



Performance Report

Quarter 2 Performance Report

April 1st 2008 to 30th September 2008



Nottingham City Homes

Quarter 2 Performance Report

April 1st 2008 to 30th September 2008

1 SUMMARY

- 1.1 The purpose of this report is to advise members of the Executive Management Team of the outcomes against primary performance indicators to 30th September 2008.

2 RECOMMENDATIONS

- 2.1 It is recommended that members of EMT:
- Note and comment upon the Company's performance to 30th September 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 TO 30th SEPTEMBER 2008

- 3.1 Performance to 30th September 2008 (Quarter 2 2008) with regards to outcomes against national and local primary performance indicators is highlighted in Appendix 1.

Comparisons with national Metropolitan ALMOs for Quarter 1 2008/2009 where available are provided in Appendix 2.

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

Overview of Performance to 30th September 2008

The table below provides an overview of performance to 30th September 2008. Where possible, performance has been compared against:

- 2007/2008 Year End result
- Performance attained the previous month
- Performance attained the same time last year




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

PI No.	Performance indicator	Quarter 2 08/09	Quarter 2 07/08	Comparison Q2 07/08 to Q2 08/09	Monthly trend	Year end trend
1	The average time in days taken to re-let our properties (BV212)	49.5	64.1	↑	↓	↑
2	Rent Loss against properties vacant	2.3%	2.5%	↑	↔	↔
3	The number of lettable vacant properties	418	545	↑	↑	↑
4	The number of long term lettable vacant properties	48	136	↑	↑	↑
5	The average length of time taken to register an application on to the Housing Register	11.3	22.4	↑	↔	↑
6	The average number of offers taken to let each property	2	1.96	↓	↓	↓
7	The percentage of properties let that were accepted on their first offer	55%	55%	↔	↓	↓
8	New tenants satisfied with the overall service	7.18	-	N/A	↓	↑
9	New tenants satisfied with the condition of their new home	6.32	-	N/A	↓	↓
10	The % of sheltered housing tenants with support plans in place	98.6%	98.4%	↑	↔	↑
11	The % of alarm activations responded to within 60 seconds	96.36%	95%	↑	↓	↑
12	The average number of working days lost to sickness absence per employee	1.17	1.33	↑	↓	↓
13	The percentage of telephone calls answered within 18 seconds (6 rings)	49%	54.7%	↓	↓	↓
14	The percentage of calls answered within the Repairs Call Centre	89.8%	93.65%	↓	↓	↓
15	The percentage of calls answered within the Repairs Call Centre within 18 seconds (6 rings)	66.6%	78.02%	↓	↓	↓
16	The percentage of calls answered within the Rents Call Centre	95.7%	75.2%	↑	↑	↑
17	The percentage of calls answered within the Rents Call Centre within 18 seconds (6 rings)	76.1%	75.2%	↑	↑	↑
18	The percentage of complaints responded to within 5 working days*	97.3%	52.14%	↑	↓	↑
19	The percentage of enquiries responded to within 5 working days*	90.7%	67%	↑	↔	↑
20	The percentage of enquiries received from City Council Members responded to in 5 working days	97.4%	33%	↑	↑	↑
21	Rent Collection (BV 66a)	96.59%	95.37%	↑	↓	↑
22	Local Authority rent collection and rent arrears : In-year collection figure	100.29%	99.62%	↑	↓	↑

23	The number of LA tenants with more than seven weeks of rent arrears (BV66b)	8.43%	10.03%	↑	↑	↑
24	The percentage of LA tenants in arrears who had NSP's served (BV66c)	25.83%	21.35%	↓	↑	↑
25	The percentage of LA tenants evicted as a result of rent arrears (BV66d)	1.01%	1.11%	↑	↑	↑
26	The percentage of repairs for which an appointment is made and kept	96.27%	94.85%	↑	↓	↑
27	The percentage of all routine and emergency repairs completed on target	95.67%	95.09%	↑	↓	↓
28	The percentage of all emergency repairs completed on target	99.5%	95.21%	↑	↔	↑
29	The percentage of routine responsive repairs completed within target	94.16%	95.04%	↓	↓	↓
30	Customers satisfied with the responsive repairs service	8.13	-	N/A	↑	↑
31	The percentage of properties which have a valid annual gas servicing cert or that have been made safe	99.8%	100%	↓	↔	↓
32	Days taken (working) to complete requested aids and adaptations work	23.69	36.09	↑	↑	↑
33	The % of Aids and Adaptations orders completed within 20 working days	87.36%	84.03%	↑	↑	↑
34	Customer satisfaction with the Aids and Adaptations Service (VMS)	7.8	-	N/A	↓	↓
35	Customer satisfaction with the Decent Homes service	7.11	-	N/A	↓	↓
36	The percentage of new tenancy visits completed on target	79.76%	-	N/A	↓	↑
37	The percentage of introductory tenancy reviews completed	91.1%	67%	↑	↑	↑
38	The percentage of new tenancies lasting longer than 12 months during the previous 24 month period	87.41%	83.42%	↑	↓	↑

* 2007/2008 Target of 10 days, reduced to 5 days 2008/2009

Key

-  Performance has improved
-  Performance is static
-  Performance has deteriorated

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 30th September 2008.

Total properties managed by Nottingham City Homes

29,143

Total rent due per annum

£85,839,927

Leasehold properties (Flats)

1,047

Response Repair requests per month (SI -11)

April	May	June	July	August	September
11,575	9,355	10,123	11,483	9692	11,613

Number of Nottingham City Homes Employees

Filled	Vacant	Total
1,054	181	1,235

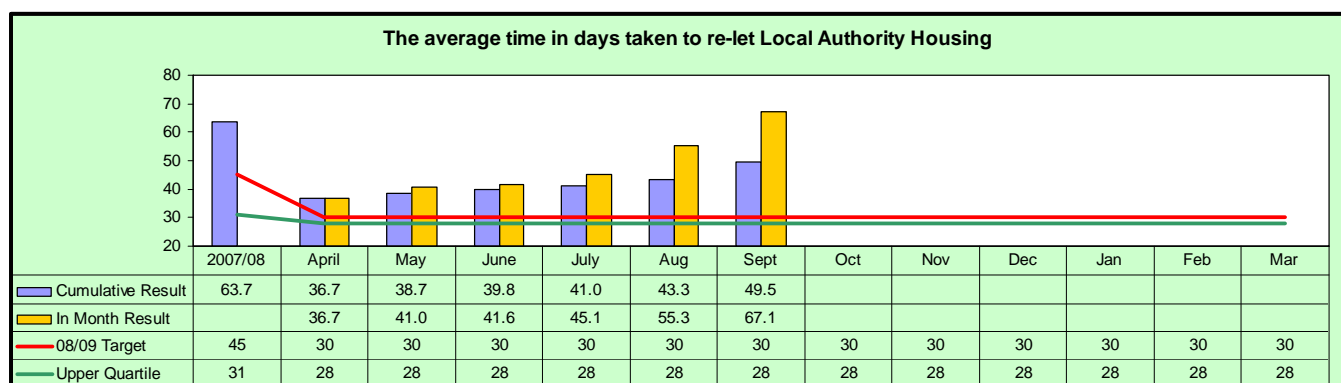
Allocations and Vacant Property Management

PI 1. The average time in days taken to re-let our properties – Cumulative

Good Performance: Low	Quarter 1 08/09 Benchmark	Quarter 2 08/09 Off Target	Quarter 2 07/08	Comparison Q2 07/08 to Q2 08/09	Monthly trend	Year end trend
08/09 Target 30 days		49.5	64.1	↑	↓	↑

HouseMark Quarter 1 08/09
Upper Quartile 28
Median Quartile 36.74
Lower Quartile 42.03
Position 15 th of 21

Chart 1: Average time taken to re-let properties



Commentary for average re-let time

The average re-let time for the end of Quarter 2 2008 is 49.5 days; a significant improvement when compared to 64.1 days for the same period last year. The Voids Recovery Plan has ensured that a dramatically higher number of lettings were made in September; 320, or more than double the performance of August when 145 new lets were made. However, the impact of letting properties from a backlog means that the longer void time has an adverse effect on the average re-let time.

The in month figure has increased to 67 days. However, when the average re-let time for sheltered properties is excluded, this drops to 51.5 days.

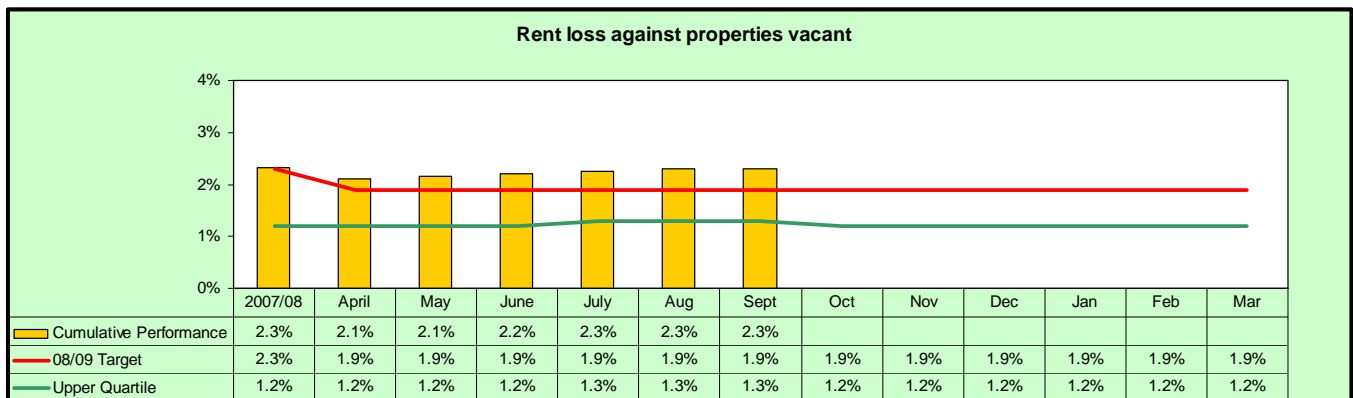
The average re-let time for sheltered properties is 223.7 days. The main reason for this is that 5 long term properties were let during September, with a combined void time of 4,585 days or 12.5 years. One particular property in Bulwell had been empty since November 1999, with an individual void time of over 8.5 years. Although this is a success in terms of increased future rental income, reduced council tax and the waiting list, the letting of long term properties has a detrimental effect on the average re-let time.

PI 2. Rent loss against vacant properties

Good Performance: Low	Quarter 1 08/09 Benchmark	Quarter 2 08/09 Off Target	Quarter 2 07/08	Comparison Q2 07/08 to Q2 08/09	Monthly trend	Year end trend
08/09 Target: 2.2%		2.3%	2.5%	↑	↔	↔

HouseMark Quarter 1 08/09
Upper Quartile 1.34%
Median Quartile 1.59%
Lower Quartile 1.9%
Position 13 of 16

Chart 2: Rent loss against vacant properties



Commentary for Rent Loss

At the end of Quarter 2 2008, the rental loss attributable to vacant properties was 2.3% compared to 2.5% for the same period last year. This improvement represents £88,225 additional income to date.

Rental loss is based on the total number of void properties. At the end of Quarter 2 2008, the total number of empty properties was 702, a reduction of 108 properties compared to the end of August. This again is indicative of the success of the Voids Recovery Plan.

