

Performance Indicator Report



improving housing through partnership

PFI 1 & PFI 2

Performance
Monitoring
Section

QMS
ISO 9001:2000
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June 2009

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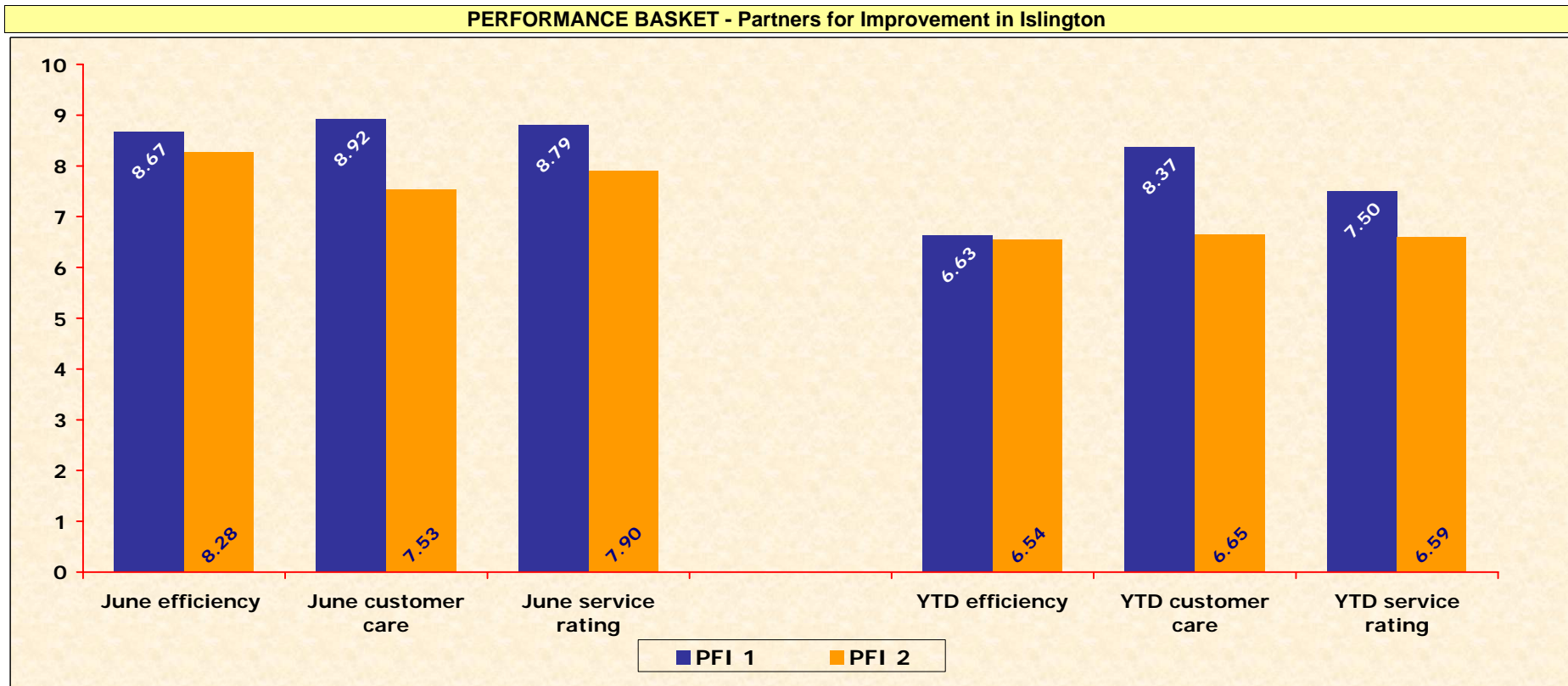
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YTD Rating Keys	
Keys	Ratings
Excellent	Above 9
Good	Btw 7-9
Satisfactory	Btw 5-7
Below Target	Below 5

YTD Ratings		
Area Office	Ratings	Score
PFI 1	Good	7.50
PFI 2	Satisfactory	6.59

Monthly Efficiency and Customer Care Scores		
	Efficiency	Customer Care
PFI 1	8.67	8.92
PFI 2	8.28	7.53

- PI's Contributing to the basket**
- 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)
 - 7.5 % of responsive repairs for which an appointment was both made & kept (YTD)
 - Customer Care Performance Indicators
 - 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

Performance Basket Report June 2009

Partners - Headline Performances

- PFI 1 scored 8.79 points for June and 7.50 points for the year to date. PFI 1's efficiency score was 8.67 points, rating as "Good" and the customer care score was 8.92 points, which rates as "Good". Six of the ten indicators evaluated for PFI 1 attained maximum scores this month.
- PFI 2 scored 7.90 points for June and 6.59 points for the year to date. PFI 2 efficiency score was 8.28 for June rating as "Good" and the customer care score was 7.53 points, which rates as "Good". Four of the ten indicators evaluated for PFI 2 attained maximum scores this month.

Contact Alan Richards for more information on ext. 4281

CUSTOMER CARE - COMPLAINTS

Area Offices	Last Year	Current Month	Year to Date	Stage 1	YTD Volume	Stage 2	YTD Volume	Year to Date
Holland Walk	100.0%	100.0%	100.0%	2	9	0	1	100.0%
Lyon St	100.0%	100.0%	100.0%	5	10	1	2	100.0%
Upper St	100.0%	100.0%	100.0%	7	23	0	0	NIL
Central St	98.0%	100.0%	100.0%	3	17	0	1	100.0%
HFI Operations	Last Year	Current Month	Year to Date	Stage 1	YTD Volume	Stage 2	YTD Volume	Year to Date
Home Ownership	92.8%	100.0%	93.3%	6	15	0	0	NIL
Reception Centre	100.0%	NIL	NIL	0	0	0	0	NIL
HFI Direct	86.7%	100.0%	100.0%	5	7	0	1	100.0%
Transfer Team	100.0%	0.0%	50.0%	1	2	0	0	NIL
Estate Parking	88.9%	100.0%	100.0%	1	1	0	0	NIL
H. Investigations	NIL	NIL	NIL	0	0	0	0	NIL
OOH ASB	NIL	NIL	NIL	0	0	0	0	NIL
Income Control	100.0%	NIL	100.0%	0	1	0	0	NIL
HFI Property Services	Last Year	Current Month	Year to Date	Stage 1	YTD Volume	Stage 2	YTD Volume	Year to Date
Resident Capital Services	87.8%	100.0%	88.2%	6	17	1	1	100.0%
Capital Programming	60.0%	0.0%	33.3%	2	3	0	0	NIL
Engineering & Energy Management	86.3%	100.0%	97.6%	14	41	2	4	100.0%
Repairs and Maintenance	92.0%	93.8%	97.8%	16	46	1	1	100.0%
HFI Performance and Service Development	Last Year	Current Month	Year to Date	Stage 1	YTD Volume	Stage 2	YTD Volume	Year to Date
P&SD	100.0%	NIL	NIL	0	0	0	0	NIL
HFI Resources	Last Year	Current Month	Year to Date	Stage 1	YTD Volume	Stage 2	YTD Volume	Year to Date
Resources	NIL	NIL	NIL	0	0	0	0	NIL
HFI Governance	Last Year	Current Month	Year to Date	Stage 1	YTD Volume	Stage 2	YTD Volume	Year to Date
Legal Services	48.0%	100.0%	100.0%	1	1	0	0	NIL
PFI	Last Year	Current Month	Year to Date	Stage 1	YTD Volume	Stage 2	YTD Volume	Year to Date
PFI 1	98.4%	100.0%	100.0%	4	7	0	0	NIL
PFI 2	100.0%	100.0%	92.3%	7	13	0	0	NIL
Overall Total	Last Year	Current Month	Year to Date	Stage 1	YTD Volume	Stage 2	YTD Volume	Year to Date
Total	91.6%	95.0%	95.8%	80	213	5	11	100.0%

C100	✓
Complaints from the Public Percentage replied within 10 days	
Target	93.0%
This month	95.0%
Year to date	95.8%
2008/2009	91.6%

C108	✓
Escalation Rate (Percentage of Stage 2 complaints as a proportion of all complaints received)	
Target	7.7%
This month	6.3%
Year to date	5.2%
2008/2009	N/A

CUSTOMER CARE - CORRESPONDENCE

Area Offices	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Holland Walk	100.0%	100.0%	100.0%	71	202
Lyon St	100.0%	100.0%	100.0%	65	194
Upper St	100.0%	100.0%	100.0%	168	471
Central St	100.0%	100.0%	100.0%	71	232

HFI Operations	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Home Ownership	99.2%	79.2%	84.1%	289	416
Reception Centre	NIL	NIL	NIL	0	0
HFI Direct	86.2%	NIL	100.0%	0	6
Transfer Team	100.0%	100.0%	100.0%	82	179
Estate Parking	NIL	NIL	NIL	0	0
H. Investigations	100.0%	100.0%	100.0%	23	51
OOH ASB	NIL	NIL	NIL	0	0
Income Control	98.8%	97.9%	99.0%	48	99

