



**Year end Performance Report**

**Apr 07- Mar 2008**

**Notes:**

C3- Integrated System review in conjunction with contractors has resulted in a new action process to be piloted with effect from 21st April 2008 for continuous improvement.

C4- The integrated systems review pilot which starts on 21st April when completed will result in reducing the number of processes required and different people involved in organising non urgent repairs. This will lead to improved service to customers.

C5- Integrated System review in conjunction with contractors has resulted in a new action process to be piloted with effect from 21st April 2008 for continuous improvement

C5a, b, c – Same as above.

C14b - Delays relate to the following - receiving tenancies details from other RSLs, and delays regarding signature check from tenants. This has significantly improved since last year.

C20a- Average time to respond is within the Delivery Plan target and published Complaint procedure target of 15days

C21- Escalation rate has reduced from 21% in 2006-07, overall number of complaints is also lower, there were 935 stage 1 complaints and 195 stage 2s in 2006-07

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

LPI2- New processes will be introduced in 2008-09 which should reduce the volume of stage 2 complaints by dealing with more complaints at an early stage and reduce the number escalating to stage 2 and later

LPI7 - (211/266) see LPI2, enquiries should also reduce as a result of changes being implemented in complaint management.

D1 - July- After initial contact the tenant did not want the case to be recorded as racist.

D2 - We have had a slight dip in our cumulative totals for the year due to a small number of lack of access which has affected 100% success rate.

D9 - In March 07 - Case officer went home sick in one case and in July, there was lack of officers to deal with the volume of cases.

D12 - QTR 4 has shown that we have exceeded our target for the first time this year, due to the improved processes for case management.

D13 - There has been a slight drop (2%) in the overall satisfaction survey carried out for the year compared to the same position of last year. However, a very high average of users expressed total satisfaction of the services offered, which is well above the annual target set.

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

**Brent Housing Partnership  
Quarterly Performance Report  
2007 - 2008**

A	Delivering Decent Homes	Risk Map Indicators	2003-04 actual	2004-05 actual	2005-06 actual	2006-07 actual	2007-08				Direction of Travel	Annual target		PI Type
							to 30/6 Q1	YTD to 30/9	YTD to 31/12	YTD to 31/03		BHP target	top 25%	
A1	Number of homes improved to decent homes standard and percentage change	CP2	871 17%	1932 29.62%	1541 49.7%	1209 100%	0 0%	0 0%	0 0%	0 0%	-	0.0%	23.75%	BV 184b
A3	Average SAP (energy efficiency rating) of dwellings		54	66	67		67	67	67	69	-	68	68.75	BV 63
C	Top 25 Percentage Housing Management Performance	Risk Map Indicators	2003-04 actual	2004-05 actual	2005-06 actual	2006-07 actual	2007-08				Direction of Travel	Annual target		Ref
							to 30/6	to 30/9	to 31/12	to 31/03		BHP target	top 25%	
C2	Percentage of repairs for which appointments were made and kept (excluding emergencies)	CP4	97%	97%	97.4%	98.0%	99.0%	99.0%	98.5%	98.4%	↓	98%	98.20%	BVPI 185
C3	Percentage of repairs completed within government time limits	CP4	93%	93%	98%	98%	97.0%	96.5%	97.0%	97.4%	↑	99%	98.86%	BVPI 72

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

C	Top 25 Percentage Housing Management Performance	Risk Map Indicators	2003-04 actual	2004-05 actual	2005-06 actual	2006-07 actual	2007-08				Direction of Travel —	Annual target		Ref
							to 30/6	to 30/9	to 31/12	to 31/03		BHP target	top 25%	
C4	Average number of days to complete non-urgent repairs	CP4	14	18	9	7	10.9	15.1	14.3	13.6	↑	7	7.15	BVPI 73
C5	Percentage of repairs finished on first visit	CP4	83%	84%	90%	95%				92%	-	95%	local	Delivery Plan
C5a	Percentage of emergency repairs completed on time	CP5	-	-	-	98%	98%	99%	97.0%	98%	↑	99%	98%	GNPI 18
C5b	Percentage of urgent repairs completed on time	CP6	-	-	-	99%	100%	98.0%	95.0%	97%	↑	99%	98%	GNPI 19
C5c	Percentage of routine repairs completed on time	CP7	-	-	-	99%	97.3%	97.6%	95.4%	95.0%	↓	99%	98%	GNPI 20
C6a	Percentage proportion of rent collected including current tenant arrears brought forward	HM1	96.3%	96.2%	98.4%	97.4%	-	-	-	98.03%	↑	97.62%	97.62%	BVPI 66a

