

## BRENT HOUSING PARTNERSHIP BOARD

<b>Meeting: BHP Board Meeting</b>	<b>Date: 15<sup>th</sup> December 2011</b>
<b>Report Author: Bhavna V Patel</b>	<b>Title: Performance Report Q2 2011/12</b>
<b>Contact Officer: David Bishopp</b>	<b>Classification: For Information</b>
<b>Contains Private and Confidential Information:</b>	<b>NO</b>

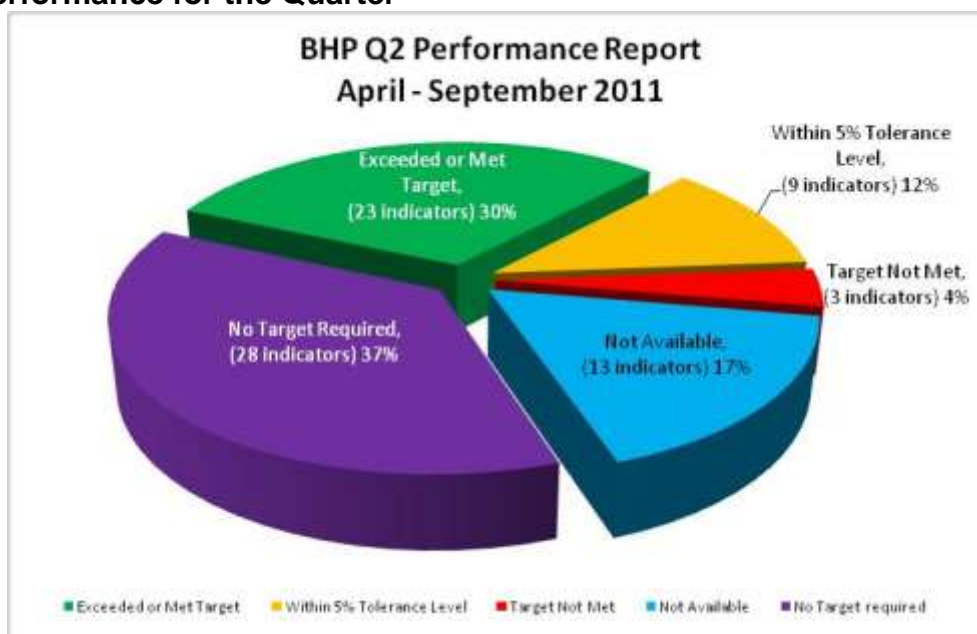
### 1. Matters for Consideration

This report presents the following for information:

- Performance Report Quarter 2 2011-12

- 1.1 Each quarter a performance report is prepared for the board for the performance indicators which have not met target for the Quarter.
- 1.2 This is intended as a means for increased board information by focusing on a few indicators in depth, instead of the whole performance report which is delivered to the Service Delivery Sub committee, and is attached for information.

### 1.3 Overall Performance for the Quarter



This chart illustrates a breakdown of the overall performance of BHP in Quarter 2 April-September 2011. Out of the 76 main indicators, 23 met or exceeded target, 3 indicators did not meet target, 9 indicators were within the 5% tolerance level that was set for each indicator, 13 indicators were not available for Quarter 2 reporting and 28 indicators had no target and are for information purposes only.

Performance for Quarter 2 remains good, with only 3 indicators not meeting target. 2 out of 3 Performance Indicators (PIs) that were Exceptions in Quarter 1 have now met target or are within the 5% tolerance level for KPIs. Performance indicators which were not available were predominantly due to estate services where we are implementing a new IT project to capture service data.

In October our monthly performance had significantly improved, with only 1 exception which was 'Percentage of phone calls answered in 15 seconds' which for the month of October was 81% - this was addressed to line managers in the Performance Monitoring Meeting (18/11/2011). There were also 2 indicators in October that had not met target but were within the 5% tolerance level.

#### 1.4 Percentage of Repairs finished on first Visit

Q2 Performance: 89%

October's Performance: 97%

Target: 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 identify service development areas from these.

Repairs & Maintenance 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.

Repairs Management are addressing the failures that occurred to cause the 89% rating. Telephone post-inspections historically were being followed up 2-3 months after works had been carried out. In order to achieve a more accurate result, the process that captures this information needs to be more efficient. Currently, repairs are involved in ongoing

development of work IT processes and services that will assist in providing more timely and reliable information. Telephone post inspections are now carried out on the immediate completion of works to help achieve this.

The Repairs and Maintenance Team have worked on extracting more data, as the information comes from several reports and is manually analysed; this makes the results susceptible to errors. Repairs are working with IT to make the process more user-friendly and allow information to be picked up in a more timely fashion. Reliance is heavily placed on outbound telephone calling; out of the approximately 2000+ jobs, post inspections are carried out on 200+ residents, this is only 8%. More effort is being dedicated to meeting performance targets by extracting and capturing more data, as well as dedicating a staff member to outbound telephone calling in the short term.

