

Barnet Homes– 2013/14

1.1 DELIVERY UNIT DASHBOARD

	Revenue budget projected outturn variance £000	Capital projected outturn variance £000	Corporate Plan Performance	Management Agreement/Contract Performance
General Fund - Housing Needs and Resources	729	273	2	15.5
Housing Revenue Account	697	(500)		

1.2 TOP ACHIEVEMENTS AND ACTIONS

Top 3 Achievements
The first new Council housing in a generation has started on site at Alexandra Road.
Leasehold satisfaction increased by 7.3% on 2010 levels to 47% using a STATUS compliant survey. This is a 16% increase since 2008.
Barnet Homes is in the top quartile in 5 out of 7 Key Performance Indicators (KPIs)

Key Challenges	Actions required
Homelessness and use of Emergency Accommodation continue to be of concern	Continuation of Level 3 Interventions to increase the supply of suitable affordable temporary accommodation and to reduce demand
Rent arrears have continued to increase	Continuation of a Level 2 intervention and implementation of an arrears recovery action plan

1.3 SUMMARY OF THE DELIVERY UNIT'S PERFORMANCE

Performance has improved this quarter, and overall continues to be delivered in line with targets. In comparison with other housing organisations in London, of the 7 KPIs where benchmark data is available, Barnet Homes is in the top quartile in 5, and there are none in the bottom quartile.

The principal concerns remain the growing demand for housing and the lack of supply of affordable accommodation, and the impact of Welfare Reforms. These are acute across London and particularly so in the North London Boroughs.

Barnet Homes has developed a project board with the Council's Delivery Unit Board to oversee a range of initiatives to address the growing pressures arising from an increase in Homelessness, and to meet the Corporate Plan Performance targets. It also continues to work closely with the Welfare Reform Steering Board to respond to the impacts of Welfare Reform.

Rental income collection remains a concern, as arrears have continued to increase. The termination of the Mitie gas contract continues to present a risk, though this is being managed to ensure statutory compliance.

Budget pressures remain for the General Fund, related to the cost of temporary accommodation, and for the Housing Revenue Account, related to income collection.

Barnet Homes won a national team of the year award in recognition of exceptional accounts payable practices, from APN News.¹

¹ Accounts Payable News® is committed to providing the latest in AP thinking to support, on a not-for-profit basis, all accounts payable professionals and to increase the awareness of Accounts Payable and the P2P process as a profession.

2. DELIVERING THE CORPORATE PLAN

2.1 How the Delivery Unit is performing against its Corporate Plan indicators

CPI NO	Indicator description	Period Covered	Previous outturn ²	Target	Numerator and Denominator	Outturn	Target Variance	DoT Variance	Benchmarking ³
8001a	Reduce the number of households placed in emergency accommodation ⁴ to 500	Rolling Month	630	500	N/A	638	27.6%	▼ 1.3%	Q1 13/14: Barnet ranked 29 out of 32 London boroughs for numbers in EA (B&B, shared facilities and self-contained TA). Figures range from 0 to 881 households. Neighbours: Hackney (19th), Brent (20th), Enfield (27th) and Haringey (32nd). Overall, 22 of the 32 boroughs had an increase in Q1 compared to Q4 of the previous year. In Q1 LBB had 0 households with shared facilities and had 0 households in B&B.
8001b	Reduce the average length of time spent by households in Emergency Accommodation ⁵ to 26 weeks	Rolling Month	31.7	26	N/A	34.6	33.1%	▼ 9.1%	No comparative data

² The relevant previous outturn used will either be the previous quarter, or the same quarter of the previous year. The same quarter of the previous year will be used for annual indicators, cumulative indicators (where the numbers add up during the year and are reported as 'year to date') and if the indicator is affected by seasonal fluctuations.

³ Benchmarking is being further developed. This data is extracted from CLG P1E returns.

⁴ Emergency Accommodation is nightly paid accommodation.

⁵ This CPI was formerly reported as short-term nightly purchased accommodation. It is the same as Emergency Accommodation.

