



## Overview and Scrutiny Committee

**Tuesday, 9 February 2010 at 7.30 pm**

Committee Room 3, Brent Town Hall, Forty Lane,  
Wembley, HA9 9HD

### Membership:

#### Members

Councillors:

Jones (Chair)  
Castle (Vice-Chair)  
Clues  
HB Patel  
Leaman  
Mistry  
Thomas

#### first alternates

Councillors:

Beswick  
Dunn  
Bessong  
Eniola  
Motley  
Kansagra  
John

#### Second alternates

Councillors:

Crane  
Green  
Hirani  
HM Patel  
Anwar  
Mrs Fernandes  
Ahmed

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**The press and public are welcome to attend this meeting**

# Agenda

Introductions, if appropriate.

Apologies for absence and clarification of alternate members


Item	Page
<b>6 Joint Commissioning Registered Social Landlord Performance</b>	<b>1 - 28</b>

The first report on the performance of Joint Commissioning Registered Social Landlords was presented to Overview and Scrutiny Committee on 10 December 2008. This report provides an update on performance over the last 12 months.



Please remember to **SWITCH OFF** your mobile phone during the meeting.

- The meeting room is accessible by lift and seats will be provided for members of the public.
- Toilets are available on the first and second floors.
- Catering facilities are on the first floor near the Paul Daisley Hall.
- A public telephone is located in the foyer on the ground floor, opposite the Porters' Lodge

	<p style="text-align: center;"><b>Overview &amp; Scrutiny Committee</b> <b>9<sup>th</sup> February 2010</b></p> <p style="text-align: center;"><b>Report from the Assistant Director of</b> <b>Housing &amp; Community Care</b></p>
For Action	Wards Affected: ALL
<p style="text-align: center;"><b>Report Title: Performance Information on Joint Commissioning</b> <b>Registered Social Landlords</b></p>	

## 1.0 Summary

- 1.1 The first report on the performance of Joint Commissioning Registered Social Landlords was presented to Overview and Scrutiny on 10<sup>th</sup> December 2008. This report provides an update on performance over the last 12 months.

## 2.0 Recommendations

- 2.1 Members are asked to note the performance information currently available and to identify any additional information that they would like to be included in future reports.
- 2.2 Members are asked to note that although this report and the previous one provided performance information on quarter 2, in future reports to the Overview and Scrutiny Committee will be circulated after the financial year ends.

## 3.0 Background

- 3.1 This report outlines performance of the Joint Commissioning Registered Social Landlords (RSLs) and Brent Housing Partnership (the council's Arms Length Management Organisation). As this report covers quarter 2 of 2009-10, performance will be compared against quarter 2 of 2008-09. Its purpose is to measure performance against the organisations' own performance targets and against the West London Common Minimum Management Standards. The report also contains an annual summary of the 2008/2009 performance of the organisations in aspects of performance not detailed in the body of the report.
- 3.2 The aims of this exercise are to provide members with information relating to organisations' performance and, more widely, to drive up the quality of service delivery and, through a set of common standards, to ensure that tenants of all Social

Landlords in Brent and across West London receive a consistent level of service. While it is recognised that diverse provision by a range of organisations will always mean that there are variations in performance, these can be kept to a minimum by recognising and tackling performance issues and sharing best practice across the sector.

3.3 The performance information collected covers a number of areas including anti-social behaviour, repairs, lettings, complaints and member enquiries, governance, tenant satisfaction, decent homes and grounds maintenance. The information provides a measure against which local authorities, housing associations, service users, auditors, inspectors and others are able to judge how well an organisation is performing. Over time, they also form the basis for promoting and assessing continuous improvement.

#### 4.0 Detail

4.1 This report provides performance information on organisations owning general needs dwellings in Brent. Performance data is intended to show broad trends and highlight areas for further investigation.

4.2 Care needs to be taken when interpreting and using performance data to draw firm conclusions about the organisations' performance for the following reasons:

- although performance information may relate to the stock owned by an association, some or all the stock may be managed on a daily basis by other organisations;
- there may be important contextual issues that impact upon an organisation's performance that are out of its control;
- despite every effort to specify and define the performance information clearly and unambiguously, their interpretation and compilation within and across associations may not always be consistent;
- not all organisations have systems that can provide borough-wide data and therefore comparison / benchmarking is not always possible.
- although the quality of the information has improved, making meaningful comparison between quarter 2 of 2008-09 and 2009-10 is sometimes not possible because, as stated in the previous report to committee, there were a number of gaps that have now been addressed.

4.3 A number of charts and tables have been used in the main body of this report to outline performance against the organisations' set target and the West London (WL) target. For easier comparison of the data reported by each organisation, one chart has been presented for each indicator for Brent. Each chart is followed by a Table showing performance over the two relevant quarters.

4.4 Appendices set out a summary of performance on all indicators for the organisations. **Appendix 1** shows a summary of performance of organisations within Brent on the various indicators. **Appendix 2** shows the quarterly details (in figures) of the organisations within Brent for each indicator. **Appendix 3** shows the quarterly details (in figures) of the performance organisation-wide for each indicator.

4.5 Table 1 lists the current performance indicators that are collected under 5 main areas.

**Table 1: Performance Indicator List**

Area	Performance Indicators
<b>Anti-Social Behaviour</b>	<ul style="list-style-type: none"> <li>Total number of reports of a non-urgent incident responded to within target time.</li> <li>Percentage of reports of a non-urgent incident responded to within target time.</li> <li>Total number of reports of threats of violence, racial harassment or serious ASB responded to within target time.</li> <li>Percentage of reports of threats of violence, racial harassment or serious ASB responded to within target time.</li> <li>Total number of racist or offensive graffiti removed following report within target time.</li> <li>Percentage of racist or offensive graffiti removed following report within target time.</li> </ul>
<b>Repairs</b>	<ul style="list-style-type: none"> <li>Total number of emergency repairs responded to within target times.</li> <li>Percentage of emergency repairs responded to within target times.</li> <li>Total number of urgent repairs responded to within target times.</li> <li>Percentage of urgent repairs responded to within target times.</li> <li>Total number of non-urgent repairs responded to within target times.</li> <li>Percentage of non-urgent repairs responded to within target times.</li> </ul>
<b>Lettings</b>	<ul style="list-style-type: none"> <li>Average time taken to re-let vacant properties</li> <li>Total Nominations</li> <li>BME Nominations</li> <li>Non-BME Nominations</li> </ul>
<b>Complaints</b>	<ul style="list-style-type: none"> <li>Percentage of initial complaints responded to within target time.</li> </ul>
<b>Members Enquiries</b>	<ul style="list-style-type: none"> <li>Total number of Members and MP Enquires.</li> <li>Percentage of Members and MP Enquiries answered within your target timescale.</li> </ul>

4.6 Table 2 lists the organisations covered by this report and the number of dwellings managed by them, both within Brent and organisation-wide, as at the end of the quarter 2 period.

**Table 2: Number of Dwellings managed in Brent and organisation - wide**

Organisations	Organisation wide	Brent Only	Percentage in Brent
A2 Dominion Housing Group	33034	127	0.38
ASRA Housing Association	2790	224	8.03
Brent Housing Partnership	9229	9229	100.00
Family Mosaic Housing Group	14730	469	3.18
Fortunegate Community Housing Group	1390	1390	100.0
Metropolitan Housing Trust	26000	1603	6.17
Nottinghill Housing Group	10421	54	0.52
Octavia Housing Group	3618	317	8.76
Paddington Churches Housing Association	10375	3826	36.88
Stadium Housing Association	7501	2414	32.18
London & Quadrant Housing Group	59594	754	1.26
Hillside Housing Group	1075	1075	100.00

4.7 BHP, Fortunegate and Hillside Housing Group own and manage properties only within the borough. L&Q overall owns the largest number of properties (59,594), but has only 1.26% of this stock in Brent.

#### 4.8 Anti-Social Behaviour

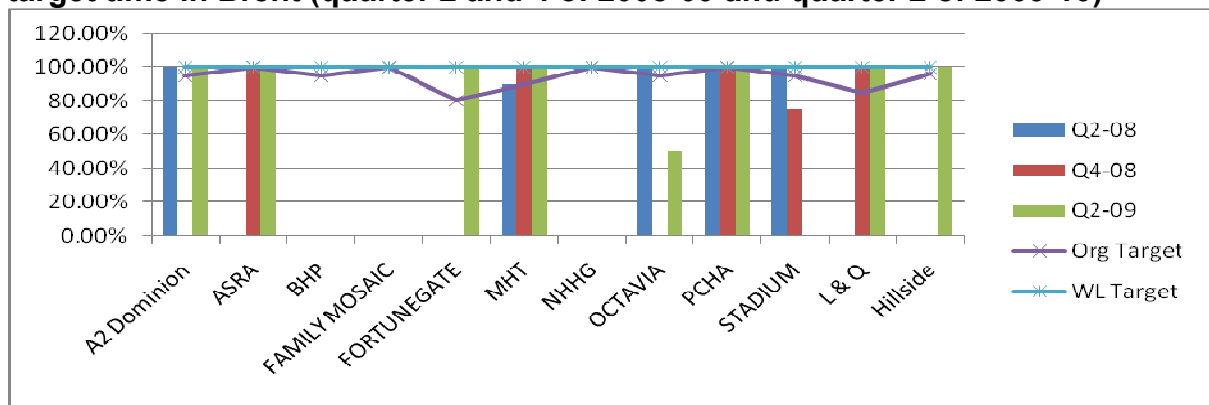
4.8.1 The performance indicators measured under this area are:

- Percentage of reports of a non-urgent incident responded to within target time.
- Percentage of reports of threats of violence, racial harassment or serious ASB responded to within target time.
- Percentage of racist or offensive graffiti removed following report within target time for each organisation.

4.8.2 A substantial amount of crime and ASB is unreported and therefore surveys can help to gauge public perception. According to the Place Survey, undertaken in October 2008, 58% of respondents considered a low level of crime as the most important factor making somewhere a good place to live and 42% of respondents felt that crime is the most important thing in their area that needs improving.

