




HackneyHomes

In partnership with  **Hackney** Council

PERFORMANCE

REPORT

October 2011

REPORT No: 7

INDEX

Page	Data Contents
3 - 5	Performance summary - Business Critical
6 - 7	Rent Collection & Arrears
8	Tenancy Management and Audits
9	Empty Property Management
10	Properties Offered, Refused and Let
11 - 15	Repairs: Average Time (End-to-End), Appointments, Priority's, Gas Servicing, Satisfaction and Call Centre
16	Adaptations
17	Cleaning, Graffiti removal & Grounds Maintenance
18	Leasehold and Right to Buy Services
19	Telephone Answering
20	Visitors to the Office
21	Complaints and Correspondence
22	Human Resources (Sickness Absence)
23	Invoice Payments
24	Housing Disrepair
25	Stock Movements
26	Glossary

Key:			Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD 2011/12	Target 2011/12	R.A.G Rating	Outturn 2010/11	
THE VARIANCE FOR THIS PI IS BETWEEN 0% AND <5% OF TARGET																				
THE VARIANCE FOR THIS PI IS BETWEEN 5% AND <10% OF TARGET																				
THE VARIANCE FOR THIS PI IS GREATER >= 10% OF TARGET																				
PI Reference & Description	Frequency	Polarity	RESIDENTS' SERVICES																	
LKPI 47c YTD Total Collection as % of Rent Debit	Monthly	Maximise	99.65%	99.77%	99.70%	99.75%	99.85%	100.15%	96.20%	97.77%	98.72%	98.58%	98.73%	98.93%	99.15%	99.15%	100.00%	●	100.15%	
LKPI 47d YTD Rent arrears as % of Rent Debit	Monthly	Minimise	3.70%	3.64%	3.69%	3.64%	3.56%	2.94%	3.26%	3.29%	3.26%	3.37%	3.39%	3.37%	3.32%	3.32%	3.35%	●	2.94%	
LKPI 48 Total Value of Rent Arrears (YTD - £M)	Monthly	Minimise	£3.88 M	£3.80 M	£3.85 M	£3.80 M	£3.71 M	£3.38 M	£3.69 M	£3.70 M	£3.66 M	£3.77 M	£3.78 M	£3.76 M	£3.68 M	£3.68 M	£3.13 M	▲	£3.38 M	
LKPI 114 (Ex-BVPI 66a) YTD Total Collection as % of Rent+arrears brought forward from previous years	Quarterly	Maximise	N/A	N/A	99.33%	N/A	N/A	99.42%	N/A	N/A	99.39%	N/A	N/A	99.37%	N/A	99.37%	99.00%	●	99.42%	
LKPI 134 Former tenant arrears as a % of rent roll	Quarterly	Minimise	N/A	N/A	2.08%	N/A	N/A	2.15%	N/A	N/A	2.15%	N/A	N/A	2.30%	N/A	2.30%	1.60%	◆	2.15%	
LKPI 117 (Ex-BVPI 66d) % of local authority HRA tenants evicted as a result of rent arrears	Quarterly	Minimise	N/A	N/A	0.32%	N/A	N/A	0.46%	N/A	N/A	0.13%	N/A	N/A	0.25%	N/A	0.25%	0.40%	●	0.46%	
LKPI 123 (HIP BPSA E3, Ex-BVPI 212) Average time taken to re-let local authority housing (in days)	Monthly	Minimise	28	21	18	27	28	23	23	26	26	21	26	26	26	25	32	●	29	
LKPI 33 % of rent loss through vacant dwellings (Includes all voids except voids where a formal decision to demolish/disposal has been taken by the Committee)	Quarterly	Minimise	0.84%	0.96%	0.96%	0.61%	0.66%	1.12%	N/A	N/A	0.62%	N/A	N/A	0.72%	N/A	0.72%	1.52%	●	1.12%	
LKPI 61a % of tenants satisfied with the landlord's handling of ASB cases	Annual (Q3) (Intermediate Q1 & Q4)	Maximise	N/A	N/A	52.00%	N/A	N/A	35.00%	N/A	N/A	45.00%	N/A	N/A	N/A	N/A	45.00%	55.00%	◆	47.24%	
LKPI 61b Satisfaction with outcome of ASB complaint	Annual (Q3) (Intermediate Q1 & Q4)	Maximise	N/A	N/A	49.33%	N/A	N/A	35.00%	N/A	N/A	41.00%	N/A	N/A	N/A	N/A	41.00%	47.50%	◆	44.47%	
ESTATE ENVIRONMENT SERVICES																				
LKPI 7A Estate Cleaning - Inspection Scoring Total % of inspections (% Pass)	Monthly	Maximise	97.10%	97.20%	96.80%	96.50%	97.30%	98.00%	97.80%	97.50%	98.53%	99.75%	99.04%	94.75%	96.59%	97.75%	92.00%	●	95.82%	
LKPI 8A Grounds Maintenance - Inspection Scoring Total % of inspections (% Pass)	Monthly	Maximise	95.60%	97.10%	97.70%	97.00%	97.50%	98.80%	98.80%	98.32%	98.94%	99.79%	99.39%	93.42%	99.56%	98.44%	92.00%	●	96.45%	
LKPI 7B (Part of TSA Regulatory Std) Estate Cleaning - Satisfaction	Annual (Q2) Quarterly Intermediate (Q1 & Q4)	Maximise	N/A	N/A	61.64%	N/A	N/A	54.00%	N/A	N/A	79.53%	N/A	N/A	64.00%	N/A	63.58%	70.00%	◆	60.72%	
LKPI 8B (Part of TSA Regulatory Std) Grounds Maintenance - Satisfaction	Annual (Q2) Quarterly Intermediate (Q1 & Q4)	Maximise	N/A	N/A	65.77%	N/A	N/A	59.60%	N/A	N/A	73.00%	N/A	N/A	68.00%	N/A	68.49%	70.00%	●	63.89%	
HH LKPI 137 (Part of Hackney Homes Local Offer) % of tenants satisfied with estate services	Annual (Q2) Quarterly Intermediate (Q1 & Q4)	Maximise	N/A	N/A	58.46%	N/A	N/A	51.75%	N/A	N/A	62.50%	N/A	N/A	62.00%	N/A	61.88%	70.00%	◆	57.64%	
LEASEHOLDER SERVICES																				
LKPI 15 % of annual service charges collected from leaseholders (including arrears from previous years)	Monthly	Maximise	105.97%	103.61%	102.39%	102.12%	101.60%	104.00%	108.98%	103.00%	105.70%	105.00%	102.44%	103.00%	106.00%	106.00%	103.00%	●	104.00%	
LKPI 16 Service Charge arrears as % invoices raised	Monthly	Minimise	25.53%	24.11%	22.96%	21.35%	19.81%	18.62%	18.18%	18.00%	18.02%	18.00%	17.76%	27.00%	23.00%	23.00%	22.00%	▲	18.62%	
LKPI 107 Leaseholder major works charges collected as a percentage of invoices raised	Monthly	Maximise	80.57%	76.80%	86.63%	89.47%	90.23%	92.45%	248.48%	219.00%	162.00%	186.00%	120.04%	129.00%	107.00%	107.00%	80.00%	●	92.45%	

Key:			Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD 2011/12	Target 2011/12	R.A.G Rating	Outturn 2010/11
THE VARIANCE FOR THIS PI IS BETWEEN 0% AND <5% OF TARGET																			
THE VARIANCE FOR THIS PI IS BETWEEN 5% AND <10% OF TARGET																			
THE VARIANCE FOR THIS PI IS GREATER >= 10% OF TARGET																			
PI Reference & Description	Frequency	Polarity	BUILDING MAINTENANCE																
LKPI 120 (HIP BPSA E4, BV63) The average SAP rating of HRA dwellings (using the SAP 2005 measure)	Annual	Maximise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	75
LKPI 77 No of HRA rented homes made decent during the year	Quarterly	Maximise	N/A	N/A	170	N/A	N/A	631	N/A	N/A	58	N/A	N/A	39	N/A	97	335		1,277
LKPI 121 (NI 158) (EX BV 184a) (CPA - H1) (HIP BPSA E13) % of HRA rented dwellings non decent at the end of the financial year. (Based on new NI guidance)	Quarterly	Minimise	N/A	N/A	31.96%	N/A	N/A	29.19%	N/A	N/A	28.83%	N/A	N/A	28.66%	N/A	28.66%	27.45%		29.19%
LKPI 67 % of all new tenants stating they were satisfied with the condition of the property	Annual (Q4) Quarterly Intermediate (Q2 & Q3)	Maximise	N/A	N/A	39.51%	N/A	N/A	52.38%	N/A	N/A	N/A	N/A	N/A	64.51%	N/A	64.51%	79%		49.61%
LKPI 79 (HIP BPSA E7) % of dwellings with a valid Gas Safety Certificate (CP 12's Excluding carcasses)	Monthly	Maximise	98.97%	99.50%	99.50%	99.43%	98.91%	98.66%	98.97%	99.31%	95.39%	95.00%	95.07%	95.08%	95.14%	95.14%	100.00%		98.66%
LKPI 06 % of Responsive Repairs Appointments Kept (excluding TMOs)	Monthly	Maximise	97.18%	98.82%	98.82%	98.75%	97.71%	97.67%	97.38%	97.71%	98.03%	96.12%	97.31%	98.73%	98.30%	97.70%	98.00%		97.20%
LKPI 2B % of Emergency Repairs jobs completed within target (24 hours) (excluding TMOs)	Monthly	Maximise	91.03%	92.37%	94.16%	95.97%	93.59%	95.37%	92.75%	89.95%	89.47%	92.16%	92.11%	93.07%	93.32%	91.73%	94.50%		92.62%
LKPI 139 % of all repairs completed within target (excluding TMOs)	Monthly	Maximise	95.07%	94.48%	95.42%	96.67%	96.69%	98.45%	92.24%	90.62%	93.16%	93.78%	94.64%	95.65%	96.82%	93.83%	96.50%		95.51%
LKPI 140 Average End to End Repair Time (in days) (excluding TMOs)	Monthly	Minimise	7.00	7.12	6.10	5.91	6.06	6.05	9.06	8.97	8.26	7.52	6.91	5.99	5.75	7.49	6.00		5.95
LKPI 161 (HIP BPSA D28) Proportion of emergency and urgent repairs (RTR) as a % of all jobs raised	Annual	Minimise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBC	N/A	3.00%
LKPI 162 (HIP BPSA D29) Proportion of non urgent repairs (non RTR) as a % of all jobs raised	Annual	Maximise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBC	N/A	97.00%
LKPI 03 Ex BV 72, (HIP BPSA E5) % of urgent repairs completed within Gov't time limits	Annual	Maximise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBC	N/A	76.96%
LKPI 04(Ex BV 73, HIP BPSA E6) Average time taken to complete non-urgent repairs (in calendar days)	Annual	Minimise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBC	N/A	2.68
LKPI 89 % of repairs completed on first visit (based on tenant satisfaction)	Annual (Intermediate) Q1,Q3,Q4)	Maximise	N/A	N/A	78.00%	N/A	N/A	80.30%	N/A	N/A	75.80%	N/A	N/A	N/A	N/A	N/A	82.00%	N/A	77.73%
LKPI 11 Resident Satisfaction with quality of work	Annual (Intermediate) Q1,Q3,Q4)	Maximise	N/A	N/A	91.97%	N/A	N/A	87.00%	N/A	N/A	89.00%	N/A	N/A	N/A	N/A	89.00%	82.00%		87.45%
LKPI 141 Average repair cost per property	Annual	Minimise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	£112.50	N/A	£ 135.13
LKPI 163 (HIP BPSA E2) Average weekly cost of maintenance per unit	Annual	Minimise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBC	N/A	£ 21.12
LKPI 132 (HIP BPSA D26) % Expenditure on planned to responsive maintenance	Annual	Maximise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	40.00%	N/A	48.00%
LKPI 142 (HIP BPSA D25) % Expenditure on responsive to planned maintenance	Annual	Minimise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	60.00%	N/A	52.00%
LKPI 09 % of calls to Repairs Contact Centre (RCC) answered	Monthly	Maximise	77.90%	75.45%	56.46%	40.49%	74.50%	81.73%	89.40%	88.22%	85.41%	88.58%	91.25%	83.64%	75.44%	85.48%	94.00%		83.63%
LKPI 133 All tenants satisfaction with the landlord's responsive repair service (Non-STATUS call back survey)	Annual (Intermediate) Q1,Q3,Q4)	Maximise	N/A	N/A	63.38%	N/A	N/A	72.00%	N/A	N/A	76.00%	N/A	N/A	N/A	N/A	76.00%	72.00%		71.05%
LKPI 143 Satisfaction of leaseholders with the communal repairs and maintenance service	Surveyed on a 2 X Year cycle	Maximise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
LKPI 136 Average end to end time taken for all adaptations to be completed (weeks)	Annual (Intermediate) Q2 & Q4	Minimise	9.91	8.92	10.71	7.00	9.04	3.49	10.36	11.61	14.35	16.08	18.44	18.61	15.66	14.72	N/A	N/A	9.64
LKPI 144 % of tenants satisfied with disabled adaptations to their home	Annual (Intermediate) Q2 & Q4	Maximise	N/A	N/A	83.33%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	96.00%	N/A	96.00%	88.00%		85.27%
LKPI 69 % of minor adaptations completed with time scales (9.5 weeks)	Monthly	Maximise	92.86%	100.00%	100.00%	100.00%	100.00%	50.00%	87.50%	87.50%	80.00%	57.14%	50.00%	60.00%	57.14%	70.45%	91.00%		87.07%
LKPI 70 % of major adaptations completed with time scales (28 weeks)	Monthly	Maximise	100.00%	100.00%	100.00%	100.00%	100.00%	91.67%	100.00%	100.00%	83.33%	91.67%	100.00%	66.67%	90.00%	89.55%	91.00%		87.11%