HFI Property Services	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Resident Capital Services	63.2%	97.1%	98.0%	35	99
Capital Programming	NIL	NIL	NIL	0	0
Engineering & Energy Management	50.0%	NIL	NIL	0	0
Repairs and Maintenance	66.7%	NIL	NIL	0	0

HFI Performance and Service Development	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
P&SD	66.7%	NIL	NIL	0	0

HFI Resources	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Resources	NIL	NIL	NIL	0	0

HFI Governance	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Legal Services	84.2%	61.8%	67.3%	34	49

PFI	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
PFI 1	99.4%	95.9%	98.5%	49	137
PFI 2	99.2%	98.9%	98.8%	93	255

Overall Total	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Total	99.1%	92.4%	96.2%	1028	2390

C110	X
Correspondence from the Public Percentage replied within 10 days	
Nil - Nothing to report. 0% - Did not meet target. NP - Not provided, NA - Not Applicable	
Target	99.0%
This month	92.4%
Year to date	96.2%
2008/2009	99.1%

CUSTOMER CARE - MEMBERS ENQUIRIES

Area Offices	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Holland Walk	98.8%	100.0%	100.0%	16	43
Lyon St	100.0%	100.0%	100.0%	18	36
Upper St	100.0%	100.0%	100.0%	32	93
Central St	99.2%	100.0%	100.0%	19	46

HFI Operations	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Home Ownership	98.3%	100.0%	100.0%	15	38
Reception Centre	NIL	NIL	NIL	0	0
HFI Direct	100.0%	0.0%	66.7%	1	3
Transfer Team	98.8%	100.0%	98.7%	24	75
Estate Parking	100.0%	NIL	NIL	0	0
H. Investigations	NIL	NIL	NIL	0	0
OOH ASB	NIL	NIL	NIL	0	0
Income Control	NIL	NIL	NIL	0	0

HFI Property Services	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Resident Capital Services	90.5%	100.0%	100.0%	8	43
Capital Programming	100.0%	NIL	NIL	0	0
Engineering & Energy Management	93.6%	100.0%	100.0%	1	7
Repairs and Maintenance	92.5%	100.0%	100.0%	4	18

HFI Performance and Service Development	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
P&SD	100.0%	NIL	100.0%	0	1

HFI Resources	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Resources	NIL	NIL	NIL	0	0

HFI Governance	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Legal Services	52.6%	NIL	100.0%	0	3

PFI	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
PFI 1	99.1%	100.0%	100.0%	8	17
PFI 2	100.0%	100.0%	100.0%	15	45

Overall Total	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Total	97.6%	99.4%	99.6%	161	468

C120	✓
Members Enquiries & Members complaints Percentage replied within 10 days	
Target	99.0%
This month	99.4%
Year to date	99.6%
2008/2009	97.6%

CUSTOMER CARE - OMBUDSMAN

Area Offices	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Holland Walk	100.0%	100.0%	100.0%	1	2
Lyon St	100.0%	NIL	NIL	0	0
Upper St	100.0%	100.0%	100.0%	1	1
Central St	NIL	NIL	NIL	0	0

HFI Operations	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Home Ownership	100.0%	NIL	NIL	0	0
Reception Centre	NIL	NIL	NIL	0	0
HFI Direct	NIL	NIL	NIL	0	0
Transfer Team	100.0%	NIL	NIL	0	0
Estate Parking	NIL	NIL	NIL	0	0
H. Investigations	NIL	NIL	NIL	0	0
OOH ASB	100.0%	NIL	NIL	0	0
Income Control	NIL	NIL	NIL	0	0

HFI Property Services	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Resident Capital Services	50.0%	NIL	NIL	0	0
Capital Programming	NIL	NIL	NIL	0	0
Engineering & Energy Management	100.0%	NIL	NIL	0	0
Repairs and Maintenance	50.0%	NIL	NIL	0	0

HFI Performance and Service Development	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
P&SD	NIL	NIL	100.0%	0	1

HFI Resources	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Resources	NIL	NIL	NIL	0	0

HFI Governance	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Legal Services	100.0%	NIL	NIL	0	0

PFI	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
PFI 1	100.0%	NIL	NIL	0	0
PFI 2	100.0%	NIL	50.0%	0	2

Overall Total	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Total	91.3%	100.0%	83.3%	2	6

C130	
	x
Ombudsman Complaints	
Percentage replied within 10 days	
Target	100.0%
This month	100.0%
Year to date	83.3%
2008/2009	91.3%

CALLERS TO THE OFFICE & TENANCY AUDITS

A700 - The percentage of tenancy audits completed

Area Office	Number for month	Number for year (YTD)	The % (YTD) against housing stock
Holland Walk	0	6	0.1%
Lyon Street	396	476	13.9%
Upper Street	0	616	9.7%
Central Street	64	252	6.7%
PFI 1	15	134	8.0%
PFI 2	69	103	3.6%
HFI Total	544	1587	6.9%

A700	✘
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	10.5%
This month	N/A
Year to date	6.9%
2008/2009 Result	11.4%

C400 - General Visit Callers to office per area

Area Offices	Last Year	Current Mth	YTD
Holland Walk	4373	452	1311
Lyon Street	3592	510	1638
Upper Street	10600	1479	4147
Central Street	6526	732	2192
HFI Total	25091	3173	9288

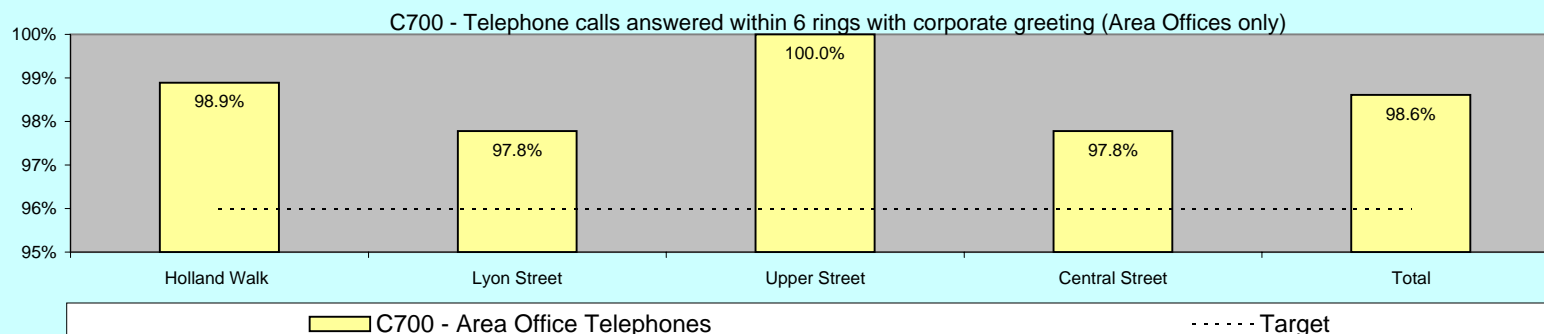
C400	
Data is retrieved from Business Objects. All entries on IWorld are carried out by area office staff.	
Target	N/A
This month	3173
Year to date	9288
2008/2009 Result	25091

C410 - Housing Benefit Callers to office per area

Area Offices	Last Year	Current Month	Year to Date
Holland Walk	10505	950	2876
Lyon Street	7527	957	2611
Upper Street	25191	3415	9456
Central Street	5798	683	1781
HFI Total	49021	6005	16724

C410	
Data is retrieved from Business Objects. All entries on IWorld are carried out by area office staff.	
Target	N/A
This month	6005
Year to date	16724
2008/2009 Result	49021

TELEPHONES AND ASB (OUT OF HOURS)



C700	✘
The percentage of telephones answered within 6 rings with corporate greeting (The corporate greeting requirements are; Good morning/afternoon, office name & person name.)	
Target	96.0%
This month	91.1%
Year to date	94.7%
2008/2009 Result	91.8%

Area Offices	Current Month	YTD
Holland Walk	100.0%	98.9%
Lyon Street	100.0%	97.8%
Upper Street	100.0%	100.0%
Central Street	93.3%	97.8%

HFI Property Services	Current Month	YTD
Support Services	87.5%	90.9%
Resident Capital Services	100.0%	94.4%
Capital Programming	87.5%	90.0%
Engineering & Energy Management	33.3%	71.4%
Repairs & Maintenance	60.0%	80.8%
New Build & Regeneration	NIL	NIL

C740	✘
The percentage of telephone messages responded to within timescale. The standard requires an officer to respond within 24 hours of receiving a message.	
Target	95.0%
This month	20.0%
Year to date	42.1%
2008/2009 Result	62.3%

HFI Operations	Current Month	YTD
Senior Operations	100.0%	100.0%
Home Ownership	70.0%	83.3%
Reception Centres	100.0%	94.4%
Estate Parking	100.0%	83.3%
Court Officers	100.0%	100.0%
Housing Investigation	100.0%	100.0%
Transfer Team	100.0%	91.7%
Income Control	100.0%	100.0%