4.8.3 Family Mosaic is currently migrating to a new software system which is experiencing teething problems and they are unable to provide information on all ASB indicators. Although BHP collects performance information on ASB and has responded to all incidents within target time, they operate a different methodology and have been excluded from this indicator. There were no reported incidents in Stadium and Family Mosaic.

**Chart 1: Percentage of reports of a non-urgent incident responded to within target time in Brent (quarter 2 and 4 of 2008-09 and quarter 2 of 2009-10)**



4.8.4 Within Brent, a total of 140 non-urgent incidents were reported in Q2. BHP had the highest number (63) of incidents reported. However due to the lack of performance information it is difficult to make a meaningful comparison with the 2<sup>nd</sup> quarter of 2008-09.

4.8.5 Overall performance in responding to incidents within target time has remained high. In the case of MHT performance increased to 100% from 90% (quarter 2 of 2008-09) while Octavia's performance dropped to 50.00%. This was due to a late response on one non-urgent ASB case.

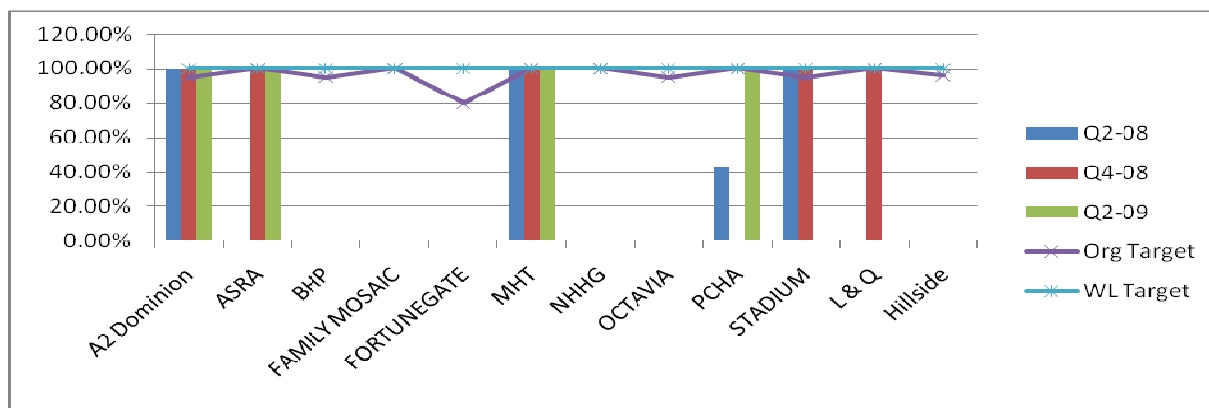
4.8.6 Eight organisations achieved the maximum performance (A2 Dominion, ASRA, Fortunegate, MHT, PCHA, Hillside Housing Group, BHP and L&Q), exceeding both organisational and West London targets.

**Table 3: % of reports of a non-urgent incident responded to within target time**

Organisations	Performance compared to 2 <sup>nd</sup> quarter 2008-0
A2 Dominion Housing Group	00.00
ASRA Housing Association	-
Brent Housing Partnership	00.00
Family Mosaic Housing Group	-
Fortunegate Community Housing Group	-
Metropolitan Housing Trust	+10.00
Nottinghill Housing Group	-
Octavia Housing Group	-50.00
Paddington Churches Housing Association	00.00
Stadium Housing Association	-
London & Quadrant Housing Group	-
Hillside Housing Group	-

4.8.7 Organisation-wide, a total of 446 non-urgent incidents (reported by 9 organisations) were reported in Q2. The two organisations with the most incidents were NHHG (132) and PCHA (83). They accounted for 48.21% of non-urgent incidents. In 2008-09, there were 232 incidents reported by 6 organisations.

**Chart 2: Percentage of reports of threats of violence, racial harassment or serious ASB responded to within target time (quarter 2 and 4 of 2008-09 and quarter 2 of 2009-10)**



4.8.8 A total of 15 incidents were reported for this indicator within Brent. This accounts for 3.25% of all anti-social behaviour incidents reported in Quarter 2. Of those organisations that provided data, performance was 100.00%. There were no reported incidents in Fortunegate, NHHG, Octavia, Stadium, L&Q and Hillside Housing Group.

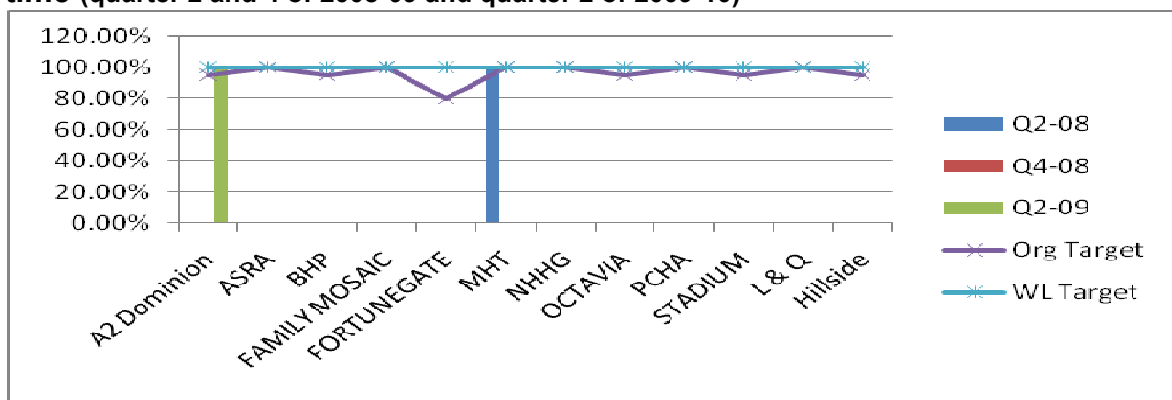
4.8.9 Of the organisations that provided data in Q2 of 2008-09, performance was 100% except in PCHA. However, by Quarter 2 2009-10, PCHA had improved their performance to 100%. They are in the process of setting up a new ASB recording system. According to them, 'This should be up and running by the end of April 2010. This will provide us with a more in-depth and accurate analysis of our ASB service. Although there may be a fall in the performance in the ASB PI categories that you collect, the data provided will be more accurate and reliable'. ASRA, NHHG and Octavia did not receive any relevant reports.

4.8.10 Where information has been provided, organisation-wide performance in quarter 2 of 2009-10 has improved in some instances (ASRA, NHHG, Octavia, and PCHA) and remained high in others (A2 Dominion) when compared with Q2 in 2008-09.

**Table 4: % of reports of threats of violence, racial harassment or serious ASB responded to within target time**

Organisations	Performance compared to 2 <sup>nd</sup> quarter 2008-0
A2 Dominion Housing Group	00.00
ASRA Housing Association	-
Brent Housing Partnership	00.00
Family Mosaic Housing Group	-
Fortunegate Community Housing Group	-
Metropolitan Housing Trust	00.00
Nottinghill Housing Group	-
Octavia Housing Group	-
Paddington Churches Housing Association	+57.70
Stadium Housing Association	-
London & Quadrant Housing Group	-
Hillside Housing Group	-

**Chart 3: % of racist or offensive graffiti removed following report within target time (quarter 2 and 4 of 2008-09 and quarter 2 of 2009-10)**



4.8.11 A2 Dominion was the only organisation with any reported incidents and removed all graffiti within the target time.

## 4.9 Repairs

4.9.1 Under this area performance indicators measure the:

- Percentage of emergency repairs completed within target time
- Percentage of urgent repairs completed within target time
- Percentage of non-urgent repairs completed within target time

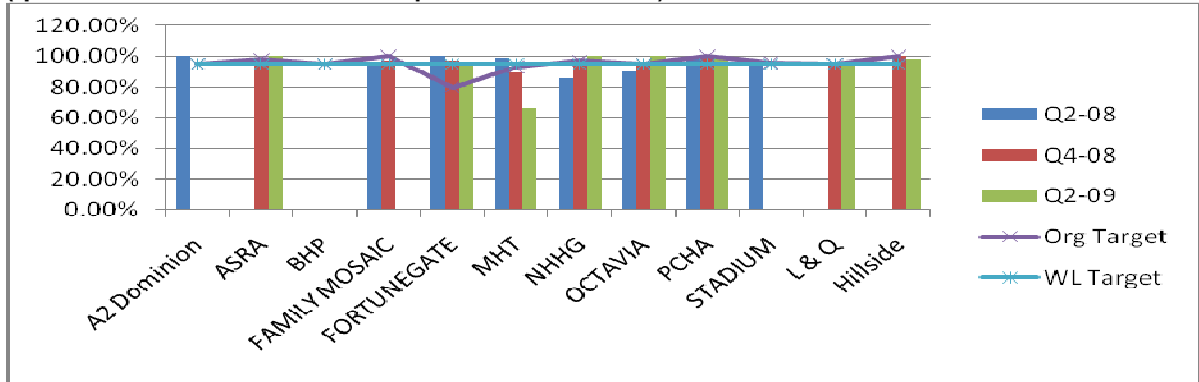
4.9.2 It is worth noting that Hillside Housing Group, Fortunegate, ASRA, NHHG, PCHA, L&Q and BHP operate an appointment system for their tenants, where they or a contractor will arrange a mutually convenient time for repairs to be carried out. For those organisations with an appointment system, the indicator reflects the number of appointments that were kept in the year, as a percentage of the appointments made. As a result of these changes, BHP no longer categorise their repairs as urgent, non-urgent or emergency. A2 Dominion are unable to provide borough level data for all



repair indicators. Organisationally A2 Dominion did not meet their target for emergency and urgent repairs but met their target for non-urgent repairs.

4.9.3 The overall performance within Brent (where data was provided) is very good. In most cases, organisation and West London targets have been met and in some exceeded.

**Chart 4: percentage of emergency repairs responded to within target time (quarter 2 and 4 of 2008-09 and quarter 2 of 2009-10)**



4.9.4 Within Brent, a total of 820 emergency repair cases were reported in Q2 as compared to 660 complaints in Q2 of 2008-09. MHT and Fortunegate had 586 emergency repair cases which account for 74.00%. Of those organisations providing data, ASRA, NHHG and Octavia achieved the maximum performance.