2.2 Interventions & Escalations

CPI NO	Comments and Proposed Intervention
8001a Reduce the number of households placed in emergency accommodation to 500	Despite a number of successful initiatives aimed at increasing affordable supply, continuing demand has meant that numbers in emergency accommodation remain high. Initiatives in place include a revised direct-let scheme securing Private Rented Sector (PRS) properties which has already surpassed the 12/13 outturn with 176 lettings Year to Date (YTD); and a revised leasing scheme offer for landlords which has brought about increases in supply with approximately 40 units secured (including those in the pipeline) YTD. With further initiatives due to be delivered in Q3, such as a new pipeline of out-of-London properties in areas such as Luton, and a new Out-of-London project board created to help secure further supply, it is hoped that further increases to the total number of households in emergency accommodation will be minimised.
8001b Reduce the average length of time spent by households in emergency accommodation to 26 weeks	With continued challenges faced in providing move-on accommodation for households in emergency accommodation, the average length of stay increased in Q2. This will continue to pose a challenge in future months whilst market conditions remain buoyant. These issues are being addressed as part of the interventions identified above, although following the implementation of the new Placement policy as part of Localism changes, new households approaching the Council as Homeless, will increasingly be placed into other forms of Temporary Accommodation. Consequently, existing households are likely to remain in emergency accommodation longer, increasing the average length of stay.

3. CONTRACT REPORTING

3.1 Overview of performance against Management Agreement

Total No. of KPIs	RAG ratings				Positive/neutral DoT	Negative DoT	No. of indicators expected to report this quarter
	Green	Green Amber	Red Amber	Red			
24	15 (78.9%)	3 (15.8%)	0 (0%)	1 (5.3%)	13	5	19

Overall, this is an improvement on Quarter 1, with a reduction in red indicators from 4 to 1, and an increase in green from 11 to 15.

3.2 How is the Delivery Unit achieving against its Key Performance Indicators (KPIs): Escalated KPIs only

KPI NO	Indicator description	Period Covered	Previous outturn	Target	Numerator and Denominator	Outturn	Target Variance	DoT Variance	Benchmarking ⁶
HF006	Current arrears as percentage of debit	Rolling month	2.7%	2.65%	1754013/59704189	2.9%	10.9%	▼ 8.8%	Barnet is in the second quartile in London.
HN012	Gas servicing completion	Rolling month	99.1%	100%	8834/8881	99.5%	0.5%	▲ 0.4%	Barnet is in the third quartile in London. Length of time CP12s outstanding: 0-10 wks: 24; 10-20 wks: 16; 20-30 wks: 6; 30+ wks: 1. Total: 47.
CC018	Complaint resolution at stage 1	Apr 13 - Sept 13	92.6%	93%	352/379	92.9%	0.1%	▲ 0.2%	No Comparative data
HF008	Percentage of annual leasehold service charge collected	Apr 13 - Sept 13	21.5%	50%	1605157/3255897	49.3%	1.4%	▲ 129.5%	No Comparative data

3.3 Interventions & Escalations

KPI NO	Comments and Proposed Intervention
HF006 Current Arrears as percentage of debit	<p>Level 2 Intervention. This was proposed for escalation to a level 3 intervention, but the Delivery Board on 6th November considered that sufficient controls are in place and it was retained as a level 2 Intervention.</p> <p>September performance outturn is disappointing with arrears levels some £190k above where Barnet Homes would</p>

⁶ Benchmarking is being further developed. Homeless data is from CLG P1E returns. Other is based on Housemark 2013/14 data for London Housing organisations.

expect to be at this stage, although Barnet is in the second best quartile for arrears performance across Housing Organisations in London. Data from benchmarking groups shows an increase in overall arrears for all members. One issue identified is the varying approaches authorities are taking to the awarding of discretionary housing payment. There has been a comparatively low level awarded in Barnet, which is being addressed through the Welfare Reform Delivery Board.