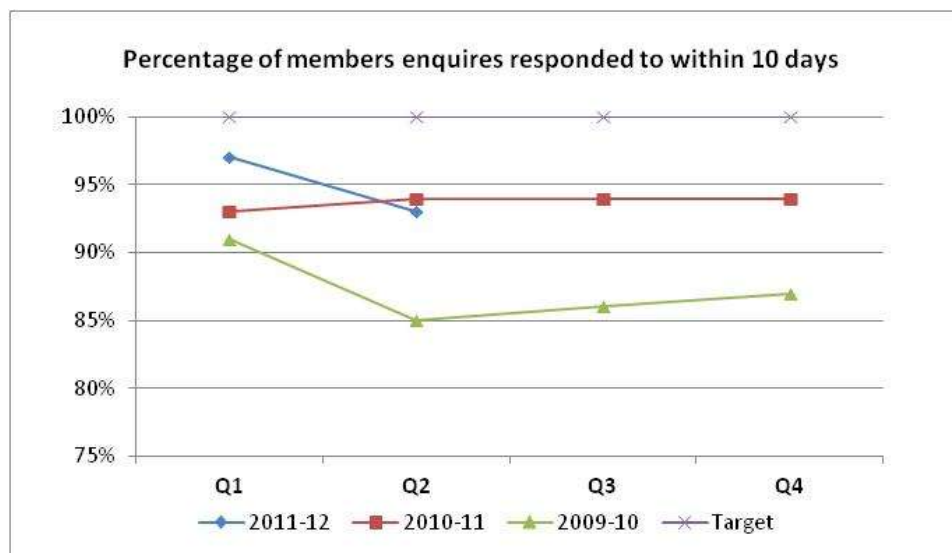
The resolution is to capture data in real-time on completion of jobs by operatives, rather than placing a reliance on telephone inspections.

To date Repairs have significantly improved their work processes and put more focus on gathering data, in October 'Percentage of Repairs finished on first visit' improved to 97%.

### 1.5 Percentage of members enquires responded to in 10 days

Q2 Performance: 93%

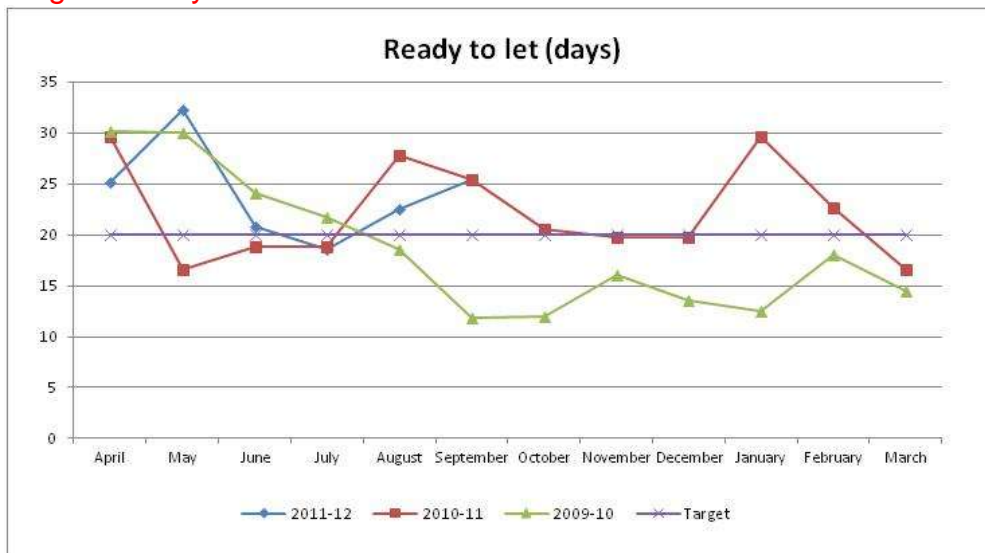
Target: 100%



BHP will continue to work towards achieving the annual target of 100% by logging all enquires and responses on receipt.

The Complaints Team have addressed the issue as a BHP-wide problem and are making line managers more responsible for complaints that fall within their division. Quality assurance has been placed on all complaints that are put through and which are then checked by complaints officers to ensure responses have complied with the BHP Complaints Procedure as well as preventing complaints from escalating.

**1.6 Ready to let time (days)**  
 Q2 Performance: 24.1 days  
 Target: 20 days



The Repairs and Voids Team saw an increase in the Ready to Let (days) in September which was due to issues with asbestos removal (once asbestos is found in a property, tests are done to prove/confirm that it is asbestos – if this is the case the property must be empty for 14 days until the air is safe to breathe).

In May there were also a large number of properties that fell into the V4 category (properties that require works of up to £4000) and require more time to be spent on them; this brought Ready to let (days) to 32.3 days for that month. The average number of days to re-let council housing for Quarter 2 was 27.5 days which means properties are ready to let in approximately 24.1 days and are being allocated and housed by the 28<sup>th</sup> day which means properties are Empty for approximately 3-4 days which is an enormous improvement overall.

Asbestos removal skews the results quite significantly. The Voids Team are unable to enter, touch or do any works to the property for 14 days due to statutory requirements.

**2. Financial and/or Legal Implications**

None

**3. Equality Analysis** (This is mandatory for all policy or service delivery decisions directly affecting residents)

Please see BHP Performance Process (BHP-FINPRO005, dated 01/10/11)

**4. Recommendations**

For information only

**5. Access to Information**

The report contains confidential information and should not be made available to the press or public.