These 702 properties include those being held at the instruction of the Nottingham City Council for potential sale as part of the current Corporate Property Disposal strategy, and properties identified for demolition as part of the Stonebridge Regeneration scheme. Recently refurbished properties that have been held at New Highbury Vale also impact on this figure although these are now being let during October, which will reflect in a reduced total void figure at month end. The Void Rent Loss attributable to properties held, and hence not available to let (see commentary below), amounts to 37.9% of the total rent loss.

Option appraisal surveys are being carried out on empty properties in Kingsthorpe Close and Kendale Court to identify properties severely affected by damp.

We are also working closely with Nottingham City Council to reduce the number of properties being held and the decommissioning procedure is being reviewed to streamline the process. Consideration is also being given to reducing the rental commitment on properties being used as decants for tenants who are unable to remain in their homes for a variety of reasons such as harassment or fire damage.

A report is being submitted to Executive Management Team to recommend that 3 under occupied sheltered schemes be decommissioned.

The number of void properties

At the end of September 2008, there were 702 void properties across Nottingham. Of these properties:

- Nottingham City Council have agreed that 8 of the properties will be decommissioned e.g. sale or transfer
- 164 properties have been identified for potential decommission e.g. sale, transfer or potential demolition. However, approval from NCC is awaited.
- Nottingham City Council have agreed that 112 properties can be demolished
- 418 properties are lettable
- Of the 418 lettable properties, 30 are being used for decants or as temporary accommodation for potentially homeless applicants

PI.3 The number of lettable vacant properties

Good Performance: Low	Quarter 2 08/09 Off Target	Quarter 2 07/08	Comparison Q2 07/08 to Q2 08/09	Monthly trend	Year end trend
08/09 Target: 300	418	545	↑	↑	↑

Chart 3: The number of lettable vacant properties

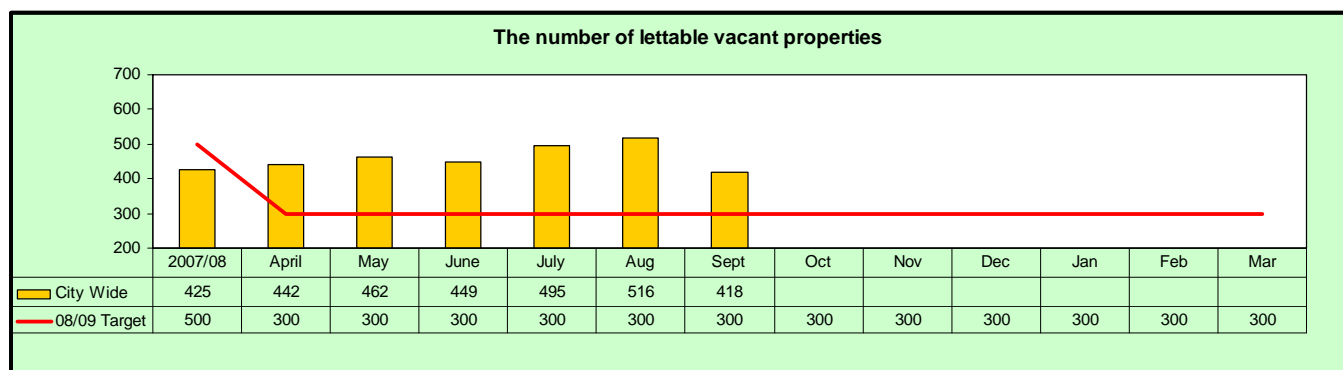
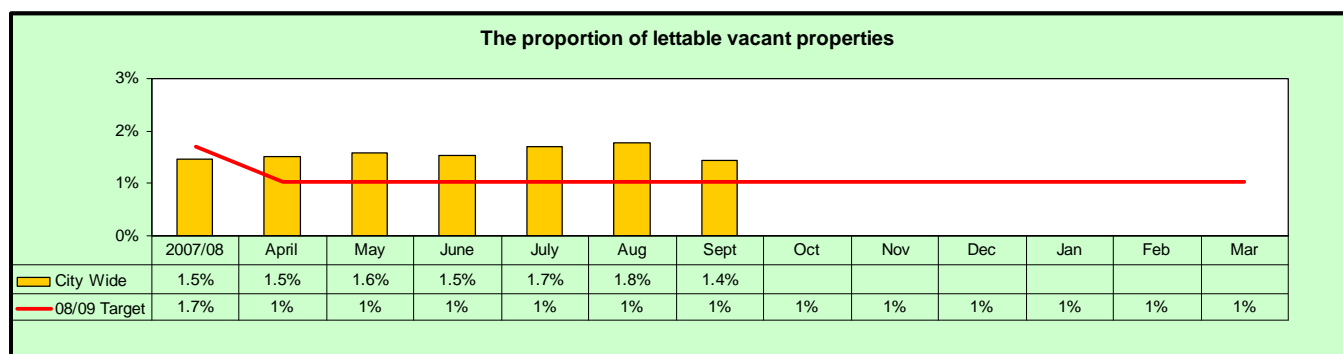


Chart 4: The proportion of lettable vacant properties



Commentary for Lettable Voids

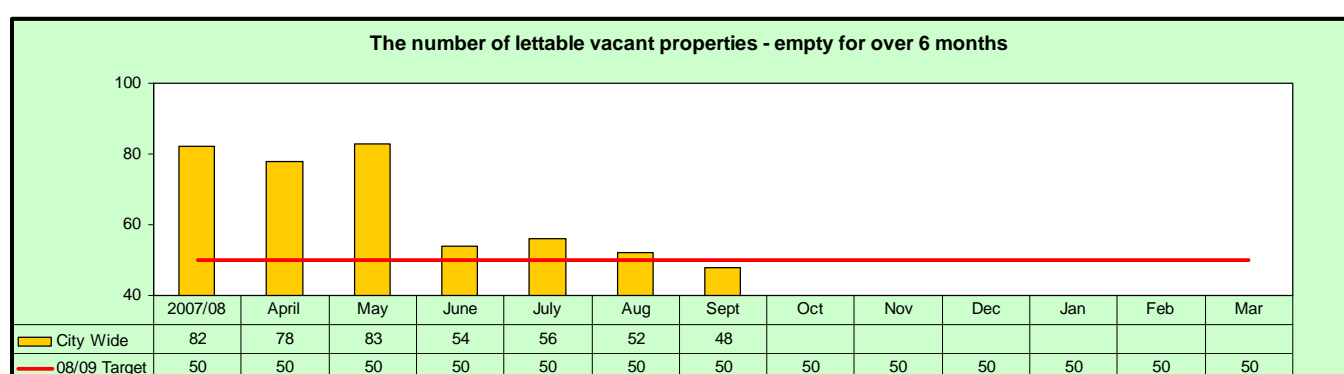
Lettable voids have significantly reduced in September from 516 to 418, a decrease of 98 properties, resulting in an additional weekly rental income of £5,880. This significant improvement reflects the impact of the actions in the recovery plan and we will ensure that the momentum continues to reduce the voids by a further 20 per month to hit the year end target of 300 lettable voids.

Weekly targets around lettings are in place and the emphasis is on completing accompanied viewings whilst the property is at works. This ensures that when the property is ready to let, we are confident that the prospective tenant has seen and accepted it, as opposed to delays occurring because of the property having to be re-offered and further accompanied viewings arranged.

PI.4 The number of long term lettable vacant properties

Good Performance: Low	Quarter 2 08/09 On Target	Quarter 2 07/08	Comparison Q2 07/08 to Q2 08/09	Monthly trend	Year end trend
08/09 Target: 50	48	136	↑	↑	↑

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



Commentary for long term Voids

The number of long term lettable voids has reduced to 48, a significant reduction of almost two-thirds when compared to the 136 long term properties at the end of Quarter 2 2007. This figure represents the lowest number of long term lettable voids for several years. At the end of March 2006, there were 214 long term voids.

The majority of these 48 voids are long term sheltered properties or void properties being used to decant tenants from their substantive tenancies.

During September 5 long term sheltered voids and 8 general long term voids were let; 6 of the general properties had previously been used for decants.

The number of long term properties being used for decants are falling as a result of close weekly monitoring of the cases where tenants have been moved out of their substantive tenancies because of serious situations such as harassment or fire cases.

Also, tenants moved out of their homes for major capital improvement works such as those in New Highbury Vale are moving back to their refurbished properties, thereby releasing the decant.

As part of the Homelink Marketing plan, a further advertising campaign around sheltered property is to be launched in October and November, with varying themes, in view of the current economic climate, such as an emphasis on downsizing for reduced living costs

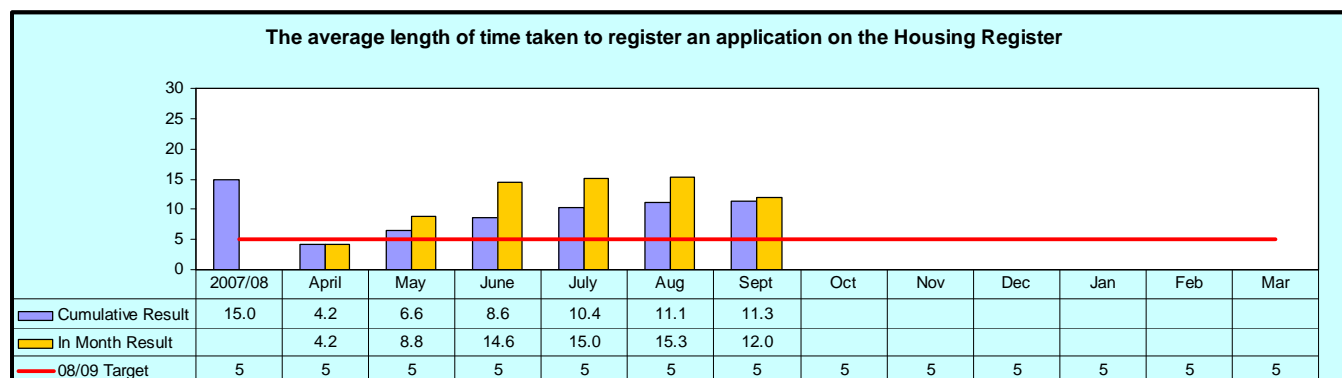
As the City has now received approval and funding for the conversion of Welland Court in St Anns to an 'extra care' scheme, the current occupants of the 33 properties are required to be transferred to other properties before the end of March 09. Although visits with each tenant to determine their preference have only just commenced, it is envisaged that the majority will wish to remain tenants of Nottingham City Council and transfer to other sheltered schemes. There

are a number of schemes in the south of the City with several vacancies, which will enable friends and neighbours to move together.

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

Good Performance: Low	Quarter 2 08/09 Off Target	Quarter 2 07/08	Comparison Q2 07/08 to Q2 08/09	Monthly trend	Year end trend
08/09 Target: 5 days:	11.3	22.4	↑	↔	↑

Chart 6: Average time taken to register an application



Commentary for registering applications

By the end of Quarter 2 2008, the average time take to register an application was 11.3 days. This represents a significant improvement when compared to 22.4 days at the end of Quarter 2 2007, but considerably worse than the performance achieved in April 2008. The in month figure of 12 days also represents an improvement (a reduction of 20% or 3 days) when compared with August 2008.

Issues around employee resources have impacted upon performance in recent months although these are now resolved and a recovery plan is in place to clear the backlog by the end of October 2008 and be back on target by November.

Challenging daily targets are set for each employee and performance is regularly reviewed with the HomeLink manager.

