

Area		PI Type	Frequency	Customers	14/15 actual	15/16 actual	2016/17				2016/17 actual	2016/17 Target	17/18 target	2017/18		
							Q1	Q2	Q3	Q4				Q1	July	August
Customers	Customer Access	LBB Customer Promise	Monthly	Percentage of correspondence responded to within 10 working days	91%	93%	94%	89%	94%	94%	93%	100%	95%	95%		
		Council Monitoring	Weekly	Percentage of phone calls answered in the Customer Response Team	85%	88%	86%	91%	86%	81%	86%	100%	90%	62%		
		LBB Customer Promise	Weekly	Average answering time for calls to the Customer Response Team	2.03	2.05	2.10	1.17	2.21	3.15	2.17	60 seconds	60 seconds	00:06:15		
		LBB Customer Promise	Weekly	Percentage of email correspondence responded to in the CRT within 10 working days.	84%	88%	102%	99%	100%	100%	100%	100%	100%	66%		
		Local PI	Quarterly	Percentage of Freedom of Information requests responded to within 20 working days		NI	100%	100%	100%	92%	97%	100%	100%	100%		
		For Info	Quarterly	Number of Freedom of Information requests received		NI	15	26	11	13	68	For Information	For information	21		
	Complaints	Local PI	Weekly	Percentage of 48 hour enquiries resolved within 48 hours	76%	91%	100%	96%	100%	100%	99%	95%	95%	58%		
		For info	Weekly	Number of 48 hour resolution enquiries received	146	358	81	45	31	15	172	For Information	For Information	12		
		Council Monitoring	Weekly	Percentage of stage one complaints responded to within 20 days	56%	80%	97%	100%	100%	100%	99.5%	93%	100%	82%		
		For info	Weekly	Number of stage one complaints received	377	446	138	157	159	159	613	For Information	For Information	129		
		For info	Monthly	Number of stage one complaints upheld and partly upheld	191	230	61	121	108	99	388	For Information	For Information	72		
		For info	Monthly	Average number of days to respond to stage one complaints	27.6	26.2	17.2	16.4	17.5	18.4	17.1	For Information	For Information	19		
		For info	Monthly	Percentage of stage one complaints escalated and accepted at stage two	9.8%	11%	19%	11%	17%	17%	13%	For Information	For Information	10%		
		For info	Monthly	Number of stage two complaints received by the council	52	66	21	18	11	25	75	For Information	For Information	15		
		For info	Monthly	Number of stage two complaints upheld and partly upheld by the council	34	35	17	14	7	6	48	For Information	For information	9		
		Council Monitoring	Weekly	Percentage of members' enquiries responded to within 10 days	69%	95%	100%	100%	100%	100%	100%	100%	100%	77%		
		For info	Weekly	Number of members enquiries received	337	324	152	108	115	114	489	For Information	For Information	179		
		For info	Weekly	Percentage of service requests responded to within 10 days							New		For Information	56%		
		For info	Weekly	Number of service requests received							New		For Information	83		
		For info	Quarterly	Number of Housing Ombudsman investigations initiated	8	7	1	2	2	4	11	For Information	For Information	6		

Area		PI Type	Frequency	Home (Repairs)	14/15 actual	15/16 actual	2016/17				2016/17 actual	2016/17 Target	17/18 target	2017/18		
							Q1	Q2	Q3	Q4				Q1	July	August
Services	Responsive Repairs	Contract PI	Monthly	Percentage of responsive repairs appointments for Wates Living Space that are made and kept	NI	90%	96.6%	93%	95%	97%	96%	99%	99%	98%		
		Contract PI	Monthly	Percentage of repairs issued to Wates Living Space completed on the first visit	NI	89%	88%	90%	96%	97%	93%	92%	92%	97%		
		Contract PI	Monthly	Percentage of all emergency repairs completed by Wates within target time		NI	97%	99.7%	100%	100%	99%	100%	100%	99%		
		Contract PI	Monthly	Percentage of all responsive repairs issued to Wates Living Space completed within target time	93%	91%	91%	91%	88%	93%	91%	95%	95%	94%		
		Council Monitoring	Monthly	Percentage of all responsive repairs issued to all other contractors completed within target time							New		95%	92%		
		Contract PI	Monthly	Percentage of customers satisfied with responsive repairs work for all contracts measured through text message surveys		NI	Not Available	Not Available	Not Available	62%	55%	95%	95%	74%		

