

BARNET HOMES
ASSET MANAGEMENT/STANDARDS SUB-GROUPS
24TH JULY 2007
6.30PM – 8.30PM

DIRECTORS

Brian Altman Ingrid Beal Maria Colaco Jem Fouweather (Chair Asset Management Sub-Group)	Hugh Rayner Tim Sims (Chair Standards Sub-Group) Sharon Slotnick
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AGENDA

ITEM	TITLE	STATUS	PRESENTING
1	Introductions & Apologies		
2	Agree Minutes & Matters Arising		
3	Declaration of Interests		
4	June Performance (Quarter One)	Decision	David Thomas
This report with attachments outlines the performance of Barnet Homes in its Pulse performance areas for the month of June 2007.			
5	Customer Satisfaction with Repairs (Presentation)	Information	Chris Wilkins
6	Action Plan for Inspection (Presentation)	Decision	Kate Laffan
7	Any Other Business		

**BARNET HOMES
ASSET MANAGEMENT SUB-GROUP MINUTES
27 June 2007**

Attendees: Jem Fouweather
David Sidbury
Trevor Renouf
Mike Wiffen
Chris Wilkins
Janet Cornthwaite (Item 8)

Ingrid Beal
Dorothy Badrick (Items 8 &12)
Margaret McPeake
Mandy Dunstan
Sheila Golding
John Lewthwaite (Item 8)

Minutes: Karen Flood

Item	Title	Action
1.	Introduction & Apologies	
1.1	Introductions were made and Janet Cornthwaite and John Lewthwaite from Connaught were welcomed to the meeting.	
1.2	Apologies	
	Hugh Rayner and Maria Colaco.	
2.	Minutes (25 April 2007) & Matters Arising	
2.1	Minutes agreed.	
2.2	Matters Arising	
2.2.1	Item 4 Repairs and Maintenance – on agenda for meeting.	
2.2.2	Item 8 Resident Involvement Strategy – on agenda for meeting.	
2.2.3	Item 9.4 Review of the Programme and Efficiency Savings – included under item 9 of the agenda.	
3.	Declaration of Interests	
3.1	Jem Fouweather declared his interest as an Associate for Housing Quality Network (HQN).	
3.2	Margaret McPeake declared her interest as a Director of the London Area Procurement Network (LAPN).	

Item	Title	Action
4.	Review of Planning Supervision (Or CDM Coordinator) – Role in the Delivery of Decent Homes	
4.1	Chris Wilkins updated the sub-group on the selection of Scott, White and Hookins for a contract period of 12 months, this commenced on 11 th June 2007.	
4.2	The position to be reviewed at the end of 12 month period by which time LAPN would have an approved list of contractors.	
4.3	Performance to be monitored closely and reviewed in approximately 6 months time.	BK
4.4	A Workshop is scheduled with Scott, White and Hookins for 25 th July 2007, staff and Partners to be invited.	
5.	Performance Monitoring & Partnering Update	
5.1	BHL's residents satisfaction data with decent homes is currently 78.05%, contractors reporting 90+%, information to be streamlined.	CW/SG
5.2	It is proposed that BHL's Quality and Assurance team sample test contractor's statistical information and carry out independent checks on works.	CW
5.3	Format of report to be reviewed and presented to next meeting, need to show if we are delivering to budget and if programme is on schedule.	CW/SG
5.4	SAP rating – awaiting Government's clarification on how this data is calculated.	
6.	Repairs and Maintenance Budget Monitoring – May 2007	
6.1	The Sub-Group noted the report.	
6.2	Interface problems experienced during the early stages of the new contract have impacted on the delivery of the service, end of June reporting will give a clearer up-to-date position.	MD
7.	London Area Procurement Network (LAPN) – Update	
7.1	The Sub-Group noted the report.	

Item	Title	Action
7.2	The Sub-Group requested clarification on payment to LAPN and whether 1.5% was on total contract value or on the savings. Also was it dependent on 10% savings being achieved. MW to clarify.	MW
7.3	Clarification of contractual arrangements with LAPN were requested.	MW
7.4	Further report to the 29 August 2007 meeting clarifying terms of membership, business case to be made for continuing subscription. It was noted that our membership expires March 2008.	MW
8.	Customer Satisfaction with the Repairs and Maintenance Service	
8.1	The Standards Sub-Group of 12 th June 2007 referred this item to the Asset Management Sub-Group as concerns were raised with the drop in performance and customer satisfaction.	
8.2	The Sub-Group were advised that this was mainly due to interface problems within the first 6 weeks of the contract. CPL, BHL and Logica have now resolved the issues.	
8.3	Connaught's and BHL are working closely together, weekly meetings are being held and the situation is being closely monitored. It was noted that performance for June 2007 had improved with Customer Satisfaction now 92% with Completion of Works in Time at 80%.	
8.4	A Project Group is being developed and should be in place by November 2007.	
8.5	John Lewthwaite (CPL) recognised there had been difficulties with the IT system and this had caused a backlog. The IT system was now delivering and producing data with strengths and weaknesses of the service being identified.	
8.6	The Sub-Group proposed that targets are clearly identified within the 60 day Action Plan.	MD
8.7	Additional resources to be considered.	CW/CPL
8.8	Item to be discussed at the joint meeting with the Standards Sub-Group on 24 th July 2007, any issues to be reported.	MD

Item	Title	Action
9.	Community Benefits from Decent Homes	
9.1	The Sub-Group noted the report.	
9.2	The Sub-Group proposed that links with community benefits should include Regeneration activities and not just cover Decent Homes works.	MD
10.	Adaptations – Procuring through LAPN	
10.1	A full analysis of the adaptations backlog was requested to be reported to the Standards Sub-Group.	CW/PB
10.2	The Sub-Group requested benchmarking be carried out to ensure value for money was being achieved.	CW/PB
10.3	The Sub-Group requested details of the LAPN procurement process for adaptations.	CW/PB
10.4	Option to include in current contracts with Apollo London, Balfour Beatty, United House and Connaught PLC to be investigated.	CW/PB
11.	Asset Management Strategy	
11.1	Strategy circulated at the meeting and the timetable discussed.	
11.2	Comments to Chris Wilkins, Head of Asset Management by 9 th July 2007.	ALL
11.3	Draft cleared for consultation by Jem Fouweather, Chair of Sub-Group by 20 th July 2007.	JF
11.4	Strategy to be submitted for Board approval 17 September 2007.	
12.	Resident Involvement Review	
12.1	<p>The Sub-Group noted the report and made the following comments:</p> <ul style="list-style-type: none"> ▪ Regeneration Panel not operational, residents to be invited to other Panels in the interim ▪ How are Panels represented in their areas, concern over effectiveness ▪ Matrix of issues across areas to be developed, fourth column to show where vulnerable residents are ▪ Strategy as presented does not include clear reference for Asset Management 	

Item	Title	Action
	<ul style="list-style-type: none"> ▪ Attention to be drawn towards elderly women who live alone 	
12.2	Areas not covered: <ul style="list-style-type: none"> ▪ Resident involvement in Asset Management Strategy ▪ Development and implementation of procurement strategy 	
12.3	MD reported that a dedicated Resident Involvement Officer has been recruited for Regeneration estates within the Community Development and Communications team. MD to provide IB with name and contact details.	MD
12.4	Report to be tabled at the joint Standards and Asset Management Sub-Group meeting to be held on 24 th July 2007.	MD
13.	Future Agenda Planning	
13.1	Date of Next Meeting - Wednesday 29 th August 2007, 6.30pm to be held in the 9 th Floor Board Room at Barnet House.	
13.2	Agenda Items – 29 August 2007 <ul style="list-style-type: none"> • Performance Management & Partnering Update • Self Assessment & Preparing for Inspection • Repairs & Maintenance Budget Monitoring – June 2007 • LAPN • Future Agenda Planning 	
14.	Any Other Business	
14.1	Annual General Meeting – 29 th October 2007.	ALL
14.2	Joint meeting with Standards Sub-Group – 24 th July 2007.	ALL
14.3	Trevor Renouf to send condolences to Kennedy Ross' family on behalf of all Barnet Homes Directors.	TR

**BARNET HOMES
STANDARDS SUB-GROUP
12th JUNE 2007
MINUTES**

Attending:

Directors:

Brian Altman
Dorothy Badrick
Vi Britchfield

Trevor Renouf (*Chair of the Board*)
Tim Sims (*Chair*)
Sharon Slotnick

Management & Staff:

Hughie Clark (*Part*)
Kate Laffan
Derek Rust (*Deputy CEO & HoHS*)

Kevin Turnpenney (*Part*)
Chris Wilkins (*Part*)
Marian Dowling (*Minutes*)

Apologies:

Peter Headland
David Thomas

ITEM	TITLE	ACTION
1	Introductions & Apologies	
1.1	Chris Wilkins (Head of Asset Management) was introduced to the Directors of the Standards Sub-Group.	
1.2	Apologies were noted.	
2	Agree Minutes & Matters Arising	
2.1	Minutes Agreed	
2.2	Matters Arising	
2.3	<p>Item: 4 4.5 Reality Checks</p> <p>DB asked how actions raised as a result of reality checks were being monitored. DR advised that the staff who had raised the issues would go back and recheck the relevant estates with action points being given to the relevant managers. Estates were also monitored by the caretakers and area teams.</p>	

2.4	<p>Item: 4 4.6 ASB/Nuisance Barnet Homes Definitions Nuisance/Anti Social Behaviour – Is an action of lack of action by an individual or group that (intentionally or not) prevents a tenant from quiet enjoyment of their home and surrounding area. Less Serious Nuisance – Is minor in nature and may be acceptable with reasonable levels of tolerance or an understanding of different lifestyles or cultures. Examples can include dog barking, loud music, overgrown gardens. Serious Nuisance – Can involve criminal acts and violence and may have an effect on the health of the complainant and their family. All harassment cases are treated as serious nuisance.</p> <p>Item 6 6.3 Profile of Vulnerable People in Rent</p>	
2.5	<p>Arrears Distributed to the Group and will be included with the minutes.</p>	Marian Dowling
2.6	<p>Item: 7 7.4 August Meeting It was agreed that if a meeting is not held the Performance Indicators will be sent to all those attending.</p>	David Thomas/Marian Dowling
2.7	Confidential Minutes Agreed.	
3	Declaration of Interests	
3.1	None declared	
4	Inspection Update	
4.1	It was agreed to move this item further down the agenda immediately before Item: 8 Performance Monitoring	
5	Resident Involvement in Complaints Project/Service Planning and Proposed VfM Review.	
5.1	The report set out the draft resident involvement strategy, prior to it going to the	

5.2	TCRSG (Tenants Compact Resident Steering Group) on the 26 th June and back to Board on the 16 th July 2007 for final approval.	Peter Headland
5.3	Discussions took place around the need for more integration between the Area Panels, BHCP and the TCRSG. It was also suggested that a Board Director should attend the BHCP and likewise a member of the BHCP should attend Board.	
5.4	Concerns were raised that the strategy was too broad with too many principles, all agreed that the strategy should ideally be a maximum of four pages.	
5.5	All agreed that tenants preferences for consultation must be taken into consideration.	
5.6	It was suggested that ways to open up the panels/groups could involve more training, plus time limits on how long a tenant could remain on a group.	
5.7	DR agreed to provide a summary of the Sub-Groups comments to be presented with the strategy to the TCRSG on the 26 th June 2007.	
6	General Updates	
6.1	The Group were updated on: <ul style="list-style-type: none"> • Policy Procedures & Service Standards • Housing Adaptations Monitoring Panel • Value for Money & LAPN • Publicity & Future Communication • Residents Festival in Partnership with Barnet Youth Board 30th June 2007 	
6.2	The Sub-Group were advised that the June edition of AtHome will feature an article on the resident board elections, Barnet Homes will also be running training/advise sessions for residents who are considering standing for the Board.	
7	Forward Agenda Planning	
7.1	The following agendas were agreed:	

7.2	<p><u>10th July 2007</u></p> <ul style="list-style-type: none"> • Performance Monitoring (David Thomas) • Inspection Issues • Leaseholder Working Group Feedback (Kevin Turnpenney) • Business Plan Monitoring (Peter Headland) • General Updates (Derek Rust) • Forward Agenda Planning (Derek Rust) <p>Resident Participation Strategy Update to be circulated in advance of this meeting and in time for Board</p>	Peter Headland	
7.3	<p><u>14th August 2007 (If proceeds)</u></p> <ul style="list-style-type: none"> • Performance Monitoring (David Thomas) • Mock Inspection feedback (Kate Laffan) 		Derek Rust/ Kate Laffan
7.4	<p><u>11th September 2007</u></p> <ul style="list-style-type: none"> • Performance Monitoring (David Thomas) • Inspection Issues (Kate Laffan) • Garage Management (Sue Osborn) • Options for a Security Service (Sheila Oliver) • General Updates – to include Lifeline & Telecare • Forward Agenda Planning 		
4	<p>4 Inspection Update</p> <p>4.1 Kate Laffan gave a presentation which provided an update since the Board meeting on the 21st May 2007 issues covered:</p> <ul style="list-style-type: none"> • Equalities • Resident Involvement • Customer Care • Regeneration <p>4.2 DB advised that both she and Yetunde Onifade had agreed to lead from the Board on equalities, they are currently liaising with Gladys Mhone and will be attending future Equalities Group meetings.</p> <p>4.3 DB asked if Granville Road and Whitefields Estates would be included in the regeneration</p>		

	report to Board, DR advised that they would be covered briefly in the final part of the report.	
8	Performance Monitoring	Chris Wilkins
8.1	DR advised the Group that each year targets are reviewed and put up, which in part accounts for the increase in red/amber traffic lights.	
8.2	<u>Customer Care</u> KL advised that logging of complaints must be monitored to ensure that only true complaints are logged. CW advised that a member of his team had been given responsibility to check complaints and felt that many had been categorised as a complaint incorrectly.	
8.3	CW advised the Group that following a meeting between the CEO, Mandy Dunstan and Tim Hancock (Managing Director of Connaughts) a 60 day plan had been drawn up. This will be monitored by the Asset Management Sub-Group. A copy of this is to be provided to the Standards Sub Group.	
8.4	<u>Decent Homes</u> CW advised that we are not currently collecting and imputing all the data, Mandy Dunstan has recently visited Hillingdon Homes who having looked at best practice have outsourced this function.	
8.4	CW advised that he was currently investigating the reasons for poor satisfaction rates on decent Homes.	
9	Any Other Business	
9.1	None	
10	Date & Venue of Next Meeting	
	Tuesday 10 th July 2007 4.00pm – 6.00pm 9 th Floor Meeting Room Barnet House	

1 Statement of Purpose

- 1.1 The Barnet Homes mission statement commits us "to achieving excellence by delivering high quality and improving services to all residents." This report seeks to measure our performance against our key targets and to identify corrective actions where targets are not being met.

2 Summary

This report with attachments outlines the performance of Barnet Homes in its Pulse performance areas for the month of June 2007.

3 Recommendations

- 3.1 The sub group are asked to note the contents of the report.

4 Financial & Risk Management Issues

- 4.1 Provision of quality services is fundamental to achieving a 3 star rating from the Housing Inspectorate. The risk registers for Housing and the Asset Management Service identify the need to ensure that front line services are adequately resourced and deliver value for money quality services that meet resident needs. These are subject to regular review in line with Barnet Homes business objectives.

5 Resident Consultation and Equalities Issues

- 5.1 Performance information is reported in the tenant newsletter "At Home" and posted on the Barnet Homes website. The aim is to maximise the transparency and contribution of all residents to developing the services of Barnet Homes. Feedback from these sources will be made where appropriate within reports to the sub group.

