

AGENDA ITEM: 8 Page nos. 10 - 14

Meeting	Budget and Performance Overview and Scrutiny Committee
Date	27 January 2011
Subject	Barnet Homes – Quarter 2 Performance Report
Report of	Acting Assistant Director (Housing)
Summary	The Council has agreed a set of performance targets with Barnet Homes as part of the Arms Length management Organisation's (ALMO) annual business plan. This report provides information on performance against these targets for Quarter 2 2010-2011 and actions being taken by Barnet Homes to improve performance where it is below target.

Officer Contributors	Andrew Milne – Acting Assistant Director (Housing) Paul Shipway - Strategy and Performance Manager
Status (public or exempt)	Public
Wards affected	All
Enclosures	Appendix 1 – Barnet Homes 'PULSE' Performance Indicator Report September 2010

Contact for further information: Paul Shipway - Strategy and Performance Manager 0208 359 4924, paul.shipway@barnet .gov.uk

1. RECOMMENDATIONS

- 1.1 That the Budget and Performance Overview and Scrutiny Committee notes and comments on the performance of Barnet Homes against targets for performance indicators in its annual business plan for 2010/2011 agreed with the Council.**

2. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

- 2.1 Barnet Homes contributes to the delivery of the Council's corporate plan objective Successful London Suburb by delivering the Decent Homes programme to improve the condition of council properties.
- 2.2 By involving tenants and leaseholders in the management of their homes, Barnet Homes contributes to the Corporate Plan objective Sharing Opportunities and Sharing Responsibilities.

3. RELEVANT PREVIOUS DECISIONS

- 3.1 Cabinet approved the establishment of Barnet Homes on 19 January 2004 (Decision Item 8)

4. RISK MANAGEMENT ISSUES

- 4.1 There is a risk that tenant and leaseholder satisfaction will not improve if Barnet Homes do not meet the targets which have been set to improve services to tenants and leaseholders.
- 4.2 There is a risk that if the performance of Barnet Homes is not satisfactory this could impact adversely on the Council's Comprehensive Area Assessments.

5. EQUALITIES AND DIVERSITY ISSUES

- 5.1 Analysis shows that council tenants living in homes managed by Barnet Homes are very diverse and often from vulnerable groups. Face to face residents surveys undertaken by Barnet Homes show that 36% of tenants are aged over 60 of which 12% are aged over 80. 35% of tenants consider themselves as having a longstanding illness, impairment or infirmity that limits their activities. 25% of tenants are from black and minority ethnic (BME) backgrounds with 13% black and 8% Asian. It is important that Barnet Homes provides its services in a way that takes account of the diversity of council tenants – an example of this is the improved performance on adaptations for people with physical impairments following a review of the aids and adaptations service.

6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)

- 6.1 Poor performance on income collection, including rents and leaseholder service charges by Barnet Homes will have an adverse impact on the Housing Revenue Account (HRA).

- 6.2 Barnet Homes are responsible for procurement of contracts for repairs and major capital works, and securing value for money from these.
- 6.3 Barnet Homes works closely with the Council to manage the HRA including management of the annual subsidy claim.
- 6.4 The Council's Finance Manager meets regularly with the Head of Financial Services from Barnet Homes to review performance on these key financial matters.

7. LEGAL ISSUES

- 7.1 None save those contained within the body of the report

8. CONSTITUTIONAL POWERS

- 8.1 The roles and terms of reference of all scrutiny committees are contained within Part 2, Article 6 of the Constitution; and in the Overview and Scrutiny Procedure Rules (Part 4 of the Constitution). This Scrutiny Committee, amongst other duties, will be responsible for scrutinising the overall performance, effectiveness and value for money of Council services, including the planning, implementation and outcomes of all corporate improvement strategies.

9 BACKGROUND INFORMATION

- 9.1 Barnet Homes was set up by the Council in April 2004 as an arms length management organisation (ALMO) to provide day to day management and maintenance services for Barnet council tenants and leaseholders. In addition, The ALMO is responsible for delivery of the Decent Homes capital investment programme to improve council properties.
- 9.2 Performance indicators for 2010/11 have been agreed with the Council and are based around standards developed by the Tenant Services Agency, which include:
- **Tenant involvement and empowerment** – which contains requirements relating to customer service, choice and complaints; involvement and empowerment; and understanding and responding to diverse needs of tenants
 - **Home** – which contains requirements relating to quality of accommodation; and repairs and maintenance
 - **Tenancy** – which contains requirements relating to allocations; rent; and tenure
 - **Neighbourhood and community** – which contains requirements relating to neighbourhood management; local area co-operation; and anti-social behaviour
 - **Value for money**