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C	Top 25 Percentage Housing Management Performance	Risk Map Indicators	2003-04 actual	2004-05 actual	2005-06 actual	2006-07 actual	2007-08				Direction of Travel —	Annual target		Ref
							to 30/6	to 30/9	to 31/12	to 31/03		BHP target	top 25%	
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%	10.44%	10.39%	10.49%	10.41%	↑	12.00%	6.92%	BVPI 66b
C6c	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served	HM1	-	-	10.58%	1,332	347	1848	765	1033	-	20%	21.93%	BVPI 66c
						28.38%	8.95%	46.98%	18.63%	27.23%				
C6d	Percentage of local authority tenants evicted as a result of rent arrears	HM1	-	-	0.45%	38	13	30	41	48	-	0.45%	0.21%	BVPI 66d
						0.42%	0.14%	0.33%	0.45%	0.53%				
C6e	Percentage proportion of rent collected excluding current tenant arrears brought forward	HM1	-	99.8%	100.1%	98.5%	100.46%	99.71%	99.2%	99.46%	↑	100.5%	99.97%	BHP

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	Top 25 Percentage Housing Management Performance	Risk Map Indicators	2003-04 actual	2004-05 actual	2005-06 actual	2006-07 actual	2007-08				Direction of Travel —	Annual target		Ref
							to 30/6	to 30/9	to 31/12	to 31/03		BHP target	top 25%	
C7	Rent arrears of current tenants as a proportion of the rent roll	HM1	3.3%	3.3%	2.8%	3.3%	2.6%	2.9%	3.1%	2.8%	↑	2.5%	2.0%	BHP
C8	Percentage rent loss through void properties	HM1	1.6%	1.7%	1.0%	1.4%	0.4%	0.81%	1.14%	1.5%	↓	n/a	1.28%	BVPI 69
C9	Average number of days taken to relet council housing	HM1	-	-	33	31	29	28	27	28	↓	28	29	BVPI 212
C9a	Ready to Let time (days)	HM1	-	-	-	16	29	25	23	22	-	n/a	local	BHP
C9b	Number of Vacant Properties	HM1					172	161	131	129	-	n/a	local	BHP
C10	Percentage of leasehold service charge collected	LM1	-	104%	105%	109%	17%	59.7%	82.31%	111%	-	105%	local	Delivery Plan
C11	Percentage of tenants in arrears over 13 weeks	HM1	8.0%	7.0%	3.0%	7.0%	5.4%	5.5%	5.5%	5.6%	-	7%	local	Delivery Plan
C12	Average weekly housing management costs per dwelling		-	£24.60	to be reviewed	£23.81	£23.81	£23.81	£23.81	June	-		local	Delivery Plan

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							to 30/6	to 30/9	to 31/12			BHP target	top 25%	
C13	% of Section 20 consultation notices served within target	LM1	-	-	100%	100%	100%	100%	100%	100%	-	100%	local	BHP
C14a	Right to Buy 2 notices issued within time limit		-	-	100%	100%	100%	100%	100%	100%	-	100%	local	BHP
C14b	Right to Buy S125 notices issued within time limit		-	-	83%	85%	85%	92%	93%	94%	↑	100%	local	BHP
C15	Number of Right to Buy forms received		-	-	173	174	56	82	109	126	-	n/a	local	BHP
C16	% of new lettings	HM4	-	-	6.2%	5.1%	1.3%	2.6%	4.0%	5.61%	-	n/a	local	BHP
C17	Percentage of new tenants requesting visit achieved within 60 days	HM4	-	-	248	0	97.5%	100.0%	100%	100% 10/10	-	95%	local	BHP
C18	Percentage of new tenants satisfied with the property	LM1	-	-	87%	88%				91.92% (91/99)	-	90%	local	BHP
C20	Percentage of stage 1 complaints answered in 15 working days	HM3	-	79%	81%	84%	87%	83.52%	85%	86%	↑	85%	local	Delivery Plan

