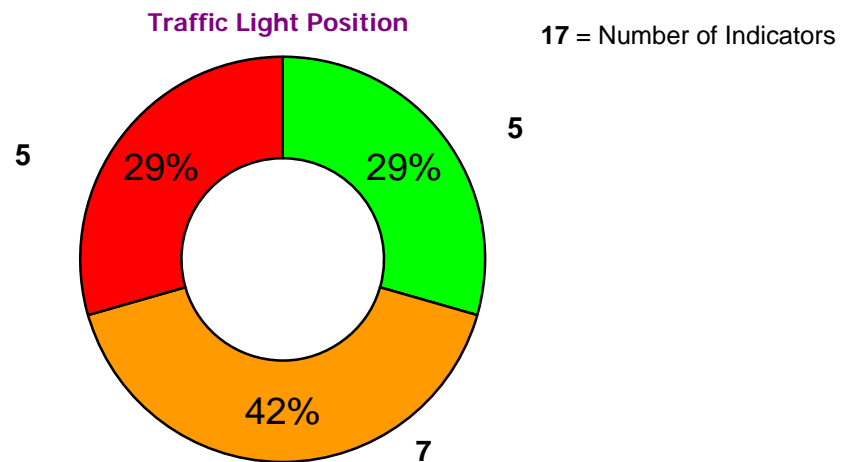


Barnet Homes PAG Report



April 2011

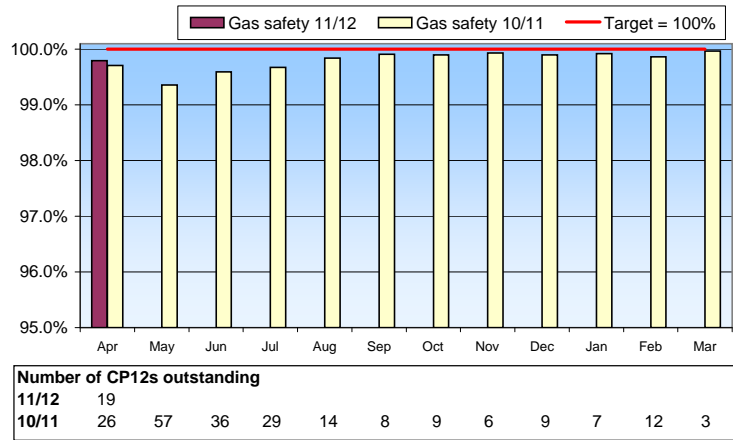
1) Repairs & Gas Safety

Gas Safety Checks



The percentage of homes with a CP12 safety certificate

Ongoing Target (High is good) 100%
 Apr 11 Performance 99.8%
 Apr 10 Performance 99.7%

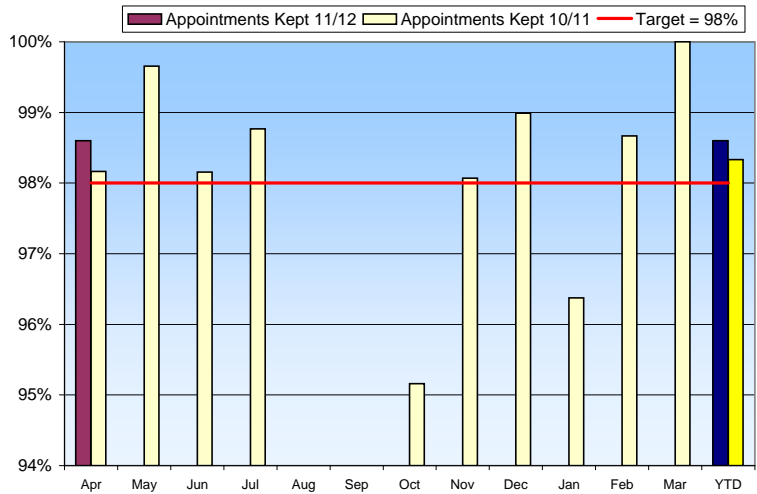


Repair Appointments



The percentage of appointments which were made and then kept (Lovell only)

Ongoing Target (High is good) 98.0%
 Apr 11 Performance 98.6%
 Apr 10 Performance 98.2%
 YTD Performance 98.6%

