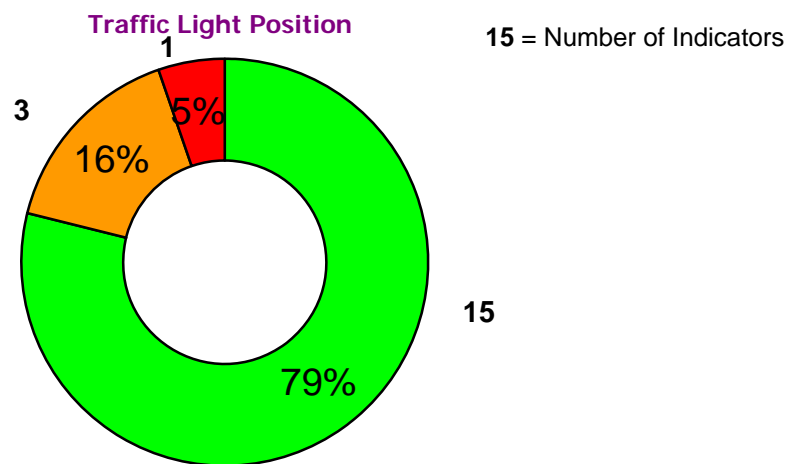
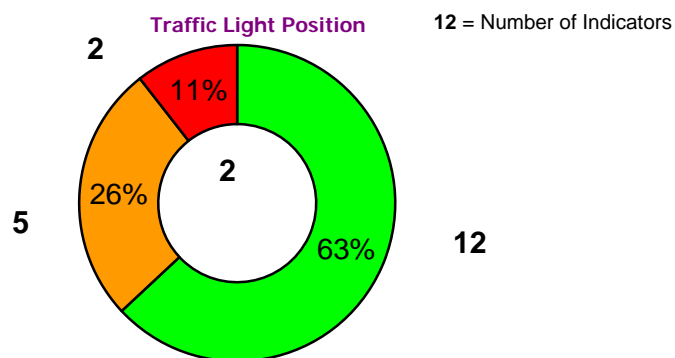


Barnet Homes PULSE Report



November 2010



October 2010

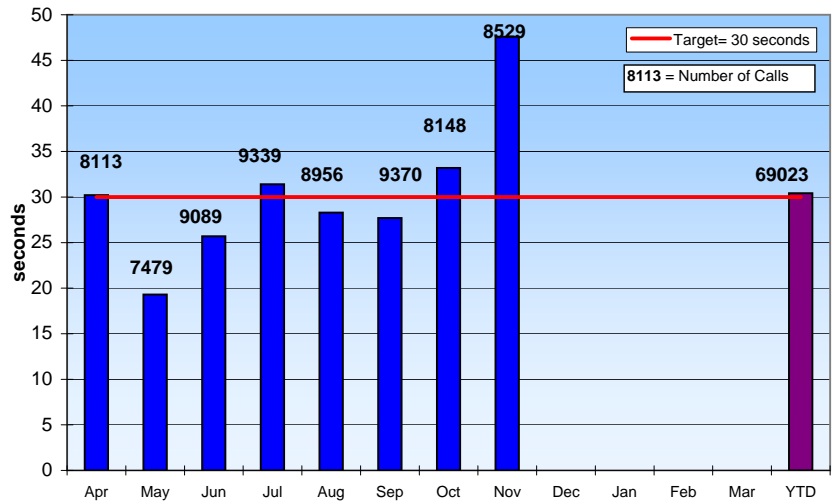
1) Tenancy Involvement & Empowerment

- customer service, choice & complaints; involvement & empowerment; understanding/responding to the diverse needs of tenants