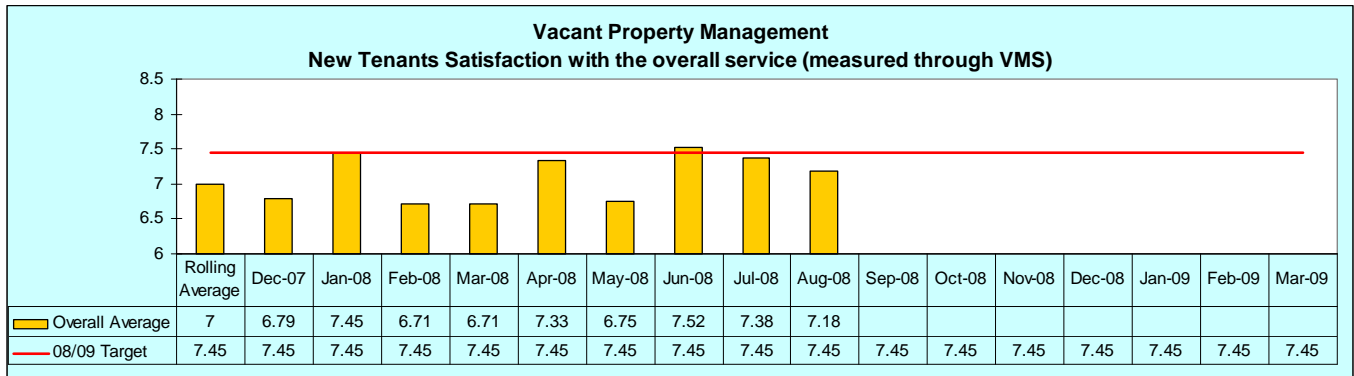
PI.6 The average number of offers taken to let each property

Good Performance: Low	Quarter 2 08/09 Off Target	Quarter 2 07/08	Comparison Q2 07/08 to Q2 08/09	Monthly trend	Year end trend
08/09 Target: 1.2	2	1.96	↓	↓	↓

PI.8 New tenants level of satisfaction with Vacant Property Management

Good Performance: High	Current Position: Off Target	Monthly trend	Trend from rolling average
08/09 Target: 7.45	7.18	↓	↑

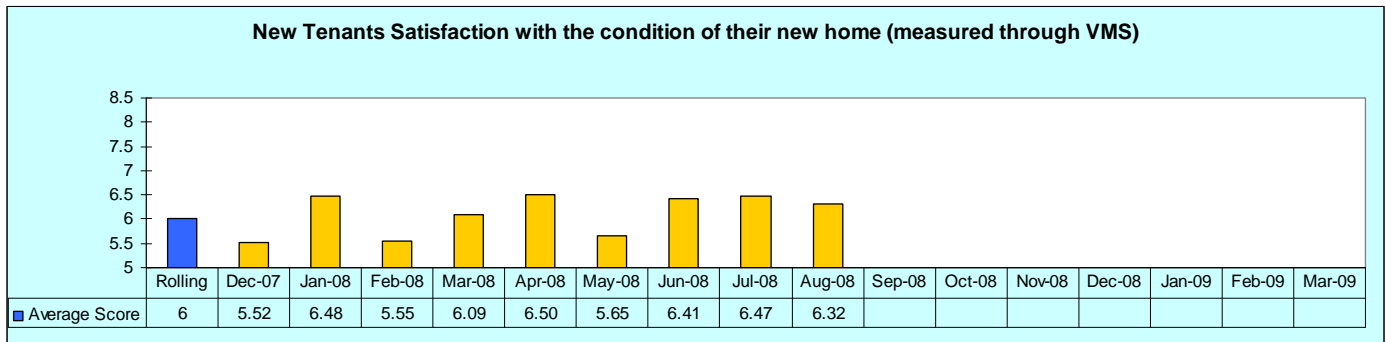
Chart 9: New tenants level of satisfaction with Vacant Property Management



PI 9. New tenants level of satisfaction with the condition of their new home

Good Performance High	Current Position	Monthly trend	Trend from rolling average
	6.32	↓	↑

Chart 10: New tenants level of satisfaction with the condition of their new home



Commentary for customer satisfaction

In terms of satisfaction with the overall service for vacant property management, the score remains fairly consistent at 7.18. All new employees are being fully trained, with a clear emphasis on customer service and keeping customers informed at every stage of the lettings process. At the end of August 2008, the lowest scores relate to:

- How tenants rated the condition their home was in when they received the keys
- How tenants rated the arrangements made for carrying out any outstanding repairs to their home
- How tenants rated the cleanliness of the property when it was offered to them
- How tenants rated the external appearance of their property and any communal (shared) areas

With regard to tenants' satisfaction with the condition of their new home, this is an area in which we are continually striving to improve. A Quality Improvement Group has met to agree actions to be taken in response to feedback. There is now greater consistency as a direct result of a number of actions taken such as a more comprehensive void specification pro-forma and post inspections by Managers. Also, properties requiring new kitchens or bathrooms are now

Commentary for Sheltered Housing

At the end of Quarter 2 2008, 98.6% of sheltered housing tenants had support plans in place. Although performance is slightly below target, we have improved since Quarter 2 2007.

Also, 96.36% of alarm activations were responded to within 60 seconds. Performance dipped slightly this month although we are performing better than last year.

Monthly inspections are completed involving customers that enable them to have a voice in how their scheme is maintained and to shape service provision. Recommendations or requests are displayed on "you said we did" boards to encourage customer involvement and further improve customer satisfaction ratings. VMS is to be introduced to enable wider consultation with customers and sheltered housing tenants participate in our Tenant Inspection Team, which is helping to improve and develop the services we deliver.

Attendance Management

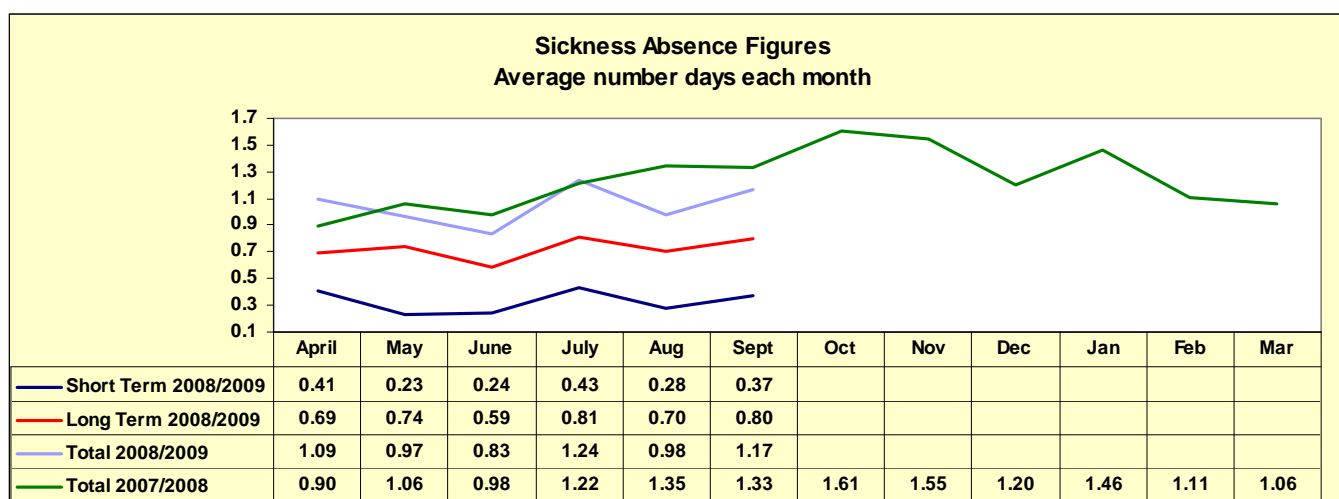
PI 12. The average number of working days lost to sickness absence per employee - In month performance

Good Performance: Low	September 2008	September 2007	Comparison September 2007 to 2008	Monthly trend	Trend from year end
08/09 Target: 12	1.17	1.33	↑	↓	↓

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

Quarter 2 08/09	Quarter 2 07/08	Comparison Q2 07/08 to Q2 08/09
6.29	6.84	↑

Chart 11: Sickness Absence



Commentary on Attendance Management

By the end of September 2008, there was a slight increase in sickness from an average of 0.98 days per employee to 1.17 days. However, this is still an improvement when compared to the same period last year. Based on current performance, the predicted year end sickness figure is 12.58 days per employee. Based on current predicted performance, the company is not on track to achieve its 12 day target by the end of the financial year.

However, the predicted year end absence figure of 12.58 days is significantly lower than the year end figure of 15 days for 07/08. This reduction means the company is saving an average of 2.58 days per employee, which represents an additional 2,400 days of productivity.

During September, both long term and short term sickness increased. However, long term sickness is the main contributor to absence at a cumulative average of 4.3 days per employee compared to short term sickness absence where cumulative performance is 1.96 days per employee.

Property Services monthly paid staff sickness remains high with an average predicted end of year figure of 18.78 days per employee. Cumulative performance between April 2008 and September 2008 is currently 9.39 days compared to 6.39 days for the same period last year. Due to high sickness rates among monthly paid staff at Property Services means they will be included in the Active Health pilot during October.

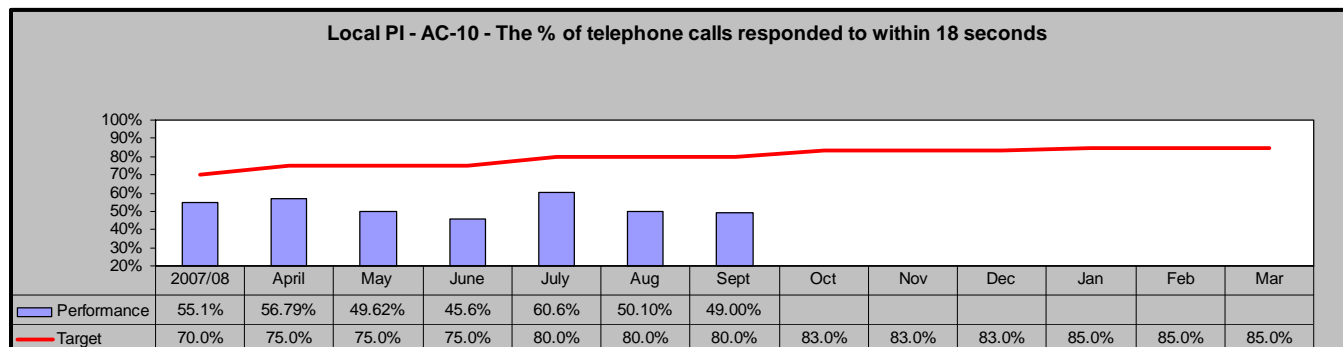
Sickness levels are also currently high in Supported Housing, with a cumulative average of 3.1 days. The service area has now been added to the DHS Pilot and the second pilot with Active Health will go live on the 23rd October.