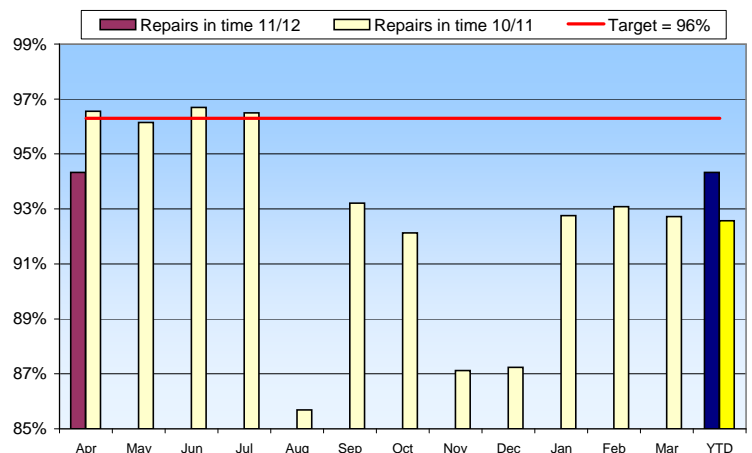


On Time Repairs



The percentage of repairs completed on time (Lovell & Village Heating)

Ongoing Target (High is good) 96.3%
 Apr 11 Performance 94.3%
 Apr 10 Performance 96.6%
 YTD Performance 94.3%



Repairs Right First Time



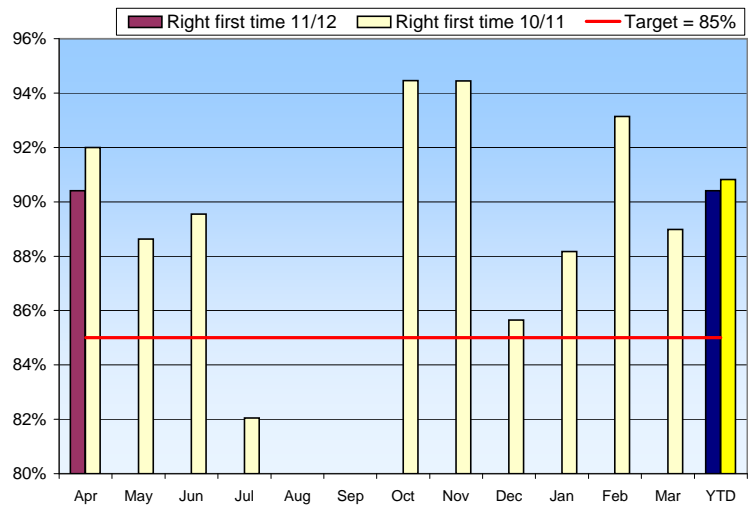
The percentage of repairs which are completed right first time (Lovell only)

Ongoing Target (High is good) 85%

Apr 11 Performance 90.4%

Apr 10 Performance 92.0%

YTD Performance 90.4%



% Repair Jobs Post Inspected

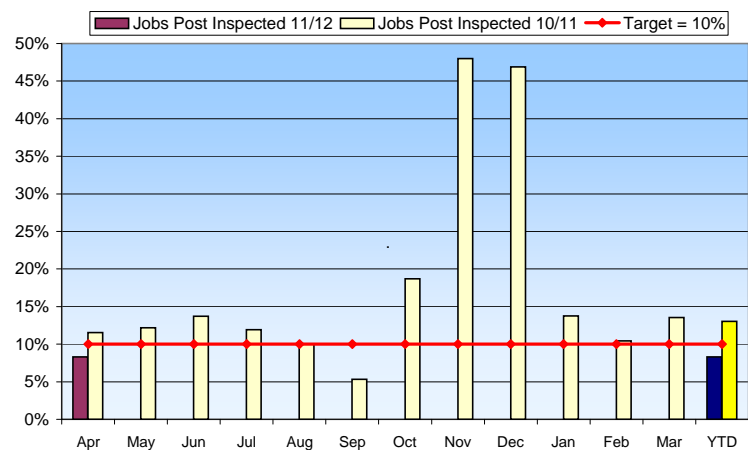


The percentage of repairs jobs that are inspected afterwards (Lovell only)