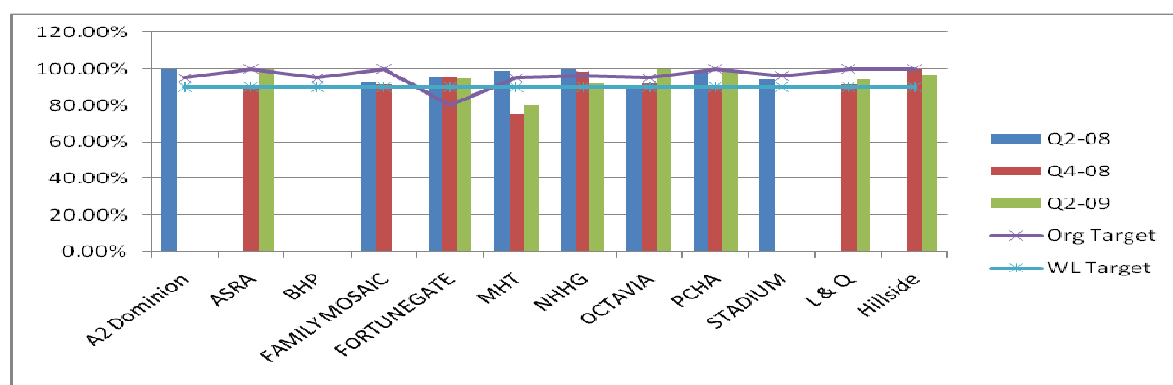
4.9.5 While NHHG, Octavia and PCHA have improved their performance compared to Q2 in 2008-09 Fortunegate and MHT’s performance has decreased. According to MHT, ‘In October 2008 we entered into a new responsive repairs contract for the whole of London. This has taken time to bed down and has led to an adverse impact in our performance. There are discrepancies in the performance figures that the contractor is reporting from their system as opposed to those that we are reporting from our own system. We are, however, working very closely with the contractors to reconcile the differences in our reporting systems and to ensure that we resolve all outstanding issues and improve performance levels in line with those reported in 2007-8. The figures being reported by the contractor are better than those being reported on our own system but until we reconcile our reporting systems we think that it would be prudent to use the MHT figures. In due course, we will provide you with updated fully reconciled figures. The target date for completing this exercise is the 15th February 2010. On completion of this we will be able to provide you with a revised set of data’.

**Table 5: % of reports of emergency repairs responded to within target times**

Organisations	Performance compared to 2 <sup>nd</sup> quarter 2008-0
A2 Dominion Housing Group	-
ASRA Housing Association	-
Brent Housing Partnership	-
Family Mosaic Housing Group	-
Fortunegate Community Housing Group	-3.12
Metropolitan Housing Trust	-51.82
Nottinghill Housing Group	+14.00
Octavia Housing Group	+10.00
Paddington Churches Housing Association	+0.37
Stadium Housing Association	-
London & Quadrant Housing Group	-
Hillside Housing Group	-

4.9.6 Organisation-wide, there were 17196 emergency repairs reported in Quarter 2

**Chart 5: % of urgent repairs responded to within target times (quarter 2 and 4 of 2008-09 and quarter 2 of 2009-10)**



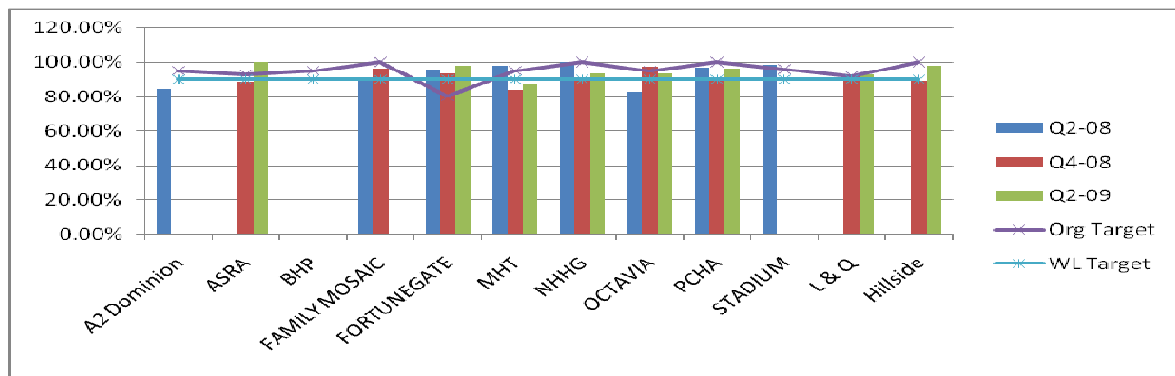
4.9.7 In all, there were 1,926 urgent repairs reported in Quarter 2 with MHT and Fortunegate having the majority (1,117). Average overall performance for the 8 organisations that provided information is 95.57% with ASRA, Fortunegate and Octavia achieving the maximum performance in Quarter 2. Where data was provided, 464 urgent repairs were reported for the same period in 2008-09. The average overall performance for quarter 2 of 2008-09 is 96.30%.

**Table 6: % of urgent repairs responded to within target times**

Organisations	Performance compared to 2 <sup>nd</sup> quarter 2008-0
A2 Dominion Housing Group	-
ASRA Housing Association	-
Brent Housing Partnership	-
Family Mosaic Housing Group	-
Fortunegate Community Housing Group	-0.56
Metropolitan Housing Trust	-10.75
Nottinghill Housing Group	-8.11
Octavia Housing Group	+9.00
Paddington Churches Housing Association	+0.73
Stadium Housing Association	-
London & Quadrant Housing Group	-
Hillside Housing Group	-

- 4.9.8 Organisation-wide, there were 39,445 urgent repairs reported in Q2. The two associations with the highest number of reported cases were L&Q (15,296) and MHT (11,415).
- 4.9.9 Data is not available at borough level for A2 Dominion. However, organisation-wide data shows targets were met for non-urgent repairs.

**Chart 6: % of non-urgent repairs responded to within target times (quarter 2 and 4 of 2008-09 and quarter 2 of 2009-10)**



- 4.9.10 The number of non urgent repairs recorded in Quarter 2 was 4,165, as compared to 2,516 non-urgent repairs for quarter 2 2008-09.
- 4.9.11 Of the 4,165 cases, 1,752 (42.06%) were responded to by Fortunegate. Average overall performance for the 8 organisations that provided information is 94.62% with ASRA, Fortunegate and L&Q achieving both the Organisation and the West London targets. The average overall performance for quarter 2 of 2008-09 is 93.30%.

**Table 7: % of non-urgent repairs responded to within target times as compared to ....**

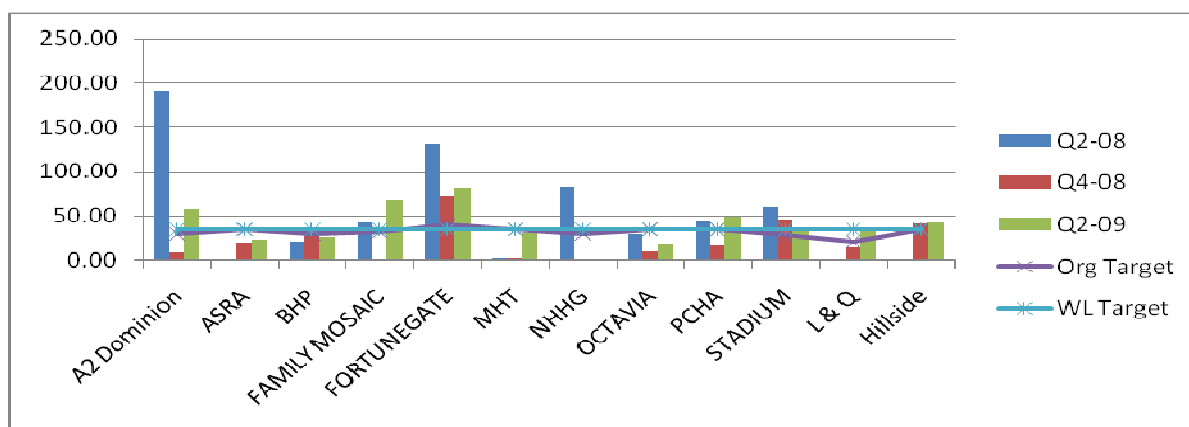
Organisations	Performance compared to 2 <sup>nd</sup> quarter 2008-0
A2 Dominion Housing Group	-
ASRA Housing Association	-
Brent Housing Partnership	-
Family Mosaic Housing Group	-
Fortunegate Community Housing Group	+2.66
Metropolitan Housing Trust	-12.81
Nottinghill Housing Group	-6.96
Octavia Housing Group	+10.24
Paddington Churches Housing Association	-0.34
Stadium Housing Association	-
London & Quadrant Housing Group	-
Hillside Housing Group	-

- 4.9.12 Compared with last year's 2<sup>nd</sup> quarter, there were improvements in performance for Fortunegate and Octavia while MHT, NHHG and PCHA witnessed a decrease.
- 4.9.13 Organisation-wide, a total of 47,085 non-urgent repairs were reported in Q2. Of these, 13,749 (29.20%) were in L&Q.

## 4.10 Average re-let times

- 4.10.1 This indicator measures the average re-let times, based upon the total number of re-lets during the year (excluding lettings made to new dwellings and those subjected to major repairs prior to letting) and the total number of calendar days these dwellings were vacant.
- 4.10.2 There is an even split in performance (where data are provided) between those organizations who have performed well and those that underperformed in Brent. Average overall performance is 42.42 days for quarter 2 in 2009-10. However, it is not possible to make a meaningful comparison with last years' data because there were gaps in the data provided.

**Chart 7: Average time taken to re-let vacant properties (quarter 2 and 4 of 2008-09 and quarter 2 of 2009-10)**



- 4.10.3 ASRA, BHP and Octavia achieved both the West London and the organisational targets while the rest missed both targets. MHT did not meet the Quarter 2 target because 'Our re-let turnaround performance dropped off the 30 day target at Q2. The main contributing factor for this has been when voids passed on to be sold have proved unsuitable for sale. A number of these returned to lettings with long void times already in place, and this had an impact on our performance. To address this issue, our sales team has produced improved guidance on which properties to send over for sale.