- 9.3 The Acting Assistant Director (Housing) meets with the Chief Executive of Barnet Homes on a monthly basis to review their performance and agree actions to improve it where it is below target.
- 9.5 Appendix 1 has been provided by Barnet Homes to show performance to September 2010 against the performance targets agreed with the council for 2010/11. Overall, targets have been met for the majority of performance indicators. The areas where performance is on target include:
- Call answering
 - Dealing with correspondence and complaints
 - Fire safety checks
 - Decent Homes
 - Re-letting empty properties
 - Income collection
 - Tackling anti-social behaviour
 - Sickness
- 9.6 The following commentary deals with those areas of performance that are below target:
- Major Adaptations
 - CP12 Gas Servicing coverage
 - Satisfaction of New tenants
 - Estate inspections
- 9.7 In addition, it should be noted that key performance indicators for responsive repairs are incomplete. This is because during the summer the responsive repairs contractor, Connaught, experienced financial difficulties which culminated in the company going into administration in early September. During this period the performance provided a backlog of repairs occurred and Connaught was unable to provide performance data to Barnet Homes. The contract was subsequently taken over by Lovell and Barnet Homes have worked closely with this new provider to tackle backlog repairs and ensure that a high service standard is achieved.
- 9.7 **Major Adaptations** – The time taken to complete Major Adaptations was slightly above the 15 week target at 15.9 weeks.
- Performance on minor adaptations was affected by the difficulties that the repairs contractor Connaught was having prior to going into administration in early September 2010.
- 9.8 **Properties with current gas safety certificate** – Given the importance of carrying out these checks, Barnet Homes have been set a challenging target of 100% for this performance indicator, and are generally achieving good coverage by actively managing the outstanding caseload. At the end of September there were only 8 services outstanding..

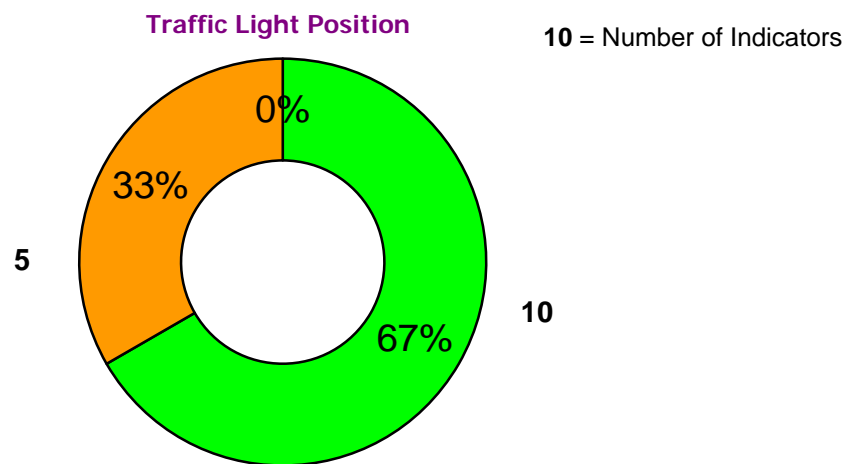
- 9.9 **Satisfaction of New tenants** - New tenant satisfaction continues to be a cause for concern with 5 of the first 6 months of the year being slightly below target. This is because the condition of void properties was affected by the situation with Connaught during this period. Under new arrangements with Lovells, Barnet Homes has been able to increase the number of inspections of voids following the completion of works.
- 9.10 **Estate inspections** – Although performance has improved since last year, it is slightly below the target set. Action has been taken to increase the level of checking by managers and improvement plans put in place where required. By the end of December Barnet Homes can report that standards have risen to target level with only 6 estates out of the 136 inspected since April 2010 below standard.

10. LIST OF BACKGROUND PAPERS

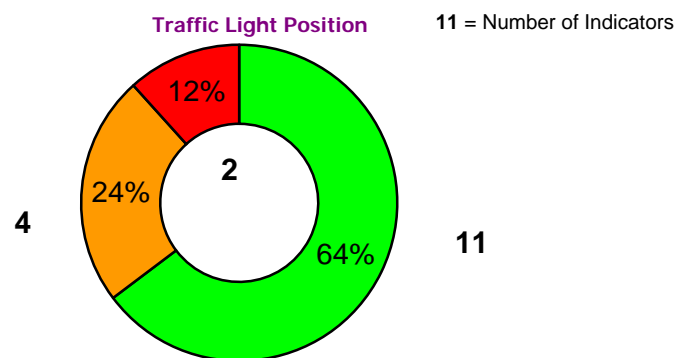
- 10.1 Barnet Homes Business Plan 2010
- 10.2 Any person wishing to view this document should contact Paul Shipway, Strategy and Performance manager, 0208 359 4924