Average Wait Time ↓ ●

Average time a caller has to wait to speak to an operator after message

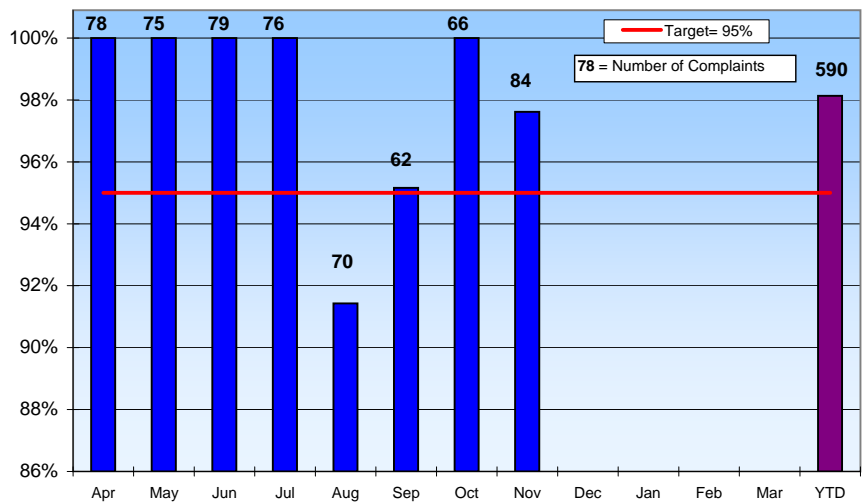
End of Year Target (Low is good)	30 secs
Nov 10 Performance	48 secs
Nov 09 Performance	59 secs
YTD Performance	30 secs



Complaints ↓ ●

The percentage of stage 1 complaints replied in 10 working days

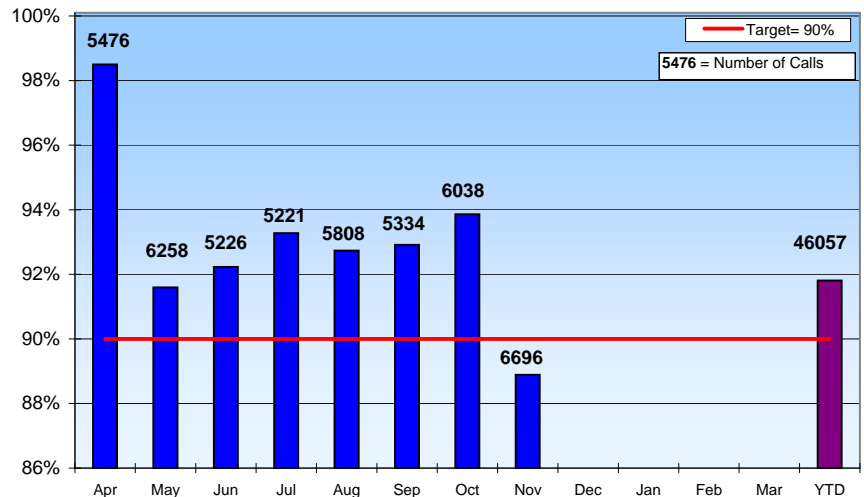
End of Year Target (High is good)	95%
Nov 10 Performance	98%
Nov 09 Performance	98%
YTD Performance	98%



Assist ↓ ●

The percentage of calls responded to in 30 seconds

End of Year Target (High is good)	90%
Nov 10 Performance	89%
Nov 09 Performance	91%
YTD Performance	91.8%

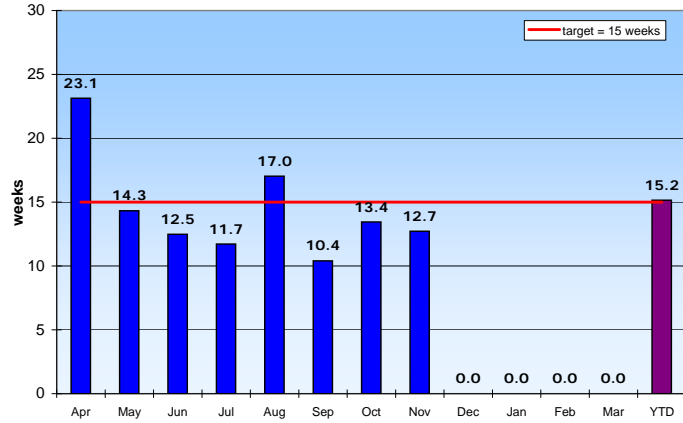


Adaptations



The average wait time from referral to start on site for major adaptations

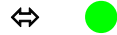
End of Year Target (Low is good)	15 weeks
Nov 10 Performance	13 weeks
Nov 09 Performance	12 weeks
YTD Performance	15 weeks