A re-design of the voids processes is due for launch by mid-February 2010. The performance will soon be tracked at each key stage through our database. By complying with the new process standards, tracking and monitoring performance more effectively, we expect significant improvement in our re-let times leading to fewer losses through voids by the end of March'.

- 4.10.4 The current average time taken to re-let vacant properties by A2 Dominion is 57 days. They have stated "This figure unfortunately includes one property that was extremely hard to let. However, we have improved our re let times and continue to do so".

**Table 8: Average Time taken to re-let vacant properties as compared to ....**

Organisations	Performance compared to 2 <sup>nd</sup> quarter 2008-09
A2 Dominion Housing Group	+134.00
ASRA Housing Association	-23.00
Brent Housing Partnership	-5.46
Family Mosaic Housing Group	-25.38
Fortunegate Community Housing Group	+50.38
Metropolitan Housing Trust	+0.57
Nottinghill Housing Group	-
Octavia Housing Group	+11.11
Paddington Churches Housing Association	-4.73
Stadium Housing Association	+21.70
London & Quadrant Housing Group	-
Hillside Housing Group	-

4.10.5 Compared to last year's 2<sup>nd</sup> quarter, improvements have been noted at Fortunegate, MHT, Octavia, A2 Dominion and Stadium. Performance has declined at ASRA, BHP, Family Mosaic and PCHA (Table 8).

4.10.6 Fortunegate Community Housing shows an exceptionally high void turnaround time and has stated, *"in April 2008 Fortunegate received handover of approximately 51 properties. There were some procedural issues relating to the letting these properties, and the new voids that they generated from internal transfers. Fortunegate initially experienced some difficulty getting the most out of Locata, which impacted negatively on void turnaround"*.

#### **4.11 Allocations**

4.11.1 This indicator measures the number of completed nominations to housing associations, split into BME and non-BME (Table 9). In accordance with the Brent nomination agreement:

- 100% nominations are made on S106 and new builds
- 75% nominations are made on re-lets (family size dwellings)
- 50% nominations are made on re-lets (non-family size dwellings)

4.11.2 Table 9 shows the number of nominations by BME/ non-BME for the last four quarters.

4.11.3 Total nominations & lettings made for Quarter 2 were 145, of which 92 were to BME households. The highest lettings were in BHP (82), of which 46 were to BME households (Table 9).

4.11.4 Hillside Housing Group is currently not on the nominations list for Brent as their properties are either tenanted or allocated to a tenant. There were no nominations for ASRA and Octavia in quarter 2.

**Table 9: Number of HRC Nominations**

Organisations	Q3-08			Q4-08			Q1-09			Q2-09		
	Total	BME	Non-BME	Total	BME	Non-BME	Total	BME	Non-BME	Total	BME	Non-BME
A2 Dominion	1	1	0	5	3	2	6	4	2	8	5	3
ASRA	18	13	5	4	4	0	0	0	0	0	0	0
BHP	70	33	37	94	43	51	86	43	43	82	46	36
FAMILY Mosaic	21	13	8	4	4	0	2	1	1	2	2	0
FORTUNEGATE	24	19	5	5	2	3	2	0	2	15	9	6
MHT	17	10	7	14	9	5	7	6	1	2	2	0
NHHG	3	2	1	0	0	0	1	0	1	1	1	0
OCTAVIA	1	1	0	0	0	0	1	1	0	0	0	0
PCHA	39	28	11	58	40	18	23	17	6	13	10	3
STADIUM	16	14	2	24	20	4	21	15	6	21	17	4
LONDON AND QUADRANT	1	1	0	1	1	0	0	0	0	1	0	1
HILLSIDE HOUSING GROUP	-	-	-	-	-	-	-	-	-	-	-	-

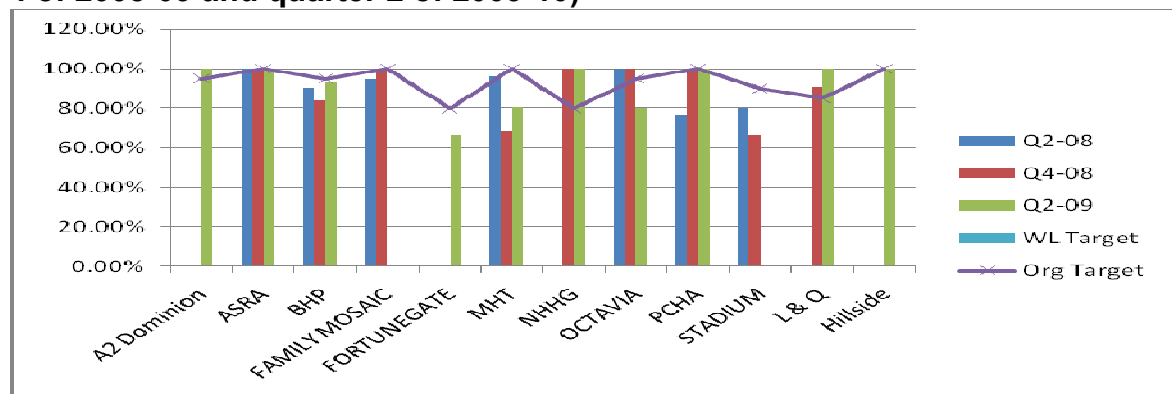
**Table 10: Number of HRC Nominations**

Organisations	Performance compared to 2 <sup>nd</sup> quarter 2008-0
A2 Dominion Housing Group	+5
ASRA Housing Association	0
Brent Housing Partnership	-28
Family Mosaic Housing Group	+1
Fortunegate Community Housing Group	-24
Metropolitan Housing Trust	-2
Nottinghill Housing Group	-3
Octavia Housing Group	-13
Paddington Churches Housing Association	+5
Stadium Housing Association	+7
London & Quadrant Housing Group	-
Hillside Housing Group	-

## 4.12 Complaints

4.12.1 This indicator measures the total number of stage 1 complaints responded to within target time.

**Chart 8: % of Initial complaints responded to within target time (quarter 2 and 4 of 2008-09 and quarter 2 of 2009-10)**



- 4.12.2 There were 299 complaints recorded in Brent, 63.21% of which were for BHP. Six organisations achieved the maximum performance in Quarter 2. Average overall performance for Q2 among the 10 organisation that provided information is 92.07%.
- 4.12.3 A number of organisations did not provide figures in quarter 2 of 2008-09 and it is not possible to make a meaningful comparison with last years' data owing to these gaps.

**Table 11: % of Initial complaints responded to within target time**

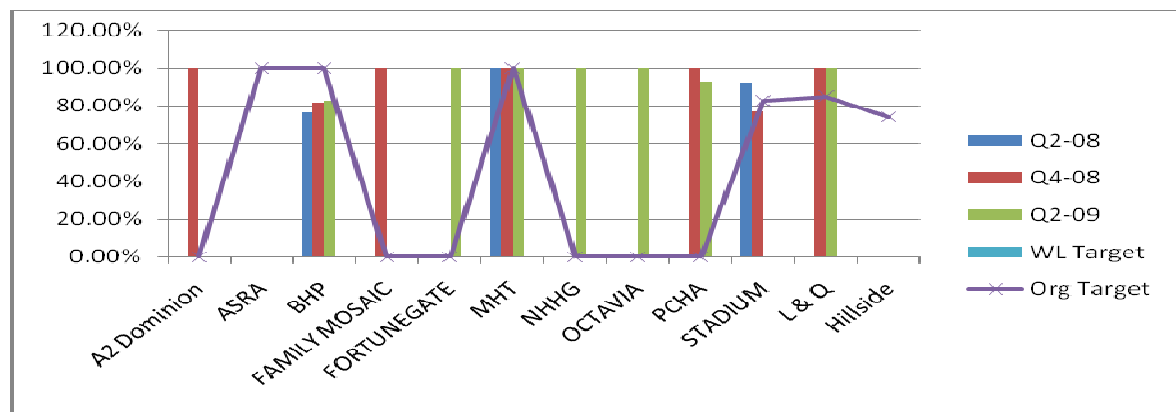
Organisations	Performance compared to 2 <sup>nd</sup> quarter 2008-0
A2 Dominion Housing Group	-
ASRA Housing Association	0.00
Brent Housing Partnership	+3.14
Family Mosaic Housing Group	-
Fortunegate Community Housing Group	-
Metropolitan Housing Trust	-15.57
Nottinghill Housing Group	-
Octavia Housing Group	-20.00
Paddington Churches Housing Association	+23.00
Stadium Housing Association	-
London & Quadrant Housing Group	-
Hillside Housing Group	-

- 4.12.4 Organisation wide, there was an increase in the number of complaints received by the organisations in Quarter 2

### 4.13 Members' Enquiries

- 4.13.1 This indicator measures the percentage of Members' enquiries responded to within target time.

**Graph 9: % of Members and MPs enquiries responded to within target time (quarter 2 and 4 of 2008-09 and quarter 2 of 2009-10)**



- 4.13.2 Within Brent, there were 151 Members' and MPs' enquiries for this Quarter (Chart 9), with 72.85% of the enquiries going to BHP (110). Five of the 12 organisations achieved the maximum performance in the 2<sup>nd</sup> quarter while A2 Dominion, ASRA and Hillside Housing Group did not receive any enquires this quarter.

- 4.13.3 Although performance information is collected by each organisation, A2 Dominion, Family Mosaic, Fortunegate, NHHG, Octavia, PCHA did not provide targets. Family Mosaic did not provide any data on this indicator.