Legal: SAL
CFO: JH

Barnet Homes PULSE Report



September 2010



August 2010

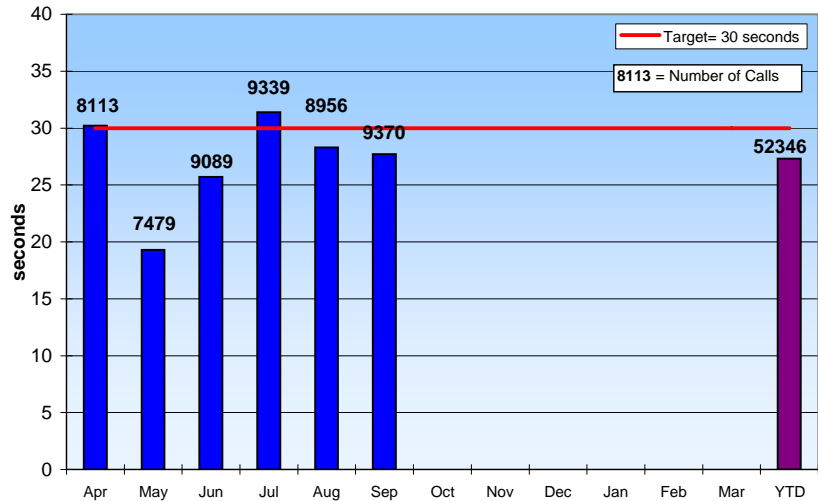
1) Tenancy Involvement & Empowerment

- 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

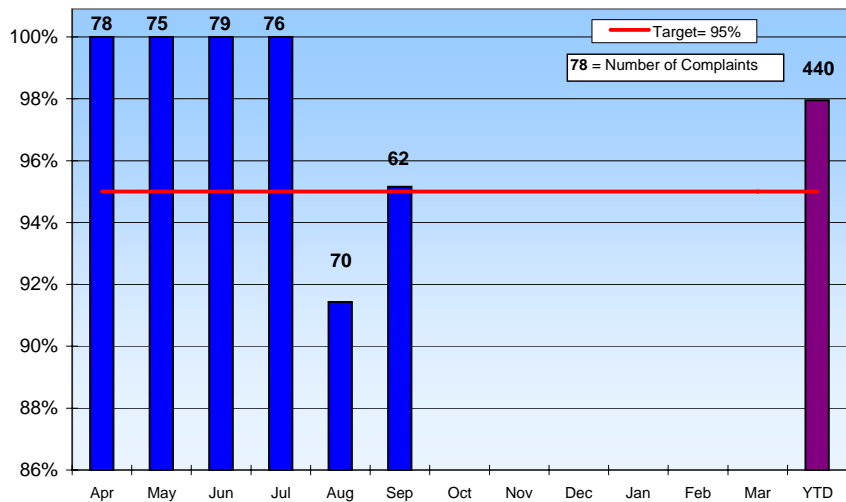
<i>End of Year Target</i> (Low is good)	30 secs
Sep 10 Performance	28 secs
Sep 09 Performance	34 secs
YTD Performance	27 secs



Complaints ↑ ●

The percentage of stage 1 complaints replied in 10 working days

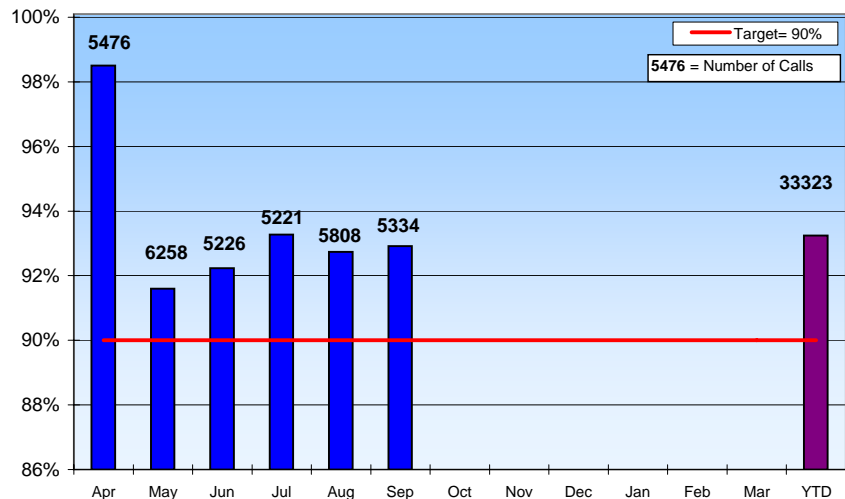
<i>End of Year Target</i> (High is good)	95%
Sep 10 Performance	95%
Sep 09 Performance	95%
YTD Performance	98%



