







	Key Performance Information Comparison
	December 2012 - December 2013
	<p>Brent Housing Partnership is regulated by the Homes and Communities Agency which sets framework outlining the standards required from all social housing operators. We have laid out our key performance objectives to show how we are meeting these standards.</p>








Key	Comparing performance		
We are happy with our performance in this area as we are either meeting or above our target		Better	
We are within the 5% tolerance level and close to meeting our target		No change	
Our performance has been disappointing in this area and we are not meeting target, we are exploring ways to improve in this area		Worse	

Tenant Involvement and Empowerment	2012/13	2013/14			Better or Worse	Target	Performance against target
	Q4	Q1	Q2	Q3			
We aim to respond to 96% of correspondence within 10 calendar days	95%	88%	92%	93%		96%	

Notes on correspondence: The drop in cumulative performance is mainly due to poor performance in April 2013 (78%). In 6 subsequent months performance met or exceeded the 95% target and in Quarter 3 of 2013/14 performance was 95.5%, exceeding the 95% target.

We aim to answer 87% of phone calls within 15 seconds	89%	88%	Not available	Not available		87%	
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Notes on telephone performance: Statistics on telephone handling for most of BHP and council services are currently unavailable since the change in phone systems last year. Data is still available for the Repairs Contact Centre which continues to use a specialist Automated Call Distribution (ACD) system software. The Council have a project to improve customer contact and will be including BHP in this project which will consider improved hunt group management and more use of ACD software where appropriate.

We aim to resolve 95% of 48 hour enquiries within 48 hours	93%	100%	97%	93%		95%	
We aim to respond to 93% of stage one complaints within 20 days	91%	80%	88%	88%		93%	
We aim to have less than 3% of stage one complaints escalated to stage two	New for 2013/14	3%	3.5%	2.8%		3%	
We aim to respond to all members enquiries within 10 days	88%	85%	91%	90%		100%	

Notes on complaints performance: After achieving the target of 90% in 2012/13, a target of 93% was set for 2013/14. BHP sets a high standard in complaints reporting compared to other council sections and London peers. On average BHP receive 35 stage 1 complaints monthly and unfortunately in 2013/14 have only responded to an average of 31 within the target time of 20 days. Complaints officers are working with managers to ensure that internal response times are met and that work loads are managed effectively.

Home	2012/13	2013/14			Better or Worse	Target	Performance against target
	Q4	Q1	Q2	Q3			
We aim to make and keep 99% of standard repairs appointments	99.8%	99.8%	99.9%	99.8%	↔	99%	😊
We aim to complete 95% of repairs on the first visit	97%	99%	98%	98%	↑	95%	😊
We aim to have 96% satisfaction upon post inspection	98%	100%	99.7%	99.2%	↑	96%	😊
We aim for 96% of customers to be satisfied with the quality of repairs work	98%	99%	99%	98%	↔	96%	😊
We aim to complete all repairs within 6 working days	5.06	6.59	5.99	5.35	↓	6 days	😊
We aim for all of our properties to have a valid gas safety certificate at all times	99.9%	100%	100%	100%	↔	100%	😊
We aim to complete all major adaptations within 60 days	38	38	40	42	↓	60	😊
We aim to complete all minor adaptations within 4 days	4	4	4	4	↔	4	😊
Average length of time to complete major capital works under £5k (referrals)	New for 2013-14	Not available	7.4	14.3		30 days	😊
Average length of time to complete major project works over £5k (planned)	New for 2013-14	Not available	25.5	26.0		40 days	😊
Tenancy	2012/13	2013/14			Better or Worse	Target	Performance against target
	Q4	Q1	Q2	Q3			
We aim to let empty homes within 26 days	28	26.6	26.2	24.3	↑	26 days	😊
We aim for 95% of new tenants to be satisfied with our property	90%	93%	90%	92%	↑	95%	😐
Comment on new tenant satisfaction: New tenant satisfaction cards were reintroduced in November 2012 and performance has improved overall since then. BHP let an average of 20 properties per month and as the survey relies on tenants taking the time to reply, the data we are able to collect is small. BHP receives an average of 17 responses per month and of those responses, on average, 15 new tenants are satisfied with their homes. Cases where direct offers have been forced on tenants or decoration is not to tenants standard have resulted in negative responses to these surveys.							
We aim to issue all section 20 notices to leaseholders within 14 days	New for 2013-14	100%	100%	100%		100%	😊
We aim to serve all Right to Buy 2 notices within the 4 weeks legislation time	New for 2013-14	100%	100%	100%		100%	😊