An arrears recovery action plan is in place to address arrears under performance. This includes actions to improve the performance of individual officers in the Rental Income Team. Barnet Homes continues to work to set clear direction to the team to be more structured in their weekly working, adopting a more proactive approach via the phone, avoid unnecessary duplication and to be much firmer with tenants about their obligation to pay rent.

Barnet Homes data shows that approx. £64k (33%) of the increase in arrears is due to the impact of the under-occupation charge introduced 6 months ago. (Approx. 400 households in arrears are affected by this charge) Additional resources have been recruited to focus on these cases, enabling Rent Income Officers to focus on the remaining bulk of cases. The additional resources focus on tenant engagement, supporting applications for discretionary housing payments and re-enforcing the range of options and responsibility to pay if they wish to stay. There has already been a three-fold increase in the number of DHP applications, with nearly 60% successful.

Between April and September, 27 households affected by the under occupation charge have moved to smaller accommodation. Of these, 14 were achieved by mutual exchange and 13 by trade down. 13 of these moves took place in Aug and September, showing an increased take up of this option. Data from the ALMO benchmarking group indicates that this is an area where further progress could be made. A further matchmaking event of under occupiers and overcrowded households will take place in mid- November.

Whilst Barnet Homes believes that the end of year target will be met, this will continue to be a challenge, and this indicator remains a risk. The overall impact on collection rates of Welfare Reform is not yet clear and it is as yet uncertain how successful legal action will be against those tenants in arrears for the under occupation charge. The court's approach has not as yet been tested.

Level 1 Intervention

The Quarter 2 result shows a compliancy figure of 99.5% against programme, with 47 properties outstanding and overdue. This result is due to the poor performance of current gas contractors MITIE, who, despite Barnet Homes supplementing the programme with additional contractor support over the month of September, have been unable to achieve their in-month profile targets.

MITIE's contract will cease in April of 2014, however during the interim period Barnet Homes will be implementing various immediate and short term measures to adequately mitigate the risks involved, to include:

- Engaging with Gas Safe registered providers where existing contracts are in place to provide supplementary

HN012
Gas servicing completion

	<p>support on the programme, focussing predominantly on 'hard access' and long overdue properties.</p> <ul style="list-style-type: none"> • Enhanced Client side management of the programme, to include the scheduling and tracking of appointments and validation of Certified documents. • Additional resource to provide technical support and quality validation of contractor performance • Additional quality control on MITIE delivered work (at contractor cost) • Procurement of a replacement contractor by December 2013. It is expected that, if required, the new contractor could provide additional support to the servicing programme through to contract cessation.
<p>CC018 Complaint resolution at stage 1</p>	<p>Level 1 Intervention Of the 379 stage 1 complaints received in first 2 quarters, 96% were answered within 10 working days.</p> <p>There were 27 complaints (7%) escalated to stage 2 between April and September. 96% of these were responded to within 10 working days. The most common topic for stage 2 complaints was general repairs. 5 of the 27 complaints were upheld.</p> <p>1 Housing Options related stage 2 complaint was escalated to the Council at stage 3 between April and September. It was partially upheld.</p> <p>1 stage 2 complaint was escalated to the Tenant Panel over the period. The Panel did not refer the complaint on to the Housing Ombudsman.</p> <p>3 Ombudsman enquiries were received in the period. None were upheld.</p>
<p>HF008 Percentage of annual leasehold service charge collected</p>	<p>Level 1 Intervention Detailed analysis of income data indicated that income received was comparable with last year with over £2.7m being collected in the first 6 months of both years. However service charge collection performance was showing a reduction of over 10% when compared to previous years despite an actual reduction in the total service charge estimate. Barnet Homes have corrected a computer glitch which apportioned payments in the wrong clearing order. The corrected figure is now more in line with the target.</p>

4. RESOURCES AND VALUE FOR MONEY

4.1 Revenue

Description	Variations				Comments	% Variation of revised budget
	Original Budget	Budget V1	Q2 forecast	Variation		
	£000	£000	£000	£000		
HNR General Fund	2,937	3,393	4,122	729	Over spend due to predicted increase in Temporary Accommodation numbers	21.5%
GF Total	2,937	3,393	4,122	729		21.5%

