



Board

26 May 2009

Performance Monitoring Report for April 2008 to March 2009 (Year End)

Report by Assistant Chief Executive and Director of Business

Decision	Area Implications	All
<p>Executive Summary</p>	<p>When year end performance is reported there are no amber results. At this stage a target has either been achieved or not. Performance for 2008/09 shows many more 'green' results than 'red', but the proportion of missed targets is significant.</p> <p>Red indicators</p> <p>Two indicators were extremely close to the target and also represent high performance levels. These are the proportion of rent collected (98.41% against a target of 98.7%; this is top quartile performance), and satisfaction with the investment programme (89% against a target of 90%). This target has been separated into two top 20 targets for 2009/10, focusing on satisfaction with internal and external works.</p> <p>Some red indicators are largely a reflection of over-ambitious timescales in internal processes. The monitoring of programme actions and service plan actions have not fed through into the organisation's top 20 targets for next year, but will continue to be monitored.</p> <p>The greatest causes for concern lie in the three satisfaction scores from the 'Status' survey and in sickness levels.</p> <p>The reasons for lower than expected satisfaction scores has already been discussed at Board, and work is being undertaken to examine the way we communicate with tenants and keep them informed, which were the salient reasons for dissatisfaction. Governance and Personnel Committee has been discussing sickness levels and actions to address this</p>	

	<p>performance issue. The target of 10.2 days has been carried forward into 2009/10 as a top 20 target to retain focus and scrutiny.</p> <p>The collection of customer demographic data has not achieved the set target for 2008/09 but significant improvements have been made with employees working out of hours to collect data. Over time this will allow us to tailor services to meet our customers' needs.</p> <p>Green indicators We have achieved some notable successes in areas of core business. Considerable reductions in both rent arrears and void re-let performance both contribute to the efficiency of the organisation and therefore our ability to continue developing services. Performance in these areas in particular represents a sustained and significant improvement.</p> <p>Our strategic objective to invest in refurbishing and building homes has been advanced by repairs service performance, progress towards decent homes and developments in our aspirations to build new homes.</p> <p>The core business area of support and care to communities is also boosted by the achievement of targets connected to sheltered housing, child safety and the support for sustained tenancies of young people.</p> <p>Targets relating to complaints, satisfaction with adaptations and repairs, and external accreditation for in-house training have all remained constant throughout the year.</p>
Recommendations	Board is asked to receive the report and approve the actions being taken to improve performance.

Business Implications	
YHN Mission and Strategic Objectives	This report specifically deals with performance measures against all of our strategic objectives.
Value for Money/Efficiencies	A range of targets relate directly to value for money, 3% efficiency saving has been achieved in 2008/09. Sickness performance improved in quarter one but has shown a steady decline in performance throughout the rest of 2008/09.

Resources (financial, property, technological or human)	Improving performance on voids and arrears is increasing available revenue. There are adverse financial implications relating to sickness. Failure to hit decency targets would have a negative impact on stock condition.
Impact on Services/Performance	Integral to each part of the report
Outcomes for tenants/leaseholders	Monitoring performance and taking action to improve will help to ensure increased satisfaction and better use of resources for tenant priorities.
Risk (reputation, relationship)	Failure to monitor performance could place YHN at risk of failing in any of our strategic objectives. This, in turn, risks our reputation and our status as a 3 star organisation
Environmental	None
Legal Implications	None
Equality and Diversity	We have achieved our target for the number of YHN staff from an ethnic minority within the top 5% of staff and the number of YHN staff who have a disability within the top 5% of staff. However levels are not representative of the community.
Stakeholder Involvement/Consultation (planned or already carried out)	2008/09 performance will be reported to the City Council Quality Places Overview and Scrutiny Panel and Newcastle's Tenants Federation. Progress is monitored by both on a quarterly basis.
Background papers	Delivery Plan 2008/09
Contact officers	Keith McDonald and Claire Collard, Business Strategy Team (0191) 278 8732

Performance Monitoring Report April 2008 to March 2009 (Year End)

1. Introduction

1.1 This performance report covers the period from the 01/04/2008 to the 31/03/2009. There are 38 performance indicators included, 30 indicators are from the current 08/09 balanced scorecard, 2 are statutory indicators and 6 are local targets.

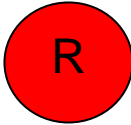

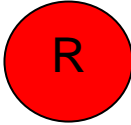

2. Background


2.1 The performance monitoring report includes the following:

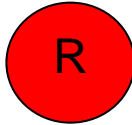

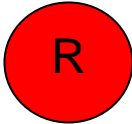

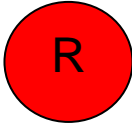

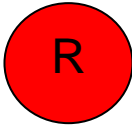

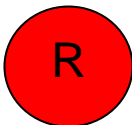

- A status report against the balanced scorecard targets (Appendix 1).
- A detailed analysis of those balanced scorecard indicators not achieving the targets set. This includes a graph showing trend data, performance against the Housemark benchmarking club and a direction of travel. A narrative is provided to show action being taken to address poor performance (Appendix 2).
- A performance summary report showing performance trends against the 2008/09 target.

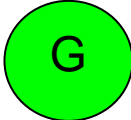

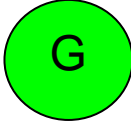

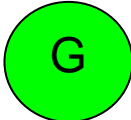

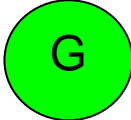

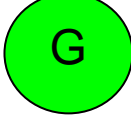

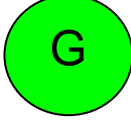

3. Performance Summary Report

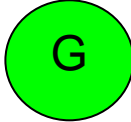
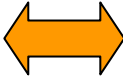
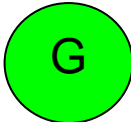

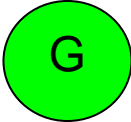
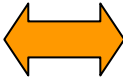
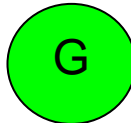

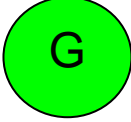

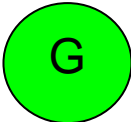

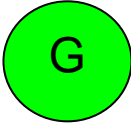

3.1 The table below details 2008/09 performance for 38 indicators that are reported to Board. 13 indicators have not achieved the target and 25 indicators have achieved the target for 2008/09.