Customer Care

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

Good Performance: High	Quarter 2 0809 Off Target	Quarter 0708	Comparison Q2 07/08 to Q2 08/09	Monthly trend	Trend from year end
08/09 Target: 75%	49%	54.7%	↓	↓	↓

Chart 12: The percentage of telephone calls answered within target



Commentary for Telephone Performance

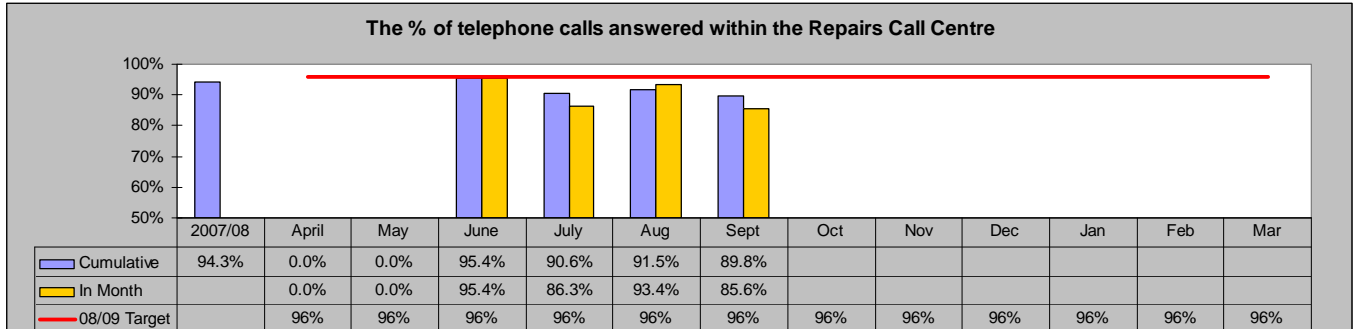
Telephone performance remains is at the top of our agenda and forms a key part of our monthly Office of the Month competition. Over the past few months, a lot of activity has taken place to ensure that the telephone data is robust. For example the Company Intranet Phone Book has been updated so all extensions are attributed to the correct department and section. A weekly telephone report is now being produced. Once functionality is available, individual extension data will be available. This will help to identify areas of weakness and large calls volumes. This will enable Individual action plans to be developed, implemented and monitored.

Training on the web based reporting system will continue for colleagues in key customer focused areas. This provides employees with the ability to scrutinise performance for individual extensions and to implement actions accordingly. Guidance relating to phone functionality e.g. diverting phones will be re-published for all employees. All Company Managers have been tasked with initiating performance improvements in their service areas.

PI 14. The percentage of calls answered within the Repairs Call Centre

Good Performance: High	Quarter 2 0809 Off Target	Quarter 0708	Comparison Q2 07/08 to Q2 08/09	Monthly trend	Trend from year end
08/09 Target: 96%	89.8%	93.65%	↓	↓	↓

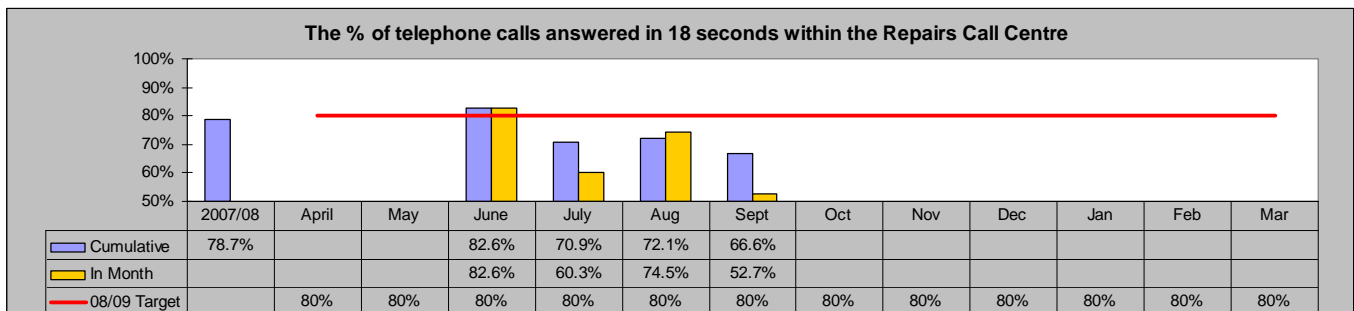
Chart 13: Percentage of calls answered within the Repairs Call Centre



PI 15. Percentage of calls answered within 18 seconds in the Repairs Call Centre

Good Performance: High	Quarter 2 0809 Off Target	Quarter 0708	Comparison Q2 07/08 to Q2 08/09	Monthly trend	Trend from year end
08/09 Target: 80%	66.6%	78.02%	↓	↓	↓

Chart 14: Percentage of calls answered within the Repairs Call Centre within 18 seconds



Commentary for Repairs Call Centre

There has been a significant increase in calls received with effect from July 2008. In September 2008, the volume of calls received increased by almost 6,500 calls when compared to the volumes received in September 2007. A proportion of these calls are undoubtedly due to the incidence of 'ghost calls', which are currently being investigated. However, it is impossible to identify precise volumes from the reporting.

In addition, the high ratio of shifts currently covered by agency staff continues to affect performance with high levels of turnover among this group. To minimise the impact of training new starters, a new group induction approach was trialled and proved successful. As a result, new starters are now able to start taking calls more quickly and performance for the latter part of the month improved significantly.

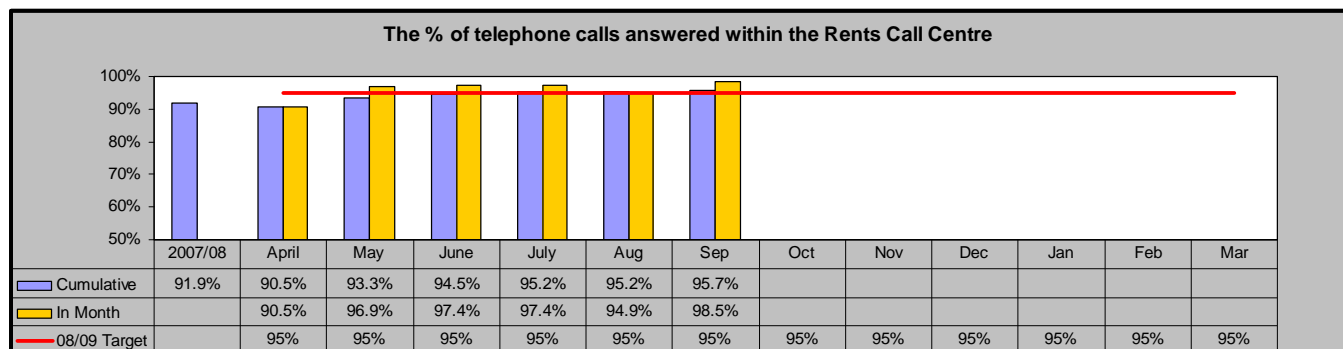
- Between 1st September to 19th September - service level 42.44% average time to answer 74 seconds
- Between 20th September to 30th September - service level 74.36% average time to answer 23 seconds

This trend continues for October, however, longer term stability will only be realised when the vacancies are recruited to on a permanent basis. The recruitment is underway and it is anticipated that employees will be in post by the end of December 2008.

PI 16. The percentage of calls answered within the Rents Call Centre

Good Performance: High	Quarter 2 0809 On Target	Quarter 2 0708	Comparison Q2 07/08 to Q2 08/09	Monthly trend	Trend from year end
08/09 Target: 95%	95.7%	75.2%	↑	↑	↑

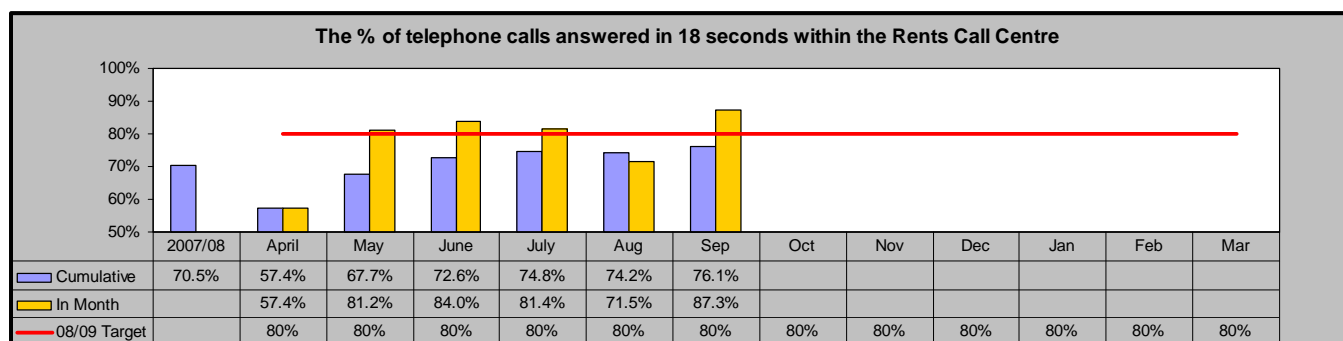
Chart 15: The percentage of calls answered within the Rents Call Centre



PI 17. The percentage of calls answered within 18 seconds in the Rents Call Centre

Good Performance: High	Quarter 2 0809 On Target	Quarter 2 0708	Comparison Q2 07/08 to Q2 08/09	Monthly trend	Trend from year end
08/09 Target: 80%	76.1%	75.2%	↑	↑	↑

Chart 16: The percentage of calls answered within 18 seconds in the Rents Call Centre



Commentary for Rents Call Centre

Overall, the percentage of calls answered within the Rents Call Centre is on target at 95.7%, with 98.5% of all calls being answered in September. The year to date figure represents an improvement of 4.8% on 2007/8, despite a difficult April. The Rents Call Centre have very little contingency to cope with high call volumes such as the beginning of a financial year due to rent charging enquiries (up by 25% in April 2008). This will be rectified in the plans for a consolidated call centre. If April's figure is ignored, the percentage of calls answered within 18 seconds for May to September inclusive is an on target 81.8%.

In terms of the percentage of calls answered within 18 seconds, performance in Quarter 2 improved with 76.1% of all calls answered within target and an excellent 87.3% performance in September.

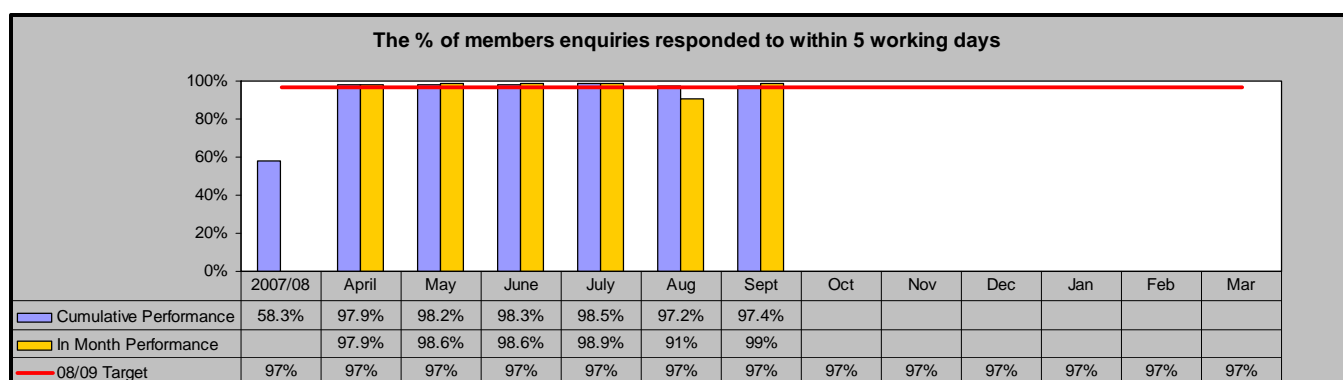
Commentary for enquiries

By the end of Quarter 2 2008, the Company had received 1870 enquiries of which 1696 (90.7%) were responded to within the new target of 5 days. Area housing office employees are regularly reminded of performance targets during weekly training sessions and during their one to one meetings. 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.