HFI Resources	Current Month	YTD
Accountancy & Finance	100.0%	91.7%
IT and Facilities	100.0%	94.4%
Human Resources	100.0%	100.0%

HFI Performance and Service Development	Current Month	YTD
Service Development	100.0%	100.0%
Performance	100.0%	100.0%

HFI Chief Executive	Current Month	YTD
Legal Services	75.0%	83.3%
Governance	NIL	NIL

PFI	Current Month	YTD
PFI 1	98.7%	98.3%
PFI 2	98.7%	98.3%

HFI	Current Month	YTD
Area Offices	98.3%	98.6%
Other Offices	83.6%	90.4%
HFI Overall	91.1%	94.7%

A300 - Out of Hours ASB Hotline

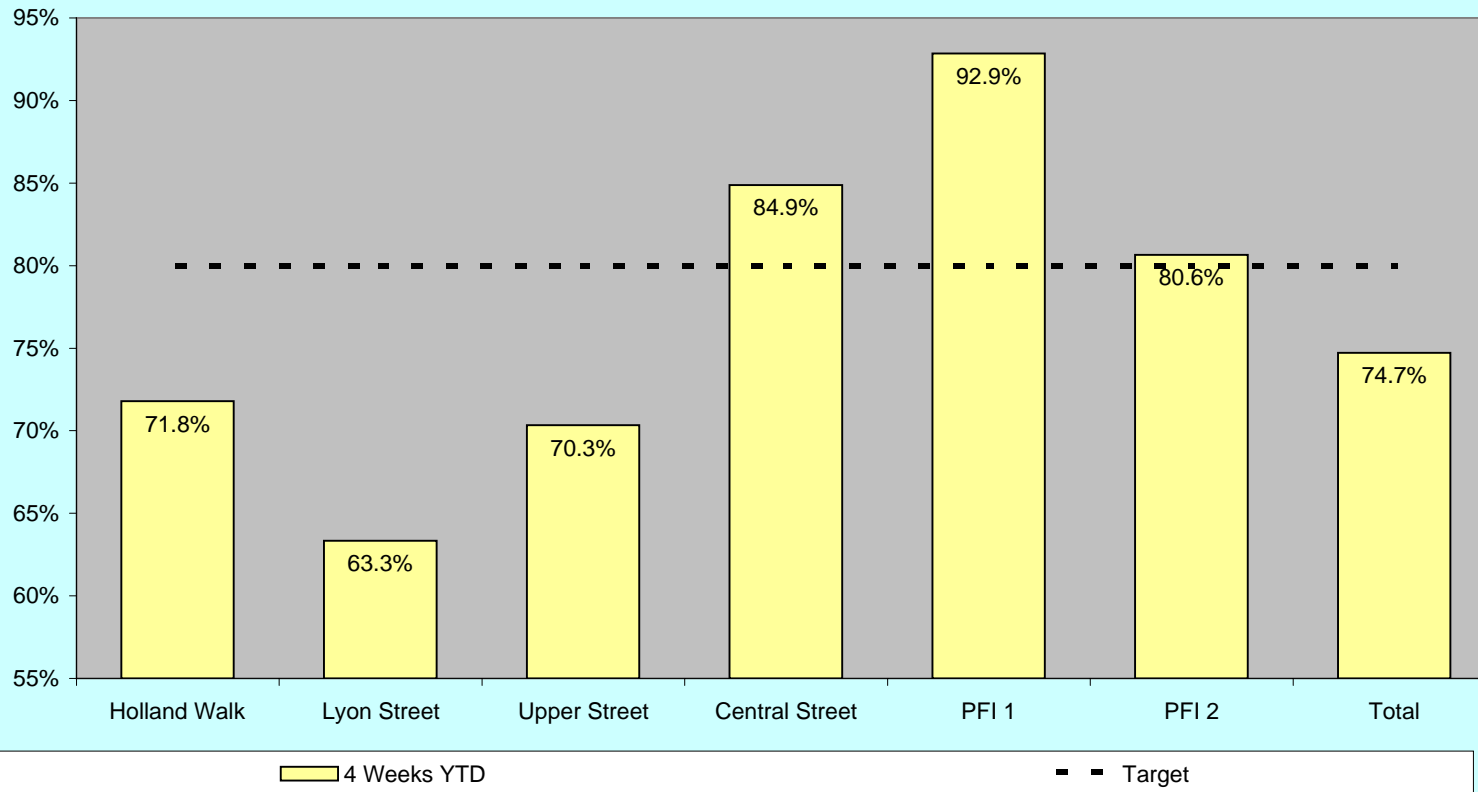
Area Office	Received	Response	YTD
Holland Walk	38	97.4%	95.7%
Lyon Street	50	100.0%	98.0%
Upper Street	26	100.0%	96.9%
Central Street	47	97.9%	97.3%
Total	161	98.8%	97.0%

	Received
Monthly Volume	161
YTD Volume	532

A300	✔
Out of Hours ASB Hotline, The percentage of OOH ASB calls responded to.	
Target	85.0%
This month	98.8%
Year to date	97.0%
2008/2009 Result	95.0%

NEW TENANTS VISITS

C420 - The percentage of new tenants visited in 20 working days: YTD



C420	x
The percentage of all new tenants visited within 20 working days. This indicator reports the current month performance where a visit is due.	
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.	
Target	80.0%
This month	83.7%
Year to date	74.7%
2008/2009 Result	74.6%

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

Areas	Last Year	YTD Volume Visits Due	4 Weeks YTD	12 Weeks YTD	Over 12 weeks YTD	Incomplete YTD	Referred To Housing Investigations Monthly	Referred To Housing Investigations YTD
Holland Walk	77%	78	71.8%	24.4%	0.0%	3.8%	0	0
Lyon Street	73%	60	63.3%	30.0%	5.0%	1.7%	0	0
Upper Street	63%	91	70.3%	24.2%	0.0%	5.5%	0	0
Central Street	75%	86	84.9%	14.0%	0.0%	1.2%	0	0
PFI 1	89%	14	92.9%	7.1%	0.0%	0.0%	0	0
PFI 2	84%	31	80.6%	12.9%	0.0%	6.5%	0	0
Total	75%	360	74.7%	21.1%	0.8%	3.3%	0	0

HARASSMENT

Racial Harassment

The number of racial harassment incidents The percentage of racial harassment incidents resulting in further action The percentage of racial harassment incidents resulting in further action against the perpetrator

Area Offices	A235			A240			A245		
	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases
Holland Walk	2	1	1	50%	100%	100%	50%	0%	0%
Lyon Street	7	0	0	100%	Nil	Nil	14%	Nil	Nil
Upper Street	0	0	1	Nil	Nil	100%	Nil	Nil	100%
Central Street	3	0	0	100%	Nil	Nil	100%	Nil	Nil
HFI	12	1	2	92%	100%	100%	46%	0%	50%
PFI 1	2	0	1	100%	Nil	100%	0%	Nil	0%
PFI 2	1	0	0	100%	Nil	Nil	0%	Nil	Nil
PFI	3	0	1	100%	Nil	100%	0%	Nil	0%
TOTAL	15	1	3	93%	100%	100%	33%	0%	33%

A235		A245	
The number of racial harassment incidents recorded by HFI		The percentage of racial harassment incidents resulting in further action against the perpetrator	
This month	1	This month	0%
Year to date	3	Year to date	33%
2008/09	15	2008/09	33%
A240	<input checked="" type="checkbox"/>		
The percentage of racial harassment incidents resulting in further action			
Target	100%		
This month	100%		
Year to date	100%		
2008/09	93%		

Sexual Harassment

The number of sexual harassment incidents The percentage of sexual harassment incidents resulting in further action The percentage of sexual harassment incidents resulting in further action against the perpetrator

Area Offices	A250			A255			A260		
	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases
Holland Walk	5	0	0	100%	Nil	Nil	20%	Nil	Nil
Lyon Street	0	0	0	Nil	Nil	Nil	Nil	Nil	Nil
Upper Street	0	0	0	Nil	Nil	Nil	Nil	Nil	Nil
Central Street	1	0	0	100%	Nil	Nil	0%	Nil	Nil
HFI	6	0	0	100%	Nil	Nil	17%	Nil	Nil
PFI 1	3	0	0	100%	Nil	Nil	0%	Nil	Nil
PFI 2	0	0	0	Nil	Nil	Nil	Nil	Nil	Nil
PFI	3	0	0	100%	Nil	Nil	0%	Nil	Nil
TOTAL	9	0	0	100%	Nil	Nil	11%	Nil	Nil