Assist ↑ ●

The percentage of calls responded to in 30 seconds

<i>End of Year Target</i> (High is good)	90%
Sep 10 Performance	93%
Sep 09 Performance	100%
YTD Performance	93.2%

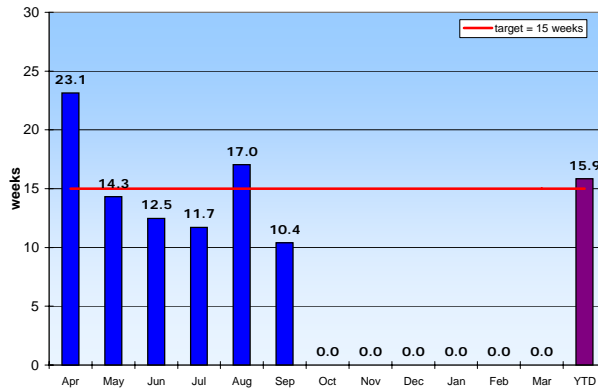


Adaptations



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

End of Year Target (Low is good)	15 weeks
Sep 10 Performance	10 weeks
Sep 09 Performance	13 weeks
YTD Performance	16 weeks



2) Home

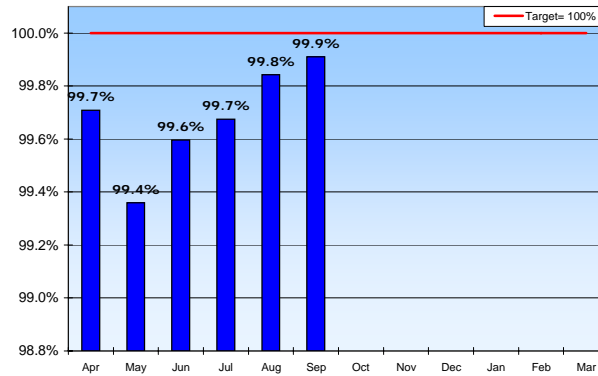
- quality of accomodation; repairs & maintenance

Gas Safety Checks



The percentage of homes with a CP12 safety certificate

End of Year Target (High is good)	100%
Sep 10 Performance	99.9%
Sep 09 Performance	99.1%
Top Quartile (BPSA) = 99.6%	

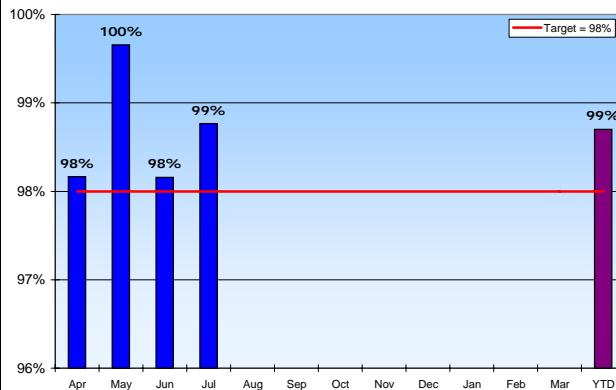


Appointments

The percentage of appointments which were made and then kept

End of Year Target (High is good)	98.0%
Sep 10 Performance	99%
Sep 09 Performance	100.0%
YTD Performance	98.7%
Top Quartile (HouseMark) = 96.9%	

Note: No Data in September due to Connaught Administration

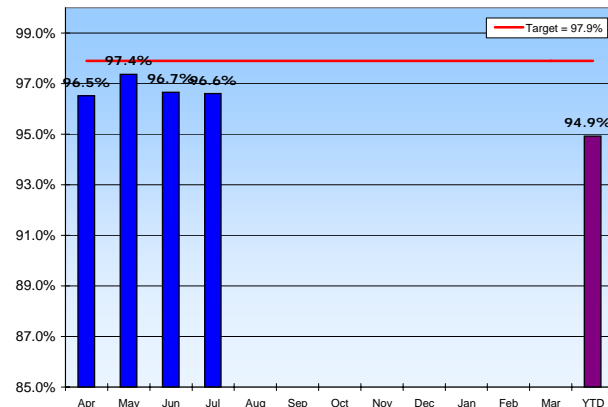


Urgent Repairs

The percentage of urgent repairs completed within government time limits

End of Year Target (High is good)	97.9%
Sep 10 Performance	0.0%
Sep 09 Performance	98.9%
YTD Performance	94.9%
Top Quartile (BPSA) = 98.0%	