2) Home

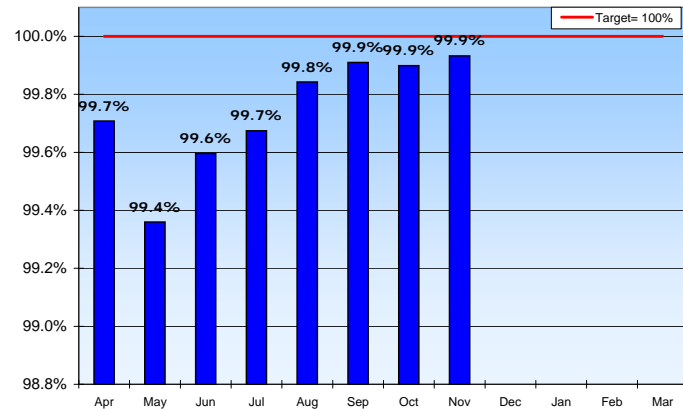
- quality of accomodation; repairs & maintenance

Gas Safety Checks



The percentage of homes with a CP12 safety certificate

End of Year Target (High is good)	100%
Nov 10 Performance	99.9%
Nov 09 Performance	99.4%
Top Quartile (BPSA) = 99.6%	



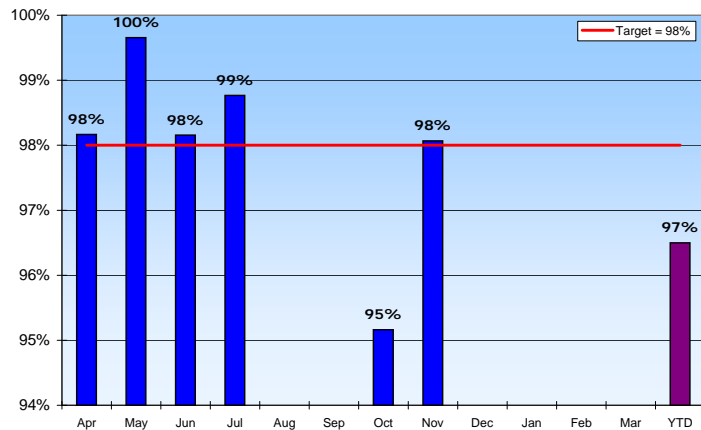
Appointments



The percentage of appointments which were made and then kept

End of Year Target (High is good)	98.0%
Nov 10 Performance	98.1%
Nov 09 Performance	97.5%
YTD Performance	96.5%
Top Quartile (HouseMark) = 96.9%	

Note: No Data in Aug/Sep due to Connaught Administration
Lovell performance starts Oct



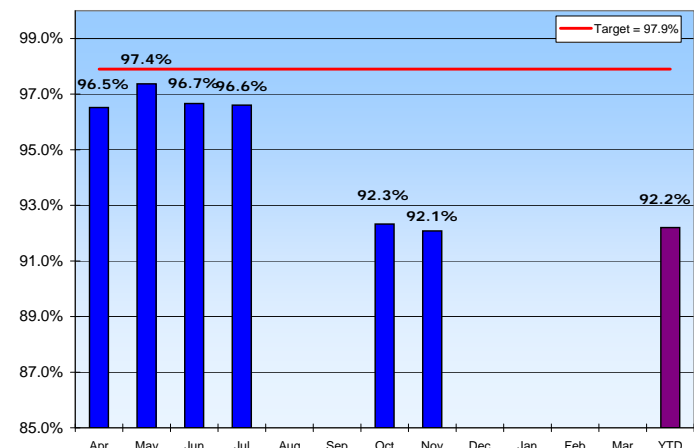
Urgent Repairs



The percentage of urgent repairs completed within government time limits

End of Year Target (High is good)	97.9%
Nov 10 Performance	92.1%
Nov 09 Performance	99.0%
YTD Performance	92.2%
Top Quartile (BPSA) = 98.0%	