Ongoing Target (High is good) 10%

Apr 11 Performance 8.3%

YTD Performance 8.3%



2) Reality Checks & Estate Inspections

Reality Checks - Non Regen



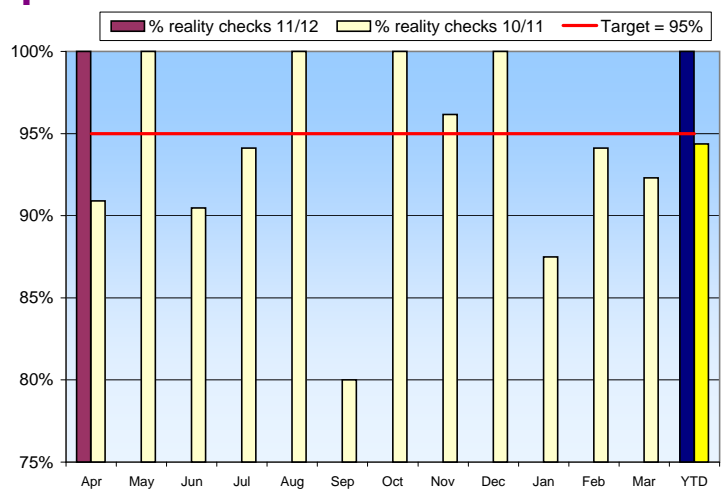
The percentage of reality checks achieving 2 star or above (on non regeneration estates)

Ongoing Target (High is good) 95%

Apr 11 Performance 100%

Apr 10 Performance 91%

YTD Performance 100%



Number of reality checks undertaken

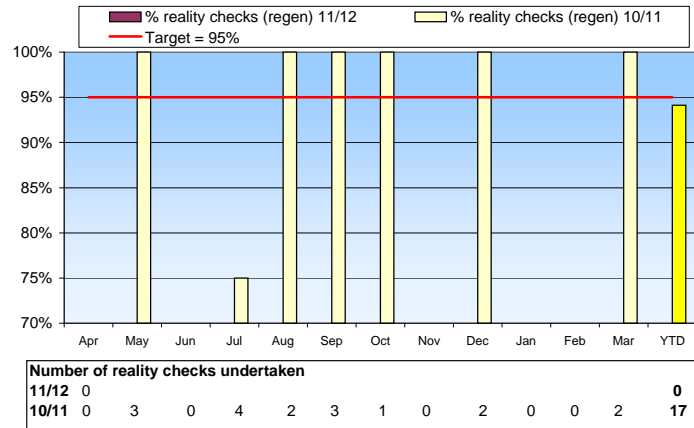
Month	11/12	10/11
Apr	6	11
May		19
Jun		21
Jul		17
Aug		32
Sep		5
Oct		1
Nov		26
Dec		4
Jan		16
Feb		17
Mar		26
YTD	6	195

Reality Checks - Regeneration

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

Ongoing Target (High is good)	95%
Apr 11 Performance	n/a
Apr 10 Performance	
YTD Performance	n/a

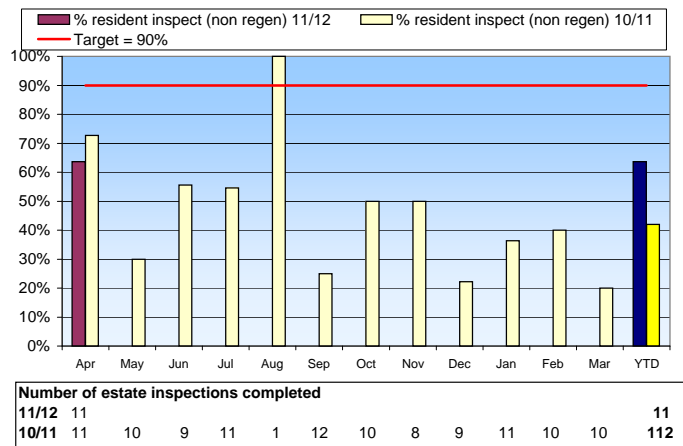
No regeneration reality checks in April 2011