Key:			Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD 2011/12	Target 2011/12	R.A.G Rating	Outturn 2010/11	
THE VARIANCE FOR THIS PI IS BETWEEN 0% AND <5% OF TARGET																				
THE VARIANCE FOR THIS PI IS BETWEEN 5% AND <10% OF TARGET																				
THE VARIANCE FOR THIS PI IS GREATER >= 10% OF TARGET																				
PI Reference & Description	Frequency	Polarity	HACKNEY HOMES CORPORATE SERVICES																	
LKPI 135A % of tenants on whom the landlord has diversity information : Age	Quarterly	Maximise	N/A	N/A	77.42%	N/A	N/A	N/A	N/A	N/A	78.23%	N/A	N/A	75.66%	N/A	75.66%	75.00%	●	N/A	
LKPI 135B % of tenants on whom the landlord has diversity information : Gender	Quarterly	Maximise	N/A	N/A	51.80%	N/A	N/A	N/A	N/A	N/A	90.28%	N/A	N/A	89.65%	N/A	89.65%	95.00%	▲	N/A	
LKPI 135C % of tenants on whom the landlord has diversity information : Ethnicity	Quarterly	Maximise	N/A	N/A	78.20%	N/A	N/A	N/A	N/A	N/A	79.50%	N/A	N/A	80.68%	N/A	80.68%	85.00%	▲	N/A	
LKPI 135D % of tenants on whom the landlord has diversity information : Disability	Quarterly	Maximise	N/A	N/A	10.17%	N/A	N/A	N/A	N/A	N/A	18.35%	N/A	N/A	21.42%	N/A	21.42%	30.00%	◆	N/A	
LKPI 135E % of tenants on whom the landlord has diversity information : Sexuality	Quarterly	Maximise	N/A	N/A	9.45%	N/A	N/A	N/A	N/A	N/A	21.07%	N/A	N/A	20.38%	N/A	20.38%	25.00%	◆	N/A	
LKPI 135F % of tenants on whom the landlord has diversity information : Religion of Belief	Quarterly	Maximise	N/A	N/A	15.61%	N/A	N/A	N/A	N/A	N/A	24.91%	N/A	N/A	28.24%	N/A	28.24%	33.00%	◆	N/A	
LKPI 135G % of tenants on whom the landlord has diversity information : Transgender	Quarterly	Maximise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10.00%	N/A	N/A	
LKPI 108 Average weekly core management cost in £ per week per rented dwelling (based Housemark Core definition)	Annual	Minimise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	£7.74	N/A	£8.74	
LKPI 01 (HIP BPSA E1) Average weekly cost of management	Annual	Minimise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	£30.00	
LKPI 112 (EX-BVPI 08) % of undisputed invoices paid on time (on Hackney Homes Management Fee & delegated budgets)	Monthly	Maximise	94.63%	92.81%	93.94%	85.57%	96.60%	95.81%	93.58%	88.88%	94.75%	91.93%	91.11%	92.78%	95.92%	92.77%	92.50%	●	89.87%	
LKPI 19 % of telephone calls answered within 30 seconds (excluding Repairs Call Centre)	Monthly	Maximise	97.55%	97.34%	96.91%	97.41%	97.67%	97.67%	98.32%	97.97%	97.74%	98.13%	98.22%	98.05%	98.34%	98.11%	93.00%	●	96.50%	
LKPI 25a % of Formal Stages 1 Complaint Responses completed within target time	Monthly	Maximise	88.16%	92.38%	85.29%	87.50%	91.11%	93.50%	95.93%	95.87%	88.24%	88.29%	89.60%	83.21%	91.92%	90.31%	91.00%	●	87.94%	
LKPI 111 % of formal complaint (Stage 1 & 2) responses completed within target time (15 working days)	Monthly	Maximise	78.65%	90.99%	83.04%	85.45%	91.55%	90.08%	93.02%	96.95%	87.10%	87.60%	89.63%	79.01%	89.57%	88.58%	92.00%	●	82.77%	
LKPI 59 Stage 2 complaints upheld	Monthly	Minimise	25.00%	33.33%	75.00%	72.73%	57.14%	33.33%	75.00%	81.25%	50.00%	85.71%	36.36%	57.14%	64.71%	62.50%	5.00%	◆	58.62%	
LKPI 150 Average time taken to respond to stage 1 complaints (working days)	Monthly	Minimise	26.00	21.00	16.00	12.00	12.00	19.00	19.41	23.32	21.06	19.71	19.27	19.98	18.49	20.24	17.00	◆	19.67	
LKPI 109 Stage 1 complaints progressing to stage 2 complaints (within a 12 month period)	Monthly	Minimise	Historic data is under review						0.47%	0.92%	1.40%	0.29%	0.87%	2.19%	1.11%	1.11%	9.00%	●	10.97%	
LKPI 164 % customers satisfied with complaints handling	Quarterly	Maximise	Newly Introduced PI wef 2011/12												N/A	N/A	N/A	N/A		
LKPI 23 % of Members' enquiries responded to within target time (10 working days)	Monthly	Maximise	75.58%	85.07%	82.42%	86.44%	87.50%	85.37%	68.33%	84.31%	61.48%	66.32%	67.92%	77.78%	76.47%	71.35%	90.00%	◆	82.47%	
LKPI 110 % of Ombudsman investigations and enquiries culminating in local settlement (Against the month the original Ombudsman enquiry received).	Monthly	Minimise	22.22%	20.41%	20.41%	21.57%	22.81%	23.64%	0.00%	25.00%	11.11%	13.33%	12.50%	8.33%	8.33%	8.33%	2.00%	◆	23.64%	
LKPI 113 (EX-BVPI 12) No of working days lost in a year due to sickness per employee	Monthly	Minimise	10.51	11.29	11.40	11.71	11.72	11.81	9.06	9.31	10.16	10.66	10.91	11.05	11.05	11.05	9.90	◆	11.81	

Performance Indicator(s) Information

LKPI 48 - This PI provides data for the total value of current council tenants' rent arrears.

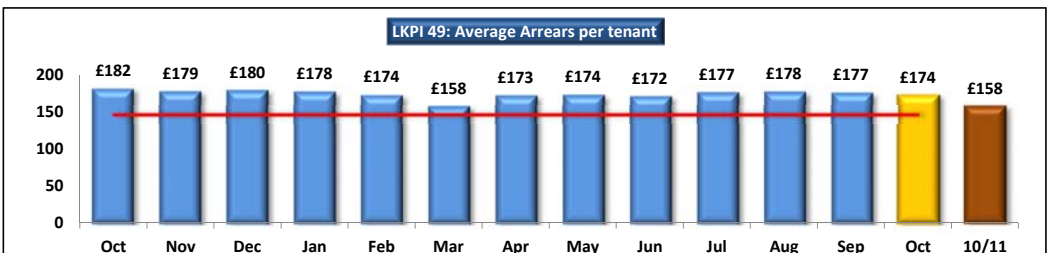
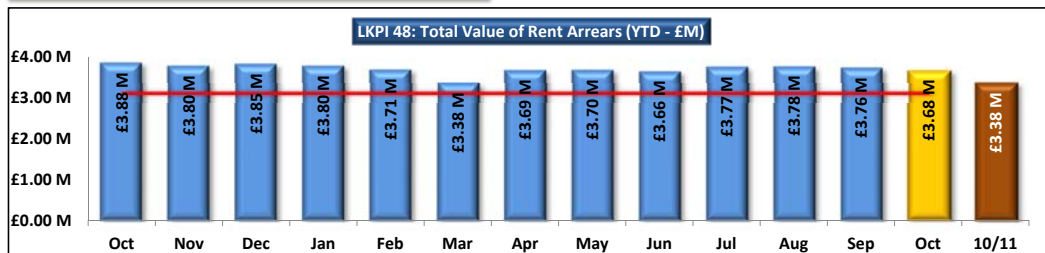
LKPI 49 - This PI shows data for the average rent arrears per tenant.

Targets: Owned and set by Tenancy & Leasehold Services

Polarity: Lower performance is considered to be better

Data Source - Saffron | Data provider - Hackney Homes Finance

LKPI 48: Total Value of Rent Arrears (YTD - £M)	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Target	Outturn
	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	2011/12	2010/11
North East	1.10 M	1.08 M	1.11 M	1.09 M	1.06 M	0.98 M	1.06 M	1.05 M	1.03 M	1.06 M	1.06 M	1.07 M	1.04 M	0.91 M	0.98 M
North West	0.69 M	0.68 M	0.68 M	0.66 M	0.65 M	0.58 M	0.62 M	0.63 M	0.61 M	0.63 M	0.64 M	0.62 M	0.60 M	0.53 M	0.58 M
Homerton	0.67 M	0.66 M	0.67 M	0.66 M	0.63 M	0.59 M	0.66 M	0.66 M	0.66 M	0.68 M	0.69 M	0.68 M	0.65 M	0.54 M	0.59 M
Queensbridge and DB	0.39 M	0.37 M	0.37 M	0.37 M	0.36 M	0.33 M	0.37 M	0.39 M	0.40 M	0.40 M	0.40 M	0.40 M	0.41 M	0.30 M	0.33 M
Shoreditch	0.49 M	0.48 M	0.49 M	0.49 M	0.47 M	0.42 M	0.47 M	0.47 M	0.46 M	0.47 M	0.47 M	0.47 M	0.47 M	0.39 M	0.42 M
TMO / Others	0.54 M	0.53 M	0.54 M	0.54 M	0.52 M	0.49 M	0.52 M	0.52 M	0.51 M	0.53 M	0.53 M	0.52 M	0.52 M	0.45 M	0.49 M
Hackney Homes Total	£3.88 M	£3.80 M	£3.85 M	£3.80 M	£3.71 M	£3.38 M	£3.69 M	£3.70 M	£3.66 M	£3.77 M	£3.78 M	£3.76 M	£3.68 M	£3.13 M	£3.38 M



Note from the Performance Team

Please note that the following neighbourhoods include the stated TMO figures, due to the fact that the particular neighbourhood manages the rent function for that TMO(s).