Note: No Data in Aug/Sep due to Connaught Administration
Lovell performance starts Oct



Barnet Homes Pulse Report



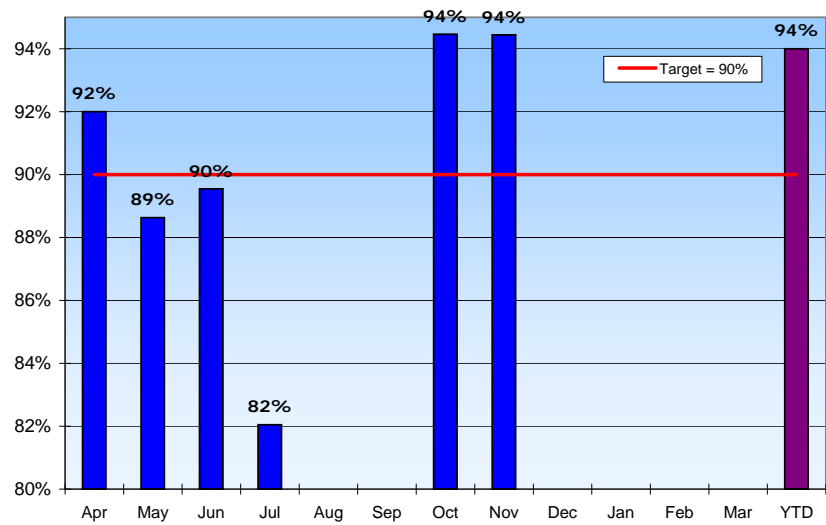
Right First Time



The percentage of repairs which are completed right first time

End of Year Target (High is good)	90%
Nov 10 Performance	94.4%
Nov 09 Performance	99.0%
YTD Performance	94.0%

Note: No Data in Aug/Sep due to Connaught Administration
Lovell performance starts Oct

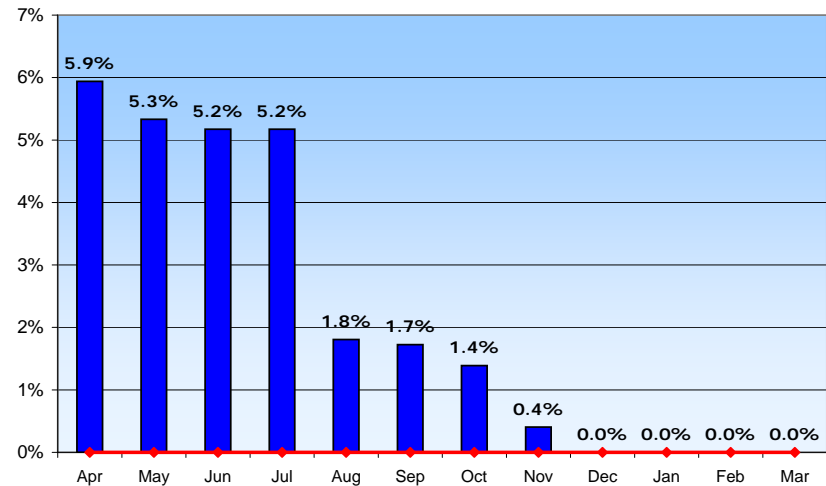


Decent Homes



The percentage of non-decent homes excluding regeneration properties.

