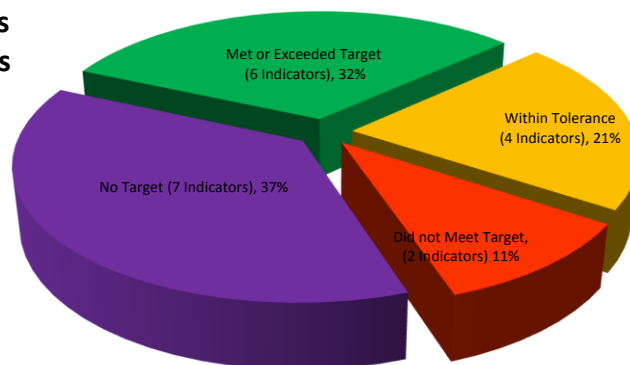


Technical Indicators

PI Type	Technical Indicators	2010-11 actual	2011-2012		Direction of Travel	2011-12 Target	Performance against Target	Comments	
			Apr - June	Apr - Sept					
Repairs and Voids	BVPI 185	Percentage of repairs for which appointments were made and kept (excluding appointments)	99.1%	99.67%	99.74%	↑	99%	😊	
	Delivery Plan	Percentage of repairs finished on first visit	94%	95%	89%	↓	95%	😞	There is still an ongoing development of work processes, and I.T. which is currently causing an element of inconsistent data inputting. I have instructed Linbrook Services, to review their existing PDA, and to consider whether these should be replaced with a more effective PDA which is able to communicate data more efficiently. I have also identified those orders which have been highlighted as 'failed', and referred these to Linbrook, for their comments, with a view to looking to identify service development areas from these.
	BHP	Percentage of Post Inspections passed	96%	96%	94%	↓	96%	😐	We have very recently introduced telephone post inspection checks to be carried out, on the immediate completion of works, to gauge Customer Satisfaction. This process is being further developed, to enable us to identify, and look into those works orders which have failed the satisfaction rating. At present we have been unable to carry out a higher volume of telephone post inspections due to staff shortages.
	BHP	End to end time for all repairs undertaken	10	5.36	6.81	↓	10	😊	
	BHP	Percentage of tenants satisfied with the repairs service	96%	98%	96%	↓	95%	😊	
	BHP	Percentage of Stage 1 complaints received from the total number of repairs issued	1%	1%	1%	↔	1%	😊	
	BHP	Percentage of Stage 1 complaints received due to repairs	71%	60%	63%	↓	60%	😐	There is still ongoing development of PDAs, which is currently causing an element of inconsistent data inputting. We have identified those orders which have failed, and will be looking to identify service development areas from these.
	LBB	Total number of Repairs completed	32089	6867	23675		No target		
	BHP	Average length of time to complete major adaptations (days)	76	40	42		No target		
	BHP	Average length of time to complete minor adaptations (days)	4	5	5		No target		
Delivery Plan	Percentage of properties with a gas appliance that have a valid gas certificate	100%	100%	100%	↔	100%	😊	BHP's gas monitoring department have worked hard for the last 2 months to counter Integral's contractual issues and have successfully re-obtained 100% compliance. We have also now put measures in place that should allow us to maintain this indefinitely.	
Empty Properties	BVPI 212	Average number of days taken to relet council housing	27	30	27.5	↑	27	😐	There were several hard-to-let properties in the month of May that has affected the average for Quarter 2. However since May 2011 - BHP has met target consistently for average number of days to relet council housing, in the month of September 2011 we averaged at 25 days.
	BHP	Ready to Let time (days)	23	26.1	24.1	↓	20	😞	Repairs Voids Team saw an increase in Ready to Let (days) in September this was due to issues with asbestos removal (which required 14 days notice prior to removal). In May there was also a large number of properties that fell into the V4 category (properties that require works of up to £4000) which brought Ready to Let days to 32.3 days for that month.
	BHP	Number of Vacant Properties	61	61	70		No target		
	BHP	Percentage of new tenants satisfied with the property	98%	92%	91%	↓	92%	😐	Due to a very low response rate - a small number of tenants stated they were 'Not Satisfied' with their new property.
H&S	BHP	Number of Health & Safety incidents	10	6	2		No target		
	BHP	Number of Health & Safety near misses	New for 2011-12	1	0		No target		
Leasehold	Delivery Plan	Percentage of leasehold service charge collected (including arrears)	109%	16%	57%		106%		
	BHP	Number of Right to Buy forms received	11	7	13		No target		