Description	Year End Target 31/03/09	Performance 31/03/09 (Q4) (Cumulative)	Performance Against Year End Target	Trend from 31/12/08 (Q3)
Reduce the number of sickness days per FTE employee to 10.20 days by 31/3/09.	10.20	11.45		
Achieve 81% BME satisfaction with the overall housing service by 31/03/09	81%	67.84%		Annual target Trend from 2007/08 

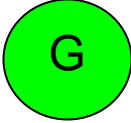

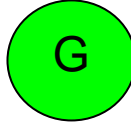

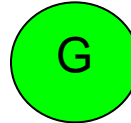

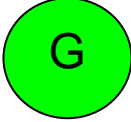

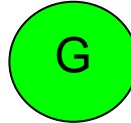

Description	Year End Target 31/03/09	Performance 31/03/09 (Q4) (Cumulative)	Performance Against Year End Target	Trend from 31/12/08 (Q3)
Achieve 81% satisfaction with the overall housing service by 31/03/09	81%	73.05%		Annual target Trend from 2007/08 
Achieve 70% satisfaction with opportunities for participation in management and decision making by 31/03/09	70%	58.38%		Annual target Trend from 2007/08 
92% of YHN Programme actions to be completed during 2008/09	92%	52%		
41% of top 5% of staff who are women	41%	35.7%		
92% of service plan actions to be completed within target timescales during 2008/09	92%	72%		
Achieve 90% satisfaction with the investment programme by 31/03/09.	90%	89%		

Description	Year End Target 31/03/09	Performance 31/03/09 (Q4) (Cumulative)	Performance Against Year End Target	Trend from 31/12/08 (Q3)
Achieve Level 3 of the revised local government equality standard by 31/12/08	Level 3 By 31/12/08	See Appendix 2		
Make a difference involvement volunteers to be representative of the tenant and leaseholder population in terms of age, gender, ethnicity and disability by 31/03/09	Representative	Gap: Age 25-44		
Achieve targets for collecting customer demographic data for ethnicity (95%), and religion and faith (40%), during 2008/09	95% /40%	80% 46%		
Local authority rent collection and arrears: proportion of rent collected	98.70%	98.41%		
Percentage of non-decent council homes in 2008/09	48.80%	50.15%		

Description	Year End Target 31/03/09	Performance 31/03/09 (Q4) (Cumulative)	Performance Against Year End Target	Trend from 31/12/08 (Q3)
55% satisfaction with the way anti-social behaviour complaints were dealt with by HASBET during 2008/09	55%	75.7%		
Achieve 91% satisfaction with the adaptations service by 31/03/09	91%	94.5%		
90% of vulnerable young people who have support from INLINE to maintain a successful tenancy for 12 months during 2008/09	90%	97.4%		
Percentage of repairs for which an appointment has been made and kept by City Build.	97%	98%		
95% of complaints to be given a full written response within 10 working days during 2008/09.	95%	95%		
Achieve 92% satisfaction with the repairs and maintenance service by 31/3/09.	92%	95%		

Description	Year End Target 31/03/09	Performance 31/03/09 (Q4) (Cumulative)	Performance Against Year End Target	Trend from 31/12/08 (Q3)
The percentage of urgent repairs that are completed within government timescales.	97%	100%		
Achieve a 3% efficiency saving on 2007/08 baseline budget by 31/03/09	3%	Achieved		
Develop two scheme proposals for new build housing during 2008/09	2	2		
Repairs completed at first visit	98%	99%		
Gain external accreditation on three in house courses during 2008/09	3	3		
Complete a support plan for all sheltered housing clients during 2008/09	100%	100%		
4% of top 5% of staff who have a disability.	4% (2)	7.1% (3)		

Description	Year End Target 31/03/09	Performance 31/03/09 (Q4) (Cumulative)	Performance Against Year End Target	Trend from 31/12/08 (Q3)
4% of top 5% of staff who are from an ethnic minority	2% (1)	4.8% (2)		
Achieve attendance at training courses of 97% during 2008/09	97%	97.6%		
97% of Modern Homes Programme spend to come within budget during 2008/09	97%	99.4%		
5,447 homes to be made decent in 2008/09	5447	5885		
Achieve a 28.55% change in the proportion of non-decent homes by 31/3/09	28.55%	39.51%		
Reduce lettable voids across the city to 1% of available stock by 31/03/09	298	271		
Energy Efficiency - the average SAP rating of local authority owned dwellings	65	67.9		

Description	Year End Target 31/03/09	Performance 31/03/09 (Q4) (Cumulative)	Performance Against Year End Target	Trend from 31/12/08 (Q3)
Implement an action plan by 31/03/09 to retain Investors in People accreditation	Action Plan	Achieved		
Install 1,500 child safety equipment packages by 31/03/09	1,500	1,969		
Reduce the average voids re-let time to 50 days by 31/3/09.	50 days	34.8 days		
Average number of days to complete non-urgent repairs	10 days	6.10 days		
Reduce net rent arrears from £3,130,729 to £2,800,000 by 31/03/09	£2,800,000	£2,473,741.99		

3.2 Analysis identifying the reasons for failure and corrective action being taken for each of the red balanced scorecard indicators is provided in appendix 2.

4. The Service Improvement Programme

4.1 The Service Improvement Programme has been carried forward into 2009/10, as many products are not due to be complete until March 2010.

4.2 A Programme Review Board was held in quarter four and many products were signed off by review board. Any products outstanding from Programme Review Board have been externally scrutinized by our Programme Assurance Advisor and a report has been produced which highlights improvements that can be made.

5 Project Updates

- 5.1 The Project Boards met three times during quarter four to discuss progress made against Audit Commission recommendations and weaknesses and to review products due for completion. In quarter four 101 products were due to be complete by 31st March 2009. At the end of quarter four, 52 out of these 101 have been reported as complete within the agreed timescales. These outstanding products have been re-profiled and are on track to be completed during 2009/10.
- 5.2 During quarter four some workstreams have been closed due to products being completed and signed off by Programme Review Board. These workstreams include the 'Workforce' workstream which sits under the Customer Service Project. The 'New Stock' workstream, which was part of the Refurbishing and Building Homes Project and the 'Leasehold' workstream which reported to the Three Star Excellent Services Project Board.
- 5.3 There has also been some additions to the Service Improvement Programme during quarter four. New workstreams have been added to encompass new areas of work within the organisation which require additional support from workstream members to address areas of work, taken forward in the form of products. These workstreams include 'Investors In People' and 'Communication with Customers'. These workstreams are currently being set up and new products identified to be completed during 2009/10.

6 Recommendations

- 6.1 Board is asked to review the performance monitoring report and approve the actions being taken to address poor performance.

7 Next Steps

- 7.1 Performance will continue to be monitored and reported on a quarterly basis to this board, until the creation of a performance committee.

**Your Homes Newcastle
Balanced Scorecard**

2008 -2009

01/04/08 – 31/03/09

Three star excellent services

1. Achieve 81% satisfaction with the overall housing service by 31/3/09.
2. Achieve 70% satisfaction with opportunities for participation in management and decision making by 31/3/09.
3. 95% of complaints to be given a full written response within 10 working days during 2008/09.
4. 92% of Service Plan actions to be completed within target timescales during 2008/09.
5. 92% of YHN Programme actions to be completed during 2008/09.
6. Reduce net rent arrears to £2,800,000 by 31/3/09.
7. Achieve 3% efficiency saving on 2007/08 baseline budget by 31/3/09.
8. Achieve Level 3 of the revised local government equality standard by 31/12/2008.