End of Year Target (Low is good)	0%
Nov 10 Performance	0.4%

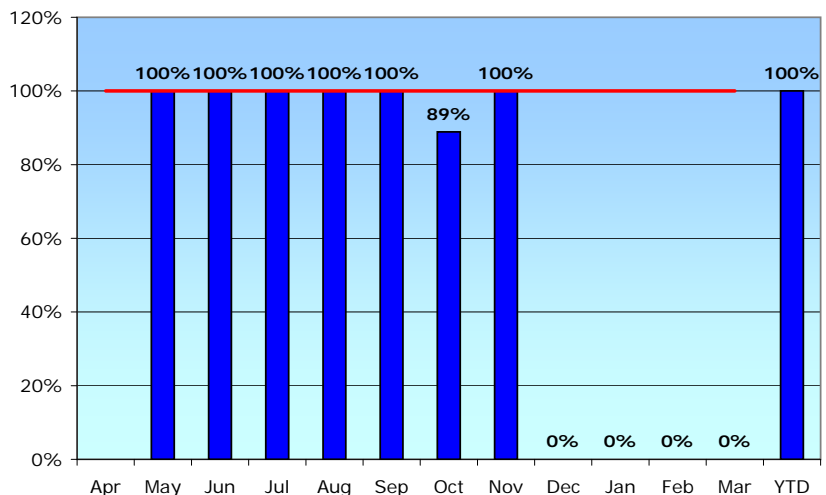


Fire Safety



The percentage of fire safety actions complete within one month

End of Year Target (High is good)	100%
Nov 10 Performance	100%
Nov 09 Performance	New PI
YTD Performance	100%



3) Tenancy

- allocations; rents; tenure

Relet Time



The average time it takes to relet an empty property.

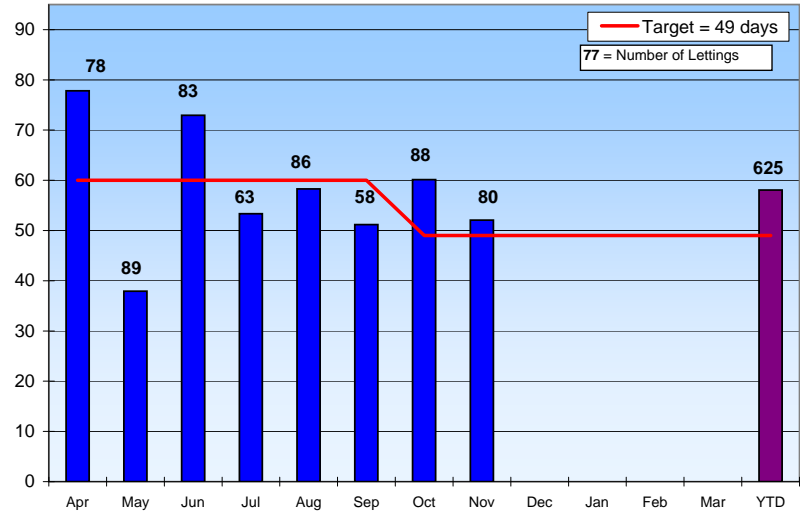
End of Year Target (Low is good) 49 days

Nov 10 Performance 52 days

Nov 09 Performance 48 days

YTD Performance 58 days

Top Quartile (BPSA) = 23.8 days



Tenant Satisfaction



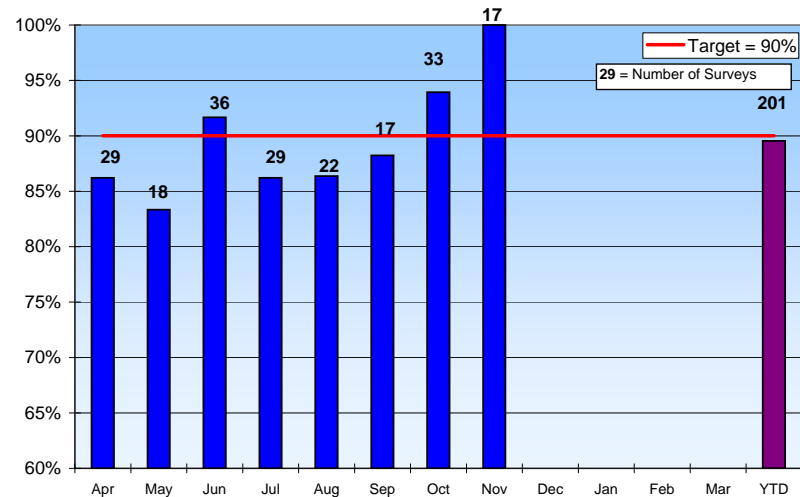
The percentage of new tenants satisfied with the condition of their new property