PI 20. The percentage of Member enquiries responded to within 5 working days

Good Performance: High	Quarter 2 08/09 On Target	Quarter 2 07/08	Comparison Q2 07/08 to Q2 08/09	Monthly trend	Year end trend
08/09 Target: 97%	97.4%	33%	↑	↑	↑

Chart 19: The percentage of member enquiries responded to within target



Commentary for Members enquiries

By the end of Quarter 2 2008, the Company had received 459 member enquiries of which 447 were responded to within target. Cumulative performance improved slightly by the end of Quarter 2 to 97.4% compared to 97.2% last month. It should also be noted that performance has improved significantly since the same period last year. At the same time, we have set tougher targets, reducing the response time from 10 days to 5 days.

Customer Care Improvement Actions

Business Improvement will work with the Customer Relations Team to implement customer care improvement clinics. A process will be put in place to monitor the quality of our responses to correspondence and complaints. Proposed options include sampling respondents who replied to the Vision Management Complaints Survey (VMS) and review all documentation relating to their complaint to ensure it has been logged correctly. We can use the VMS score to determine if the customer is satisfied with the way we handled the complaint. Customer Care clinics will be the forum in which to challenge the rectification notice process and to check the quality of the follow up responses.

In addition, the VMS Complaints survey is going to be broken down by service area so we can identify service areas that need improvements. Learning will be communicated through a variety of means such as the team brief and tenant newsletter.

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.

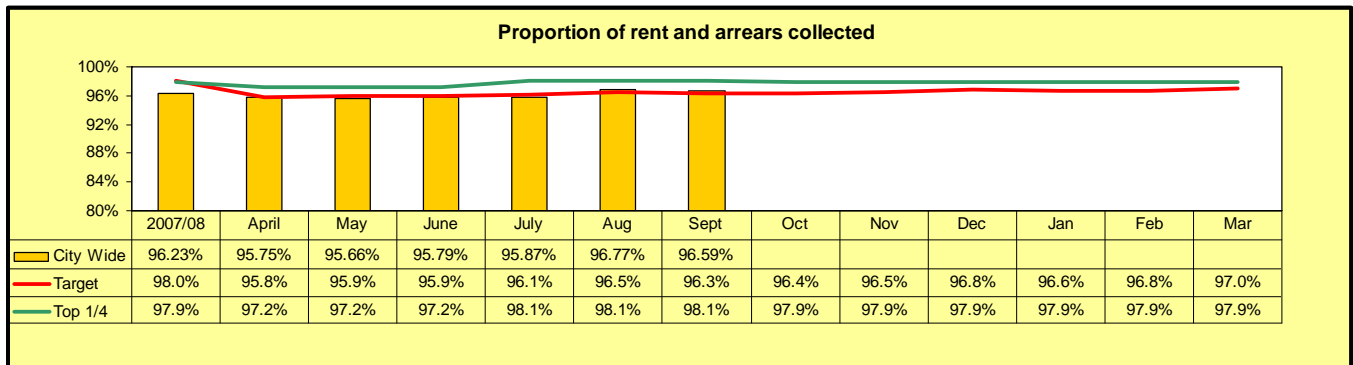
PI 21. The percentage of rent and brought forward arrears owed on Housing Revenue Properties

This indicator is the percentage of rent collected as a proportion of rents owed on Housing Revenue Account properties.

Good Performance: High	Performance against target	Quarter 1 0809 Benchmark	Quarter 2 08/09	Quarter 2 07/08	Comparison Q2 07/08 to Q2 08/09	Monthly trend	Trend from year end
08/09 Target: 97%	Off Target		96.59%	95.37%	↑	↓	↑
September 2008 Target 96.3%	On Target						

HouseMark Quarter 1 0809
Upper Quartile 96.86%
Median Quartile 96.06%
Lower Quartile 95.13%
NCH Position 8 of 18

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



PI 22. Local Authority rent collection and rent arrears: In-year collection figure

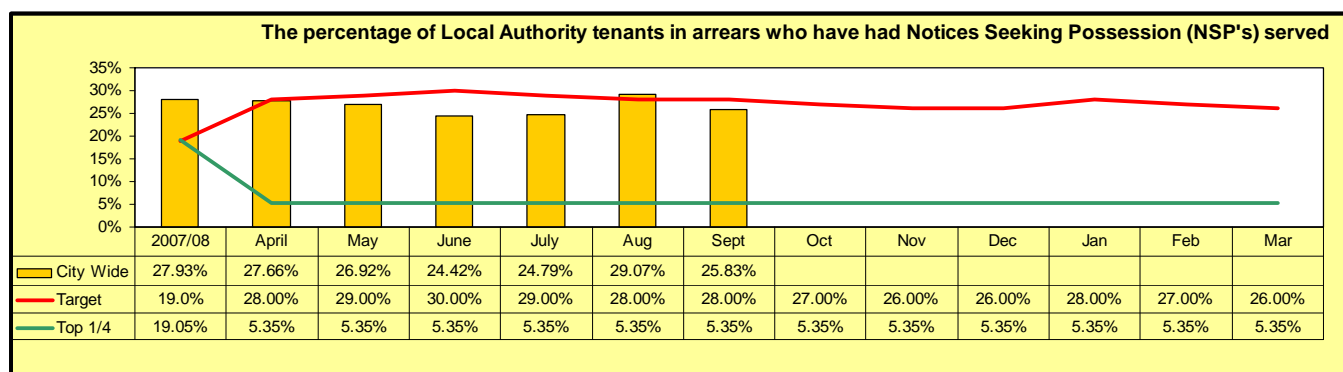
Good Performance: High	Performance against target	Quarter 1 0809 Benchmark	Quarter 2 08/09	Quarter 2 07/08	Comparison Q2 07/08 to Q2 08/09	Monthly trend	Trend from year end
08/09 Target: 100.6%	Off Target		100.29%	99.62%	↑	↓	↑
September 2008 Target: 100.48%	Off Target						

PI 24. The percentage of Local Authority tenants in arrears who have had Notices Seeking Possession (NSP's) served

Good Performance: Low	Performance against target	Quarter 1 0809 Benchmark	Quarter 2 08/09	Quarter 2 07/08	Comparison Q2 07/08 to Q2 08/09	Monthly trend	Trend from year end
08/09 Target: 26%	On Target		25.83%	21.35%	↓	↑	↑
September 2008 Target 28%	On Target						

HouseMark Quarter 1 08/09
Upper Quartile 5.35%
Median Quartile 11.06%
Lower Quartile 20.09%
Position 13 of 16

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

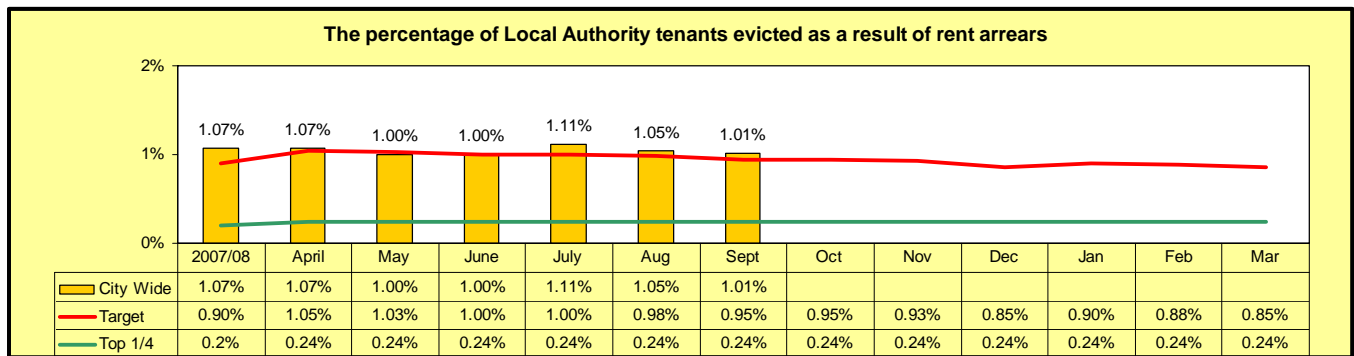


PI 25. The percentage of Local Authority tenants evicted as a result of rent arrears

Good Performance: Low	Performance against target	Quarter 1 0809 Benchmark	Quarter 2 08/09	Quarter 2 07/08	Comparison Q2 07/08 to Q2 08/09	Monthly trend	Trend from year end
08/09 Target: 0.85%	Off Target		1.01%	1.11%	↑	↑	↑
September 2008 Target 0.95%	Off Target						

HouseMark Quarter 1 08/09
Upper Quartile 0.24%
Median Quartile 0.57%
Lower Quartile 0.7%
Position 19 of 19

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



Commentary for Housing Income Management

When compared to September 2007;

- An **ADDITIONAL** £451,782 has been collected.
- Current tenancy arrears are £506,599 **LOWER** than one year ago at £3.22m.
- The number of tenants owing 7 weeks or more are **DOWN** by 18% - 541 fewer owing 7+wks
- The number of tenants owing more than a year's worth of rent has **REDUCED** by almost 60% from 31 to just 11 cases.
- We have collected £122,320 **MORE** than charged in 2008/9 to date.

Collection Performance in September has built upon the significant improvements already achieved in the first five months of 2008/09. Although, compared to August where performance is traditionally strong due, in part, to a rent free week, the comparison between September this year and last September is still dramatic. This is particularly so given the increasingly difficult economic conditions. It is also pleasing to note that the number of evictions is still continuing to fall, with the projected performance still on target, along with those cases who owe larger amounts on their accounts.

The extensive review of cases owing more than £1500 has been concluded and they are being very closely monitored. There has been a reduction of cases between June and August alone; down from 447 to 302; a reduction of almost one-third.

There has been significant progress over the last month in identifying and developing opportunities to prevent arrears;

- Increased tenant Vulnerability checks have now been put into place at the sign-up stage, allowing us to identify those tenants at increased risk of losing their home due to arrears, to receive additional support from Financial Inclusion Officers. This is an output of the profiling exercise recently undertaken.
- Nottingham Credit Union, New College and Castle College Nottingham have now agreed to joint working protocols to provide effective signposting for support and training. These will feed into both our Financial Inclusion and Worklessness Strategies.

Commentary for the repairs service

At the end of Quarter 2 2008, 96.83% of appointments for repairs had been made and kept. This represents an improvement when compared to the same period last year (94.85%). Performance is above the median for all metropolitan ALMOs at the end of Quarter 2 2008.