A250		A260	
The number of sexual harassment incidents recorded by HFI		The percentage of sexual harassment incidents resulting in further action against the perpetrator	
This month	0	This month	Nil
Year to date	0	Year to date	Nil
2008/09	9	2008/09	11%
A255	<input type="checkbox"/>	N/A	
The percentage of sexual harassment incidents resulting in further action			
Target	100%		
This month	Nil		
Year to date	Nil		
2008/09	100%		

Other Harassment

The number of other harassment incidents The percentage of other harassment incidents resulting in further action The percentage of other harassment incidents resulting in further action against the perpetrator

Area Offices	A265			A270			A275		
	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases
Holland Walk	22	0	1	91%	Nil	100%	5%	Nil	0%
Lyon Street	18	1	1	100%	100%	100%	22%	0%	0%
Upper Street	5	1	6	100%	100%	100%	40%	0%	0%
Central Street	20	1	3	100%	100%	100%	50%	0%	0%
HFI	65	3	11	97%	100%	100%	26%	0%	0%
PFI 1	4	0	4	100%	Nil	100%	0%	Nil	0%
PFI 2	19	2	3	100%	100%	100%	47%	100%	67%
PFI	23	2	7	100%	100%	100%	39%	100%	29%
TOTAL	88	5	18	98%	100%	100%	30%	40%	11%

A265		A275	
The number of other harassment incidents recorded by HFI		The percentage of other harassment incidents resulting in further action against the perpetrator	
This month	5	This month	40%
Year to date	18	Year to date	11%
2008/09	88	2008/09	30%
A270	<input checked="" type="checkbox"/>		
The percentage of other harassment incidents resulting in further action			
Target	100%		
This month	100%		
Year to date	100%		
2008/09	98%		

ANTISOCIAL BEHAVIOUR

Area Offices	New Cases 2008/09	New Cases YTD	Cases Brought Forward	A160	A170	A180
				New ASB Cases-MONTH	Closed ASB Cases-MONTH	Live ASB Cases
Holland Walk	243	42	57	26	25	58
Lyon Street	215	71	106	22	29	99
Upper Street	399	75	116	22	25	113
Central Street	262	70	122	22	22	122
HFI	1119	258	401	92	101	392
PFI 1	22	17	45	2	2	45
PFI 2	34	13	87	3	11	79
PFI	56	30	132	5	13	124
TOTAL	1175	288	533	97	114	516

A160		A180	
The number of new nuisance / anti-social behaviour cases opened		The number of live nuisance / anti-social behaviour cases	
This month	97	This month	516
Year to date	288	Year to date	N/A
2008/09	1175	2008/09	448
A170		These indicators are subject to ongoing reconciliation of previous data, which may result in changes to reported figures	
The number of new nuisance / anti-social behaviour cases closed			
This month	114		
Year to date	N/A		
2008/09	1189		

The number of Acceptable Behaviour Contracts (ABC's) arranged The number of Acceptable Behaviour Contracts (ABC's) signed

Area Offices	A100			A105			A150
	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases	Live ABC's
Holland Walk	17	1	1	3	1	1	4
Lyon Street	33	1	5	15	0	2	5
Upper Street	21	0	0	6	0	0	0
Central Street	11	2	2	7	0	2	2
HFI	82	4	8	31	1	5	11
PFI 1	11	0	1	2	0	1	0
PFI 2	0	0	1	0	0	1	0
PFI	11	0	2	2	0	2	0
TOTAL	93	4	10	33	1	7	11

A100		A150	
The number of Acceptable Behaviour Contracts (ABC's) arranged		The number of live Acceptable Behaviour Contracts (ABC's)	
This month	4	This month	11
Year to date	10	Year to date	N/A
2008/09	93	2008/09	19
A105		These indicators are subject to ongoing reconciliation of previous data, which may result in changes to reported figures	
The number of Acceptable Behaviour Contracts (ABC's) signed			
This month	1		
Year to date	7		
2008/09	33		

The number of NTQs / NSP served The number of evictions carried out The number of injunctions / undertakings obtained

Area Offices	A110			A120			A130		
	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases
Holland Walk	20	1	2	2	0	0	3	0	1
Lyon Street	19	1	2	2	0	0	8	1	4
Upper Street	26	1	6	2	0	0	15	0	2
Central Street	33	4	9	1	0	0	9	0	2
HFI	98	7	19	7	0	0	35	1	9
PFI 1	12	2	2	2	0	0	1	0	2
PFI 2	6	2	3	1	0	0	4	0	0
PFI	18	4	5	3	0	0	5	0	2
TOTAL	116	11	24	10	0	0	40	1	11

A110		A130	
The number of NTQs / NSP served		The number of injunctions / undertakings obtained	
This month	11	This month	1
Year to date	24	Year to date	11
2008/09	116	2008/09	40
A120		These indicators are subject to ongoing reconciliation of previous data, which may result in changes to reported figures	
The number of evictions carried out			
This month	0		
Year to date	0		
2008/09	10		

ANTISOCIAL BEHAVIOUR

The number of antisocial behaviour orders obtained

The number of professional witness deployments

The number of referrals for mediation

Area Offices	A140			A190			A210		
	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases
Holland Walk	0	0	0	4	0	0	12	2	4
Lyon Street	0	0	0	3	1	1	8	2	3
Upper Street	1	0	0	4	1	3	19	1	7
Central Street	0	0	0	8	1	1	18	2	2
HFI	1	0	0	19	3	5	57	7	16
PFI 1	1	0	0	0	0	0	15	5	9
PFI 2	0	0	0	0	0	0	20	1	8
PFI	1	0	0	0	0	0	35	6	17
TOTAL	2	0	0	19	3	5	92	13	33

A140	
The number of antisocial behaviour orders obtained	
This month	0
Year to date	0
2008/09	2

A190	
The number of professional witness deployments	
This month	3
Year to date	5
2008/09	19

A210	
The number of referrals for mediation	
This month	13
Year to date	33
2008/09	92

The number of referrals to legal: possession action agreed

The number of possession orders obtained for antisocial behaviour

Area Offices	A220			A230		
	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases
Holland Walk	6	1	1	2	2	2
Lyon Street	4	0	0	2	0	0
Upper Street	23	0	1	3	1	1
Central Street	12	0	2	2	0	0
HFI	45	1	4	9	3	3
PFI 1	5	0	0	1	1	1
PFI 2	1	0	0	3	0	0
PFI	6	0	0	4	1	1
TOTAL	51	1	4	13	4	4

A220	
The number of referrals to legal: possession action agreed	
This month	1
Year to date	4
2008/09	51

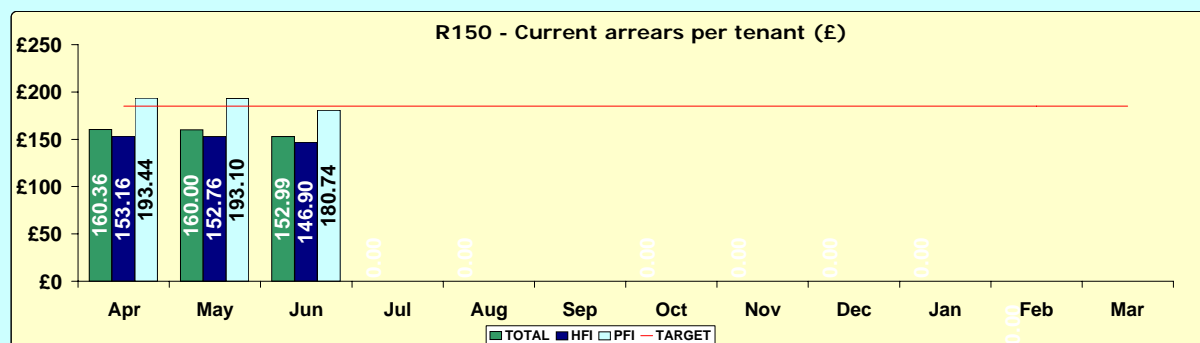
A230	
The number of possession orders obtained for antisocial behaviour	
This month	4
Year to date	4
2008/09	13

RENT COLLECTION

Area Office	Current rent arrears per tenant			Total current rent arrears		The percentage of debt pool reduction	
	R150			R160		R175	
	Last Year	This Month	Percentage Change	Last Year	This Month	Last Year	This Month
SLUGS	N/A	N/A	N/A	£4,202	£3,410	N/A	N/A
Holland Walk	£155.23	£157.98	1.8%	£773,335	£794,782	-17.6%	2.8%
Lyon Street	£173.94	£170.42	-2.0%	£690,529	£683,029	-22.4%	-1.1%
Upper Street	£150.43	£142.53	-5.3%	£982,127	£945,378	-17.1%	-3.7%
Central Street	£121.54	£122.50	0.8%	£599,324	£607,133	-17.2%	1.3%
HFI	£149.19	£146.90	-1.5%	£3,049,517	£3,033,734	-18.6%	-0.5%
PFI 1	£185.99	£179.94	-3.3%	£310,974	£301,403	-11.4%	-3.1%
PFI 2	£191.03	£181.20	-5.1%	£531,260	£516,790	-20.4%	-2.7%
PFI	£189.14	£180.74	-4.4%	£842,234	£818,193	-17.3%	-2.9%
TOTAL	£156.35	£152.99	-2.1%	£3,891,751	£3,851,927	-18.3%	-1.0%

