



**Quarterly Performance Report**

**April- March 2008/09**

## Brent Housing Partnership

### 1. Overview of Performance

The fourth quarter of the financial year has seen improvements in about 30% of the indicators being reported and about 15% not changing position from quarter 3. We have exceeded our targets for service charge collection, average number of days taken to relet council housing, appointments made and kept, rent arrears of current tenants, percentage of tenants in arrears longer than seven weeks, vulnerable tenants contacted at least once in six months, domestic violence cases resolved and tenants satisfaction. Encouraging progress has also been made in the fourth quarter for the percentage of tenants satisfied with the standard of building cleaning which increased from 61% in quarter 3 to 94% in quarter 4 due to the use of telephone surveys. The following two repairs indicators were dropped during the year due to the introduction of Lean fundamentals: Percentage of repairs completed within Government time limits and Average number of days to complete non-urgent repairs.

### 2 Rent Collection

BHP's year to date result for BV66a (percentage of rent collected-including rent arrears-from current tenants) is 97.70%. Unfortunately, this indicator has not met its year end target of 98% although it does represent solid performance given the economic crisis.

#### Rent Collection Analysis

Rent Collected = Total Payment to date less any overpayment

- a. Annual BV66a = Rent Collected/ Net rent debit including all arrears brought forward  
**97.70% = £ 41,311,394.47/ £42,282,836.26**
- c. YTD In year Rent Collection = Rent Collected/Net Rent Debit to date  
**99.00% = £40,893,043.36/ £41,306,110.68** current tenants under collection of **£413,067.32**

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Met/exceeded target	Within 5% tolerance level below target	Did not meet target	Yearly Figures

### 3. Void rent loss

Void rent loss (rent loss for all empty properties) at the end of the fourth quarter is £644,801 which represents 1.4% of the total rent roll. This was £651,008(1.5%) in the fourth quarter last year. This indicator just met its target of 1.4% for 2008/09.

### 4. Arrears

Arrears As at 31 <sup>st</sup> March 2009	
Total arrears	£3,012,227
• Current arrears	£1,912,280
• Former tenant arrears	£1,099,947

Former tenants' arrears in-year collection stands at **£46,171**. A programme of write-offs will be considered for Former Tenants' Arrears in the next financial year.

### 5. Sickness

Working days lost due to sick absence was at an average of 8 days as at end of December 2008. Unfortunately, this indicator has not met its target of 8 days with an outturn of 10 days 2008/09. However if long term sickness absence is excluded, average sick days would be 6.

### 6. Complaints

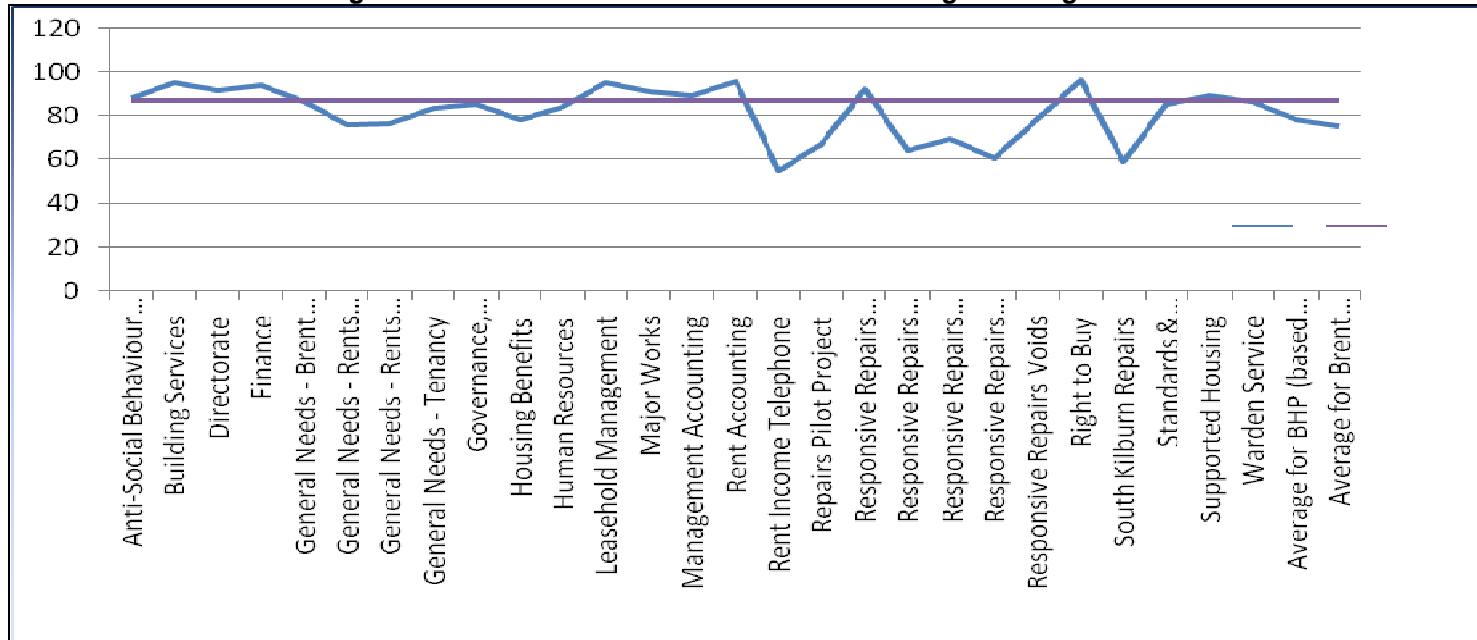
Escalation rate from stage 1 to 2 remains high at 22% compared to 19% in 2007/08. 180 out of 805 complaints were escalated from stage 1 to stage 2. 582 stage 1 repairs complaints were received of which 119 escalated to stage 2.