Estate Inspections: Non Regen

The percentage of estate inspections attended by residents (on non regeneration estates)

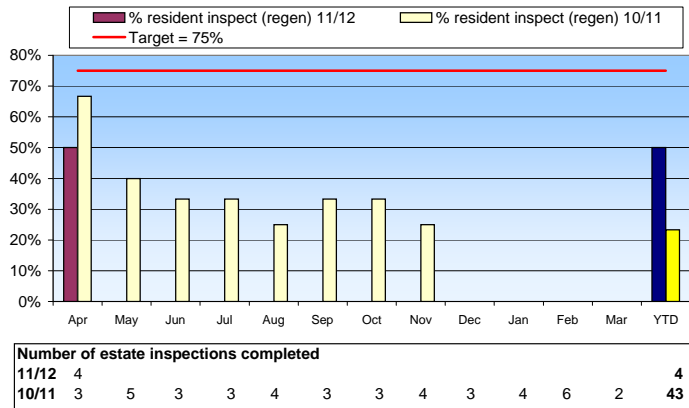
Ongoing Target (High is good)	90%
Apr 11 Performance	64%
Apr 10 Performance	73%
YTD Performance	64%



Estate Inspections: Regeneration

The percentage of estate inspections attended by residents (on regeneration estates)

Ongoing Target (High is good)	75%
Apr 11 Performance	50%
Apr 10 Performance	67%
YTD Performance	50%

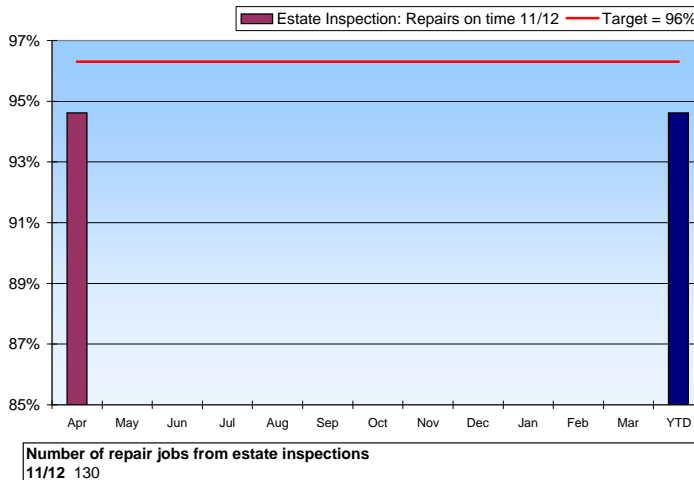


Estate Inspection: Repairs

The percentage of repairs raised at Estate Inspections, completed on time

Ongoing Target (High is good)	96%
Apr 11 Performance	94.6%
YTD Performance	94.6%

No figures for 2010, as this is a new indicator



3) Anti Social Behaviour

ASB

The percentage of tenants satisfied with their ASB case handling

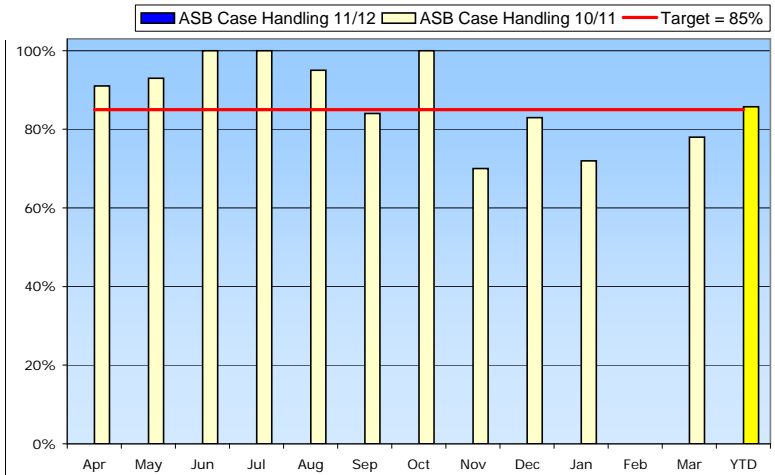
Ongoing Target (High is good) 85%

Apr 11 Performance n/a

Apr 10 Performance 91%

YTD Performance n/a

No ASB surveys in April 2011



Number of ASB surveys completed	
11/12	0
10/11	11 13 3 4 18 6 6 20 6 7 0 9 103
Number of serious ASB cases opened	
11/12	7
10/11	15 15 8 11 7 3 7 7 13 8 4 5 103