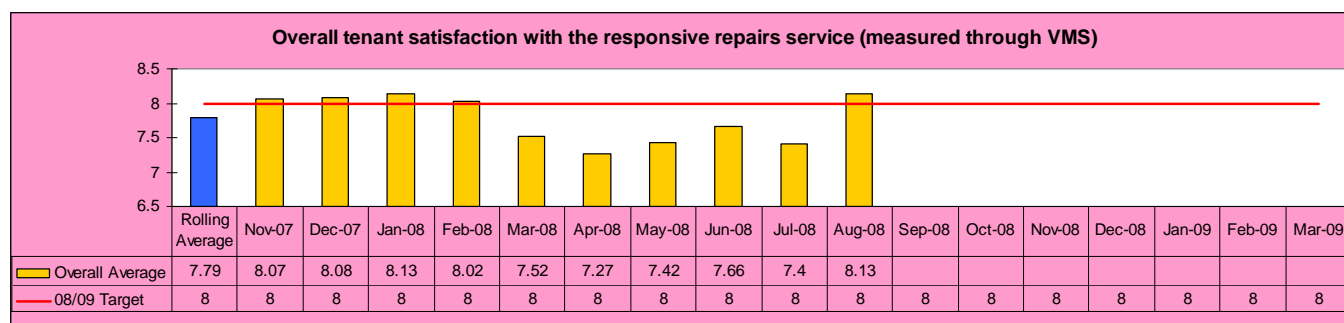
Emergency repairs performance has improved significantly over the last year. At the end of Quarter 2 2008, 99.5% of all emergency repairs were completed in target compared to 95.21% at the end of Quarter 2 2007. Performance for emergency repairs remains in the upper quartile when compared to Metropolitan ALMOs.

Performance for the percentage of routine repairs completed in target deteriorated at the end of Quarter 2 2008 to 94.16% compared to 95.04% for the same period last year. However, when benchmarked against other Metropolitan ALMOs, performance remains in the median quartile.

PI 30. Customers indicating that they were satisfied with the responsive repairs service

Good Performance: High	Current Position On Target	Monthly trend	Trend from rolling average
08/09 Target: 8	8.13	↑	↑

Chart 29: Customers indicating that they were satisfied with the responsive repairs service



Commentary for customer satisfaction

In terms of satisfaction with the overall responsive repairs, the score increased significantly in August 2008 to 8.13 compared to 7.4 July 2008. All new employees are being fully trained, with a clear emphasis on customer service and keeping customers informed at every stage of the repairs process. At the end of August 2008, the lowest scores relate to:

- How satisfied tenants were with the appointment arrangements for their repair
- How satisfied tenants were with the time taken to complete the repair

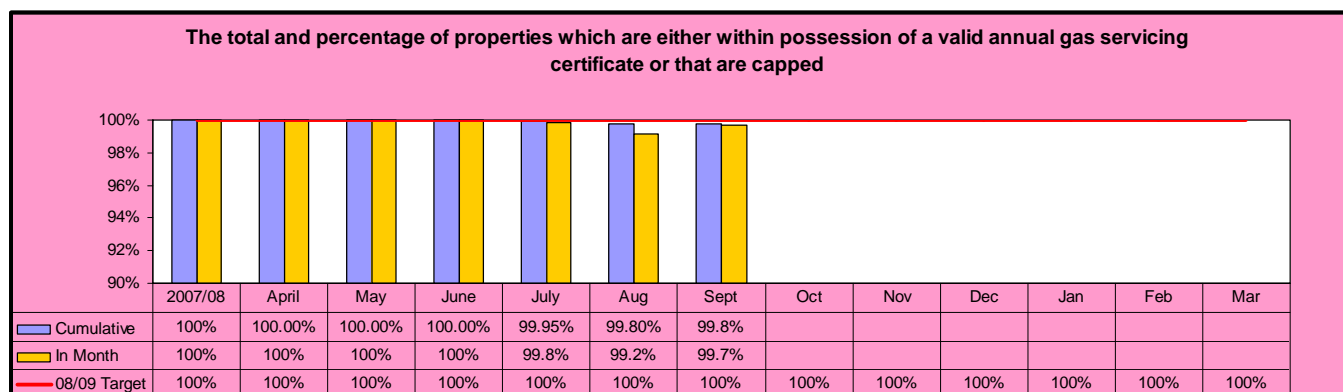
In terms of positive customer feedback, Repairs Service Vision Management Surveys reveal that Nottingham City Homes receive high scores for:

- How easy it was for tenants to report their repair
- How tenants rated the conduct of the workperson in terms of being polite and respectful
- How well the work person protect tenants property whilst repairing their home

PI 31. The percentage of properties which have a valid annual gas servicing certificate or that have been made safe

Good Performance: High	Quarter 2 08/09 Off Target	Quarter 2 07/08	Comparison Q2 07/08 to Q2 08/09	Monthly Trend	Trend from year end
08/09 Target: 100%	99.8%	100%	↓	↑	↓

Chart 30: Gas servicing



Commentary for gas servicing

The number of properties with a status indicating that they have not been serviced (within the 365 days process) and require further investigation at 30th September 2008 was 78. This is an improvement on the level indicated at 31st August 2008 (207) and early indications for October 2008 are that the number has reduced further. By the end of Quarter 2 2008, 99.8% of appointments made were kept for gas servicing.

Issues with the amalgamation of the Home watch servicing to be completed at the same time as the gas service and problems with the reports used to interrogate the servicing schedule have been overcome and performance is expected to return to levels evident prior to Contract commencement. The new Contract Management Framework does enable the effective scrutiny and challenge of gas servicing on a monthly basis. Being a critical service provided by the in house service provider, a recovery plan has been developed and initiated.

Actions to address deteriorating performance for Responsive Repairs

At Contract commencement the Contractor IT system (ROCC) was upgraded to ROCC Uniclass Enterprise. This upgrade has, and is continuing to have an influence on working arrangements and processing of gas servicing orders.

Issues relating to the deterioration of repairs performance when compared to pre contract levels (with the exception of emergencies) have been debated at a Repairs Clinic involving key officers and an action plan has been produced to enable repairs performance to improve.

Key actions in the plan are:

- Additional training to be delivered to enable individuals to operate the system effectively
- Additional reports are being developed which will track works orders and complete job checks
- Creating a proposal to complete more repair requests on a planned basis
- Additional administrative staff are being sourced to help with the back log of orders that were held when the system was transferred.

Commentary for Aids and Adaptations

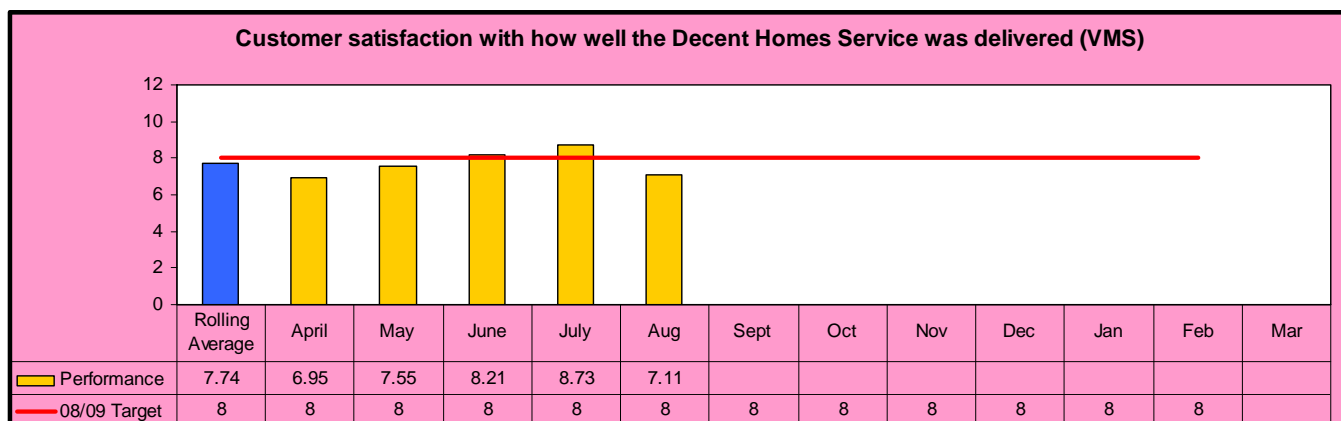
The average number of days taken to complete Aids and Adaptations work improved by 0.48 days in September 2008 to 23.69 days. The percentage of Aids and Adaptation orders completed within 20 days had also improved at the end of Quarter 2 2008 to 87.36% compared to 84.03% for the same period last year.

Further improvements are expected as issues relating to the implementation of the upgraded contractor IT system are overcome.

PI 35. Customers indicating that they were satisfied with the Decent Homes service

Good Performance: High	Current Position Off Target	Monthly trend	Trend from rolling average
08/09 Target: 8	7.11	↓	↓

Chart 33: Customer satisfaction with the Decent Homes Service



Tenancy & Estate Services

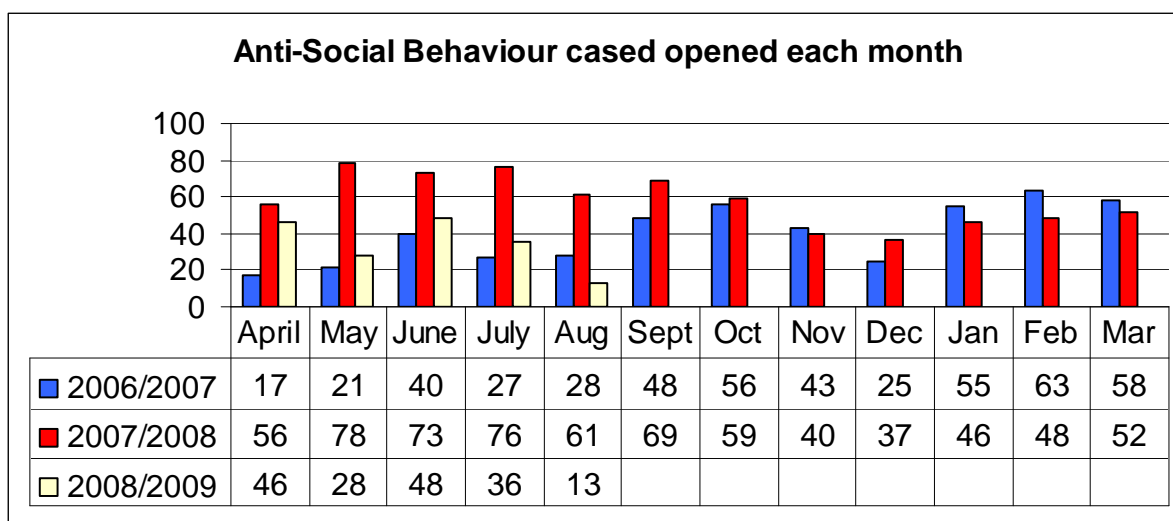
Estate Assessments - City Wide Results

Star Ratings	June 2007	Sept 2007	Dec 2007	Mar 2008	July 2008	Sept 2008	Trend
0 Star	9	9	4	2	0	0	↑
1 Star	13	12	18	13	4	4	↑
2 Star	10	14	13	19	26	28	↑
3 Star	4	4	4	5	9	11	↑

- ALL 39 estates are now deemed to be of a two star standard or above compared to 18 (46%) in September 2007
- 11 (28%) out of 39 estates are now deemed to be of a three star standard compared to 4 (11%) in September 2007
- No (0%) estates are deemed to be of a 1 star standard compared to 12 (31%) in September 2007
- No estates are now deemed to be of a no star standard compared to 9 (23%) in September 2007