Refurbishing and building homes

1. Reduce the average voids re-let time to 50 days by 31/3/09.
2. Achieve a 28.55% change in the proportion of non-decent homes by 31/3/09.
3. 5,447 homes to be made decent in 2008/09.
4. Develop two scheme proposals for new build housing during 2008/09.
5. Achieve 90% satisfaction with the investment programme by 31/03/09.
6. 97% of Modern Homes Programme spend to come within budget during 2008/09.
7. Achieve 91% satisfaction with the adaptations service by 31/03/09.
8. Achieve 92% satisfaction with the repairs and maintenance service by 31/3/09.

Your Homes Newcastle intends to be the best housing provider in the North East. We will achieve this by investing in our four strategic objectives:

- **Support and care to communities**
- **Three star excellent services**
- **A quality workforce**
- **Refurbishing and building homes**

Support and care to communities

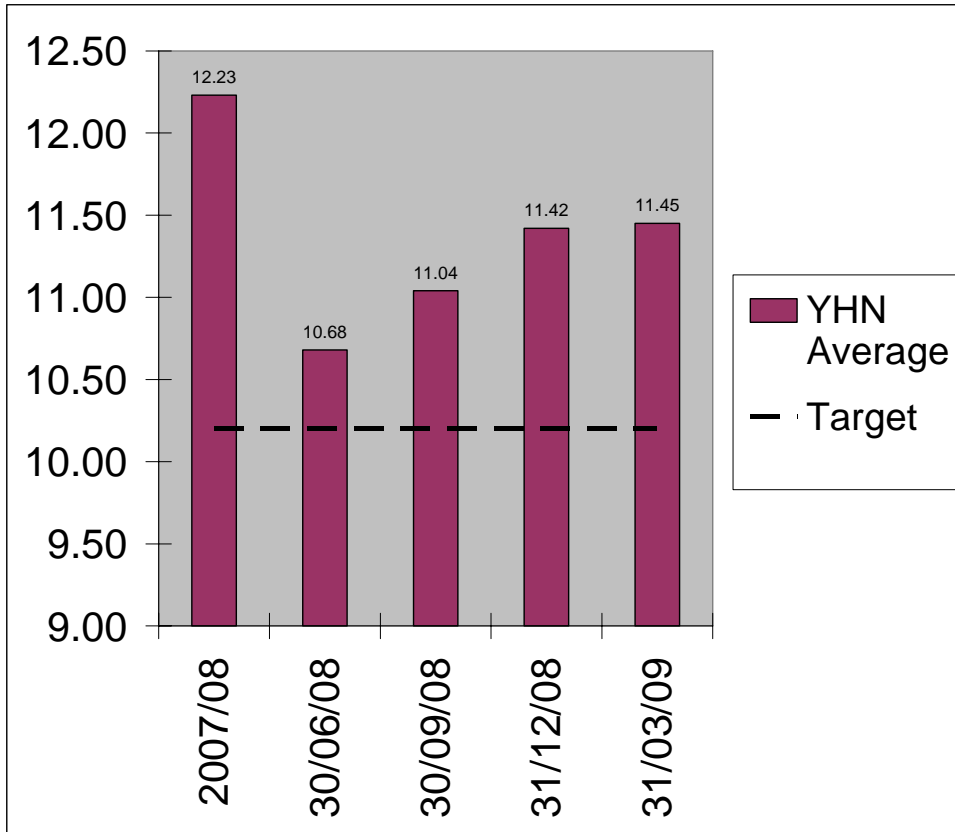
1. Achieve 81% BME satisfaction with the overall housing service by 31/3/09.
2. Make a difference' involvement volunteers to be representative of the tenant and leaseholder population in terms of age, gender, ethnicity and disability by 31/3/09.
3. 55% satisfaction with the way anti-social behaviour complaints were dealt with by HASBET during 2008/09.
4. Install 1,500 child safety equipment packages by 31/03/09.
5. 90% of vulnerable young people who have support from INLINE to maintain a successful tenancy for 12 months during 2008/09.
6. Complete a support plan for all sheltered housing clients during 2008/09.
7. Achieve targets for collecting customer demographic data for ethnicity (95%), and religion and faith (40%), during 2008/09.

A quality workforce

1. Reduce the number of sickness days per FTE employee to 10.20 days by 31/3/09.
2. 4% of top 5% of staff who have a disability.
3. 4% of top 5% of staff who are from an ethnic minority.
4. 41% of top 5% of staff who are women.
5. Implement an action plan by 31/03/09 to retain Investors in People accreditation.
6. Gain external accreditation on three in house courses during 2008/09.
7. Achieve attendance at training courses of 97% during 2008/09.

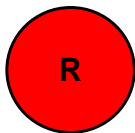
Reduce the number of sickness days per FTE

Good performance is below the target line of 10.20 days



Performance Comparisons

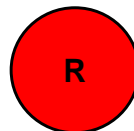
2007/08 performance against target 10.20 days



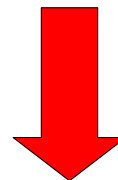
31/03/09 performance against benchmark (ALMO's)



31/03/09 performance against target



From 31/12/08 to 31/03/09 direction of travel



Performance Indicator Information

Balanced Scorecard Target. To reduce the number of sickness days per FTE to 10.20 days by 31/03/09.

Performance Report for 2007/08

During 2007/8 the target of 10.20 days was not achieved. The target remains the same for 2008/09.

Direction of travel

Quarter four performance shows the number of sickness days per full time employee reaching 11.45 days. This has not achieved the target to reduce the number of sickness days per FTE to 10.20 days by 31/03/09.

The projected number of sickness days per FTE in quarter three had reached 11.42 days, this was an increase from quarter two and was again, moving away from the target of 10.20 days.

Corrective Action Taken to Improve Performance

Absence management will be the topic of the Wider Management Team meeting on 13 May 2009. The barriers to attendance will be explored and strategies developed to address these barriers. A series of agreed actions will be adopted in order to expand management ownership and improve performance. Absence Management Board is currently reviewing the absence policy and associated procedures.