6 Background Information

- 6.1 In line with previous reports to the sub group we will concentrate on exception reporting of performance dealing specifically with areas where amber or red traffic light issues are identified. However, where exceptional performance is noted we will wish to bring this to the sub group's attention as well
- 6.2 This report contains performance information for all indicators except those covering Asset Management which are to be reported separately

to the 24 July meeting. The overall traffic light assessments in 6.3 to 6.5 should be viewed in this context.

- 6.3 Overall performance shows 44% (14/32) of Pulse indicators are Green lights which is the same proportion as last month.
- 6.4 Amber lights have decreased on last period by 1% to 34% (11/32).
- 6.5 Red lights have increased by 1% to 22% (7/32)
- 6.6 **Customer Care**

Complaints Responded to in Time

149 out of 190 replied to in time in June.

Dip in performance in June is due to complaints outstanding with Connaughts. The Customer Care and Quality Manager has met with Connaughts to ensure resources are in place to deal with complaints and will ensure that the weekly performance indicators for Connaughts will include Complaints.

The overall number of complaints has reduced by 17% from May.

It is proposed to extend our deadline to 14 days for Repairs complaints to allow sufficient time for Connaught to receive and respond during this busy period. This is an Interim measure and will be reviewed at the end of July. Residents will receive an explanation from Barnet Homes staff at the time of their complaint and Barnet Homes will check responses before closing on CM and carry out Complaint Resolution Surveys to identify quality issues.

% Customers Satisfied with Complaint Resolution

This indicator reflects performance on overall complaints satisfaction and so may be affected by dissatisfaction with complaint outcome. In order to report on the satisfaction with residents on how Barnet Homes has dealt with their complaints we intend to supplement the survey with a question around outcome satisfaction. The Customer Care and Quality team's quarterly Complaints Report will provide greater analysis.

% Correspondence Meeting QA Standard

SMT agreed to post-inspect a letter from every member of staff in July and to continue this process until satisfied that an individual is performing adequately. The inspections will then focus on those with identified needs. In addition for those individuals with noted issues inspections of letters are to be made before they are sent out.

6.7 Meeting the Needs of Diverse and Vulnerable Customers

Average Wait for Adaptations

Performance Team and Adaptations team met in July and agreed a suite of PIs. The performance to be included in Pulse will reflect average waiting times for both adaptations under £1,000 and between £1,000 and £20,000 and will be supplemented with details of the number of cases on the waiting list and spend per month. Details on June's performance will be provided within the Asset Management report.

Capture Resident Profile Data

Desktop exercises to capture data known to the organisation but not yet input onto Saffron has boosted our coverage across the board. In particular use of the Decent Homes survey returns and adaptation waiting lists has increased numbers of residents with a known disability to 39% which more closely reflects the findings of Census and Face to Face surveys. In addition we have now gone live with our upgraded Saffron screens which allow users to record and view more profile data than ever before.

Action now needs to concentrate on demonstrating use of the information and its effect on developing services.

6.8 Safe and Sustainable Communities

% Estates Achieving 2 or More Stars

8 inspections carried out of which 4 estates rated 1 star and 4 rated at 2 star.

The 4 estates which received 1 star ratings all have action plans in place and recent inspections by senior managers have noted significant improvements in 2 of them. The appointment of a new resident caretaker for the other 2 has also improved cleanliness standards. Grounds maintenance continues to be a concern. We have been given assurances by LBB that there will be improvements - which can be seen in some areas. However if the standards continue to be poor it will be escalated to a higher level.

SMT have received additional training on the checking process and necessity to undertake checks in order to raise the number being undertaken each month.

Number of Illegal Occupant Repossessions

7 repossessions to date compared to 10 at same point last year. There are some further cases in the pipeline and we may see numbers

increase when the secondment arrangement with the council's Anti-Fraud team (CAFT) begins.

Number of Hate Crime Cases Opened

18 to date compared to 32 at same point last year. At the Strategic Multi-Agency Racial Harassment Group it was acknowledged that under-reporting is a widespread issue. There has been some analysis undertaken and we await the findings. In the meantime we will include a further article in At Home to raise profile again

6.9 **Income and Arrears**

% Annual Service Charge Collected

Our collection is on track with our cash target but below the rate when compared to the average of past 4 years. We propose to amend the cash target to match the average collection rate.

BV66c – Number of NSPs Issued to Secure Tenants

AT the current rate our year end prediction is 1732 notices served. The Rental Income Team manager is to review all notices served by Housing Officers and to ensure other options are being considered, eg. ensuring DWP are contacted and carrying out more home visits.

Average Debt for Garages in Arrears

£20,516 arrears for 517 garages. The number of garages in arrears and level of arrears has dropped, this suggests that the profile is now a small number of garages with high arrears. The Rental Income team have prioritised this area of work over the last two weeks in response to this.

6.10 **Voids and Lettings**

New Tenant Satisfaction – Overall

2 out of 24 tenants surveyed were dissatisfied. The reasons for this dissatisfaction were either that the property was not fully decorated or that the property was untidy.

Average Relet Time

There has been a drop in performance for following reasons:

- 1) Connaughts taking longer to inspect and repair
- 2) Verification issues with the council. LBB's Allocations Manager is drafting a new procedure note to deal
- 3) Hostels - handover issues between LBB and BH

The average time outstanding for current voids is also high which suggests that the relet times for July will also be poor. Focussed work is being undertaken to address these issues around each of the above

headings and more frequent monitoring re-introduced. The lessons of the indicative inspection will also be used.

6.11 **Decent Homes**

As noted above June's performance information for Asset Management will be reported separately to this meeting.

6.12 Invoices Paid in Time

There may be a number of factors contributing to this drop in performance: Bulk invoicing by utility companies, shift in focus of processing from Saffron to SAP where the turnaround times are shorter and the individual team factors such as Agency invoice processing.

Author(s):
David Thomas
Performance Manager
Date: 18 July 2007

Barnet Homes 'PULSE' Performance Indicator Report June 2007

Ref	Freq.	Description	06/07 results	05-06 Top Quartile (London)	05-06 Average (London)	07/08 Target	This Month's Results	Direction of Travel	Result	
Business Aim: Customer Care										
1	M	% complaints responded to in time - Stage 1	90.65%	N/A	N/A	92% by end of year	78.42%	↓	●	Red
3	M	% correspondence meeting QA standard	New	N/A	N/A	TBC	Not available	-	-	-
4	M	% Customers satisfied with complaint resolution	52%	N/A	N/A	80%	61.61%	↑	●	Red
Business Aim: Meeting the Needs of Diverse and Vulnerable Customers										
8	M	Lifeline response time - within 30 seconds	97.38%	N/A	N/A	93%	93.6%	↑	●	Green
9	M	Income/Benefits Achieved for HSO clients	£65,630	N/A	N/A	£100,000	£21,283.31	↑	●	Amber
10	M	Average Wait for Adaptations	New	N/A	N/A	TBC	Not available	-	-	-
11	M	Number of Clients Supported in Period	182 diff clients in year	N/A	N/A	80	62	↔	●	Amber
12	M	% Tenants in Arrears in First 6 Months of Tenancy	62%	N/A	N/A	53%	58.68%	↓	●	Amber
13	M	Proportion of tenancies which end within 36 months of the tenancy being awarded	11.52%	N/A	N/A	10.8%	11.50%	↓	●	Amber
14	M	% Resident Profile Information Held	New	N/A	N/A	100%	84.01%	↑	●	Amber

Barnet Homes 'PULSE' Performance Indicator Report June 2007

Ref	Freq.	Description	06/07 results	05-06 Top Quartile (London)	05-06 Average (London)	07/08 Target	This Month's Results	Direction of Travel	Result	
Business Aim: Safe, Sustainable and Cohesive Communities										
15	M	% Estates achieving 2 Stars or More Following Reality Checks	80%	N/A	N/A	100% by year end	50.00%	↓	●	Red
16	M	% Contact made with complainants within 1 day in Serious ASB/Harassment cases	97.45%	N/A	N/A	100%	100%	↔	●	Green
17	M	Estate Action Days Completed	100.0%	N/A	N/A	100%	100%	↑	●	Green
18	M	ASB/ Harrassment Cases Closed Without Legal Action	New	N/A	N/A	TBC	25	-	-	-
19	M	% Fire Safety Checks Completed	New	N/A	N/A	160 per month (1920 in year)	205	↓	●	Green
20	M	Number of Illegal Occupant Repossessions	33	N/A	N/A	33	1	↓	●	Amber
21	M	Increase reporting of 'hate crime' (Harassment/Domestic Violence)	129 Cases	N/A	N/A	141 Cases	6	↓	●	Amber





Barnet Homes 'PULSE' Performance Indicator Report June 2007

Ref	Freq.	Description	06/07 results	05-06 Top Quartile (London)	05-06 Average (London)	07/08 Target	This Month's Results	Direction of Travel	Result	
Business Aim: Excellent Services - Income and Arrears										
22	M	% Annual Service Charge collected	90.60%	N/A	96% (ALG 05/06)	101%	28.9%	↑	●	Amber
23	M	% Leaseholder Contributions to Major Works Projects Invoiced	90.00%	N/A	N/A	100%	N/A	-	-	-
24	M	Average Time to Issue MW Invoices - Days between Practical Completion and Billing	159	N/A	N/A	30	8	↑	●	Green
25	M	% MW Invoices Billed in Current Year Collected (Jan - Dec Billing)	36.80%	N/A	N/A	50.00%	45.77%	↑	●	Green
26	M	% MW Invoices Billed in Previous Years Collected	70.00%	N/A	N/A	52.00%	20.84%	↑	●	Green
26a	M	BV66a - Proportion of Rent Collected (including arrears b/f) (inc HRA Hostels) Adjustments for Ill Occs, garages and apportionments NOT applied	96.97%	97.62%	96.24%	97.62%	95.00%	↑	●	Green
26b	M	BV66b - % of Average Current Tenants with More Than 35 Days Rent Arrears (inc HRA Hostels)	6.82%	6.92%	10.68%	5.90%	6.72%	↑	●	Amber
26c	M	BV66c - % Average Current Tenants in Arrears with NSP Served	41.09%	21.93%	28.18%	32% (approx 1400 NSPs)	10.25% (433 issued to date)	↓	●	Red
27	M	BV66d - % Tenants Evicted Due to Rent Arrears (inc HRA Hostels)	0.33% (36 evictions)	0.27%	0.50%	0.29% (32 evictions)	0.02%	↑	●	Green
28	M	Former Tenant Arrears as a % of Rent Roll (exc HRA Hostels)	3.68% (inc w/off)	Housemark 05/06 Sample Size Too Low		TBC	4.39%	↔	-	-
29	M	Average Debt for Garages in Arrears	£28			£25	£38.99	↓	●	Red





Barnet Homes 'PULSE' Performance Indicator Report June 2007

Ref	Freq.	Description	06/07 results	05-06 Top Quartile (London)	05-06 Average (London)	07/08 Target	This Month's Results	Direction of Travel	Result	
Business Aim: Decent Homes										
33	M	Repairs Service Satisfaction Survey	96.0%	N/A	N/A	98%		-	-	-
35	M	Responsive Repairs - Appointments Made & Kept (Ex BV185)	97.0%	99.00%	97.18%	98%		-	-	-
36	M	% Urgent Repairs Completed in Government Time Limits	99%	98.00%	94.21%	99%		-	-	-
37	M	Avg Time to Complete Non-Urgent Repairs - Days	8	8 days	10.95 days	7		-	-	-
38	M	Proportion of Planned to Responsive	64:36	54:46	41:59	75:25		-	-	-
39	M	Proportion of Emergency/ Urgent to Non- Urgent Repair	15:85	23:77	34:66	20:80		-	-	-
40	M	% of Properties That Have Had Gas Appliances Serviced In Last 12 Months	98.2%	99.93%	96.93%	100%		-	-	-
41	M	BV63 - Average SAP rating (Based on 2005 Scale)	68.61 (2001 scale)	69 (2001 Scale)	67 (2001 Scale)	70 (2001 Scale)	68.61%	-	-	-
42	M	Number of Homes Made Decent in Month	1398	N/A	N/A	2364	52	-	-	-
43	M	Investment Programme (Spend vs. Annual Budget) YTD	100.75%	N/A	N/A	100% by year end	11%	-	-	-
44	M	Resident Satisfaction with DH works	89.09%	N/A	N/A	93%	78.05%	-	-	-
45	M	% of Residents Completing Validation Surveys	New	N/A	N/A	100%	N/A	-	-	-
46	A	BV184a - % Stock non-decent at 1st April 2007	46.49%	25%	42%	40.6%	38.77%	↑	●	Green
47	A	BV184b - Percentage change in Non Decent Homes	15.01%	23.8%	20.1%	14.63%	2.63%	-	-	-

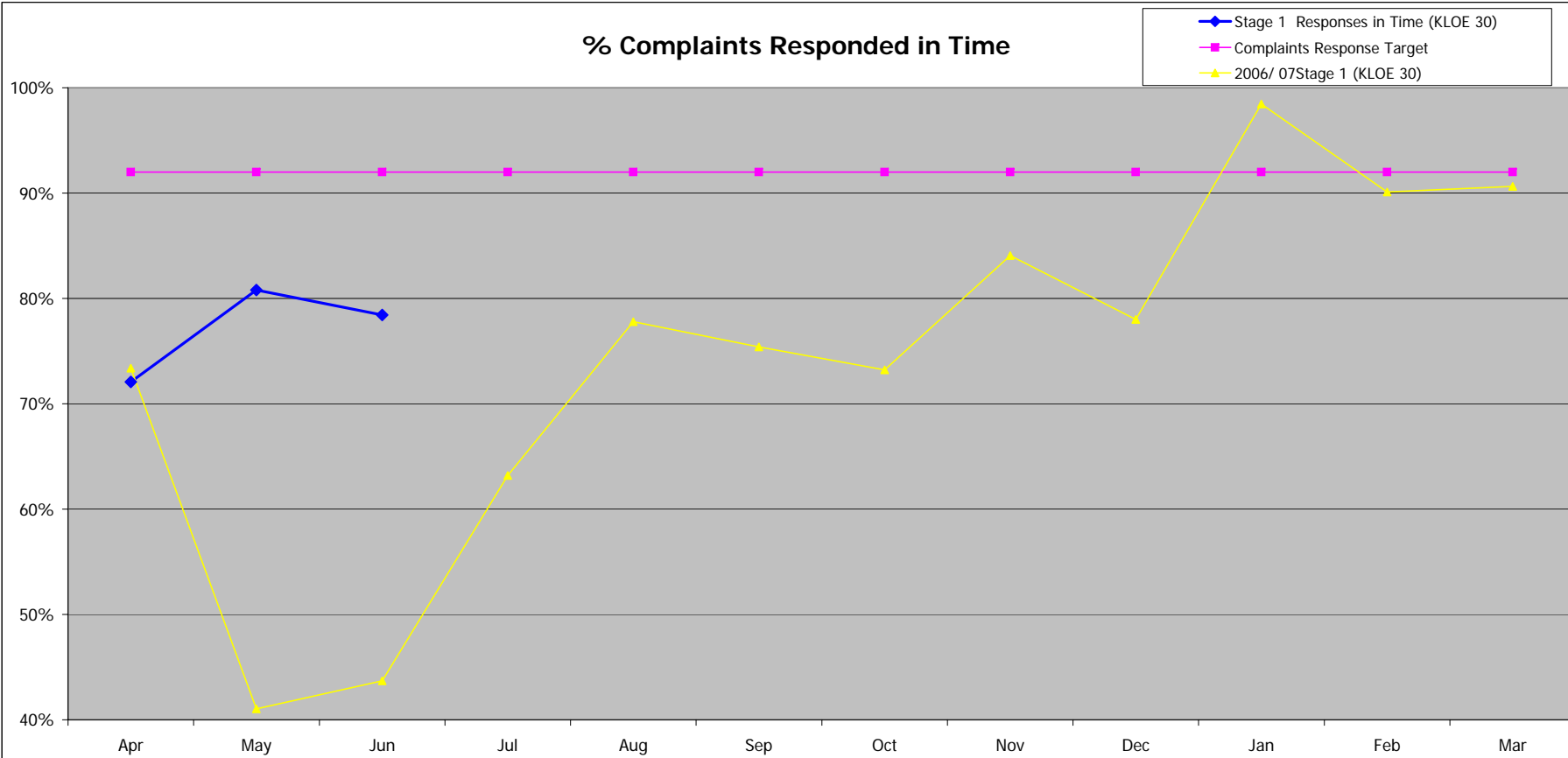
Barnet Homes 'PULSE' Performance Indicator Report June 2007