End of Year Target (High is good) 90%

Nov 10 Performance 100.0%

Nov 09 Performance 93.9%

YTD Performance 90%



Outstanding Voids

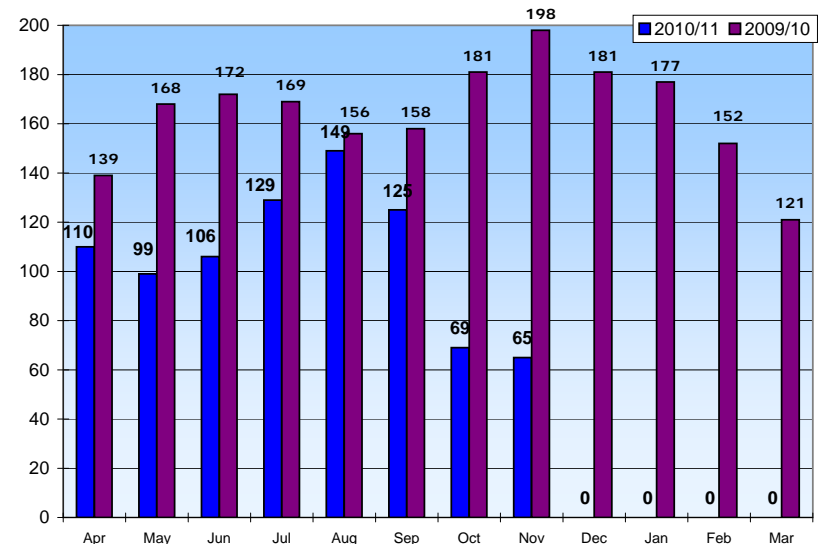


The number of empty properties at the end of each month

(Low is good)

Nov 10 Performance 65

Nov 09 Performance 198



Barnet Homes Pulse Report

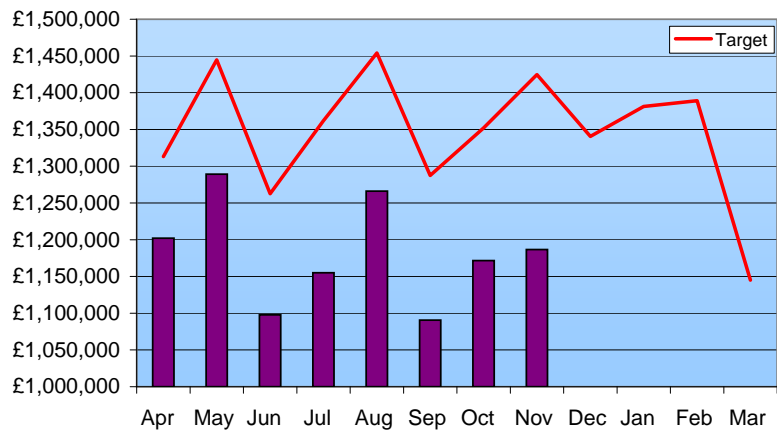


Arrears



The level of rent arrears at the end of each month

End of Year Target (Low is good)	£1,145,000
Month Target	£1,424,603
Nov 10 Performance	£1,186,660
Nov 09 Performance	£1,385,918

