

# Performance Indicator Report



improving housing through partnership

# January 2009

Performance  
Monitoring  
Section

QMS  
ISO 9001:2000  
Certified



# PFI 1 & PFI 2

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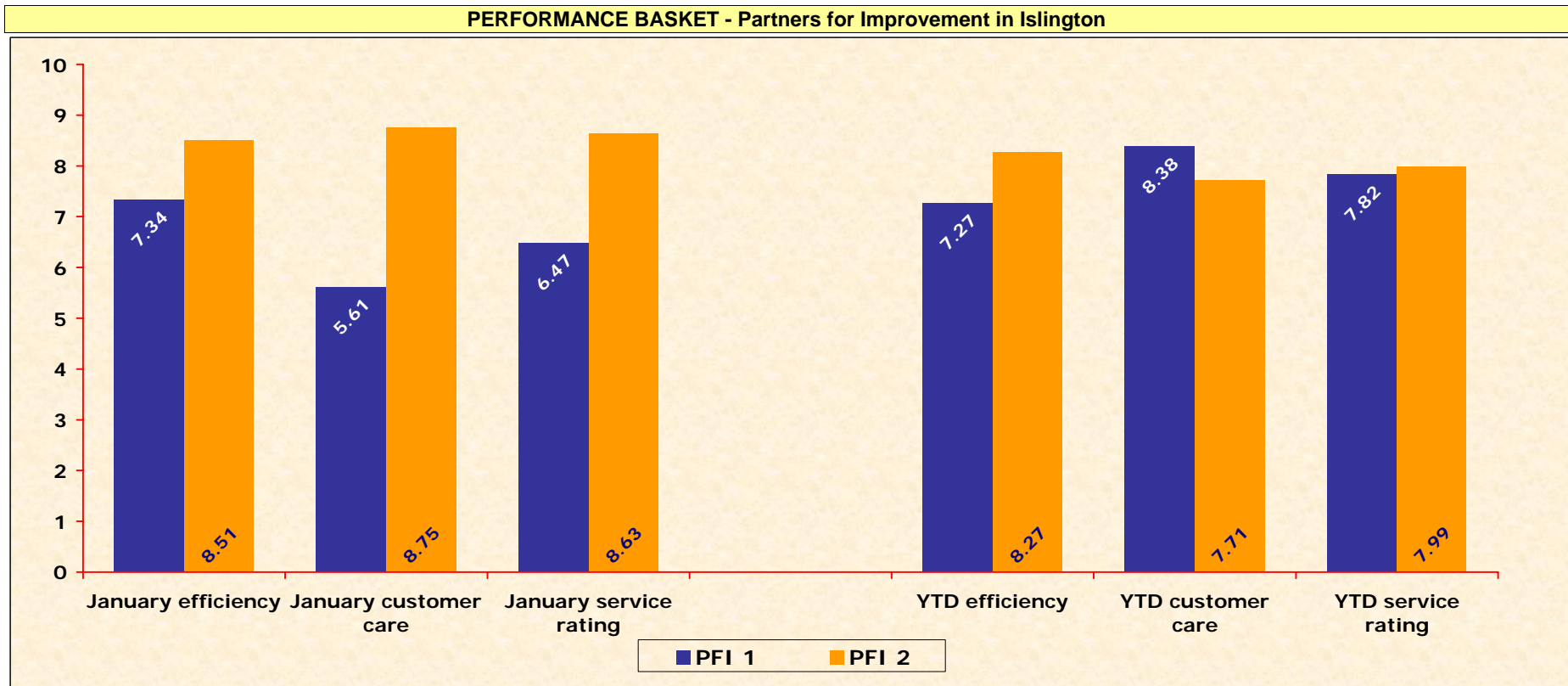
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# ***Performance Basket Report January 2009***

## ***Partners - Headline Performances***

- **PFI 1 scored 6.47 points for January and 7.82 points for the year to date. PFI 1's efficiency score was 7.34 points, rating as "Good" and the customer care score was 5.61 points, which rates as "Satisfactory". Four of the ten indicators evaluated for PFI 1 attained maximum scores this month.**
- **PFI 2 scored 8.63 points for January and 7.99 points for the year to date. PFI 2 efficiency score was 8.51 for January rating as "Good" and the customer care score was 8.75 points, which rates as "Good". Five of the ten indicators evaluated for PFI 2 attained maximum scores this month.**

**Contact Anne Mushington for more information on ext. 4113**



YTD Rating Keys	
Keys	Ratings
Excellent	Above 9
Good	Btw 7-9
Satisfactory	Btw 5-7
Below Target	Below 5

YTD Ratings		
Area Office	Ratings	Score
PFI 1	Good	7.82
PFI 2	Good	7.99

Monthly Efficiency and Customer Care Scores		
	Efficiency	Customer Care
PFI 1	7.34	5.61
PFI 2	8.51	8.75

- PI's Contributing to the basket**
- |                                      |          |   |
|--------------------------------------|----------|---|
|                                      | Wgt. (%) |   |
| Efficiency Performance Indicators    | {        | 12.5 Average relet time of minor voids (Monthly)                                |
|                                      |          | 12.5 Rents collected as % of rent due (Monthly)                                 |
|                                      |          | 7.5 % Reduction of average debt per tenant (YTD)                                |
|                                      |          | 10 % of all repairs completed within timescale (YTD)                            |
| Customer Care Performance Indicators | {        | 7.5 % of responsive repairs for which an appointment was both made & kept (YTD) |
|                                      |          | 10 Correspondence (Monthly)   |
|                                      |          | 10 Complaints (Monthly)   |
|                                      |          | 10 Members Complaints and Enquiries (Monthly)                                   |
|                                      |          | 10 Telephone (PFI) - Monthly  |
|                                      |          | 10 % of all new tenants visited within 20 working days                          |

**CUSTOMER CARE**

**C100 (ex LKPI-5a)**  
**Complaints from the Public**  
**Percentage replied within 10 days**  
**(excluding pending items)**

**Target = 95.0%**

Nil - Nothing to report.  
 0% - Did not meet target.  
 NP - Not provided, NA - Not Applicable

**Comments**

**C100 - Complaints** - The overall HFI performance is 88.4% for January 09. The YTD performance, 90.8%, is below target.

NB: Please refer to the organisational structure chart in Appendix One for a more detailed breakdown of PI providers within Homes for Islington.

**This indicator is subject to ongoing reconciliation of previous data, which may result in changes to reported performance.**

Please contact Matt Parsons for more information on (Ext 4219)

**C100 - Complaints**  
 Percentage Replied Within 10 Days

	STAGE 1					STAGE 2			
	Last year	Current Mth	YTD	Monthly volume	YTD volume	Stage 2 Monthly	YTD Volume	YTD	
<b>Operations</b>	Holland Walk	100.0%	100.0%	100.0%	5	48	2	7	100.0%
	Lyon St	100.0%	100.0%	100.0%	2	19	0	1	100.0%
	Upper St	95.7%	100.0%	100.0%	5	62	0	6	100.0%
	Central St	98.1%	100.0%	97.6%	2	41	0	6	83.3%
	PFI 1	100.0%	100.0%	98.2%	2	55	0	0	NIL
	PFI 2	100.0%	100.0%	100.0%	11	74	0	0	NIL
	Home Ownership	95.2%	100.0%	94.4%	2	71	0	3	66.7%
	Reception Centre	100.0%	NIL	100.0%	0	4	0	1	100.0%
	HFI Direct	95.2%	NIL	80.0%	0	20	0	0	NIL
	Transfer Team	100.0%	100.0%	100.0%	1	4	0	1	100.0%
	Estate Parking	100.0%	NIL	87.5%	0	16	0	1	0.0%
	H. Investigations	NIL	NIL	NIL	0	0	0	0	NIL
	OOH ASB	100.0%	NIL	NIL	0	0	0	0	NIL
	Income Control	NIL	NIL	100.0%	0	1	0	0	NIL
<b>Property Services</b>	<b>Performance &amp; Service Development</b>	100.0%	NIL	NIL	0	0	2	2	100.0%
	<b>Resources</b>	NIL	NIL	NIL	0	0	0	0	NIL
	Program Management	86.6%	75.0%	88.6%	4	79	1	9	100.0%
	Capital Program Delivery	50.0%	NIL	60.0%	0	5	0	1	100.0%
	Legal Repair	100.0%	0.0%	29.4%	1	17	1	3	66.7%
	Services Engineering	78.8%	68.8%	84.0%	16	194	0	13	92.3%
	Responsive Repairs	90.2%	94.4%	90.9%	18	274	0	23	87.0%
	<b>Overall Total</b>	<b>92.3%</b>	<b>88.4%</b>	<b>90.8%</b>	<b>69</b>	<b>984</b>	<b>6</b>	<b>77</b>	<b>89.6%</b>

**CUSTOMER CARE**

**C110 (ex LKPI-6a)**  
**Correspondence from the Public**  
**Percentage replied within 10 days**  
**(excluding pending items)**

Target = 98.5%

Nil - Nothing to report.  
 0% - Did not meet target.  
 NP - Not provided, NA - Not Applicable

Comments

**C110 - Correspondence** - The overall HFI performance is 98.4% for January 09. The YTD performance, 99.0% is on target.

NB: Please refer to the organisational structure chart in Appendix One for a more detailed breakdown of PI providers within Homes for Islington.