R150	✓	R165	
Current rent arrears per tenant		Total current + former rent arrears (£m)	
Target	£180.00	This month	£7,105,138
This month	£152.99	Year to date	£7,105,138
Year to date	N/A	2008/09	£7,092,707
2008/09	£156.35	2008/09	£7,092,707

R160		R175	
Total current rent arrears		The percentage of debt pool reduction (as measured from March 2009)	
This month	£3,851,927	This month	N/A
Year to date	N/A	Year to date	-1.0%
2008/09	£3,891,751	2008/09	-18.3%



Rent collected a proportion of rent due (current year only)

Area Offices	R110		
	Last Year	This Month	YTD
Holland Walk	100.1%	100.9%	98.4%
Lyon Street	100.5%	102.2%	99.6%
Upper Street	100.0%	101.5%	98.7%
Central Street	100.0%	101.5%	99.7%
HFI	100.1%	101.5%	99.3%
PFI 1	100.3%	100.3%	98.7%
PFI 2	100.4%	102.7%	100.2%
PFI	100.4%	101.7%	99.6%
TOTAL	100.2%	101.5%	99.4%

Proportion of current rent collected as a percentage

of HRA rent charged for the rent year

Rent arrears as a proportion of the rent roll

	R100		R155	
	Last Year	This Month	Last Year	This Month
TOTAL	98.41%	98.70%	3.75%	3.06%

R100	✓	R110	✗
Proportion of current rent collected as a percentage of HRA rent charged for the rent year		Rent collected a proportion of rent due (current year only)	
Target	98.7%	Target	100.0%
This month	N/A	This month	101.5%
Year to date	98.7%	Year to date	99.4%
2008/09	98.4%	2008/09	100.2%

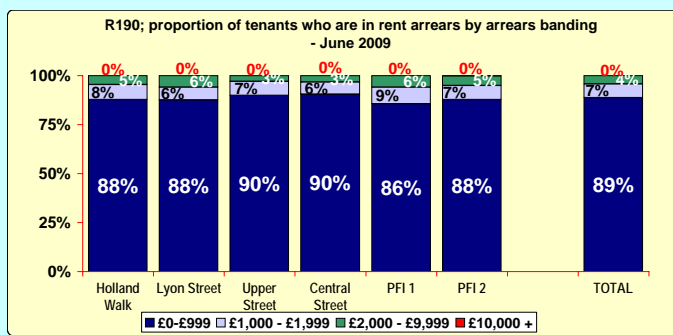
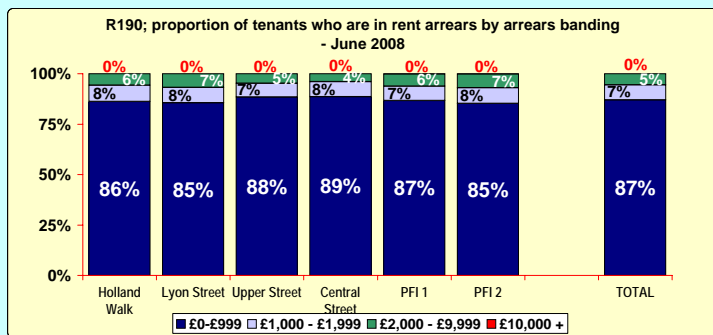
R155	✓
Rent arrears as a proportion of the rent roll	
Target	3.8%
This month	N/A
Year to date	3.1%
2008/09	3.8%

RENT COLLECTION

The number of tenants who are in arrears by arrears banding (Area Offices and PFI only)

Area Offices	R190 (2008-09)					R190 (2009-10)				
	£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	1,714	162	113	0	1989	1,744	151	91	0	1,986
Lyon Street	1,356	122	108	0	1586	1,348	100	91	0	1,539
Upper Street	2,525	193	136	0	2854	2,480	196	83	0	2,759
Central Street	1,586	135	71	0	1792	1,629	114	58	0	1,801
HFI	7,181	612	428	0	8221	7,201	561	323	0	8,085
PFI 1	599	49	42	1	691	560	56	38	0	654
PFI 2	982	90	80	1	1153	1,038	86	58	1	1,183
PFI	1,581	139	122	2	1844	1,598	142	96	1	1,837
TOTAL	8,762	751	550	2	10065	8,799	703	419	1	9,922

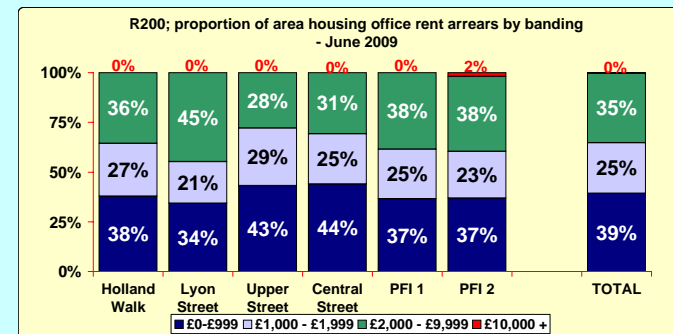
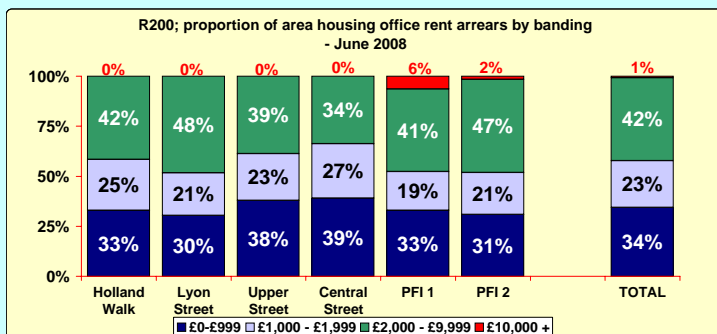
R190	
The number of tenants who are in arrears by arrears banding (Area Offices and PFI only)	
This month	
£0-£999	8799
£1,000 - £1,999	703
£2,000 - £9,999	419
£10,000 +	1
TOTAL	9922



The amount of rent arrears by arrears banding (Area Offices and PFI only)

Area Offices	R200 (2008-09)					R200 (2009-10)				
	£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	£296,181	£227,318	£372,958	£0	£896,457	£300,294	£211,924	£282,565	£0	£794,782
Lyon Street	£245,051	£171,927	£389,270	£0	£806,248	£234,382	£142,419	£306,228	£0	£683,029
Upper Street	£432,026	£267,757	£441,861	£0	£1,141,644	£408,088	£274,317	£262,973	£0	£945,378
Central Street	£261,298	£182,630	£226,664	£0	£670,591	£266,941	£153,812	£186,380	£0	£607,133
HFI	£1,234,557	£849,631	£1,430,752	£0	£3,514,940	£1,209,705	£782,472	£1,038,146	£0	£3,030,324
PFI 1	£117,650	£69,292	£147,533	£22,649	£357,123	£110,221	£75,249	£115,933	£0	£301,403
PFI 2	£189,605	£128,703	£286,584	£10,050	£614,942	£190,739	£121,026	£194,641	£10,383	£516,790
PFI	£307,255	£197,995	£434,117	£32,699	£972,066	£300,960	£196,275	£310,574	£10,383	£818,193
TOTAL	£1,541,812	£1,047,626	£1,864,870	£32,699	£4,487,006	£1,510,665	£978,748	£1,348,721	£10,383	£3,848,517

R200	
The amount of rent arrears by arrears banding (Area Offices and PFI only)	
This month	
£0-£999	£1,510,665
£1,000 - £1,999	£978,748
£2,000 - £9,999	£1,348,721
£10,000 +	£10,383
TOTAL	£3,848,517