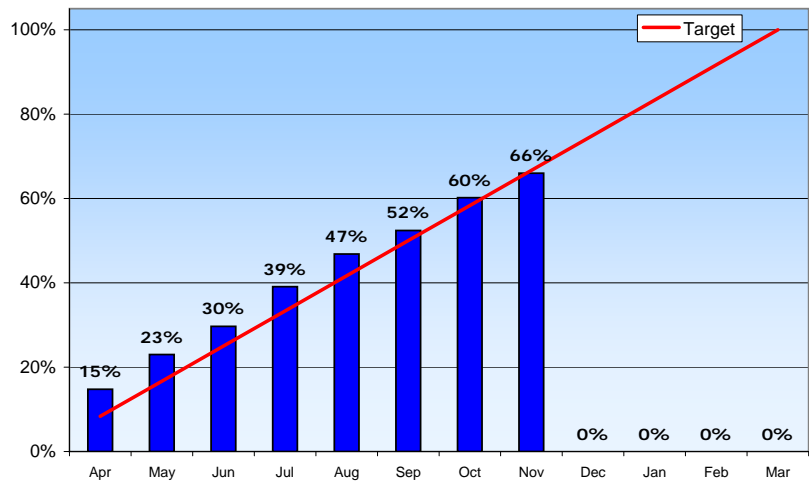


Service Charge



% Annual Service Charge Collected this year

End of Year Target (High is good)	103%
Month Target	66.7%
Nov 10 Performance	66.0%
Nov 09 Performance	64.5%

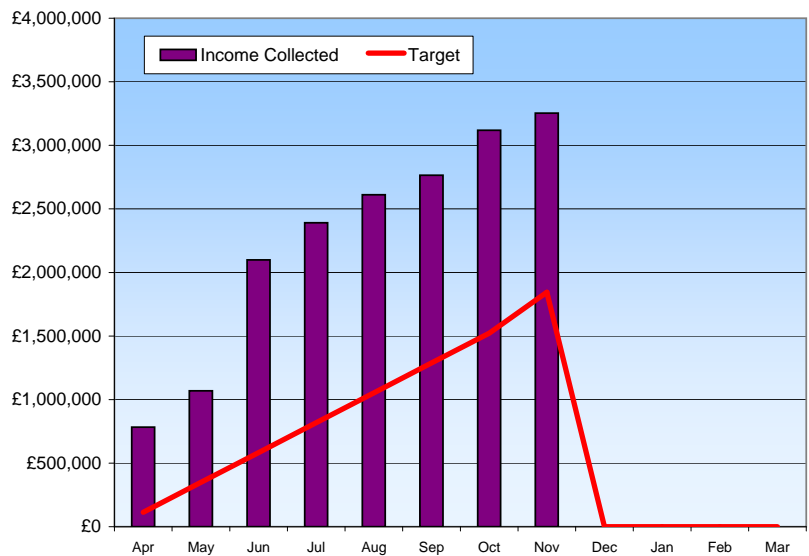


Major Works Income



The amount of major works income collected from leaseholders this year
(High is good)

Nov 10 Performance	£3,252,871
Target	£1,844,802



4) Neighbourhood & Community

- neighbourhood management; local area cooperation; anti-social behaviour

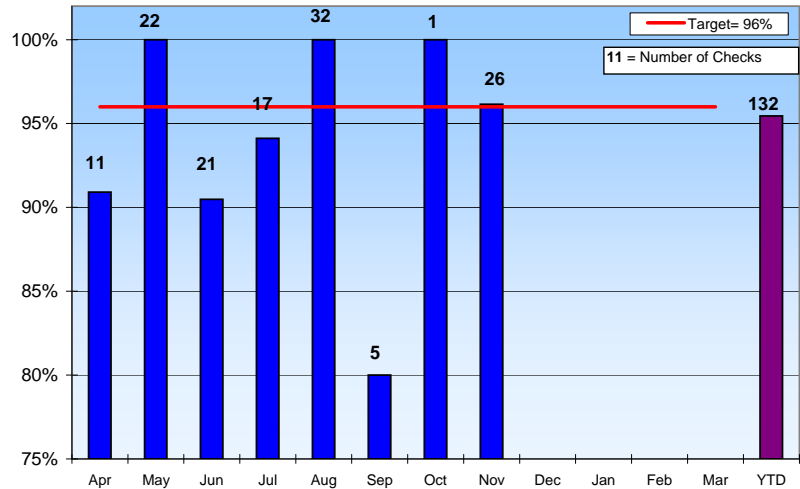
Reality Checks - Non Regen



The percentage of reality checks achieving 2 star or above on all estates

End of Year Target (High is good)	96%
Nov 10 Performance	96%
Nov 09 Performance	100%
YTD Performance	95%

