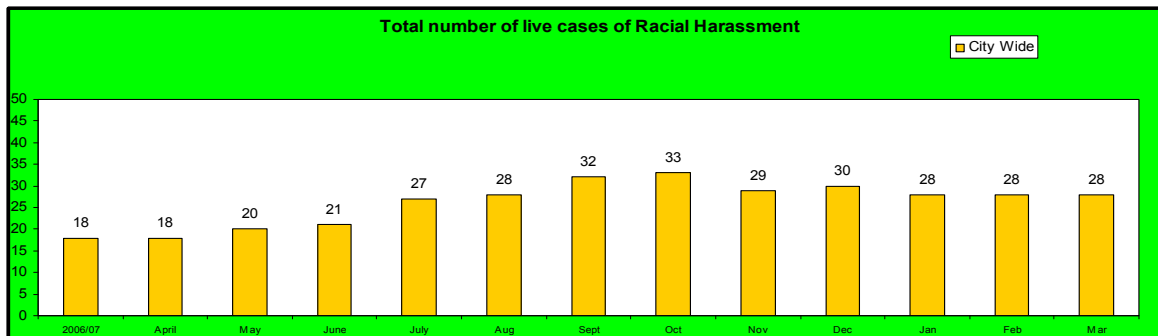
Estate	June 2007	Sep 2007	Dec 2007	Mar 2008
Clifton - General	*	**	**	**
Nobel Road	No Stars	**	**	**
Meadows	*	**	*	**
Lenton	*	**	**	**
St.Anns	*	*	*	*
Marmion Road	No stars	No stars	*	*
Sneinton	No stars	No stars	*	**
Bakersfield	N/A	*	*	**
Colwick	N/A	No stars	No stars	*
Cardale	N/A	No stars	No stars	**

Tenancy & Estate Services - continued

The number of reported cases of racial harassment

Current Position:

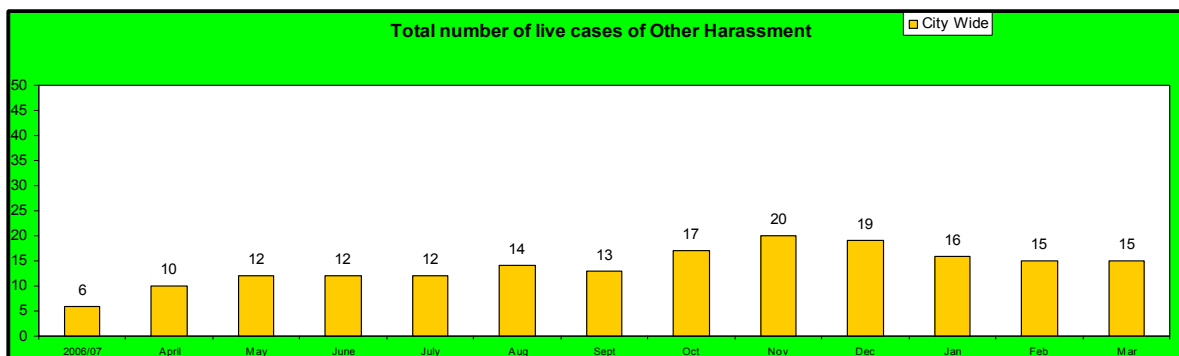
Actual: 28



The number of reported cases of other harassment

Current Position:

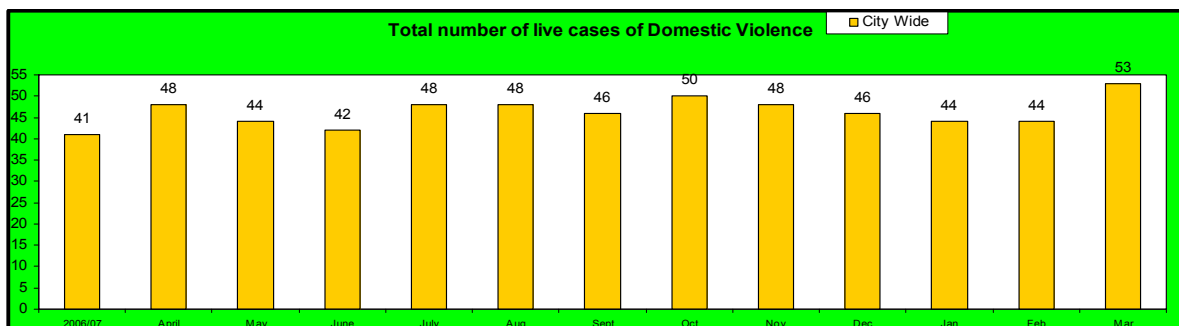
Actual: 15



The number of reported cases of domestic violence

Current Position:

Actual: 53

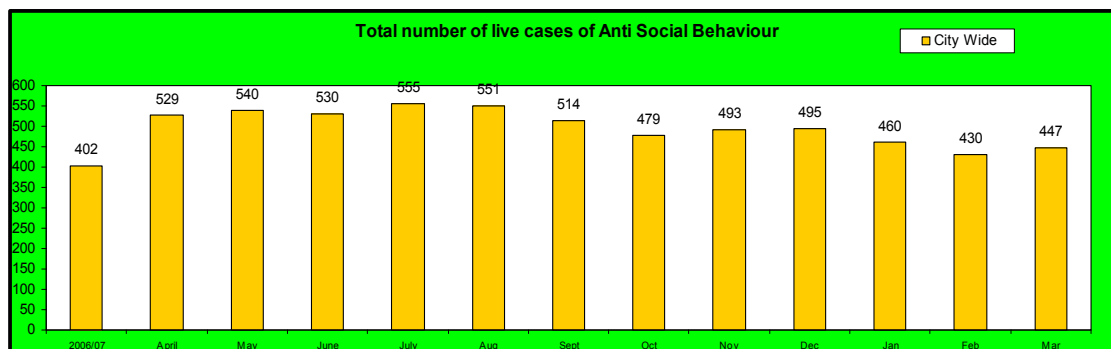


Tenancy & Estate Services - continued

The number of reported cases of anti-social behaviour

Current Position:

Actual: 447



The percentage of communal repairs completed within 18 days

Good Performance: High	Current Position: Off Target	Trend
Target: 85%	Actual: 78%	↑

Commentary:

This is a new indicator for 2007-08 following the introduction of our Communal Repairs Team. Performance is improving with the Handyman scheme being fully utilised across all area offices.

The percentage of estate inspections completed

Good Performance: High	Current Position: Off Target	Trend
Target: 100%	Actual: 75%	↑

Commentary:

Performance remains below target, however our review of the estate inspection procedure should result in improved performance for 2008-09.

The percentage of customers satisfied with the Garden Assistance service

Good Performance: High	Current Position: On Target	Trend
Target: 90%	Actual: 90%	↑

APPENDIX ONE

ACCESS & CUSTOMER CARE

Telephone Call Handling

The percentage of calls answered within the Repairs Call Centre

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Performance		95.5%	95.2%	89.0%	93.0%	95.7%	96.13%	95.95%	92.53%	96.62%	95.90%	No data	No data
Cumulative	96.17%	95.5%	95.3%	93.1%	93.1%	93.6%	94.0%	94.3%	94.0%	94.3%	94.34%	94.34%	94.34%
Target	95.0%	93.5%	93.5%	94.0%	94.0%	94.5%	94.5%	95.0%	95.0%	95.5%	95.5%	96.0%	96.0%
Volumes		19,511	19,605	20,329	21,887	19,864	19,555	21,362	21,873	18,488	24560	No data	No data
Cumulative	249,315	19,511	39,116	59,445	81,332	101,196	120,751	142,113	163,986	182,474	187805	187805	187805

The percentage of calls answered within the Rents Call Centre

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Performance		91.9%	92.7%	91.9%	94.5%	89.3%	93.5%	89.8%	93.3%	95.6%	92.50%	94.11%	86.50%
Cumulative	95.21%	91.9%	92.3%	92.2%	92.7%	92.0%	92.2%	91.9%	92.1%	92.4%	92.37%	92.55%	91.93%
Target	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.00%	97.00%	97.0%
Volumes		4,348	4,544	4,300	4,281	4,720	3,877	4,363	4,826	3,086	5281	5,211	5,601
Cumulative	48,142	4,348	8,892	13,192	17,473	22,193	26,070	30,433	35,259	38,345	43,626	48,837	54,438

The number of complaints received and the percentage responded to within 10 working days

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Performance		61%	54%	54%	49%	44%	59%	75%	81%	88%	87%	99%	98%
Cumulative	59%*	61%	56%	55%	53%	51%	52%	55%	59%	63%	66%	70%	74%
Target	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%
Volumes		62	155	234	252	223	196	189	226	239	219	290	390
Cumulative	759	62	217	451	703	926	1122	1311	1537	1776	1995	2285	2675