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7. **Telephone stats** - Target for calls answered within 15 seconds is **87%**. Areas which performed badly throughout the year and hence needing improvement are: **Rent Income Telephone Team, General Rents Team 2, South Kilburn Repairs, Responsive Repairs Management/Admin, Repairs Pilot Project, Responsive Repairs Contact Centre and Responsive Repairs Surveyors.**

In the last months of the year we saw a radical improvement in the Housing Management division contributing to an increase in March performance of 85%.

Percentage of calls answered within 15 Secs 2008/09 against target of 87%



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## Notes on Underperformance

- A3 - The SAP is based on the energy costs associated with space heating, water heating, ventilation and lighting. Therefore whenever fuel prices increase the SAP will decrease. Over the last two to three years fuel prices have risen dramatically which has assisted in decreasing the average SAP.
- C23 - BHP are constantly seeking new legal methods to make access possible in the approximately 1% of properties where this has not been possible. The use of the Environmental Protection Act is successfully being used by other London Councils and ALMOs (some of whom are now reporting 100% access) and is now being investigated by BHP.
- C6c - We took a decision some time ago to serve NSPs on everyone who has at least £200 arrears. We were aware at the time that that may put us way above the recommended percentage, but it was felt that it was a risk worth taking bearing in mind that there are some tenants who will only pay rent when they receive an NSP.
- C6d - Most of the evictions were in South Kilburn. SKL has the most properties, the most arrears, the highest level of arrears activity and the highest number of fraudulent tenancies/illegal sublets. It follows that SKL will have the most evictions.
- D2 - This area experienced staffing issues with staff shortages in the third quarter of the financial year.
- C20a - Kilburn Square figures are distorting performance, only 2 cases but these took an average of 30 days.
- C21- We have attempted to analyse the reason for the escalation of all stage 2 complaints received. We introduced the following categories: Unsatisfactory Repair, Repairs not undertaken, Not satisfied with response, Delay undertaking repair, more

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<i>Met/exceeded target</i>	<i>Within 5% tolerance level below target</i>	<i>Did not meet target</i>	<i>Yearly Figures</i>

compensation required, Ombudsman Referral and Promise not kept. The majority of the stage 2 complaints received are of a technical nature. Relatively few of the complaints were escalated due to staff conduct. There were a number of complaints that escalated as a direct consequence of us being unable to honour a previous commitment, i.e., the external works programme and new windows. Some tenants had received letters saying they would be getting double glazing and have subsequently been told that this is now on hold. Equally we have a significant number where the customer is reporting that they are not satisfied with the repair - there may be a quality issue involved here. Relatively few complaints have been escalated due to inadequate compensation paid at stage 1 which indicates we are making suitable awards at stage 1. BHP repair structure has undergone a complete review which was completed in January 2009. The repair service will continue to make improvements using the lean fundamental process. The last quarter figures are in line with the previous month. WAC had one case that escalated to stage 2 out of 7 at stage 1 and this gave an escalation rate of 14% when it was 0% in the previous month. This again distorts the average.