There is an anticipated £0.729m year-end overspend in the General Fund Housing Needs and Resources budget. This is due to the cost of temporary accommodation, related to a number of factors including:

- The government's welfare reforms
- Sustained increases in private rented sector rents in London
- A restricted mortgage market for first time buyers
- Migration of benefit claimant households from inner London boroughs to outer London boroughs
- Continued pressure created by decants and lease-ends of long-term temporary accommodation
- A competitive North London temporary accommodation market with almost 1 in 5 TA placements in England being made by North London boroughs

Description	Variations				Comments	% Variation of revised budget
	Original Budget	Budget V1	Q2 forecast	Variation		
	£000	£000	£000	£000		
LBB Retained	175	175	120	(55)	Underspend on Salaries	-31.4%
HRA Regeneration	1,126	1,126	1,057	(69)	Higher than budgeted recoverable of costs from dev	-6.1%
HRA Other Income and Expenditure (net)	(556)	(556)	265	821	Shortfall on HRA dwelling rents & HRA tenants service charges income	147.7%
Support Service recharges	576	576	576	-		0.0%
Interest on Balances	(80)	(80)	(80)	-		0.0%
HRA Surplus/Deficit for the year	(1,241)	(1,241)	(1,241)	-		0.0%
HRA Total	-	-	697	697		100.0%

There is an overall projected year-end Housing Revenue Account (HRA) revenue overspend of £0.697m. This is related to a number of factors:

- Underspend on salaries for LBB retained staff (55K)
- Anticipated increased recovery on 3rd Party charges for HRA regeneration (68K)
- Short fall in HRA dwelling rents & HRA Tenants service charges income (£821K). Dwelling rents are lower than anticipated due to higher than anticipated demolitions on regeneration. Full year effect could be £1.4mil loss. Further investigation is required as to whether service charges are being fully recovered from tenants
- Overall staffing and non-pay costs are also lower than anticipated in regeneration (£68K)

4.2 Capital

HRA	2013/14 Latest Approved Budget	Additions/ (Deletions) - Quarter 2	(Slippage) / Accelerated Spend - Quarter 2	2013/14 Budget (including Quarter 2)	Forecast to year-end	Variance from Approved Budget	% slippage of 2013/14 Approved Budget
	£0	£0	£0	£0	£0	£0	%
Major Works (excl Granv Rd)	6,219			6,219	6,219	0	
Granville Road	385			385	385	0	
Regeneration	6,135		(500)	5,635	5,635	(500)	-8%
Misc – Repairs	1,789			1,789	1,789	0	
M&E/ GAS	12,211			12,211	12,211	0	
Voids and Lettings	1,967			1,967	1,967	0	
New Affordable Homes	7,093			7,093	7,093	0	
HRA Total	35,799	0	(500)	35,299	35,299	(500)	-1%

HRA year-end capital spend is anticipated to be £35.3m. This is an increase of £7.0m from Quarter 1 and relates to the recent agreement to release funds for HRA new builds. This reflects the Government policy of 1 for 1 replacement of stock sold under the extended right to buy scheme, and the condition to pool receipts retained by LBB. The New Build schemes include the following:

- Brent Place 5 units
- Tarling Road 8 units
- Halden Close 13 units
- Bedford Road 5 units
- Park Road 3 units

A more detailed profile of the new build spend over the next 3 years will be made in Quarter3. In relation to Quarter 2 detailed above there will be £0.5m slippage relating to HRA Regeneration in West Hendon. In addition, retention amounts for the Granville Road scheme (400K) is at risk and likely to slip into 2014/15.