ACCESS & CUSTOMER CARE (continued)

The number of enquiries received from customers and the percentage responded to within 10 working days

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Performance		80%	70%	67%	64%	63%	66%	68%	77%	86%	82%	95%	94%
Cumulative	98%*	80%	72%	70%	68%	67%	67%	67%	69%	71%	72%	74%	77%
Target	97%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%
Volumes		70	270	219	245	269	238	237	305	256	178	273	335
Cumulative	3,091	70	340	559	804	1073	1311	1548	1853	2109	2287	2560	2895

The number of enquiries received from City Council Members and the percentage responded to within 5 working days

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Performance		49%	39%	35%	18%	23%	25%	41%	65%	85%	71%	97%	100%
Cumulative	91%	49%	42%	40%	35%	33%	33%	34%	40%	45%	47%	52%	57%
Target	97%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%
Volumes		57	132	52	72	53	12	83	100	72	49	73	92
Cumulative		57	189	241	313	366	378	461	561	633	682	755	847

* The target for responding to Members enquiries changed from 10 working days to 5 working days from 1st November 2007.

HOUSING INCOME MANAGEMENT

Rent collection and rent arrears:- proportion of rent collected (BV 066a)

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Cumulative	95.50%	94.59%	94.20%	94.70%	94.75%	95.58%	95.37%	95.36%	95.53%	95.85%	95.76%	95.80%	96.09%
Target	98%	95.50%	95.80%	96.00%	96.20%	96.60%	96.70%	96.90%	97.10%	97.10%	97.15%	97.25%	97.35%

The number of tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants (BV 066b)

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Cumulative	10.6%	9.9%	10.2%	10.3%	10.4%	9.9%	10.0%	9.9%	9.9%	9.5%	9.6%	9.5%	9.1%
Target	10.0%	10.30%	10.20%	10.10%	10.00%	9.60%	9.40%	9.20%	9.00%	9.00%	8.90%	8.65%	8.50%
Volumes	3,063	2,860	2,940	2,964	2,976	2,845	2,877	2,827	2,822	2,710	2,732	2,719	2,595

HOUSING INCOME MANAGEMENT (continued)

The percentage of Local Authority tenants in arrears who have had Notices Seeking Possession (NSP's) served (BV 066c)

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Cumulative	22.92%	22.8%	22.2%	22.0%	21.8%	20.8%	21.3%	22.1%	20.5%	22.0%	24.6%	26.2%	27.9%
Target	24%	22.80%	22.50%	22.20%	21.90%	21.60%	21.10%	20.80%	20.50%	19.90%	19.60%	19.30%	19.00%
Volumes	2,659	2,697	2,643	2,614	2,596	2,453	2,502	2,586	2,636	2,570	2,676	2,809	2,892

The percentage of Local Authority tenants evicted as a result of rent arrears (BV 066d)

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Cumulative	1.28%	1.20%	1.17%	1.15%	1.09%	1.10%	1.11%	1.09%	1.14%	1.06%	1.08%	1.10%	1.07%
Target	1.20%	1.25%	1.22%	1.19%	1.16%	1.13%	1.10%	1.07%	1.04%	0.99%	0.96%	0.93%	0.90%
Volumes	370	344	337	331	313	315	318	327	328	303	309	314	304

Local Authority rent collection and rent arrears:- In-year collection figure

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Cumulative	99.66%	98.3%	97.7%	98.3%	98.4%	99.6%	99.2%	99.1%	99.1%	99.7%	99.4%	99.5%	99.4%
Target	101.8%	101.8%	101.8%	101.8%	101.8%	101.8%	101.8%	101.8%	101.8%	101.8%	101.8%	101.8%	101.8%

VACANT PROPERTY MANAGEMENT

The average time in days taken to re-let Local Authority Housing (BV 212)

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Performance		67.5	64.1	52.9	61.2	70.2	68.8	58.4	50.2	55.6	66.9	62.8	83.6
Cumulative	72.3	67.5	66.1	62.0	61.8	63.3	64.1	63.1	61.5	60.9	61.4	61.5	63.7
Target	37.0	65.0	65.0	65.0	55.0	55.0	55.0	50.0	50.0	50.0	45.0	45.0	45.0
Volumes Let		282	218	218	296	215	217	306	254	226	202	232	290
Cumulative	3,281	282	500	718	1014	1229	1446	1752	2006	2232	2434	2666	2956