North West comprises; Stoke Newington & Lordship TMO

Queensbridge DB comprises; QDB & Tower TMO

Shoreditch comprises; Shoreditch & Arden TMO

Also note that Targets, have therefore been adjusted to reflect this.

LKPI 49: Average Arrears per tenant (£)	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Target	Outturn
	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	2011/12	2010/11
North East	£225	£220	£224	£220	£216	£200	£217	£215	£212	£217	£219	£221	£215	£185	£200
North West	£216	£214	£212	£206	£204	£179	£193	£198	£191	£197	£201	£193	£187	£166	£179
Homerton	£150	£146	£149	£145	£141	£130	£146	£146	£146	£151	£154	£152	£144	£120	£130
Queensbridge and DB	£126	£121	£121	£121	£117	£106	£120	£126	£129	£130	£129	£130	£133	£98	£106
Shoreditch	£145	£143	£144	£144	£140	£126	£139	£138	£136	£141	£140	£139	£140	£117	£126
TMO / Others	£237	£235	£237	£240	£230	£216	£230	£229	£225	£236	£233	£231	£231	£200	£216
Hackney Homes Total	£182	£179	£180	£178	£174	£158	£173	£174	£172	£177	£178	£177	£174	£147	£158

LII 13 - Arrears Action Summary for previous year	NOSP'S			PO Granted			Eviction Adjourned			Stay of Executions			Evictions Carried out		
	End 10/11	Oct 10/11	Oct 11/12	End 10/11	Oct 10/11	Oct 11/12	End 10/11	Oct 10/11	Oct 11/12	End 10/11	Oct 10/11	Oct 11/12	End 10/11	Oct 10/11	Oct 11/12
North East	446	305	303	70	41	38	120	62	106	58	32	34	24	10	10
North West	373	232	331	31	21	32	53	25	26	32	15	10	17	8	8
Homerton	540	357	401	51	34	31	112	51	71	36	22	24	31	17	17
Queensbridge and DB	413	305	211	14	7	9	49	22	21	10	8	5	9	4	9
Shoreditch	458	313	312	53	19	30	59	26	19	23	17	13	10	5	13
TMO / Others	286	158	114	16	6	8	20	7	11	1	1	2	10	8	9
Hackney Homes Total	2516	1670	1672	235	128	148	413	193	254	160	95	88	101	52	66



Performance Indicator(s) Information

LII 17, LII 18, LKPI 47c LKPI 47d

These indicators show Housing Benefit as a percent of rent debit, cash as a percent of rent debit, total rent collection as percent of debit and rent arrears as a percent of rent debit, respectively.

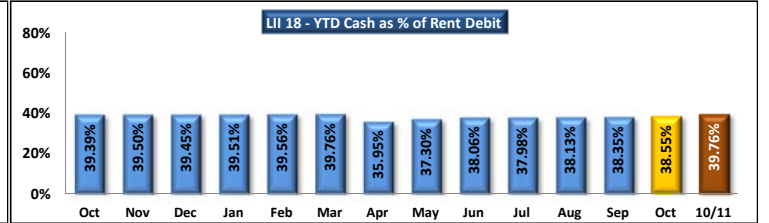
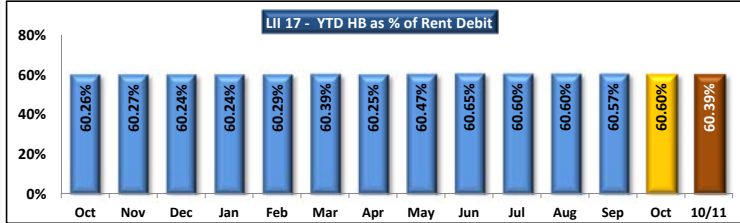
Targets: Owned and set by Tenancy & Leasehold Services

Polarity: Higher Collection is considered to be better

Data Source - Saffron

Data provider - Hackney Homes Finance

LII 17 - YTD HB as % of Rent Debit (Former LKPI 47a)	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Target	Outturn
	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	2011/12	2010/11
North East	60.62%	60.67%	60.58%	60.57%	60.65%	60.81%	60.39%	61.08%	61.02%	60.98%	60.98%	60.88%	60.93%	N/A	60.81%
North West	62.47%	62.45%	62.45%	62.46%	62.48%	62.64%	62.64%	63.01%	63.15%	63.06%	62.97%	63.01%	62.96%	N/A	62.64%
Homerton	60.34%	60.36%	60.34%	60.31%	60.35%	60.34%	60.06%	60.03%	60.41%	60.36%	60.39%	60.36%	60.44%	N/A	60.34%
Queensbridge and DB	60.41%	60.39%	60.47%	60.46%	60.52%	60.49%	60.23%	60.12%	60.54%	60.46%	60.54%	60.48%	60.50%	N/A	60.49%
Shoreditch	58.95%	58.93%	58.84%	58.83%	58.86%	59.02%	59.18%	59.14%	59.21%	59.27%	59.27%	59.34%	59.31%	N/A	59.02%
TMO / Others	57.96%	57.96%	57.98%	58.00%	58.13%	58.31%	58.52%	58.88%	59.15%	58.97%	58.96%	58.87%	58.93%	N/A	58.31%
Hackney Homes Total	60.26%	60.27%	60.24%	60.24%	60.29%	60.39%	60.25%	60.47%	60.65%	60.60%	60.60%	60.57%	60.60%	N/A	60.39%



LII 18 - YTD Cash as % of Rent Debit (Former LKPI 47b)	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Target	Outturn
	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	2011/12	2010/11
North East	39.12%	39.21%	39.15%	39.20%	39.22%	39.39%	35.29%	36.93%	37.90%	37.80%	37.86%	37.94%	38.22%	N/A	39.39%
North West	37.19%	37.27%	37.28%	37.38%	37.37%	37.65%	33.88%	34.60%	35.78%	35.66%	35.77%	36.16%	36.50%	N/A	37.65%
Homerton	39.45%	39.49%	39.38%	39.49%	39.54%	39.78%	36.06%	37.65%	38.06%	38.02%	38.13%	38.41%	38.68%	N/A	39.78%
Queensbridge and DB	39.17%	39.38%	39.31%	39.35%	39.41%	39.65%	36.23%	37.12%	37.57%	37.71%	37.92%	38.21%	38.25%	N/A	39.65%
Shoreditch	40.69%	40.80%	40.82%	40.86%	40.94%	41.08%	37.25%	38.83%	39.66%	39.48%	39.74%	39.85%	39.96%	N/A	41.08%
TMO / Others	41.33%	41.51%	41.49%	41.45%	41.55%	41.66%	37.80%	39.19%	40.00%	39.73%	39.94%	40.17%	40.23%	N/A	41.66%
Hackney Homes Total	39.39%	39.50%	39.45%	39.51%	39.56%	39.76%	35.95%	37.30%	38.06%	37.98%	38.13%	38.35%	38.55%	N/A	39.76%

Note from the Performance Team

Please note that the following neighbourhoods include the stated TMO figures, due to the fact that the particular neighbourhood manages the rent function for that TMO(s).

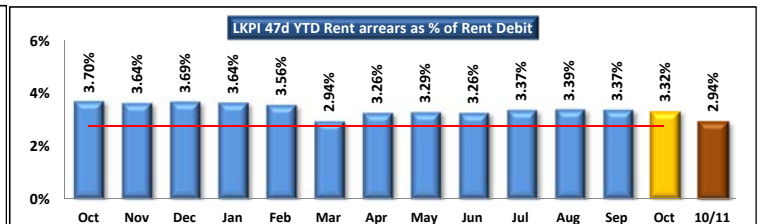
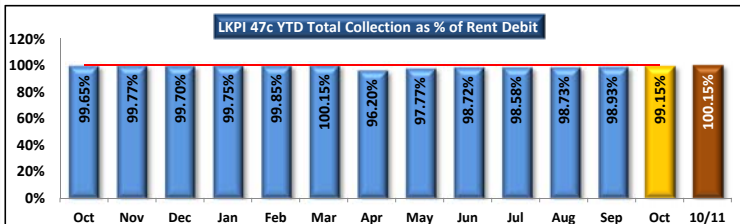
North West comprises; Stoke Newington & Lordship TMO

Queensbridge DB comprises; QDB & Tower TMO

Shoreditch comprises; Shoreditch & Arden TMO

Also note that Targets, have therefore been adjusted to reflect this.

LKPI 47c YTD Total Collection as % of Rent Debit	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Target	Outturn
	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	2011/12	2010/11
North East	99.74%	99.88%	99.73%	99.77%	99.87%	100.21%	95.68%	98.01%	98.91%	98.77%	98.84%	98.82%	99.14%	100.00%	100.21%
North West	99.65%	99.72%	99.73%	99.85%	99.85%	100.29%	96.52%	97.61%	98.93%	98.72%	98.74%	99.17%	99.46%	100.00%	100.29%
Homerton	99.78%	99.85%	99.71%	99.81%	99.89%	100.11%	96.12%	97.68%	98.47%	98.38%	98.52%	99.12%	99.12%	100.00%	100.11%
Queensbridge and DB	99.58%	99.77%	99.78%	99.81%	99.93%	100.14%	96.47%	97.24%	98.11%	98.17%	98.46%	98.69%	98.76%	100.00%	100.14%
Shoreditch	99.63%	99.73%	99.66%	99.69%	99.79%	100.10%	96.43%	97.98%	98.86%	98.76%	99.01%	99.20%	99.27%	100.00%	100.10%
TMO / Others	99.29%	99.47%	99.47%	99.45%	99.68%	99.97%	99.14%	98.07%	99.14%	98.69%	98.90%	99.04%	99.17%	100.00%	99.97%
Hackney Homes Total	99.65%	99.77%	99.70%	99.75%	99.85%	100.15%	96.20%	97.77%	98.72%	98.58%	98.73%	98.93%	99.15%	100.00%	100.15%



LKPI 47d YTD Rent arrears as % of Rent Debit	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Target	Outturn
	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	2011/12	2010/11
North East	4.60%	4.52%	4.63%	4.56%	4.48%	3.76%	4.11%	4.09%	4.06%	4.16%	4.21%	4.29%	4.19%	3.54%	3.76%
North West	4.39%	4.35%	4.33%	4.23%	4.19%	3.33%	3.62%	3.72%	3.60%	3.73%	3.81%	3.67%	3.55%	2.97%	3.33%
Homerton	3.09%	3.02%	3.08%	3.01%	2.91%	2.44%	2.76%	2.77%	2.79%	2.89%	2.94%	2.90%	2.77%	2.28%	2.44%
Queensbridge and DB	2.48%	2.38%	2.39%	2.38%	2.32%	1.90%	2.20%	2.31%	2.37%	2.39%	2.39%	2.40%	2.47%	1.86%	1.90%
Shoreditch	3.01%	2.97%	3.00%	3.01%	2.94%	2.39%	2.66%	2.65%	2.62%	2.71%	2.69%	2.69%	2.70%	2.12%	2.39%
TMO / Others	4.70%	4.67%	4.72%	4.77%	4.60%	3.91%	4.25%	4.25%	4.19%	4.38%	4.33%	4.31%	4.32%	3.53%	3.91%
Hackney Homes Total	3.70%	3.64%	3.69%	3.64%	3.56%	2.94%	3.26%	3.29%	3.26%	3.37%	3.39%	3.37%	3.32%	2.77%	2.94%

Performance Indicator(s) Information

LKPI 44 - Tenancy Audit Completions

Note: This excludes all re-development/re-generation dwellings

Verified - This may include case allocated in previous months which have been verified after investigation.