	2013/14 Latest Approved Budget	Additions/ (Deletions) - Quarter 2	(Slippage) / Accelerated Spend - Quarter 2	2013/14 Budget (including Quarter 2)	Forecast to year end	Variance from Approved Budget	% slippage of 2013/14 Approved Budget
General Fund	£000	£000	£000	£000	£000	£000	%
Housing	567	273	-	840	840	273	0%
The Barnet Group	567	273	-	840	840	273	0%

Housing General Fund capital relates to Alexandra road new build of 3 units. This scheme has been appropriated from the HRA to HGF. The additional 273K relates to refurbishment of temporary accommodation hostels under Housing Needs and Resources.

5. OVERVIEW OF DELIVERY UNIT

Performance in Homeless Preventions has significantly improved. Intervention actions will continue however, as part of the wider focus on Homelessness in order to address the growing gap in demand and supply, and to sustain improvement in this indicator.

Rental Income collection remains a concern. Current rent arrears have increased, and this indicator remains as a level 2 intervention. Leaseholder Service Charges which was previously a red indicator is now amber green following a data correction. Temporary Accommodation arrears have reduced and is now green.

Both Gas servicing and Complaint resolution were red/amber indicators and at level 1 intervention. Performance has improved in both areas, although they remain as level 1 interventions to sustain improvement.

5.1 Change projects

Project	Outturn	Direction of Travel	Commentary
<p>All Systems Go</p> <ul style="list-style-type: none"> • New I.T infrastructure • New HR system • New Housing system • New CRM system • New Intranet • New BI solution • New finance system • Mobile working solution 	Amber	▼	Phase 1 go live of the Housing Management system has been delayed from January to the end of March 2014. The system development will still be completed as planned but training will now be delivered over a longer period. The other systems remain on target. There is a query over the finance system and where a purchasing module fits into the specification.
<p>New Build</p> <p>20 started on site April 2014 220 completed homes by April 2016</p>	Amber	↔	First three homes due to complete in January. Issues with Property Services now largely resolved but there appear now potential challenges with approaches to pre planning conversations. Some of the infill sites continue to be challenging and have resulted in bringing forward more sites to initial feasibility with the resulting cost risks involved.
<p>Sustainable Tenancies Programme</p> <p>Providing a support mechanism where tenants can sustain their tenancies for as long as possible</p>	Green	↔	Work streams in respect of financial inclusion, welfare reform, flexible tenancies and employment & training continue to be delivered in line with the strategic plan
<p>Get Real Programme</p> <p>Providing support opportunities for young adults</p>	Green	▲	Second Get Real house went live in Q2 in East Finchley. Between the two Get Real houses there are 7 young people, aged 17-19 accommodated. All are in training or activities such as apprenticeships leading to employment. A floating support officer has been recruited who will enable the setting up of the third Get Real house by end of Q4.
<p>Leaseholder strategy</p> <p>Improving services, performance and satisfaction amongst leaseholders</p>	Green	↔	A survey of all leaseholders was undertaken in late August/Sept and resulted in a 7% increase in satisfaction from 40% to 47%. Additionally the majority of areas surveyed showed an increase in satisfaction

<p>Community Engagement Strategy Developing a range of community engagement solutions in conjunction with customers</p>	<p>Green</p>	<p>↔</p>	<p>Community Engagement Strategy – The design of this strategy is in its infancy and workshops are being run to input views and ideas that can be incorporated.</p>
<p>Group People Strategy To become an employer of choice and Increase employee satisfaction</p>	<p>Green</p>	<p>↔</p>	<p>Implementation of the strategy continues with most of the activities supporting the All Systems Go project. Managers are supporting development of a new appraisal process and succession planning which includes the development of skills matrices.</p>
<p>New Business Strategy To win business that supports existing Barnet Homes business through engagement with the Council, tender responses, proactive selling and new product development</p>	<p>Green</p>	<p>↔</p>	<p>Following the success of two lots within the Council's early intervention and prevention tender, Barnet Homes is now actively delivering these services and ran a number of events over the summer holidays. They are currently working with a charity to explore the viability of working together and potentially bringing them into the Group. A viability assessment is due to be completed by December. Barnet Homes continues to explore options in respect of a community run nursery although have been unsuccessful in securing finance to date.</p>
<p>Telehealth To develop existing ASSIST service into a telehealth service</p>	<p>Red</p>	<p>▼</p>	<p>Barnet Homes is seeking clarity with the Council over plans for telehealth and telecare without which a business case for the investment into a telehealth service is questionable</p>
<p>Housing Options continuous review Improve service Improve satisfaction Increase in property Reduction in temporary accommodation</p>	<p>Green</p>	<p>↔</p>	<p>Service improving e.g. complaints handling, voids turnaround etc., restructure implemented and embedded in Q2. Further review of services under way- target for completion January 14 with further restructures by the end of Q4. Although more private sector properties have been acquired ytd than in all of 12/13 the service has implemented a project to focus on mitigating actions to increase supply out of borough.</p>