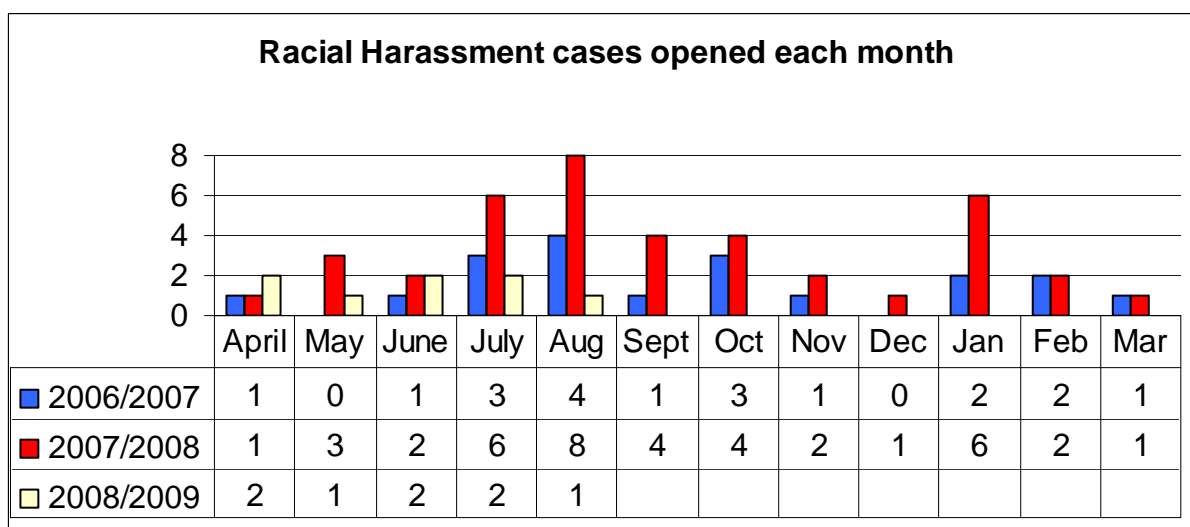
ASB, Racial Harassment, Domestic Violence Monitoring

Chart 34: ASB Cases opened each month



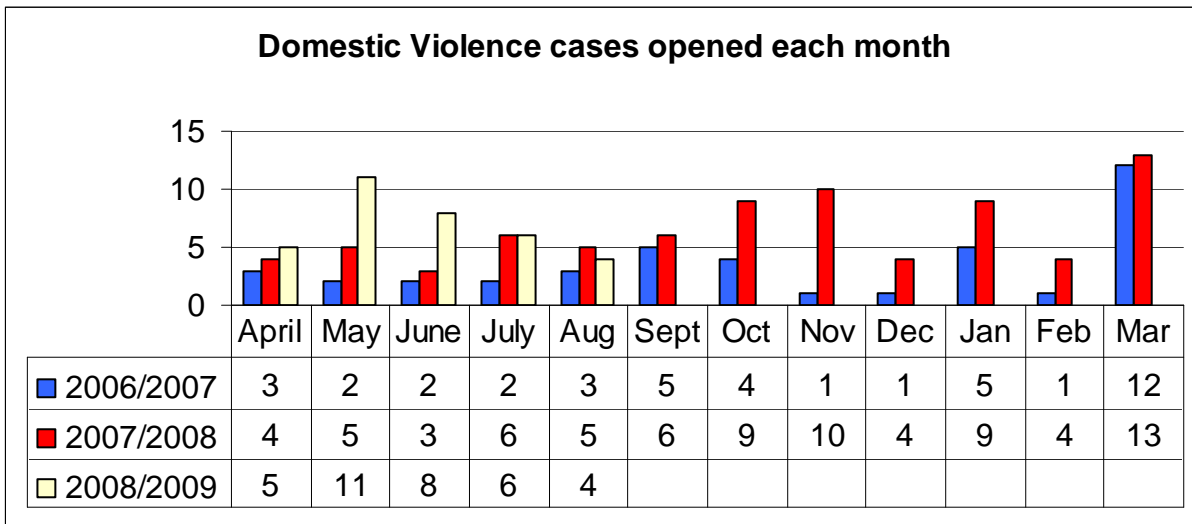
ASB (excluding Racial Harassment, Domestic Violence and other cases)			
2006/2007	2007/2008	2008/2009	Total
481	695	171	1347

Chart 35: Racial Harassment Cases opened each month



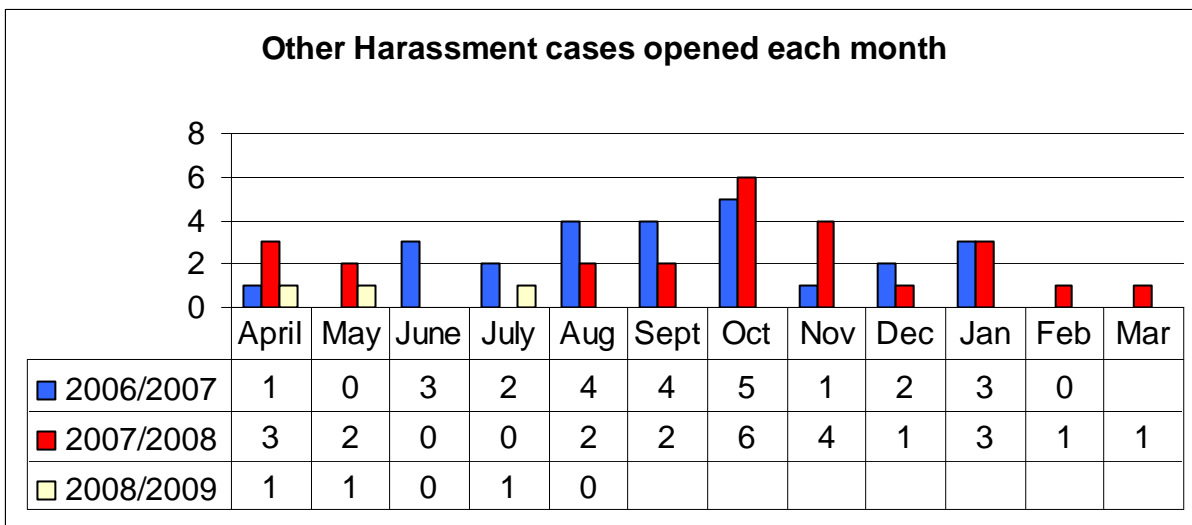
Racial Harassment			
2006/2007	2007/2008	2008/2009	Total
19	40	8	67

Chart 36: Domestic Violence Cases opened each month



Domestic Violence			
2006/2007	2007/2008	2008/2009	Total
41	78	34	153

Chart 37: Other Harassment Cases opened each month



Other Harassment			
2006/2007	2007/2008	2008/2009	Total
25	25	3	53

Commentary for ASB, Racial Harassment, Domestic Violence Monitoring

We are in the process of implementing the REACT software system which will be the company wide tool for collecting and monitoring ASB data. To date, the level of data available is limited. However, a manual exercise is currently underway which will give us a robust picture of ASB performance across the company.



There is strong partnership working at all levels, our Chief Executive is on the Board of the Crime and Drugs Partnership (CDP), local managers have monthly joint meetings with Area Police Commanders and Housing Patch Managers have weekly contact with the Police Beat

Manager and ASB officer from Community Protection. It has been readily acknowledged that the Company have been a key partner in contributing to a 28% drop in crime across the City.




NCH has made further improvements to the performance management of individual ASB cases through the introduction of an ASB case management panel. The panel consists of a solicitor, NCH ASB Co-ordinator, and the Chief ASB Officer from Community Protection. A new ASB Co-ordinator has been appointed to implement improved strategic working and a new IT based ASB case management system has been procured jointly with Community Protection and the CDP to ensure a consistent approach to ASB.

Tenancy and Estate Management




PI 36. The % of new tenancy visits completed

2007/2008	April 2008	May 2008	June 2008	July 2008	Monthly Trend	Trend from year end
52%	72%	78%	83.3%	79.76%		

PI 37. The % of introductory tenancy reviews completed

2007/2008	July 2008	August 2008	September 2008	September 2007	Change September 07-08	Monthly Trend	Trend from year end
72.3%	75.9%	75.3%	91.1%	67%			

PI 38. The % of new tenancies lasting longer than 12 months during the previous 24 month period

2007/2008	July 2008	August 2008	September 2008	September 2007	Change September 07-08	Monthly Trend	Trend from year end
77.82%	87.37%	87.34%	87.41%	83.42%			

Commentary for Tenancy and Estate Management

Significant improvements have been made in relation to the percentage of new tenancy visits completed. NCH performance at the end of 2007/2008 was 52% and this has increased to 79.76% by the end of July 2008.

Also, the percentage of Introductory Tenancy Reviews undertaken has improved from 72% at the end of 2007/2008 to 91.1% at the end of September 2008. Compared to the same period last year (67%), this represents a significant improvement.

The percentage of new tenancies lasting longer than 12 months during the previous 24 month period has also improved from 77.8% at the end of 2007/2008 to 83.42% in September 2008; a 6.7% improvement.

APPENDIX ONE

ACCESS & CUSTOMER CARE

Telephone Call Handling

The percentage of calls answered within the Repairs Call Centre

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Performance				95.4%	90.6%	91.5%	89.8%						
Cumulative	94.35%			95.4%	86.3%	93.4%	85.6%						
Target	96.0%	96%	96%	96%	96%	96%	96%						
Volumes				22086	24304	22167	26799						
Cumulative	187,690			22086	46390	68557	95356						

The percentage of calls answered within the Rents Call Centre

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Performance		90.5%	93.3%	94.5%	95.2%	95.2%	95.7%						
Cumulative	91.93%	90.5%	96.9%	97.4%	97.4%	94.9%	98.5%						
Target	97.0%	95%	95%	95%	95%	95%	95%						
Volumes		6435	4900	4879	5380	4961	4669						
Cumulative	50,046	6435	11335	16214	21594	26555	31224						

The number of complaints received and the percentage responded to within 5 working days

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Performance		97.69%	98.18%	96.93%	97.90%	96.4%	95.6%						
Cumulative	74.13%	97.69%	97.94%	97.88%	97.89%	97.6%	97.3%						
Target	97%	97%	97%	97%	97%	97%	97%						
Volumes		390	385	358	381	363	388						
Cumulative	2,675	390	775	1133	1514	1,877	2,265						

ACCESS & CUSTOMER CARE (continued)

The number of enquiries received from customers and the percentage responded to within 5 working days

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Performance		89%	90.4%	92%	91.1%	91.0%	90.3%						
Cumulative	76.55%	89%	89.9%	90.6%	90.7%	90.8%	90.7%						
Target	97%	97%	97%	97%	97%	97%	97%						
Volumes		372	311	292	327	289	279						
Cumulative	2,895	372	683	975	1302	1,591	1,870						

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

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Performance		97.9%	98.2%	98.3%	98.9%	90.9%	98.6%						
Cumulative	58.3%	97.9%	98.6%	98.6%	98.5%	97.2%	97.4%						
Target	97%	97%	97%	97%	97%	97%	97%						
Volumes		95	70	71	87	66	70						
Cumulative	872	95	165	236	323	389	459						

HOUSING INCOME MANAGEMENT

Rent collection and rent arrears:- proportion of rent collected

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Cumulative	96.23%	95.75%	95.66%	95.79%	95.87%	96.77%	96.59%						
Target	98.0%	95.8%	95.9%	95.9%	96.1%	96.5%	96.3%	96.4%	96.5%	96.8%	96.6%	96.8%	97.0%

The number of tenants with seven or more weeks of (gross) rent arrears as a percentage of the total number of council tenants

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Cumulative	9.09%	9.08%	9.31%	9.11%	9.26%	8.54%	8.43%						
Target	8.5%	9.1%	9.0%	9.0%	8.9%	8.6%	8.7%						
Volumes	2577	2588	2656	2591	2627	2,415	2,387						