Note: No Data in September due to Connaught Administration



Barnet Homes Pulse Report

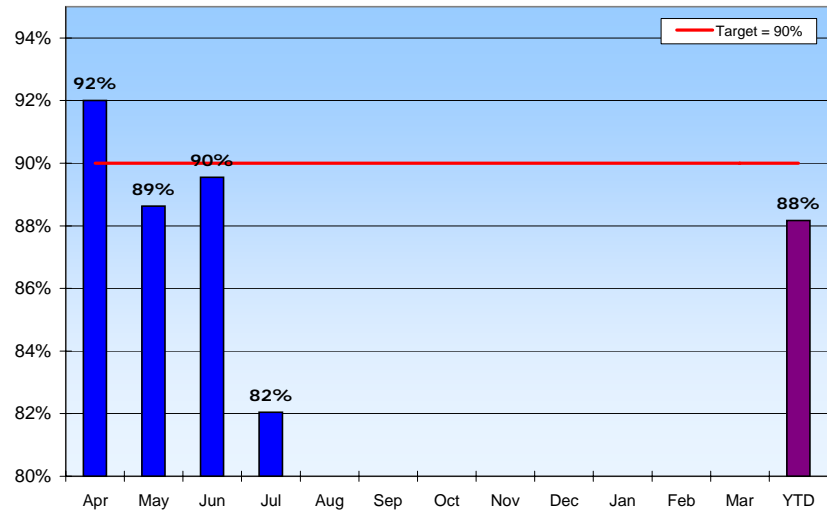


Right First Time

The percentage of repairs which are completed right first time

<i>End of Year Target</i> (High is good)	90%
Sep 10 Performance	
Sep 09 Performance	96.3%
YTD Performance	88.2%

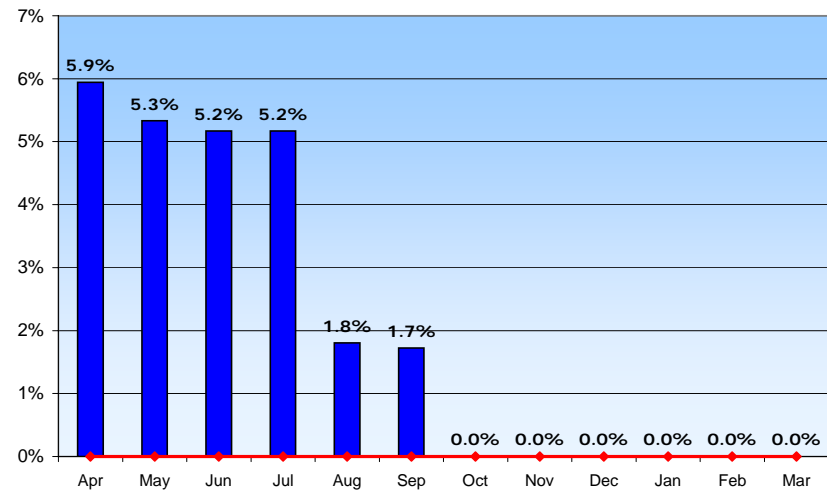
Note: No Data in September due to Connaught Administration



Decent Homes ↑ ●

The percentage of non-decent homes excluding regeneration properties.

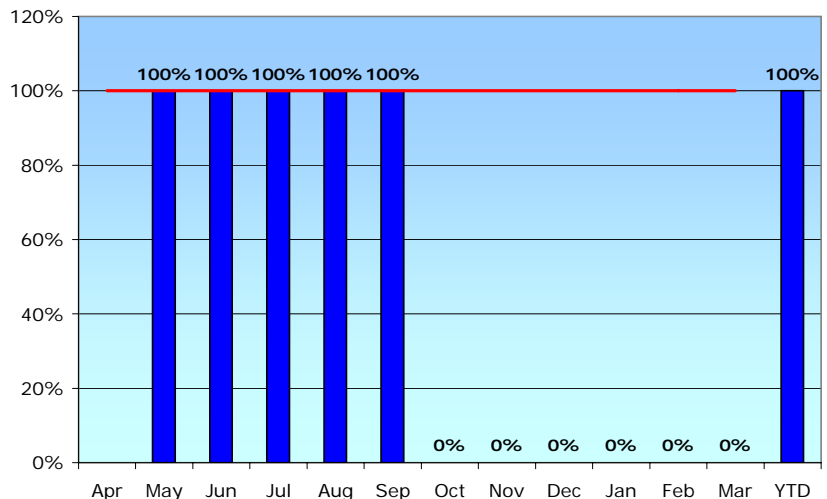
<i>End of Year Target</i> (Low is good)	0%
Sep 10 Performance	1.7%



Fire Safety ↔ ●

The percentage of fire safety actions complete within one month

<i>End of Year Target</i> (High is good)	100%
Sep 10 Performance	100%
Sep 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