**This indicator is subject to ongoing reconciliation of previous data, which may result in changes to reported performance.**

Please contact Matt Parsons for more information on (Ext 4219)

**C110 - Correspondence**  
 Percentage Replied Within 10 Days

	Last year	Current Mth	YTD	Monthly volume	YTD volume	
<b>Operations</b>	Holland Walk	100.0%	100.0%	100.0%	48	542
	Lyon St	100.0%	100.0%	100.0%	61	549
	Upper St	100.0%	100.0%	100.0%	122	987
	Central St	99.6%	100.0%	100.0%	76	628
	PFI 1	99.8%	100.0%	99.4%	38	528
	PFI 2	99.6%	99.0%	99.3%	100	1094
	Home Ownership	98.4%	99.1%	99.2%	1381	12543
	Reception Centre	100.0%	NIL	NIL	0	0
	HFI Direct	96.2%	100.0%	86.2%	1	29
	Transfer Team	100.0%	100.0%	100.0%	67	702
	Estate Parking	NIL	NIL	NIL	0	0
	H. Investigations	97.8%	NIL	100.0%	0	159
	OOH ASB	NIL	NIL	NIL	0	0
	Income Control	NIL	100.0%	98.5%	37	272
<b>Performance &amp; Service Development Resources</b>						
		100.0%	NIL	66.7%	0	3
<b>Property Services</b>	Program Management	88.0%	NIL	63.2%	0	19
	Capital Program Delivery	NIL	NIL	NIL	0	0
	Legal Repair	84.0%	33.3%	80.1%	9	236
	Services Engineering	NIL	0.0%	75.0%	2	4
	Responsive Repairs	89.7%	NIL	NIL	0	0
	<b>Overall Total</b>	<b>98.4%</b>	<b>98.9%</b>	<b>99.0%</b>	<b>1942</b>	<b>18295</b>

**CUSTOMER CARE**

**C120 (ex LKPI -7a)**  
**Members Enquiries & Members complaints**  
**Percentage replied within 10 days (excluding pending items)**

**Target = 99%**

Nil - Nothing to report.  
 0% - Did not meet target.  
 NP - Not provided, NA - Not Applicable

**C120 - Member's Enquiries & Member's Complaints**  
 Percentage Replied Within 10 Days

	Last year	Current Mth	YTD	Monthly volume	YTD volume	
<b>Operations</b>	Holland Walk	100.0%	100.0%	99.3%	9	146
	Lyon St	98.9%	100.0%	100.0%	7	66
	Upper St	97.0%	100.0%	100.0%	15	224
	Central St	98.7%	90.0%	99.0%	10	100
	PFI 1	100.0%	83.3%	98.9%	6	88
	PFI 2	100.0%	100.0%	100.0%	14	179
	Home Ownership	100.0%	100.0%	98.9%	8	89
	Reception Centre	NIL	NIL	NIL	0	0
	HFI Direct	NIL	NIL	100.0%	0	1
	Transfer team	100.0%	100.0%	98.6%	22	283
	Estate Parking	100.0%	NIL	100.0%	0	3
	H. Investigations	NIL	NIL	NIL	0	0
	OOH ASB	100.0%	NIL	NIL	0	0
	Income Control	NIL	NIL	NIL	0	0
	<b>Property Services</b>	Performance & Service Development	100.0%	NIL	NIL	0
Resources		NIL	NIL	NIL	0	0
Program Management		92.9%	87.5%	91.0%	8	89
Capital Program Delivery		NIL	NIL	100.0%	0	2
Legal Repair		100.0%	33.3%	30.8%	3	13
Services Engineering		74.1%	NIL	91.7%	0	36
Responsive Repairs	78.6%	100.0%	89.2%	7	93	
<b>Overall Total</b>	<b>97.3%</b>	<b>95.4%</b>	<b>97.3%</b>	<b>109</b>	<b>1412</b>	

Comments

**C120 - Member's Enquiries & Members Complaints**

The overall HFI performance is 95.4% for January 09. The YTD performance, 97.3% is below target.

NB: Please refer to the organisational structure chart in Appendix One for a more detailed breakdown of PI providers within HFI.

**This indicator is subject to ongoing reconciliation of previous data, which may result in changes to reported performance.**

Please contact Matt Parsons for more information on (Ext 4219)

**CUSTOMER CARE**

**C130 - Ombudsman**

Percentage Replied Within 10 Days

**C130 (ex LKPI-10)  
Monitoring Ombudsman**

**Percentage replied within 10 days (excluding pending items)**

**Target = 100%**

Nil - Nothing to report.  
0% - Did not meet target.  
NP - Not provided, NA - Not Applicable

Comments

**C130 - Ombudsman**

The overall HFI performance is Nil for January 09. The YTD performance of 90.9% is below target.

NB: Please refer to the organisational structure chart in Appendix One for a more detailed breakdown of PI providers within HFI.

**This indicator is subject to ongoing reconciliation of previous data, which may result in changes to reported performance.**

Please contact Matt Parsons for more information on (Ext 4219)

	Last year	Current Mth	YTD	Monthly volume	YTD volume	
<b>Operations</b>	Holland Walk	100.0%	NIL	100.0%	0	2
	Lyon St	100.0%	NIL	100.0%	0	1
	Upper St	100.0%	NIL	100.0%	0	1
	Central St	100.0%	NIL	NIL	0	0
	PFI 1	100.0%	NIL	100.0%	0	4
	PFI 2	100.0%	NIL	100.0%	0	4
	Home Ownership	NIL	NIL	100.0%	0	1
	Reception Centre	NIL	NIL	NIL	0	0
	HFI Direct	NIL	NIL	NIL	0	0
	Transfer Team	100.0%	NIL	100.0%	0	2
	Estate Parking	66.7%	NIL	NIL	0	0
	H. Investigations	NIL	NIL	NIL	0	0
	OOH ASB	NIL	100.0%	100.0%	1	1
	Income Control	NIL	NIL	NIL	0	0
<b>Property Services</b>	Performance & Service Development	NIL	NIL	NIL	0	0
	Resources	NIL	NIL	NIL	0	0
	Program Management	NIL	NIL	50.0%	0	2
	Capital Program Delivery	NIL	NIL	NIL	0	0
	Legal Repair	100.0%	NIL	100.0%	0	1
	Services Engineering	NIL	NIL	100.0%	0	1
	Responsive Repairs	66.7%	NIL	50.0%	0	2
<b>Overall Total</b>	<b>94.1%</b>	<b>100.0%</b>	<b>90.9%</b>	<b>1</b>	<b>22</b>	

**CUSTOMER CARE**

**A700 (ex LKPI 103) - The percentage of tenancy audits completed**

Tenancy audits are carried out using a sample of addresses to establish whether there is a breach of the tenancy conditions. This could be a result of illegal subletting and or unauthorised occupancy.

Target = 10%

Comments

A700 - YTD = 10.2%

For more information contact contact Matt Parsons on (Ext 4219)

**C400 (ex LI 34a) Callers to office per area - General.**

**C410 (ex LI 34b) Callers to office per area - Housing Benefit.**

Comments:

**C400 & C410 (ex LI 34a & LI 34b)** Data is retrieved from Business Objects. All entries on IWorld are carried out by area office staff.

For more information contact Matt Parsons on (Ext 4219)

**A700 - The percentage of tenancy audits completed**

Areas	Number for month	Number for year (YTD)	The % (YTD) against housing stock
Holland Walk	0	560	11.2%
Lyon Street	0	511	14.8%
Upper Street	1	378	5.9%
Central Street	0	583	15.3%
PFI 1	3	138	8.1%
PFI 2	15	196	6.8%
<b>HFI Total</b>	<b>19</b>	<b>2366</b>	<b>10.2%</b>

**Callers to office per area**

**C400 - General Visit**

Areas	Last Year	Current Mth	YTD
Holland Walk	6265	478	3560
Lyon Street	4326	365	2717
Upper Street	9190	1623	7687
Central Street	5919	660	5114
<b>HFI Total</b>	<b>25700</b>	<b>3126</b>	<b>19078</b>

**C410 - Housing Benefit Visit**

Areas	Last Year	Current Mth	YTD
Holland Walk	12184	1603	8573
Lyon Street	9244	1200	5693
Upper Street	21773	3113	18605
Central Street	5006	744	4414
<b>HFI Total</b>	<b>48207</b>	<b>6660</b>	<b>37285</b>

OPERATIONS (CUSTOMER CARE)

**C700 (ex LKPI - 100)**  
The percentage of telephones answered within 6 rings with corporate greeting

Target - 95.5%

The corporate greeting requirements are; Good morning/afternoon, office name & person name.

**C740 (ex LI - 37)**

The percentage of telephone messages responded to within timescale.

The standard requires an officer to respond within 24 hours of receiving a message.

Target - 95%

**Comments:**

**C700 - Telephone answered within 6 rings with corporate greeting**

January 09 - HFI Overall - 92.4%

The area office monthly performance is 98.3%. The YTD HFI overall performance of 95.5% is above target.

Due to departmental structure changes within HFI, this PI has undergone a reconciliation of previous data, which may result in changes to reported performance.

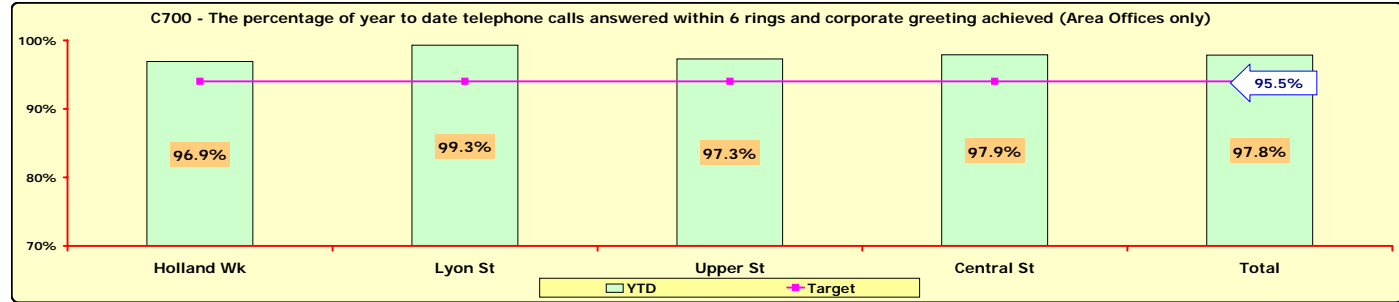
**A300 - Out of Hours ASB Hotline,**

The number of OOH ASB calls responded to over the number of calls received.

Target - 80%

PFI 1 and PFI 2 do not contribute in this indicator.

For clarification please contact Matt Parsons ext 4219.



C700 - Telephone answered within 6 rings with corporate greeting

HFI Other	Current Month	YTD
Service Development	83.3%	95.5%
Performance	50.0%	95.0%
Home Ownership	100.0%	97.0%
Reception Centres	100.0%	98.2%
Estate Parking	100.0%	100.0%
Court Officers	100.0%	100.0%
Housing Investigation	100.0%	97.2%
Transfer Team	100.0%	100.0%
Income Control	87.5%	94.3%
Accountancy	50.0%	85.7%
IT and Facilities	100.0%	94.8%
Human Resources	100.0%	98.3%
Administration and Business Support	87.5%	94.7%
Programme Management	87.5%	93.5%
Capital Programme Delivery	78.6%	84.3%
Legal Repairs Team	75.0%	87.5%
Service Engineering	80.0%	82.6%
Responsive repairs	83.3%	96.4%
<b>Total</b>	<b>86.4%</b>	<b>93.1%</b>

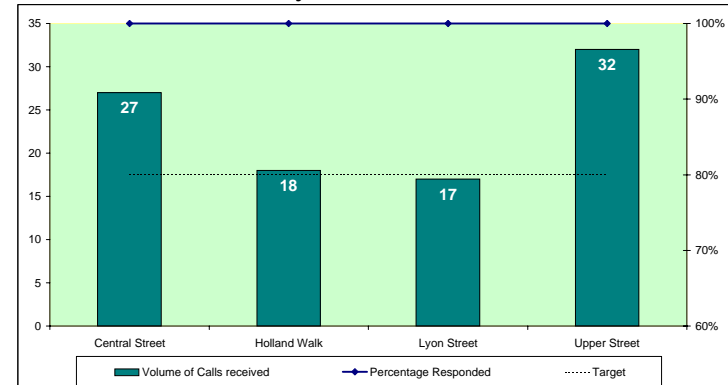
Area Offices	Current Month	YTD
Holland Walk	100.0%	96.9%
Lyon Street	100.0%	99.3%
Upper Street	93.3%	97.3%
Central Street	100.0%	97.9%
<b>Total</b>	<b>98.3%</b>	<b>97.8%</b>

HFI Total	Current Month	YTD
Area Offices	98.3%	97.8%
Other Offices	86.4%	93.1%
<b>HFI Overall</b>	<b>92.4%</b>	<b>95.5%</b>

PFI 1	Current Month	YTD
<b>Total</b>	<b>98.0%</b>	<b>97.7%</b>

PFI 2	Current Month	YTD
<b>Total</b>	<b>98.0%</b>	<b>97.7%</b>

A300 - Number of Calls received by Out of Hours ASB Hotline



ASB Hotline	Current Month Volume	Current Month	YTD Volume	YTD
Percentage of calls responded	94	100.0%	1509	94.8%

OPERATIONS

C420 (ex LI - 35)

The percentage of all new tenants visited within 20 working days.