**Table 12: % of Members and MP Enquiries responded within target time**

Organisations	Performance compared to 2 <sup>nd</sup> quarter 2008-0
A2 Dominion Housing Group	-
ASRA Housing Association	-
Brent Housing Partnership	+6.17
Family Mosaic Housing Group	-
Fortunegate Community Housing Group	-
Metropolitan Housing Trust	0.00
Nottinghill Housing Group	-
Octavia Housing Group	-
Paddington Churches Housing Association	-
Stadium Housing Association	-
London & Quadrant Housing Group	-
Hillside Housing Group	-

- 4.13.4 BHP's performance has risen by 6.17% (Table 12). Organisation-wide, there were 513 Members' and MPs' enquiries in this quarter. The highest number received was by BHP (110) of which 82.73% were responded within target.

#### **4.14 Annual Performance Indicators (2008-2009)**

- 4.14.1 This section does not provide any direct comparisonh against previous years as information is currently not available. Performance information detailed below is based on 2008-09 performance.
- 4.14.2 The areas covered under this section are: policies and procedures for tackling anti-social behaviour, Standard Assessment Procedure, repairs, average weekly rent, tenant satisfaction, governance, decent homes and nominations.
- 4.14.3 It should be noted that the results in this section do not make any provision for targets and comparisons over time. It is therefore difficult to tell how well an organisation is doing over time. However, it forms a basis for comparison with later or subsequent annual reporting periods.

#### **4.15 Anti-Social Behaviour**

- 4.15.1 This indicator examines whether the social housing providers have policies and facilities in place to address Anti-Social Behaviour (Table 13). Criteria involved in this indicator include mediation services provided, publicity on policies and procedures on ASB and harassment, and specifications in place and available on request.



**Table 13: Policies and procedures for tackling Anti-Social Behaviour**

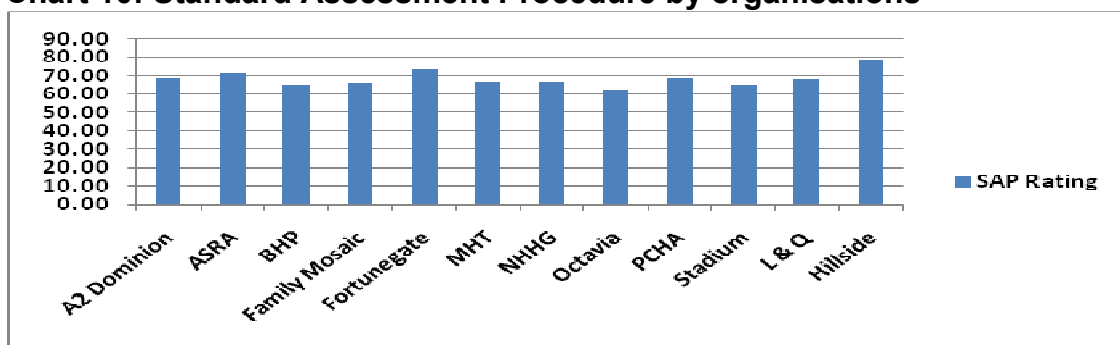
Anti Social Behaviour			
Organisation	Mediation Provided	Publicise policies and procedures on anti-social behaviour and harassment.	Specification in place and available on request
A2 Dominion Housing Group	yes	yes	yes
ASRA Housing Association	yes	yes	yes
Brent Housing Partnership	yes	yes	yes
Family Mosaic Housing Group	yes	yes	yes
Fortunegate Community Housing Group	yes	yes	yes
Metropolitan Housing Trust	yes	yes	yes
Nottinghill Housing Group	yes	yes	yes
Octavia Housing Group	yes	yes	yes
Paddington Churches Housing Association	yes	yes	yes
Stadium Housing Association	yes	yes	yes
London & Quadrant Housing Group	yes	yes	yes
Hillside Housing Group	yes	yes	yes

4.15.2 Details of how some organisations tackle Anti-Social Behaviour and provide mediation are outlined in **Appendix 4**.

#### 4.16 Standard Assessment Procedure (SAP)

4.16.1 SAP is the mechanism for energy rating of dwellings. Every new house has to have a SAP rating, based on the energy costs associated with space heating, water heating, ventilation and lighting. The better insulated a property is, the higher the SAP rating. The scale for SAP is 1 – 100. In the case of BHP, it is 1 – 120.

**Chart 10: Standard Assessment Procedure by organisations**



4.16.2 Chart 10 shows SAP by organisation. In the year ending March 2009, Hillside attained the highest SAP rating of 78. This is followed by Fortunegate with 74. ASRA attained 72 while A2 Dominion attained 69. Octavia recorded the lowest SAP rating of 62, followed by Stadium and BHP. RSLs generally have a higher rating than ALMOs because their stock is much newer.

#### 4.17 Repairs

4.17.1 This indicator measures the percentage of repair works carried out that are planned.

**Table 14: % of planned repairs works carried out**

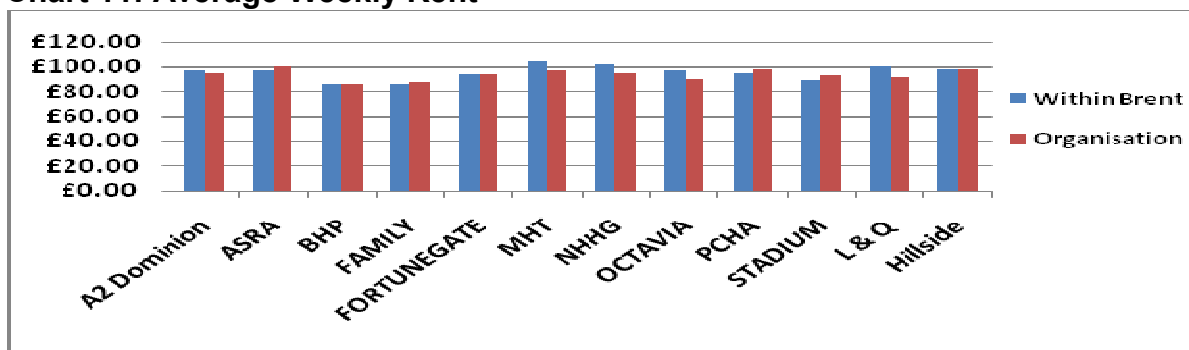
Repairs	
Organisation	% of planned work
A2 Dominion Housing Group	-
ASRA Housing Association	-
Brent Housing Partnership	-
Family Mosaic Housing Group	-
Fortunegate Community Housing Group	40.00%
Metropolitan Housing Trust	24.25%
Nottinghill Housing Group	70.30%
Octavia Housing Group	-
Paddington Churches Housing Association	27.30%
Stadium Housing Association	-
London & Quadrant Housing Group	65.00%
Hillside Housing Group	-

4.17.2 Of the organisations that provided information, NHHG had the highest percentage (70.30%) of repairs planned followed by L&Q (65%), Fortunegate (40%), PCHA (27.30%) and MHT (24.25%).

#### 4.18 Average weekly rent

4.18.1 This indicator measures the weekly rent charged by the various organisations, not including service charges.

**Chart 11: Average Weekly Rent**



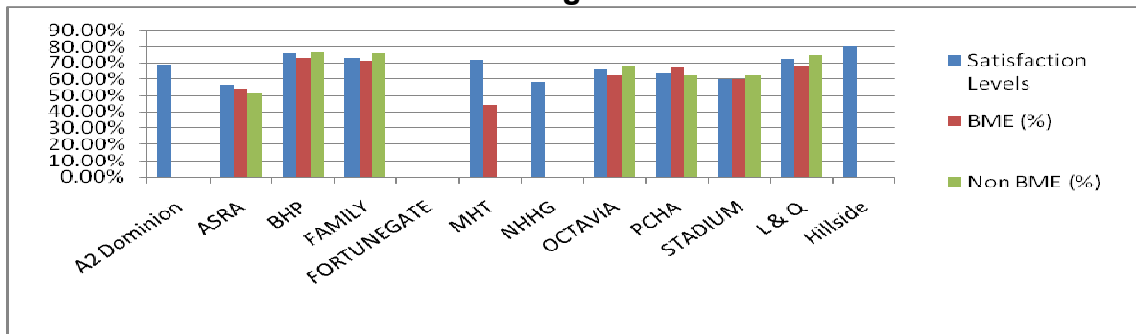
4.18.2 MHT, L&Q and NHHG charge the highest average weekly rent in the borough. This is followed by Hillside, which charges £98.57 per week (average). A2 Dominion and Octavia charge £97.83 and £97.76 respectively. Family Mosaic and BHP charge the lowest rent in the borough at £86.20 and £86.27 respectively.

4.18.3 Organisation-wide, ASRA still charges the highest average weekly rent, followed by Hillside. PCHA's average weekly rent is also high at £98.09. The lowest charging organisation is BHP, with an average weekly rent of 86.27.

#### 4.19 Tenant satisfaction

4.19.1 Surveys are carried out among providers to test the satisfaction level of tenants with services. This is usually done annually but in the case of BHP, it is a biennial exercise.

**Chart 12: Tenant Satisfaction with organisation Services**



4.19.2 The highest satisfaction level was among the tenants of Hillside (80%). Satisfaction levels were below 60% for ASRA and NHHG.

4.19.3 Among BME households, 70% or over of the tenants in BHP and Family expressed satisfaction with services provided. Among Non-BMEs, tenant satisfaction levels were over 74% for BHP, Family and L&Q while the lowest level was among Non-BMEs in ASRA.

## 4.20 Governance

4.20.1 This indicator measures the governance arrangements for the HAs, including the percentage of tenant board members and the mix of BME and non BME members. The purpose of this indicator is to emphasise the need for tenants to be an integral part of decision-making regarding the delivery of services that affect them.

**Table 15: Governance by organisations**

Governance						
Organisation	Board Tenant Members (%)	Board Composition (N)	BME (N)	Non – BME (N)	Male (N)	Female (N)
A2 Dominion	0.00	8	3	5	4	4
ASRA	-	9	6	3	10	2
BHP	47.00	-	-	-	-	-
FAMILY MOSAIC	27.00	11	5	6	10	1
FORTUNEGATE	36.00	11	6	5	5	6
MHT	7.14	14	4	10	8	6
NHHG	10.00	10	3	7	5	5
OCTAVIA	30.00	10	1	9	7	3
PCHA	33.30	12	2	10	9	3
STADIUM	-	10	5	5	5	5
LONDON AND QUADRANT	20.00	100	10	90	70	30
Hillside Housing Group	69.00	13	6	7	9	4

4.20.2 Hillside had the highest percentage of BME tenants (69%) on the management Board. This is followed by BHP and PCHA in that sequence. A2 Dominion does not have any BME tenants on the Board.