Properties Repossessed

- 1) Accounts terminated where an MPA is then created.
- 2) Evictions for Rent Arrears, where that process was near to completion when abandonment of illegal occupiers were found.
- 3) Abandoned Properties
- 4) Occupant has voluntarily terminated the property

LII 41 - shows the number of properties occupied by unauthorised occupants with Mesne Profit Account at month end.

LII 42b - shows the number of properties occupied by squatters at month end.

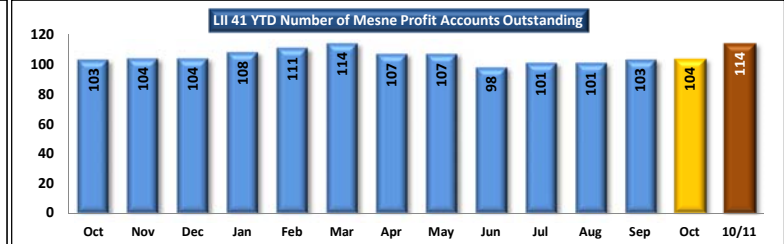
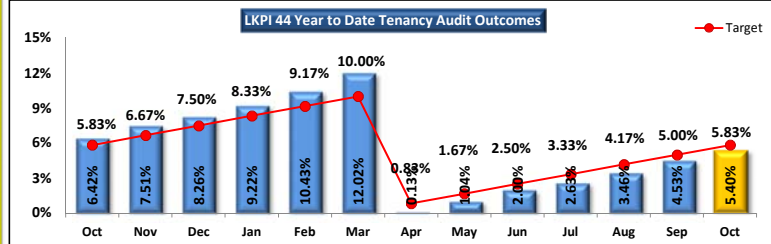
LKPI 153 - shows the percentage of initial visits to new tenancies complied in each month. Lordship TMOs is reported under Northwest, and Arden TMOs is reported under Shoreditch. The polarity here is to achieve higher %'s to maximise effectiveness.

Targets where relevant are owned and set by Tenancy & Leasehold Services

LKPI 44 Year to Date Tenancy Audit Outcomes	Total number of Audits Allocated	Verified	Properties Repossessed / Terminated	% Verified against stock	% Completed (Inc Terms against stock)
North East	503	308	0	5.75%	5.75%
North West	266	209	1	6.56%	6.60%
Homerton	430	213	5	4.62%	4.73%
Queensbridge and DB	211	150	0	4.99%	4.99%
Shoreditch	373	197	2	5.72%	5.78%
Hackney Homes Total	1783	1077	8	5.40%	5.44%

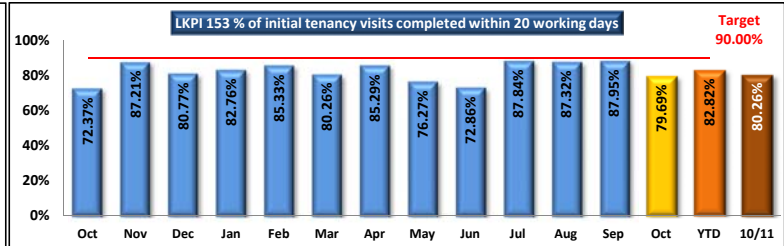
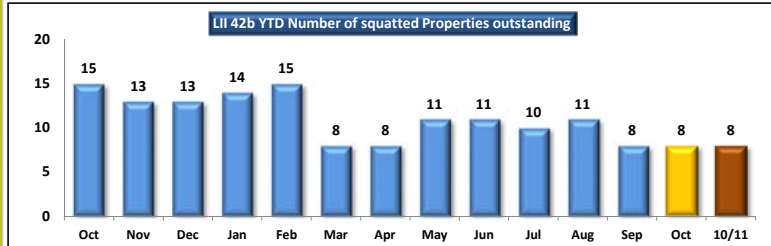
Note from the Performance Team

Data for all areas except tenancy audits are sourced directly from Saffron.



LII 41 YTD Number of Mesne Profit Accounts Outstanding	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	New in Month	Closed in month	Target 2011/12	Outturn 2010/11
North East	26	24	24	26	27	25	24	23	20	21	23	24	24	1	1	N/A	25
North West	15	15	15	19	19	18	20	18	17	18	20	21	18	0	3	N/A	18
Homerton	20	24	24	21	22	22	20	18	15	15	14	12	13	1	0	N/A	22
Queensbridge and DB	18	17	17	17	15	15	16	21	21	22	20	20	21	1	0	N/A	15
Shoreditch	14	14	14	15	17	22	18	18	17	17	16	17	19	2	0	N/A	22
TMO / Others	10	10	10	10	11	12	9	9	8	8	8	9	9	1	1	N/A	12
Hackney Homes Total	103	104	104	108	111	114	107	107	98	101	101	103	104	6	5	N/A	114

LII 42b YTD Number of squatted Properties outstanding	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	New in Month	Closed in month	Target 2011/12	Outturn 2010/11
North East	7	5	5	10	2	2	2	4	4	5	3	0	0	0	0	N/A	2
North West	0	1	1	2	1	1	1	1	1	0	2	3	4	1	0	N/A	1
Homerton	2	2	2	2	2	2	2	2	3	2	3	2	2	0	0	N/A	2
Queensbridge and DB	1	1	1	0	1	1	1	1	1	1	1	1	1	0	0	N/A	1
Shoreditch	5	4	4	0	8	2	2	3	2	2	2	2	1	0	1	N/A	2
TMO / Others	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	N/A	0
Hackney Homes Total	15	13	13	14	15	8	8	11	11	10	11	8	8	1	1	TBC	8



LKPI 153 % of initial tenancy visits completed within 20 working days (as a proportion of those due in the month)	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
North East	100.00%	100.00%	96.00%	100.00%	100.00%	100.00%	100.00%	93.33%	90.00%	100.00%	100.00%	81.25%	95.00%	N/A	100.00%
North West	100.00%	80.00%	76.47%	100.00%	87.50%	87.50%	93.33%	90.00%	87.50%	42.86%	100.00%	100.00%	91.25%	N/A	87.50%
Homerton	94.44%	89.47%	86.36%	95.65%	100.00%	92.86%	83.33%	75.00%	94.44%	100.00%	100.00%	93.75%	93.81%	N/A	92.86%
Queensbridge and DB	11.11%	92.86%	87.50%	100.00%	87.50%	87.50%	71.43%	66.67%	100.00%	66.67%	91.67%	94.12%	84.06%	N/A	87.50%
Shoreditch	100.00%	100.00%	87.50%	81.25%	100.00%	90.91%	90.91%	71.43%	30.77%	100.00%	85.71%	84.21%	76.62%	N/A	90.91%
TMO / Others	14.29%	0.00%	0.00%	0.00%	0.00%	16.67%	66.67%	53.85%	50.00%	60.00%	30.00%	40.00%	43.94%	N/A	16.67%
Hackney Homes Total	72.37%	87.21%	80.77%	82.76%	85.33%	80.26%	85.29%	76.27%	72.86%	87.84%	87.32%	87.95%	82.82%	90.00%	80.26%

Performance Indicator(s) Information

LKPI 33 - This PI tracks the rent lost due to void each quarter.

LI135 - This PI reports the number of major work voids at the end of each quarter, the figures include regeneration voids

LI136 - This PI reports the major work voids at the end of each quarter as percentage of stock at beginning of year.

LI137 - This PI reports the number of letting for true void in each quarter, the figure excludes lettings by Mutual Exchange, succession, assignments, Mesne Profit Account, or decant due to regeneration properties.

LI138 - This PI reports the number of voids intended for relet as at end of each quarter.

LI138 - This PI reports the percentage of all voids at end of each quarter.

LKPI 123 (Ex-BVPI 212) This PI measures the average re-let time for local authority dwellings. Expressed in whole calendar days.

LKPI 34 YTD relettable voids (empty property) as a percentage of the stock data

LKPI 67: % of all new tenants satisfaction with new lettings. Based on independent survey of new tenants let in period. Frequency of collection, intermediate; survey in Q2 & Q3, Annual survey in Q4.

Targets: Owned and set by Tenancy & Leasehold Services

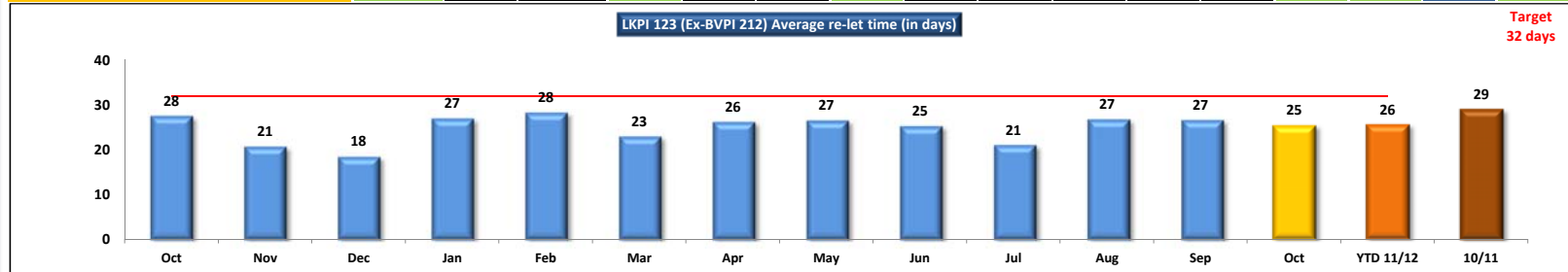
Data source: Saffron (reconciled monthly by neighbourhoods and TMO's).

Data provider: Saffron/Performance Team

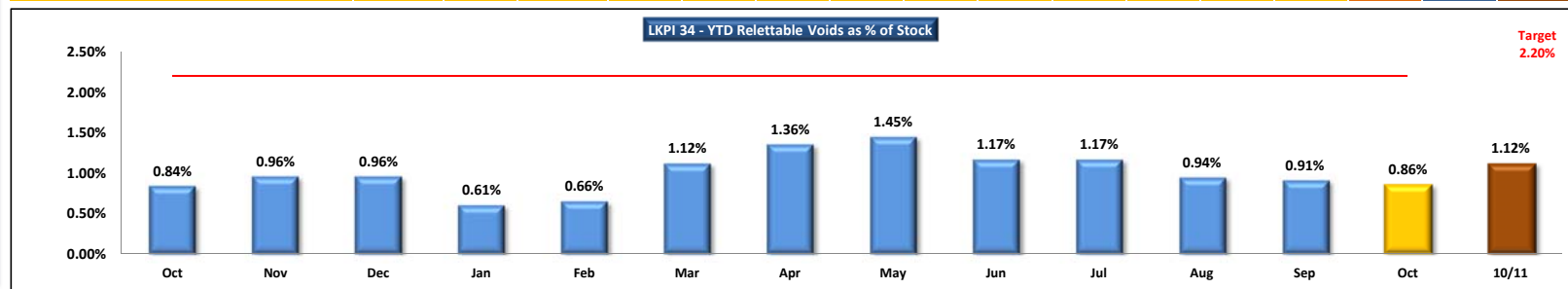
Housemark Void LKPI's (YTD) Hackney Homes Total	QTR 2 10/11	QTR 3 10/11	QTR 4 10/11	QTR 1 11/12	QTR 2 11/12	YTD 2011/12	Target 2011/12	Outturn 2010/11
LKPI 33 - % of rent lost through voids	0.72%	0.68%	0.65%	0.62%	0.72%	1.35%	1.52%	2.81%
LI135 - No. of major works voids	428	418	436	521	590	590	N/A	436
LI136 - % Major Works Voids	1.89%	1.84%	1.96%	2.29%	2.62%	2.62%	N/A	1.91%
LI137 - No. of Lettings	323	281	213	210	220	430	N/A	1129
LI138 - No. of relettable voids at end of qtr	239	218	257	263	205	205	N/A	257
LI139 - % of voids at end of qtr	2.94%	2.81%	3.03%	3.45%	3.53%	3.53%	N/A	3.03%