Domestic Violence

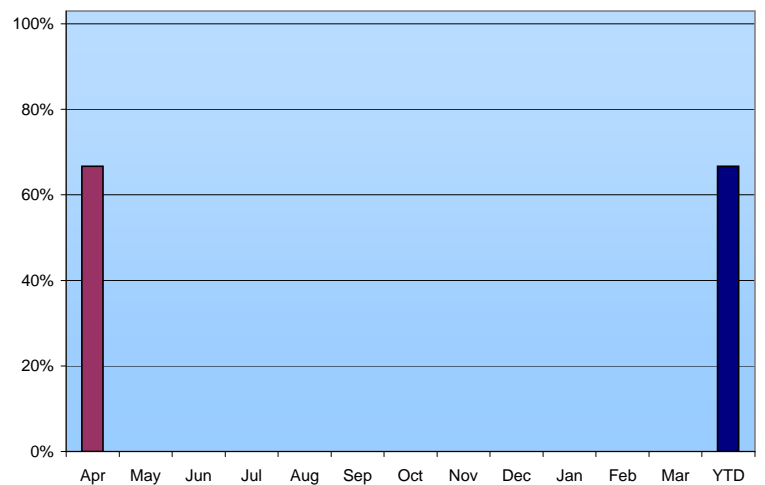
The percentage of clients offered a meeting within 24 hours

Tracking Only

Apr 11 Performance 67%

YTD Performance 67%

No figures for 2010, as this is a new indicator



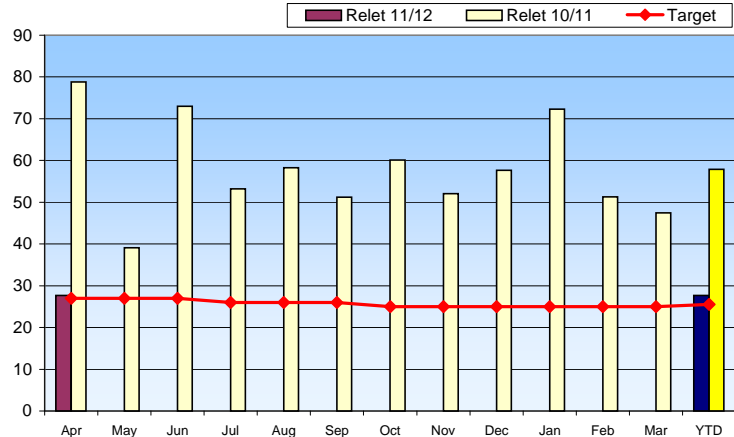
Number of domestic violence cases opened	
11/12	3
10/11	5 2 6 3 6 2 1 5 2 4 4 4 44

4) Lettings & New Tenancies

Relet Time

The average time it takes to relet an empty property.

<i>Year End Target</i> (Low is good)	25.5 days
<i>Monthly Target</i>	27 days
Apr 11 Performance	28 days
Apr 10 Performance	79 days
YTD Performance	28 days



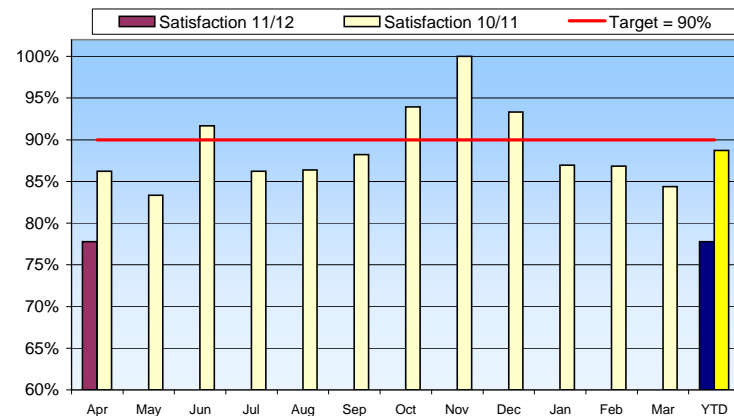
Number of lettings	
11/12	64
10/11	893

Tenant Satisfaction

New home is clean and tidy AND safe and secure (two questions)