Financial Implications

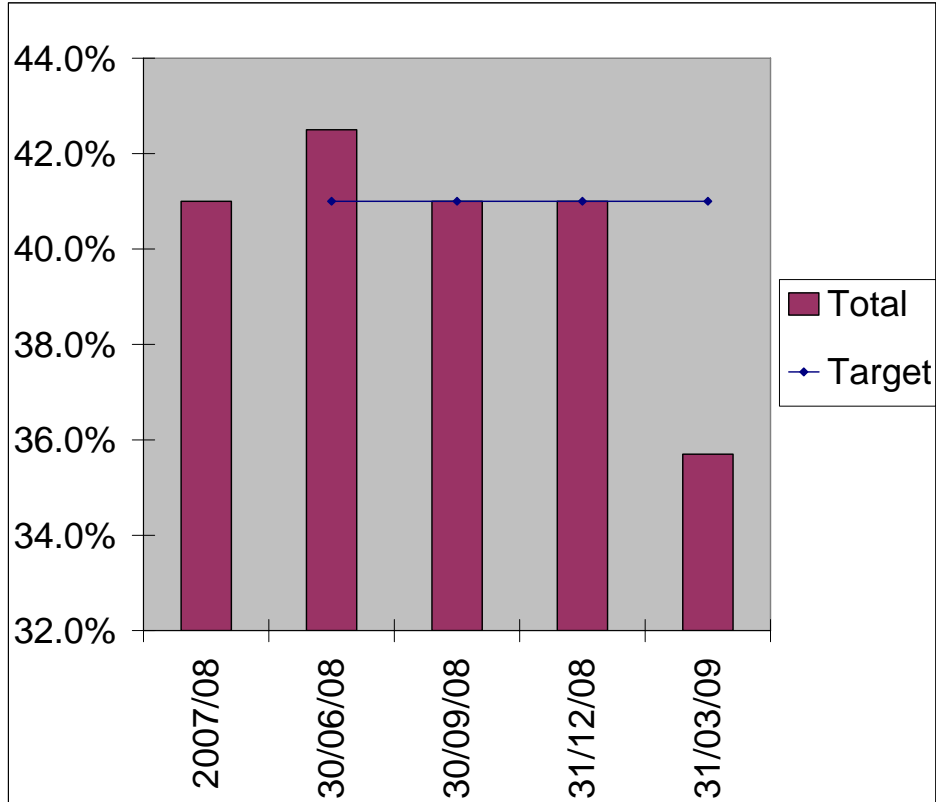
There are costs involved in paying overtime or employing temporary staff to cover posts. This also makes it more difficult to quantify cost of reduced quality of service.

Responsible Officer

Ross Atkinson - Director of Finance and Resources

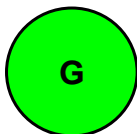
Top 5% of staff who are women

Good performance is above the target line of 41%



Performance Comparisons

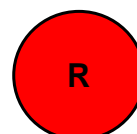
2007/08 performance against target



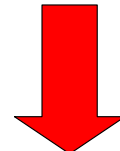
31/03/09 performance against benchmark (ALMO's)

Not Applicable, this is a local performance indicator

31/03/09 performance against target



From 31/12/08 to 31/03/09 direction of travel



Performance Indicator Information

Balanced Scorecard Target. 41% of the top 5% of staff who are women.

Performance Report for 2007/08

At the end of 2007/08, 41% of the top 5% of staff were women. This achieved the target set of 34%.

Direction of travel

Quarter four has seen a reduction in the number of women in the top 5% of staff. 35.7%(15) has been achieved which has fallen short of the 41% target. Quarter four figures are based on 42 employees in the top 5%.

The target has been achieved in previous quarters.

Corrective Action Taken to Improve Performance

The performance against target has fallen in quarter four as a result of two women in the top 5% of staff leaving YHN. Performance will rise again in quarter one of 2009/10 when the Head of Finance takes up post. We will review our approach to encourage female applicants as and when opportunities arise in the top 5% of staff.

Financial Implications

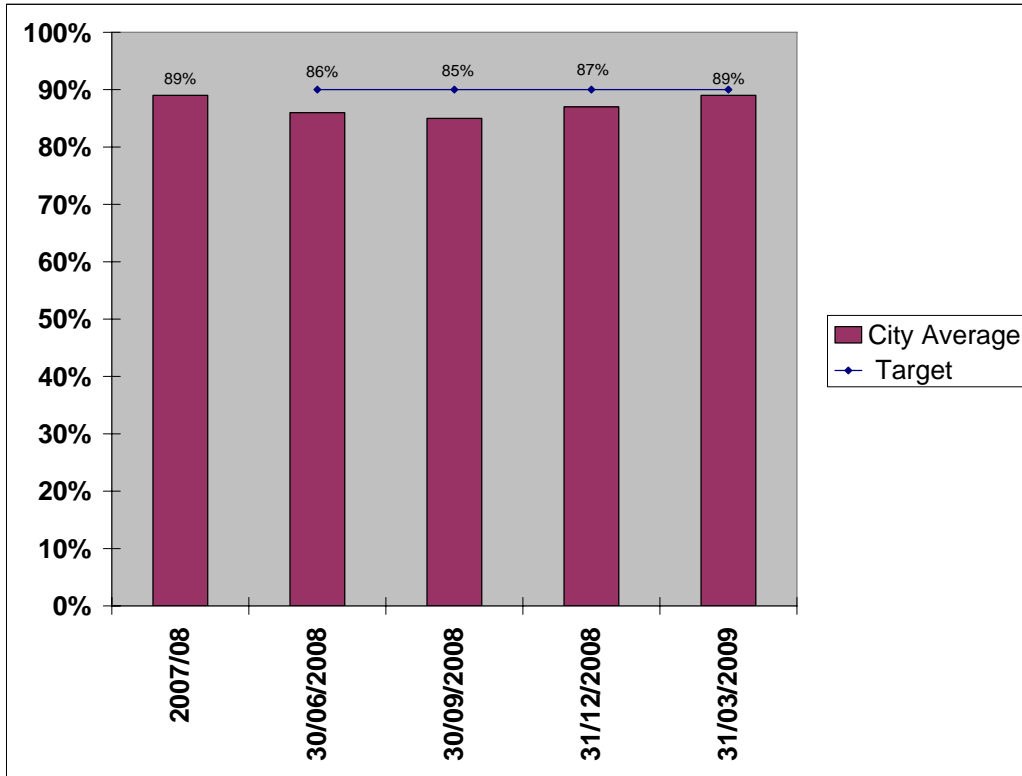
There are no financial implications if this target is not achieved.

Responsible Officer

Ross Atkinson - Director of Finance and Resources

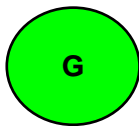
Satisfaction with Investment Programme

Good performance is above the target line 90% satisfied



Performance Comparisons

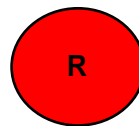
2007/08 performance against target



31/03/09 performance against benchmark (ALMO's)

This is a local Performance Indicator

31/03/09 performance against target



From 31/12/08 to 31/03/09 direction of travel



Performance Indicator Information

Balanced Scorecard Target. Achieve 90% Satisfaction with the Investment Programme by 31/03/09.

Performance Report for 2007/08

During 2007/08 89% of tenants were satisfied with the Investment Programme. This reached the target.

Direction of travel

Performance in quarter four improved to 89% of tenants satisfied with the Investment Programme during 2008/09. The target of 90% has not been achieved. From April 1875 tenants have been satisfied with the investment programme, with only 234 tenants expressing dissatisfaction.

Quarter three performance improved slightly, with 87% of tenants satisfied with the Investment Programme. The target of 90% had not been achieved.