Ref	Freq.	Description	06/07 results	05-06 Top Quartile (London)	05-06 Average (London)	07/08 Target	This Month's Results	Direction of Travel	Result	
Business Aim: Excellent Services - Voids and Lettings										
30	M	Proportion of new tenants visited within 8 weeks	95.62%	N/A	N/A	97%	96.55%	↓		Green
30a	M	New Tenant Satisfaction With Property Condition	96%	N/A	N/A	91%	91.67%	↔		Green
31	M	New Tenant Satisfaction - Overall	100%	N/A	N/A	97%	91.67%	↓		Amber
32	M	BV212 - Average relet time (YTD) - Days	27.37 days	29	35	26.5 days	32.06	↓		Red

Barnet Homes 'PULSE' Performance Indicator Report June 2007

Ref	Freq.	Description	06/07 results	05-06 Top Quartile (London)	05-06 Average (London)	07/08 Target	This Month's Results	Direction of Travel	Result	
Business Aim: Highly Skilled, Motivated & Satisfied Workforce										
48	M	BV12 - Working Days Lost Due to Sickness Absence - Days	9.30	7.92 days	8.98 days	7	0.8 days	↑		Green
49	M	% of Appraisals Completed in Period	99.60	N/A	N/A	100 by end of June 07	17.86%	-		Amber
Business Aim: New Business										
50	M	External Funding Attained	£175,000	N/A	N/A	£200,000	£20,000	↑		Green
Business Aim: Finance										
51	M	BV 8 - % invoices paid within timescale	91.16%	90.22%	86.89%	92%	88.98%	↓		Red
52	M	Avg Weekly Management Cost	£22.82	£22.37			N/A	-	-	-

% Complaints Responded in Time



Description	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Stage 1 Complaints Logged in Month		247	229	190										666
Stage 1 Responded To On Time		178	185	149										512
Stage 1 Responses in Time (KLOE 30)	92%	72.06%	80.79%	78.42%										76.88%
% VIPs Replied On Time	Waiting	66.67%	100.00%	50.00%										

2006/ 07Stage 1 (KLOE 30)	90%	73.39%	41.03%	43.69%	63.19%	77.78%	75.40%	73.23%	84.06%	78.00%	98.47%	90.10%	90.65%	72.92%
2006/ 07% VIPs Replied On Time	90%	95.24%	96.00%	89.66%	84.00%	94.44%	None Received		100.00%	100.00%	66.67%	100.00%	83.33%	91.56%

F2F November 2006
 Of those that had complained, the majority did receive a response – 56%.
 44% of complainants stated that they had not yet received a response.
 16% of those who received a response felt that it was quick.
 More than two in ten felt that the response was received in reasonable time (22%).
 18% did receive a response it just took a long time.

Talk 2 Us Complaints - Response within Timeframes - Logged in Month 01/06/2007 to 30/06/2007

	# Logged In Period	Of These, # Replied To Within Timeframe	% Responded To Within Timeframe	number Justified
Stage 1				
N/A	3	2	67%	
Central	0	0		
Finance	0	0		
Housing performance	0	0		
SMT	0	0		
Total	0	0	Nil	
Housing Services				
Anti-Social Behaviour	1	0	0.00%	
Caretaking	0	0		
Estate services	0	0		
General leasehold management	2	0	0.00%	
General tenancy management	0	0		
Housing customer service call centre	0	0		
Neighbourhood Management	1	1	100.00%	
Regeneration	0	0		
Rental Income	1	1	100.00%	
Sheltered Housing	1	1	100.00%	
Supporting People	0	0		
Voids and Lettings	0	0		
Total	6	3	50.00%	
Tech Services				
Communication	0	0		
Customer Care	4	4	100.00%	
Gas	5	3	60.00%	
General Repairs	161	132	81.99%	
Investment programme	9	5	55.56%	
Maintenance Surveyors	1	0	0.00%	
Standby	1	0	0.00%	
Voids	0	0		
Total	181	144	79.56%	
Stage 1 Total				
	190	149	78.42%	
Stage 2				
N/A	1	0	0%	
Housing Services				
Anti-Social Behaviour	0	0		
Estate services	0	0		
General leasehold management	0	0		
General tenancy management	0	0		
Neighbourhood Management	0	0		
Regeneration	0	0		
Sheltered Housing	0	0		
Rental Income Team	1	1	100.00%	
Total	1	1	100.00%	
Tech Services				
Customer Services	0	0		
General Repairs	1	1	100%	
Investment Programme	2	1	50%	
standby	0	0		
Total	3	2	66.67%	
Stage 2 Total				
	4	3	75.00%	
Stage 3				
Housing Services				
Anti-Social Behaviour	0	0	Nil	
General Leasehold Management	0	0	Nil	
General Tenancy Management	0	0	Nil	
Neighbourhood Management	0	0	Nil	
Regeneration	0	0	Nil	
Voids and Lettings	1	1	100.00%	
Total	1	1	100.00%	
Tech Services				
Customer Care	0	0		
Investment Programme	1	0	0.00%	
General Repairs	1	1	100.00%	
Stage 3 Total				
	3	2	66.67%	
VIPS				
N/A	0	0		
Tech Services				
Investment Programme	0	0		
Communication	0	0		
Gas	0	0		
General Repairs	2	1	50.00%	
Total	2	1	50.00%	
Housing Services				
Anti-social Behaviour	0	0		
General Leasehold Management	0	0		
Neighbourhood management	0	0		
Regeneration	0	0		
Total	0	0	0.00%	
VIPS Total				
	2	1	50.00%	

Complaints Resolution Survey - June 2007

From **01/06/2007** To **30/06/2007**

	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March
Monthly Comparison	51.52%	61.26%	61.61%									

Service Area	Total Complaints	Total Respondents	No. Prompt Letters Sent	No. Satisfied	Complaint Resolved to Customer Satisfaction	No. Ack Letters Sent	%	No. In Time Responses Which Were Customer Focused	%	No. In Time Responses Which Were Not Customer Focused	%	No. Phone Complaints Treated Sensitive	%	No. Told What Would Happen Next	%	No. Were Proposed Action Happened	%	No. Who Found it Easy to Complain	%	No. Customers Think We Can Improve	%
None	0	3	0	1	33	1	33	0	0.00%	0	0.00%	1	100.00%	1	100.00%	2	100.00%	2	100.00%	0	00.00%
Caretaking	0	1	0	1	100	1	100	0	0	0	0.00%	1	50.00%	1	50.00%	1	0.00%	1	50.00%	1	75.00%
General Repairs	161	108	0	67	62.04	74	68.52	0	0	0	0.00%	93	72.73%	98	63.64%	78	59.09%	91	81.82%	23	36.36%
Total	161	112	0	69	61.61%	76	67.86%	0	0.00%	0	0.00%	95	84.82%	100	89.29%	81	72.32%	94	83.93%	24	21.43%

F2F SURVEY - NOV 2006

Of those that had complained, 22% were satisfied with the way it had been handled
 More than four in ten expressed dissatisfaction – 42%.
 Slightly more than a third stated their complaint had yet to be resolved – 35%.

The main reason for making a complaint was due to day to day repairs cited by 42%.

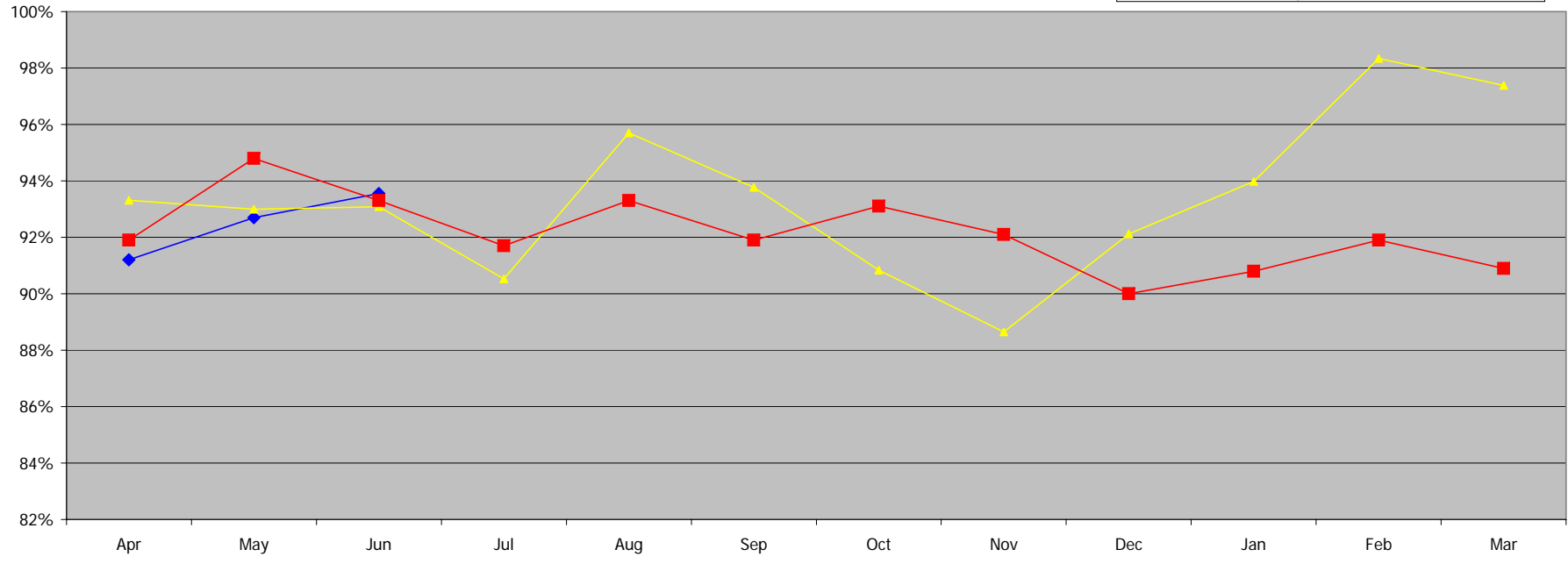
27% of tenants had also made complaints due to other reasons.

A further 15% had also complained regarding major works.

Fewer tenants had made complaints about asb, rent, transfers, environmental problems, external decorations, caretaking and grounds maintenance.

Lifeline Response Time - Within 30 Seconds

- ◆ Lifeline Response Time - Within 30 Seconds
- ▲ 2006-07 Comparison
- 2005/ 06 Comparison

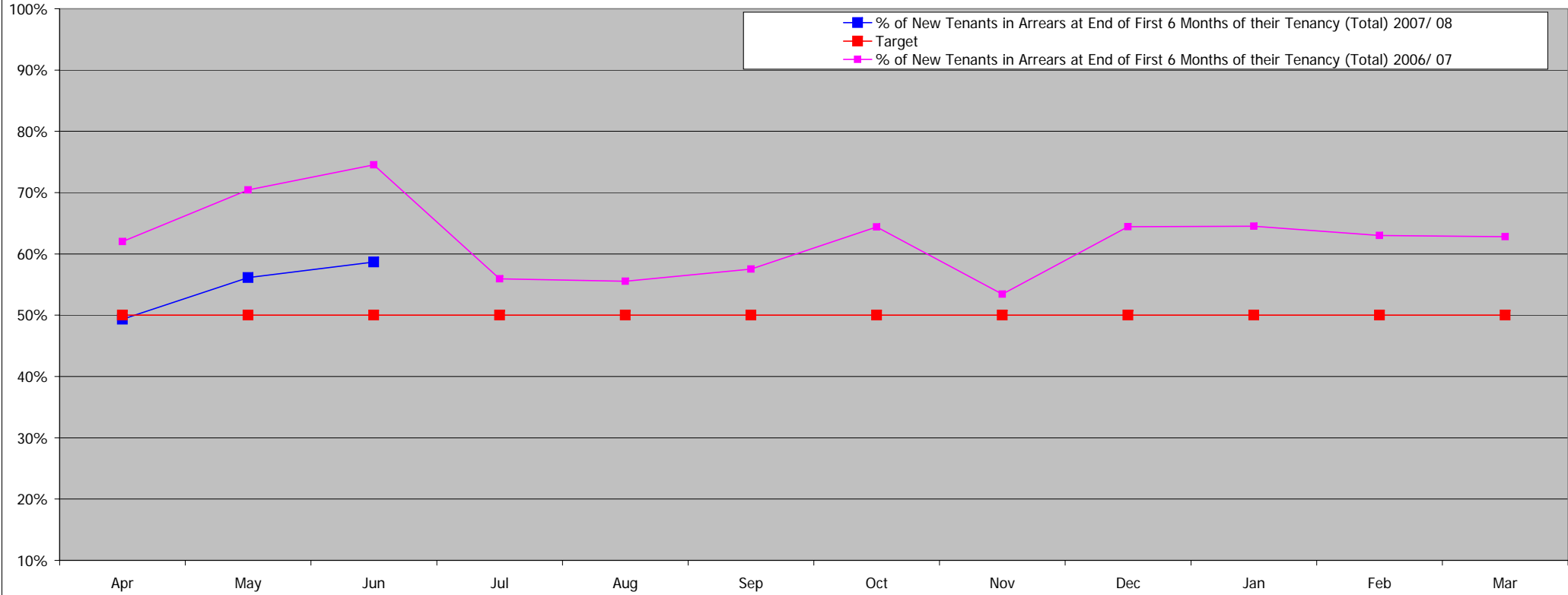


Description	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Lifeline Response Time - Within 30 Seconds	93%	91.20%	92.70%	93.55%										
2006-07 Comparison	92%	93.31%	93.00%	93.08%	90.53%	95.70%	93.77%	90.84%	88.65%	92.12%	93.98%	98.34%	97.38%	97.39%
2005/ 06 Comparison	80%	91.90%	94.80%	93.30%	91.70%	93.30%	91.90%	93.10%	92.10%	90.00%	90.80%	91.90%	90.90%	90.90%

Income/Benefits Achieved for HSO Clients	£100,000	£21,283.31												
2006/ 07 Income/Benefits Achieved for HSO Clients	£56,000	£13,600		£15,200			£12,330			£24,500			£65,630	

Number of Clients		64	62	62										
2006/07 Number of Clients		100	10	6	7	10	7	4	7	9	12	6	4	182