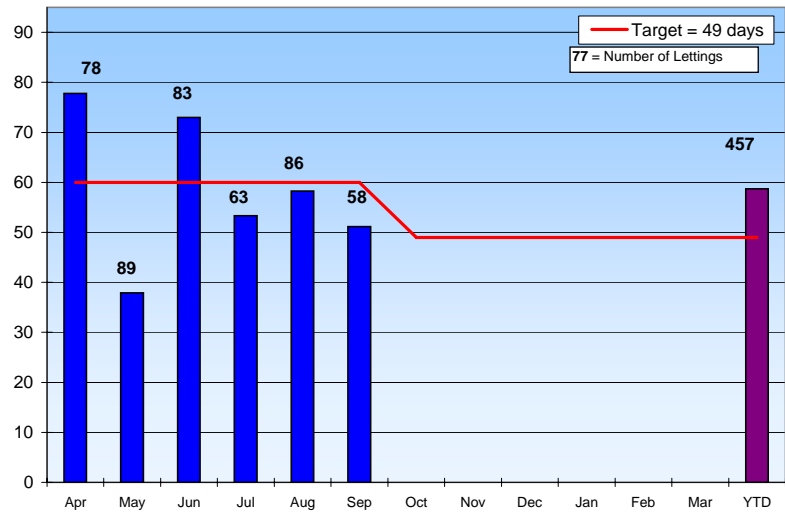
Sep 10 Performance 51 days

Sep 09 Performance 44 days

YTD Performance 59 days

Top Quartile (BPSA) = 23.8 days

Note: Mid-year target being met



Tenant Satisfaction



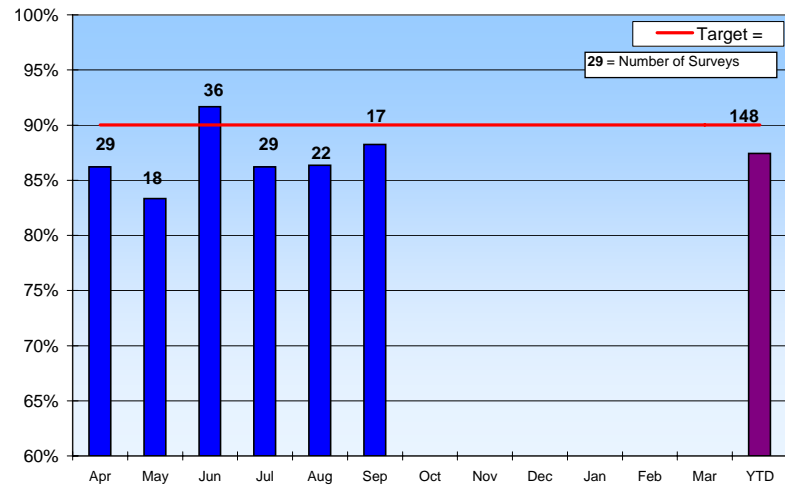
The percentage of new tenants satisfied with the condition of their new property

End of Year Target (High is good) 90%

Sep 10 Performance 88.2%

Sep 09 Performance 84.6%

YTD Performance 87%



Outstanding Voids

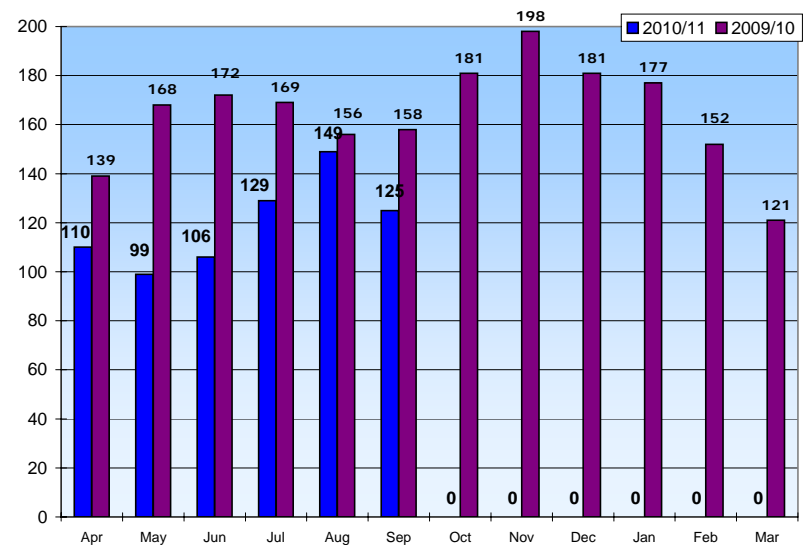


The number of empty properties at the end of each month

(Low is good)