5.2 Risk Overview

The following is the 5 X 5 matrix 'heat map' highlighting the number of risks at a Directorate Level and where they are currently rated:

SCORE		IMPACT				
		1	2	3	4	5
		Negligible	Minor	Moderate	Major	Catastrophic
PROBABILITY	5 Almost Certain				1	
	4 Likely				1	
	3 Possible			2		
	2 Unlikely					
	1 Rare					

Risk Commentary for Delivery Unit:

The top 2 risks are likely to continue for some time. The Council and Barnet Homes are working jointly to address the impacts and manage the actions. Monitoring is through corporate review processes.

The other 2 risks are being monitored through regular service performance review meetings, and are the subject of interventions and activity by Barnet Homes in conjunction with the Commercial Team.

The following risk register lists those risks rated as 12 and above:

Risk	Current Assessment Impact Probability Rating	Control Actions	Risk Status	Target Date (Priority)	Target Assessment Impact Probability Rating
<p>Homelessness: There is a risk that homelessness and the subsequent provision of short term temporary accommodation will continue to rise.</p> <p>Cause: The Council has an obligation to house people that are homeless and support families who are intentionally homeless. Unemployment, economic downturn exacerbated by welfare and benefit reform and high market rents are the primary causes of homelessness, increasing gap between temporary accommodation subsidy rates and cost of the accommodation. Increasing the demand for housing and putting pressure on the supply of affordable housing.</p>	20	<p>LBB and Barnet Homes are developing plans to increase prevention activities; increase affordable housing supply; and, develop options of affordable supply in more affordable locations.</p> <p>An action plan is being monitored by Lead Commissioner and reported to Delivery Board monthly.</p> <p>Welfare and Benefit Programme (including partners) in place to determine impact. Performance indicators in place to monitor impact.</p>	Red	Current and on-going	16

<p>Welfare Reform: There is a risk that welfare reform will reduce the income stream to the HRA such that the council is unable to support future housing management strategy and policy.</p>	<p>16</p>	<p>Barnet Homes and LBB are jointly providing financial and strategic advice to residents affected by Welfare Reform. The Welfare Reform Steering Group is actively working to reduce the effects on Barnet residents. Use of Discretionary Housing Payments (DHP) to assist those hit by Welfare Reform.</p> <p>Work is continuing to understand numbers affected by Welfare Reform and whether there is any direct linkage between these and reduction in rental income. There is a focus on the implications of all aspects of welfare reform generally</p>	<p>Red</p>	<p>Current and on-going</p>	<p>9</p>
<p>Benchmarking: There is a risk that despite a robust performance management regime and operating within a budget, Barnet Homes is unable to demonstrate value for money with appropriate benchmarking.</p>	<p>12</p>	<p>Barnet Homes and the council are working to develop meaningful benchmarks that sit alongside existing KPIs from other Councils, ALMOs, RSLs. There will be robust management of the contract with measures to reverse under delivery and continued drive to reduce operating costs.</p>	<p>Amber</p>	<p>By March 2014</p>	<p>6</p>
<p>Gas certification: The responsive gas provider has served notice on Barnet Homes on the grounds that the contract is unaffordable. Risk to LBB of increased cost and/or inability to provide a statutory service.</p>	<p>12</p>	<p>The contract will run until March 2014. Barnet Homes will ensure service continuity by approaching organisations holding public sector frameworks. An arrangement will be entered into that will be available to provide back-up to the current provider.</p> <p>The performance of the current contractor will be monitored and the issue will be discussed at monthly meetings. Use the learning experience for any subsequent contract.</p>	<p>Amber</p>	<p>By Dec 2013</p>	<p>6</p>