VACANT PROPERTY MANAGEMENT (continued)

The average time in days taken to re-let Local Authority Housing – In year from 1st July 2007 onwards

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Performance					13	30	41	40	43	40	49	44	35
Cumulative					13	26	33	36	38	39	40	41	40
Target													
Volumes Let					35	115	159	275	237	221	188	212	267
Cumulative					35	150	309	584	821	1042	1230	1442	1709

Rent loss against properties vacant

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Performance	3.3%	2.5%	2.5%	2.5%	2.5%	2.5%	2.5%	2.5%	2.4%	2.4%	2.4%	2.4%	2.3%
Target	3.1%	2.6%	2.6%	2.6%	2.5%	2.5%	2.5%	2.5%	2.4%	2.4%	2.4%	2.3%	2.3%
Value (£)	2,633m	206,226	371,684	538,189	745,342	863,887	1,023m	1,220m	1,360m	1,467m	1,650m	1,783m	1,946m

The proportion and number of lettable vacant properties

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Percentage	2.16%	2.1%	2.1%	2.1%	1.9%	1.9%	1.9%	1.8%	1.6%	1.5%	1.5%	1.5%	1.5%
Target	2.00%	2.1%	2.0%	2.0%	2.0%	1.9%	1.9%	1.9%	1.8%	1.8%	1.8%	1.7%	1.7%
Volume	638	619	613	618	565	553	545	525	467	440	426	433	425
Target	None	500	500	500	500	500	500	500	500	500	500	500	500
6 months+	173	179	167	158	144	138	136	130	111	124	122	104	82
Target	None	50	50	50	50	50	50	50	50	50	50	50	50

The percentage of new tenants satisfied with the overall service

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Percentage		91.8%	91.9%	92.4%	86.8%	92.3%	90.3%	93.7%	91.9%	86.4%	92.9%	100.0%	91.7%
Cumulative	88.68%	91.8%	91.9%	92.9%	91.5%	91.6%	91.4%	91.9%	91.9%	91.1%	91.3%	91.5%	91.5%
Target	90%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%
Responses		73	62	92	68	52	72	111	136	110	113	20	12
Cumulative	1,422	73	135	227	295	347	419	530	666	776	889	909	921

VACANT PROPERTY MANAGEMENT (continued)

The percentage of new tenants satisfied with the condition of their new home

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Percentage		94.0%	85.5%	86.0%	79.7%	84.3%	88.7%	91.1%	87.3%	92.7%	87.5%	94.7%	100.0%
Cumulative	62%	94.0%	89.5%	88.0%	85.8%	85.5%	86.1%	87.2%	87.3%	88.1%	88.0%	88.1%	88.3%
Target	90%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95%	95%	95%
Responses		47	47	74	55	43	63	102	117	102	98	18	12
Cumulative	1,447	47	94	168	223	266	329	431	548	650	748	766	778

ALLOCATIONS & LETTINGS

The average length of time taken to register an application on the Housing Register

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
No. of days		14.8	28.7	17.0	26.0	27.1	20.7	7.3	7.6	10.5	6.3	8.8	4.0
Cumulative	15.7	14.8	19.8	19.0	21.5	22.8	22.3	20.1	18.6	17.9	16.9	16.0	15.0
Target	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
Volumes		605	342	378	738	635	774	620	556	419	499	683	572
Cumulative	5,977	605	947	1325	2063	2698	3472	4092	4648	5067	5566	6249	6821

The average number of offers taken to let each property

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
No. of offers		2.0	2.0	1.8	1.8	2.0	2.2	2.1	1.9	1.8	1.9	1.7	1.8
Cumulative	2.29	2.0	2.0	1.9	1.9	1.9	2.0	2.0	2.0	1.9	1.9	1.9	1.9
Target	1.5	1.4	1.4	1.4	1.4	1.3	1.3	1.3	1.3	1.3	1.2	1.2	1.2
Volumes		274	208	204	287	208	214	293	258	217	201	230	278
Cumulative	3,114	274	482	686	973	1181	1395	1688	1946	2163	2364	2594	2872

ALLOCATIONS & LETTINGS (continued)