Note from the Performance Team
The polarity here generally is to minimise void periods wherever possible, hence the lower the figure the better the performance

LKPI 123 (Ex-BVPI 212) Average re-let time (in days)	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
North East	20	21	14	17	27	25	18	24	20	16	22	24	25	21	N/A	24
North West	26	21	20	27	26	24	15	15	17	27	23	21	18	21	N/A	25
Homerton	31	17	18	29	32	23	29	24	23	25	31	32	30	28	N/A	30
Queensbridge and DB	31	11	21	19	26	21	17	33	26	22	20	17	33	24	N/A	31
Shoreditch	18	28	21	32	23	19	46	37	48	12	31	27	24	33	N/A	26
Neighbourhood	26	21	18	26	27	23	23	26	26	21	26	26	26	25	N/A	27
TMO / Others	47	21	19	36	35	24	36	28	22	19	31	33	24	28	N/A	42
Hackney Homes	28	21	18	27	28	23	26	27	25	21	27	27	25	26	32	29
LKPI 67: % of all new tenants stating they were satisfied with the condition of the property	53.49%			39.51%			52.38%						64.51%	64.51%	79%	49.61%



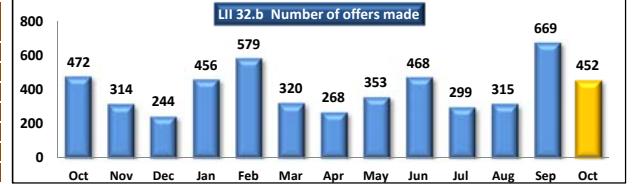
LKPI 34 - YTD Relettable Voids as % of Stock	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
North East	0.91%	0.94%	0.89%	0.77%	0.82%	2.05%	2.19%	2.15%	1.90%	1.96%	1.25%	0.96%	0.90%	0.90%	N/A	2.05%
North West	0.41%	0.95%	0.98%	1.17%	0.66%	0.63%	0.66%	0.82%	1.09%	0.74%	0.77%	0.93%	0.83%	0.83%	N/A	0.63%
Homerton	0.69%	0.73%	0.82%	0.63%	0.30%	0.39%	0.78%	0.62%	0.59%	0.69%	0.65%	0.89%	0.78%	0.78%	N/A	0.39%
Queensbridge and DB	0.46%	0.66%	0.70%	0.43%	0.60%	0.33%	0.80%	0.76%	0.70%	0.83%	0.33%	0.57%	0.67%	0.67%	N/A	0.33%
Shoreditch	2.28%	1.79%	1.79%	0.31%	1.13%	2.57%	2.90%	2.86%	1.93%	2.10%	1.69%	1.66%	1.73%	1.73%	N/A	2.57%
TMO / Others	0.49%	0.85%	0.79%	0.27%	0.52%	0.60%	0.74%	0.66%	0.71%	0.55%	0.49%	0.55%	0.41%	0.41%	N/A	0.60%
Hackney Homes Total	0.84%	0.96%	0.96%	0.61%	0.66%	1.12%	1.36%	1.45%	1.17%	1.17%	0.94%	0.91%	0.86%	0.86%	2.20%	1.12%



LII 32.a Number of Properties offered for viewing	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD 2011/12	Outturn 2010/11
North East	23	24	12	15	23	10	15	21	18	12	9	24	19	113	223
North West	40	17	15	20	12	10	14	16	16	8	12	14	12	77	176
Homerton	30	18	20	21	12	13	15	18	14	16	17	26	17	120	247
Queensbridge and DB	16	6	7	11	14	10	8	9	11	6	18	5	10	65	134
Shoreditch	21	16	12	12	19	9	8	9	17	5	12	7	8	62	158
TMO / Others	6	10	13	13	14	9	12	14	15	9	3	9	4	64	167
Hackney Homes Total	136	91	79	92	94	61	72	87	91	56	71	85	70	501	1105



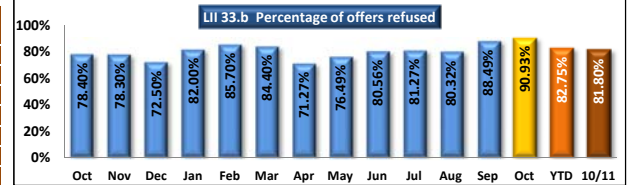
LII 32.b Number of offers made	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD 2011/12	Outturn 2010/11
North East	72	95	58	52	134	50	52	77	97	43	39	181	114	603	1123
North West	147	86	37	109	76	66	54	69	103	57	80	120	99	582	1200
Homerton	138	51	82	85	81	73	74	75	53	61	86	194	85	628	1343
Queensbridge and DB	37	11	22	53	100	40	36	23	50	20	55	42	51	277	764
Shoreditch	68	48	20	82	138	36	14	47	130	22	46	52	79	390	836
TMO / Others	10	23	25	75	50	55	38	62	35	96	9	80	24	344	680
Hackney Homes Total	472	314	244	456	579	320	268	353	468	299	315	669	452	2824	5946



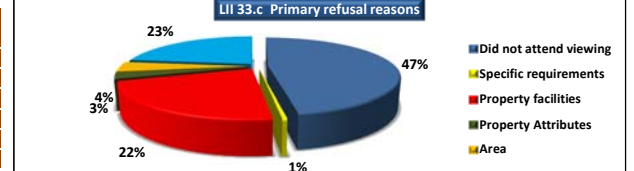
LII 33.a Number of offered properties refused at least once	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD 2011/12	Outturn 2010/11
North East	14	13	7	9	11	8	9	12	13	7	8	24	19	88	150
North West	28	14	5	19	9	7	9	12	12	7	10	14	12	72	153
Homerton	22	8	14	13	12	11	11	15	8	14	15	25	15	102	185
Queensbridge and DB	8	2	5	8	10	7	6	5	8	4	12	5	9	48	108
Shoreditch	11	7	5	9	10	4	1	5	16	4	7	7	8	48	90
TMO / Others	1	5	5	8	6	7	3	9	5	8	1	10	4	39	73
Hackney Homes Total	84	49	41	66	58	44	39	58	62	44	53	85	67	397	759



LII 33.b Percentage of offers refused	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD 2011/12	Outturn 2010/11
North East	73.60%	81.10%	79.30%	75.00%	82.80%	84.00%	69.23%	75.32%	78.35%	74.42%	82.05%	89.50%	90.35%	82.75%	80.20%
North West	81.60%	86.00%	59.50%	82.60%	82.90%	84.80%	74.07%	81.16%	87.38%	85.96%	90.00%	90.00%	93.94%	87.29%	85.80%
Homerton	83.30%	76.50%	80.50%	76.50%	87.70%	84.90%	79.73%	76.00%	73.58%	73.77%	82.56%	86.60%	84.71%	81.37%	81.80%
Queensbridge and DB	67.60%	45.50%	81.80%	79.20%	88.00%	77.50%	77.78%	65.22%	80.00%	65.00%	67.27%	90.48%	90.20%	78.34%	82.70%
Shoreditch	77.90%	75.00%	50.00%	91.50%	90.60%	83.30%	35.71%	80.85%	86.15%	86.36%	78.26%	88.46%	94.94%	84.87%	81.70%
TMO / Others	40.00%	65.20%	60.00%	84.00%	76.00%	89.10%	60.53%	74.19%	57.14%	88.54%	55.56%	87.50%	91.67%	78.78%	76.20%
Hackney Homes Total	78.40%	78.30%	72.50%	82.00%	85.70%	84.40%	71.27%	76.49%	80.56%	81.27%	80.32%	88.49%	90.93%	82.75%	81.80%



LII 33.c Primary refusal reasons	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD 2011/12	Outturn 2010/11
Did not attend viewing	43.50%	50.40%	48.00%	47.30%	42.30%	55.60%	45.55%	41.48%	49.60%	52.67%	52.96%	40.20%	54.26%	47.45%	47.00%
Specific requirements	0.30%	0.00%	1.10%	0.00%	1.20%	2.60%	1.05%	0.37%	1.59%	0.00%	0.00%	0.34%	0.00%	0.47%	0.60%
Property facilities	1.10%	3.70%	0.60%	1.90%	1.60%	0.70%	29.84%	23.70%	24.14%	18.93%	20.16%	17.57%	24.82%	22.04%	2.00%
Property Attributes	21.60%	21.50%	20.90%	28.90%	34.10%	22.20%	0.52%	5.19%	2.65%	2.47%	1.98%	2.70%	2.68%	2.70%	25.10%
Area	4.30%	4.50%	4.00%	4.50%	3.60%	3.00%	2.62%	3.33%	3.18%	5.76%	5.53%	5.24%	3.65%	4.28%	5.10%
Others	29.20%	19.90%	25.40%	17.40%	17.10%	15.90%	20.42%	25.93%	18.83%	20.16%	19.37%	33.95%	14.60%	23.06%	20.30%



LII 34 Number of offered Properties accepted	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD 2011/12	Outturn 2010/11
North East	15	27	13	3	22	16	16	18	20	11	7	18	4	94	11
North West	27	16	14	16	11	13	14	13	13	5	8	9	3	65	4
Homerton	23	15	18	19	10	8	15	18	14	16	13	23	7	106	8
Queensbridge and DB	10	8	4	7	16	5	8	8	9	7	17	4	1	54	3
Shoreditch	19	13	14	8	16	10	8	9	17	3	10	6	3	56	11
TMO / Others	7	7	11	8	17	5	15	16	15	11	4	8	2	71	5
Hackney Homes Total	101	86	74	61	92	57	76	82	88	53	59	68	20	446	42



Performance Indicator(s) Information

LII 32a, 32b, 33a, 33b, 33c & 34

The above indicators track the number of properties offered, refused, and re-offered (following previous refusals), the percentage of offers refused (with refusal reasons) and the number of properties finally accepted. Figures are shown over a 13 month period, for comparison purposes (with graphs).

Data source: Performance Team

LII 33c - Refusal reasons (primary categories):

Did not attend = Did not attend viewing.

Specific requirements = Need adapted property, internal stairs, no level access to flat.

Property facilities = Does not have central heating, no gas supply, no lift in block.