FORMER TENANT RENTS

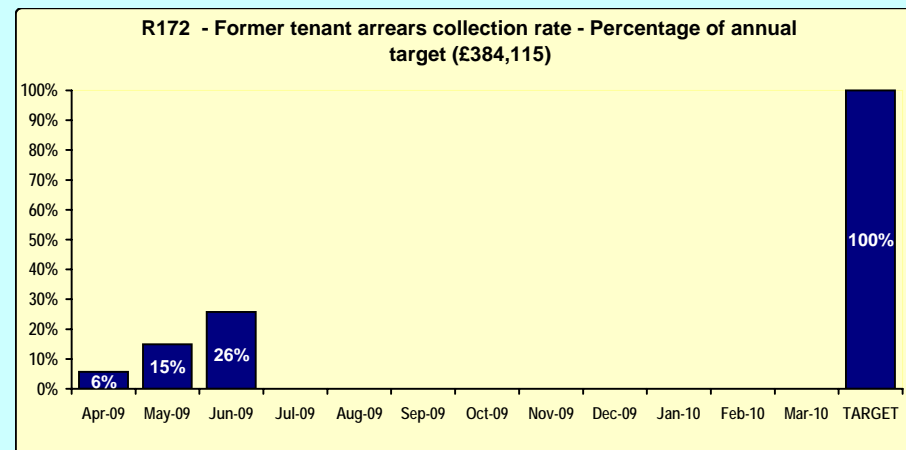
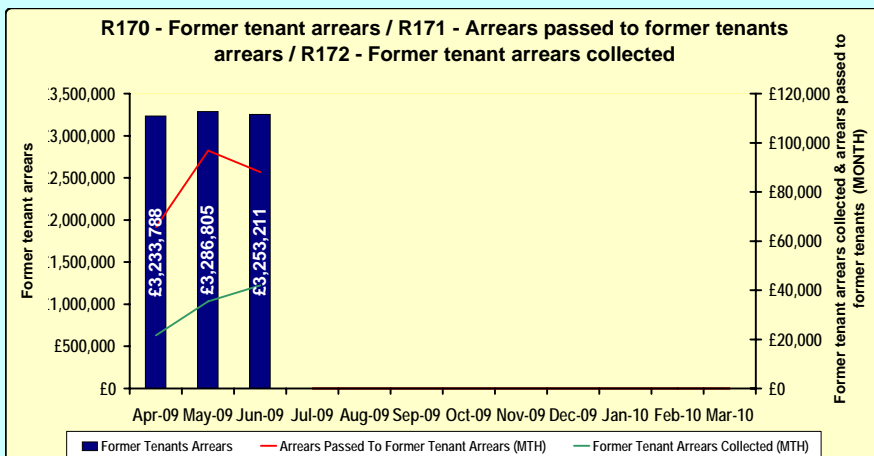
Total former tenant arrears The amount of debt passed to former tenant arrears

Area Offices	R170		R171		YTD
	Last Year	This Month	Last Year	This Month	
Holland Walk	£439,093	£465,769	£187,335	£24,366	£51,391
Lyon Street	£440,209	£441,580	£214,411	£3,136	£23,037
Upper Street	£810,479	£846,501	£277,833	£23,989	£81,696
Central Street	£428,407	£427,183	£181,557	£16,545	£54,839
PFI 1	£149,507	£156,880	£60,272	£8,873	£14,534
PFI 2	£280,694	£292,492	£131,960	£10,571	£21,487
Managing Agent	£38,875	£37,727	£105,921	£0	£0
Reception Centres	£601,163	£572,635	£37,634	£596	£3,505
Sheltered	£12,529	£12,445	N/A	N/A	N/A
TOTAL	£3,200,956	£3,253,211	£1,196,925	£88,076	£250,489

R170	R172
The total amount of former tenant arrears	The amount of former tenants arrears collected
This month £3,253,211	Target £384,115
Year to date N/A	This month £41,936
2008/09 £3,200,956	Year to date £99,043
2008/09 £478,603	2008/09 £478,603
R171	R173
The amount of debt passed to former tenant arrears	The amount of former tenant arrears written off
This month £88,076	This month £82,250
Year to date £250,489	Year to date £82,250
2008/09 £1,196,925	2008/09 £1,074,976

The amount of former tenants arrears collected The amount of former tenant arrears written off

	R172				R173		
	Last Year	This Month	YTD	% of Annual Target	Last Year	This Month	YTD
TOTAL	£478,603	£41,936	£99,043	26%	£1,074,976	£82,250	£82,250



Former tenants arrears collection activities

R600	R605	R610	R615	R620	R625	R630
Internal Traces	External Traces	Experian Traces	Letters issued	Agreements to pay	Referrals to Legal Services	Referrals to Debt Agencies
This month 281	This month 52	This month 35	This month 300	This month 24	This month 20	This month 52
Year to date 748	Year to date 196	Year to date 128	Year to date 974	Year to date 80	Year to date 43	Year to date 140
2008/09 1,540	2008/09 268	2008/09 197	2008/09 2,206	2008/09 311	2008/09 99	2008/09 293

Tenants who are more than 7 weeks in arrears as a percentage of all tenants

Tenants who have been evicted throughout the year as a percentage of all tenants

	R180				R185			
	Last Year	Jun 2008	This Month	Rolling Year	Last Year	Jun 2008	This Month	Rolling Year
HFI	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PFI	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
TOTAL	7.38%	7.67%	6.67%	7.42%	0.28%	0.05%	0.05%	0.31%

Tenants who have received a NOSP as a percentage of all tenants who are in arrears

	R500			
	Last Year	Jun 2008	This Month	Rolling Year
HFI	20.32%	5.65%	5.44%	27.52%
PFI	33.11%	9.02%	7.40%	43.09%
TOTAL	22.67%	6.26%	5.81%	30.87%

The number of Notices Seeking Possession applied for

The number of possession orders obtained

The number of evictions obtained

Area Offices	R505			R510			R515		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Holland Walk	468	52	99	35	2	4	14	0	2
Lyon Street	425	59	106	32	5	13	12	0	0
Upper Street	714	63	141	67	6	17	21	1	7
Central Street	452	38	95	20	0	2	7	1	1
HFI	2059	212	441	154	13	36	54	2	10
PFI 1	322	27	59	30	4	4	9	0	0
PFI 2	458	35	80	30	1	5	12	1	2
PFI	780	62	139	60	5	9	21	1	2
TOTAL	2839	274	580	214	18	45	75	3	12

The number of arrears letters issued

The number of applications to court

The number of visits

Area Offices	R520			R525			R530		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Holland Walk	11849	817	1900	172	11	27	1588	159	349
Lyon Street	8654	649	1552	195	18	35	1217	153	303
Upper Street	12225	1288	3052	354	35	82	2258	246	598
Central Street	11810	1314	2778	152	7	14	1835	177	391
HFI	44538	4068	9282	873	71	158	6898	735	1641
PFI 1	5354	560	1293	134	2	7	541	37	104
PFI 2	4950	458	1000	126	8	12	985	217	437
PFI	10304	1018	2293	260	10	19	1526	254	541
TOTAL	54842	5086	11575	1133	81	177	8424	989	2182

R180	✓	R500	✓
Tenants who are more than 7 weeks in arrears as a percentage of all tenants		Tenants who have received a NOSP as a percentage of all tenants who are in arrears	
Target	8.50%	Target	20.50%
This month	6.67%	This month	5.81%
Rolling Year	7.42%	Rolling Year	30.87%
2008/09	7.38%	2008/09	22.67%

R185	✓
Tenants who have been evicted throughout the year as a percentage of all tenants	
Target	0.20%
This month	0.05%
Rolling Year	0.31%
2008/09	0.28%

R505		R515	
The number of Notices Seeking Possession applied for		The number of evictions obtained	
This month	274	This month	3
Year to date	580	Year to date	12
2008/09	2839	2008/09	75

R510	
The number of possession orders obtained	
This month	18
Year to date	45
2008/09	214

R520		R530	
The number of arrears letters issued		The number of visits	
This month	5086	This month	989
Year to date	11575	Year to date	2182
2008/09	54842	2008/09	8424

R525	
The number of applications to court	
This month	81
Year to date	177
2008/09	1133

STOCK BREAKDOWN

HFI Stock Breakdown - Secure Tenancies

Area Office	Secure Stock	TMOs and Co-Ops	EMBs	Total
Holland Walk	4,849	300	125	5,274
Lyon Street	3,454	742	0	4,196
Central Street	3,825	1,152	0	4,977
Upper Street	6,437	325	0	6,762
PFI 1	1,697	0	0	1,697
PFI 2	2,899	0	0	2,899
SLUGS	16	0	0	16
Total	23,177	2,519	125	25,821

HFI Leaseholder Stock Breakdown

Area Office	Leaseholders	TMOs and Co-Ops	EMBs	Total
Holland Walk	1,765	215	48	2,028
Lyon Street	1,221	401	0	1,622
Central Street	1,437	366	0	1,803
Upper Street	2,000	194	0	2,194
PFI 1	636	0	0	636
PFI 2	1,174	0	0	1,174
Total	8,233	1,176	48	9,457

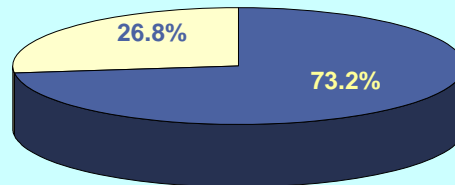
HFI Stock Breakdown - (secure & non-secure)

All Secure	25,821	25,942
Other secure and non-secure HRA	121	

S100	
HFI stock breakdown - All (HRA) secure tenancies and voids by area housing office, including TMO and Co-Op.	
Target	N/A
Year to date	25,821

S110	
HFI Leaseholder stock breakdown - Properties by area housing office, including TMO and Co-Op.	
Target	N/A
Year to date	9,457