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							to 30/6	to 30/9	to 31/12			BHP target	top 25%	
C20a	Average number of days to respond to stage 1 complaints	HM3	-	-	15	13	12	16	15	13	↑	10	local	BHP
C21	New stage 2 complaints as a percentage of stage 1	HM3	19%	20%	19%	21%	20%	19%	17%	19%	↓	17%	local	Delivery Plan
LPI 2	% of stage 2 complaints responded to within 20 days					120	70%	65%	71%	71%	-	85%		
LPI 4	% of stage 2 complaints upheld						41%	43%	45%	46%	-	n/a		
LPI 5	Number of new stage 3 complaints received by chief Executive					13				66	-	n/a		
LPI 6	Number of Stage 3 complaints Upheld					6				8	-	n/a		
LPI 7	Percentage of members enquires responded to within 10 days					70%	56%	76%	78%	79%	↑	100%		
LPI 8	Total number of members enquires					438	72	147	218	279	-	n/a		
LPI 9	Ombudsman Enquires					27	9	13	26	34	-	n/a		

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C	Top 25 Percentage Housing Management Performance	Risk Map Indicators	2003-04 actual	2004-05 actual	2005-06 actual	2006-07 actual	2007-08				Direction of Travel —	Annual target		Ref
							to 30/6	to 30/9	to 31/12	to 31/03		BHP target	top 25%	
C22	Percentage of phone calls answered in 15 seconds		-	81%	82%	76%	78%	79%	78%	81%	↑	87%	local	Delivery Plan
C23	Percentage of properties with a gas appliance that have a valid gas certificate	CP1	-	98.0%	99.3%	99.0%	99.3%	99.2%	99.11%	99.00%	↓	100%	local	Delivery Plan
C23a	Number of properties without valid gas certificates where appropriate action has been taken	CP1	-	-	56/56	88/88	69/69	75/75	82/82	92/92	-	100%	local	Delivery Plan
C24	Percentage of domestic violence cases resolved	HM3	85% (22/26)	88% (22/25)	100% (19/19)	95.5% (21/22)	66.67% (4/6)	100% (6/6)	90% (9/10)	100% (11/11)	↑	90%	local	Delivery Plan
C25	Correspondence answered within timescale		76%	87%	94%	97%	98%	98%	98%	98%	-	95%	local	Delivery Plan
C26	Invoices paid within 30 days		90%	86%	92%	96%	90%	94%	95%	95%	↑	97%	local	Delivery Plan
C33	Working days lost due to Sickness Absence		-	-	11.8	9.1	0	0	0	8.73	↑	8.5%	10.5	BHP

key			
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D	Reflecting and meeting the needs of a diverse community	Risk Map Indicators	2003-04 actual	2004-05 actual	2005-06 actual	2006-07 actual	2007-08				Direction of Travel	Annual target		BVPI
							to 30/6	to 30/9	to 31/12	to 31/3		BHP target	top 25%	
D1	Number of racial incidents reported and percentage which resulted in further action	HM3	8 63%	9 44%	19 100%	100% (11/11)	100% (5/5)	100% (12/12)	92.85% (13/14)	94.44% (17/18)	↓	100%	100%	BVPI 175
D2	Percentage of vulnerable tenants contacted in compliance with 6 monthly visit programme	HM2	-	-	99%	98%	99.4%	99.6%	100.9%	99.4%	↓	100.0%	local	Delivery Plan
D9	Number of ASB cases responded to within time scale (5 days)	HM3	-	-	68	95.9% (94/98)	84.6% (11/13)	100% (18/18)	96.23% (51/53)	97.62% (82/84)	↑	100.0%	local	BHP
D10	Percentage of Anti Social Behaviour (ASB) <b>short term</b> cases referred/ resolved within 6 months	HM3	-	-	43%	100%	100%	100%	100% (53/53)	100% (56/56)	-	100%	local	BHP
D10a	Percentage of serious ASB or threats of violence cases responded to within 24 hours	HM3	-	-	-	100% (11/11)	100% (5/5)	100% (6/6)	100% (11/11)	100% (13/13)	-	100%	local	BHP