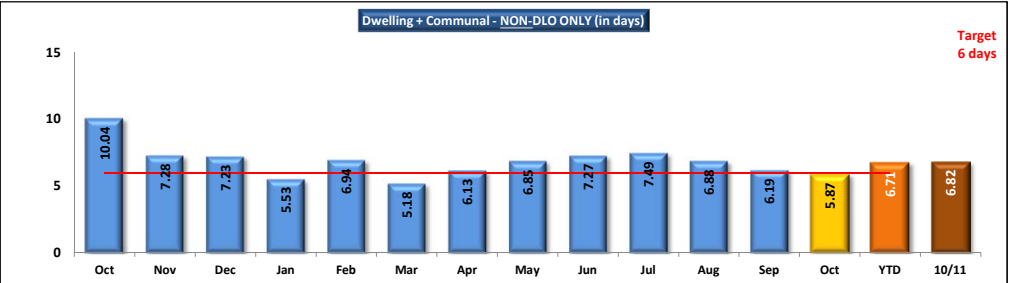
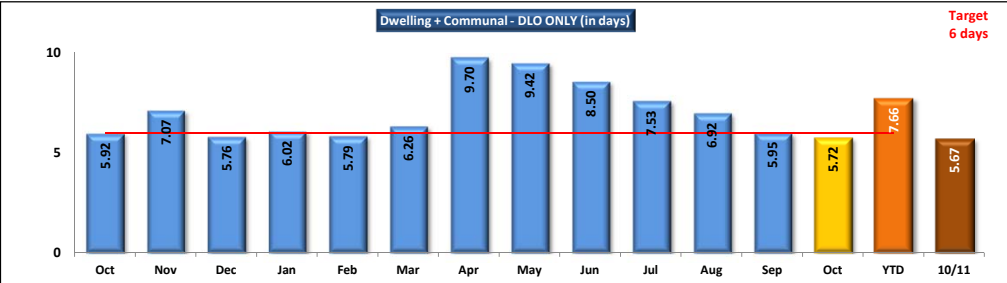
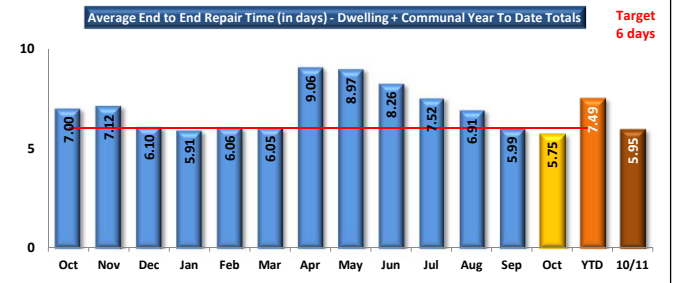
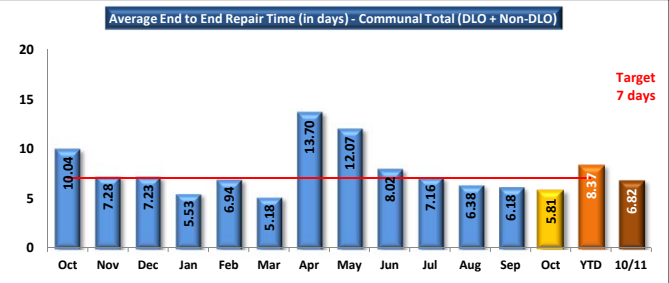
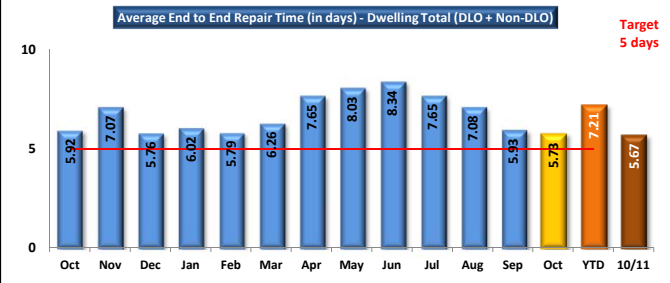
Property Attributes = Bedrooms too small, kitchen too small, flat too high up, too many external stairs, lack of storage, has no garden, needs modernisation, not decorated.

Area = Do not like block, estate, area, area unsuitable for family, unable to attend health facilities, no public transport nearby, cannot get to work easily, too far from schools

Note from the Performance Team

In order to maximise efficiency and reduce void periods refusal rates should be lower

LKPI 140: Average end to end repair time in days	Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		Apr-11		May-11		Jun-11		Jul-11		Aug-11		Sep-11		Oct-11		YTD 11/12		Outturn 10/11		
	Avg Days	Total Orders	Avg Days	Total Orders	Avg Days	Total Orders	Avg Days	Total Orders	Avg Days	Total Orders	Avg Days	Total Orders	Avg Days	Total Orders	Avg Days	Total Orders	Avg Days	Total Orders	Avg Days	Total Orders	Avg Days	Total Orders	Avg Days	Total Orders	Avg Days	Total Orders	Avg Days	Total Orders	Avg Days	Total Orders	
Dwelling Repairs	DLO	5.77	4593	6.97	5383	5.71	5231	5.93	5195	5.76	4575	6.28	5011	7.69	3760	8.01	4114	8.48	3989	7.51	3725	7.07	3848	5.92	4113	5.70	3953	7.19	27502	5.33	55320
	Non DLO	7.05	521	8.75	269	6.95	205	7.62	247	6.29	227	5.82	280	7.09	222	8.25	411	7.28	460	9.22	311	7.20	337	6.06	295	6.08	330	7.35	2366	9.71	4352
Dwelling Repairs Total		5.92	5114	7.07	5652	5.76	5436	6.02	5442	5.79	4802	6.26	5291	7.65	3982	8.03	4525	8.34	4449	7.65	4036	7.08	4185	5.93	4408	5.73	4283	7.21	29868	5.67	59672
Communal Repairs	DLO	5.69	878	9.35	916	10.29	798	5.95	906	8.46	881	5.39	904	23.54	585	16.70	821	8.64	875	7.61	794	6.07	687	6.11	779	5.86	584	10.23	5125	6.23	9706
	Non DLO	14.49	783	5.71	1101	4.29	729	4.77	509	4.49	515	4.70	402	5.77	588	5.77	529	7.27	653	6.66	652	6.70	618	6.26	580	5.76	568	6.35	4188	7.46	8396
Communal Repairs Total		10.04	1661	7.28	2017	7.23	1527	5.53	1415	6.94	1396	5.18	1306	13.70	1173	12.07	1350	8.02	1528	7.16	1446	6.38	1305	6.18	1359	5.81	1152	8.37	9313	6.82	18102
Communal & Dwelling total	DLO	5.92	5114	7.07	5652	5.76	5436	6.02	5442	5.79	4802	6.26	5291	9.70	4345	9.42	4935	8.50	4864	7.53	4519	6.92	4535	5.95	4892	5.72	4537	7.66	32627	5.67	59672
	Non DLO	10.04	1661	7.28	2017	7.23	1527	5.53	1415	6.94	1396	5.18	1306	6.13	810	6.85	940	7.27	1113	7.49	963	6.88	955	6.19	875	5.87	898	6.71	6554	6.82	18102
Hackney Homes Total		7.00	6775	7.12	7669	6.10	6963	5.91	6857	6.06	6198	6.05	6597	9.06	5155	8.97	5875	8.26	5977	7.52	5482	6.91	5490	5.99	5767	5.75	5435	7.49	39181	5.95	77774
TMO		6.96	763	6.98	809	6.60	809	9.91	744	5.66	705	5.36	608	11.93	485	10.65	547	9.76	633	8.42	485	10.58	553	8.24	605	5.55	549	9.28	3857	6.21	7871



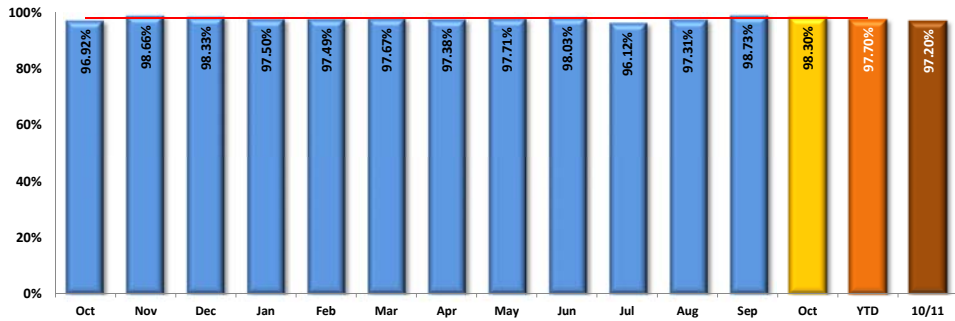
Performance Indicator(s) Information
 LKPI 140
 This PI measures the average time taken to complete all repairs in calendar days. This indicator is used to ensure that Hackney Homes is keeping its promises to tenants to complete routine work within an agreed target time. It also indicates the efficiency and reliability of Hackney repairs service.
 Data source: Universal Housing, Servitor, Opti-Time
 Data provider: Performance Team
 Targets where relevant are owned and set by Property Services

Note from the Performance Team
 This is a Delivery plan Indicator.
 Polarity: The lower the average the better the performance.
 The targets are reviewed on annual basis as part of Hackney Homes Delivery Plan review .

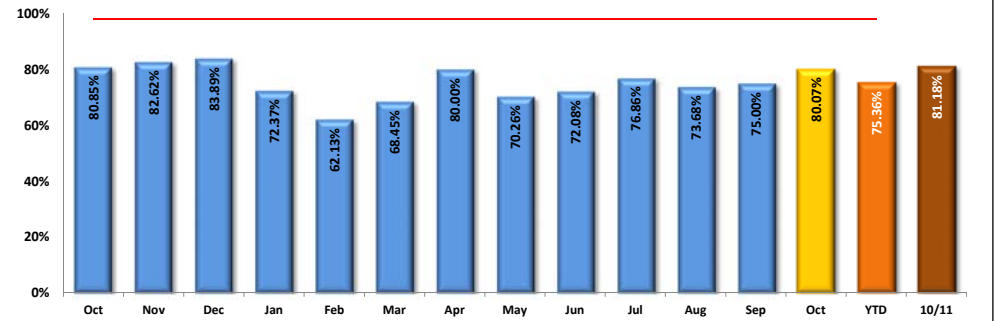
REPAIRS APPOINTMENTS

LKPI 6 (Ex BVPI 185): Monthly Percentage of responsive repairs appointments made and kept	Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		Apr-11		May-11		Jun-11		Jul-11		Aug-11		Sep-11		Oct-11		YTD 11/12		Outturn 10/11	
	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders
North East	97.32%	970	98.92%	1017	98.54%	1028	97.96%	931	97.74%	840	98.04%	613	97.26%	584	97.65%	638	97.58%	661	95.65%	666	97.61%	711	98.98%	883	97.88%	755	97.59%	4898	97.36%	10277
North West	96.76%	556	98.90%	639	99.24%	655	96.58%	644	97.46%	512	96.49%	399	97.26%	401	99.29%	420	97.73%	396	97.49%	398	95.36%	474	98.56%	486	98.95%	475	97.80%	3050	97.39%	6446
Homerton	96.99%	830	98.28%	871	98.04%	866	97.55%	856	96.20%	711	98.25%	571	97.36%	530	97.84%	603	98.84%	606	94.78%	613	97.49%	677	98.51%	737	98.37%	673	97.63%	4439	96.81%	9242
Queensbridge and DB	96.27%	536	98.78%	575	97.74%	619	98.39%	497	98.03%	457	97.81%	411	98.08%	365	97.11%	381	97.56%	409	97.20%	428	97.54%	488	99.18%	490	98.83%	511	97.98%	3072	97.51%	5812
Shoreditch	96.92%	520	98.38%	555	98.02%	606	96.91%	550	98.44%	513	97.29%	369	97.03%	370	96.54%	405	98.38%	370	96.44%	393	98.42%	442	98.30%	471	97.57%	412	97.56%	2863	97.01%	5917
Hackney Homes Total	96.92%	3412	98.66%	3657	98.33%	3774	97.50%	3478	97.49%	3033	97.67%	2363	97.38%	2250	97.71%	2447	98.03%	2442	96.12%	2498	97.31%	2792	98.73%	3067	98.30%	2826	97.70%	18322	97.20%	37694
TMO / Others	80.85%	355	82.62%	305	83.89%	329	72.37%	380	62.13%	338	68.45%	206	80.00%	205	70.26%	232	72.08%	283	76.86%	229	73.68%	285	75.00%	300	80.07%	296	75.36%	1830	81.18%	3427

Appointments Hackney Homes YTD totals



Appointments TMO YTD totals



Performance Indicator(s) Information

LKPI 6 (Ex-BVPI 185)

This PI measures the percentage of jobs where an appointment was given and kept. The appointment is defined as an arrangement to carry out the repair on a specific date, expressed as a percentage of all responsive repairs ordered where access was required.