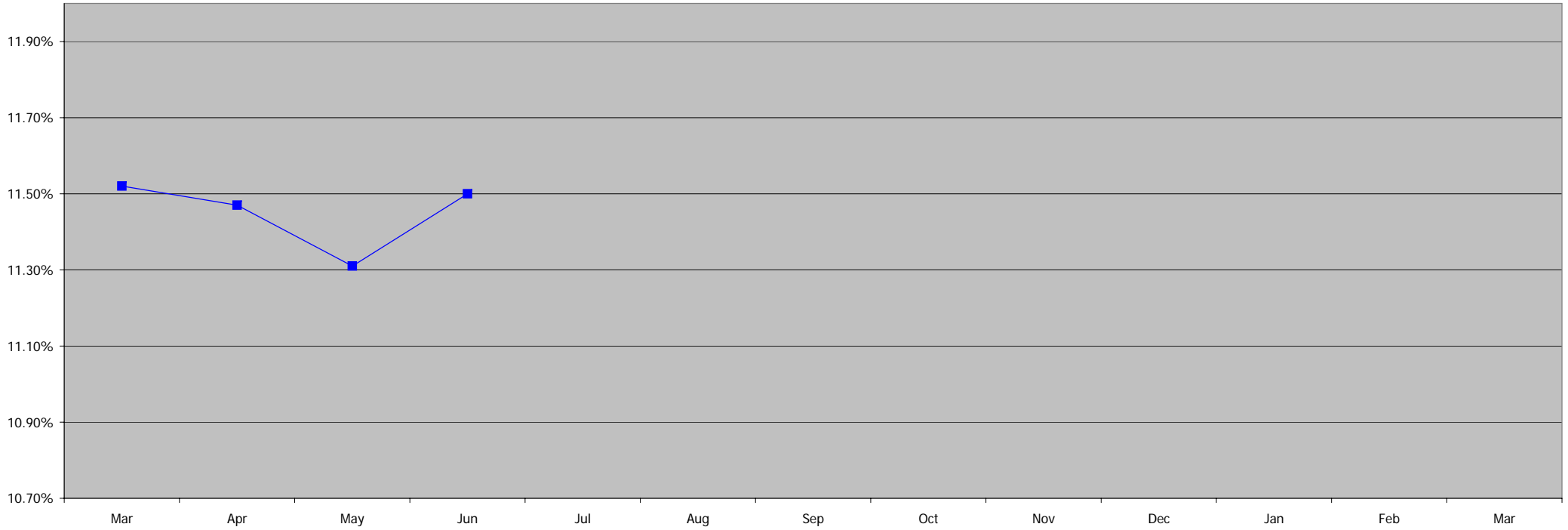
% of New Tenants in Arrears Within First 6 Months of Tenancy



BVPI	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
% of New Tenants in Arrears at End of First 6 Months of their Tenancy (Total) 2007/ 08	50%	49.33%	56.12%	58.68%									
% of New Tenants in Arrears at End of First 6 Months of their Tenancy (Total) 2006/ 07		62.03%	70.42%	74.55%	55.95%	55.56%	57.53%	64.41%	53.42%	64.44%	64.50%	63.00%	62.80%

% of New Tenancies that Breakdown within 36 Months

■ % of Tenancies that end within the first 36 Months (Total) 2007/ 08

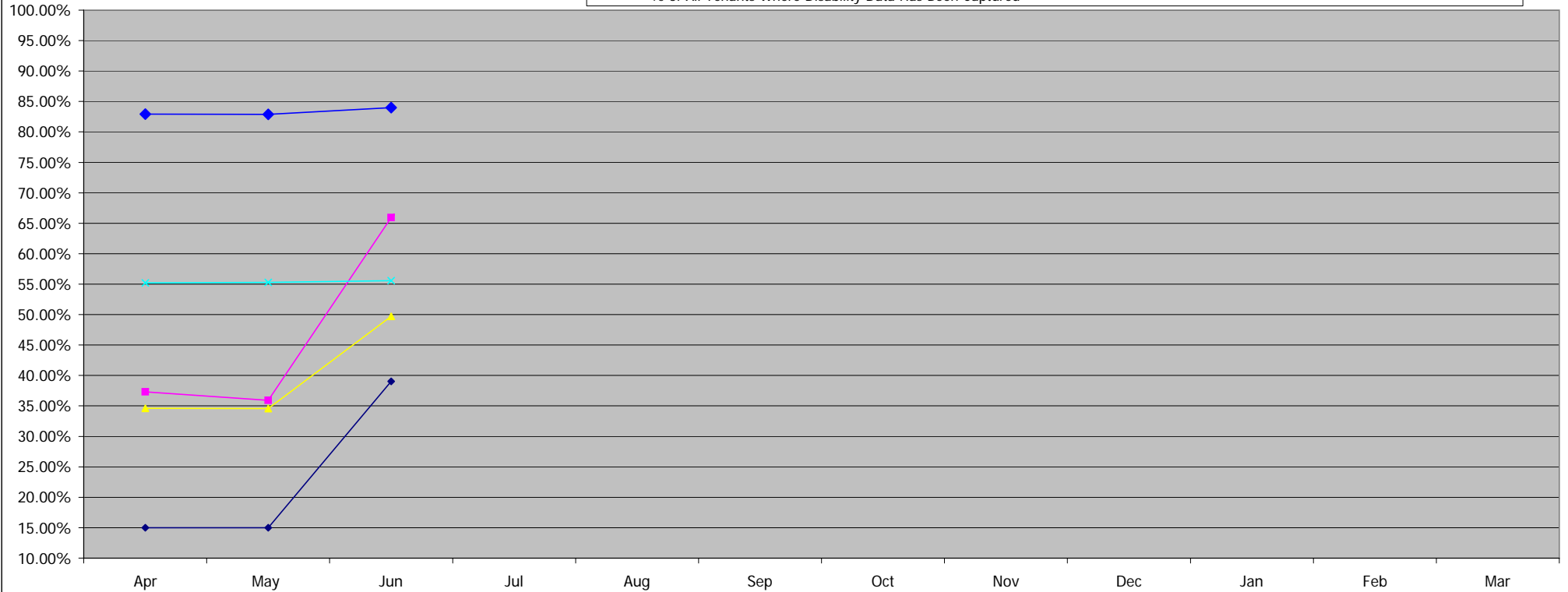


BVPI	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
% of Tenancies that end within the first 36 Months (Total) 2007/ 08	11.52%	11.47%	11.31%	11.50%									
Tenancies Created in last 36 months	2553	2511	2494	2478									
Tenancies Terminated in last 36 months	294	288	282	285									

New Tenancies Figures Exclude:
 Illegal Occupants and Service Tenancies

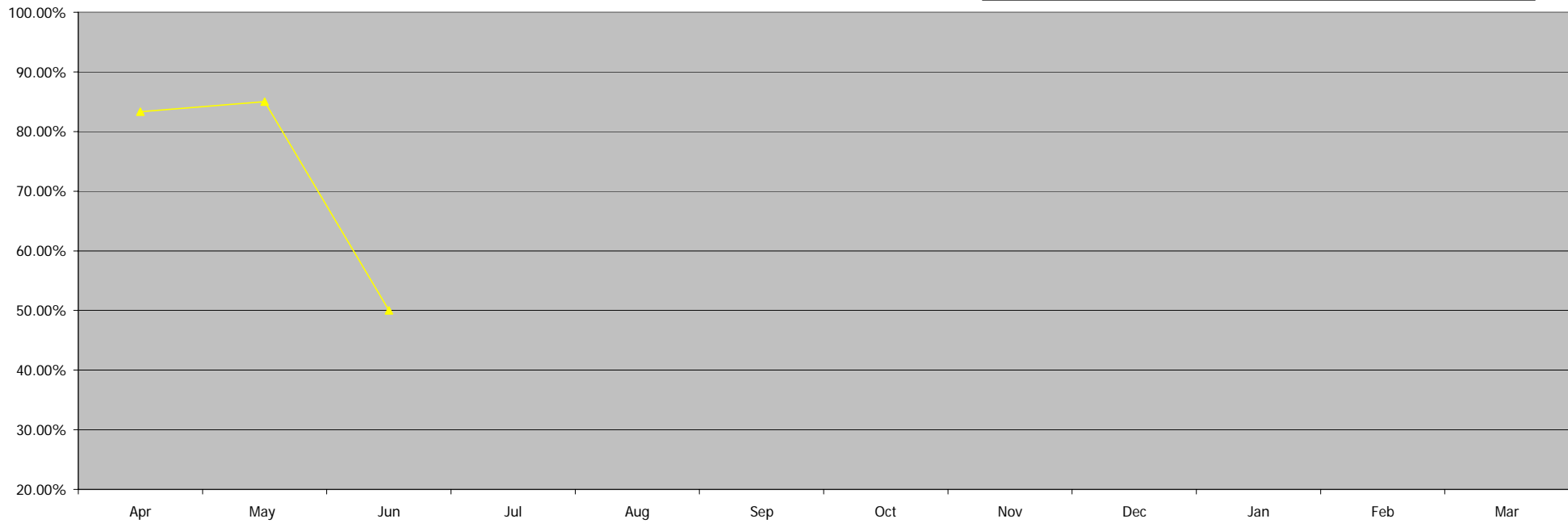
Tenancy Terminations Figures Exclude:
 Illegal Occupants, Mutual Exchanges, Successions, Staff Leaving

% Resident Profile Information Captured

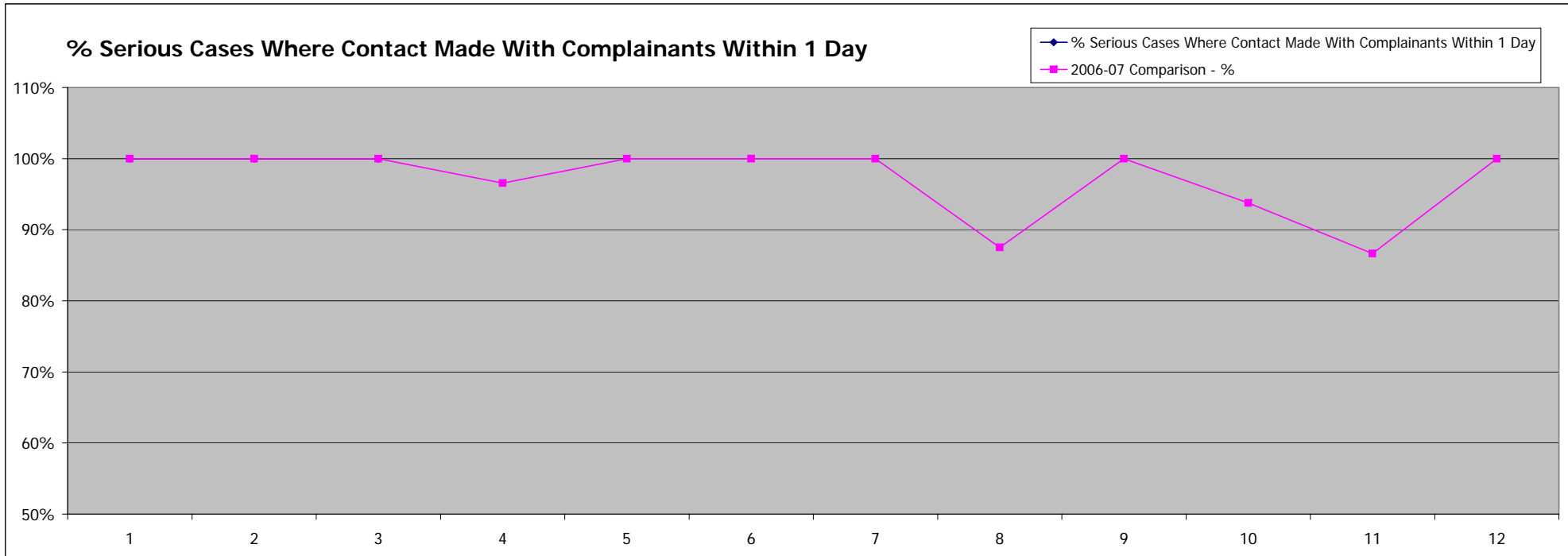


Description	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
% of All Tenants Where Ethnicity Data Has Been Captured	100%	82.93%	82.90%	84.01%									
% of All Tenants Where Language Data Has Been Captured	100%	37.33%	35.90%	65.95%									
% of All Tenants Where Faith Data Has Been Captured	100%	34.60%	34.56%	49.73%									
% of All Tenants Where Age Data Has Been Captured	100%	55.21%	55.28%	55.59%									
% of All Tenants Where Disability Data Has Been Captured	100%	14.99%	14.98%	39.02%									

% Estates Achieving 2 Stars or More Following Reality Checks

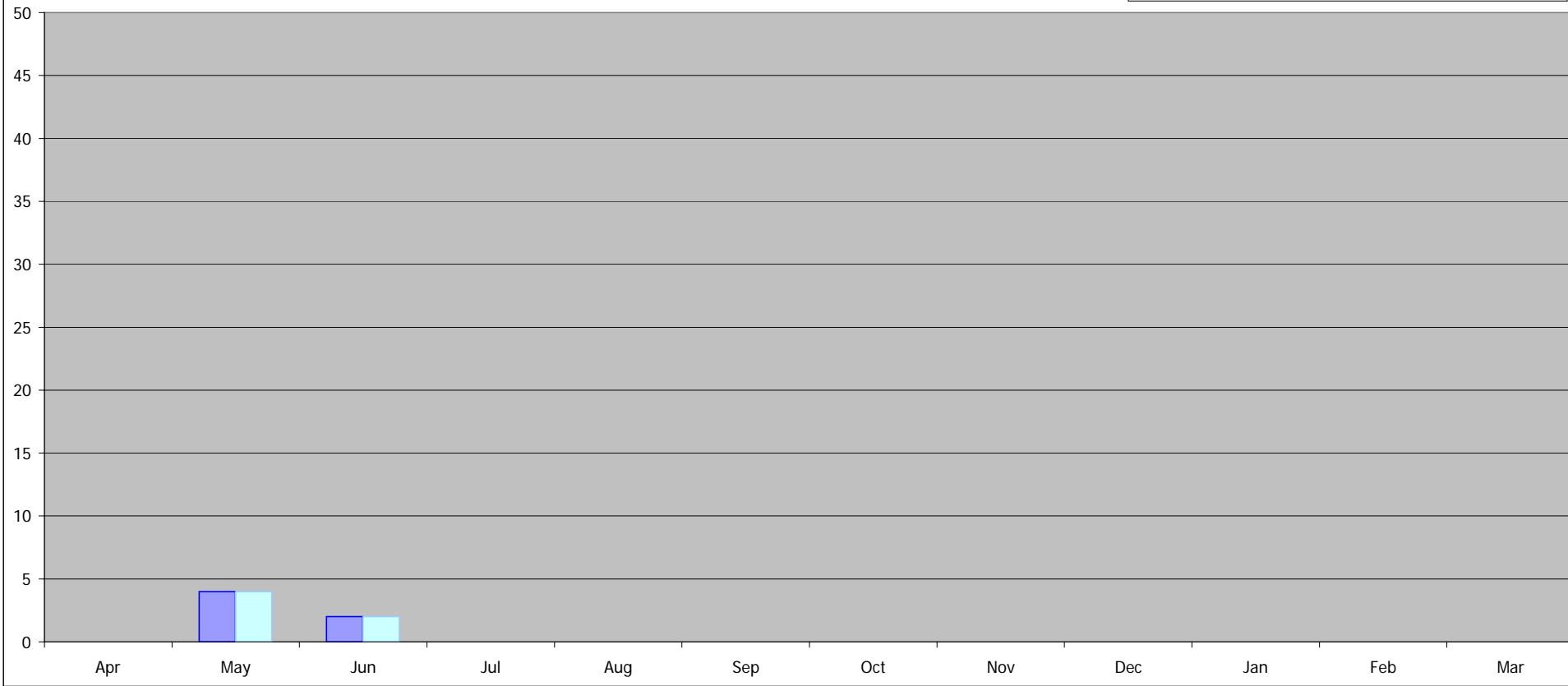
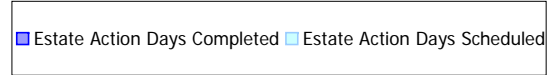