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D	Reflecting and meeting the needs of a diverse community	Risk Map Indicators	2003-04 actual	2004-05 actual	2005-06 actual	2006-07 actual	2007-08				Direction of Travel	Annual target		BVPI
							to 30/6	to 30/9	to 31/12	to 31/3		BHP target	top 25%	
D11	Percentage of assessed service users that have a 'person-centred plan' in place		-	-	93%	97%	97%	100%	97%	98%	↑	95%	local	BHP
D12	Percentage of assessed service users reviewed at least once every six months		-	-	89%	70%	73%	76%	86%	91%	↑	90%	local	BHP
D13	Percentage of Housing Support clients satisfied with the overall level of support		-	-	79%	95%	95%	95%	95%	93.0%	↓	85%	local	BHP

key			
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**Risk Map Indicator Key:**

<b>Code</b>	<b>Description</b>
G1	Failure to submit statutory documents to regulatory bodies.
GC3	BHP fails to achieve desired outcome from inspection.
HM1	Failure to maintain high rent collection rates.
HM2	Failure to adequately support vulnerable tenants.
HM3	Failure to respond to harassment incidents and Anti-social behaviour.
HM4	Inability to turn around void within specific performance criteria.
LM1	Failure to notify leaseholders in accordance with the legislation re: service charges and major works.
CP1	Failure to carry out 100% gas safety checks.
CP2	Completing Decent Homes.
CP3	Undertaking Decent Homes programme.
CP4	Undertaking repairs within timescales and to satisfactory standards.
D1	Failure to ensure a representative workforce at all levels.
D2	Failure to ensure equality in service delivery.

<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>

**Brent Housing Partnership**

**Telephone Performance Trends  
Overall Performance by Month**

% of calls answered within 15 secs (based on all calls presented)

Unit	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-07	Feb-07	Mar-07	Average
BHP Directorate	82	81	81	81	89	84	85	85	85	72	76	59	<b>80</b>
BHP Finance	89	91	90	87	91	90	87	86	88	89	92	89	<b>89</b>
Brent (Internal) Repairs Team	72	84	88	84	95	90	94	92	98	97	93	94	<b>90</b>
Contract Monitoring Team	94	92	91	91	91	48							<b>84</b>
Home Ownership Leasehold Mngt	94	95	94	96	97	96	94	93	92	96	96	94	<b>95</b>
Home Ownership Right to Buy	95	93	92	91	92	91	91	92	80	85	92	91	<b>90</b>
Housing Management (General Needs)	73	70	72	74	76	74	75	69	68	72	71	71	<b>72</b>
Housing Rent & Accounting	87	78	79	84	84	81	83	81	77	78	76	74	<b>80</b>
Leasehold Service Charges Collection	96	98	96	97	97	98	96	89	92	97	97	97	<b>96</b>
Property Services	71	73	75	79	55	83	88				91	89	<b>78</b>
Management Accounting	96	86	90	90	79	92	89	93	93	93	94	97	<b>91</b>
Neigh Rels Tm: Neighbour Relations	83	81	84	79	88	83	82	83	77	84	83	84	<b>83</b>
Neigh Rels Tm: Supported Housing	81	84	86	73	79	90	94	91	92	94	93	90	<b>87</b>
Personnel & Admin	78	68	67	66	94	75	78	77	71	79	79	78	<b>76</b>
Responsive Repairs Complaints & Disrepair	78	86	88	89	68	89	90	86	78	87	87	82	<b>84</b>
Responsive Repairs Contact Ctr ACD	86	80	79	75	90	71	62	48	51	78	90	85	<b>75</b>
Responsive Repairs ESMO	93	93	93	81	66	76	85						<b>84</b>
Responsive Repairs Mngt/Admin	68	79	80	86	86	79	68	46	63	68	75	69	<b>72</b>