Corrective Action Taken to Improve Performance

Continue to carry out post project reviews with construction partners and where possible include tenant representatives after the completion of the schemes. These reviews will ensure that we are continuously improving our processes whilst delivering the Investment Programme to 2011

Two Customer Satisfaction Workshops have been held with Constructors Site Managers and Liaison Staff with a third workshop scheduled for mid May. Tenant Representatives have been involved in these workshops to jointly agree where improvements can be made which may improve ratings. Customer Satisfaction is also being monitored as part of quarterly benchmarking to ensure under performance is addressed.

Financial Implications

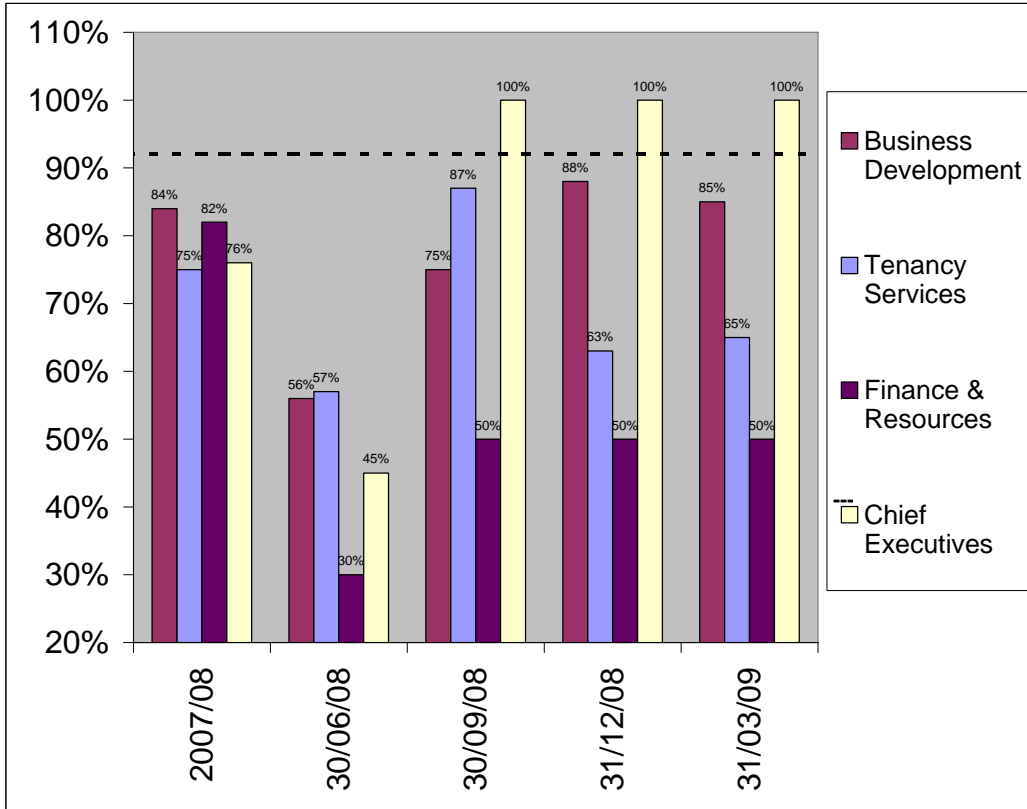
Improving satisfaction will require further work with Construction Partners to identify the issues being raised and how improvements can be made. This will impact on the time of the Investment Delivery Team. Resolving issues with residents who are unhappy about the service also involves time and may also result in financial implications.

Responsible Officer

Jen Vinton - Investment Delivery Manager

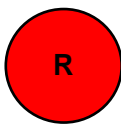
Service Plan

Good performance is above the target line 92%



Performance Comparisons

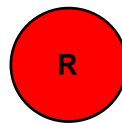
2007/08 performance against target



31/03/09 performance against benchmark (ALMO's)

Not Applicable, this is a local performance indicator

31/03/09 performance against target



From 31/12/08 to 31/03/09 direction of travel



Performance Indicators Information

Balanced Scorecard Target. 92% of Service Plan actions to be completed within target timescales during 2008/09.

Performance Report for 2007/08

During 2007/8 the target of 92% of Service Plan actions was not achieved, the target remains the same for 2008/09.

Direction of travel

168 Service Plan actions were completed in quarter four out of 243, this amounts to 69%. However, from April 2008 to March 2009 467 actions out of 648 have been completed in total, bringing the cumulative total for 2008/09 to 72%. During quarter four the Chief Executive's division have achieved 100% with 15 service plan actions completed in the period. Business Development achieved 85%, Tenancy Services, 65% and the Finance & Resources division completing 28 actions out of 56, which totals 50%. The target of 92% of Service Plan actions to be completed within target timescales during 2008/09 has not been achieved.

In quarter three, there was a total of 33 targets due for completion. Out of this, 22 had been completed which amounts to 67%. From April to December 2008, we had achieved in total 80 targets out of 131, which gives a cumulative total of 61%. This had not achieved the set target of 92%

Corrective Action Taken to Improve Performance

Performance will continue to be reported to each Senior Management Team in 2009/10 who are responsible for recovery actions.

Identified Service Plan targets in 2009/10 will also be reported to Wider Management Team for additional scrutiny.

Financial Implications

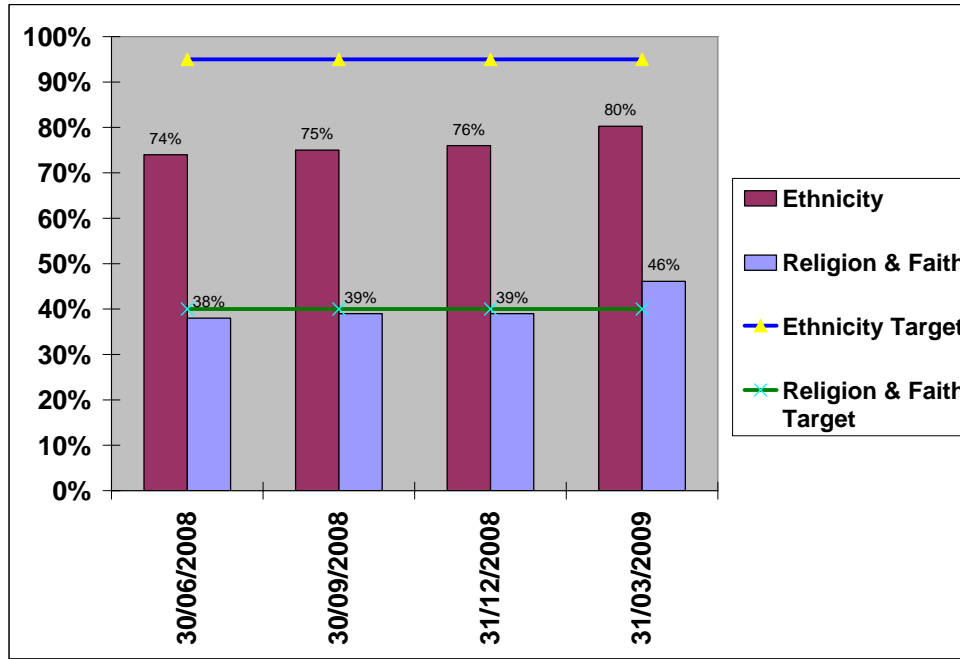
There are nearly 700 service plan targets, some of which have financial implications.