There has been a change in the way this indicator is reported. This indicator now reports the current month performance where a visit is due.

This indicator allows area offices a maximum of 20 working days from the tenancy commencement date to carry out the visit.

The data is generated using a Business Objects report.

Target = 80%

Comments:

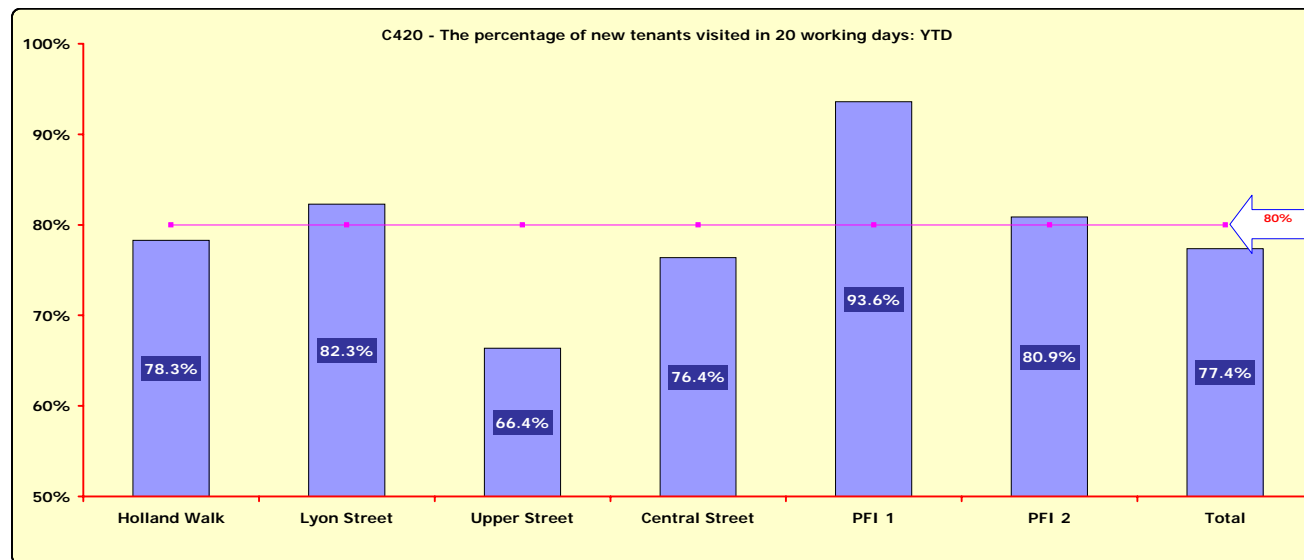
C420 -

The HFI overall performance was below target. **The performance data reports those visits that were due in the month of January 09.**

The HFI YTD performance of 77.4% is below target.

This table shows the number percentage for new tenant visits completed within 4 weeks, 12 weeks, over 12 weeks and the percentage of new tenants that have never been visited.

For clarification please contact Matt Parsons ext 4219



C420 - The percentage of new tenants visited within 20 working days

January 2009							
Areas	Last Year	4 Weeks YTD	12 Weeks YTD	Over 12 weeks YTD	Incomplete YTD	Referred To Housing Investigations Monthly	Referred To Housing Investigations YTD
Holland Walk	63%	78.3%	17.6%	1.9%	2.2%	1	1
Lyon Street	70%	82.3%	6.3%	1.3%	10.1%	0	0
Upper Street	58%	66.4%	23.1%	1.7%	8.7%	0	0
Central Street	63%	76.4%	15.6%	3.8%	4.2%	1	1
PFI 1	72%	93.6%	2.6%	0.0%	3.8%	0	0
PFI 2	70%	80.9%	14.0%	2.2%	2.9%	0	0
Total	64%	77.4%	15.2%	2.1%	5.3%	2	2

**OPERATIONS**

The number of harassment incidents recorded by Homes For Islington;  
**A235 (ex BVPI 174); racial incidents**  
**A250 (ex LKPI 20a); sexuality incidents**  
**A265 (ex LKPI 21a); other incidents**

The percentage of harassment incidents resulting in further action.

**A240 (ex BVPI 175); racial incidents**

**TARGET = 100%**

**A255 (ex LKPI 20b); sexuality incidents**

**TARGET = 100%**

**A270 (ex LKPI 21b); other incidents**

**TARGET = 100%**

Further actions include: detailed investigations, interviews, referral to policy/other agencies, mediation, rehousing of the victim and removal of graffiti. An incident has been acted upon if at least one action has been taken. This is shown by the completion of an investigation & recommendation Form HH2.

The percentage of harassment cases resulting in further action against the perpetrator (YTD).

**A245; racial incidents**

**A260; sexuality incidents**

**A275; other incidents**

**A235; Jan 2009 = 1, YTD = 13**

**A240; Jan 2009 = 100%, YTD = 92%**

**A245; Jan 2009 = 0%, YTD = 31%**

**A250; Jan 2009 = 2, YTD = 7**

**A255; Jan 2009 = 50%, YTD = 86%**

**A260; Jan 2009 = 50%, YTD = 14%**

**A265; Jan 2009 = 6, YTD = 74**

**A270; Jan 2009 = 83%, YTD = 97%**

**A275; Jan 2009 = 0%, YTD = 28%**

These indicators are subject to ongoing reconciliation of previous data, which may result in changes to reported performance

Clarification can be obtained from Alan Richards (Ext 4281)

The number of racial incidents recorded by Homes for Islington

Jan 2009	A235			A240			A245		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Racial harassment									
Holland Walk	6	0	2	100%	Nil	50%	83%	Nil	50%
Lyon Street	1	1	6	100%	100%	100%	0%	0%	17%
Upper Street	6	0	0	100%	Nil	Nil	33%	Nil	Nil
Central Street	5	0	2	100%	Nil	100%	100%	Nil	100%
PFI 1	0	0	2	Nil	Nil	100%	Nil	Nil	0%
PFI 2	6	0	1	100%	Nil	100%	50%	Nil	0%
<b>Total</b>	<b>24</b>	<b>1</b>	<b>13</b>	<b>100%</b>	<b>100%</b>	<b>92%</b>	<b>63%</b>	<b>0%</b>	<b>31%</b>

The number of sexuality incidents recorded by Homes for Islington

Jan 2009	A250			A255			A260		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Sexuality harassment									
Holland Walk	3	2	3	100%	50%	67%	33%	50%	33%
Lyon Street	2	0	0	100%	Nil	Nil	50%	Nil	Nil
Upper Street	1	0	0	100%	Nil	Nil	0%	Nil	Nil
Central Street	4	0	1	100%	Nil	100%	100%	Nil	0%
PFI 1	1	0	3	0%	Nil	100%	0%	Nil	0%
PFI 2	4	0	0	100%	Nil	Nil	100%	Nil	Nil
<b>Total</b>	<b>15</b>	<b>2</b>	<b>7</b>	<b>93%</b>	<b>50%</b>	<b>86%</b>	<b>67%</b>	<b>50%</b>	<b>14%</b>

The number of other incidents recorded by Homes for Islington

Jan 2009	A265			A270			A275		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Other harassment									
Holland Walk	14	3	13	100%	67%	92%	43%	0%	8%
Lyon Street	21	1	16	86%	100%	100%	24%	0%	19%
Upper Street	18	0	5	78%	Nil	100%	6%	Nil	40%
Central Street	10	2	19	100%	100%	100%	100%	0%	42%
PFI 1	2	0	4	0%	Nil	100%	0%	Nil	0%
PFI 2	30	0	17	93%	Nil	94%	30%	Nil	41%
<b>Total</b>	<b>95</b>	<b>6</b>	<b>74</b>	<b>88%</b>	<b>83%</b>	<b>97%</b>	<b>33%</b>	<b>0%</b>	<b>28%</b>

**OPERATIONS**

**A100 ex LKPI 101a;**

The number of ABC's (Acceptable Behaviour Contracts) arranged in the month

**A105 ex LKPI 101a;**

The number of ABC's (Acceptable Behaviour Contracts) signed in the month

**A110 ex LKPI 101b;**

The number of NTQs/NSP's (Notice to Quit / Notice of Seeking Possession) issued

**A120 ex LKPI 101c;**

The number of evictions obtained

**A130 ex LKPI 101d;**

The number of injunctions obtained

**A140 ex LKPI 101e;**

The number of ASBO's (Anti Social Behaviour Orders) obtained

**A150 ex LKPI 101f;**

The number of live ABC's (Acceptable Behaviour Contracts)

**Comments:**

**A100;**

Arranged; Jan 2009 = 9, YTD = 68  
Signed; Jan 2009 = 5, YTD = 29

A110; Jan 2009 = 6, YTD = 96

A120; Jan 2009 = 2, YTD = 9

A130; Jan 2009 = 2, YTD = 37

A140; Jan 2009 = 0, YTD = 1

A150; Jan 2009 = 27

These indicators are subject to ongoing reconciliation of previous data, which may result in changes to reported performance.  
NB: Arranged ABC's have been reported on the basis of one per reported case

Clarification can be obtained from Alan Richards (Ext 4281)