<i>key</i>			
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Responsive Repairs Surveyors	69	54	62	73	76	70	68	66	73	85	82	69	<b>71</b>
Responsive Repairs Voids	80	77	75	75	74	66	71	75	70	78	76	81	<b>75</b>
South Kilburn Main Office	54	44	42	55	53	60	75	74	75	76	81	79	<b>64</b>
South Kilburn Repairs	81	77	78	72	63	69	69	72	68	76	78	76	<b>73</b>
South Kilburn Surveyors	69	60	64	64	57	57	62	59	59	68	65	56	<b>62</b>
South Kilburn Tenancy Services	63	61	66	61	52	48	13	35	25				<b>47</b>
Standards & Procurement	80	78	79	87	85	86	87	87	89	89	90	88	<b>85</b>
Westminster CC Contract													
Average for Service Area	81	78	80	80	79	78	79	76	76	83	84	81	<b>80</b>
Average for All Service Areas	73	73	73	73	73	73	75	73	73	73	73	73	<b>73</b>

Housing Management (General Needs)/Housing Rent & Accounting	160	148	151	158	160	155	158	150	145	150	147	145	<b>152</b>
South Kilburn	117	105	108	116	105	108	88	109	100	76	81	79	<b>99</b>

key			
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## Racial harassment cases From April 2007 – March 2008.

Case 1: Brent South – Case reported, investigated and closed in April. Complainant withdrew allegations.

Case 2: Brent South (287) - Case reported in June. Letters sent to complaint and perpetrator. Both parties were interviewed. Perpetrator has denied claims. Warning notice issued by police and BHP. Case closed in September.

Case 3: Brent North (305) – Case reported in June. After initial interview, complainant requested that we not pursue case as racial harassment. Complainant agreed to mediation. Case now classified as neighbour dispute.

Case 4: Brent South (286) - Case reported June. Both parties have been interviews. Case also reported to the police. Report suggests that the complainant made a false allegation. Both parties received a written warning as we could not proof allegations made. Case Closed.

Case 5: Brent South (290) – Case reported in June. Following interviews with both parties case was re-classified to noise and dog nuisance.

Case 6: Brent North (289) - Case reported in June. Daughter of the tenant made threats and racial comments to leaseholder. Leaseholder did not want to pursue the matter any further as moving out of the area.

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Case 7: Brent North (311) – Case reported in July. Perpetrator moved to a new property (not assisted by BHP). Complainant did not wish to pursue the case.

Case 8: South Kilburn (303) – Case reported in July. Warning letter issued to the perpetrator. Case closed in September after monitoring for one month.

Case 9: Brent North (306) – Case reported in July. Warning Letter issues by the police, to both parties. Repair works carried out. Case close in September no further complaints received.

Case 10: Brent North (313) - Case reported in July. Complainant failed to speak to the ASB team directed to discuss situation, despite numerous calls and missed appointments. Case closed in September.

Case 11: South Kilburn (319) - Case reported in August. Both parties interviewed and agreement made. Case closed in October.

Case 12: Brent North (317) – Case reported in August. Both parties have been interview. Counter allegations made. Warning letter sent to perpetrator. Case still under investigation. Case closed January 2008.

Case 13: Brent South (329) – Case reported in September. Both parties have been interviewed. Perpetrator referred to Housing Support and Social Services. ASB team are working closely with other agencies. Case closed January 2008.

Case 14: Brent South (351) – Case reported in November. After interviewing both parties it was agreed case not deem as racial. Case has been closed with the ASB team and passed to the Housing Officer to deal with.

key			
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Case 15: Brent South (352) – Case reported in December. Both parties have been interviewed. Working closely with the Police. Perpetrator has been served a NOSP. Victim (leaseholder) has moved out of property until court case has been finalised. Perpetrator has been charged, due back in court on 10/01/08 for sentencing. Court fined given and community service. Case closed February 2008.

Case 16: Brent South (2804) - Case report in January 2008. Interviewed complainant who informed us of the abuse. Tried to interview complainant who failed to attend appointments made. Warning letter send. Complainant stated no further incidents. Case closed in February.

Case 17: South Kilburn (3082) – Case reported January. Complainant interview on the same day of report. Abuse happened a couple of years ago main complaint referred to the tenancy team. Case closed January.

Case 18: South Kilburn (3194) – Case reported in January 2008. Both parties interviewed. Alleged perpetrator was issued a written warning. Case closed in April.

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