Responsible Officer

Sheila Breslin - Assistant Chief Executive and Director of Business

Collecting Customer Demographic Data

Good performance is
above the target lines 95% & 40%



Performance Comparisons

2007/08
performance
against
target

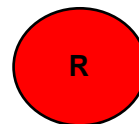
31/03/09
performance
against benchmark
(ALMO's)

31/03/09
performance
against target

From 31/12/08 to
31/03/09
direction of
travel

New Target for
2008/09

This is a local
Performance
Indicator



Performance Indicator Information

Balanced Scorecard Target. Achieve targets for collecting customer demographic data for ethnicity (95%) and religion and faith (40%), during 2008/09.

Performance Report for 2007/08

This is a new target for 2008/09.

Direction of travel

In quarter four the target for collecting customer demographic data has been achieved with regards to religion and faith which exceeded the 40% target with data collected for 46% of customers. The data collected for ethnicity also increased to 80%, although did not reach the target of 95% of customers during 2008/09.

Customer demographic data collected had increased slightly in quarter three, with 76% collected relating to ethnicity, this was still significantly below the 95% target. Data for Religion and Faith remained the same with 39%.

Corrective Action Taken to Improve Performance

Data collection exercise has been carried out between December 2008 and March 2009. Staff worked out of hours to contact customers who have not responded to previous attempts to collect demographic data.

At the end of quarter four, 6830 visits to tenants have been made. Data collected has been input into the Northgate system. This will allow us to deliver appropriate services to meet the needs of the customer.

Briefing sessions to be carried out with Community Housing Office staff regarding the 'getting to know our customer' procedure to ensure accurate data is collected.

Financial Implications

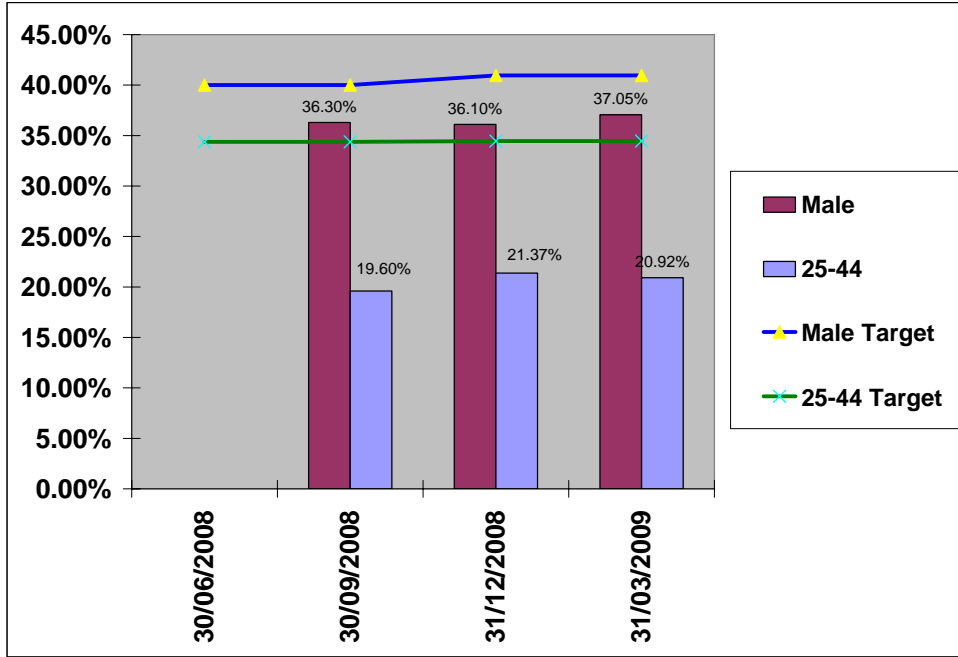
Not having this information may result in resources not being correctly targeted.

Responsible Officer

Sheila Breslin - Assistant Chief Executive and Director of Business

Making a Difference Volunteers

Good performance is above the target lines 40.95% & 34.45%



Performance Comparisons

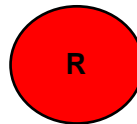
2007/08 performance against target

New Target for 2008/09

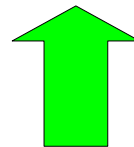
31/03/09 performance against benchmark (ALMO's)

This is a local Performance Indicator

31/03/09 performance against target



From 31/12/08 to 31/03/09 direction of travel



Performance Indicator Information

Balanced Scorecard Target. Make a difference involvement volunteers to be representative of the tenant and leaseholder population in terms of age, gender, ethnicity and disability by 31/03/09.

Performance Report for 2007/08

This is a new target for 2008/09.

Direction of travel

The Male 'Making a Difference Volunteers' have increased to 37.05 in quarter four, which has hit the tolerance and is therefore representative of the tenant and leaseholder population.

The aged 25-44 group of volunteers has increased again since quarter three and is currently at 20.92 % but has not achieved the target of 34.45% which reflects the current tenant and leaseholder population.

It is important to note that the target is constantly changing due to the natural fluctuation in population.

Corrective Action Taken to Improve Performance

This was a new target for 2008/09 and therefore the first time the 'Making a difference volunteers' have been monitored in this way. This target is being taken forward as part of the service plan for 2009/10.

The monitoring of this target has identified areas within the 'Making a Difference volunteers' that had not yet been identified. The age 25-44 group has been identified as hard to hear. A promotional campaign will target tenants in this age group to raise awareness of involvement methods.