<i>Ongoing Target</i> (High is good)	90%
Apr 11 Performance	77.8%
Apr 10 Performance	86.2%
YTD Performance	77.8%

2010 performance was based on the question: Overall how you would rate the condition of the property you moved into?

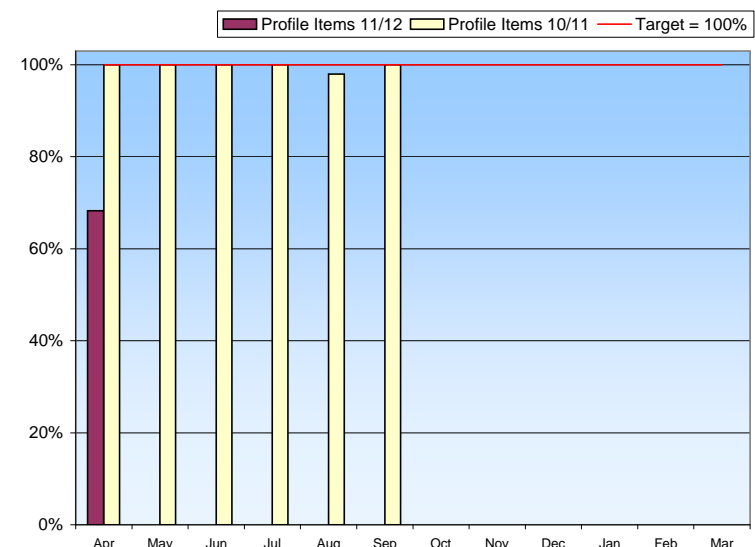


Number of tenant satisfaction surveys	
11/12	8
10/11	310

Profile Data

% of 5 Key Profile items Captured

<i>Ongoing Target</i> (High is good)	100%
Apr 11 Performance	68%
Apr 10 Performance	100%



5) Adaptations

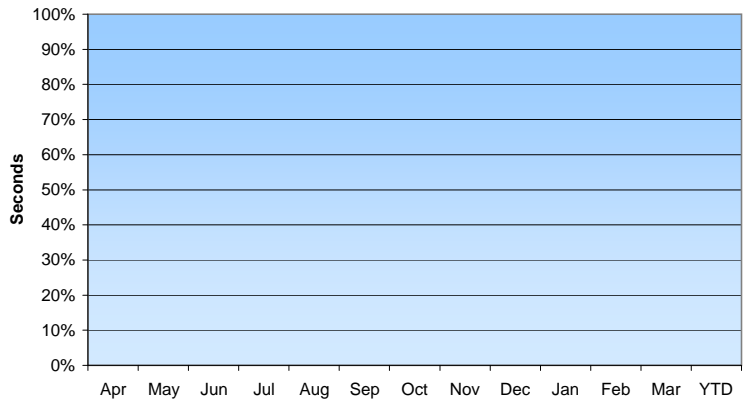
Adaptation referrals

Percentage of major adaptations referrals acknowledged within 2 working days

Tracking Only

Apr 11 Performance N/A
 YTD Performance n/a

No figures for 2010, as this is a new indicator
 Data not collected until May 2011



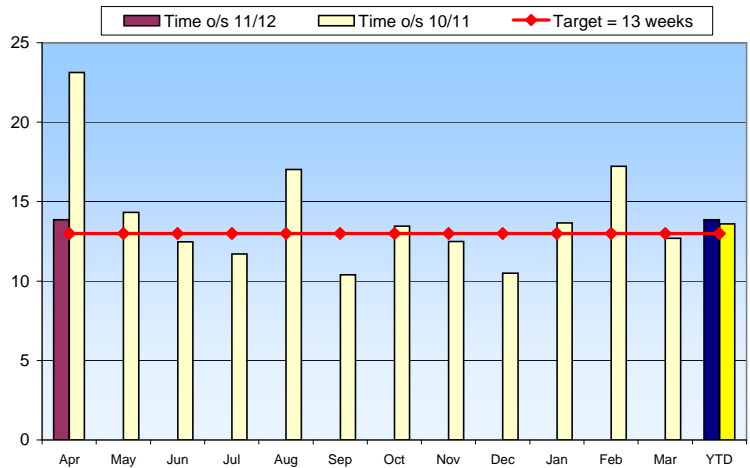
Number of adaptation referrals received 11/12