Description	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of Estates Achieving 0 Stars		0	0	0									
Number of Estates Achieving 1 Star		1	3	4									
Number of Estates Achieving 2 Stars		2	11	4									
Number of Estates Achieving 3 Stars		3	6	0									
Number of Estates Inspected		6	20	8									
% of Estates Achieving 2 Stars or More	100%	83.33%	85.00%	50.00%									
2006/07 % of Estates Achieving 2 Stars or More	90%	50%			70.37%			86.36%			80.00%		



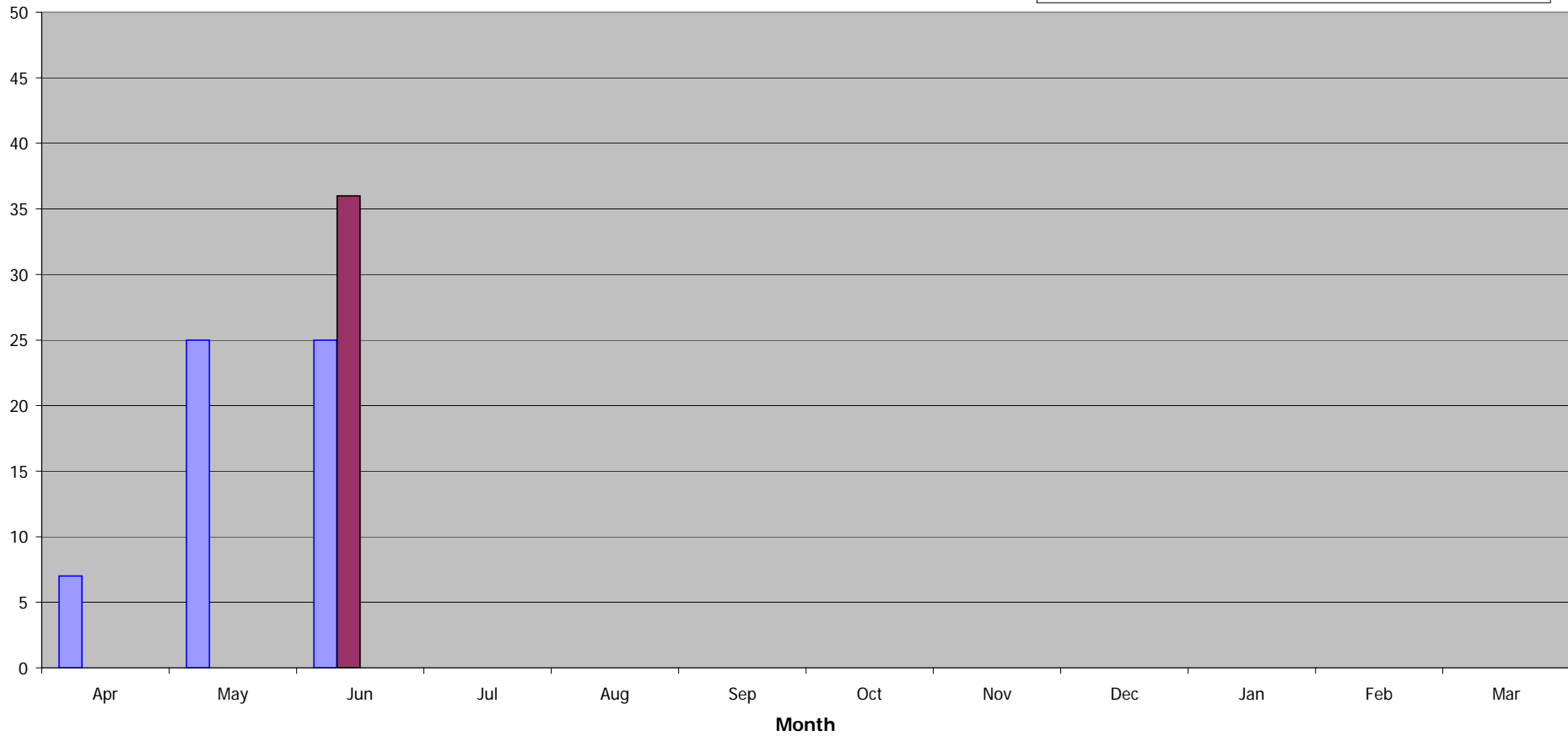
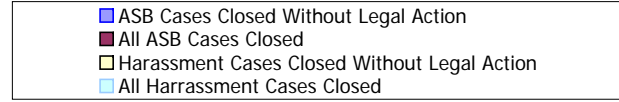
Contact With Complainants	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Serious Cases Opened		14	2	23									
Contact in 1 Working Day		14	2	23									
% Serious Cases Where Contact Made With Complainants Within 1 Day	100%	100%	100%	100%									
2006/07 Comparison Cases Opened		18	25	25	29	15	17	15	8	4	16	15	9
2006/07 Contacted in 1 Working Day		18	25	25	28	15	17	15	7	4	15	13	9
2006-07 Comparison - %		100.00%	100.00%	100.00%	96.55%	100.00%	100.00%	100.00%	87.50%	100.00%	93.75%	86.67%	100.00%

Estate Action Days Completed



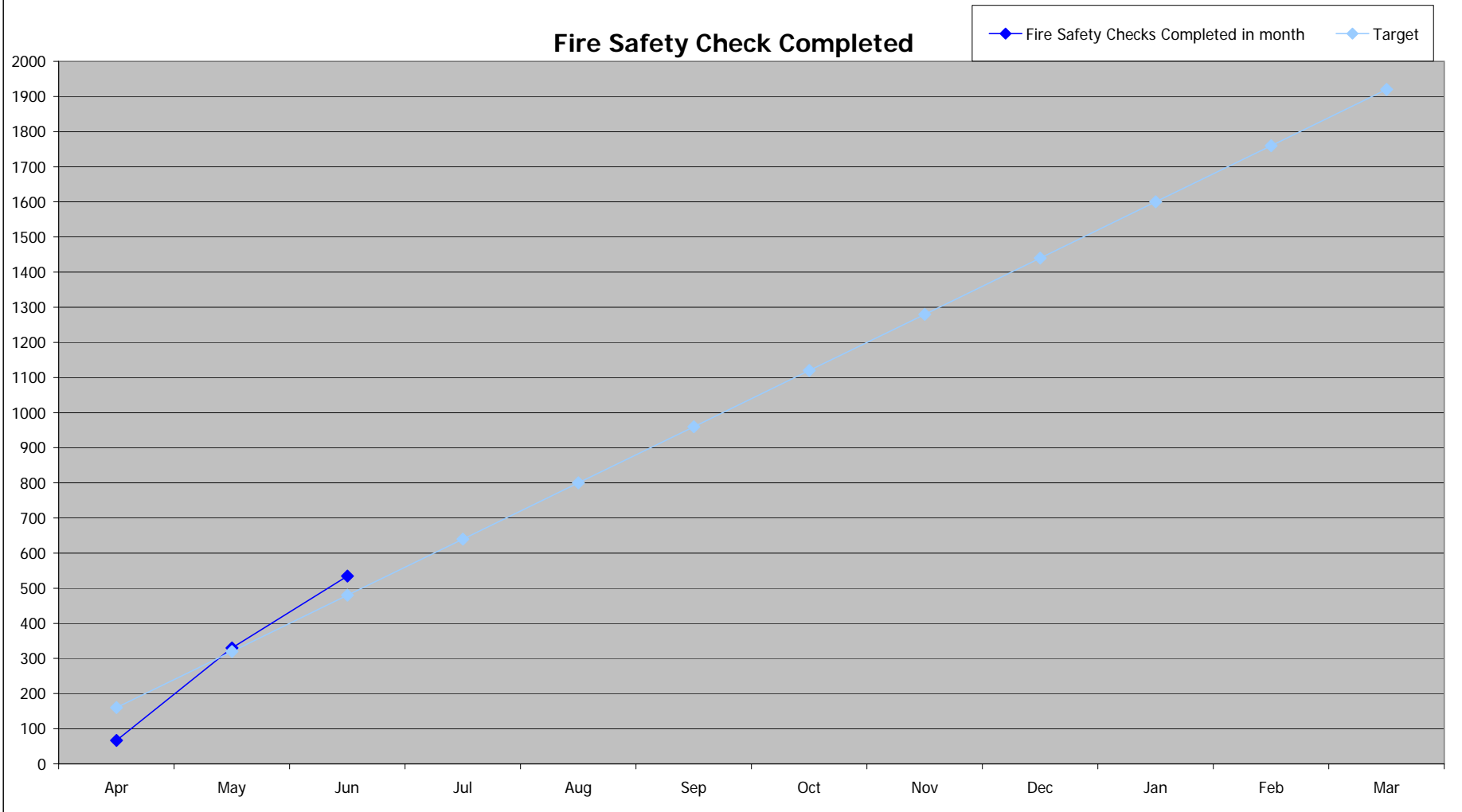
Description	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Estate Action Days Completed	Waiting	0	4	2										6
Estate Action Days Scheduled		0	4	2										6

ASB/Harrassment Cases Completed Without Legal Action



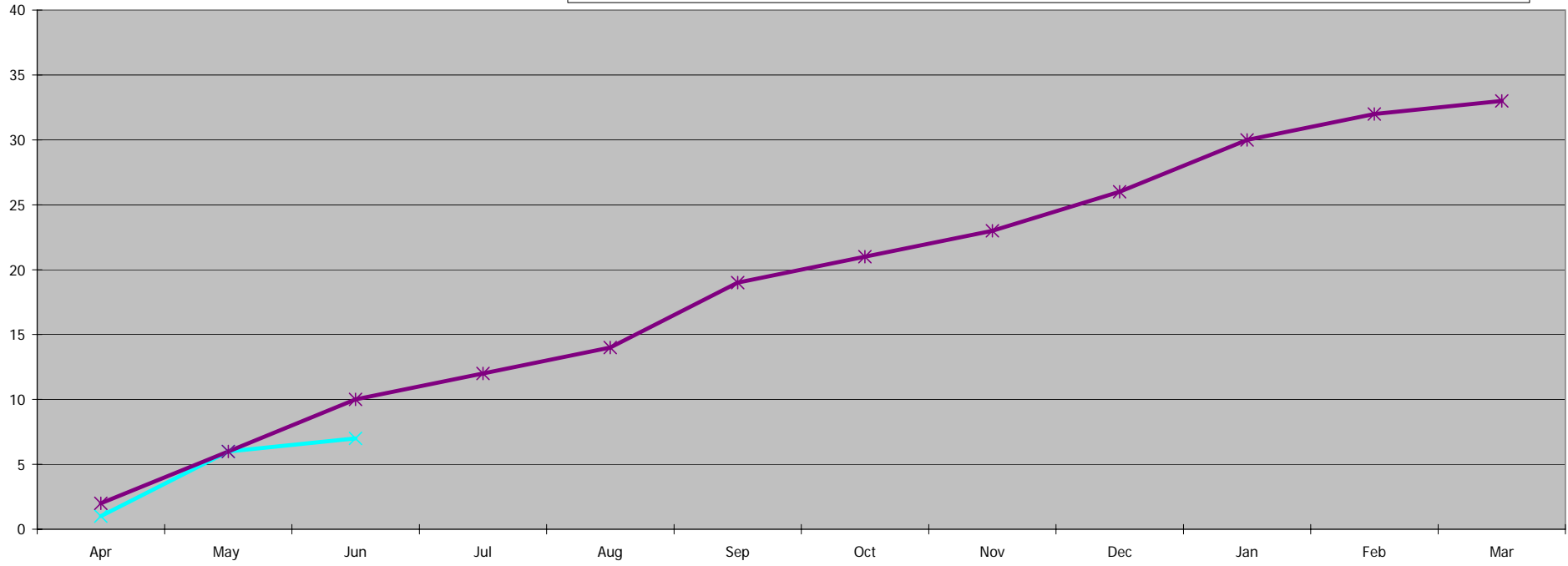
Description	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
ASB Cases Closed Without Legal Action	Waiting	7	25	25										57
All ASB Cases Closed				36										36
Harrassment Cases Closed Without Legal Action														
All Harrassment Cases Closed	Waiting	0												

Fire Safety Check Completed



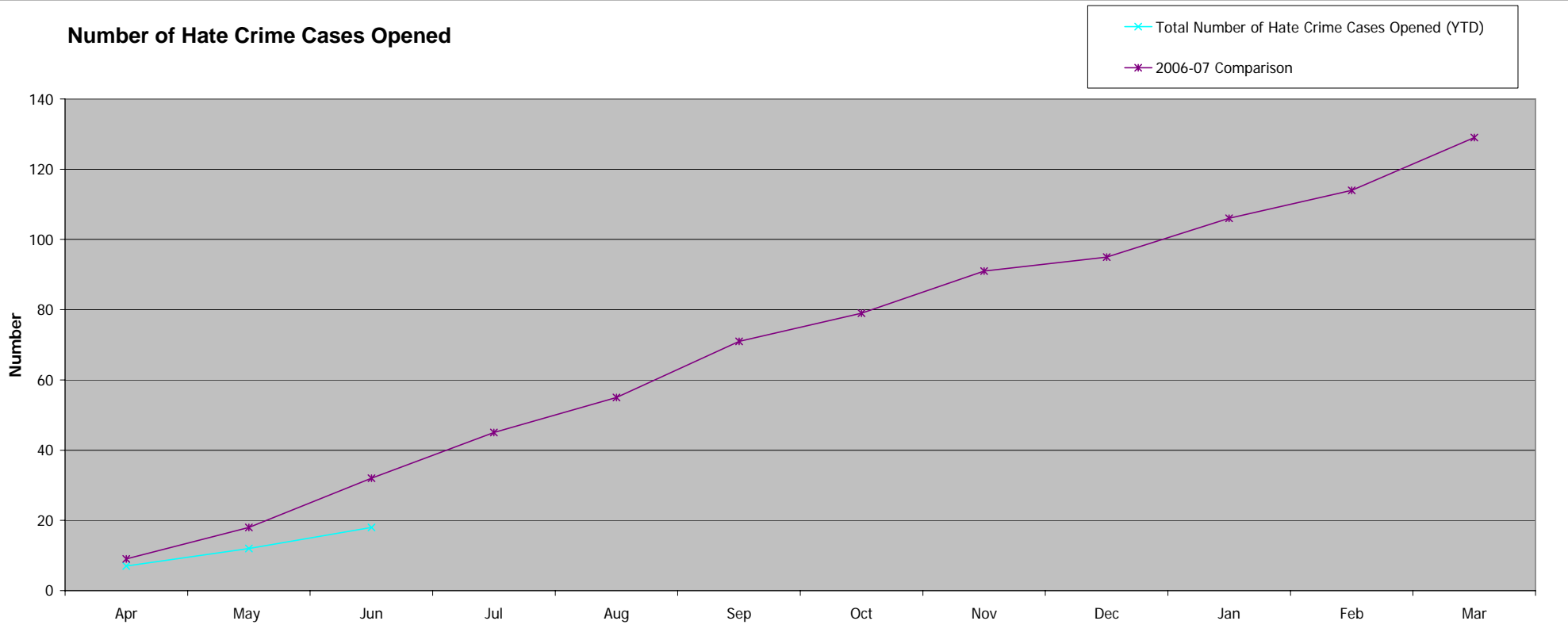
Description	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Fire Safety Checks Completed in month	160 per month	67	263	205									
Fire Safety Checks Completed YTD	1920	67	330	535	535	535	535	535	535	535	535	535	535