Performance of Indicators under Technical Indicators

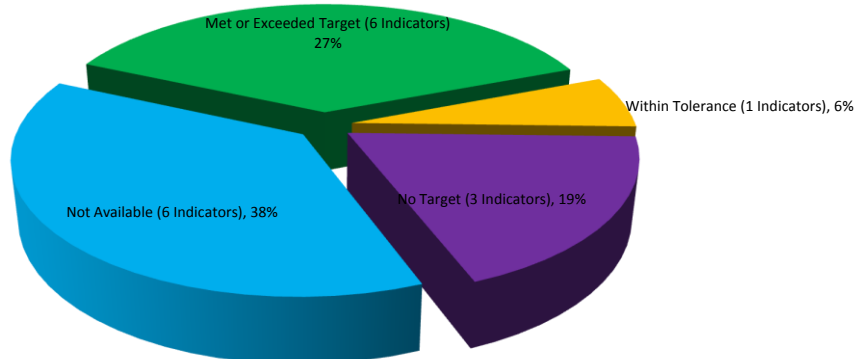


Housing Management Indicators



PI Type	Housing Management Indicators	2010-11 actual	2011-2012		Direction of Travel	2011-12 Target	Performance against Target	Comments
			Apr- June	Apr - Sept				
Rent & Arrears Collection	ex BVPI 66a Rent collected by the local authority as a proportion of rent arrears owed on HRA dwellings	97.83%	94%	97%	↑	98.0%	☹️	Under collection of rent has increased to a cumulative total under collection figure of £363,753 for Quarter 2. This is due to the increase in non-dependent deductions in April, as well as a recent programme by DWP to determine if tenants on DIA and Incapacity Benefit are fit to work. This has resulted in many tenants either having their HB reduced or being no longer eligible for HB. The general economic climate is also a contributing factor as tenants are facing higher bills yet unchanged income.
	BHP Current Gross Rent Collection Rate	99.49%	98.5%	98.6%	↓	98.0%	😊	
	BHP Rent arrears of current tenants as a proportion of the rent roll	2.10%	2.0%	2.2%	↓	2.3%	😊	
	BVPI 69 HIP HSSA Percentage rent loss through void properties	1.00%	0.3%	0.5%		No target		
Anti-Social Behaviour	BVPI 175 Number of racial incidents reported and percentage which resulted in further action.	100%	Not Available	0/0; 100%		100%	😊	
	BVPI 174 The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population.	0	Not Available	0		No target		
	BHP Number of ASB cases responded to within time scale (5 days)	100%	Not Available	118/118; 100%		100%	😊	
	BHP Percentage of Anti Social Behaviour (ASB) short term cases referred/resolved within 6 months	100%	Not Available	100%		100%	😊	
Housing Support	Delivery Plan Percentage of vulnerable tenants contacted in compliance with 6 monthly visit programme	99%	100%	Not Available		100%		
	BHP Number of vulnerable Tenants	1418	352	Not Available		No target		
	BHP Percentage of assessed service users that have a 'person- centred plan' in place	98%	100%	Not Available		100%		
	BHP Percentage of assessed service users reviewed at least once every 6 months	97%	100%	Not Available		100%		
	BHP Percentage of Housing Support clients satisfied with the overall level of support	98%	93%	Not Available		98%		
	BHP Percentage of tenants who have completed the floating support programme	100%	100%	Not Available		100%		
	 Number of Impact Needs Risk Assessments (Equality Impact Assessments) completed in the quarter	2	0	0		No target		
	Delivery Plan Percentage of Domestic Violence cases resolved	100%	100%	100%	↔️	90%	😊	

