













Repairs completed comparison (AC3/4) – 01/04/2012 – 30/09/2012







R2-AC3 % of all repairs completed within target for Area Committee 3

	Value	Year to Date	Target	Status	Long Trend	Short Trend	Total	In target
Q1 2012/13	89.07%	89.07%	96%				7,582	6,753
Q2 2012/13	91.04%	90.03%	96%				7,217	6,570







R2-AC3-ASWA % of all repairs completed within target for Aspley Ward

	Value	Year to Date	Target	Status	Long Trend	Short Trend	Total	In target
Q1 2012/13	88.61%	88.61%	96%				3,557	3,152
Q2 2012/13	91.29%	89.91%	96%				3,331	3,041







R2-AC3-BIWA % of all repairs completed within target for Bilborough Ward

	Value	Year to Date	Target	Status	Long Trend	Short Trend	Total	In target
Q1 2012/13	89.49%	89.49%	96%				3,349	2,997
Q2 2012/13	90.48%	89.98%	96%				3,225	2,918







R2-AC3-LVWA % of all repairs completed within target for Leen Valley Ward

	Value	Year to Date	Target	Status	Long Trend	Short Trend	Total	In target
Q1 2012/13	89.35%	89.35%	96%				676	604
Q2 2012/13	92.44%	90.88%	96%				661	611







R2-AC4 % of all repairs completed within target for Area Committee 4

	Value	Year to Date	Target	Status	Long Trend	Short Trend	Total	In target
Q1 2012/13	89.33%	89.33%	96%				1,687	1,507
Q2 2012/13	91.3%	90.36%	96%				1,828	1,669







R2-AC4-BEWA % of all repairs completed within target for Berridge Ward

	Value	Year to Date	Target	Status	Long Trend	Short Trend	Total	In target
Q1 2012/13	86.02%	86.02%	96%				279	240
Q2 2012/13	85.02%	85.51%	96%				287	244

R2-AC4-RPWA % of all repairs completed within target for Radford & Park Ward

	Value	Year to Date	Target	Status	Long Trend	Short Trend	Total	In target
Q1 2012/13	91.3%	91.3%	96%				885	808
Q2 2012/13	93.52%	92.45%	96%				957	895

R2-AC4-ARWA % of all repairs completed within target for Arboretum Ward

	Value	Year to Date	Target	Status	Long Trend	Short Trend	Total	In target
Q1 2012/13	87.76%	87.76%	96%				523	459
Q2 2012/13	90.75%	89.34%	96%				584	530

Complaints comparison (Aspley/Hyson Green/Whole City) – 01/04/2012 – 30/09/2012



% of complaints responded to within target – For all Aspley area

	Value	Year to Date	Target	Status	Long Trend	Short Trend	Complaints	In target
Q1 2012/13	100%	100%	99%				247	247
Q2 2012/13	98.4%	99.2%	99%				253	249

% of complaints responded to within target – For all Hyson Green area

	Value	Year to Date	Target	Status	Long Trend	Short Trend	Complaints	In target
Q1 2012/13	100%	100%	99%				65	65
Q2 2012/13	100%	100%	99%				52	52

% of complaints responded to within target – NCH Total

	Value	Year to Date	Target	Status	Long Trend	Short Trend	Number of complaints	Number responded to in target
Q1 2012/13	99.9%	99.9%	99%				788	787
Q2 2012/13	98.9%	99.4%	99%				817	808