The number of live ABC's and the number of ABC's arranged in the month

Jan	2009		Arranged		Signed		Live
	Last Year	This Month	YTD	This Month	YTD		
A100 / A105 / A150							
Central Street	5	1	12	0	6	5	
Holland Walk	8	2	14	2	3	3	
Lyon Street	19	6	24	3	12	11	
Upper Street	19	0	13	0	8	8	
PFI 1	3	0	5	0	0	0	
PFI 2	1	0	0	0	0	0	
<b>Total</b>	<b>55</b>	<b>9</b>	<b>68</b>	<b>5</b>	<b>29</b>	<b>27</b>	

The number of evictions carried out

Jan	2009		
A120	Last Year	This Month	YTD
Central Street	0	1	1
Holland Walk	3	0	2
Lyon Street	1	0	2
Upper Street	1	0	1
PFI 1	1	1	2
PFI 2	3	0	1
<b>Total</b>	<b>9</b>	<b>2</b>	<b>9</b>

The number of anti-social behaviour orders obtained

Jan	2009		
A140	Last Year	This Month	YTD
Central Street	1	0	0
Holland Walk	1	0	0
Lyon Street	1	0	0
Upper Street	1	0	1
PFI 1	1	0	0
PFI 2	0	0	0
<b>Total</b>	<b>5</b>	<b>0</b>	<b>1</b>

The number of NTQs/NSP's served

Jan	2009		
A110	Last Year	This Month	YTD
Central Street	20	2	28
Holland Walk	16	3	18
Lyon Street	20	0	23
Upper Street	28	1	17
PFI 1	6	0	4
PFI 2	12	0	6
<b>Total</b>	<b>102</b>	<b>6</b>	<b>96</b>

The number of injunctions / undertakings obtained

Jan	2009		
A130	Last Year	This Month	YTD
Central Street	5	1	5
Holland Walk	3	1	1
Lyon Street	11	0	13
Upper Street	6	0	14
PFI 1	5	0	3
PFI 2	3	0	1
<b>Total</b>	<b>33</b>	<b>2</b>	<b>37</b>

**OPERATIONS**

**Rent collection and arrears recovery:**

**R100 (ex BVPI 66a)**

Proportion of current rent collected as a percentage of HRA rent charged for the year (NB - This indicator is used in CPA calculations)

Target = To exceed 98.6% (year-end)

**R180 (ex BVPI 66b)**

Percentage of tenants with more than seven weeks of arrears

Target = No greater than 8.5% (year-end)

**R500 (ex BVPI 66c)**

Percentage of tenants in arrears who have had NSP's (Notices of Seeking Possession) served

Target = No greater than 20.5% (year-end)

**R185 (ex BVPI 66d)**

Percentage of tenants evicted for rent arrears

Target = No greater than 0.2% (year-end)

**R155 (ex LKPI 22)**

Rent arrears of current tenants as a percentage of authority's rent roll

Target = No greater than 3.8%

**R110 (ex LKPI 21)**

Rent collected as a percentage of rent due (YTD).

Target = To exceed 100.0% (at end of year)

The rent due for this indicator is for 2008-09 only, unlike BVPI 66a.

**Comments:**

R100 (ex BVPI 66a) = 98.4%

R180 (ex BVPI 66b) = 7.5%

R500 (ex BVPI 66c) = 20.6%

R185 (ex BVPI 66d) = 0.2%

R155 (ex LKPI 22) = 3.5%

R110 (ex LKPI 21) = 99.8% (ytd)

These indicators are subject to ongoing reconciliation of previous data, which may result in changes to reported performance.

Clarification can be obtained from Alan Richards (Ext 4281)

**Proportion of rent collected**

Jan 2009		
R100	Last Year	This Month
HFI	N/A	N/A
PFI	N/A	N/A
<b>TOTAL</b>	<b>98.50%</b>	<b>98.40%</b>

**Percentage of tenants in arrears who have had NSP's served**

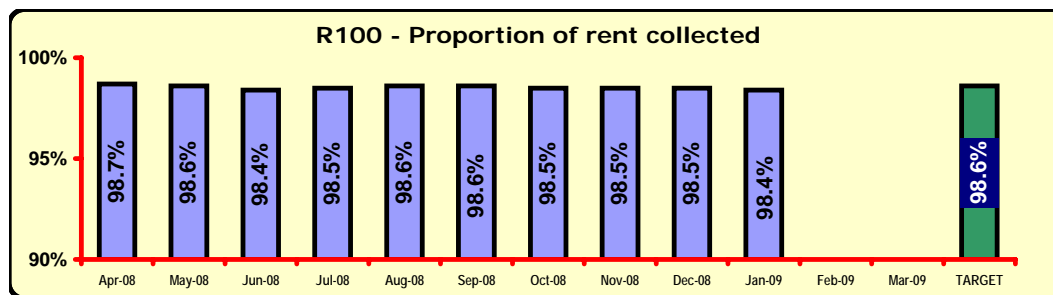
Jan 2009			
R500	Jan 2008	This Month	Rolling year
HFI	20.92%	18.48%	25.53%
PFI	33.06%	30.27%	41.23%
<b>TOTAL</b>	<b>23.08%</b>	<b>20.64%</b>	<b>24.11%</b>

**Percentage of tenants with more than seven weeks arrears**

Jan 2009			
R180	Jan 2008	This Month	Rolling year
HFI	N/A	N/A	N/A
PFI	N/A	N/A	N/A
<b>TOTAL</b>	<b>8.80%</b>	<b>7.48%</b>	<b>7.72%</b>

**Percentage of tenants evicted for rent arrears**

Jan 2009			
R185	Jan 2008	This Month	Rolling year
HFI	N/A	N/A	N/A
PFI	N/A	N/A	N/A
<b>TOTAL</b>	<b>0.24%</b>	<b>0.24%</b>	<b>0.29%</b>



**Arrears as a proportion of the authority's rent roll**

Jan 2009		
R155	Last Year	This Month
HFI	3.96%	3.45%

**Rent collected as a percentage of rent due.**

Jan 2009			
R110	Last Year	This Month	YTD
Holland Walk	N/A	105.5%	99.7%
Lyon Street	N/A	106.6%	100.2%
Upper Street	N/A	106.1%	99.8%
Central Street	N/A	106.6%	99.6%
PFI 1	N/A	106.6%	99.3%
PFI 2	N/A	104.7%	99.8%
<b>HFI</b>	<b>99.6%</b>	<b>106.0%</b>	<b>99.8%</b>

**OPERATIONS**

**R150 (ex LKPI 23)**  
**Current arrears per tenant**  
 This figure excludes reception centres.  
**Target = To be below £185 (year end)**

**R175 (ex LI 22)**  
**Overall debt pool reduction**  
 This indicator measures the percentage change in overall current rent arrears since the end of 2007-08 ie March 2008. This figure excludes reception centres.

**R160 (ex LI 2a)**  
**Total current rent arrears**

**Comments:**

**R150 = £168.56**  
 (HFI = £159.77, PFI = £208.95)

**TOTAL**

- down 9.5% (£17.74) since December 2008
- down 11.8% (£22.44) since January 2008

**HFI**

- down 10.0% (£17.73) since December 2008
- down 12.9% (£23.60) since January 2008

**PFI**

- down 7.8% (£17.63) since December 2008
- down 7.4% (£16.59) since January 2008

**R175 = -10.7% decrease**

(HFI = -11.6% decrease, PFI = 7.6% increase)

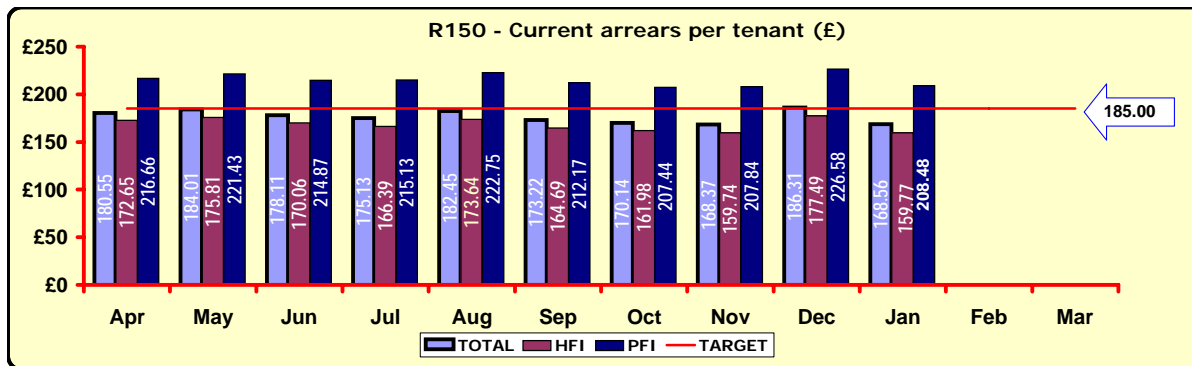
NB: "Last Year" is March 2008

**R160 = £4,251,656**

- (HFI = £3,310,564 PFI = £941,092)
- down 9.4% since December 2008
  - down 12.3% since January 2008

**These indicators are subject to ongoing reconciliation of previous data, which may result in changes to reported performance.**

Clarification can be obtained on all these indicators from Alan Richards (Ext 4281)



**Current arrears per tenant**

Jan 2009	Last Year	This Month	% Change
<b>R150</b>			
Holland Walk	£185.86	£167.11	-10.1%
Lyon Street	£221.56	£186.56	-15.8%
Upper Street	£178.45	£157.76	-11.6%
Central Street	£146.10	£133.25	-8.8%
<b>TOTAL HFI</b>	<b>£180.88</b>	<b>£159.77</b>	<b>-11.7%</b>
PFI 1	£213.85	£202.68	-5.2%
PFI 2	£242.53	£212.70	-12.3%
<b>TOTAL PFI</b>	<b>£231.81</b>	<b>£208.95</b>	<b>-9.9%</b>
<b>TOTAL</b>	<b>£189.81</b>	<b>£168.56</b>	<b>-11.2%</b>

**Percentage of debt pool reduction (%)**

Jan 2009	Last Year	This Month
<b>R175</b>		
Holland Walk	-0.7%	-9.9%
Lyon Street	-6.5%	-15.7%
Upper Street	-12.6%	-11.6%
Central Street	-14.8%	-8.7%
<b>TOTAL HFI</b>	<b>-10.0%</b>	<b>-11.6%</b>
PFI 1	-8.7%	-2.6%
PFI 2	-4.1%	-10.3%
<b>TOTAL PFI</b>	<b>-5.7%</b>	<b>-7.6%</b>
<b>TOTAL</b>	<b>-9.1%</b>	<b>-10.7%</b>

