

Brent Housing Partnership 2005/06

	Performance Indicator	Outturn 01/04/2005	Baseline	Q1	Q2 Plus cumulative	Q3 Plus cumulative	Q4 Plus cumulative	Target 2005/06	Current Performance
BV74a	The % of all council tenants or representative sample of tenants, stating they are satisfied with the overall service provided by the Landlord	75.00%	76%	Annual				80%	
BV74b	Satisfaction of tenants with their landlord's service – black and minority ethnic tenants	78.00%	80%	Annual				80%	
BV74c	Satisfaction of tenants with their landlord – non-black and minority ethnic tenants	74.00%	79%	Annual				80%	
C2	Percentage of repairs for which appointments were made and kept (excluding emergencies)	97.00%	97%	97%	97%			97%	Green
C3	Percentage of repairs completed within government time limits	93.00%	93%	93%	95%			95%	Green
C4	Average days to complete non-urgent repairs	18 days	14	[12]	12			12	Green
C5	Percentage of repairs finished on first visit	85.00%	85%	84%	91%			90%	Green
BV66a	Rent collected by the local authority as a proportion of rents owed on HRA dwellings	96.30%	Annual figure	Annual				96.40%	
BV66b	Number of council tenants with more than 7 weeks gross rent arrears as a % of total number of council tenants.	N/a	New	13%	11.74%			13%	Green

BV75a	Satisfaction of council tenants with opportunities for participation in management and decision making in relation to housing services provided by Landlord	73.50%	75%	Annual				77%	
BV75b	Satisfaction of ethnic minority council tenants with opportunities for participation in management and decision making in relation to housing services provided by landlord	71.00%	79%	Annual				77%	
BV75 C	Satisfaction of non ethnic minority tenants with opportunities for participation in management and decision making processes provided by landlord	76.00%	75%	Annual				77%	
C	Payment of non disputed Invoices		86%		89%			84%	Green
	Local: Tenant Satisfaction with major works	95%		Annual				95%	
	No of vacant properties – NEW Q3	281		255	263			281	Green
	Local: Percentage of rent loss through dwellings becoming vacant	1.30%		0.34%	0.57%			1.30%	Green
	Local: Percentage of properties with a valid gas certificate	100%		98%	99.5%			100%	
	Performance on service charge collection (note this is % of total annual bill the target for qtr 2 was 50%)	100%		[15%]	48.31%			100% (mid year target – 50%)	
	Local: Number of racial incidents reported and percentage which resulted in further action			67% (2/3)	67% (8/12)				

	No of vulnerable tenants NEW Q3			1349	1164				
	Local: Percentage of vulnerable tenants visited against quarterly targets (Please note: The figure should not include % of visits made but the % of vulnerable tenants visited).	100%		108%				100%	Green
	New Definition: Percentage of vulnerable tenants visited in compliance with 6 monthly visit programme				59%				
	Members & Ombudsman Enquiries								
	Domestic violence cases resolved	80%		83% (5/6)	55% (6/11)			80%	Red
C13	Percentage of stage 1 complaints answered in 15 working days	79%	81%	57% 9 days	73%			85% 15 days	Red
C14	New stage 2 complaints as a percentage of stage 1s	20%	21%	25% 14 days	17%			20% 20 days	Red
C15	Percentage of phone calls answered in 15 seconds	81%	81%	82%	84%			87%	Amber
C	Correspondence replied to		87%	89%(13 w/days)	90% (13 days)			90% 20 days	Green

2004/05

Brent Housing Partnership Indicators 2004/05

Indicator	Outturn 03/04	Baseline	Q1	Q2 Plus cumulati ve	Q3 Plus cumulati ve	Q4 Plus cumulati ve	Target 2004/05	Current Qtr
BV63: The average SAP rating of local authority owned dwellings	54	n/a	Annual			65.9	54	pending
BV66(a): Proportion of rent collected (altered definition from previous year)	96.3%	Debit for year	Annual			96.30	96.5%	pending
BV66(b): Proportion of rent collected excluding tenant arrears	99.6%		100.6%	100.1%	99.6%	99.8%	100.5%	●
BV74: Satisfaction of tenants of council housing with the overall service provided by their landlord, broken down by:								
All tenants	75%	No of tenants	Annual			75%	79%	●
(i) black and minority ethnic	76%	No of tenants	Annual			78%	80%	●
(ii) non-black and minority ethnic tenants	74%	No of tenants	Annual			74%	78%	●








Brent Housing Partnership Indicators 2004/05

BV75: Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord, broken down by								
All Tenants	73%	No of tenants	Annual			73%	77%	●
(i) black and minority ethnic	75%	No of tenants	Annual			71%	79%	●
(ii) non-black and minority ethnic tenants	71%	No of tenants	Annual			76%	75%	●
BV184: a) The proportion of LA homes that were non-decent at 1 st April 2004	a)51.06%	4116	Annual			43.96%	43.28%	●
b) The percentage change in the proportion of non-decent LA homes between 1 st April 2004 and 1 st April 2005	b) 17%		Annual			29.62%	b) 41%	●
BV185: Percentage of responsive (but not emergency) repairs during 2004/2005, for which the authority both made and kept an appointment.	97%	No of repairs eligible	97%	97%	97%	97%	97%	●
Percentage of repairs completed on first visit	83%	No of repairs	81%	82%	85%	84%	85%	●
Local: Tenant Satisfaction with major works	87%		Annual			92%	95%	●
Local: Number of tenants in arrears	3919	No of tenants	4033	4015	4477	4263		●
No of vacant properties – NEW Q3					491	281		●