## 4.21 Decent Homes

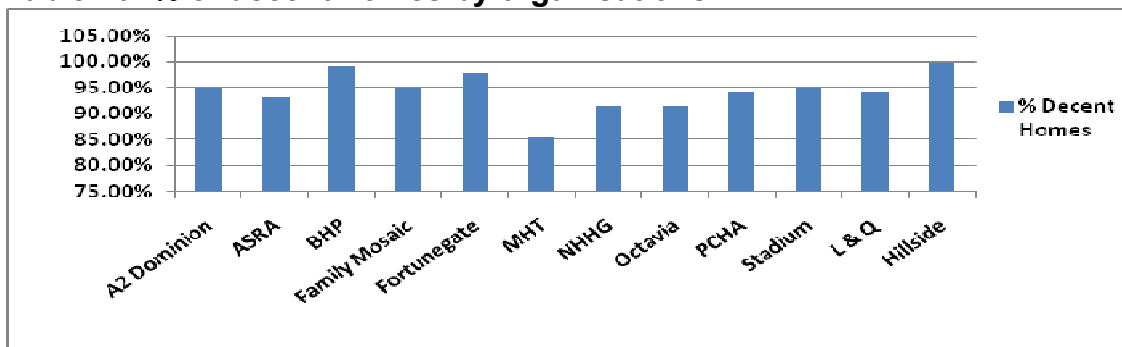
4.21.1 This indicator measures the percentage of organisations' properties that are decent. A decent home is one which meets each of the four criteria in the Decent Homes Standard:

- It meets the current statutory minimum standard for housing - a dwelling should be free of category 1 hazards, and the existence of such hazards

should be a trigger for remedial action unless practical steps cannot be taken without disproportionate expense or disruption.

- It is in a reasonable state of repair.
- It has reasonably modern facilities and services.
- It provides a reasonable degree of thermal comfort.

**Table 16: % of decent homes by organisations**



**4.21.2** All Hillside properties were considered decent in the year, while the remaining organisations had over 91% decent homes. The percentage of decent homes at MHT was the lowest (85.55%).

#### **4.22 Nominations - Annual Performance (overall)**

**4.22.1** Table 17 shows the performance in all the four quarters for the organisations. This is intended to show the trend from the beginning of the year till the end. The figures used are the quarterly totals only for all the organisations.

**4.22.2** PCHA had a high number of nominations because there were new build affordable housing schemes completed.

**Table 17: Nominations - Annual Performance (overall)**

Annual Nominations 2008-2009				
Organisations	Q1	Q2	Q3	Q4
A2 Dominion Housing Group	9	1	1	5
ASRA Housing Association	0	0	18	4
Brent Housing Partnership	112	110	70	94
Family Mosaic Housing Group	6	1	21	4
Fortunegate Community Housing Group	9	39	24	5
Metropolitan Housing Trust	9	1	17	14
Notting Hill Housing Group	4	4	3	0
Octavia Housing Group	33	12	1	0
Paddington Churches Housing Association	12	8	39	58
Stadium Housing Association	19	14	16	24
London & Quadrant Housing Group	-	-	1	1
Hillside Housing Group	-	-	-	-

#### **5.0 Tenants Services Authority**

- 5.1 From April 2010, the Tenant Services Authority will become the regulator for all social housing providers, including local authorities with retained stock or ALMOs. A key feature of the new regime will be a set of national standards covering the fundamental elements of social housing provision such as the home, the neighbourhood, the tenancy, tenant involvement and empowerment and value for money. At the local level, providers will be expected to agree local standards in consultation with tenants and with the local authority in its strategic housing role.
- 5.2 Consultation on the TSA's proposals for the new regime closed on 5<sup>th</sup> February and, assuming that proposals come into effect in broadly the way they are outlined at this stage, they will impact on the work that has been done so far on developing and implementing the West London standards. Further reports will be provided to members as appropriate as the new regime and the council's response to it develop.

## **6.0 Financial Implications**

- 6.1 There are no immediate financial implications arising from this report.

## **7.0 Legal Implications**

- 7.1 None

## **8.0 Diversity Implications**

- 8.1 While there are no immediate issues relating to diversity, there are one or two points to note. First, some ethnic groups are over-represented in social housing while others are under-represented and there is therefore some potential for differential impact from poor performance. In addition, Brent will be reviewing the way in which performance indicators are recorded and reported in order to ensure compliance with expectations within the new equalities standard that the impact on a range of equalities groups will be measurable. A similar approach will need to be taken by RSLs, although at this stage the implications of the establishment of the TSA, as noted above, are not entirely clear.

## **9.0 Staffing/Accommodation Implications (if appropriate)**

- 9.1 None

## **10.0 Background Papers**

- 10.1 None

### **Contact Officer**

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### **Appendix 1 - Summary of Performance by organisations within Brent**

The tables below (Appendix 1, 2, 3) summarise how well each organisation performed in each indicator, from Q3 (08) to Q2 (09) under the five main headings, as compared to West London and Organisational Targets within Brent. For indicators where performance is achieved, there is a green shade.

**Abbreviations used**

**Green** = achieve target

**DNA** = did not achieve target

**DNP** = did not provide any data

**NIR** = no incidents reported

**N/A** = not available

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**Appendix 1 – Summary of Performance by organisations within Brent**

Organisation	Anti - Social Behaviour - Brent(Q3-08 to Q2-09)								
	% of reports of a non-urgent incident responded to within target time.			% of reports of threats of violence, racial harassment or serious ASB responded to within target time.			% of racist or offensive graffiti removed following report within target time.		
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)
A2 Dominion	Green	NIR	Green	Green	Green	Green	N/A	NIR	Green
ASRA	NIR	Green	Green	NIR	Green	Green	NIR	NIR	NIR
BHP	N/A	N/A	Green	N/A	N/A	Green	N/A	N/A	N/A
Family Mosaic	NIR	Green	N/A	NIR	N/A	N/A	NIR	NIR	NIR
Fortunegate	N/A	N/A	Green	N/A	N/A	NIR	N/A	NIR	NIR
MHT	Green	Green	Green	Green	Green	Green	Green	NIR	NIR
NHHG	NIR	NIR	NIR	NIR	NIR	NIR	N/A	NIR	NIR
Octavia	Green	NIR	DNA	NIR	NIR	NIR	NIR	NIR	NIR
PCHA	Green	Green	Green	DNA	NIR	Green	N/A	NIR	NIR
Stadium	Green	DNA	NIR	Green	Green	NIR	NIR	NIR	NIR
London & Quadrant	N/A	Green	Green	N/A	Green	NIR	N/A	NIR	NIR
Hillside Housing Group	N/A	NIR	Green	N/A	NIR	NIR	N/A	NIR	NIR

Organisation	Repairs – Brent (Q3-08 to Q2-09)								
	% of emergency repairs responded to within target times.			% of urgent repairs responded to within target times.			% of non - urgent repairs responded to within target times.		
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)
A2 Dominion	Green	N/A	N/A	Green	N/A	N/A	DNA	N/A	N/A
ASRA	DNP	Green	Green	DNP	Green	Green	DNP	DNA	Green
BHP	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Family Mosaic	Green	N/A	N/A	Green	N/A	N/A	Green	N/A	N/A
Fortunegate	Green	Green	Green	Green	Green	Green	Green	Green	Green
MHT	Green	DNA	DNA	Green	DNA	DNA	Green	DNA	DNA
NHHG	DNA	Green	Green	Green	Green	Green	Green	Green	Green
Octavia	DNA	Green	Green	Green	Green	Green	Green	Green	Green
PCHA	Green	Green	Green	Green	Green	Green	Green	Green	Green
Stadium	Green	N/A	N/A	Green	N/A	N/A	Green	N/A	N/A
London & Quadrant	N/A	Green	Green	N/A	Green	Green	N/A	Green	Green
Hillside Housing Group	N/A	Green	Green	N/A	Green	Green	N/A	DNA	Green

Organisation	Average time taken to re-let vacant properties. (Q3-08 to Q2-09)								
	Average time taken to re-let vacant properties.			% of initial complaints responded to within target time.			% of Members and MP Enquiries answered within target timescale.		
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)
A2 Dominion	DNA	NIR	DNA	N/A	N/A	Green	NIR	Green	NIR
ASRA	Green	Green	Green	Green	Green	Green	DNP	NIR	NIR
BHP	Green	DNA	Green	DNA	DNA	DNA	DNA	N/A	N/A
Family Mosaic	Green	DNA	DNA	DNA	N/A	N/A	DNP	N/A	N/A
Fortunegate	DNA	DNA	DNA	N/A	N/A	DNA	N/A	N/A	Green
MHT	Green	Green	Green	DNA	DNA	DNA	Green	Green	Green
NHHG	DNA	DNP	DNP	NIR	Green	Green	DNP	NIR	Green
Octavia	Green	NIR	Green	Green	Green	DNA	N/A	NIR	Green
PCHA	DNA	Green	DNA	DNA	Green	Green	DNP	Green	N/A
Stadium	DNA	DNA	DNA	DNA	DNA	N/A	N/A	N/A	N/A
London & Quadrant	N/A	Green	Green	N/A	Green	Green	N/A	Green	Green
Hillside Housing Group	N/A	NIR	DNA	N/A	NIR	Green	N/A	NIR	NIR

## Appendix 2

Outlines organisations performance with Brent for the last 4 quarters (Q3-2008-09 to Q2 – 2009-10)