Adaptation time outstanding for major adaptations

Average time outstanding for major adaptations (from receipt by Barnet Homes to start of work)

Ongoing Target (Low is good)

13 wks
 Apr 11 Performance 14 wks
 Apr 10 Performance 23 wks
 YTD Performance 14 wks



Number of major adaptations started

Month	11/12	10/11
Apr	11	21
May		18
Jun		12
Jul		10
Aug		5
Sep		10
Oct		15
Nov		15
Dec		4
Jan		20
Feb		11
Mar		11
YTD	11	152

6) Arrears & Refunds

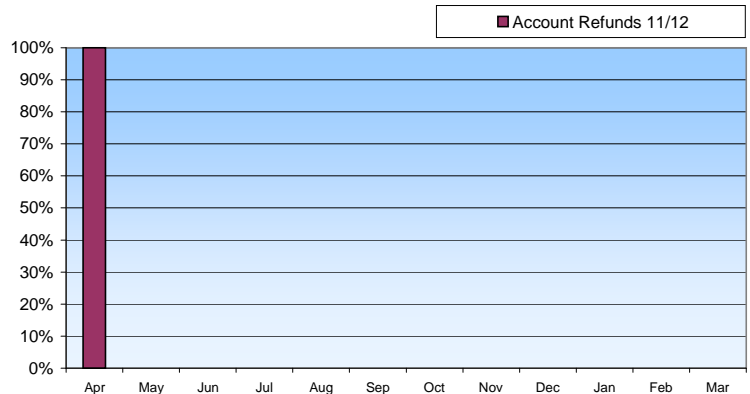
Account Refunds

% account refunds completed in 20 working days

Tracking Only

Apr 11 Performance 100.0%

No figures for 2010, as this is a new indicator



Number of account refunds checked

11/12	16
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Current Arrears

Current arrears level (£k)

Target to be confirmed

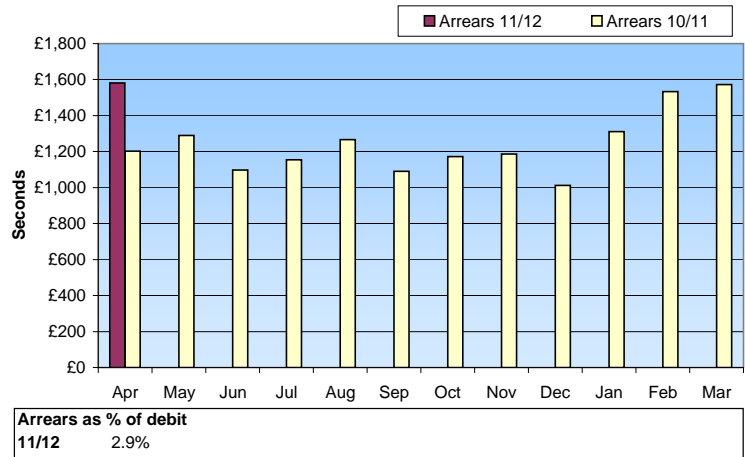
Apr 11 Performance

Apr 10 Performance

£1,581

£1,202

The figures are unreliable due to the ongoing housing benefit issues



7) Contact Centre & Assist

Contact Centre: Waiting Time

Average contact centre waiting time

Ongoing Target (Low is good)