The percentage of properties let that were accepted on their first offer

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Percentage		55.1%	55.0%	57.8%	56.8%	56.0%	48.8%	55.2%	57.4%	60.6%	49.5%	54.9%	58.6%
Cumulative	49.3%	55.1%	55.0%	55.9%	56.2%	56.1%	55.0%	55.0%	55.4%	55.9%	55.4%	55.3%	55.7%
Target	65%	64%	65%	66%	67%	68%	69%	70%	71%	72%	73%	74%	75%
Volumes		152	132	118	163	117	105	144	147	129	92	117	163
Cumulative	1,516	152	284	402	565	682	787	931	1078	1207	1299	1416	1579

STOCK INVESTMENT & ASSET MANAGEMENT

Responsive Repairs

The percentage of responsive routine repairs for which the Company both made and kept an appointment

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Percentage		96.28%	95.36%	95.84%	94.82%	92.47%	94.87%	96.47%	96.39%	96.88%	97.99%	97.37%	97.40%
Cumulative	96.67%	96.28%	95.79%	95.81%	95.51%	94.85%	94.82%	95.09%	95.26%	95.39%	95.70%	95.87%	95.99%
Target	98%	92.0%	92.0%	93.0%	93.0%	94.0%	94.0%	95.0%	95.0%	96.0%	96.0%	97.0%	97.0%
Volumes		4612	5239	5802	6588	6046	5773	6827	6199	4561	7083	6783	5573
Cumulative	63,178	4,612	9,851	15,653	22,241	28,287	34,060	40887	47086	51647	58730	65513	71086

The percentage of all responsive routine and emergency repairs completed on target

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Percentage		95.74%	95.55%	94.91%	93.64%	94.71%	96.30%	97.17%	98.02%	97.85%	98.04%	97.97%	98.66%
Cumulative	96.3%	95.74%	95.64%	95.38%	94.90%	94.87%	95.09%	95.42%	95.78%	96.00%	96.23%	96.42%	96.59%
Target	95%	95.3%	95.3%	95.8%	95.8%	96.3%	96.3%	96.75%	96.8%	97.3%	97.3%	97.8%	97.8%
Volumes		7730	8665	9163	9330	8474	8126	9828	10299	8730	10345	11040	8802
Cumulative	115,068	7730	16395	25558	34888	43362	51488	61316	71615	80345	90690	101730	110532

STOCK INVESTMENT & ASSET MANAGEMENT (continued)

The percentage of emergency responsive repairs completed on target

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Percentage		97.04%	94.71%	94.62%	94.10%	94.65%	96.41%	97.69%	97.91%	98.21%	98.55%	99.44%	99.44%
Cumulative	97.13%	97.04%	95.88%	95.40%	95.06%	94.98%	95.21%	95.62%	96.00%	96.25%	96.54%	96.83%	97.04%
Target	98%	95.5%	95.5%	96.0%	96.0%	96.5%	96.5%	97.0%	97.0%	97.5%	97.5%	98.0%	98.0%
Volumes		2523	2433	2954	2856	2493	2604	3260	3850	2956	3818	3390	3018
Cumulative	35,277	2523	4956	7910	10766	13259	15863	19123	22973	25929	29747	33137	36155

The percentage of routine responsive repairs completed on target

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Percentage		95.12%	95.88%	95.06%	93.43%	94.74%	96.25%	96.92%	98.08%	97.67%	97.74%	97.33%	98.25%
Cumulative	95.93%	95.12%	95.53%	95.36%	94.84%	94.82%	95.04%	95.33%	95.68%	95.89%	96.08%	96.22%	96.38%
Target	94%	94.5%	94.5%	95.0%	95.0%	95.5%	95.5%	96.0%	96.0%	96.5%	96.5%	97.0%	97.0%
Volumes		5207	6232	6209	6474	5981	5522	6568	6449	5774	6527	7650	5784
Cumulative	79,791	5207	11439	17648	24122	30103	35625	42193	48642	54416	60943	68593	74377

The percentage of customers indicating that they were satisfied with the responsive repairs service

Month	2006/07	April	May	June	July	Aug	Sept	Oct
Percentage		94.97%	93.10%	93.96%	88.02%	90.98%	88.97%	93.05%
Cumulative	89.3%	94.97%	94.04%	94.01%	92.57%	92.26%	91.69%	91.89%
Target	93.5%	89.50%	89.50%	90.00%	90.00%	90.50%	90.50%	91.00%
Volumes		510	499	482	441	464	484	509
Cumulative	5,527	510	1009	1491	1932	2396	2880	3389