Data source: Universal Housing, Servitor, Opti-Time

Data provider: Performance Team

Targets where relevant are owned and set by Property Services

Note from the Performance Team

This is a Delivery plan Indicator.

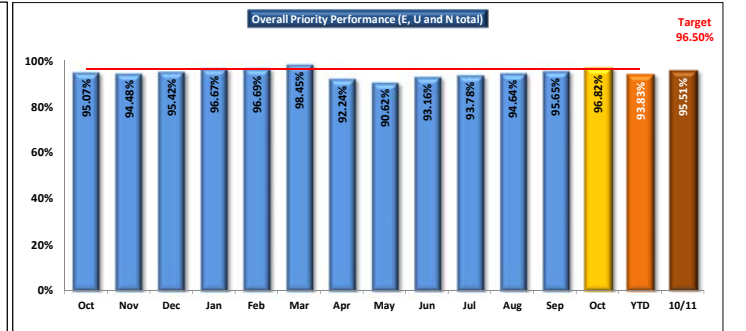
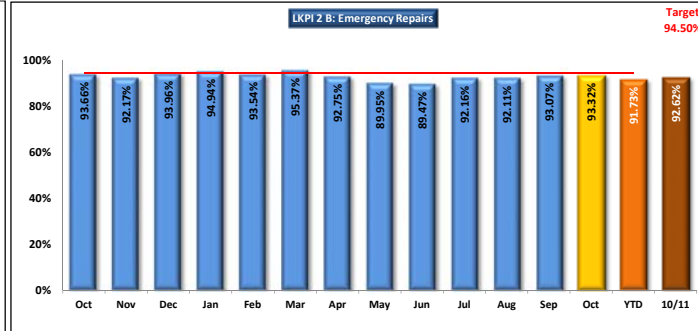
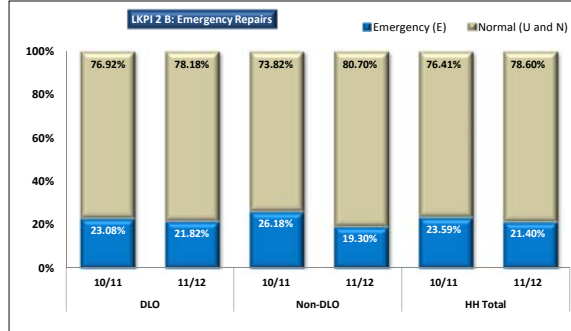
Polarity: The higher the percentage the better the performance.

The targets for this PI are reviewed on annual basis as part of Hackney Homes Delivery Plan review.

LKPI 2B, LKPI 2C & LKPI 5: Monthly performance of repair priority bandings			Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		Apr-11		May-11		Jun-11		Jul-11		Aug-11		Sep-11		Oct-11		YTD 11/12		This Priority as % of total repairs	Outturn 10/11		This Priority as % of total repairs
			% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders		% Pass	Total Orders	
DLO (Direct Labour Organisation i.e. Hackney Building Maintenance)	Priority	Emergency	93.20%	1501	91.70%	1410	93.50%	1599	94.86%	1595	92.94%	1162	95.03%	1107	93.43%	1035	90.04%	1104	90.04%	1115	93.43%	1004	93.16%	935	94.36%	905	94.22%	1020	92.57%	7118	21.82%	92.49%	15011	23.08%
		Urgent	89.93%	824	91.04%	279	94.03%	134	97.67%	129	93.69%	111	95.24%	147	80.33%	61	83.84%	99	79.01%	81	87.50%	96	97.70%	87	92.13%	89	98.25%	57	88.25%	570	1.75%	93.30%	4777	7.35%
		Normal	97.52%	3146	95.16%	4610	95.67%	4296	97.94%	4377	97.87%	4183	99.38%	4661	93.07%	3249	91.75%	3732	95.07%	3668	95.41%	3419	95.99%	3513	96.54%	3898	98.06%	3460	95.13%	24939	76.44%	97.65%	45238	69.57%
	DLO Neighbourhood Total		95.19%	5471	94.21%	6299	95.06%	6029	97.13%	6101	96.74%	5456	98.46%	5915	92.98%	4345	91.21%	4935	93.65%	4864	94.80%	4519	95.44%	4535	96.05%	4892	97.20%	4537	94.45%	32627		96.14%	65026	
Non-DLO (Not Direct Labour Organisation i.e. External Contractors)	Priority	Emergency	95.95%	296	94.80%	250	97.08%	240	95.59%	204	97.65%	170	98.39%	124	89.37%	207	89.47%	209	86.75%	234	83.97%	156	86.67%	180	86.98%	192	82.76%	87	87.04%	1265	19.30%	93.20%	3338	26.18%
		Urgent	92.92%	113	91.30%	115	94.26%	122	82.00%	150	90.23%	133	95.52%	67	48.42%	95	47.89%	71	73.53%	68	67.50%	120	76.81%	69	89.66%	58	98.84%	86	70.72%	567	8.65%	83.72%	1339	10.50%
		Normal	94.30%	895	96.52%	1005	98.78%	572	95.77%	402	97.72%	439	98.78%	491	95.28%	508	91.21%	660	93.71%	811	93.89%	687	93.34%	706	95.68%	625	95.86%	725	94.09%	4722	72.05%	93.37%	8071	63.31%
	Non-DLO Neighbourhood Total		94.56%	1304	95.77%	1370	97.75%	934	92.99%	756	96.36%	742	98.39%	682	88.27%	810	87.55%	940	91.02%	1113	88.99%	963	90.89%	955	93.37%	875	94.88%	898	90.71%	6554		92.31%	12748	
Hackney Homes Total (excl. TMO)			95.07%	6775	94.48%	7669	95.42%	6963	96.67%	6857	96.69%	6198	98.45%	6597	92.24%	5155	90.62%	5875	93.16%	5977	93.78%	5482	94.64%	5490	95.65%	5767	96.82%	5435	93.83%	39181		95.51%	77774	

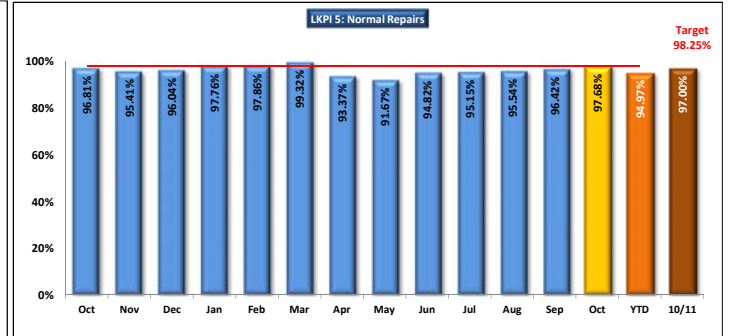
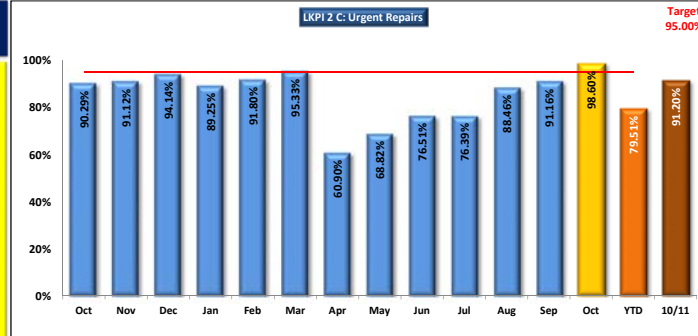
LKPI 139 HH Performance Overall Total by Priority:

		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	YTD	10/11																	
LKPI 2B Emergency		93.66%	1797	92.17%	1660	93.96%	1839	94.94%	1799	93.54%	1332	95.37%	1231	92.75%	1242	89.47%	1349	92.16%	1160	92.11%	1115	93.07%	1097	93.32%	1107	91.73%	8383	21.40%	92.62%	18349	23.59%		
	LKPI 2C Urgent	90.29%	937	91.12%	394	94.14%	256	89.25%	279	91.80%	244	95.33%	214	60.90%	156	68.82%	170	76.39%	216	88.46%	156	91.16%	147	98.60%	143	79.51%	1137	2.90%	91.20%	6116	7.86%		
	LKPI 5 Normal	96.81%	4041	95.41%	5615	96.04%	4868	97.76%	4779	97.86%	4622	99.32%	5152	93.37%	3757	91.67%	4392	94.82%	4479	95.15%	4106	95.54%	4219	96.42%	4523	97.68%	4185	94.97%	29661	75.70%	97.00%	53309	68.54%
Hackney Homes Total (excl. TMO)		95.07%	6775	94.48%	7669	95.42%	6963	96.67%	6857	96.69%	6198	98.45%	6597	92.24%	5155	90.62%	5875	93.16%	5977	93.78%	5482	94.64%	5490	95.65%	5767	96.82%	5435	93.83%	39181		95.51%	77774	
TMO Total		94.36%	763	92.83%	809	94.31%	809	91.26%	744	96.03%	705	98.19%	608	90.10%	485	89.58%	547	89.42%	633	95.05%	485	90.96%	553	94.38%	605	97.09%	549	92.33%	3857		93.70%	7871	

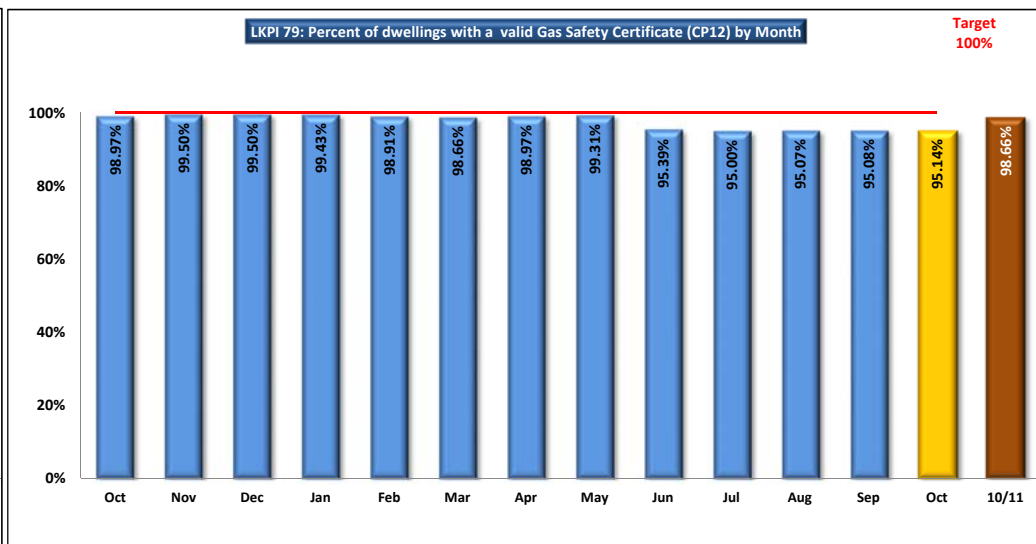
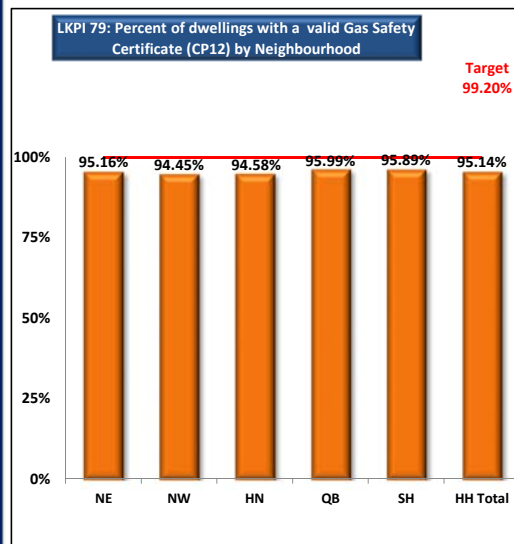