**Total current rent arrears**

Jan 2009	Last Year	This Month
<b>R160</b>		
SLUGS	£8,136	£6,594
Holland Walk	£938,601	£845,390
Lyon Street	£889,325	£749,954
Upper Street	£1,185,099	£1,047,841
Central Street	£723,774	£660,785
<b>TOTAL HFI</b>	<b>£3,744,934</b>	<b>£3,310,564</b>
PFI 1	£351,134	£341,923
PFI 2	£667,675	£599,170
<b>TOTAL PFI</b>	<b>£1,018,808</b>	<b>£941,092</b>
<b>TOTAL</b>	<b>£4,763,742</b>	<b>£4,251,656</b>

**OPERATIONS**

**R190 (ex LI 30a)**  
 Number of tenants in arrears by band  
 (Area housing offices only)  
**R200 (ex LI 30b)**  
 Amount of arrears by band  
 (Area housing offices only)

**Comments**  
 January 2009

**R190 (ex LI 30a)**  
 40.9% of all tenants are in arrears  
 (41.8% in January 2008)  
 - 40.6% of Homes for Islington's tenants are in arrears  
 - 42.2% of PFI 1 & PFI 2 tenants are in arrears.  
 - Central Street has the lowest proportion of tenants with arrears at 37.7%.  
 - Upper Street has the highest proportion of tenants with arrears at 43.8%.  
 Overall, of those tenants that are in arrears:  
 - 4.5% have arrears of £2000 or more  
 - 12.1% have arrears of £1000 or more

**R200 (ex LI 30b)**  
 Rent accounts where £1000 or more is owed hold 62.1% of the total current arrears balance (68.7% in January 2008)  
 - Rent accounts where £1000 or more is owed hold 60.8% of the total current arrears balance of Homes for Islington  
 - Rent accounts where £1000 or more is owed hold 66.6% of the total current arrears balance of PFI 1 & PFI 2  
 - 56.1% (lowest) of the Upper Street current arrears balance is held in accounts with more than £1000 in arrears.  
 - 67.8% (highest) of PFI 1's current arrears balance is held in accounts with more than £1000 in arrears.

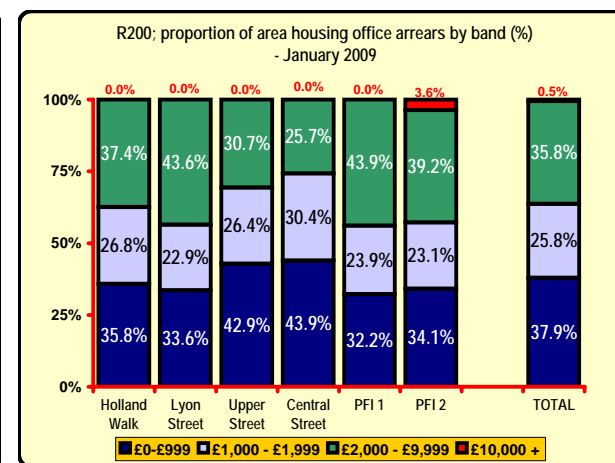
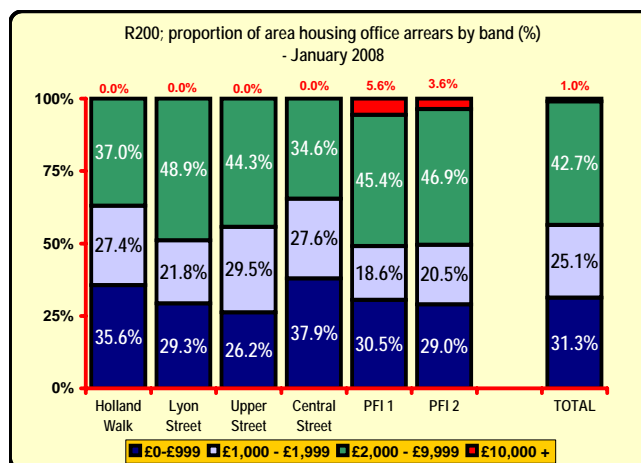
Clarification can be obtained from Alan Richards (Ext 4281)

**Number of tenants in arrears by band**

R190	2008					2009				
	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	Total	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	Total
Holland Walk	1,873	177	107	0	2,157	1,741	163	97	0	2,001
Lyon Street	1,450	141	125	0	1,716	1,413	120	96	0	1,629
Upper Street	2,668	212	135	0	3,015	2,616	202	105	0	2,923
Central Street	1,619	148	80	0	1,847	1,679	145	53	0	1,877
<b>TOTAL HFI</b>	<b>7,610</b>	<b>678</b>	<b>447</b>	<b>0</b>	<b>8,735</b>	<b>7,449</b>	<b>630</b>	<b>351</b>	<b>0</b>	<b>8,430</b>
PFI 1	592	51	46	1	690	598	59	47	0	704
PFI 2	1,018	95	82	2	1,197	1,064	101	65	2	1,232
<b>TOTAL PFI</b>	<b>1,610</b>	<b>146</b>	<b>128</b>	<b>3</b>	<b>1,887</b>	<b>1,662</b>	<b>160</b>	<b>112</b>	<b>2</b>	<b>1,936</b>
<b>TOTAL</b>	<b>9,220</b>	<b>824</b>	<b>575</b>	<b>3</b>	<b>10,622</b>	<b>9,111</b>	<b>790</b>	<b>463</b>	<b>2</b>	<b>10,366</b>
<b>% of total</b>	<b>86.8%</b>	<b>7.8%</b>	<b>5.4%</b>	<b>0.03%</b>		<b>87.9%</b>	<b>7.6%</b>	<b>4.5%</b>	<b>0.02%</b>	

**Amount of arrears by band**

R200	2008					2009				
	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	Total	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	Total
Holland Walk	£331,133	£254,343	£344,054	£0	£929,531	£302,924	£226,186	£316,279	£0	£845,390
Lyon Street	£272,871	£203,242	£456,215	£0	£932,328	£251,748	£171,417	£326,789	£0	£749,954
Upper Street	£261,824	£295,053	£442,150	£0	£999,026	£449,031	£277,079	£321,732	£0	£1,047,841
Central Street	£280,240	£204,094	£255,858	£0	£740,191	£290,026	£200,791	£169,968	£0	£660,785
<b>TOTAL HFI</b>	<b>£1,146,068</b>	<b>£956,731</b>	<b>£1,498,277</b>	<b>£0</b>	<b>£3,601,076</b>	<b>£1,293,728</b>	<b>£875,474</b>	<b>£1,134,768</b>	<b>£0</b>	<b>£3,303,970</b>
PFI 1	£116,632	£71,158	£173,588	£21,384	£382,761	£110,130	£81,615	£150,177	£0	£341,923
PFI 2	£189,065	£133,909	£306,225	£23,488	£652,687	£204,349	£138,329	£234,765	£21,727	£599,170
<b>TOTAL PFI</b>	<b>£305,696</b>	<b>£205,066</b>	<b>£479,813</b>	<b>£44,872</b>	<b>£1,035,448</b>	<b>£314,479</b>	<b>£219,944</b>	<b>£384,942</b>	<b>£21,727</b>	<b>£941,092</b>
<b>TOTAL</b>	<b>£1,451,764</b>	<b>£1,161,798</b>	<b>£1,978,090</b>	<b>£44,872</b>	<b>£4,636,524</b>	<b>£1,608,207</b>	<b>£1,095,418</b>	<b>£1,519,710</b>	<b>£21,727</b>	<b>£4,245,062</b>
<b>% of total</b>	<b>31.3%</b>	<b>25.1%</b>	<b>42.7%</b>	<b>1.0%</b>		<b>37.9%</b>	<b>25.8%</b>	<b>35.8%</b>	<b>0.5%</b>	



**OPERATIONS**

**Rent collection activities**

**R505 (ex LI 32a)**

Number of NSP's (Notices of Seeking Possession) applied for

**R510 (ex LI 32b)**

Number of possession orders obtained

**R515 (ex LI 32c)**

Number of evictions obtained

**R520 (ex LI 32d)**

Number of arrears letters issued

**R525 (ex LI 32e)**

Number of CTA's (applications to court)

**R530 (ex LI 32f)**

Number of visits

**Comments**

**R505**

MTH; HFI = 195, PFI = 52, TOTAL = 247

YTD; HFI = 1778, PFI = 645, TOTAL = 2423

**R510**

MTH; HFI = 19, PFI = 4, TOTAL = 23

YTD; HFI = 135, PFI = 50, TOTAL = 185

**R515**

MTH; HFI = 5, PFI = 4, TOTAL = 9

YTD; HFI = 47, PFI = 16, TOTAL = 63

**R520**

MTH; HFI = 3943, PFI = 1032, TOTAL = 4975

YTD; HFI = 39052, PFI = 8504, TOTAL = 47556

**R525**

MTH; HFI = 59, PFI = 28, TOTAL = 87

YTD; HFI = 766, PFI = 225, TOTAL = 991

**R530**

MTH; HFI = 530, PFI = 148, TOTAL = 678

YTD; HFI = 5942, PFI = 1214, TOTAL = 7156

These indicators are subject to ongoing reconciliation of previous data, which may result in changes to reported performance.

Clarification can be obtained on these indicators from Alan Richards (Ext 4281)

**Number of NSP's applied for**

Jan 2009	Last Year	This Month	YTD
<b>R505</b>			
Holland Walk	503	55	412
Lyon Street	540	35	371
Upper Street	799	70	616
Central Street	585	35	379
<b>TOTAL HFI</b>	<b>2427</b>	<b>195</b>	<b>1778</b>
PFI 1	355	22	268
PFI 2	469	30	377
<b>TOTAL PFI</b>	<b>824</b>	<b>52</b>	<b>645</b>
<b>TOTAL</b>	<b>3251</b>	<b>247</b>	<b>2423</b>

**Number of possession orders obtained**

Jan 2009	Last Year	This Month	YTD
<b>R510</b>			
Holland Walk	31	2	30
Lyon Street	31	3	26
Upper Street	49	11	62
Central Street	24	3	17
<b>TOTAL HFI</b>	<b>135</b>	<b>19</b>	<b>135</b>
PFI 1	6	3	28
PFI 2	9	1	22
<b>TOTAL PFI</b>	<b>15</b>	<b>4</b>	<b>50</b>
<b>TOTAL</b>	<b>150</b>	<b>23</b>	<b>185</b>

**Number of evictions obtained**

Jan 2009	Last Year	This Month	YTD
<b>R515</b>			
Holland Walk	13	1	10
Lyon Street	12	2	11
Upper Street	21	1	19
Central Street	21	1	7
<b>TOTAL HFI</b>	<b>67</b>	<b>5</b>	<b>47</b>
PFI 1	6	2	5
PFI 2	0	2	11
<b>TOTAL PFI</b>	<b>6</b>	<b>4</b>	<b>16</b>
<b>TOTAL</b>	<b>73</b>	<b>9</b>	<b>63</b>