LPI 2- There is an increased workload as we are now responding to Repair Contact Centre issues and South Kilburn complaints. 75% of complaints are responsive repairs related and there is also only one member of staff responding within the complaints team for stage 2 responsive repair complaints.

LPI 4- The main reasons for high number of stage 2 complaints upheld are: delay in undertaking repairs, outstanding repairs and inadequate compensation.

LPI 7- Councillors are sending their enquiries directly to staff and therefore there is a delay in logging them, causing late responses.

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Staff are also not prioritising responses sufficiently. Improvements: Additional member of staff, letter sent to all councillors to send their enquiries directly to the complaints team, members enquiries to be placed on all team meeting agendas and line managers to be more proactive in ensuring responses are sent in time.

Our performance in answering members' enquiries within 10 days is varied. In a number of areas the responses are a day or so late. Given that the number of enquires received is fewer than complaints, a late response severely distorts performance figures. E.g. in the 3<sup>rd</sup> quarter, HAB had 23 enquiries, 17 of these were done on time (73%) of the 6 late responses, 2 were answered one day late and one answered two days late. This pattern is replicated across all areas. By better prioritisation of these enquiries it should be relatively easy to ensure a more acceptable performance.

C26 - Performance has significantly reduced from 96% in February to 91% in March. The reduction in performance was mainly due to conflicting priorities such as the work on the outstanding Eon and EDF Energy invoices that needed to be reviewed to verify actual position. The original bills left the electricity budget well over spent by more than 200%. Hence, officers were required to go through hundreds of documents which proved time consuming.

C30 - The Neighbourhood Services are in the process of carrying out a lean fundamental review of cleaning services and, as a result of looking at efficient ways of working and to increase the level of resident satisfaction, we carried out our first telephone survey. This has given a better response rate. We are also looking at more frequent inspection of estates to improve the overall standard of these services.

**Racial harassment cases From April 2008 – March 2009**

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Case 1: 4088 – Case reported in June. Both parties have been interviewed. Case reported to the police. After the police investigation, it was found that the complainant made a false allegation. Case closed in June and the complainant was advised of the outcome.

Case 1: 4684 – Case reported in November. After interviewing the complainant, it was agreed that incident should not have been recorded as Racial Harassment. Complaint now re-allocated as verbal abuse.

Case 3: 4923 – Case reported in January 2009. Complainant witnessed a racial abuse (not directly involved). Officer contacted victim to establish if they wished to pursue complaint. They agreed to make an official complaint, therefore new case opened. This case was closed with the ASB team.

Case 4: 5055: - Case reported in January 2009. Complainant interviewed however, did not want the matter to be escalated. It was agreed that the perpetrator should be interview. The matter was reported to the police who also interviewed the alleged perpetrator. Allegations were denied. The police decided not to take further action but a warning letter was sent. Case now closed.

Case 5: 5156: - Case reported in February. Complainant and perpetrator interviewed. NOSP was served in April 2009. The matter was reported to the police. This matter will be going to court in June (via police).

**Brent Housing Partnership**

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Quarterly Performance Report													
2008 – 2009													
A	Technical Indicators	Risk Map Indicators	2005-06 actual	2006-07 actual	2007-08 actual	2008-09				Direction of Travel against 07/08	Annual target		PI Type
						Q1	Q2	Q3	Q4		BHP target	top 25% 07-08	
A1	Number of homes improved to decent homes standard and percentage change	CP2	1541 49.7%	1209 100%	0%				54 (0.71%)	-	0.0%	27.90%	BV 184b
A2	Percentage of homes non Decent at the beginning of the financial year	CP3	28%		0.0%				1.59% (121/7602)		2%	23.80%	BV 184a
A2a	Percentage of homes non Decent at the end of the financial year	CP3			1.3% (121/9610)				0.88% (67/7589)		2%	23.80%	BV 184a
A1	% of decent Council Homes				100%				99.11% (7522/7589)		baseline year		N158 (old BV74a&b)
A3	Average SAP (energy efficiency rating) of dwellings (annual)		67	67	69				65		69	72.00	BV 63
A4	Tenant satisfaction with major works		93%	95%	94%				94%		n/a	local	Delivery Plan