Number of Illegal Occupants Identified



Description	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of Possible Cases Identified As A Result of New Tenant Visit	0	0	1									
Number of Possible Cases Identified As A Result of Tenancy Audit Check	0	1	2									
Number of Possible Cases Identified As A Result of Hotline	0	0	0									
Number of Possible Cases Identified As A Result of Other Sources	3	9	8									
Total Number of Possible Cases Identified (KLOE 6)	3	10	11									
Total Number of Possible Cases Identified (YTD)	3	13	24									
Number of Repossessions Due To Illegal Occupancy	1	5	1									
Number of Repossessions Due To Illegal Occupancy YTD	1	6	7									
2006/07 Total Number of Possible Cases Identified	2	2	6	5	4	9	5	3	1	8	7	3
2006/07 Total Number of Possible Cases Identified YTD	2	4	10	15	19	28	33	36	37	45	52	55

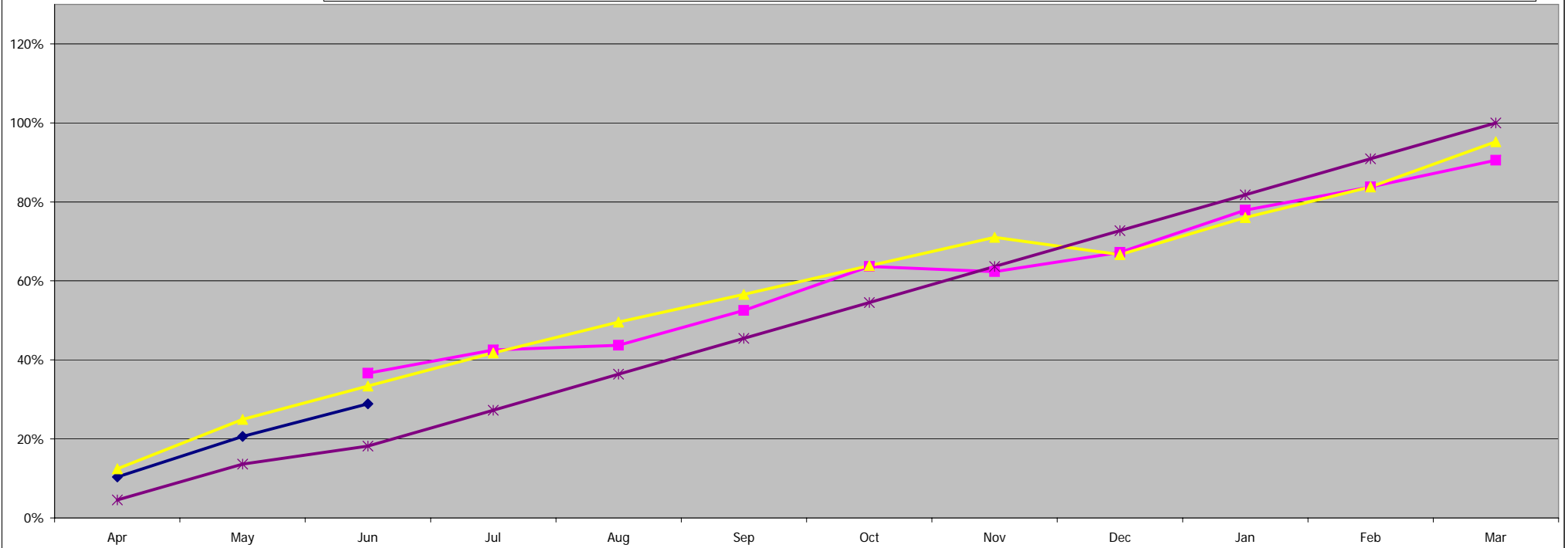
Number of Hate Crime Cases Opened



Description	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of Racial Harassment Cases Opened		0	0	1									
Number of Sexual Harassment Cases Opened		0	0	0									
Number of Other Harassment Cases Opened		4	0	2									
Number of Domestic Violence Cases Opened		3	5	3									
Total Number of Hate Crime Cases Opened (YTD)		7	12	18									
2006-07 Comparison		9	18	32	45	55	71	79	91	95	106	114	129

% Annual SC Collected

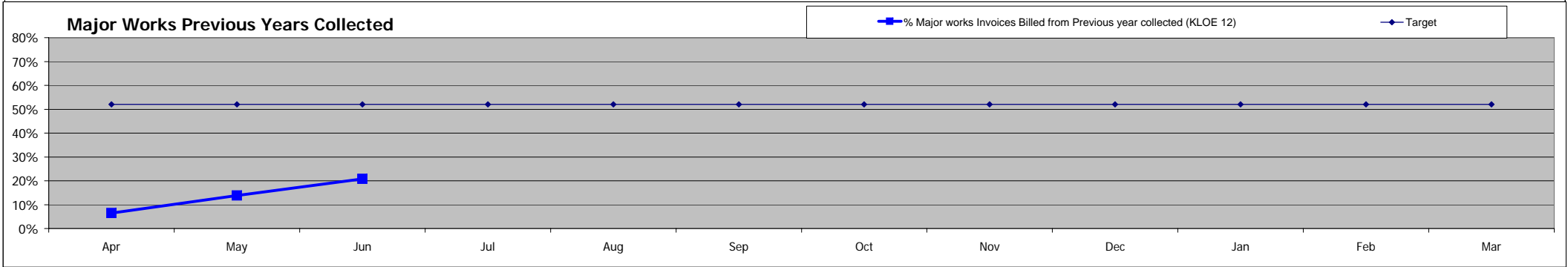
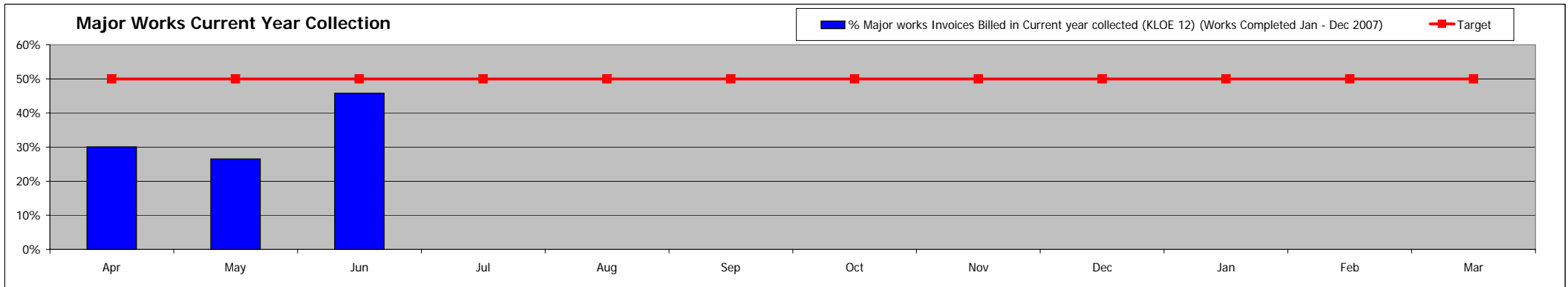
◆ Annual Service Charge - % Collected (KLOE 12)
 ■ 2006-07 Comparison
 ▲ Average Collection Rate 03/04 to 06/07
 ✱ HOS Collection Target



	Target	Mar-06	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Annual Service Charge Arrears	£1,778,196.70	£5,117,355	£4,771,426.43	£4,382,220.00	£4,107,806									
Annual Service Charge - Amount Collected	£3,339,158.49	£3,472,337	£345,928.76	£689,374.73	£963,789									
Annual Service Charge - % Collected (KLOE 12)	101%	90.6%	10.36%	20.65%	28.9%									
Average Collection Rate 03/04 to 06/07			12.43%	24.92%	33.4%	41.8%	49.6%	56.6%	63.9%	71.1%	66.6%	76.0%	83.8%	95.2%
2006-07 Comparison	104%				36.7%	42.5%	43.7%	52.5%	63.7%	62.4%	67.2%	77.9%	83.8%	90.6%
2005-06 Comparison	109%		14.00%	22.00%	31.0%	36.7%	44.4%	50.6%	57.5%	62.9%	57.5%	68.1%	75.6%	86.0%

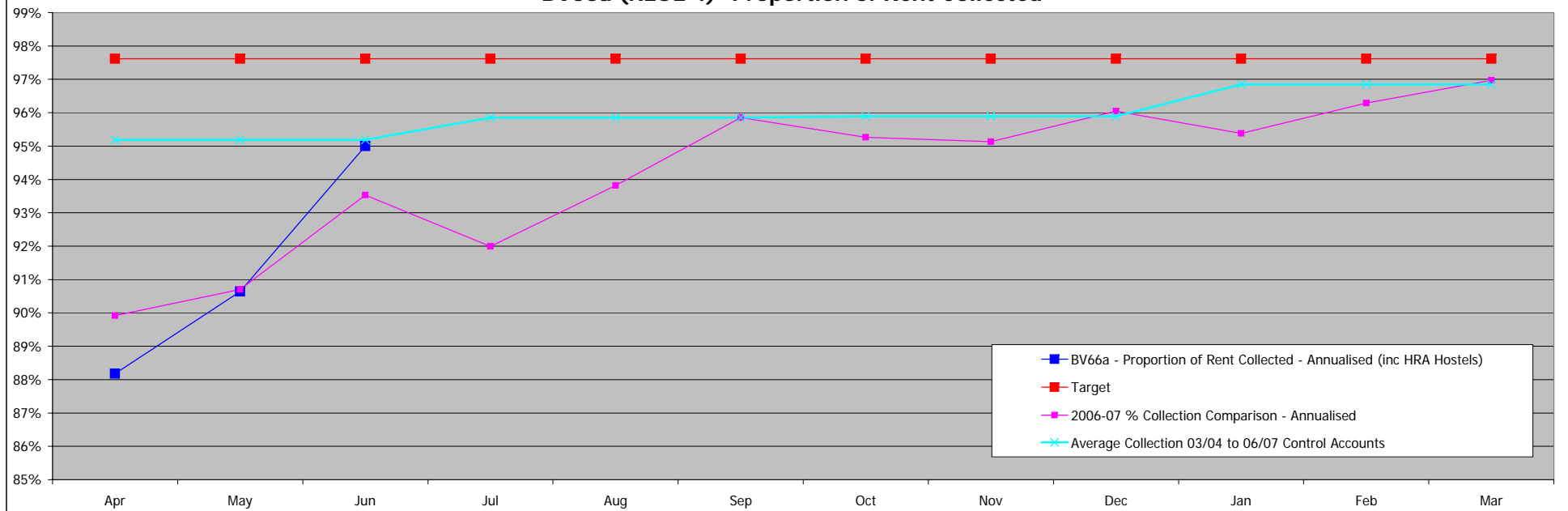
Estimated service charges raised at 01/04/05 = £2,558,174.68,
 Estimated service charges raised at 01/04/06 = £3,321,090.
 Estimated service charges raised at 01/04/07 = £3,306,097.51

Actual service charge adjustment raised Dec 2005 = £710,000.
 Actual service charge adjustment raised November 2006 = £309,555



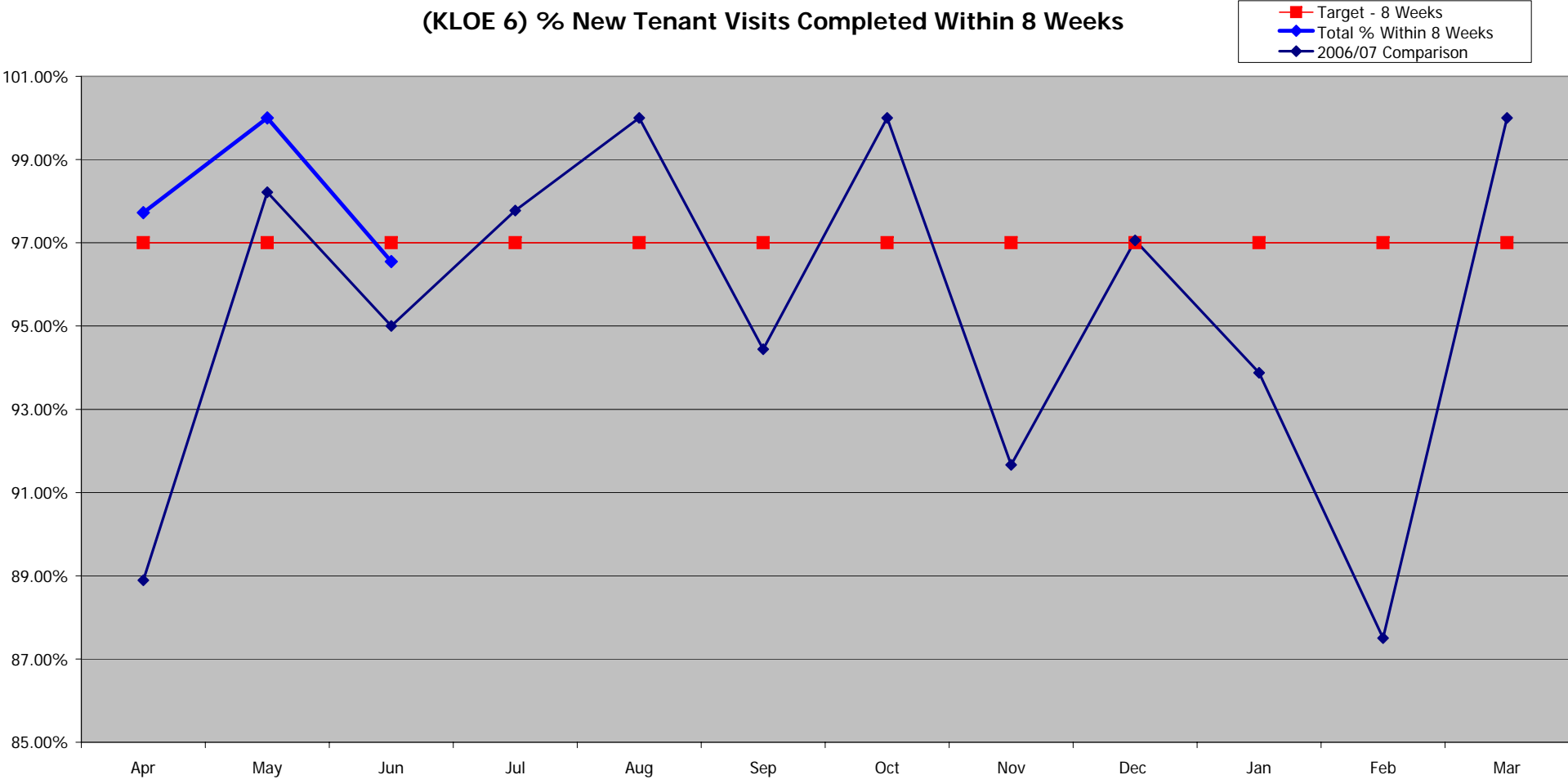
	Target	Mar-07	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Major Works Arrears		£1,708,902	£1,608,451.01	£1,496,815.60	£1,370,467.69									
% Leaseholder Contributions to Major Works Projects Invoiced (KLOE 12) 2007/08 Billing	100%	90%	No Billing		No Billing									
Average Time to Issue MW Invoices - from Practical Completion to Invoicing (KLOE 12)	30 days	152 days	No Billing	8 days	8 days									
Cumulative Billing 2007/08		£2,503,326.93	No Billing	£17,461.48	£17,461.48									
% Major works Invoices Billed in Current year collected (KLOE 12) (Works Completed Jan - Dec 2007)	50.00%	37%	30.06%	26.51%	45.77%									
% Major works Invoices Billed from Previous year collected (KLOE 12)	52% (888k)	70%	6.49%	13.81%	20.84%									