Number of checks in month	26
Number of checks YTD	132



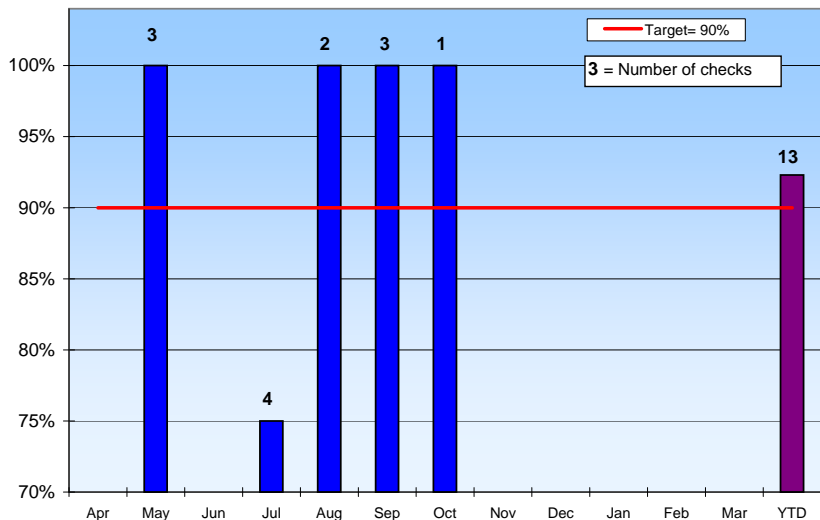
Reality Checks - Regeneration



The percentage of reality checks achieving 2 star or above on regeneration estates only

End of Year Target (High is good)	90%
Nov 10 Performance	
Nov 09 Performance	
YTD Performance	92%

Number of checks in month	0
Number of checks YTD	13



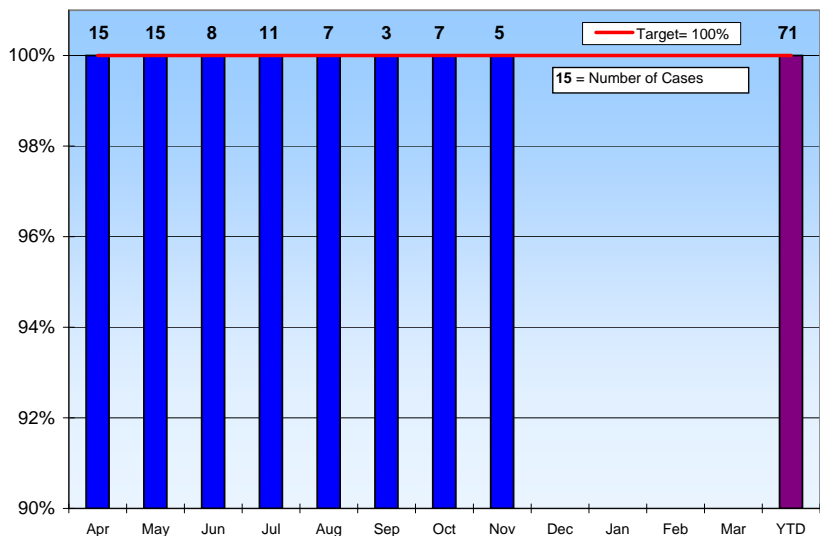
ASB



The percentage of serious ASB cases responded to in 1 day.

End of Year Target (High is good)	100%
Nov 10 Performance	100%
Nov 09 Performance	100%
YTD Performance	100%

No. of cases reported in month	5
No. of cases reported YTD	71



5) Value for Money

Sickness



The average number of days lost due to sickness per employee

End of Year Target (Low is good) 7 days

Nov 10 Performance 0.5 days

Nov 09 Performance 0.5 days

YTD Performance 4.0 days

Note: End of year projection is 6.8 days