Area		PI Type	Frequency	Home (Planned Maintenance)	14/15 actual	15/16 actual	2016/17				2016/17 actual	2016/17 Target	17/18 target	2017/18		
							Q1	Q2	Q3	Q4				Q1	July	August
Services	Planned Maintenance	Contract PI	Quarterly	Average calendar days to complete all major adaptations	56	65	73	56	48	98	73	60 days	60 days	19		
		Local PI	Quarterly	Average calendar days to complete all minor adaptations	2	19	16	14	6	13	18	For Information	For Information	3		
		Contract PI	Quarterly	Time predictability- Internal: The variation between actual completion times against planned times on all programs handed back in the period	NI	Not Available	Not Available	94.3%	96.3%	90%	92%	90%	90%	100%		
		Contract PI	Quarterly	Time predictability- External: The variation between actual completion times against planned times on all programs handed back in the period							New		90%	68%		
		Contract PI	Quarterly	Cost predictability - Internal: The variation between actual completion costs against planned costs on all programs handed back in the period	NI	Not Available	Not Available	-7%	-9%	20%	4%	<5%	<5%	-18%		
		Contract PI	Quarterly	Cost predictability- External: The variation between actual completion costs against planned costs on all programs handed back in the period							New		<5%	72%		
		Contract PI	Quarterly	Resident satisfaction with overall quality of internal works completed (measured through completion surveys by Wates Living Space)	NI	Not Available	Not Available	95%	96%	95%	96%	95%	95%	95%		
		Contract PI	Quarterly	Resident satisfaction with overall quality of external works completed (measured through completion surveys by Wates Living Space)	NI	Not Available	Not Available	n/a	n/a	90%	87%	85%	85%	86%		
		Council Monitoring	Quarterly	Tenant Satisfaction with the way in which we manage Repairs and Maintenance (measured through external telephone surveys by BMG Research)	NI	66%	69%	64%	68%	65%	67%	73%	73%	61%		
		Council Monitoring	Quarterly	Leasehold Satisfaction with the way in which we manage Repairs and Maintenance (measured through external telephone surveys by BMG Research)	NI	34%	35%	33%	42.0%	39%	37%	40%	40%	29%		

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Area		PI Type	Frequency	Tenancy	14/15 actual	15/16 actual	2016/17				2016/17 actual	2016/17 Target	17/18 target	2017/18		
							Q1	Q2	Q3	Q4				Q1	July	August
Services	Tenancy Management	Local PI	Monthly	Percentage of all scheduled introductory tenancy visits undertaken		NI	48%	Not available	Not available	Not available	Not available	For Information		15%		
		Local PI	Quarterly	Percentage of all section 20 notices to leaseholders issued within 14 days	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%		
		Local PI	Quarterly	Percentage of all Right to Buy 2 notices served within the 4 weeks legislation time	95%	75%	100%	89%	93%	95%	95%	100%	100%	100%		
		For info	Quarterly	Number of Right to Buy sales completed	78	58	14	19	15	10	58	For Information	For Information	17		
Area		PI Type	Frequency	Anti-Social Behaviour	14/15 actual	15/16 actual	2016/17				2016/17 actual	2016/17 Target	17/18 target	2016/17		
							Q1	Q2	Q3	Q4				Q1	July	August
Services	Anti Social Behaviour	Local PI	Monthly	Number of Anti Social Behaviour (ASB) cases opened in period		NI	79	44	58	39	234	For Information	For Information	54		
		Local PI	Monthly	Number of ASB cases closed in period		NI	70	55	97	53	281	For Information	For Information	103		
		Local PI	Monthly	Number of ASB cases open relating to domestic violence or hate crime							New		For Information	7		
		Local PI	Monthly	Number of ASB (Anti Social Behaviour) cases referred to mediation services	NI	3	3	2	0	2	7	For Information	For Information	0		
		Local PI	Monthly	Number of individuals that have entered into an acceptable behaviour contract as a result of an ASB case	NI	13	2	5	0	2	9	For Information	For Information	0		
		Local PI	Quarterly	Resident satisfaction with the handling of their ASB case (measured through external telephone surveys by BMG Research)	NI	34%	32%	30.0%	37.0%	35.0%	34%	For Information	For Information	25%		