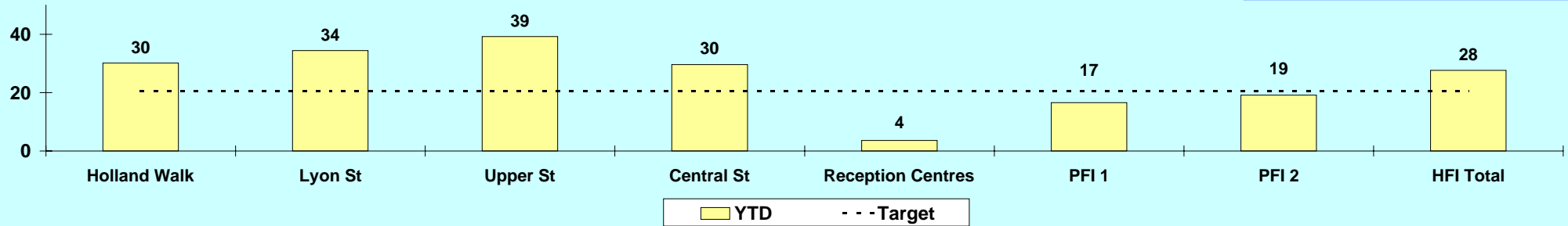
Percentage of all stock by secure (non-secure HRA) and leaseholder



■ Total Stock (secure, non-secure) ■ Total Leaseholders

VOID RELETS

V110 - Average relet time year to date (calendar days)



Reconciliation has been completed on the voids relet time data. A further reconciliation will be completed for the July reports

V110	✘
Average re-let time of management voids let in the year, calculated from date void to tenancy commencement date, expressed in calendar days.	
Target	20.5
This Month	29
Year to date	28
2008/2009 Result	19

V111	
HFI Only - average re-let time of management voids let in the year, calculated from date void to tenancy commencement date, expressed in calendar days.	
Target	N/A
This Month	31
Year to date	29
2008/2009 Result	20

V112	
PFI Only - average re-let time of management voids let in the year, calculated from date void to tenancy commencement date, expressed in calendar days.	
Target	N/A
This Month	19
Year to date	18
2008/2009 Result	17

V113	
KIER average repair time - time properties (for relet) are with Kier for repairs in calendar days	
Target	N/A
This Month	49
Year to date	36
2008/2009 Result	27

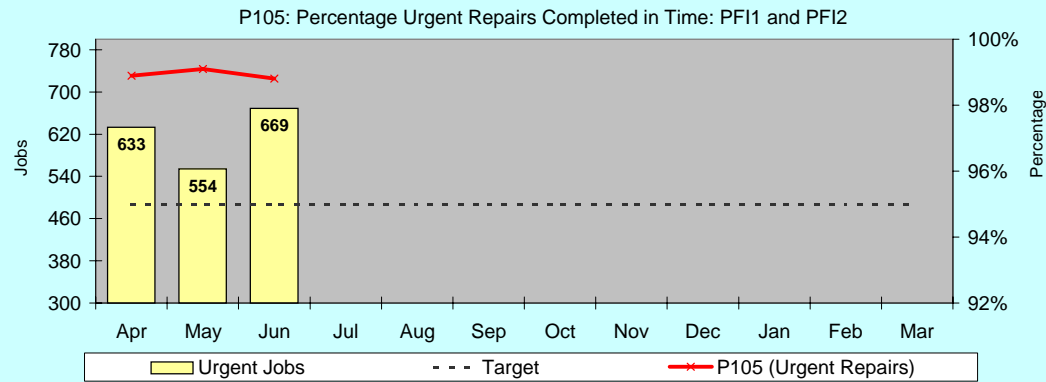
Average Relet Time

Areas	Last Year	Jun	YTD
Holland Walk	22	27	30
Lyon Street	22	34	34
Upper Street	27	53	39
Central Street	22	28	30
Reception Centres	5	3	4
PFI 1	17	15	17
PFI 2	17	21	19

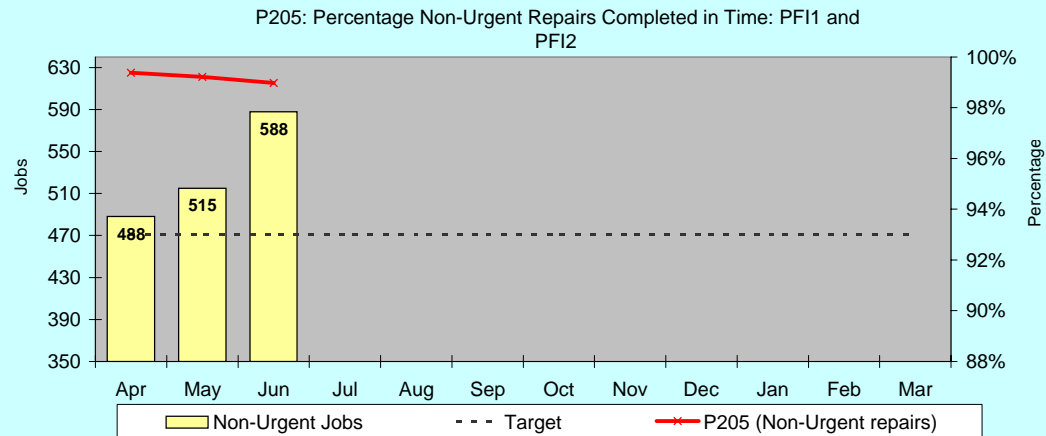
Kier Repair Time

Areas	Last Year	Current	YTD
Holland Walk	25	39	34
Lyon Street	27	45	36
Upper Street	35	65	42
Central Street	27	44	32
Total	27	49	36

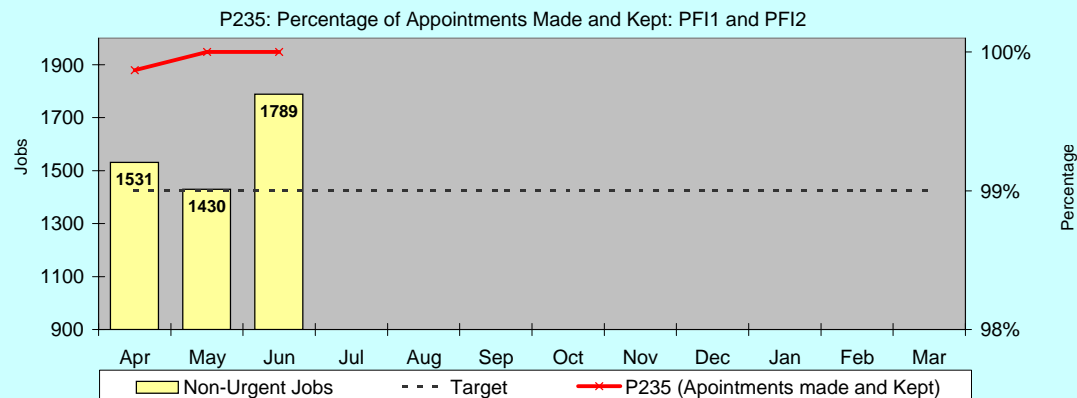
PFI REPAIRS



P105	✓
The percentage of urgent repairs completed in time (24 hours and 3 working days) by PFI1 and PFI2. Partners - using data from P310 + P311.	
Target	96.5%
This month	98.8%
Year to date	98.9%
2008/2009 Result	99.5%

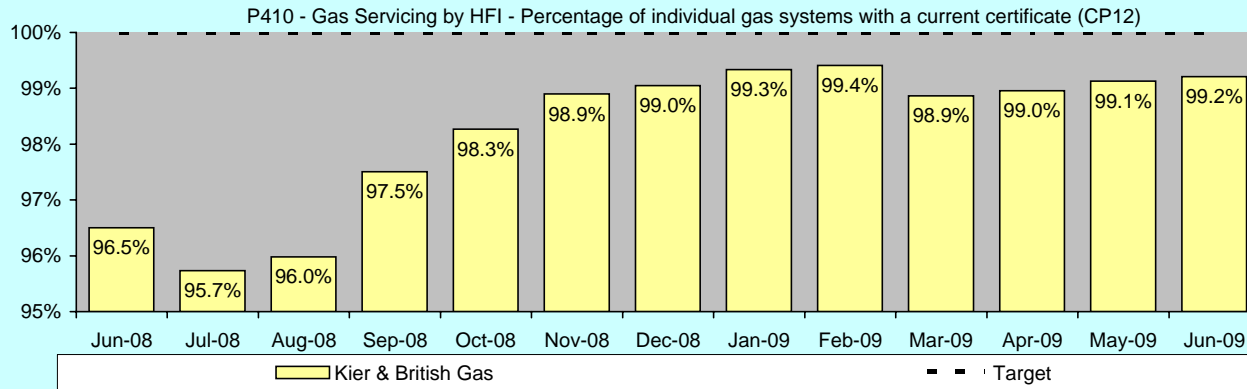


P205	✓
Percentage of non-urgent repairs (7 and 28 working days) by PFI1 and PFI2. Partners - using data from P310 and P311.	
Target	93.0%
This month	99.0%
Year to date	99.2%
2008/2009 Result	99.7%