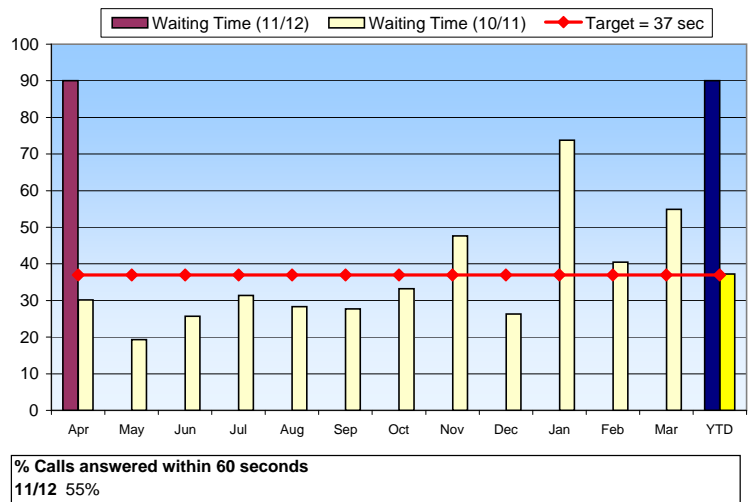
Apr 11 Performance

Apr 10 Performance

37 sec

90 sec

30 sec



Assist Services

Assist response time within 60 seconds

Ongoing target (High is good)

Apr 11 Performance

Apr 10 Performance

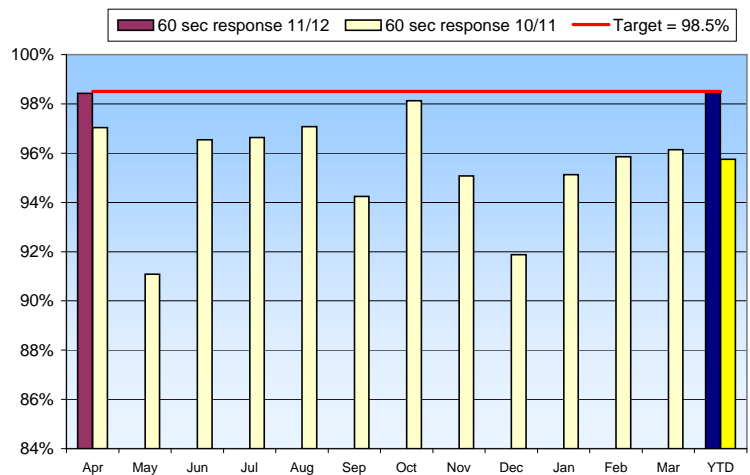
YTD Performance

98.5%

98.4%

97.0%

98.4%



8) Other Indicators

Service Charge

% Annual Service Charge Collected this year

End of Year Target (High is good)

Month Target

Apr 11 Performance

Apr 10 Performance

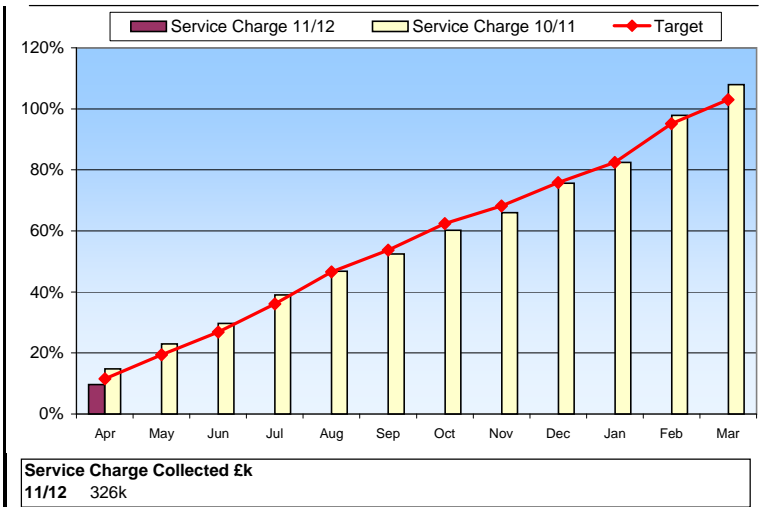


103%

11.5%

9.6%

14.8%



Average Days Sickness

Average days sick leave

End of Year Target (Low is good)

Month Target

Apr 11 Performance YTD

Apr 10 Performance YTD



6.5

0.3

0.4

0.3