Financial Implications

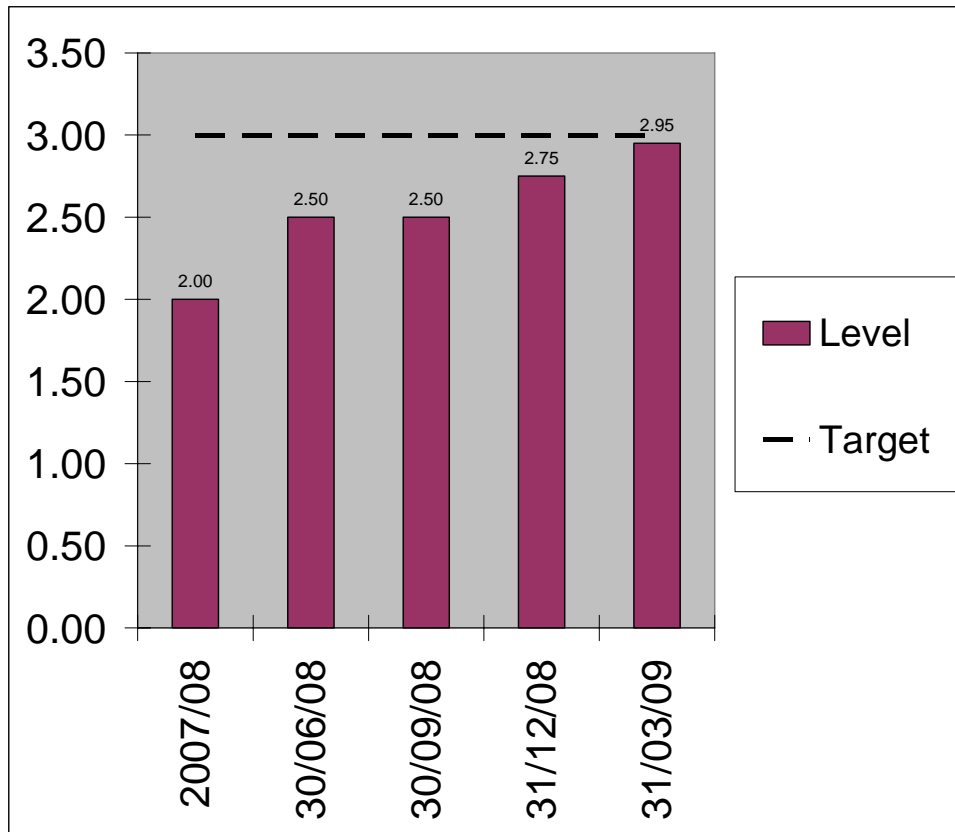
Not achieving this target would require a dedicated resource to carry out further work to ensure volunteers were representative.

Responsible Officer

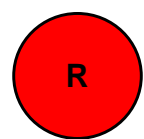

Sheila Breslin - Assistant Chief Executive and Director of Business

Level 3 Local Government Equality Standard

Good performance is above the target line of Level 3



Performance Comparisons

2007/08 performance against target	31/03/09 performance against benchmark (ALMO's)	31/03/09 performance against target	From 31/12/08 to 31/03/09 direction of travel
New Target for 2008/09	This is a local Performance Indicator		

Performance Indicator Information

Balanced Scorecard Target. Achieve Level 3 of the revised local government equality standard by 31/12/2008.

Performance Report for 2007/08

This is a new target for 2008/09.

Direction of travel

In quarter four, again progress has been made towards achieving Level 3 of the local government equality standard and a peer assessment has been undertaken. However, a formal assessment has not been undertaken and the target to achieve Level 3 by 31/12/2008 has not been met.

In quarter three, some progress had been made to achieving the target, although it had not been achieved by the set deadline of 31/12/2008.

Corrective Action Taken to Improve Performance

Peer Assessment has take place with Gateshead Housing Company. Review broadly supports our approach with some minor amendments in the areas of procurement, performance and involvement. Actions to address improvements identified by Gateshead to be undertaken whilst working on an action plan to migrate to the new Equality Standard for Local Government.

Financial Implications

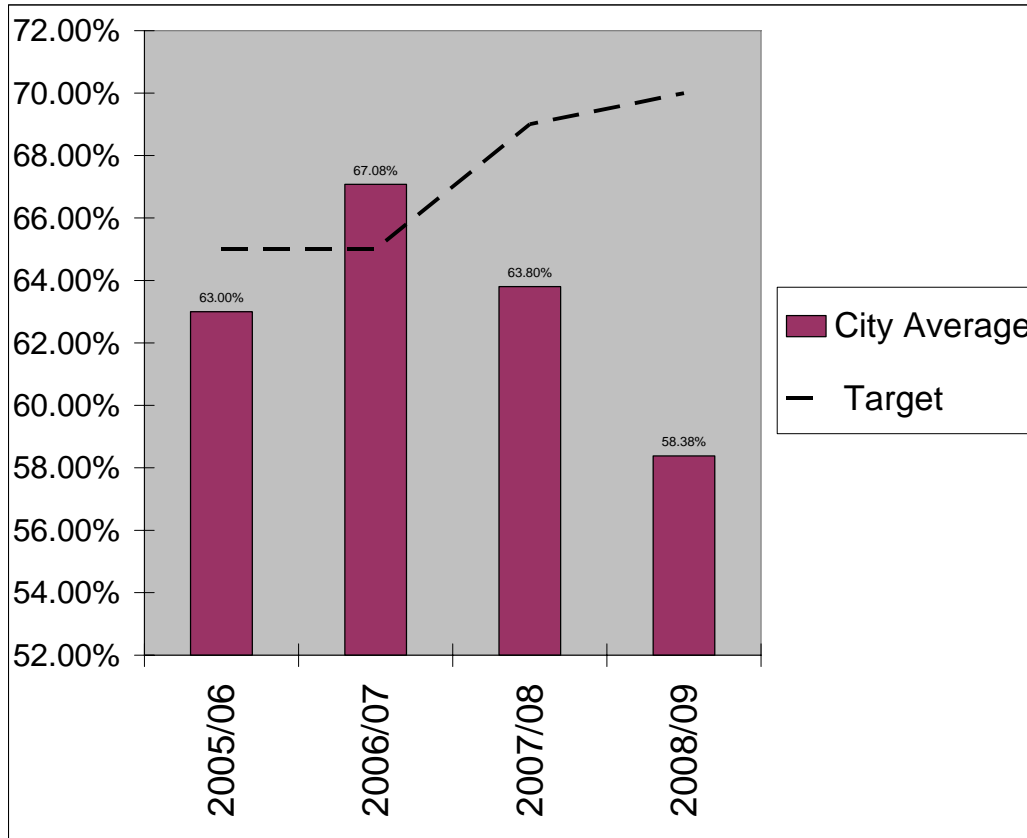
External Assessment may incur financial costs. To be determined.

Responsible Officer

Simone Doyle - Diversity Manager

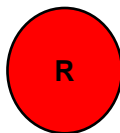
Tenant Satisfaction with opportunities for participation in management and decision making

Good performance is above the target line of 70%



Performance Comparisons

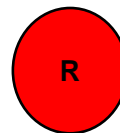
2007/08 performance against target



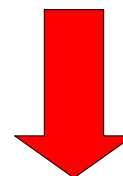
31/03/09 performance against benchmark (ALMO's)



31/03/09 performance against target



From 2007/08 to 2008/09 direction of travel



Performance Indicator Information

Balanced Scorecard Target - Achieve 70% satisfaction with opportunities for participation in management and decision making by 31/03/09.

Performance Report for 2007/08

During 2007/08 the target was not achieved with 63.80% of tenants satisfied with opportunities for participation in management and decision making.