STOCK INVESTMENT & ASSET MANAGEMENT (continued)

Gas Maintenance

The total and percentage of properties which are either within possession of a valid annual gas servicing certificate or that are capped

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Percentage		100%	99.99%	99.98%	99.98%	99.97%	99.88%	99.99%	100%	100%	99.97%	100%	99.99%
Cumulative	99.99%	100%	100%	99.99%	99.99%	99.99%	99.97%	99.97%	99.97%	99.98%	99.98%	99.98%	99.98%
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Volumes not serviced		0	1	4	5	8	29	3	1	0	7	0	3
Volumes serviced	23,450	1,620	2,220	2,831	3,061	2,735	2,104	1,798	1,783	1,146	2,103	2,147	2,201
Cumulative	1	1,620	3,840	6,671	9,732	12,467	14,571	16,369	18,152	19,298	21,401	23,548	25,749
Volume capped	655	38	41	48	78	66	79	81	54	20	48	43	45

Decent Homes

The proportion and number of homes that are non decent

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Percentage	34.41%	33.85%	33.12%	32.18%	32.14%	32.10%	31.46%	31.20%	31.66%	30.99%	31.23%	31.54%	31.54%
Target	32.57%	34.10%	33.78%	33.47%	33.15%	32.84%	32.52%	32.20%	31.89%	31.57%	31.25%	30.93%	30.61%

The number of homes made decent each month through the Decent Homes programme

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Number		174	223	288	22	25	206	83	-135	226	-68	-85	16
Cumulative	914	174	397	685	707	732	938	1,021	886	1,112	1,044	959	975
Target		103	103	103	103	103	103	103	103	103	103	103	103
Cumulative	1,422	103	206	309	412	515	618	721	824	927	1,030	1,133	1,236

STOCK INVESTMENT & ASSET MANAGEMENT (continued)

Decent Homes

The percentage of customers indicating that they were satisfied with the Decent Homes service

Month	2006/07	April	May	June	July	Aug	Sept	Oct
Percentage		80.53%	48.39%	91.67%	81.08%	75.00%	82.50%	92.45%
Cumulative	84.51%	80.53%	73.61%	76.19%	77.07%	76.82%	77.66%	80.06%
Target	80.0%	80.00%	80.00%	82.00%	82.00%	84.00%	84.00%	86.00%
Volumes		113	31	24	37	28	40	53
Cumulative	523	113	144	168	205	233	273	326

TENANCY & ESTATE MANAGEMENT

Tenancy Management

Total number of reported cases of racial harassment

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
New Cases	75	1	2	2	7	5	4	3	2	1	2	1	2
Cases Closed	76	1	0	1	1	4	0	2	6	0	4	1	2
Live Cases	18	18	20	21	27	28	32	33	29	30	28	28	28

Total number of reported cases of other harassment

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
New Cases	37	3	2	0	0	2	1	4	3	0	1	1	1
Cases Closed	43	0	0	0	0	0	2	0	0	1	4	2	1
Live Cases	7	10	12	12	12	14	13	17	20	19	16	15	15

TENANCY & ESTATE MANAGEMENT (continued)

Total number of reported cases of domestic violence

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
New Cases	113	4	5	2	6	2	6	8	6	2	4	3	10
Cases Closed	126	2	9	4	0	2	8	4	8	4	6	3	1
Live Cases	46	48	44	42	48	48	46	50	48	46	44	44	53

Total number of reported cases of anti-social behaviour

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
New Cases	964	51	70	71	54	31	55	52	27	29	23	18	26
Cases Closed	1,008	26	59	81	29	35	92	87	13	27	58	48	9
Live Cases	504	529	540	530	555	551	514	479	493	495	460	430	447