5.3 Equalities

The following measures are included in the Barnet Homes Management Agreement 2013/14









Equalities description	Comments and Proposed Intervention
Reduce average length of time spent in emergency / B&B accommodation to 26 weeks irrespective of protected group	See CPI 8001(B). This is currently subject to a level 3 Intervention. See section 2.2
Placement of housing applicants into accommodation by type and location to be monitored by protected characteristics	This will be reported in Q3.

5.4. Customer Experience

Customer Experience data will be reported in quarter 3.

Appendix

KPI NO	Indicator description	Period Covered	Previous outturn	Target	Numerator and Denominator	Outturn	Target Variance	DoT Variance	Benchmarking*
EA001	Families in B&B for longer than 6 weeks	Rolling month	0	0	N/A	0	0%	↔ 0%	Barnet is one of 2 London Boroughs with no families in bed and breakfast. Q2
EA002	Percentage of statutory homeless appeals completed on time	Apr 13 - Sept 13	100%	100%	113/113	100%	0%	↔ 0%	No Comparative data
EA003	Total number of homeless preventions completed	Apr 13 - Jun 13	144	324	N/A	338	4.3%	▲ 134.7%	Barnet is in the top quartile in London for number of cases where homelessness was prevented and relieved per 1,000 households, (Q2 13/14). In 12/13 it was 16 out of 33 London Boroughs in absolute numbers, an improvement from 23rd in previous year.
EA004	Average days to re-let empty properties	Rolling month	16.7	19.5	N/A	16.6	14.9%	▲ 0.6%	Barnet is in the top quartile in London.
HH005	End to end time for Major Adaptations (weeks)	Apr 13 - Sept 13	16	19	N/A	16.5	13.2%	▼ 4.4%	No Comparative data
HF007	Temporary Accommodation arrears as percentage of debit	Rolling month	4.37%	4.09%	568281/14272029	4.0%	2.6%	▲ 9%	No Comparative data
HN009	Responsive repairs satisfaction	Apr 13 - Sept 13	97.9%	90%	2433/2478	98.2%	9.1%	▲ 0.3%	Barnet is in the top quartile in London

HN010	Responsive repairs first time fix	Apr 13 - Sept 13	69.9%	78%	11209/14202	78.9%	1.2%	 12.9%	No Comparative data.
HN011	Tenant satisfaction with void condition	Apr 13 - Sept 13	98.1%	90%	115/118	97.5%	8.3%	 0.7%	No Comparative data
HN013	Satisfaction with gas contractor	Apr 13 - Sept 13	98.9%	90%	830/842	98.6%	9.5%	 0.3%	No comparative data
HN014	Satisfaction with call handling	Apr 13 - Sept 13	96.7%	90%	8948/8996	99.5%	10.5%	 2.9%	No Comparative data
ES015	Percentage of estates rated as 3 or 4 (satisfactory or very good)	Apr 13 - Sept 13	93.5%	93%	115/121	95%	2.2%	 1.6%	Barnet is in the top quartile in London
ET016	Percentage of 2 year flexible tenants currently in training or employment	Rolling month	62.7%	70%	15/17	88.2%	26.1%	 40.6%	No Comparative data.
CC017	Satisfaction with major works	Apr 13 - Sept 13	96.9%	95%	968/1000	96.8%	1.9%	 0.1%	No Comparative data
CC019	Freedom of information responses on time	Apr 13 - Sept 13	100%	100%	20/20	100%	0%	 0%	No Comparative data