

Appendix 6: Performance Indicators and Targets for Nottingham City Homes Ltd

Section 1.01 Nottingham City Homes - National Performance Indicators

PERFORMANCE INDICATOR	MEASURE/DESCRIPTION	ACTUAL 31.10.04	TARGET2 004/05	TOP ALMO	TARGET 2005/06	REPORTING FREQUENCY
<u>Corporate Health</u>						
BV 002a	The level of the Equality Standard for Local Government to which the ALMO conforms	2	2	3	3	Annually
BV 004	The percentage of complainants satisfied with the handling of their complaint	TBC	TBC	N/K	TBC	Quarterly
BV 008	The percentage of invoices for commercial goods which are paid within 30 days of receipt	93.8%	100%	100%	100%	Monthly
BV 157	The number and types of interactions that are enabled electronically	TBC	TBC	100%	100%	
<u>Human Resources</u>						
BV 011a	The top 5% of earners that are women	42.86%	45.7%	N/K	48.6%	Quarterly
BV 011b	The top 5% of earners that are Black and Minority Ethnic Employees	20%	20%	N/K	22.8%	Quarterly
BV 012	The number of working days/shifts lost due to sickness absence	11.41 days	12 days	N/K	10 days	Monthly
BV 016a	Disabled people as a percentage of the workforce	7%	7.63%	N/K	8.39%	Quarterly
BV 016b	The top 5% of earners that are women	1%	1.43%	N/K	5.6%	Quarterly
BV 017a	The percentage of employees from BME Communities	19.62%	21%	N/K	23%	Quarterly
<u>Repairs and Maintenance</u>						
New BV PI 2005-06	The average relet time for local authority dwellings let in the financial year	40.8 days	33 days	34 days	37 days	Monthly
BV 063	Energy Efficiency - the average SAP rating of local authority owned dwellings.	70.26	70.5	61.30	70.9	Monthly
BV 184a	The proportion of LA homes which were non decent at 1 April 2004.	41.08%	37.79%	45.9%	25.8%	Monthly
BV 184b	The percentage change in proportion of non decent LA homes between 1 April 2002 and 1 April 2003.	12.72%	17.26%	20.5%	33%	Monthly

PERFORMANCE INDICATOR	MEASURE/DESCRIPTION	ACTUAL 31.10.04	TARGET2 004/05	TOP ALMO	TARGET 2005/06	REPORTING FREQUENCY
<u>Rent Collection</u>						
BV 066a	Local authority rent collection and rent arrears: proportion of rent collected.	91.55%	93%	98.9%	95.5%	Monthly
<u>Customer Satisfaction</u>						
BV 074a	Satisfaction of tenants of council housing with the overall service provided by their landlord.	N/A	75%	79%	80%	Annually
BV 074b	Satisfaction of black and minority ethnic tenants of council housing with the overall service provided by their landlord.	N/A	75%	75%	80%	Annually
BV 074c	Satisfaction of non black and minority ethnic tenants of council housing with the overall service provided by their landlord.	N/A	75%	82.33%	80%	Annually
BV 075a	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord	N/A	50%	N/K	55%	Annually
BV 075b	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord - black and ethnic minority tenants.	N/A	50%	N/K	55%	Annually
BV 075c	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord - non-black and ethnic minority tenants.	N/A	50%	N/K	55%	Annually

Nottingham City Homes - Local Performance Indicators

PERFORMANCE INDICATOR	MEASURE/DESCRIPTION	REPORTING FREQUENCY
LP 01	The number and percentage of council owned dwellings not holding a legal gas servicing certificate	Monthly
LP 02	The percentage of responsive (but not emergency) repairs, for which the authority both made and kept an appointment.	Monthly
LP 03	The percentage of all day-to-day repairs completed within target	Monthly
LP 04	The percentage of urgent repairs completed within Government time limits	Monthly
LP 05	The average number of days taken to complete non urgent repairs	Monthly
LP 06	The percentage of rent lost through local authority dwellings becoming vacant	Monthly
LP 07	The number and percentage of all stock vacant	Monthly
LP 08	The average cost of all voids re-let	Monthly
LP 09	The average number of offers taken to let each property	Monthly
LP 10	The percentage of properties let that were accepted on the first offer	Monthly
LP 11	The percentage of stock turnover during the previous 12 month period	Monthly
LP 12	The percentage of new tenancies lasting more than 12 months during the previous 24 month period	Monthly
LP 13	The percentage of new tenancies lasting less than 3 months during the previous 24 month period	Monthly