Sep 10 Performance 125

Sep 09 Performance 158



Barnet Homes Pulse Report

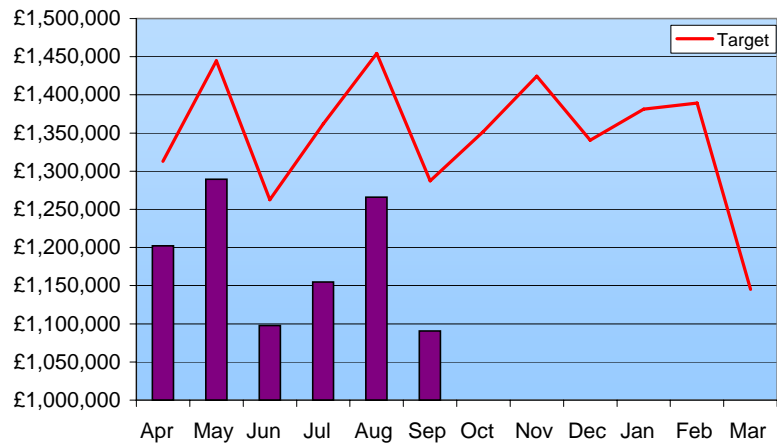


Arrears



The level of rent arrears at the end of each month

End of Year Target (Low is good)	£1,145,000
Month Target	£1,287,522
Sep 10 Performance	£1,090,537
Sep 09 Performance	£1,201,258

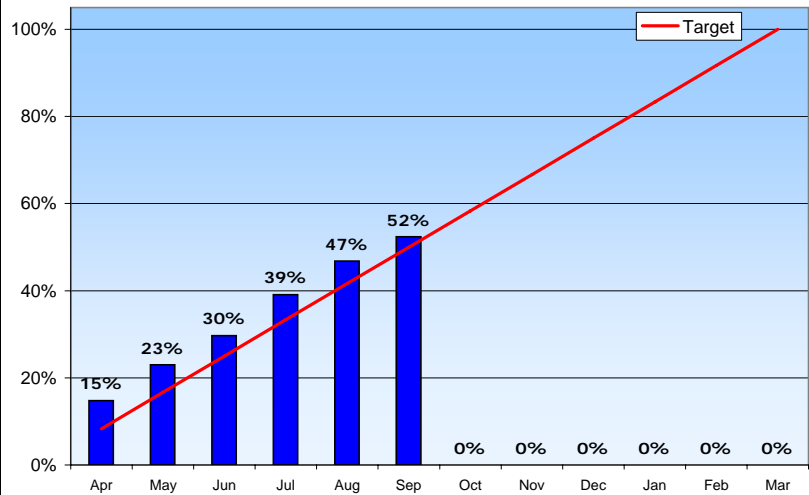


Service Charge



% Annual Service Charge Collected this year

End of Year Target (High is good)	103%
Month Target	50.0%
Sep 10 Performance	52.4%
Sep 09 Performance	48.9%



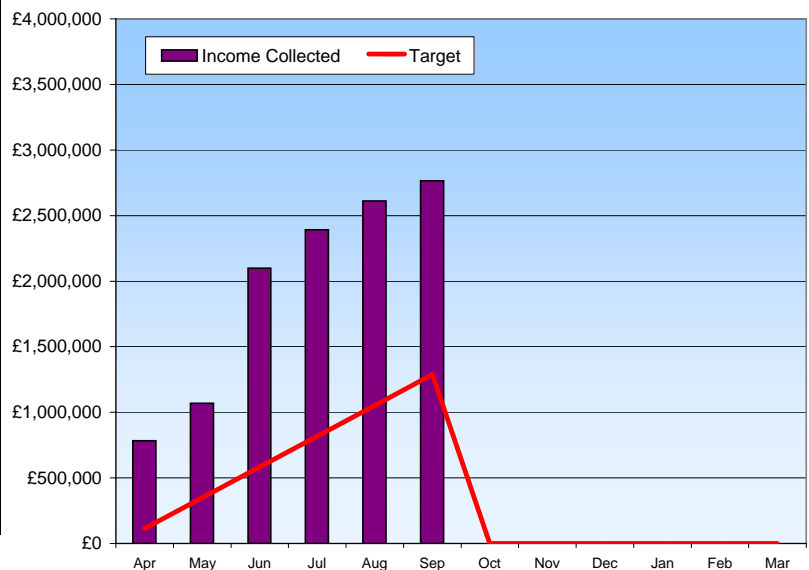
Major Works Income



The amount of major works income collected from leaseholders this year

(High is good)