A	Technical Indicators	Risk Map	2005-	2006-	2007-	2008-09	Direction	Annual target	PI
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Met/exceeded target	Within 5% tolerance level below target	Did not meet target	Yearly Figures

**Brent Housing Partnership  
Performance Report 1<sup>st</sup> April – 31<sup>st</sup> March 2009**

		Indicators	06 actual	07 actual	08 actual	Q1	Q2	Q3	Q4	of Travel against 07/08	BHP target	top 25% 07-08	Type
A5	Tenants satisfied with the repair and maintenance service provided by their landlord			68%					72%		n/a		HIP HSSA
C2a	The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings	CP4	86%	58%	63%				63%	↑	60% Planned	66.00%	BVPI 211a
			14%	42%	37%				37%	↑	40% Responsive		
*C2	Percentage of repairs for which appointments were made and kept (excluding emergencies)	CP4	97%	98%	98%	99%	99%	99%	100%	↑	98.5%	98%	BVPI 185
*C3	Percentage of repairs completed within government time limits	CP4	98%	98%	97.4%	98%	99%	no longer available - lean fundamentals	no longer available - lean fundamentals		99%	97.83%	BVPI 72
*C4	Average number of days to complete non-urgent repairs	CP4	9	7	13.6	7.7	6.2	no longer available - lean fundamentals	no longer available - lean fundamentals		7	7.78	BVPI 73

Technical Indicators	Risk Map	2005-	2006-	2007-	2008-09	Direction	Annual target	PI Type
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Met/exceeded target	Within 5% tolerance level below target	Did not meet target	Yearly Figures

Brent Housing Partnership  
Performance Report 1<sup>st</sup> April – 31<sup>st</sup> March 2009

		Indicators	06 actual	07 actual	08 actual	Q1	Q2	Q3	Q4	of Travel against 07/08	BHP target	top 25% 07-08	
*C5	Percentage of repairs finished on first visit	CP4	90%	95%	92%	93%	94%	95%	95%	↑	95%	local	Delivery Plan
*C9	Average number of days taken to relet council housing	HM1	33	31	27	26	23	24	26	↓	27	24	BVPI 212
C9a	Ready to Let time (days)	HM1	-	16	22	17	17	18	19	↓	22	local	BHP
C9b	Number of Vacant Properties	HM1			129	112	103	105	91		n/a	local	BHP

Technical Indicators	Risk Map	2005-	2006-	2007-	2008-09	Direction	Annual target	PI Type
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Performance Report 1<sup>st</sup> April – 31<sup>st</sup> March 2009**

		Indicators	06 actual	07 actual	08 actual	Q1	Q2	Q3	Q4	of Travel against 07/08	BHP target	top 25% 07-08	
C18	Percentage of new tenants satisfied with the property	LM1	87%	88%	92%	88%	90%	91%	89%	↓	90%	local	BHP
C23	Percentage of properties with a gas appliance that have a valid gas certificate	CP1	99.3%		99.0%	99.2%	99.1%	99.2%	99.2%	↑	100%	local	Delivery Plan
C23a	The proportion of CP12 (gas servicing certificates) outstanding at the end of 12 months at 1 April	CP1	56/56	88/88	92/92	0.8% (76/9226)	0.9% (83/9223)	0.8% (72/9224)	0.8% (71/9228)	↔	0%	HIP HSSA	Delivery Plan

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	Housing Management Indicators	Risk Map Indicators	2005-06 actual	2006-07 actual	2007-08 actual	2008-09				Direction of Travel	Annual target		BVPI
						Q1	Q2	Q3	Q4		BHP target	top 25%	
C6a	Rent collected by the local authority as a proportion of rent arrears owed on HRA dwellings	HM1	98.4%	97.4%	98.03%	93.18%	96.43%	97.07%	97.70%	↓	98.00%	98.10%	ex BVPI 66a
C6b	The percentage of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants	HM1	5.31%	12.10%	10.41%	9.53%	9.86%	9.97%	9.14%	↑	10.00%	6.10%	ex BVPI 66b
C6c	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served	HM1		1,332	1033	273	621	948	1,486	↓	20%	16.60%	BVPI 66c
			10.58%	28.38%	27.23%	6.96%	15.30%	21.93%	36.87%				
C6d	Percentage of local authority tenants evicted as a result of rent arrears	HM1	0.45%	38	48	21	40	53	68	↓	0.45%	0.21%	BVPI 66d
				0.42%	0.53%	0.23%	0.44%	0.59%	0.75%				