**Number of arrears letters issued**

Jan 2009	Last Year	This Month	YTD
<b>R520</b>			
Holland Walk	11528	1030	10460
Lyon Street	8658	687	7558
Upper Street	12364	1152	10528
Central Street	14221	1074	10506
<b>TOTAL HFI</b>	<b>46771</b>	<b>3943</b>	<b>39052</b>
PFI 1	4824	561	4358
PFI 2	5599	471	4146
<b>TOTAL PFI</b>	<b>10423</b>	<b>1032</b>	<b>8504</b>
<b>TOTAL</b>	<b>57194</b>	<b>4975</b>	<b>47556</b>

**Number of applications to court**

Jan 2009	Last Year	This Month	YTD
<b>R525</b>			
Holland Walk	160	19	152
Lyon Street	161	17	170
Upper Street	291	20	309
Central Street	136	3	135
<b>TOTAL HFI</b>	<b>748</b>	<b>59</b>	<b>766</b>
PFI 1	88	12	124
PFI 2	92	16	101
<b>TOTAL PFI</b>	<b>180</b>	<b>28</b>	<b>225</b>
<b>TOTAL</b>	<b>928</b>	<b>87</b>	<b>991</b>

**Number of visits**

Jan 2009	Last Year	This Month	YTD
<b>R530</b>			
Holland Walk	1464	89	1391
Lyon Street	1070	88	1061
Upper Street	2198	239	1892
Central Street	2277	114	1598
<b>TOTAL HFI</b>	<b>7009</b>	<b>530</b>	<b>5942</b>
PFI 1	679	38	479
PFI 2	1087	110	735
<b>TOTAL PFI</b>	<b>1766</b>	<b>148</b>	<b>1214</b>
<b>TOTAL</b>	<b>8775</b>	<b>678</b>	<b>7156</b>

**OPERATIONS (STOCK BREAKDOWN)**

**S100 (ex LI 4a)**  
**Boroughwide Stock Breakdown** - All secure tenancies by area office including TMO and Co-op.

**S110 (ex LI 4b)**  
**Breakdown of all leaseholder properties** - by area office, including TMO and Co-op.

All TMO, TMC & Estate Management Board tenanted and leaseholder numbers are updated on a quarterly basis.

The leaseholder figures do not incorporate freeholders.

**Comments:**

**January 2008 - S100**  
 Secure Tenancies = 26,025

**January 2008 - S110**  
 Leasehold Tenancies = 9,510

For clarification please contact Anne Mushington Ext.4113

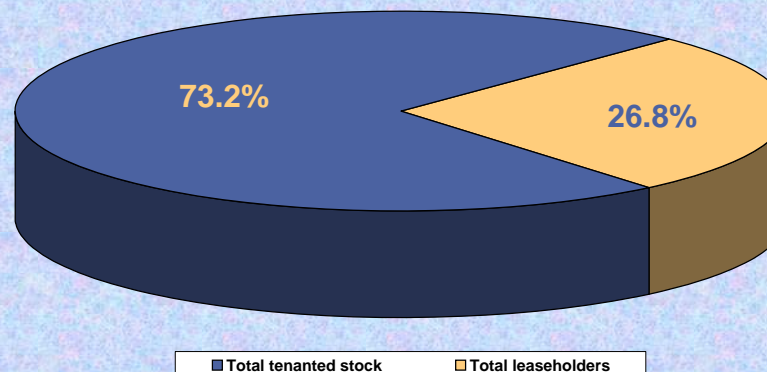
**S100 (ex LI - 4a) - Boroughwide stock breakdown - Secure tenancies**

Area Breakdown	Area Stock	TMOs, TMCs & EMBs	SLUGS	Total Secure Tenancies
Holland Wk	4977	483	2	5462
Lyon St	3450	746	6	4202
Upper St	6435	326	16	6777
Central St	3813	1164	10	4987
PFI 1	1697	0	0	1697
PFI 2	2900	0	0	2900
<b>TOTAL</b>	<b>23272</b>	<b>2719</b>	<b>34</b>	<b>26025</b>

**S110 (ex LI 4b) - Leaseholders**

Area Breakdown	Lease Holders (minus TMO)	TMOs, TMCs & EMBs	Total Lease Holders
Holland Wk	1809	266	2075
Lyon St	1221	401	1622
Upper St	1995	209	2204
Central St	1434	367	1801
PFI 1	636	0	636
PFI 2	1172	0	1172
<b>TOTAL</b>	<b>8267</b>	<b>1243</b>	<b>9510</b>

**S100 and S110 - Percentage of total housing by tenanted and leaseholder stock**

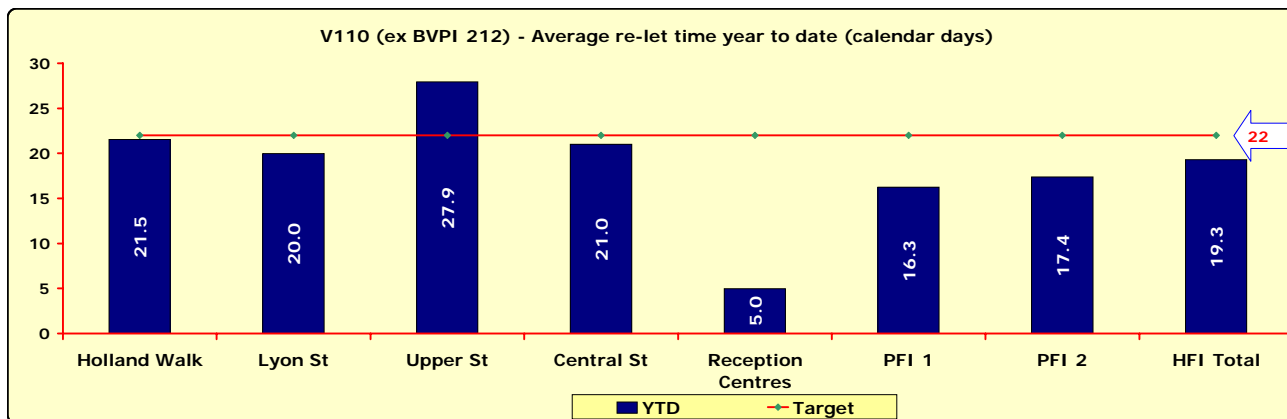


OPERATIONS (RE-LET)

**V110 (ex BVPI 212)**  
 This indicator is included in the Comprehensive Assessment calculation which provides a framework for the overall assessment of performance for Islington Council

Average re-let time of management voids let in the year. The period is calculated from date void to tenancy commencement date, expressed in calendar days.  
**Target = 22 calendar days**

**V140 (ex LKPI 60b) - Reception Centre Lettings.**  
 The void period is calculated from date void to tenancy commencement date, expressed in calendar days.  
**Target = 7 calendar days**



**Comments:**

V110 (ex BVPI 212) - Average void re-let time January 2009 = 27

V111 - Average re-let, HFI only January 2009 = 27

V112 - Average re-let, PFI only January 2009 = 25

V140 (ex LKPI 60b) - Average re-let, Reception Centres January 2009 = 6

V111 - Average re-let time HFI only

V112 - Average re-let time PFI only

V110 - (ex BVPI 212) Average re-let time

**Comments:**

Upper Street figures are affected by the Aberdeen Park properties. Without Aberdeen Park V110 for Upper St YTD = 20 Days

V113 - KIER average repair time - time properties (for relet) with Kier for repairs in calendar days

January 2009 = 36

For clarification please contact Anne Mushington ext 4113.

V113 - (Kier Avg repair time) Average re-let time

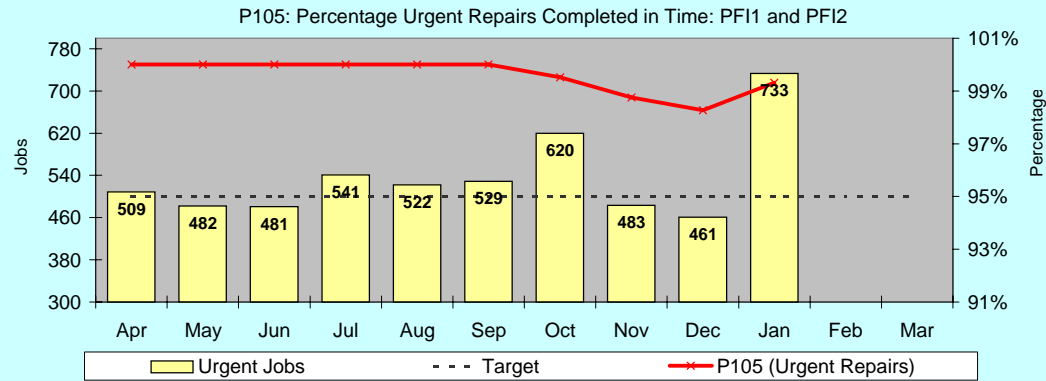
Average Re-let time

Areas	Last Year	Jan	YTD	Rolling Year
Holland Walk	23	36	22	29
Lyon Street	26	38	20	33
Upper Street	21	28	28	27
Central Street	21	30	21	36
Reception Centres	7	6	5	8
<b>Total HFI AHO and RCs</b>	<b>18</b>	<b>27</b>	<b>19</b>	<b>23</b>
PFI 1	16	35	16	28
PFI 2	17	24	17	12
<b>Total PFI</b>	<b>17</b>	<b>25</b>	<b>17</b>	<b>19</b>
<b>Total HFI AHOs, RCs, PFI 1 &amp; PFI 2</b>	<b>22</b>	<b>27</b>	<b>19</b>	<b>23</b>
TMO & TMC	15	38	33	

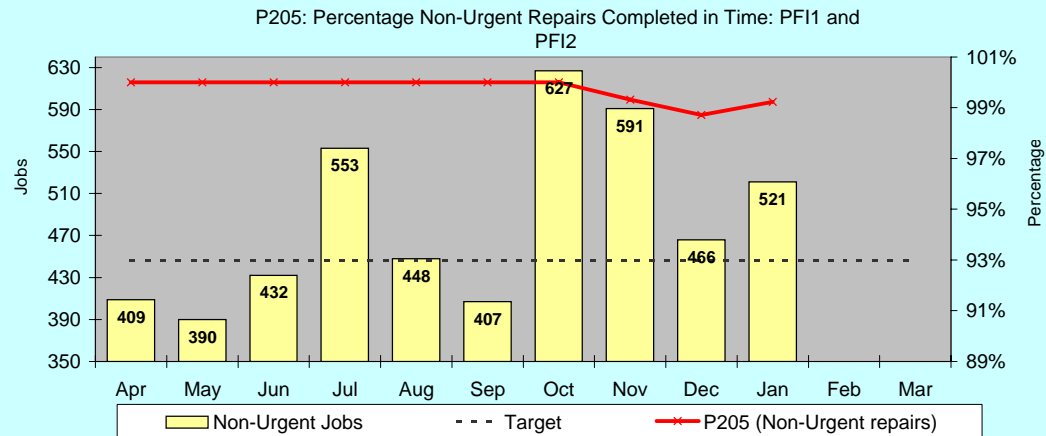
V113 - Average repair time of properties with Kier for works (no exclusions applied)