Sep 10 Performance	£2,765,257
Target	£1,287,793



4) Neighbourhood & Community

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

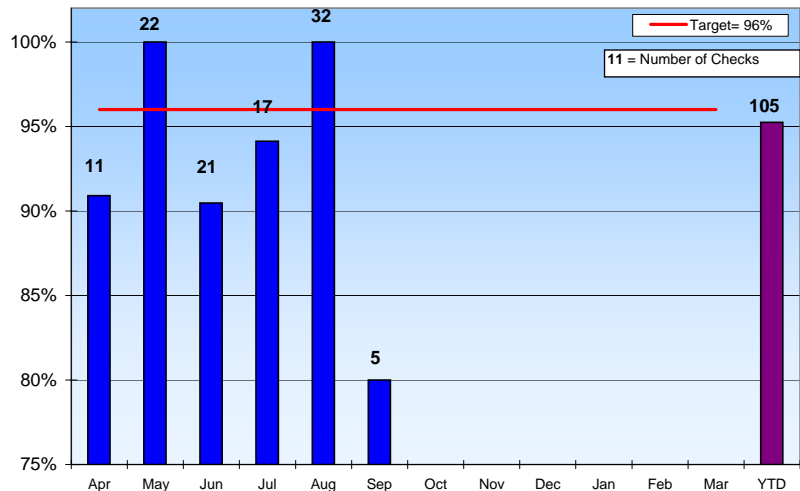
Reality Checks - Non Regen



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

End of Year Target (High is good)	96%
Sep 10 Performance	80%
Sep 09 Performance	100%
YTD Performance	95%

Number of checks in month	5
Number of checks YTD	105



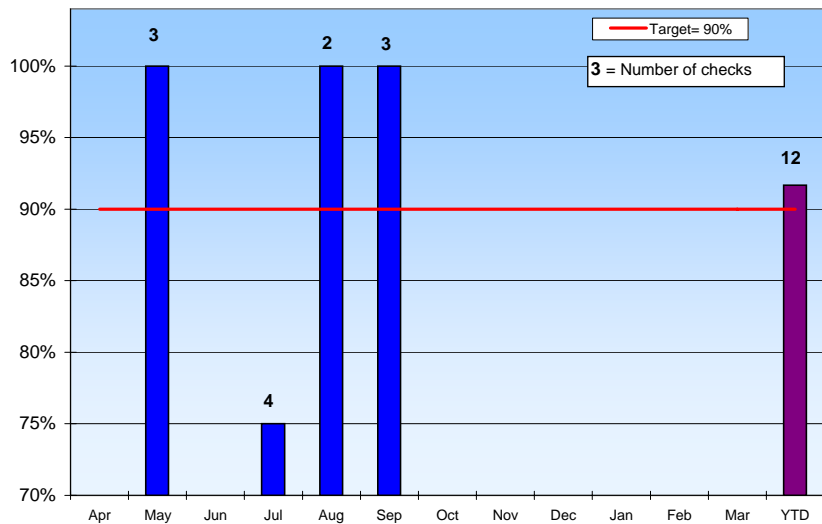
Reality Checks - Regeneration



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

End of Year Target (High is good)	90%
Sep 10 Performance	100%
Sep 09 Performance	100%
YTD Performance	92%

Number of checks in month	3
Number of checks YTD	12



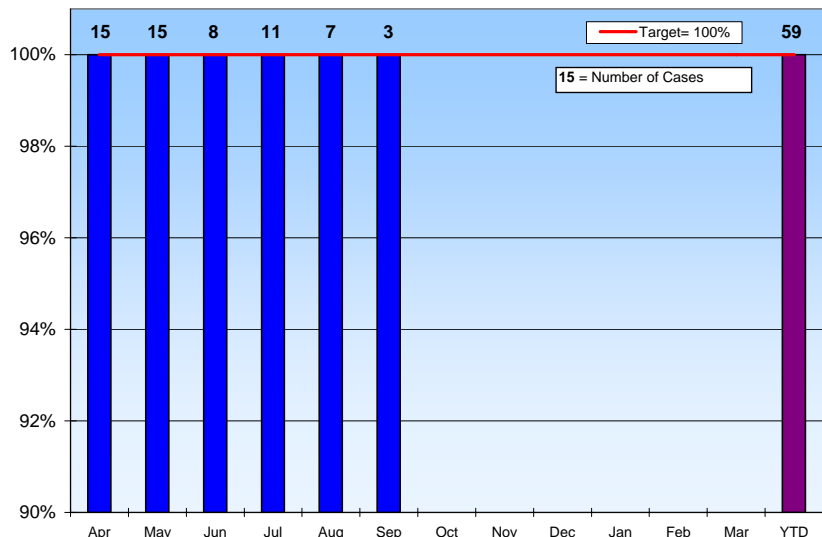
ASB



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

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

No. of cases reported in month	3
No. of cases reported YTD	59



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

Sep 10 Performance 0.4 days

Sep 09 Performance 3.2 days

YTD Performance 2.8 days

Note: End of year projection is 6.5 days