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**Brent Housing Partnership**  
Performance Report 1<sup>st</sup> April – 31<sup>st</sup> March 2009

	Housing Management Indicators	Risk Map Indicators	2005-06 actual	2006-07 actual	2007-08 actual	2008-09				Direction of Travel	Annual target		BVPI
						Q1	Q2	Q3	Q4		BHP target	top 25%	
C7	Rent arrears of current tenants as a proportion of the rent roll	HM1	2.8%	3.3%	2.8%	2.0%	2.4%	2.8%	2.3%	↑	2.5%	2.5%	BHP
C8	Percentage rent loss through void properties	HM2	1.0%	1.4%	1.5%	0.3%	0.6%	0.8%	1.4%	↑	1.4	1.12%	BVPI 69 HIP HSSA
C16	% of new lettings	HM4	6.2%	5.1%	5.6%	1.27%	2.51%	3.46%	4.70%		n/a	local	BHP
*D1	Number of racial incidents reported and percentage which resulted in further action	HM3	19 100%	100% (11/11)	94.44% (17/18)	100% (1/1)	100% (1/1)	100% (2/2)	100% (4/4)	↑	100%	100%	BVPI 175

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Brent Housing Partnership  
Performance Report 1<sup>st</sup> April – 31<sup>st</sup> March 2009

D	Housing Management Indicators	Risk Map Indicators	2005-06 actual	2006-07 actual	2007-08 actual	2008-09				Direction of Travel	Annual target		BVPI
						Q1	Q2	Q3	Q4		BHP target	top 25%	
D1a	The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population	HM4	-	18	18	1	1	2	4		n/a		BVPI 174
D9	Number of ASB cases responded to within time scale (5 days)	HM3	68	95.9% (94/98)	97.62% (82/84)	100% (20/20)	100% (39/39)	100% (90/90)	100% (109/109)	↑	95.0%	local	BHP
D10	Percentage of Anti Social Behaviour (ASB) <b>short term</b> cases referred/ resolved within 6 months	HM3	43%	100%	100% (56/56)	100% (37/37)	100% (42/42)	100% (75/75)	100% (84/84)	↔	100%	local	BHP
D2	Percentage of vulnerable tenants contacted in compliance with 6 monthly visit programme	HM2	99%	98%	99%	100%	100%	99%	99%	↓	100.0%	local	Delivery Plan

D	Housing Management	Risk Map	2005-	2006-	2007-	2008-09	Direction	Annual target	BVPI
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	Indicators	Indicators	06 actual	07 actual	08 actual	Q1	Q2	Q3	Q4	of Travel	BHP target	top 25%	
D11	Percentage of assessed service users that have a 'person-centred plan' in place		93%	97%	98%	97%	99%	98%	100%	↑	97%	local	BHP
D12	Percentage of assessed service users reviewed at least once every six months		89%	70%	91%	88%	92%	98%	98%	↑	90%	local	BHP
D13	Percentage of Housing Support clients satisfied with the overall level of support		79%	95%	93%	93%	95%	94%	98%	↑	96%	local	BHP
D14	Percentage of tenants who have completed the floating support programme				new for 08/09	–	94%	100%	100%	↑	100%	local	BHP

C	Other Indicators	Risk	2005-	2006-	2007-	2008-09	Direction	Annual target	Ref
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**Brent Housing Partnership**  
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		Map Indicators	06 actual	07 actual	08 actual	Q1	Q2	Q3	Q4	of Travel	BHP target	top 25%	
C1a	Satisfaction of all tenants with their landlord's service		78%	75%	70%				76%	↑	75%	77.25%	N160 ex BVPI 74a
C1b	Satisfaction of tenants with their landlord's service - black and minority ethnic tenants (BME)		78%	72%	70%				73%	↑	75%	72.5%	BVPI 74b
C1c	Satisfaction of tenants with their landlord's service - non-black and minority ethnic tenants (Non BME)		74%	74%	70%				77%	↑	75%	77.0%	BVPI 74c
C10	Percentage of leasehold service charge collected(including arrears)	LM1	105%	109%	111%	–	59%	82%	108%	↑	105%	HIP HSSA	Delivery Plan
C15	Number of Right to Buy forms received		173	174	126	–	24	31	40		n/a	local	BHP
C20	Percentage of stage 1 complaints answered in 15 working days	HM3	81%	84%	86%	–	91%	90%	88%	↓	85%	local	Delivery Plan