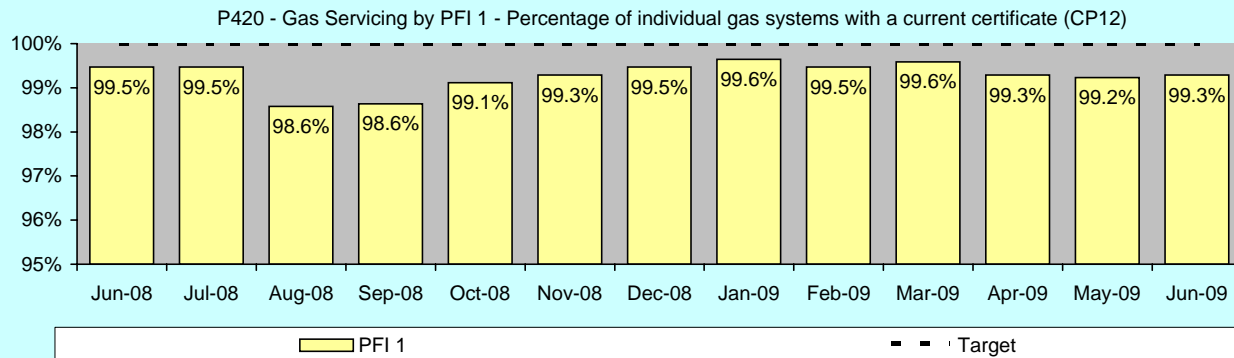


P235	✓
Percentage of repairs for which an appointment was made and kept by PFI1 and PFI2 This indicator measures the number of jobs where an appointment was given and kept. This excludes from both the numerator & the denominator the number of urgent and emergency priority jobs.	
Target	99.0%
This month	100.0%
Year to date	99.9%
2008/2009 Result	99.9%

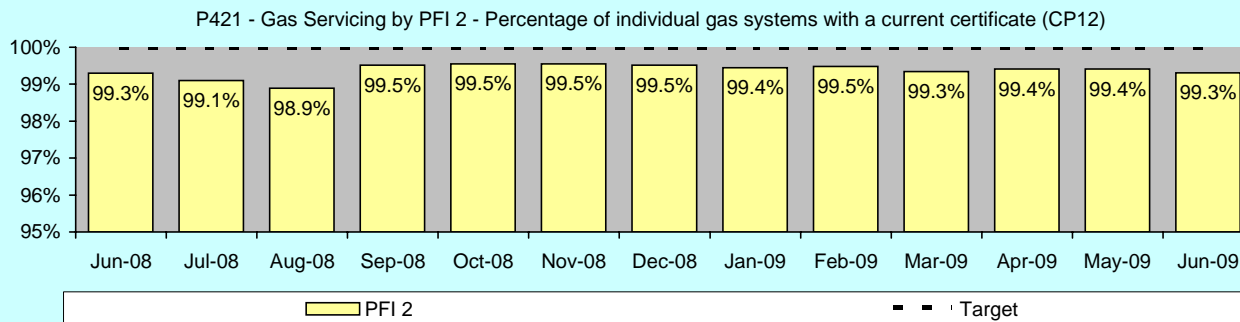
HFI & PFI GAS SERVICEING



P410	x
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).	
Target	100%
This month	N/A
Year to date	99.2%
2008/2009 Result	98.9%



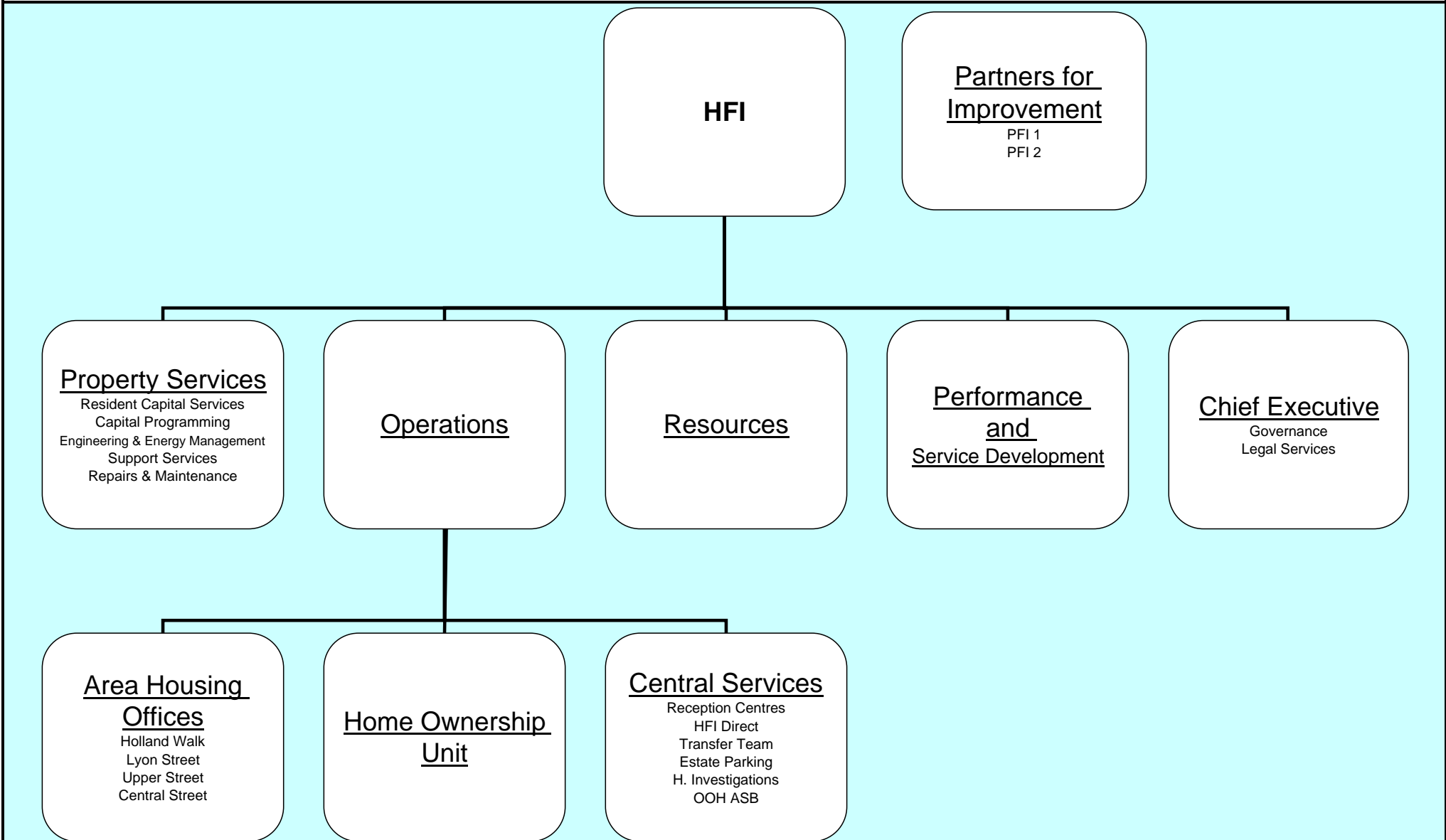
P420	x
Percentage of gas services completed by PFI 1 for Islington in the rolling year.	
Data provided by PFI 1.	
Target	100%
This month	N/A
Year to date	99.3%
2008/2009 Result	99.6%



P421	x
Percentage of gas services completed by PFI 2 for Islington in the rolling year.	
Data provided by PFI 2	
Target	100%
This month	N/A
Year to date	99.3%
2008/2009 Result	99.3%

CUSTOMER CARE

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
ASBO	Anti-Social Behaviour Order
Business Objects	IT system used to create reports from iWorld
BVPI	Best Value Performance Indicator - government measure for monitoring the ALMO's performance
CAA	Comprehensive Area Assessment - a government framework for assessing how well local authorities are performing
CBL	Choice-Based Lettings - system that allows tenants to bid for properties according to how many housing register points they have
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
HouseMark	A forum through which housing organisations benchmark performance information
HRA	Housing Revenue Account
iWorld	Housing management IT system
Kier Islington	Company providing repair service to the ALMO
LA	Local Authority
Management voids	Empty properties that require minor repairs work
NI	National Indicator
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 Homes for Islington consisting of the following functions: accounts, income management, tenancy management, contact centre, central services
Partners for Islington	Company contracted to manage all street properties for Homes for Islington

GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT

TERM	EXPLANATION
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 Homes for Islington 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 Homes for Islington consisting of the following functions: HR & company administration, IT & infrastructure
Responsive repairs	A term used for day-to-day repairs requested by tenants
SLA	Service Level Agreement between internal/Council departments
SLUGS	Short Life User Groups
SMT	Senior Management Team
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