Direction of travel

This indicator is calculated from an annual tenant satisfaction survey using the STATUS methodology. In 2008/09 58.38% of tenants were satisfied with opportunities for participation in management and decision making. This is below the target of 70% and has shown a reduction in satisfaction compared to 2007/08. However, tenants who indicated levels of dissatisfaction remain low at 6.26%.

Corrective Action Taken to Improve Performance

Detailed analysis of the STATUS Survey has been undertaken and a report produced for YHN Management Team. The report highlighted the biggest decrease in satisfaction related to how good tenants felt that their landlord was in keeping them informed of things that might affect them as tenants.

The area tenants were most dissatisfied with was with communications and involvement and their satisfaction with the final outcome following contact being made with their landlord about an issue.

In order to address these issues, a workstream has been introduced into the Service Improvement Programme to look at Communications and Involvement for tenants and leaseholders and to fully investigate opportunities of how to improve outcomes for tenants following the reporting of a problem or issue.

Financial Implications

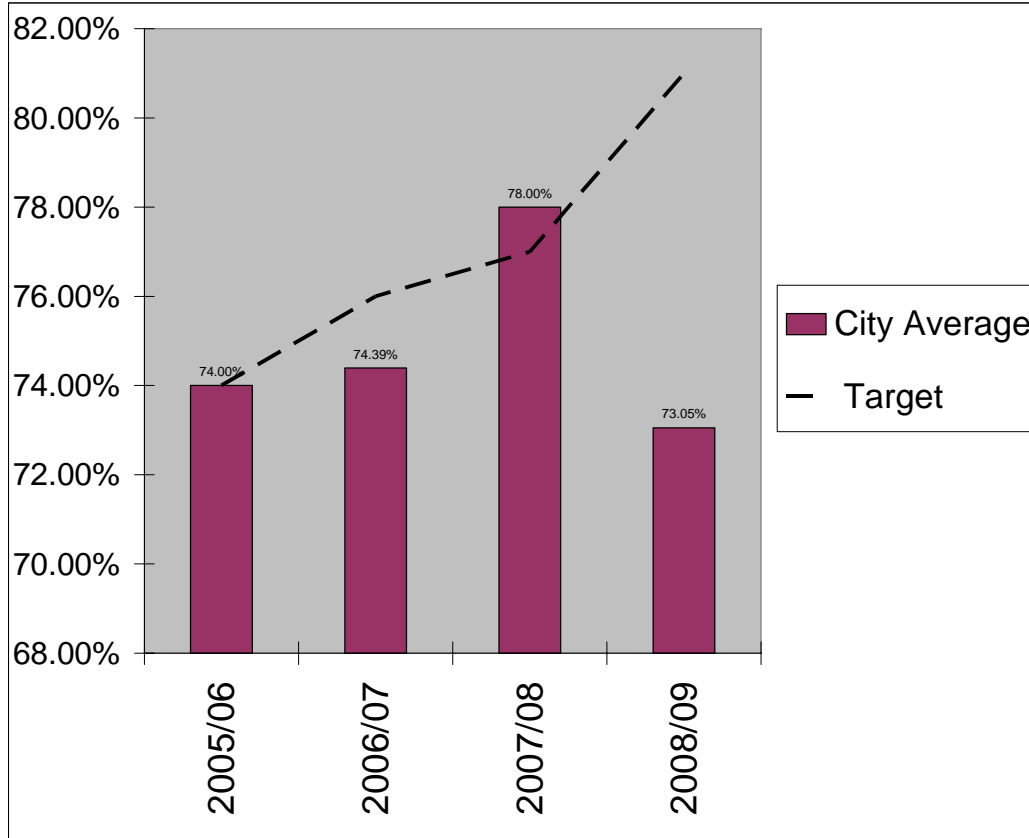
Not applicable

Responsible Officers

Sheila Breslin - Assistant Chief Executive and Director of

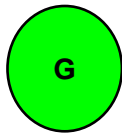
Tenant Satisfaction with the overall housing service

Good performance is above the target line of 81%

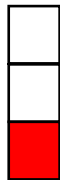


Performance Comparisons

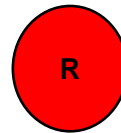
2007/08
performance
against target



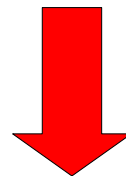
31/03/09
performance
against benchmark
(ALMO's)



31/03/09
performance
against target



From 2007/08 to
2008/09
direction of
travel



Performance Indicator Information

National Indicator NI160. Balanced Scorecard target. Achieve 81% satisfaction with the overall housing service by 31/03/09.

Performance Report for 2007/08

During 2007/08 the target was achieved as 78.0% of tenants were satisfied with the overall housing service.

Direction of travel

This indicator is calculated from an annual tenant satisfaction survey using the STATUS methodology. In 2008/09 73.05% of tenants were satisfied with the overall housing service. This is below the target of 81% and has shown a reduction in satisfaction compared to 2007/08.

Corrective Action Taken to Improve Performance

Detailed analysis of the STATUS survey has been undertaken and a report produced for YHN Management Team. The report showed an overall decrease in satisfaction compared to 2007/08.

A workstream has been set up as part of the YHN Service Improvement Programme to specifically look at the overall decline in satisfaction and in particular to look at STATUS and identify a process to improve satisfaction in future years.

Financial Implications

Not applicable

Responsible Officers

Sheila Breslin - Assistant Chief Executive and Director of Business

Neil Scott - Director of Tenancy Services

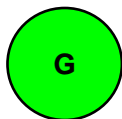
BME Satisfaction with the overall housing service

Good performance is above the target line of 81%

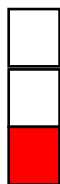


Performance Comparisons

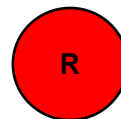
2007/08 performance against target



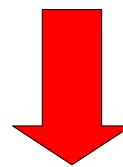
31/03/09 performance against benchmark (ALMO's)



31/03/09 performance against target



From 2007/08 to 2008/09 direction of travel



Performance Indicator Information

Balanced Scorecard Target - Achieve 81% BME satisfaction with the overall housing service by 31/03/09.

Performance Report for 2007/08

During 2007/08 the target was achieved as 78.4% of BME tenants were satisfied with the overall housing service.

Direction of travel

This indicator is calculated from an annual tenant satisfaction survey using the STATUS methodology. In 2008/09 67.84% of BME tenants were satisfied with the overall housing service. This is below the target of 81%.

Corrective Action Taken to Improve Performance

Detailed analysis of the STATUS survey has been undertaken and a report produced for YHN Management Team. The report showed an overall decrease in satisfaction compared to 2007/08.

A workstream has been set up as part of the YHN Service Improvement Programme to specifically look at the overall decline in satisfaction and in particular to look at STATUS and identify a process to improve satisfaction in future years.

Financial Implications

Not applicable

Responsible Officer

Sheila Breslin - Assistant Chief Executive and Director of Business

Neil Scott - Director of Tenancy Services