C	Other Indicators	Risk	2005-	2006-	2007-	2008-09	Direction	Annual target	Ref
key									
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		Map Indicators	06 actual	07 actual	08 actual	Q1	Q2	Q3	Q4	of Travel	BHP target	top 25%	
C20a	Average number of days to respond to stage 1 complaints	HM3	15	13	13	11	11	11	12	↓	10	local	BHP
C20b	Number of Stage 1 complaints received		881	955	769	186	361	583	805		n/a	local	BHP
C20c	Number of Stage 2 complaints received from stage 1				new for 08/09	45	92	141	180		n/a	local	BHP
C21	Stage 2 complaints as a percentage of stage 1	HM3	19%	21%	19%	24%	25%	24%	22%	↑	17%	local	Delivery Plan
LPI 2	% of stage 2 complaints responded to within 20 days			120	71%	71%	73%	70%	68%	↓	85%	local	BHP

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C	Other Indicators	Risk Map Indicators	2005-06 actual	2006-07 actual	2007-08 actual	2008-09				Direction of Travel	Annual target		Ref
						Q1	Q2	Q3	Q4		BHP target	top 25%	
LPI 4	% of stage 2 complaints upheld				46%	49% upheld 17% partly upheld	71% in total	44% upheld 17% partly upheld	43% upheld 18% partly upheld	↑	40%	local	BHP
	Number of stage 2 complaints upheld					20 upheld, 7 partially upheld	44 upheld, 13 partially upheld	55 upheld, 22 partially upheld	68 upheld, 29 partially upheld		n/a	local	BHP
LPI 5	Number of new stage 3 complaints received by chief Executive							29	46		n/a	local	BHP
LPI 6	Number of Stage 3 complaints Upheld			6	8	0 fully upheld 8 partially upheld	0 fully upheld 12 partially upheld	0 fully upheld 13 partially upheld	1 fully upheld 15 partially upheld		n/a	local	BHP
LPI10	Number of stage 3 complaints responded to			-	new for 08/09	13	21	29	41			local	BHP

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C	Other Indicators	Risk Map Indicators	2005-06 actual	2006-07 actual	2007-08 actual	2008-09				Direction of Travel	Annual target		Ref
						Q1	Q2	Q3	Q4		BHP target	top 25%	
LPI7	Percentage of members enquires responded to within 10 days			70%	79%	83% 58/70	80% 104/134	76% 158/208	78% 233/300	↑	100%	local	BHP
LPI8	Total number of members enquires				438	70	144	211	300		n/a	local	BHP
LPI9	Ombudsman Enquires received			27	34	6	6	18			n/a	local	BHP
	Ombudsman Enquiries which needed a response					2	2	2			n/a	local	BHP
LPI9a	Ombudsman Enquires responded to					2	2	2			n/a	local	BHP

C	Other Indicators	Risk	2005-	2006-	2007-	2008-09	Direction	Annual target	Ref
key									
	Met/exceeded target	Within 5% tolerance level below target	Did not meet target	Yearly Figures					

		Map Indicators	06 actual	07 actual	08 actual	Q1	Q2	Q3	Q4	of Travel	BHP target	top 25%	
C22	Percentage of phone calls answered in 15 seconds		82%	76%	81%	78%	77%	76%	78%	↑	87%	local	BHP
C24	Percentage of domestic violence cases resolved	HM3	100% (19/19)	95.5% (21/22)	100% (11/11)	100% (2/2)	100% (3/3)	89% (8/9)	100% (10/10)	↑	90%	local	Delivery Plan
C25	Correspondence answered within timescale		94%	97%	98%	99%	99%	99%	99%	↑	95%	local	Delivery Plan
C26	Invoices paid within 30 days		92%	96%	95%	91%	92%	93%	92%	↓	97%	local	Delivery Plan
C28	% of customers satisfied with standard of building cleaning		86%		new for 08/09	65%	63%	61%	94%	↑	90%	local	BHP
C30	% of customers satisfied with standards of grounds maintenance		87%		new for 08/09	61%	63%	72%	87%	↑	95%		BHP
C33	Working days lost due to Sickness Absence		11.8		8.7	3.0	5.0	8.0	10.0	↓	8	8.3	BHP