Anti-Social Behaviour – Brent					
Organisation	Percentage of reports of a non-urgent incident responded to within target time. (Q3-08 to Q2-09)				
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Org Target	WL Target
A2 Dominion	100.00%	NIR	100.00%	95.00%	100.00%
ASRA	0.00%	100.00%	100.00%	100.00%	100.00%
BHP	N/A	N/A	100.00%	95.00%	100.00%
FAMILY MOSAIC	0.00%	100.00%	N/A	100.00%	100.00%
FORTUNEGATE	N/A	N/A	100.00%	80.00%	100.00%
MHT	90.00%	100.00%	100.00%	90.00%	100.00%
NHHG	0.00%	NIR	NIR	100.00%	100.00%
OCTAVIA	100.00%	NIR	50.00%	95.00%	100.00%
PCHA	100.00%	100.00%	100.00%	100.00%	100.00%
STADIUM	100.00%	75.00%	NIR	95.00%	100.00%
L & Q	N/A	100.00%	100.00%	85.00%	100.00%
Hillside	N/A	NIR	100.00%	96.00%	100.00%

Organisation	Percentage of reports of threats of violence, racial harassment or serious ASB responded to within target time. (Q3-08 to Q2-09)				
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Org Target	WL Target
A2 Dominion	100.00%	100.00%	100.00%	95.00%	100.00%
ASRA	0.00%	100.00%	100.00%	100.00%	100.00%
BHP	N/A	N/A	100.00%	95.00%	100.00%
FAMILY MOSAIC	0.00%	N/A	N/A	100.00%	100.00%
FORTUNEGATE	N/A	N/A	NIR	80.00%	100.00%
MHT	100.00%	100.00%	100.00%	100.00%	100.00%
NHHG	0.00%	NIR	NIR	100.00%	100.00%
OCTAVIA	NIR	NIR	NIR	95.00%	100.00%
PCHA	42.30%	NIR	100.00%	100.00%	100.00%
STADIUM	100.00%	100.00%	NIR	95.00%	100.00%
L & Q	N/A	100.00%	NIR	100.00%	100.00%
Hillside	N/A	NIR	NIR	96.00%	100.00%

Organisation	Percentage of racist or offensive graffiti removed following report within target time. (Q3-08 to Q2-09)				
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Org Target	WL Target
A2 Dominion	N/A	NIR	100.00%	95.00%	100.00%
ASRA	0.00%	NIR	NIR	100.00%	100.00%
BHP	N/A	N/A	N/A	95.00%	100.00%
FAMILY MOSAIC	0.00%	NIR	NIR	100.00%	100.00%
FORTUNEGATE	N/A	NIR	NIR	80.00%	100.00%
MHT	100.00%	NIR	NIR	100.00%	100.00%
NHHG	N/A	NIR	NIR	100.00%	100.00%
OCTAVIA	NIR	NIR	NIR	95.00%	100.00%
PCHA	N/A	NIR	NIR	100.00%	100.00%
STADIUM	NIR	NIR	NIR	95.00%	100.00%
L & Q	N/A	NIR	NIR	100.00%	100.00%
Hillside	N/A	NIR	NIR	95.00%	100.00%



Organisation	Percentage of emergency repairs responded to within target times. (Q3-08 to Q2-09)				
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Org Target	WL Target
A2 Dominion	100.00%	N/A	N/A	95.00%	95.00%
ASRA	DNP	95.00%	100.00%	98.00%	95.00%
BHP	N/A	N/A	N/A	95.00%	95.00%
FAMILY MOSAIC	95.00%	N/A	N/A	100.00%	95.00%
FORTUNEGATE	100.00%	97.09%	96.88%	80.00%	95.00%
MHT	99.00%	89.58%	47.18%	93.00%	95.00%
NHHG	86.00%	95.00%	100.00%	97.00%	95.00%
OCTAVIA	90.00%	96.97%	100.00%	95.00%	95.00%
PCHA	98.40%	98.81%	98.77%	100.00%	95.00%
STADIUM	95.82%	N/A	N/A	96.00%	95.00%
L & Q	N/A	96.84%	96.47%	95.00%	95.00%
Hillside	N/A	100.00%	97.75%	100.00%	95.00%

Organisation	Percentage of urgent repairs responded to within target times. (Q3-08 to Q2-09)				
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Org Target	WL Target
A2 Dominion	100.00%	N/A	N/A	95.00%	90.00%
ASRA	DNP	90.57%	100.00%	100.00%	90.00%
BHP	N/A	N/A	N/A	95.00%	90.00%
FAMILY MOSAIC	93.00%	N/A	N/A	100.00%	90.00%
FORTUNEGATE	95.10%	94.95%	96.88%	80.00%	90.00%
MHT	99.00%	75.26%	47.18%	95.00%	90.00%
NHHG	100.00%	98.59%	100.00%	96.00%	90.00%
OCTAVIA	91.00%	92.00%	100.00%	95.00%	90.00%
PCHA	98.20%	90.79%	98.77%	100.00%	90.00%
STADIUM	94.13%	N/A	N/A	96.00%	90.00%
L & Q	N/A	91.18%	96.47%	100.00%	90.00%
Hillside	N/A	100.00%	97.75%	100.00%	90.00%

Organisation	Percentage of non-urgent repairs responded to within target times. (Q3-08 to Q2-09)				
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Org Target	WL Target
A2 Dominion	84.51%	N/A	N/A	95.00%	90.00%
ASRA	DNP	88.57%	100.00%	93.00%	90.00%
BHP	N/A	N/A	N/A	95.00%	90.00%
FAMILY MOSAIC	90.00%	N/A	N/A	100.00%	90.00%
FORTUNEGATE	95.40%	93.10%	98.06%	80.00%	90.00%
MHT	98.00%	83.70%	85.19%	95.00%	90.00%
NHHG	100.00%	90.91%	93.10%	100.00%	90.00%
OCTAVIA	83.00%	97.67%	93.24%	95.00%	90.00%
PCHA	96.90%	90.57%	96.56%	100.00%	90.00%
STADIUM	98.59%	N/A	N/A	96.00%	90.00%
L & Q	N/A	92.14%	93.01%	92.00%	90.00%
Hillside	N/A	88.89%	97.83%	100.00%	90.00%

Lettings					
Organisation	Average Time taken to re-let vacant properties (Q3-08 to Q2-09)				
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Org Target	WL Target
A2 Dominion	191.00	8.00	57.00	30.00	35.00
ASRA	0.00	19.26	23.00	35.00	35.00
BHP	20.85	28.72	26.31	30.00	35.00
FAMILY MOSAIC	0.00	78.17%	67.38	32.00	35.00
FORTUNEGATE	132.00	72.16	81.62	40.00	35.00
MHT	2.28	2.28	30.85	35.00	35.00
NHHG	83.37	DNP	DNP	30.00	35.00
OCTAVIA	30.00	10.00	18.89	35.00	35.00
PCHA	44.60	17.09	49.33	35.00	35.00
STADIUM	59.70	46.27	38.00	28.00	35.00
L & Q	N/A	14.53	32.16	21.00	35.00
Hillside	N/A	40.88	42.09	35.00	35.00

Complaints					
Organisation	Percentage of Initial complaints responded to within target time (Q3-08 to Q2-09)				
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Org Target	WL Target
A2 Dominion	N/A	N/A	100.00%	95.00%	100.00%
ASRA	100.00%	100.00%	100.00%	100.00%	100.00%
BHP	90.42%	83.83%	93.56%	95.00%	100.00%
FAMILY MOSAIC	95.00%	N/A	N/A	100.00%	100.00%
FORTUNEGATE	N/A	N/A	66.67%	80.00%	100.00%
MHT	96.00%	68.75%	80.43%	100.00%	100.00%
NHHG	0.00%	100.00%	100.00%	80.00%	100.00%
OCTAVIA	100.00%	100.00%	80.00%	95.00%	100.00%
PCHA	77.00%	100.00%	100.00%	100.00%	100.00%
STADIUM	80.00%	66.67%	DNP	90.00%	100.00%
L & Q	N/A	90.91%	100.00%	85.00%	100.00%
Hillside	N/A	NIR	100.00%	100.00%	100.00%

Enquiries					
Organisation	Percentage of Members and MP Enquiries (Q3-08 to Q2-09)				
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Org Target	WL Target
A2 Dominion	0.00%	100.00%	NIR	DNP	-
ASRA	DNP	NIR	NIR	100.00%	-
BHP	76.56%	81.52%	82.73%	100.00%	-
FAMILY MOSAIC	DNP	N/A	N/A	DNP	-
FORTUNEGATE	N/A	N/A	100.00%	DNP	-
MHT	100.00%	100.00%	100.00%	100.00%	-
NHHG	DNP	NIR	100.00%	DNP	-
OCTAVIA	N/A	NIR	100.00%	DNP	-
PCHA	DNP	100.00%	92.86%	DNP	-
STADIUM	92.00%	77.27%	N/A	82.69%	-
L & Q	N/A	100.00%	100.00%	85.00%	-
Hillside	N/A	NIR	NIR	74.00%	-

### Appendix 3

Performance data by organisations, Organisation-Wide (Q3-08 to Q2-09)

Anti-Social Behaviour – Organisation - Wide					
Organisation	Percentage of reports of a non-urgent incident responded to within target time (Q3-08 to Q2-09)				
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Org Target	WL Target
A2 Dominion	100.00%	100.00%	100.00%	95.00%	100.00%
ASRA	0.00%	100.00%	74.10%	100.00%	100.00%
BHP	100.00%	N/A	100.00%	95.00%	100.00%
FAMILY MOSAIC	89.40%	N/A	N/A	100.00%	100.00%
FORTUNEGATE	N/A	N/A	100.00%	80.00%	100.00%
MHT	DNP	DNP	DNP	90.00%	100.00%
NHHG	95.00%	93.10%	93.94%	100.00%	100.00%
OCTAVIA	70.00%	100.00%	84.62%	95.00%	100.00%
PCHA	100.00%	68.75%	100.00%	100.00%	100.00%
STADIUM	91.00%	77.78%	95.00%	95.00%	100.00%
L & Q	N/A	NIR	NIR	85.00%	100.00%
Hillside	N/A	NIR	100.00%	96.00%	100.00%