Performance of Indicators under Housing Management



Other Indicators

PI Type	Other Indicators	2010-11 actual	2011-2012		Direction of Travel	2011-12 Target	Performance against Target	Comments	
			Apr- June	Apr - Sept					
HR, Communications & Correspondence	BHP	Percentage of phone calls answered in 15 seconds	83%	87%	86%	↓	87%	☹️	
	Delivery Plan	Correspondence answered within timescale	97%	96%	96%	↔️	95%	😊	
	Delivery Plan	Invoices paid within 30 days	96%	95%	95%	↔️	95%	😊	
	BHP	Working days lost due to Sickness Absence	7.8	6.5	6.0	↑	8	😊	
Complaints	Delivery Plan	Percentage of Stage 1 complaints answered in 15 working days	94%	96%	94%	↓	90%	😊	
	BHP	Average number of days to respond to Stage 1 complaints	10	10	11	↓	10	☹️	Seven complaints were not responded to on time under Harlesden & Brentfield which caused the target to be exceeded by one day. This is to be further investigated on receipt of the monthly report for September 2011.
	BHP	Number of Stage 1 complaints received	672	141	290		No target		
	BHP	% of Stage 1 complaints fully upheld	New for 2011/12	19%	20%		No target		
	BHP	% of Stage 1 complaints partially upheld	New for 2011/12	29%	30%		No target		
	BHP	Number of Stage 1 complaints upheld (fully/partly)	New for 2011/12	27 fully upheld, 41 partly upheld	58 fully upheld, 88 partly upheld		No target		
	BHP	Number of Stage 2 complaints received from Stage 1	143	12	21		No target		
	Delivery Plan	Stage 2 complaints as a percentage of Stage 1	21%	9%	7%	↑	15%	😊	
	BHP	Number of Stage 2 complaints received	New for 2011/12	18	41		No target		
	BHP	% of Stage 2 complaints fully upheld	67%	27%	12%		No target		
	BHP	% of stage 2 complaints partially upheld	37%	22%	12%		No target		
	BHP	Number of Stage 2 complaints upheld (fully/partly)	45 fully upheld, 55 partly upheld	5 fully upheld, 4 partly upheld	5 fully upheld, 5 partly upheld		No target		
	BHP	% of Stage 2 complaints responded to within 20 days	89%	54%	89%	↑	85%	😊	
	BHP	Number of new stage 3 complaints received by Chief Executive	54	3	8		No target		
	Delivery Plan	% Stage 2 complaints escalated to stage 3	29%	17%	20%		No target		
	BHP	Number of Stage 3 complaints upheld	1 upheld, 10 partly upheld	1 upheld, 0 partly upheld	1 upheld, 2 partly upheld		No target		
	BHP	Number of Stage 3 complaints responded to	52	4	11		No target		
	BHP	Number of Stage 3 complaints responded to within 30 days	18	1	6		No target		
	BHP	Percentage of Stage 3 complaints responded to within 30 days	35%	25%	55%		No target		
	BHP	Average number of days to respond to Stage 3 complaints	54	47	32		No target		
BHP	Percentage of members enquires responded to within 10 days	94%	97%	93%	↓	100%	☹️	BHP will continue to work towards achieving the annual target of 100% by logging all enquires and responses on receipt.	
BHP	Total number of members enquires	346	77	151		No target			
BHP	Ombudsman Investigations	9	1	2		No target			
Estate Services	BHP	% of customers satisfied with standards of grass cutting & shrub maintenance	87%	83%	83%	↔️	85%	☹️	The areas identified where the standards are poor will be visited within the next 14 days by the Corporate Services Managers, resident representatives and Wettons.
	BHP	% of playgrounds inspected weekly	100%	100%	100%	↔️	100%	😊	
	BHP	% of communal areas in buildings inspected monthly	73%	100%	100%		90%	😊	
	BHP	Percentage of building cleaning assessed as: Gold	57%	Not Available	Not Available		No target		The IT project to implement new software for the collation of inspection records is ongoing and therefore, we are unable to provide figures for Q2.

Estate Services	BHP	% of building cleaning assessed as: Silver	39%	Not Available	Not Available		No target		
	BHP	% of building cleaning assessed as: Bronze	4%	Not Available	Not Available		No target		
	BHP	% of grounds maintenance sites assessed as: Gold	65%	Not Available	Not Available		No target		
	BHP	% of grounds maintenance sites assessed as: Silver	31%	Not Available	Not Available		No target		
	BHP	% of grounds maintenance sites assessed as: Bronze	4%	Not Available	Not Available		No target		
	BHP	% of Residents satisfied with the standard of Internal cleaning	94%	95%	97%	↑	93%	😊	
	BHP	% of Residents satisfied with the standard of External cleaning	89%	89%	89%	↔	90%	😐	All areas where the satisfaction is low will be visited by the Corporate Services Manager, Director of Wettons and resident representatives within the next 14 days.
	BHP	% of Residents satisfied that communal repairs are carried out	85%	86%	86%	↔	85%	😊	
	BHP	Residents satisfied with Graffiti removal	94%	90%	90%	↔	90%	😊	
	BHP	% of communal areas in buildings inspected monthly which are clear of obstructions	94%	Not Available	Not Available		93%		The IT project for new software for the collation of inspection records is ongoing and therefore, we are unable to provide figures for Q2.

Performance of Indicators under Other Indicators