ATTENDANCE MANAGEMENT

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

Month	2006/07	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Company Wide	14.81	14.81	14.71	14.40	14.39	14.48	14.61	14.68	14.92	15.17	15.41	15.23	15.49
Weekly	13.88	13.58	13.14	12.82	13.04	13.39	13.63	14.24	14.59	14.43	14.45	13.93	14.05
Monthly	15.58	15.83	16.01	15.71	15.50	15.39	15.43	15.37	15.20	15.80	16.22	16.33	16.72
Property Services	14.04	13.97	13.72	13.46	13.55	13.53	13.60	13.86	13.81	13.75	13.91	13.30	13.79
Weekly	14.36	14.12	13.82	13.59	13.53	13.65	13.57	13.92	14.02	13.53	13.46	12.95	13.08
Monthly	13.32	13.64	13.48	13.18	13.59	13.26	13.69	13.71	13.31	14.33	15.05	14.22	15.61
Housing Operations	16.95	16.85	16.93	16.52	16.20	16.35	16.42	16.71	17.03	17.86	18.52	19.00	19.13
Weekly	14.76	13.86	13.01	12.03	14.41	16.55	17.60	19.82	22.45	24.80	25.33	24.50	24.52
Monthly	17.25	17.26	17.46	17.12	16.44	16.32	16.26	16.28	16.29	16.90	17.55	18.21	18.35
Support Services	11.28	11.86	11.84	11.61	12.09	12.39	13.08	13.06	12.62	12.31	11.15	10.72	10.42
Weekly											8.43	8.34	8.94
Monthly											12.05	11.53	10.91

Appendix 2 - Metropolitan ALMO Club Benchmarking Data for 2007/08

Voids

Performance Indicator	2006/07						2007/08 3 rd Quarter					
	NCH	NCH Rank	Up Qtr	Med	Lwr Qtr	Our Qtr	NCH	NCH Rank	Up Qtr	Med	Lwr Qtr	Our Qtr
1. BV212 – Average relet times	72.3	18 th of 19	32.1	39.7	53.2	Low	67.2	17 th of 19	27.75	35.05	48.26	Low
2. % of rent lost due to void properties	3.30	17 th of 18	1.51	1.98	2.25	Low	2.42	13 th of 15	1.22	1.58	2.09	Low

Repairs

Performance Indicator	2006/07						2007/08 3 rd Quarter					
	NCH	NCH Rank	Up Qtr	Med	Lwr Qtr	Our Qtr	NCH	NCH Rank	Up Qtr	Med	Lwr Qtr	Our Qtr
1.Appointments made and kept	96.67	2 nd of 18	94.24	89.20	82.22	Upp	95.39	7 th of 16	96.68	94.5	91.04	2nd
2. Repairs completion times (non-urgents)	7.78	4 th of 19	7.87	9.13	10.91	Upp	9.49	9 th of 14	7	8.78	9.97	3rd
3. % Of emergency repairs completed on time	97.13	10 th of 18	98.51	97.51	95.28	3rd	96.26	6 th of 9	98.25	97.88	96.02	3rd
4. % of non-urgent repairs completed on time	96.30	7 th of 18	97.08	95.96	93.55	2nd	95.93	6 th of 9	97.49	96.53	94.86	3rd
5. % of Urgent repairs completed on time	97.13	2 nd of 18	96.75	95.70	94.91	Upp	N/A	N/A	N/A	N/A	N/A	N/A
6. % Expenditure on planned to responsive maintenance	48.50	7 th of 9	80.44	73.00	44.50	3rd	<i>Annual Indicators</i>					

Performance Indicator	2006/07					
	<u>NCH</u>	<u>NCH Rank</u>	<i>Up Qtr</i>	<i>Med</i>	<i>Lwr Qtr</i>	<u>Our Qtr</u>
7. Proportion expenditure on emergencies and urgent to non urgent	15.22	1 st of 10	16.81	20.10	37.25	Upp
8. Emergency repairs target time (proportion of day)	1.00		1.00	1.00	1.00	N/A
9. Routine repairs target time (days)	18.00	7 th of 18	15.00	20.00	25.00	2nd
10. Proportion of homes which are non-decent	35.48	10 th of 20	16.00	35.48	53.00	2nd
11. % change in proportion of non-decent homes in year	8.23	11 th of 18	27.45	13.80	7.28	3rd

2007/08 3 rd Quarter						
<u>NCH</u>	<u>NCH Rank</u>	<i>Up Qtr</i>	<i>Med</i>	<i>Lwr Qtr</i>	<u>Our Qtr</u>	