BV66a (KLOE 4)- Proportion of Rent Collected

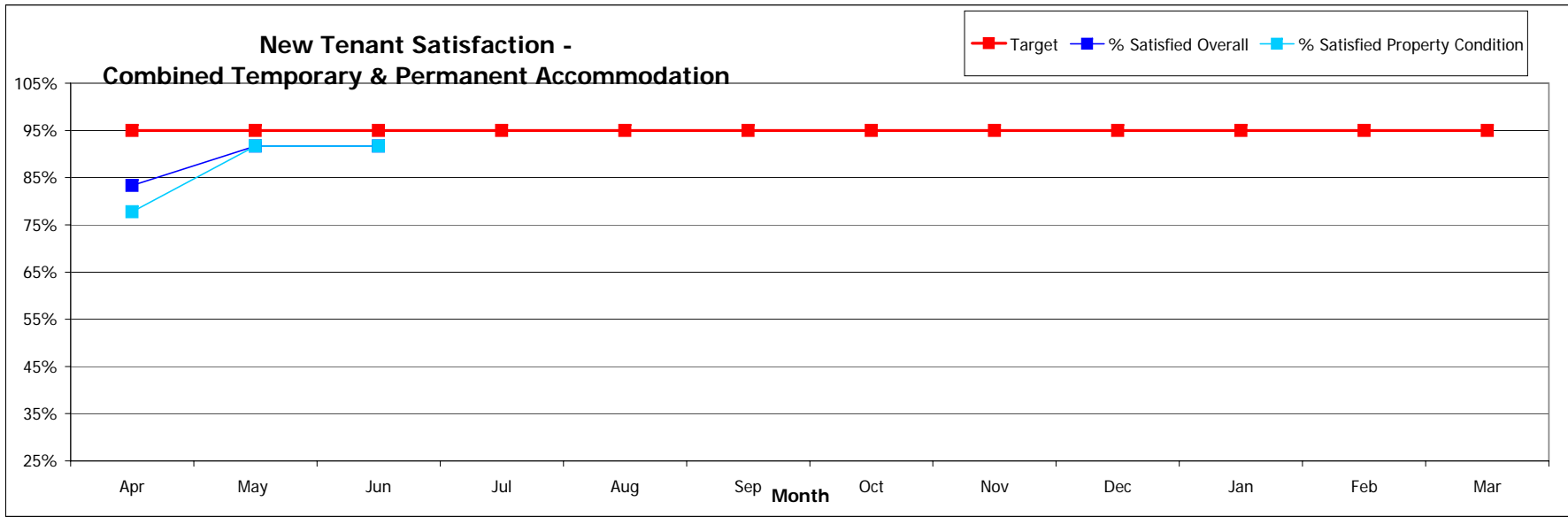


BVPI	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Current Arrears - Total	No More than £1,194,274	£1,573,957	£1,751,960	£1,535,341									
Current Arrears - Illegal Occupants		£53,694	£47,634	£52,137									
Current Arrears - Tenants		£1,520,262	£1,704,326	£1,483,204									
Former Tenant Arrears as a % of Rent Roll (exc Hostels)	Waiting	4.25%	4.32%	4.39%									
BV66a - Proportion of Rent Collected - Annualised (inc HRA Hostels)	97.62%	88.18%	90.64%	95.00%									
BV66a - Proportion of Rent Collected - Actual (inc HRA Hostels)	97.62%	69.07%	81.57%	88.73%									
BV66b - % of average current tenants with more than 35 days rent arrears	5.90%	6.08%	7.01%	6.72%									
BV66c - % average current tenants in arrears with NSP served	32.00%	1.59%	4.92%	10.25%									
BV66d - % tenants evicted due to rent arrears - YTD	0.29%	0.01%	0.02%	0.02%									
Average Debt for Garages in Arrears	25	£26.15	£29.92	£38.99									
Average Collection 03/04 to 06/07 (Qrtly Control Accounts)		95.19%	95.19%	95.19%	95.85%	95.85%	95.85%	95.89%	95.89%	95.89%	96.85%	96.85%	96.85%
2006-07 % Collection Comparison - Annualised		89.92%	90.70%	93.53%	91.99%	93.82%	95.85%	95.26%	95.13%	96.05%	95.38%	96.29%	96.97%
2006-07 Arrears Value Comparison (Total inc Ill Occs)		£1,474,322	£1,636,302	£1,594,579	£1,579,606	£1,624,117	£1,456,092	£1,521,629	£1,549,806	£1,438,238	£1,467,061	£1,414,504	£1,278,674

(KLOE 6) % New Tenant Visits Completed Within 8 Weeks



New Tenant Visits	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Number Due		44	31	29										
Number Completed		43	31	28										
Total % Within 8 Weeks	97%	97.73%	100.00%	96.55%										
2006/07 Comparison	95%	88.89%	98.21%	95.00%	97.78%	100.00%	94.44%	100.00%	91.67%	97.06%	93.88%	87.50%	100.00%	95.62%



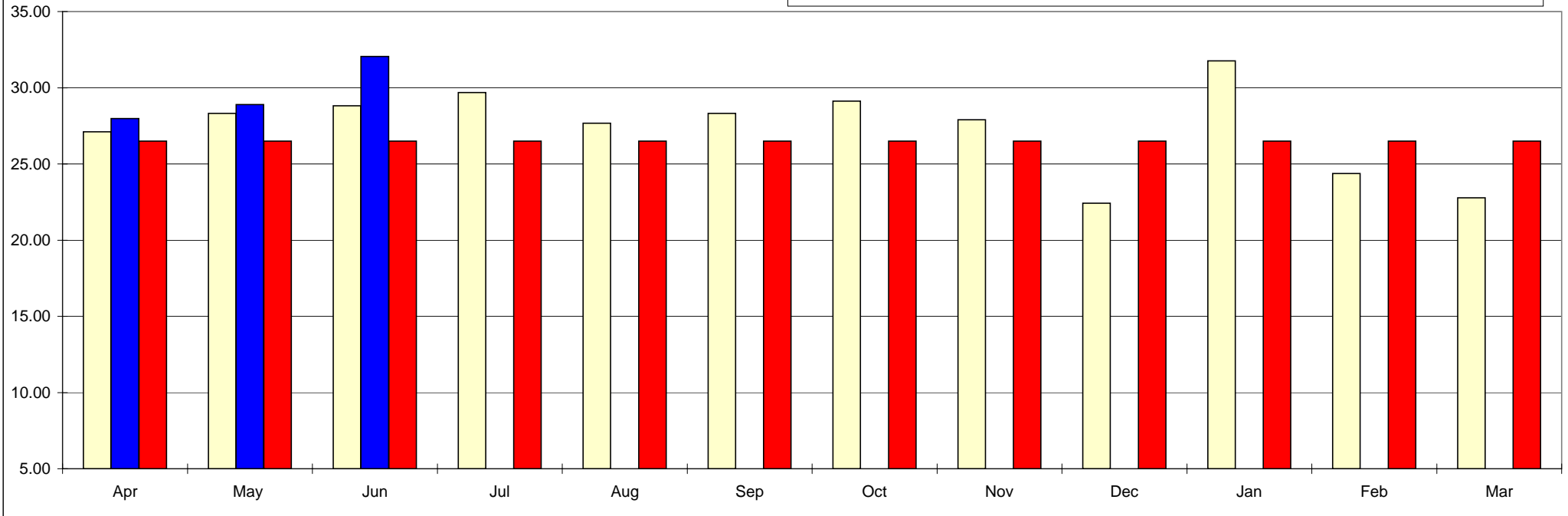
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Sample Size	18	24	24										
% Satisfied Property Condition	77.78%	91.67%	91.67%										
% Satisfied Overall	83.33%	91.67%	91.67%										

Property Condition													
Number of Tenants Satisfied With Property Condition	14	22	22										
Number of Tenants Surveyed	18	24	24										
% New Tenant Satisfaction With Property Condition - Secure Tenants (KLOE 6)	77.78%	91.67%	91.67%										

Overall Satisfaction													
Number of Tenants Satisfied Overall	15	22	22										
Number of Tenants Surveyed	18	24	24										
% New Tenant Satisfaction Overall - Secure Tenants (KLOE 6)	83.33%	91.67%	91.67%										

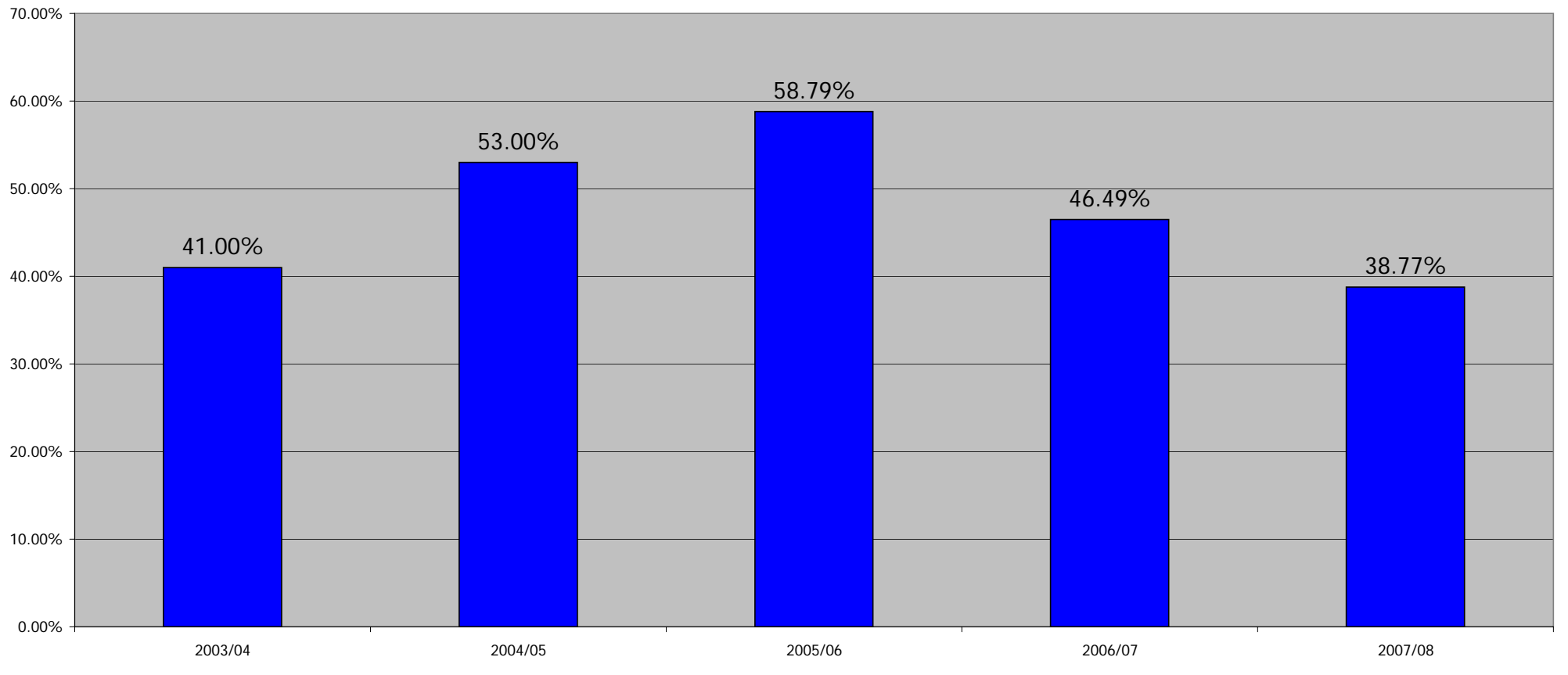
Average Re-let Time BV 212

■ 2006-07 Comparison (in month)
 ■ Total Relet Time (YTD) BV212 (KLOE 6)
 ■ Target



Average Relet Time	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Hendon & Edgware		35.20	34.38	35.12									
Finchley		31.89	40.67	42.00									
Barnet		28.82	26.80	26.67									
Grahame Park		41.83	37.40	50.00									
Dollis Valley		19.33	39.50	22.00									
Stonegrove		37.40	0.00	0.00									
West Hendon		0.00	31.17	22.00									
Hostels		17.95	21.22	17.33									
Total Relet Time (In Month)		27.98	29.90	37.08									
Total Relet Time (YTD) BV212 (KLOE 6)	26.50	27.98	28.90	32.06									
2006-07 Comparison (in month)	29.00	27.11	28.32	28.82	29.69	27.67	28.31	29.13	27.90	22.42	31.77	24.37	22.78
Number of Lettings in month		66	60	49									
Average Days Void for Outstanding Voids		45.93	32.10	37.75									
% Of Rent Loss Through Vacant Dwellings		0.87%	0.91%	1.50%									
2006/07 Comparison		1.17%	1.14%	1.76%	1.12%	1.23%	1.91%	1.25%	1.23%	1.80%	1.14%	1.13%	1.69%

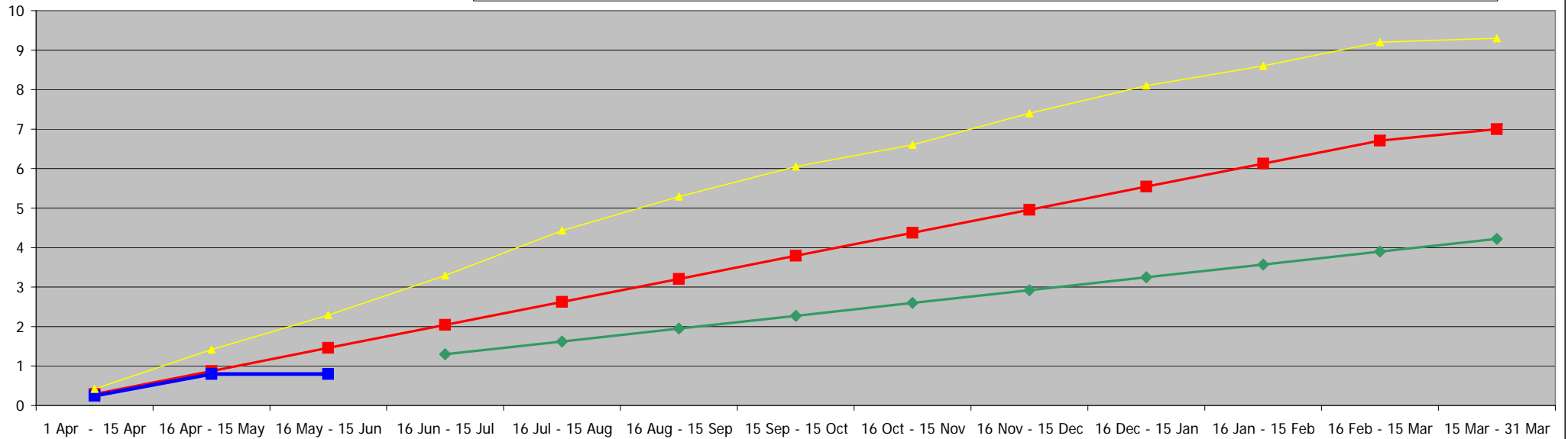
% Stock Non Decent At 1st April (BV184a)



Description	Target	2003/04	2004/05	2005/06	2006/07	2007/08
% Stock Non Decent At 1st April (BV184a) (KLOE 3)	40.60%	41.00%	53.00%	58.79%	46.49%	38.77%
Percentage Change in Non Decent Homes (BV184b) (KLOE 3)	14.63%	4.88%	5.66%	11.33%	15.01%	