Brent Housing Partnership Indicators 2004/05

Local: Percentage of rent loss through dwellings becoming vacant	1.6%	Total debit	0.5%	1%	1.4%	1.6%	1.3%	●
Local: The % of current tenants owing over 13 wks rent (net of housing benefit) exc those owing under £250.	8 %	No of tenants	7%	7.1%	7.2%	7.0%	7.0%	●
Local: Rent arrears of current tenants as a proportion of the rent roll	3.3%		3%	2.9%	3.5%	3.3%	4.0%	●
Local: The percentage of urgent repairs completed within govt time limits	93%	No of repairs eligible	92%	93%	93%	93%	95%	●
Local: The average time taken to complete non urgent responsive repairs	14 days	No of repairs eligible	13 days	15 days	14 days	18 days	14 days	●
Local: Average number of days to relet dwellings	34 days		36	35	34 days	34 days	32 days	●
Local: Percentage of properties with a valid gas certificate	96.1%		95%	95.6%	97%	98%	100%	●
Performance on service charge collection (note this is % of total annual bill the target for qtr 2 was 50%)	117%	Total service charge	12%	47%	78%	104%	100%	* ●
Local: Number of racial incidents reported and percentage which resulted in further action	8 63%		50 (1/2 cases)	50% (1/2 cases)	33 (1/3 cases)	50% (1/2 cases)		
Local: Percentage of vulnerable tenants visited against quarterly targets (Please note: The figure should not include % of visits made but the % of vulnerable tenants visited.)	78%		126%	88%	88%	97.5%	100%	●

Brent Housing Partnership Indicators 2004/05

No of vulnerable tenants NEW Q3					516	634		
Domestic violence cases resolved	74%	No of cases	5 cases 100%	8 cases 88%	7 cases 86%	4 cases 80%	80%	
Phone Response			81%	80%	81%	81%	100%	
Average time taken to reply to:								
Customer Complaints (days)								
Stage 1			13	13	13	13	15	
Stage 2			19	21	20	21	20	
Stage 3			38	41	40	42	30	
Members & Ombudsman Enquiries			n/a					
General Correspondence			19	16	12	13	20 working days	* 

2003/04

Brent Housing Partnership Indicators 2003/04

Indicator	Outturn 03/04	Baseline	Q1	Q2 Plus cumulative figure where appropriate	Q3 Plus cumulative figure where appropriate	Q4 Plus cumulative figure where appropriate	Target 2004/05	Current Qtr
BV63: The average SAP rating of local authority owned dwellings	47	n/a	Annual				52	
BV66(a): Proportion of rent collected (altered definition from previous year)	96.3%	Debit for year	99.37	98.9%	98.9%	99.6%	96.25%	↑
BV74: Satisfaction of tenants of council housing with the overall service provided by their landlord, broken down by:		No of tenants			Annual			
(i) black and minority ethnic	47%		Annual			76%	Plus 5%	
(ii) non-black and minority ethnic tenants	58%		Annual			74%	Plus 5%	
BV75: Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord, broken down by:		No of tenants			Annual			
(i) black and minority ethnic	46%		Annual			75%	Plus 5%	
(ii) non-black and minority ethnic tenants	47%		Annual			71%	Plus 5%	
BV184: a) The proportion of LA homes that were non-decent at 1 st April 2003 b) The percentage change in the proportion of non-decent LA homes between 1 st April 2003 and April 2004	54.64%	4116	Annual		Annual		a) 53% b) 3%	
BV185: Percentage of responsive (but not	94%	No of	96.3%	95.8%	95.8%	97%	95%	↑

emergency) repairs during 2002/2003, for which the authority both made and kept an appointment.		repairs eligible							
Percentage of repairs completed on first visit		No of repairs	80%		88.3%	84.2%		77.6%	↑
Local: Number of tenants in arrears		No of tenants	4347		4612	4255	3919	None set (new indicator)	
Local: Percentage of rent loss through local authority dwellings becoming vacant	1.3%	Total debit	0.11%		1.45%	1.5%	1.6%	1.4%	
Local: The percentage of all current tenants owing over 13 weeks' rent (net of housing benefit) at 31 March 2001, excluding those owing less than £250.	6.45%	No of tenants	8.45%		6.4%	7.04%	8%	7.5%	
Local: The percentage of urgent repairs completed within government time limits	92%	No of repairs eligible	95%		94%	91.6%		95%	
Local: The average time taken to complete non urgent responsive repairs	9.45%	No of repairs eligible	11 days		13.27 days	14.8 days	14	11 days	
Performance on service charge collection (note this is % of total annual bill the target for qtr 2 was 50%)		Total service charge	23%		61.12%	87.5%	Figure expected early May	100%	
Domestic violence cases resolved		No of cases	10		Under review	Under review	74%	None set (new indicator)	