HOUSING INCOME MANAGEMENT (continued)

The percentage of Local Authority tenants in arrears who have had Notices Seeking Possession (NSP) served

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Cumulative	27.93%	27.66%	26.92%	24.42%	24.79%	29.07%	25.83%						
Target	19%	28%	29%	30%	29%	28%	28%						
Volumes	2892	2929	2904	2932	3002	2,978	3,059						

The percentage of Local Authority tenants evicted as a result of rent arrears

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Cumulative	1.07%	1.07%	1%	1.00%	1.11%	1.05%	1.01%						
Target	0.90%	1.05%	1.03%	1.00%	1.00%	0.98%	0.95%						
Volumes	304	304	284	284	315	297	287						

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

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Cumulative	99.36%	99.45%	99.13%	99.25%	99.27%	100.75%	100.29%						
Target	101.27%	100.0%	100.1%	100.07 %	100.1%	100.61%	100.48%						

VACANT PROPERTY MANAGEMENT

The average time in days taken to re-let Local Authority Housing

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Performance		37.8	42.5	41.6	45.1	60.9	78.0						
Cumulative	63.7	37.8	40.1	40.6	41.6	44.7	53.4						
Target	45.0	65.0	65.0	65.0	55.0	55.0	55.0						
Volumes Let		188	171	235	167	145	320						
Cumulative	2,956	188	359	594	761	906	1226						

Rent loss against properties vacant

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Performance	2.33%	2.15%	2.12%	2.2%	2.3%	2.3%	2.3%						
Target	3.1%	1.9%	1.9%	1.9%	1.9%	1.9%	1.9%						

The proportion and number of lettable vacant properties

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Percentage	1.5%	1.5%	1.6%	1.5%	1.7%	1.8%	1.4%						
Target	2.0%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%						
Volume	425	442	462	449	495	516	418						
Target	500	300	300	300	300	300	300						
6 months+	82	78	83	55	56	52	48						
Target	50	50	50	50	50	50	50						

The percentage of new tenants satisfied with the overall service (Measured through VMS)

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Rating		7.33	6.75	7.52	7.38	7.18							

New tenants satisfied with the condition of their new home (Measured through VMS)

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Rating		6.5	5.65	6.41	6.47	6.32							

ALLOCATIONS & LETTINGS

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

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
No. of days		4.19	8.75	14.6	15.03	15.31	12.01						
Cumulative	15.0	4.19	6.61	8.6	10.4	11.1	11.3						
Target	5	5	5	5	5	5	5						
Volumes		534	603	382	577	369	834						
Cumulative	6,821	534	1137	1519	2096	2465	3299						

The average number of offers taken to let each property

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
No. of offers		1.9	1.8	1.8	1.9	1.9	1.9						
Cumulative	1.9	1.5	1.2	1.2	1.2	1.2	1.2						
Target	1.2	1.9	1.8	1.8	1.9	1.9	1.9						
Volumes		184	171	233	168	147	318						
Cumulative	2,872	184	355	588	756	903	1221						

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

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Percentage		53.9%	59.1%	57%	59.39%	51.05%	51.92%						
Cumulative	56%	54%	56%	57%	57%	56%	55%						
Target	65%	75%	75%	75%	75%	75%	75%						
Volumes		97	101	131	98	73	162						
Cumulative	1,579	97	198	329	427	500	662						

STOCK INVESTMENT & ASSET MANAGEMENT

Responsive Repairs

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

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Percentage		97.78%	97.18%	97.37%	95.4%	93.71%	95.39%						
Cumulative	95.99%	97.78%	97.50%	97.46%	97.09%	96.47%	96.27%						
Target	97%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%						
Volumes		7834	6619	7338	4737	5814	7308						
Cumulative	71,086	7834	14453	21791	26528	32342	39650						

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

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Percentage		98.49%	98.65%	98.90%	91.83%	94.18%	92.79%						
Cumulative	96.59%	98.49%	98.56%	98.67%	96.83%	96.34%	95.69%						
Target	97.75%	97.75%	97.75%	97.75%	97.75%	97.75%	97.75%						
Volumes		11400	9229	10012	10527	9097	10764						
Cumulative	110,532	11400	20629	30641	41168	50265	61029						

The percentage of emergency responsive repairs completed on target

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Percentage		99.60%	99.86%	99.79%	99.00%	99.43%	99.44%						
Cumulative	97.04%	99.60%	99.72%	99.75%	99.53%	99.53%	99.53%						
Target	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%						
Volumes		3264	2847	2909	2683	2942	3197						
Cumulative	36,155	3264	6111	9020	11703	14645	17842						

The percentage of routine responsive repairs completed on target

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Percentage		98.05%	98.12%	98.54%	89.61%	91.87%	90.24%						
Cumulative	96.38%	98.05%	98.08%	98.23%	95.78%	95.08%	94.20%						
Target	97%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%						
Volumes		8136	6382	7103	7844	6155	7567						
Cumulative	74,377	8136	14518	21621	29465	35620	43187						

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	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Percentage		100%	100%	100%	99.8%	99.2%	99.7%						
Cumulative	99.99%	100%	100%	100%	99.95%	99.80%	99.8%						
Target	100%	100%	100%	100%	100%	100%	100%						
Volumes serviced		0	0	1	44	207	78						
Cumulative	24,760	24,728	24,690	24,674	24,587	24,443	24,580						

ATTENDANCE MANAGEMENT

The average number of working days lost to sickness absence per employee (In-year Apr 08– Mar 09)

Month	2007/08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Nottingham City Homes	1.06	1.09	0.97	0.84	1.24	0.98	1.17						
Weekly	0.89	0.86	0.75	0.68	1.06	0.83	1.00						
Monthly	1.03	1.30	1.16	0.97	1.39	1.11	1.32						
Property Services	1.06	1.04	1.00	0.74	1.24	0.97	1.14						
Weekly	0.86	0.82	0.77	0.60	1.04	0.82	0.93						
Monthly	1.64	1.68	1.64	1.16	1.83	1.38	1.70						
Housing Services	1.14	1.26	1.04	1.03	1.32	0.99	1.38						
Weekly	1.07	1.26	0.77	1.42	1.21	0.90	1.41						
Monthly	1.15	1.27	1.08	0.85	1.33	1.01	1.37						
Support Services	0.66	0.59	0.45	0.53	0.71	1.00	0.33						

Appendix 2 - Metropolitan ALMO Club Benchmarking Data for Quarter 1 2008/09

Voids

Performance Indicator	2007/08						2008/09 1 st 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	63.7	21 st of 23	31.15	37.27	46.41	4th	40.6	15 th of 21	28	36.74	42.03	3rd
2. % of rent lost due to void properties	2.33	20 th of 21	1.24	1.59	2.10	4th	2.2%	13 th of 16	1.34	1.59	1.9	4th

Repairs

Performance Indicator	2007/08						2008/09 1 st 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	95.99	8 th of 18	96.29	95	91.52	2nd	97.5	5 th of 16	97.9	95.9	91.2	2nd
2. % Of emergency repairs completed on time	97.04	8 th of 13	97.94	97.27	95.96	3rd	99.8	3 rd of 14	99.2	97.9	96.3	1st
3. % of non-urgent repairs completed on time	96.4	4 th of 13	96.48	95.3	89.68	2nd	98.3	2 nd of 11	98.17	97.5	92.3	1st
4. Average time taken to complete non urgent repairs	9.65	13 th of 21	8.79	9.61	11.2	3rd	12.2	12 th of 17	8.3	9.7	13.5	4th
5. Proportion of homes which are non-decent	31.92	12 th of 18	12.75	24.81	45.7	3rd	Annual Indicator					

Rents

Performance Indicator	2007/08						2008/09 1 st Quarter					
	NCH	NCH Rank	Up Qtr	Med	Lwr Qtr	Our Qtr	NCH	NCH Rank	Up Qtr	Med	Lwr Qtr	Our Qtr
1. BV66a – Proportion of rent collected	96.23	20 th of 22	98.56	97.56	96.95	4th	95.79	8 th of 18	96.86	96.06	95.13	3rd
2. Proportion of rent collected (excluding arrears)	99.4	4 th of 8	99.7	99.3	98.4	2nd	99.2	4 th of 6	99.89	99.15	98.43	2nd
3.% of tenants evicted for arrears	1.07	22 nd of 23	0.32	0.5	0.67	4th	1	19 th of 19	0.24	0.57	0.7	4th
4.% of tenants served with NOSP for arrears	27.93	13 th of 23	19.05	25.72	36.59	3rd	24.42	13 th of 16	5.35	11.06	20.09	4th
5. % of tenants with > 7 weeks arrears	9.09	21 st of 23	3.48	5.05	6.88	4th	9.11	20 th of 21	3.8	5.7	7.45	4th

Sickness

Performance Indicator	2007/08						2008/09 1 st Quarter					
	NCH	NCH Rank	Up Qtr	Med	Lwr Qtr	Our Qtr	NCH	NCH Rank	Up Qtr	Med	Lwr Qtr	Our Qtr
1. Sickness Absence	15.5	17 th of 18	9.3	11.2	13.5	4th	2.9	10 th of 15	2.08	2.61	9.83	3rd

Tenant Satisfaction

Performance Indicator	2007						2008					
	NCH	NCH Rank	Up Qtr	Med	Lwr Qtr	Our Qtr	NCH	NCH Rank	Up Qtr	Med	Lwr Qtr	Our Qtr
1. BV74 (a) Satisfaction of tenants with overall service	62%	21 st of 21	78	78	75	4th	69%	<i>Not known</i>				
2 % tenants satisfied with participation in decision making	57%	20 th of 21	70	67	64	4th	59%	<i>Not known</i>				

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 from 2007/08.

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](#)

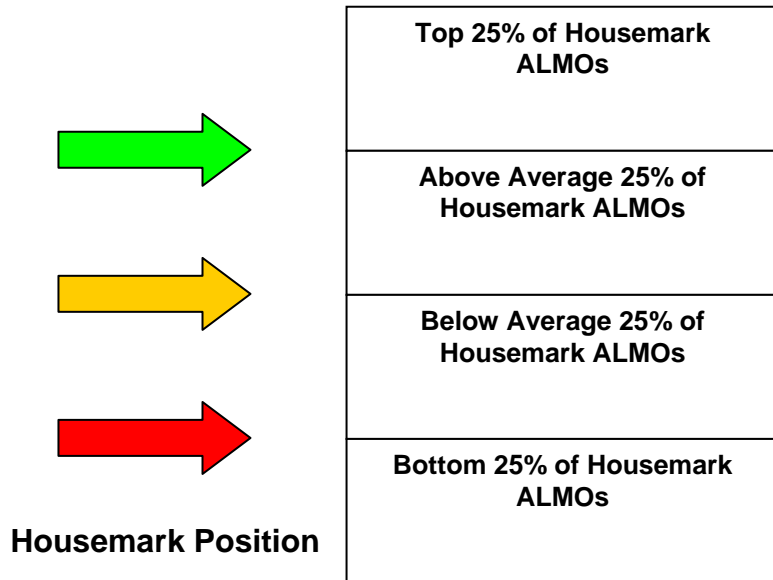
Nottingham City Homes is a member of Housemark ALMO Benchmarking Club. The Club allows us to measure our services against other similar organisations across the country.

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.



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.