Sickness - Average Days Lost

■ Target
 ■ Service Total- Days (KLOE 1)
 ◆ End Year Projection
 ▲ 2006/ 07 Comparison Service Total



TEAM	Target	1 Apr - 15 Apr	16 Apr - 15 May	16 May - 15 Jun	16 Jun - 15 Jul	16 Jul - 15 Aug	16 Aug - 15 Sep	15 Sep - 15 Oct	16 Oct - 15 Nov	16 Nov - 15 Dec	16 Dec - 15 Jan	16 Jan - 15 Feb	16 Feb - 15 Mar	15 Mar - 31 Mar
Chief Executives		0.0	0.8	0.8										
Corporate Services		0.1	0.3	0.3										
Finance		0.7	0.8	1.2										
Housing Services		0.3	0.7	1.2										
Caretakers		0.2	1.0	1.1										
Asset Management		0.2	1.3	1.5										
Service Total- Days (KLOE 1)	7	0.3	0.8	0.8										
Of Which Routine Sickness		0.3	0.5	0.4										
Total (Exc /CT/SHO)		0.1	0.8	1.1										
Total /CT/SHO Only)		0.5	0.8	1.1										
End Year Projection					1.3	1.6	1.9	2.3	2.6	2.9	3.2	3.6	3.9	4.2
2006/ 07 Comparison Service Total		0.4	1.4	2.3	3.3	4.4	5.3	6.1	6.6	7.4	8.1	8.6	9.2	9.3
2006/ 07 Comparison Routine Sickness		0.3	0.9	1.3	1.6	1.9	2.5	3.0	3.5	4.0	4.7	4.2	5.3	5.3
2005/2006 Comparison - Service Total		0.5	1.4	2.2	3.1	4.0	4.9	5.6	6.5	7.0	7.8	8.5	9.4	10.0
2005/2006 Comparison - Routine Sickness		0.2	0.6	1.5	2.0	2.6	3.0	3.7	4.0	4.5	5.0	5.8	6.2	7.0

Barnet Homes Sickness Monitoring

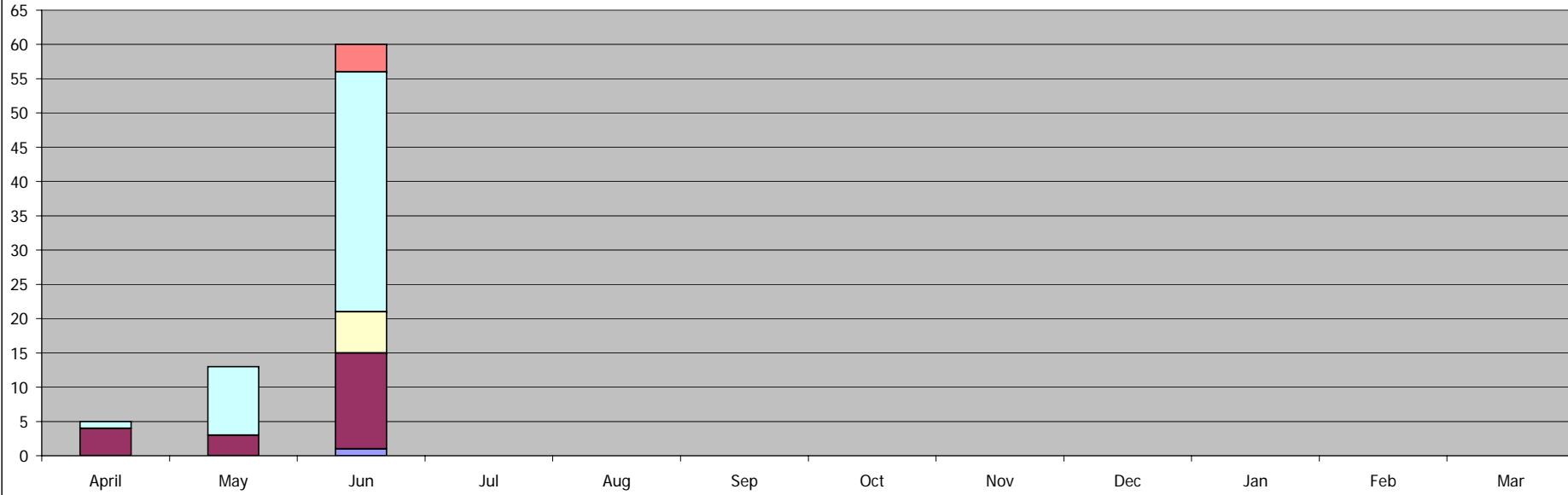
From **01-Apr-07** To **15-Jun-07**

Section	In Month			Year To Date			Long Term Sick	
	No Staff (Month)	Days Lost in Month	Average Days Lost in Month	No Staff (YTD)	Days Lost	Average Days Lost	Long Term Sick (Month)	Long Term Sick (YTD)
Chief Executive's	20		0.0	21	17.0	0.8		
Corporate Services	38	3.0	0.1	39	13.0	0.3		
Finance	13	5.5	0.4	13	15.5	1.2		
Central Total	71	8.5	0.1	73	45.5	0.6	0	0
Senior HS Managers	4			4	0.0	0.0		
Supported Housing Team	8		0.0	8	30.0	3.8		
Lifeline/SHO Team	48	22.0	0.5	49	53.0	1.1		
Voids and Lettings Team	10		0.0	10	0.0	0.0		
Rental Income Team	17	39.0	2.3	17	60.0	3.5		
Home Ownership Team	18	9.0	0.5	18	21.0	1.2		
ASB Team	7	2.0	0.0	7	2.0	0.3		
Barnet Team	4	3.0	0.0	5	18.0	3.6		
Finchley Team	7		0.0	7	0.0	0.0		
Edg/Hen/BO Team	14	5.0	0.4	14	18.0	1.3		
GPE Regen Team	16	4.0	0.0	17	4.0	0.2		
WH/SG/DV Regen Teams	16		0.0	17	0.0	0.0		
Grounds Maintenance	6			7	10.0	1.4		
Housing Services Sub Total	175	84.0	0.5	180	216.0	1.2	0	0
Caretaking - Barnet	9		0.0	9	14.0	1.6		1
Caretaking - Finchley	14		0.0	14	0.0	0.0		
Caretaking - Edgware	14	3.0	0.2	14	46.0	3.3	1	1
Caretaking - Graham Park	9		0.0	9	2.0	0.2		
Caretaking - Regeneration	9		0.0	9	0.0	0.0		
Bulk refuse	4		0.0	4		0.0		
Caretaking Sub Total	59.0	3.0	0.1	59.0	62.0	1.1	1	2
Housing Services Total	234.0	87.0	0.4	239.0	191.0	0.8	1	2
Investment Planning and Value Team	12	1.0	0.1	12	11.0	0.9		
Operational Team East	5	2.0	0.0	5	2.0	0.4		
Operational Team West	7	1.0	0.1	7	31.0	4.4	1	1
Special Projects Team	7		0.0	7	1.0	0.1		
Asset Management Sub Total	31	4.0	0.1	31	45.0	1.5	1	1
Total (Exc /CT/SHO)	229.0	74.5	0.3	235.0	253.5	1.1		
Total (/CT/SHO Only)	107.0	25.0	0.2	108.0	115.0	1.1	1	
Total - All Barnet Homes	336.0	99.5	0.3	343.0	281.5	0.8	2	3
		In Month			Year To Date		Long Term Sick	

Long term sickness = 42 days continuous sick

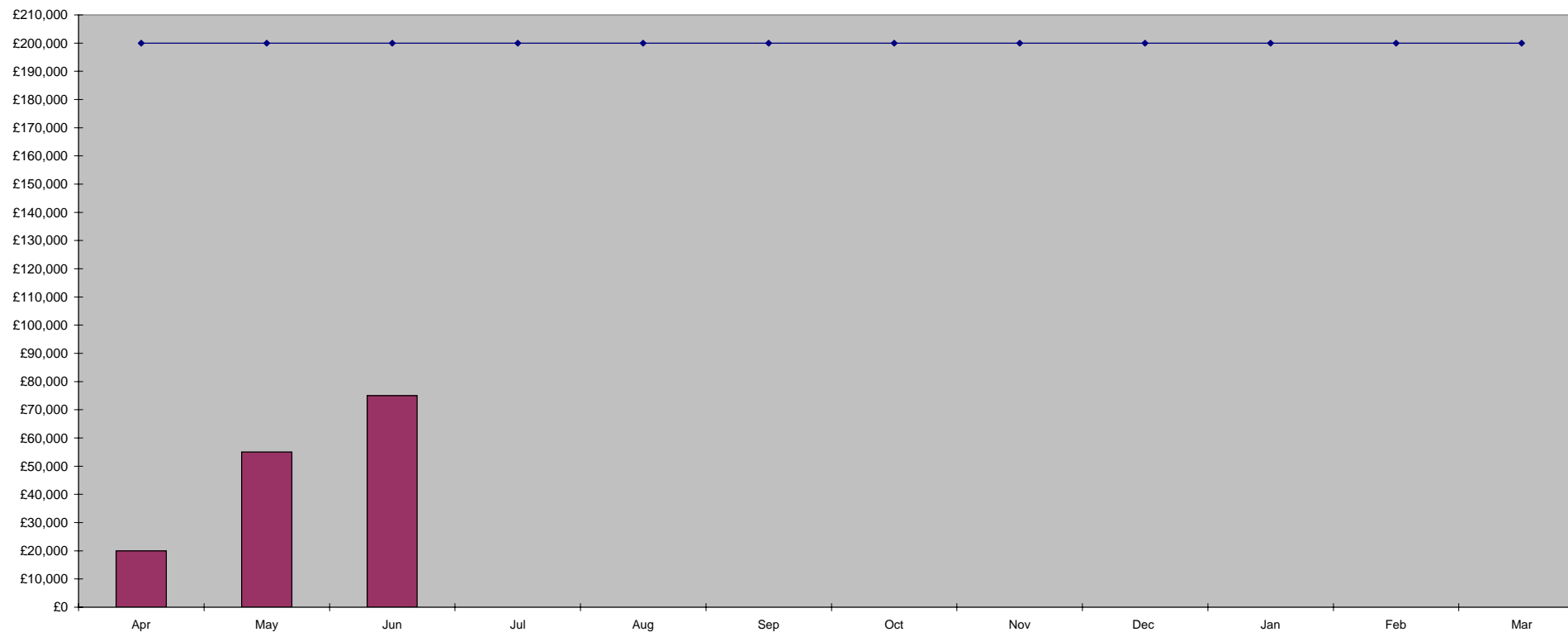
Appraisals Completed in Period

■ Chief Executives
 ■ Corporate Services
 ■ Finance
 ■ Housing Services
 ■ Caretakers
 ■ Asset Management



TEAM	Target	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Chief Executives				1.0									
Corporate Services		4.0	3.0	14.0									
Finance				6.0									
Housing Services		1.0	10.0	35.0									
Caretakers				0.0									
Asset Management				4.0									
Total Appraised		5.0	13.0	60.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total Staff				336.0									
Total % Completed				17.86%									

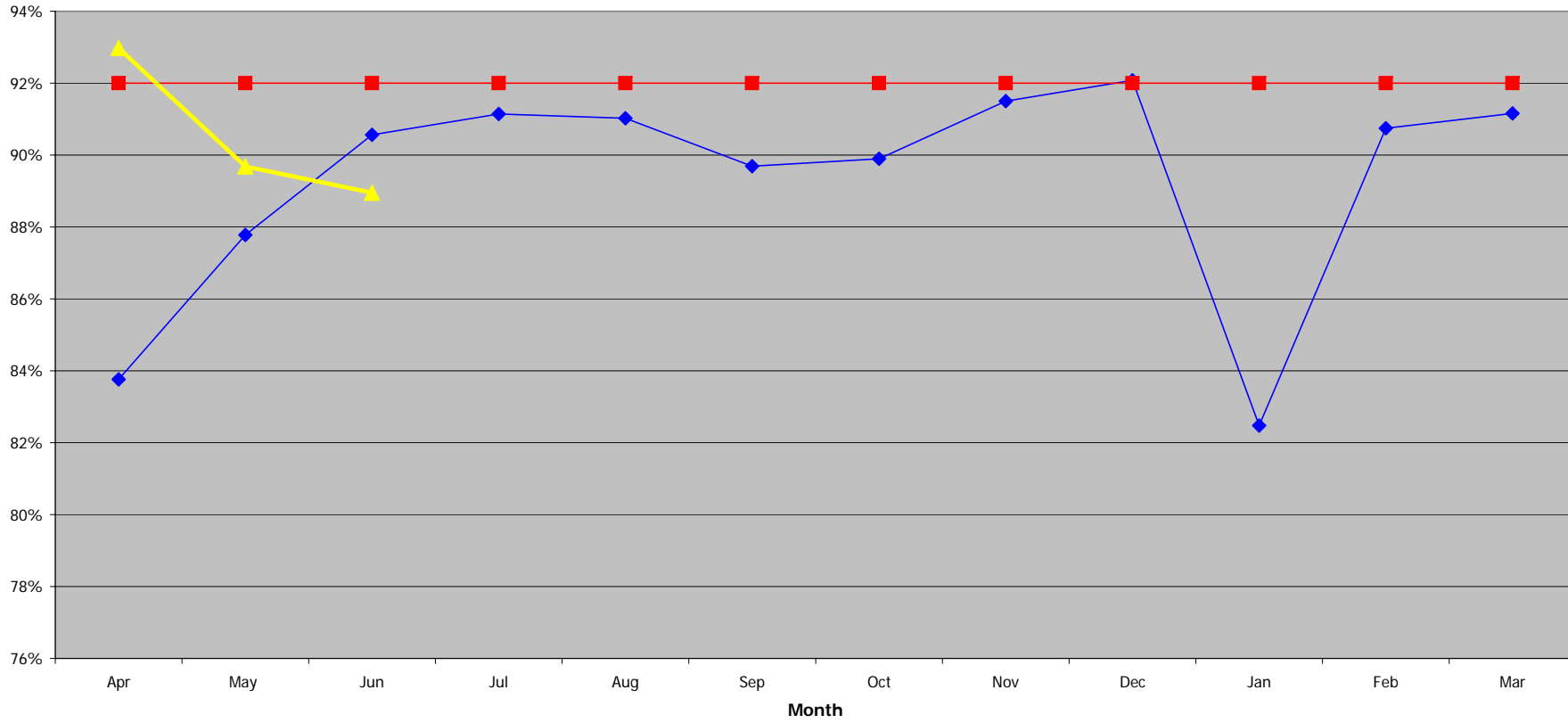
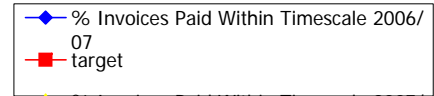
External Funding Attained



Target= £200,000

Description	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
External Funding Attained	£20,000	£35,000	£20,000									
External Funding Attained YTD	£20,000	£55,000	£75,000									
2006/ 07 External Funding Attained	£171,000	£171,000	£171,000	£281,000	£281,000	£281,000	£281,000	£281,000	£281,000	£175,000	£175,000	£175,000
2005-06 Comparison	£59,000	£59,000	£59,000	£59,000	£59,000	£59,000	£92,000	£92,000	£92,000	£170,000	£170,000	£170,000

(KLOE 32) % Invoices Paid Within Timescale BV 8



Target= 92% (2006/ 07 Target= 90%)

Description	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
% Invoices Paid Within Timescale 2007/ 08	92.98%	89.68%	88.95%									
% Invoices Paid Within Timescale 2006/ 07	83.76%	87.78%	90.56%	91.14%	91.02%	89.69%	89.90%	91.50%	92.08%	82.48%	90.75%	91.16%