

Monthly Performance

December 2011

The monthly Performance information outlines the measures, which are considered to best reflect the health of the organisation at a strategic level. This provides an 'at a glance' view of the performance in respect of the current year up to the end of December 2011 against the WDH targets.



- ↑ Performance trend improving
- Performance trend static
- ↓ Performance trend deteriorating

	Excellence
	Performance on track to meet acceptable levels
	Performance not on track but within 10% of green
	Performance not on track by more than 10%

Leadership	2010 / 2011 Outturn	December 2011		2011 / 2012 Target
Average number of days lost to short term sickness per employee.	4.2 days	4.2 days	→	4 days
Percentage of return to work interviews completed.	72.7%	97.8%	↑	97.5%
Percentage of six month reviews completed.	New Measure	76.84%	↑	100%
Number of industrial injuries reported to RIDDOR each month.	2.25	1	↑	0

Customer Service	2010 / 2011 Outturn	December 2011		2011 / 2012 Target
Tenant satisfaction with Strategic Partners.	99%	99%	→	100%
Percentage of responsive repairs fixed right first time.	85%	88%	↑	90%
Percentage completion of customer profiling data.	75.29%	82.3%	↑	80%
Number of ASB / nuisance complaints responded to outside required timescales.	0	0	→	0

Governance and Efficiency	2010 / 2011 Outturn	December 2011		2011 / 2012 Target
Empty properties as a percentage of stock.	1.77%	1.28%	↑	1.5%
Rent arrears of current tenants as a percentage of annual rent debit.	2.9%	3.01%	↓	2.9%
Value of efficiencies	£1.47m	£1.65m	↑	£1m
Percentage of complaints answered within target.	86%	91%	↑	90%

Sustainable Communities	2010 / 2011 Outturn	December 2011		2011 / 2012 Target
Average length of time on CBL members list (A and B).	48 weeks	37 weeks	↑	48 weeks
Number of new builds achieving practical completion.	153	168	↑	173
Number of properties improved to Wakefield Standard.	3,687	3,391	↑	2,167
Number of people without valid gas safety certificate.	0	1	↓	0