Organisation	Percentage of reports of threats of violence, racial harassment or serious ASB responded to within target time (Q3-08 to Q2-09)				
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Org Target	WL Target
A2 Dominion	100.00%	100.00%	100.00%	95.00%	100.00%
ASRA	0.00%	84.62%	87.50%	100.00%	100.00%
BHP	100.00%	N/A	100.00%	95.00%	100.00%
FAMILY MOSAIC	100.00%	N/A	N/A	100.00%	100.00%
FORTUNEGATE	N/A	N/A	NIR	80.00%	100.00%
MHT	DNP	DNP	100.00%	100.00%	100.00%
NHHG	96.00%	94.12%	96.43%	100.00%	100.00%
OCTAVIA	50.00%	100.00%	100.00%	95.00%	100.00%
PCHA	50.00%	76.92%	100.00%	100.00%	100.00%
STADIUM	100.00%	DNP	DNP	95.00%	100.00%
L & Q	N/A	DNP	DNP	100.00%	100.00%
Hillside	N/A	NIR	NIR	96.00%	100.00%

Organisation	Percentage of racist or offensive graffiti removed following report within target time (Q3-08 to Q2-09)				
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Org Target	WL Target
A2 Dominion	100.00%	100.00%	NIR	95.00%	100.00%
ASRA	0.00%	NIR	NIR	100.00%	100.00%
BHP	100.00%	N/A	N/A	95.00%	100.00%
FAMILY MOSAIC	100.00%	NIR	NIR	100.00%	100.00%
FORTUNEGATE	N/A	NIR	NIR	80.00%	100.00%
MHT	DNP	NIR	100.00%	100.00%	100.00%
NHHG	DNP	NIR	NIR	100.00%	100.00%
OCTAVIA	N/A	NIR	NIR	95.00%	100.00%
PCHA	N/A	100.00%	66.67%	100.00%	100.00%
STADIUM	N/A	NIR	NIR	95.00%	100.00%
L & Q	N/A	NIR	NIR	100.00%	100.00%
Hillside	N/A	NIR	NIR	95.00%	100.00%

Organisation	Percentage of emergency repairs responded to within target times (Q3-08 to Q2-09)				
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Org Target	WL Target
A2 Dominion	100.00%	87.08%	88.51%	95.00%	95.00%
ASRA	100.00%	94.10%	96.89%	98.00%	95.00%
BHP	N/A	N/A	N/A	95.00%	95.00%
FAMILY MOSAIC	99.00%	N/A	N/A	100.00%	95.00%
FORTUNEGATE	100.00%	97.09%	96.88%	80.00%	95.00%
MHT	99.00%	89.42%	64.54%	93.00%	95.00%
NHHG	96.00%	98.85%	97.70%	97.00%	95.00%
OCTAVIA	91.00%	94.01%	93.16%	95.00%	95.00%
PCHA	98.80%	98.63%	96.82%	100.00%	95.00%
STADIUM	95.50%	95.70%	98.07%	96.00%	95.00%
L & Q	N/A	97.93%	96.54%	95.00%	95.00%
Hillside	N/A	100.00%	97.75%	100.00%	95.00%

Organisation	Percentage of urgent repairs responded to within target times (Q3-08 to Q2-09)				
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Org Target	WL Target
A2 Dominion	Q2-08	79.56%	79.67%	95.00%	90.00%
ASRA	99.00%	92.53%	98.50%	100.00%	90.00%
BHP	93.40%	N/A	N/A	95.00%	90.00%
FAMILY MOSAIC	N/A	N/A	N/A	100.00%	90.00%
FORTUNEGATE	95.00%	94.95%	95.54%	80.00%	90.00%
MHT	95.10%	88.39%	74.37%	95.00%	90.00%
NHHG	99.00%	95.20%	92.38%	96.00%	90.00%
OCTAVIA	95.00%	91.97%	91.43%	95.00%	90.00%
PCHA	81.00%	95.76%	97.34%	100.00%	90.00%
STADIUM	99.40%	95.47%	98.43%	96.00%	90.00%
L & Q	95.20%	95.23%	95.37%	100.00%	90.00%
Hillside	N/A	100.00%	96.77%	90.00%	90.00%

N/A

Organisation	Percentage of non-urgent repairs responded to within target times (Q3-08 to Q2-09)				
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Org Target	WL Target
A2 Dominion	99.00%	97.41%	97.01%	95.00%	90.00%
ASRA	94.20%	97.04%	95.70%	93.00%	90.00%
BHP	N/A	N/A	N/A	95.00%	90.00%
FAMILY MOSAIC	94.00%	N/A	N/A	100.00%	90.00%
FORTUNEGATE	95.40%	93.10%	98.06%	80.00%	90.00%
MHT	99.00%	95.52%	79.84%	95.00%	90.00%
NHHG	97.00%	95.42%	93.47%	100.00%	90.00%
OCTAVIA	80.00%	97.32%	92.30%	95.00%	90.00%
PCHA	98.40%	95.45%	94.51%	100.00%	90.00%
STADIUM	98.50%	98.62%	98.57%	98.59%	90.00%
L & Q	N/A	95.73%	95.32%	92.00%	90.00%
Hillside	N/A	88.89%	97.83%	90.00%	90.00%

Lettings					
Organisation	Average Time taken to re-let vacant properties (Q3-08 to Q2-09)				
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Org Target	WL Target
A2 Dominion	54.00	49.00	60.95	30.00	35.00
ASRA	34.00	16.03	1.00	35.00	35.00
BHP	20.85	28.72	26.31	30.00	35.00
FAMILY MOSAIC	DNP	DNP	DNP	32.00	35.00
FORTUNEGATE	132.00	72.16	81.62	40.00	35.00
MHT	7.20	2.28	21.21	35.00	35.00
NHHG	49.91	26.01	2.96	30.00	35.00
OCTAVIA	28.00	29.11	20.38	35.00	35.00
PCHA	37.50	23.00	42.96	35.00	35.00
STADIUM	54.80	45.52	35.28	28.00	35.00
L & Q	N/A	27.00	28.22	21.00	35.00
Hillside	N/A	40.88	42.09	35.00	35.00

Complaints					
Organisation	Percentage of initial complaints responded to within target time (Q3-08 to Q2-09)				
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Org Target	WL Target
A2 Dominion	96.00%	68.00%	56.92%	95.00%	100.00%
ASRA	92.00%	89.29%	100.00%	100.00%	100.00%
BHP	90.42%	83.83%	93.56%	95.00%	100.00%
FAMILY MOSAIC	95.00%	N/A	N/A	100.00%	100.00%
FORTUNEGATE	N/A	N/A	66.67%	80.00%	100.00%
MHT	78.00%	79.19%	75.36%	100.00%	100.00%
NHHG	84.00%	88.00%	87.95%	80.00%	100.00%
OCTAVIA	97.00%	92.86%	91.18%	95.00%	100.00%
PCHA	75.00%	85.95%	95.29%	100.00%	100.00%
STADIUM	94.50%	76.67%	74.29%	90.00%	100.00%
L & Q	N/A	88.12%	100.00%	85.00%	100.00%
Hillside	N/A	0.00%	100.00%	100.00%	100.00%

Enquiries					
Organisation	Percentage of Members and MP Enquiries (Q3-08 to Q2-09)				
	Q2 (08/09)	Q4 (08/09)	Q2 (09/10)	Org Target	WL Target
A2 Dominion	87.00%	58.00%	78.38%	DNP	DNP
ASRA	DNP	100.00%	100.00%	100.00%	DNP
BHP	76.56%	81.52%	82.73%	100.00%	DNP
FAMILY MOSAIC	DNP	NIR	NIR	DNP	DNP
FORTUNEGATE	N/A	N/A	100.00%	DNP	DNP
MHT	100.00%	100.00%	100.00%	100.00%	DNP
NHHG	DNP	100.00%	100.00%	DNP	DNP
OCTAVIA	100.00%	NIR	100.00%	DNP	DNP
PCHA	DNP	100.00%	84.44%	DNP	DNP
STADIUM	82.69%	74.29%	68.92%	82.69%	DNP
L & Q	N/A	87.93%	100.00%	85.00%	DNP
Hillside	N/A	NIR	NIR	74.00%	DNP

## **Appendix 4**

Some examples of how some organisations tackle Anti-Social Behaviour and provide mediation

### **Tackling Anti Social Behaviour**

All the organisations publicise policies and procedures in a variety of means including surveys, as well as what action has been taken recently to tackle ASB, why and what is being done to prevent it, for example by diversionary activity. Their publicity is also in the form of articles in corporate magazines, local newsletters, Residents' meetings and conferences, through national resident group and website links.

A2 Dominion publicises successful action taken against people responsible for ASB, using press releases, local press and the residents' newsletter. If the action is taken with other agencies, they agree the media strategy with these partners – for example, publicising details of an ASBO that has successfully been obtained against one of their residents.

In the case of Hillside Housing Group, its policies and procedures are advertised through their leaflets on complaints and flyers kept at their reception and other public places.

At Octavia Housing Group, all tenants are provided with a tenants' handbook, "which includes a booklet on our approach to dealing with ASB and harassment. The approach is very much focused on working in partnership to tackle ASB. The booklet is also published on our website. We publish regular articles about ASB in our tenants' newsletter including encouraging reports of harassment incidents, and publicising examples where we have taken enforcement action against perpetrators".

### **How mediation is provided**

All the organisations use a range of mediation tools ranging from low key internal mediation through to using external mediation specialists as well as conciliation. The method chosen depends on the nature and severity of the problem.

Hillside does not provide mediation services. However, they have a dedicated Officer for tackling ASB and mediation-related issues. "We have a housing officer whose job includes dealing with ASB; she will offer mediation in suitable cases as part of her work and can refer people to services provided by other bodies. We also liaise with the police over more serious issues."

Octavia Housing Group refers neighbours in dispute to CALM Mediation where mediation is appropriate. CALM Mediation has a proven track record in mediation services dating back to 2003. "Our procedure direct Neighbourhood Officers to consider whether mediation may help at an early stage of ASB cases, and also point out that where appropriate it can be used as a resolution tool at different points of ASB cases".

Octavia Housing Group's ASB booklet and website "specifies the service standards we work to when dealing with reports of ASB, including how quickly we will respond, ensuring personal safety, securing homes where there is damage and how we will help tenants access support services where needed".