key			
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Brent Housing Partnership	Telephone Performance Trends Overall Performance by Month												
% of calls answered within 15 secs (based on all calls presented)													
Unit	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Average
Anti-Social Behaviour Team	91	88	88	92	89	88	88	88	83	88	86	87	<b>88</b>
Building Services	93	94	95	94	94	95	96	97	96	96	96	98	<b>95</b>
Directorate	90	86	88	87	91	92	94	92	95	94	96	95	<b>92</b>
Finance	94	95	93	95	95	94	95	95	95	95	90	95	<b>94</b>
General Needs - Brent Direct Leasing	84	85	81	84	82	88	90	89	89	91	86	85	<b>86</b>
General Needs - Rents Team 1	53	55	65	70	86	81	81	84	84	83	84	86	<b>76</b>
General Needs - Rents Team 2	70	72	73	78	70	80	76	77	80	77	80	82	<b>76</b>
General Needs - Tenancy	73	72	74	76	85	89	87	87	90	89	88	90	<b>83</b>
Governance, Communications & Neighbourhood Servi	87	86	83	88	83	85	85	85	84	86	86	85	<b>85</b>
Housing Benefits	76	71	67	79	76	80	83	80	84	83	81	79	<b>78</b>
Human Resources	82	76	80	87	88	89	83	76	87	85	90	84	<b>84</b>
Leasehold Management	96	96	95	95	95	95	95	95	96	94	95	97	<b>95</b>
Major Works	87	92	90	89	93	90	90	93	92	95	92	92	<b>91</b>
Management Accounting	91	92	89	94	88	89	89	90	90	92	82	82	<b>89</b>
Rent Accounting	92	96	95	96	96	96	96	96	96	96	96	95	<b>96</b>

key			
Met/exceeded target	Within 5% tolerance level below target	Did not meet target	Yearly Figures

<b>Brent Housing Partnership</b>		<b>Telephone Performance Trends Overall Performance by Month</b>											
% of calls answered within 15 secs (based on all calls presented)													
<b>Unit</b>	<b>Apr-08</b>	<b>May-08</b>	<b>Jun-08</b>	<b>Jul-08</b>	<b>Aug-08</b>	<b>Sep-08</b>	<b>Oct-08</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Average</b>
Rent Income Telephone	37	55	64	95	93	65	64	66	51	58	0	7	<b>55</b>
Repairs Pilot Project	70	65	62	71	54	52	57	62	65	74	84	89	<b>67</b>
Responsive Repairs Complaints & Disrepair	84	86	88	92	94	93	94	96	95	95	94	96	<b>92</b>
Responsive Repairs Contact Ctr ACD	88	68	61	64	58	48	33	71	77	70	61	69	<b>64</b>
Responsive Repairs Mngt/Admin	81	64	71	66	74	69	58	68	68	73	57	85	<b>70</b>
Responsive Repairs Surveyors	67	71	76	68	70	66	49	39	46	52	59		<b>60</b>
Responsive Repairs Voids	77	80	79	75	72	76	81	82	80	79	76	79	<b>78</b>
Right to Buy	97	98	97	95	97	93	97	96	95	98	95	98	<b>96</b>
South Kilburn Repairs	75	70	57	67	63	61	57	54	56	61	49	32	<b>59</b>
Standards & Procurement	86	90	91	90	89	87	87	88	86	86	87	55	<b>85</b>
Supported Housing	88	91	89	93	92	91	85	89	88	85	88	92	<b>89</b>
Warden Service	78	85	89	88	88	84	89	87	85	87	90	88	<b>87</b>
Average for BHP (based on all calls by extension no)	82	77	75	78	76	74	68	76	80	81	83	85	<b>78</b>
Average for Brent (based on all calls by extension no)	76	74	75	74	73	74	75	75	75	76	75	77	<b>75</b>

<i>key</i>			
<i>Met/exceeded target</i>	<i>Within 5% tolerance level below target</i>	<i>Did not meet target</i>	<i>Yearly Figures</i>