Area		PI Type	Frequency	Public Realm	14/15 actual	15/16 actual	2016/17				2016/17 actual	2016/17 Target	17/18 target	2017/18		
							Q1	Q2	Q3	Q4				Q1	July	August
Services	Estate Management	For info	Quarterly	Resident satisfaction with the standard of grass cutting and shrub maintenance (measured through external telephone surveys by BMG Research)	NI	76%	74%	68%	70%	71%	71%	For Information		62%		
		For info	Quarterly	Resident satisfaction with the standard of internal & external cleaning (measured through external telephone surveys by BMG Research)	NI	63%	63%	53%	62%	60%	58%	For Information		55%		
		Local PI	Monthly	Percentage of inspections completed in high rise blocks (27 per month)		NI	100%	100%	86%	100%	97%	100%	100%	100%		
		Local PI	Monthly	Percentage of inspections completed in low rise blocks bi-monthly (580 over two months)		NI	100%	100%	81%	100%	96%	100%	100%	100%		
		Local PI	Monthly	Percentage of playgrounds inspected (18 per week)		NI	100%	100%	100%	100.0%	100%	100%	100%	100%		
		Local PI	Monthly	Percentage of areas assessed as gold or silver in LEQ (Local Environment Quality) grading surveys	NI	Not Available	99.4%	99.2%	100%	Not Available	98.4%	80%	80%	Unable to populate		
		Local PI	Monthly	Percent of LEQ inspections indicating that communal areas in buildings inspected are clear of obstructions	Not Available	Not Available	Not Available	Not Available	98.0%	Not Available	98.0%	96%	96%	Unable to populate		
Area		PI Type	Frequency	Finance	14/15 actual	15/16 actual	2016/17				2016/17 actual	2016/17 Target	17/18 target	2017/18		
							Q1	Q2	Q3	Q4				Q1	July	August
Financial	Income Collection	Council Monitoring	Monthly	Percentage of current gross rent collected from tenants	98.5%	98.5%	99.1%	98.3%	99.5%	100.1%	99.3%	99.5%	99.5%	97.6%		
		For info	Quarterly	Number of residents who attended South Kilburn financial inclusion surgery	NI	311	77	49	70	71	218	For Information	For Information	83		
		For info	Quarterly	Amount of additional income generated for residents households during the period	NI	£155,483	£49,828	£56,263.53	£43,260.99	£159,707	£252,796	For Information	For Information	£123,679		
		For info	Quarterly	Percentage of current tenants who pay their rent or service charges by Direct Debit	NI	17%	17%	17%	17%	17%	17%	For Information	For Information	18%		
		For info	Quarterly	Former tenant arrears collection rate	4.0%	5.4%	0.6%	0.8%	0.3%	0.5%	0.5%	For Information	For information	0.6%		
		For info	Quarterly	Rent written off as a % of the annual rent roll	1.1%	0.1%	0.01%	0.10%	0.0%	0.02%	0.07%	For Information	For information	0.00%		
		Council Monitoring	Monthly	Percentage of rent lost through residential void properties	0.85%	0.59%	0.55%	0.79%	0.80%	0.73%	0.64%	0.70%	0.70%	1.21%		
		Council Monitoring	Monthly	Percentage of leasehold service charge collected	105.5%	107.0%	22.0%	69.6%	91.1%	119%	119%	107%	107%	17.0%		

Area		PI Type	Frequency	Kilburn Square Housing Co-op	14/15 actual	15/16 actual	2016/17				2016/17 actual	2016/17 Target	17/18 target	2017/18		
							Q1	Q2	Q3	Q4				Q1	July	August
Tenancy Management	Kilburn Square Housing Co-op	Local PI	Quarterly	Overall rent collection rate for Kilburn Square	98.2%	98.1%	100.2%	100.8%	100.6%	100.7	100.7%	99.5%	99.5%	96.0%		
		Local PI	Quarterly	Average re-let time of a Standard voids		NI	–	–	–	–	–	24 days	24 days	–		
		Local PI	Quarterly	Average re-let time of a Major voids		NI	–	91	–	70	80.5	61 days	61 days	–		
		Local PI	Quarterly	Percentage of all responsive repairs issued and completed within target time		NI	88%	88%	86%	80%	85%	For Information	95%	90.8%		
Area		PI Type	Frequency	Watling Gardens Tenancy Management Organisation	14/15 actual	15/16 actual	2016/17				2016/17 actual	2016/17 Target	17/18 target	2017/18		
							Q1	Q2	Q3	Q4				Q1	July	August
Tenancy Management	Watling Gardens	Local PI	Quarterly	Overall rent collection rate for Watling Gardens	99.8%	100.2%	99.5%	98.9%	100.4%	100.7%	100.7%	99.5%	99.7%	96.4%		
		Local PI	Quarterly	Average re-let time of a Standard voids		NI	–	28	112	–	91	24 days	24 days	45		
		Local PI	Quarterly	Average re-let time of a Major voids		NI	–	–	105	–	105	61 days	61 days	–		
		Local PI	Quarterly	Percentage of all responsive repairs issued and completed within target time		NI	100%	100%	100%	100%	100%	For Information	95%	97%		