Areas	Last Year	Jan	YTD
Holland Walk	N/A	24	25
Lyon Street	N/A	29	26
Upper Street	N/A	56	37
Central Street	N/A	30	27
<b>Total HFI AHOs</b>	<b>N/A</b>	<b>36</b>	<b>27</b>

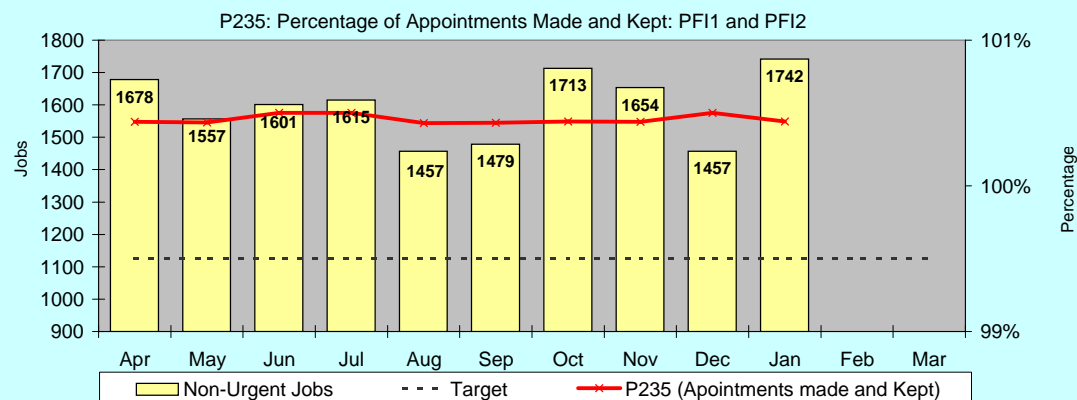
**PROPERTY SERVICES (PFI REPAIRS)**



<b>P105</b>	✓
The percentage of urgent repairs completed in time (24 hours and 3 working days) by PFI1 and PFI2. Partners - using data from P310 + P311.	
<b>Target</b>	<b>95.0%</b>
<b>This month</b>	<b>99.3%</b>
<b>Year to date</b>	<b>99.6%</b>
<b>2007/2008 Result</b>	<b>100.0%</b>



<b>P205</b>	✓
Percentage of non-urgent repairs (7 and 28 working days) by PFI1 and PFI2. Partners - using data from P310 and P311.	
<b>Target</b>	<b>93.0%</b>
<b>This month</b>	<b>99.2%</b>
<b>Year to date</b>	<b>99.7%</b>
<b>2007/2008 Result</b>	<b>93.0%</b>



<b>P235</b>	✓
Percentage of repairs for which an appointment was made and kept by PFI1 and PFI2. This indicator measures the number of jobs where an appointment was given and kept. This excludes from both the numerator & the denominator the number of urgent and emergency priority jobs.	
<b>Target</b>	<b>99.0%</b>
<b>This month</b>	<b>99.9%</b>
<b>Year to date</b>	<b>99.9%</b>
<b>2007/2008 Result</b>	<b>98.2%</b>

PROPERTY SERVICES (REPAIRS)

**P300 (ex LKPI 41 a, b, c, e, f, g & h)**  
**Percentage of jobs completed in timescale:**  
 Kier Islington -  
 H0 - 2hrs; H1- 24-72 hrs (out of hours); H2- (2hrs emergency); H4- 3-5 days; H5- 5-10 days; H6- 25 days; H8-1 day (Monday to Friday 08:00 to 18:00)  
**Target = 94.0%**  
 Partners- 24hrs; 3days; 7days & 28 days.  
**Target = 94.0%**

**NB: All days (Keir Islington and Partners) are working days**

Comments

Kier Islington's Performance

2008 data for urgent repairs have undergone a reconciliation, resulting in changes to previously reported figures.

January 2009 performance for jobs completed within time is 93.7%.

P310 - PFI 1

PFI 1 performance for January 2009 is 99.6%.

P311 - PFI 2

PFI 2 performance for January 2009 is 99.6%.

Contact Matt Parsons for more information on ext 4219

**V190 (ex LKPI 104)**

Recharges are where tenants have to pay for the repair to properties caused by deliberate damage or neglect.

**NB:** Partners are not required to provide V190 data

**Target = 250**

Comments:

**V190**

**January 09: 30 Repairs Recharged**

**YTD: 418 Repairs Recharged**

Contact Matt Parsons for more information on ext 4219

**P300**

**Percentage of jobs completed in timescale:**  
**Kier Islington**

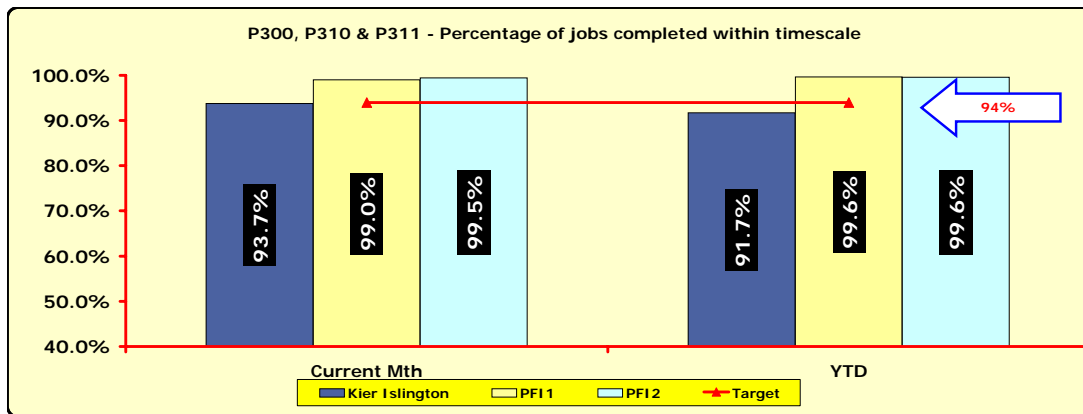
P300	Last Year	Current Mth	YTD
a H0	97.6%	99.2%	89.8%
b H1	97.3%	100.0%	95.7%
c H2	99.0%	99.8%	91.1%
e H4	99.0%	84.9%	92.5%
g H6	99.5%	100.0%	96.0%
h H8	99.6%	85.2%	84.2%
<b>Total</b>	<b>99.1%</b>	<b>93.7%</b>	<b>91.7%</b>

**PFI 1**

P310	Last Year	Current Mth	YTD
24 Hours	100.0%	99.4%	99.6%
3 Days	100.0%	98.5%	99.4%
7 Days	100.0%	98.2%	99.6%
28 Days	100.0%	100.0%	100.0%
<b>Total</b>	<b>100.0%</b>	<b>99.0%</b>	<b>99.6%</b>

**PFI 2**

P311	Last Year	Current Mth	YTD
24 Hours	100.0%	99.1%	99.7%
3 Days	100.0%	100.0%	99.6%
7 Days	100.0%	98.6%	99.5%
28 Days	100.0%	100.0%	100.0%
<b>Total</b>	<b>100.0%</b>	<b>99.5%</b>	<b>99.6%</b>

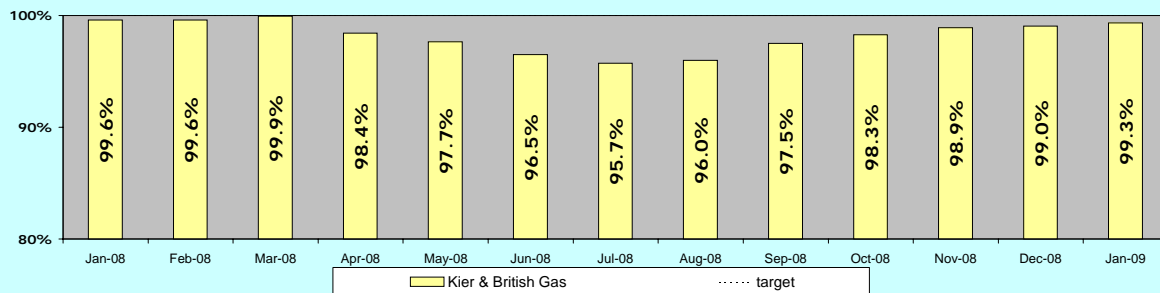


**V190 - Repairs Recharged**

V190 - Repairs Recharged	Amount Recharged	Repairs Recharged	YTD
Holland Walk	£676	6	131
Lyon Street	£650	6	66
Upper Street	£1,463	13	128
Central Street	£568	5	93
HFI Direct	£0	0	0
<b>Total</b>	<b>£3,358</b>	<b>30</b>	<b>418</b>

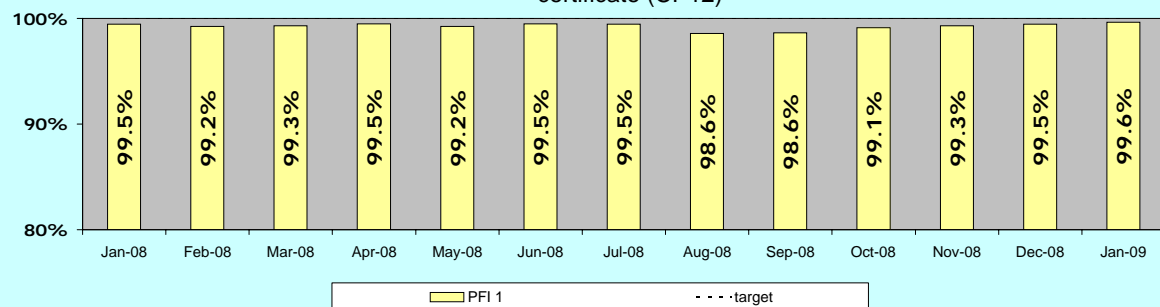
PROPERTY SERVICES (HFI & PFI GAS SERVICEING)

P410 - Gas Servicing by HFI - Percentage of individual gas systems with a current certificate (CP12)