Neighbourhood and Community	2012/13	2013/14			Better or Worse	Target	Performance against target
	Q4	Q1	Q2	Q3			
We aim for 88% of our residents to be satisfied with the standard of grass cutting and shrub maintenance	87%	84%	91%	92%	↑	88%	😊
We aim to inspect all playgrounds weekly	99%	100%	100%	100%	↑	100%	😊
We aim to inspect all communal areas in buildings twice monthly (except high-rise buildings)	100%	100%	95%	96%	↓	100%	😐
We aim to inspect all communal areas in high-rise buildings monthly	100%	100%	100%	100%	↔	100%	😊
We aim for 96% of all residents to be satisfied with the standard of internal cleaning	94%	93%	83%	84%	↓	96%	😞
We aim for 91% of all residents to be satisfied with the standard of external cleaning	90%	87%	86%	88%	↓	91%	😐
We aim for 96% of communal areas in buildings inspected to be clear of obstructions	98%	99%	Not Available	99%	↑	96%	😊
Notes on neighbourhood satisfaction: BHP have seen a significant improvement in resident satisfaction with neighbourhood services in the last 3 months. BHP hope that through continued monitoring standards will improve further and performance targets will be met.							
We aim to have 93% of our building cleaning assessed with a gold standard	91%	95%	Not Available	91%	↓	93%	😐
We aim to have 99% of our grounds maintenance work assessed with a gold standard	94%	100%	Not Available	98%	↓	99%	😐
We aim to have 80% of our LEQ gradings assessed as gold	76%	84%	Not Available	77%	↔	80%	😐
Notes on LEQ grading: Due to IT issues, reporting has not been available on LEQ inspections until recently. BHP are working with contractors and tenants to improve the standards of sites and financial defaults will be issued if standards are not adhered to.							
Value for Money	2012/13	2013/14			Better or Worse	Target	Performance against target
	Q4	Q1	Q2	Q3			
We aim to collect 98% of all net rent and arrears	97.9%	95%	96.8%	97.6%	↑	98%	Annual
We aim to collect 98.5% of current gross rent	99%	98%	98.5%	98.3%	↓	98.5%	😐
Notes on rent collection: Although there has been a small dip in the collection % in quarter 3 of 0.2%, the monthly collection rate has increased each month between October – December. The Income Managers have identified arrears cases which we are sending out calling cards, text messages and making phone contact in order to maximise income. If the present monthly trend continues during quarter 4 with a steady increase in the monthly collection figures, we should meet our target at year end.							
We aim to collect 111% of leasehold service charge owed	104%	21%	63.8%	86.4%	↑	111%	Annual
We aim to support employees in a healthy work environment so that an average of less than 6 working days is lost per staff member in the year	6.5	6.3	5.9	6	↑	6 days	😊

	Performance Comparison Report
	Key Performance Indicators December 2012 - December 2013
	Brent Housing Partnership is regulated by the Homes and Communities Agency which sets framework outlining the standards required from all social housing operators. We have laid out our key performance objectives to show how we are meeting these standards.

Overview

BHP has improved performance in almost all areas from December 2012 to December 2013. Ambitious goals were set for 2013/14 performance and the targets set reflect this. BHP used trends in our data, HouseMark benchmarking data and analysis on the current social housing climate to inform the target setting and have taken steps to ensure that BHP performance equals or better our peers in the next 3 years.

Over half of all indicators are currently meeting target and performance is expected to meet or exceed target at year end. There are many areas where performance has not met standard and, as seen in the comments, managers are monitoring services in these areas and taking action where necessary. Please see in the comments by area below comparison between performance in 2012/13 and 2013/14 and the constraints faced in certain areas.

Highlights		Quarter 3		Performance comparison
		2012/13	2013/14	
Tenancy	We aim to let empty homes within 26 days	29	24.3	↑
<p>Notes on Lettings: After recommendation from the board BHP has proposed a performance improvement plan to reduce the average re-let time to 24 days. This will help align performance with similar organisations benchmarked on HouseMark. The current median on HouseMark is 23.34 days. The improvement plan specifies staged targets as follows: 2013/14: 26; 2014/15: 25; 2015/16: 24. BHP is currently on track to meet the first stage of these targets in 2013/14. An increasing number of properties are being returned in a poor state resulting in an increase in the amount and value of Major void works required. As Major works voids are excluded from the calculation, this has helped improve the reported figure compared to the the previous year. BHP is also looking at implementing the four week notice period (Pre-Voids) and adding 4 weeks on from receipt of keys, apart from Evictions and Deceased cases.</p>				
Home	We aim to complete all repairs within 6 working days	5.64	5.33	↑
<p>Notes on repairs: After good performance in 2012/13 the target repairs end to end time was reduced from 10 days to 6 days. BHP has maintained the service at this standard in 2013/14 despite an increase in repairs jobs.</p>				
Value for Money	We aim to support employees in a healthy work environment so that an average of less than 6 working days is lost per staff member in the year	7.8	6	↑

Exceptions		Quarter 3		Performance comparison
		2012/13	2013/14	
Tenant Involvement & Empowerment	We aim to respond to 96% of correspondence within 10 calendar days	96%	93%	↓
<p>Notes on correspondence: The drop in cumulative performance is mainly due to poor performance in April 2013 (78%). In 6 subsequent months performance met or exceeded the 95% target and in Quarter 3 of 2013/14 performance was 95.5%, exceeding the 95% target.</p>				
Tenant Involvement & Empowerment	We aim to respond to 93% of stage one complaints within 20 days	95%	88%	↓
<p>Notes on complaints responses: After achieving the target of 90% in 2012/13, a target of 93% was set for 2013/14. BHP sets a high standard in complaints reporting compared to other council sections and London peers. On average BHP receive 35 stage 1 complaints monthly and unfortunately in 2013/14 have only responded to an average of 31 within the target time of 20 days. Complaints officers are working with managers to ensure that internal response times are met and that work loads are managed effectively.</p>				
Value for Money	We aim to collect 98.5% of current gross rent	98.4%	98.3%	↓

Notes on rent collection: BHP is on track to meet the target of 98.5% gross rent collection at year end. This target was set as a realistic goal for BHP in the current economic climate. The implementation of the government's welfare reform measures are the biggest challenge for the income collection team. Rent officers are employing new ways of working to help maximise rent collection. A welfare reform team was set up to support residents directly affected by the under-occupation charges; rent officers are working flexible hours outside of 9-5 to enable more direct contact to be made with tenants; officers are utilizing the Citizens Advice Bureau and other agencies to offer support to tenants; and officers are provided with more in depth rent collection reporting to track progress in their areas.