Rents

Performance Indicator	2006/07					
	NCH	NCH Rank	Up Qtr	Med	Lwr Qtr	Our Qtr
1. BV66a – Proportion of rent collected	95.50	18 th of 19	98.56	97.56	96.95	Low
2. Proportion of rent collected (excluding arrears)	99.66	12 th of 19	100.15	99.83	99.10	3rd
3. % of rent arrears of current tenants	4.47	18 th of 19	1.67	2.23	3.56	Low
4. % of tenants evicted for arrears	1.28	19 th of 19	0.36	0.48	0.68	Low
5. % of tenants served with NOSP for arrears	22.92	7 th of 19	22.12	26.97	37.41	2nd
6. % of tenants with > 7 weeks arrears	10.60	18 th of 19	3.80	5.65	8.63	Low
7. Rent written off as % of rent roll	2.33	17 th of 18	0.35	0.60	1.25	Low
8. Former tenant arrears as a % of rent roll	2.60	5 th of 9	1.08	2.41	4.45	3rd

2007/08 3 rd Quarter					
NCH	NCH Rank	Up Qtr	Med	Lwr Qtr	Our Qtr
95.85	17 th of 19	97.91	97.3	96.82	Low
99.73	3 rd of 6	101.55	99.70	99.35	2nd
4.41	11 th of 11	2.03	2.97	3.98	Low
1.06	19 th of 19	0.18	0.32	0.48	Low
21.99	9 th of 17	12.9	21.93	31.52	3rd
9.47	18 th of 19	3.9	5.85	6.71	Low
<i>Annual Indicators</i>					

Sickness

Performance Indicator	2006/07					
	NCH	NCH Rank	Up Qtr	Med	Lwr Qtr	Our Qtr
1. Sickness Absence	14.40	11 th of 14	11.26	13.51	14.41	3rd

2007/08 3 rd Quarter					
NCH	NCH Rank	Up Qtr	Med	Lwr Qtr	Our Qtr
15.17	13 th of 13	N/A	N/A	N/A	N/A

Appendix 3

This document sets out our current performance indicators and tells you how we are performing.

Best Value Performance Indicators

Best Value Performance Indicators or BVPIs are a wide range of targets the Government has set in order for us, other ALMOs and local authorities to measure our services. Because BVPIs are the same for other social landlords they allow us to compare our performance.

They include key service areas covered by Nottingham City Homes such as rent collection and vacant property management.

We report our performance on these to the government via Nottingham City Council each year.

Best value Performance Indicators are shown clearly in the headings.

Local Performance Indicators

Nottingham City Homes also collects information on a wider range of housing services. These are known as Local Performance Indicators, or LPIs. We set these so that we can track and report progress across all our services.

Nottingham City Homes sets challenging yet realistic targets for both the BVPIs and LPIs to help drive continuous improvement of services. We review the targets annually with customers and with Nottingham City Council.

The Performance Panel Explained

The Performance Panel gives the key information for a performance indicator at a glance.

Good Performance: High	Current Position: On Target	Trend
Target: 95%	Actual: 97.41%	↑

Good Performance

This indicates what is classed as good performance. High indicates that a figure higher than the target is good, whereas low means that a lower figure than the target is better.

Trend

This indicates whether performance is improving, deteriorating or remaining the same when compared with performance over the last six months.

Target

This shows the target Nottingham City Homes has set for the end of the financial year (end of March each year). Nottingham City Homes aims to set challenging yet achievable targets

Current Position

This provides an overview of how we have performed in relation to our target without necessarily needing to look at the other information available.

Actual

This shows our latest performance figure. The totals shown will be the average over the year.

[Comparing our performance with other ALMO's](#)

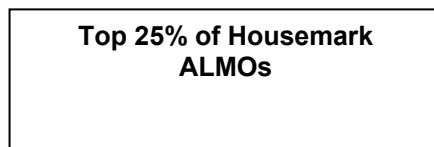
Nottingham City Homes is a member of Housemark ALMO Benchmarking Club. The Club allows us to measure our services against other similar organisations across the country.

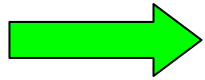
Where Housemark data is available the following box will be shown next to the performance indicator.

Housemark
Upper Quartile 95%
Median Quartile 90%
Lower Quartile 85%
Position 15 of 50

Quartiles

The diagram below shows how the quartile figures are arrived at.





Housemark Position

Above Average 25% of Housemark ALMOs
Below Average 25% of Housemark ALMOs
Bottom 25% of Housemark ALMOs

This shows where we currently rank out of all Housemark ALMO members. Not all members report on all subjects so the number on the right may change (e.g. of 50). Nottingham City Homes always aim to be in the top quartile (top 25%) for each indicator.