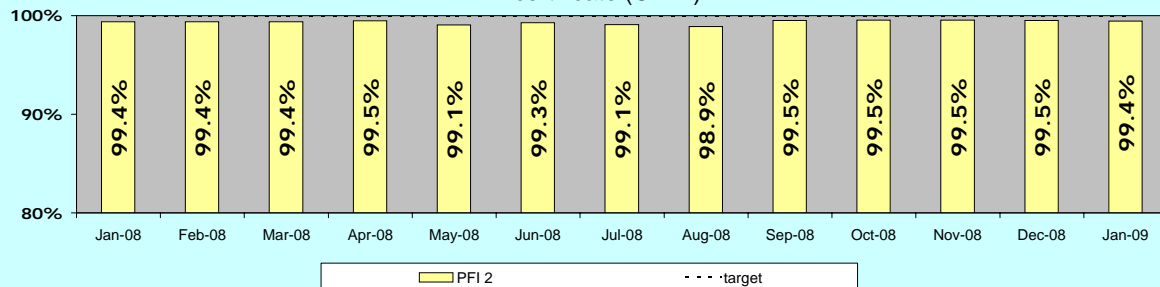
<b>P410</b>	<b>*</b>
Percentage of gas services completed by Individual Gas Systems in the rolling year.	
Data provided by the Gas Safety Management from the repairs System (OHMS).	
<b>Target</b>	<b>100%</b>
<b>This month</b>	<b>99.3%</b>
<b>Year to date</b>	<b>N/A</b>
<b>2007/2008 Result</b>	<b>99.9%</b>

P420 - Gas Servicing by PFI 1 - Percentage of individual gas systems with a current certificate (CP12)



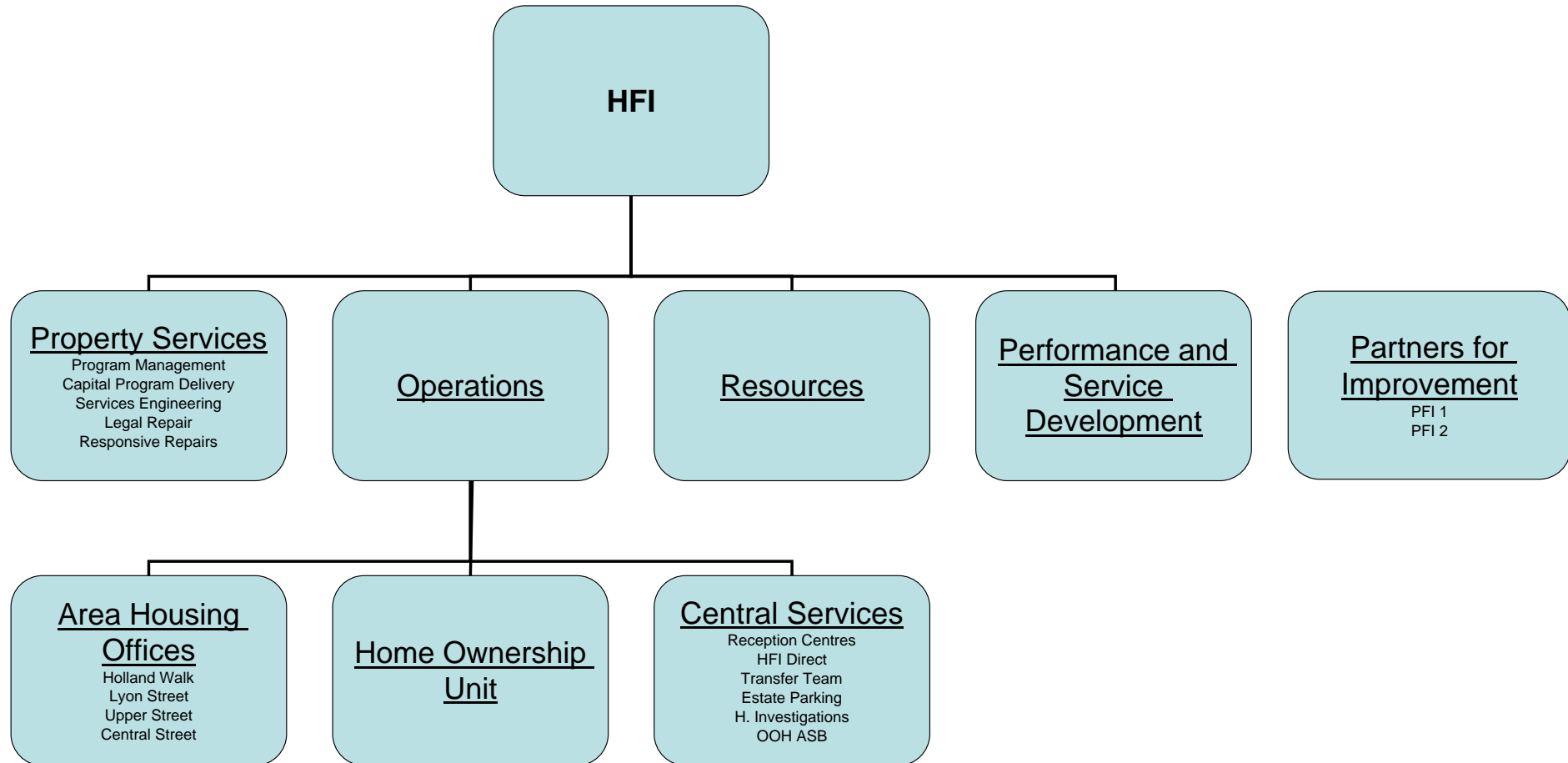
<b>P420</b>	<b>*</b>
Percentage of gas services completed by PFI 1 for Islington in the rolling year.	
Data provided by PFI 1.	
<b>Target</b>	<b>100%</b>
<b>This month</b>	<b>99.6%</b>
<b>Year to date</b>	<b>N/A</b>
<b>2007/2008 Result</b>	<b>99.3%</b>

P421 - Gas Servicing by PFI 2 - Percentage of individual gas systems with a current certificate (CP12)



<b>P421</b>	<b>*</b>
Percentage of gas services completed by PFI 2 for Islington in the rolling year.	
Data provided by PFI 2	
<b>Target</b>	<b>100%</b>
<b>This month</b>	<b>99.4%</b>
<b>Year to date</b>	<b>N/A</b>
<b>2007/2008 Result</b>	<b>99.4%</b>

### APPENDIX 1 CURRENT LIST OF CUSTOMER CARE PI CONTRIBUTORS



## GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT.

Term	Explanation
ABC	Anti-Social Behaviour Contracts
AHO	Area Housing Office
ACPI	Audit Commission Performance Indicator
ASBO	Anti-Social Behaviour Order
BME	Black and Minority Ethnic (description of community or individual not of white UK origin)
Business Objects	IT system used to create reports from iWorld
BV	Best Value - an examination of council services introduced by the current government to ensure they are being delivered effectively and give value for money
BVPI	Best Value Performance Indicator - government measure for monitoring the ALMO's performance
BVPP	Best Value Performance Plan
CBL	Choice-Based Lettings - system that allows tenants to bid for properties according to how many housing register points they have
Confidence limits	Statistical term to describe a range with a specified probability that a given parameter lies within the range
CPA	Comprehensive Performance Assessment - a government framework for assessing how well local authorities are performing
CTA	Court Applications
Data	Information
Debt pool reduction	The overall reduction in debt since the start of the financial year
Departmental collectors	Members of staff that are responsible for providing the performance monitoring team with performance statistics for their department
Development voids	Empty properties that require major repairs work, are awaiting funding or are awaiting disposal
DHS	Decent Homes Standard - criteria set down by the government to ensure that social housing meets a minimum standard by 2010
GSMT	Gas Safety Management Team
HFI Direct	Call centre for tenants and leaseholders to report repairs
HH1	Form completed when an instance of harassment is first reported
HH2	Investigation and recommendation form - contains further details of harassment case and any action taken
HH3	Case conference decision form for harassment
HMIS	Housing Management Information System, now replaced by iWorld
HMT	Housing Management Team (former)
HouseMark	A forum through which housing organisations benchmark performance information
HRA	Housing Revenue Account
Islington Repair Line	Former name of HFI Direct the call centre for tenants and leaseholders to report repairs
iWorld	Housing management IT system
Kier Islington	Company providing repair service to the ALMO
LA	Local Authority
LBBF	London Borough Benchmarking Forum (for example HouseMark)
LI	Local Indicator
LKPI	Local Key Performance Indicator
Management voids	Empty properties that require minor repairs work
Margin of error	Statistical term denoting the probability that the figure does or does not lie within the confidence interval (+/-)

GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT.	
Term	Explanation
MPG	Management Performance Group
N/A	Not Applicable
Nil	Nothing to report.
Non-decent	Homes that fail to meet the Decent Homes Standard
Non-urgent repairs	Repairs that do not have to be completed within H0-H2 timescales
NP	Not Provided
NSP	Notice of Seeking Possession.
NTQ	Notice to Quit
Ohms	Open Housing Management System. The housing repairs database.
Operations	Division within the ALMO consisting of the following functions: tenancy management, contact centre, central services
Partners for Islington	Company contracted to manage all street properties
Performance Basket	Set of performance indicators used to measure and compare performance of area housing offices and Partners for Islington
PI	Performance Indicator
Property Services	Division within the ALMO consisting of the following functions: repairs, asset management, capital programme, support services
QSP	The Council's / ALMO's financial management system
Reception Centres	Units of temporary accommodation, managed by the Operations division of the ALMO
Re-let	When a new tenancy is created at a previously empty property
Rent roll	The total amount of rental income due
Repair Priorities	Target timescales for completing repairs: H0 = 2 hours (weekends); H1 = 3 calendar days; H2 = 2 hours (week days); H4 = 9 working days; H5 = 10 working days; H6 = 25 working days
Resources	Division within the ALMO consisting of the following functions: accounts, income management, HR & company administration, IT & infrastructure
Responsive repairs	A term used for day-to-day repairs requested by tenants
RH	Racial Harassment
SAP	Standard Assessment Procedure (for energy efficiency), used to measure the efficiency rating of buildings to retain heat etc
Seasonal trend	Variations in performance due to seasonal factors, such as winter and summer periods
Sheltered	Sheltered accommodation for the elderly and infirm
SLA	Service Level Agreement between internal/Council departments
SLUGS	Short Life User Groups
Tenant participation compacts	Locally negotiated agreements between the ALMO and its tenants, that sets out how tenants can be involved in decisions on services
TBC	To Be Confirmed
TMC	Tenant Management Co-operative (TMOs that were set up before the Right to Manage in 1994)
TMO	Tenant Management Organization
Top quartile performance	Top quarter performance scores attained during the previous year (used as a benchmark), either on a national or London level
Turnaround time	The number of days or weeks between a property becoming vacant and being relet to a new tenant
Urgent repairs	Repairs to be completed within the H0-H2 priority bandings
Voids	Properties that are vacant
Wgt	Weighting
Year End	The final performance at the end of the financial year (end of March)
YTD	Year To Date