Note from the Performance Team: These PI's are not part of Hackney Homes core Delivery Plan indicator set. The polarity here is to maximise performance in all priority bandings
N/A - Not applicable

Performance Indicator(s) Information
LKPI's: 2B, 2C & 5
This displays the percentage of jobs in each priority response band completed.
Priority banding definitions:
LKPI 2B (Emergency)
make safe within 24 hrs. NB: this also now incorporates the performance for Immediate (makes safe within 2 hours) and wef August 2011, it was agreed this priority should also incorporate out of hours emergency repairs.
LKPI 2C (Urgent)
Complete within 5 working days which also incorporates priority 'K - RTR' jobs within 3 working days.
LKPI 5 (Normal)
repair complete within 20 working days. (includes priorities X and C)
Data source: UH, Servitor, Opti-time
Data provider: Performance Team, Targets: Owned & Set by Property Services



Performance Indicator(s) Information	LKPI 79: Percentage of dwellings with a valid Gas Safety Certificate (CP 12's)	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Number of CP12's overdue	Average time overdue in weeks	Target	Outturn
																	2011/12	2010/11
LKPI 79: Percentage of dwellings with a valid Gas Safety Certificate (CP 12's) Excluding Gas Carcasses (tests where the resident only have pipe work and no boiler or appliance) LKPI 92: Satisfaction With Gas Safety Check Service Provided By Hackney Homes Data source: Universal Housing, Servitor, Opti-time Data provider: Performance Team Targets: Owned & Set by Property Services	North East	98.85%	99.29%	99.38%	99.19%	98.62%	98.49%	99.04%	99.15%	94.74%	94.08%	94.49%	94.91%	95.16%	209	22.20	100.00%	98.49%
	North West	99.20%	99.60%	99.57%	99.53%	99.20%	99.20%	98.32%	99.23%	94.74%	94.38%	94.59%	94.92%	94.45%	154	14.31	100.00%	99.20%
	Homerton	98.72%	99.54%	99.54%	99.57%	99.18%	98.99%	99.23%	99.33%	94.74%	94.11%	94.27%	94.74%	94.58%	198	14.79	100.00%	98.99%
	Queensbridge and DB	98.93%	99.60%	99.56%	99.76%	99.04%	98.61%	99.04%	99.44%	95.42%	95.70%	95.97%	96.09%	95.99%	101	14.79	100.00%	98.61%
	Shoreditch	99.36%	99.62%	99.54%	99.20%	98.57%	97.89%	98.56%	99.02%	96.80%	96.84%	96.37%	95.07%	95.89%	98	12.00	100.00%	97.89%
	Hackney Homes Total	98.97%	99.50%	99.50%	99.43%	98.91%	98.66%	98.97%	99.31%	95.39%	95.00%	95.07%	95.08%	95.14%	760	16.37	100.00%	98.66%
	TMO / Others	99.42%	99.74%	99.67%	99.53%	99.23%	99.23%	99.45%	99.74%	96.70%	96.05%	95.61%	95.65%	95.33%	129	12.34	100.00%	99.23%
Note from the Performance Team This is a Delivery plan Indicator. Polarity: The higher the percentage the better the performance. The targets for this PI are reviewed on annual basis as part of Hackney Homes Delivery Plan review . New PI introduced (Nov 11) to measure Gas Safety Servicing satisfaction. (based on independent survey conducted by KWEST reaserch ltd.)	LKPI 92 : Satisfaction With Gas Safety Check Service Provided By Hackney Homes (nb: this is reported in Quarters 1, 2 & 4)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	94.12%	N/A	N/A	82.00%	N/A	YTD 90.08%	N/A	93.92%	



Performance Indicator(s) Information

LKPIs 11 & 12

Provide the overall resident satisfaction with the Repairs Call Centre service (LKPI 12) and the quality of repair work carried out by operatives (LKPI 11).

Satisfaction data is based on independent telephone surveys commissioned in Q1, Q3 and Q4.

LII 14
Provides resident perception of the No. of repairs completed on the first visit.

Data source: Based on a sample survey of tenants who had repairs completed in each quarter.

Data provider: External & Internally commissioned survey (Performance Team)

LKPI 9 & LKPI 10
These PIs summarise the Repair Call Centre's key responses against target.

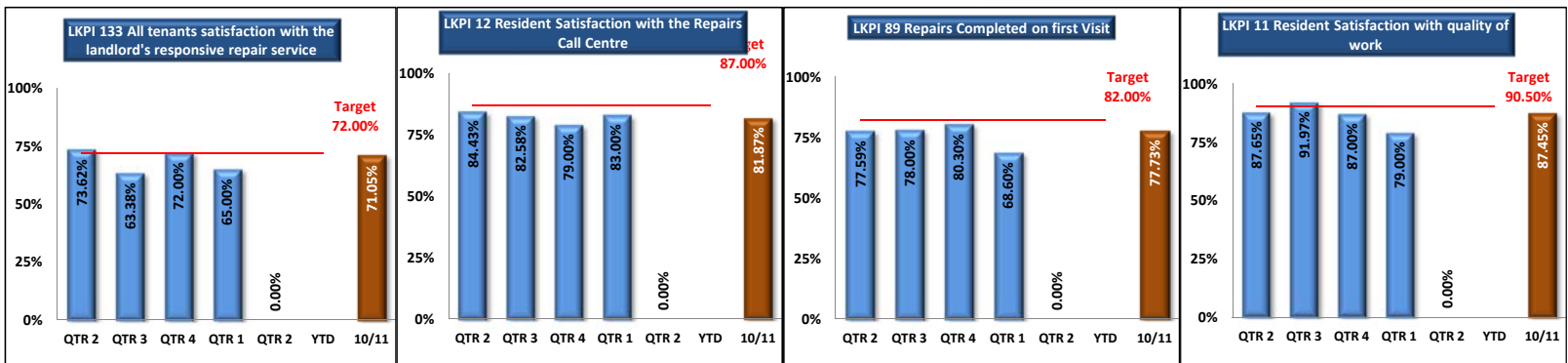
N/A - Not applicable

Data source: Property Services Repair Call Log System

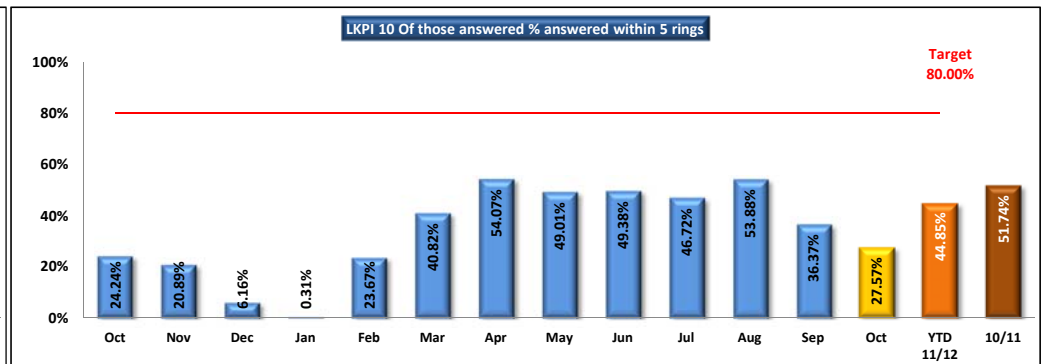
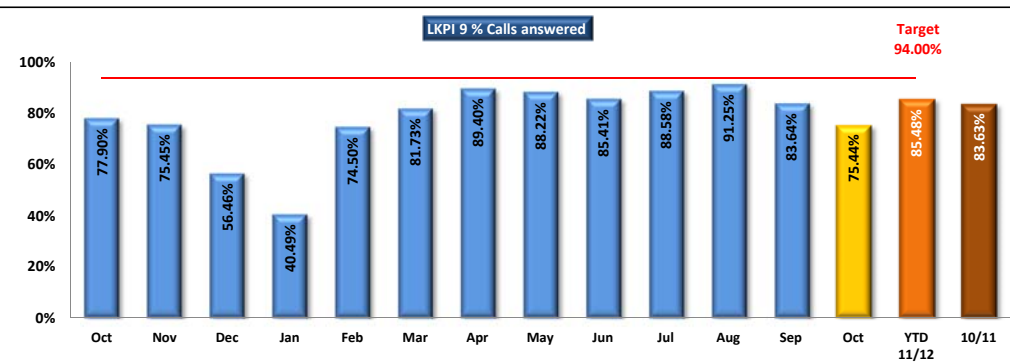
Data provider: Property Services

Quarterly Satisfaction Repairs Call Centre (RCC) & Quality of Work (frequency Q1, Q3 and Q4)	QTR 2	QTR 3	QTR 4	QTR 1	QTR 2	YTD	Target	Outturn
	10/11	10/11	10/11	10/11	10/11	2011/12	2011/12	2010/11
LKPI 133 All tenants satisfaction with the landlord's responsive repair service (Non-STATUS call back survey)	73.62%	63.38%	72.00%	65.00%	N/A	N/A	72.00%	71.05%
LKPI 12 Resident Satisfaction with the Repairs Call Centre	84.43%	82.58%	79.00%	83.00%	N/A	N/A	87.00%	81.87%
LKPI 89 Repairs Completed on first Visit	77.59%	78.00%	80.30%	68.60%	N/A	N/A	82.00%	77.73%
LKPI 11 Resident Satisfaction with quality of work	87.65%	91.97%	87.00%	79.00%	N/A	N/A	90.50%	87.45%

Note from the Performance Team
LKPI 11, 89, 133 & 9: are all part of Hackney Homes Delivery Plan.. The polarity here is to maximise satisfaction levels and increase the percentage of calls answered.



Monthly Repairs Call Centre Telephone Answering	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD	Target	Outturn
														2011/12	2011/12	2010/11
Total Volume of calls	19,040	17,160	23,262	22,992	16,774	15,766	8,818	12,922	13,053	11,547	11,985	13,414	14,835	86,574	N/A	188,092
LKPI 9 % Calls answered	77.90%	75.45%	56.46%	40.49%	74.50%	81.73%	89.40%	88.22%	85.41%	88.58%	91.25%	83.64%	75.44%	85.48%	94.00%	83.63%
LKPI 10 Of those answered % answered within 5 rings	24.24%	20.89%	6.16%	0.31%	23.67%	40.82%	54.07%	49.01%	49.38%	46.72%	53.88%	36.37%	27.57%	44.85%	80.00%	51.74%



ADAPTATIONS

Performance Indicator(s) Information

Major Adaptations (LKPI 70): Refer to structural work that requires surveyor inspection and the total cost is estimated to be in excess of £1,000.

Hackney Examples (Major Adaptations): widening doorways for wheelchair access, over bath and level access showers, re-siting toileting facilities, construction of permanent concrete, installation of stair lifts, or ceiling tracking hoists.

Minor Adaptations (LKPI 69): Refer to non-structural works that do not require a surveyor and costs in the range of £0 to £1,000 (approx.)

Hackney Examples (Minor Adaptations): Fitting extra banister rails, changing standard fitting taps to lever taps, adjustments to the heights of shower rails, fitting grab rails internally or externally to assist mobility and navigation of steps or difference in floor levels.

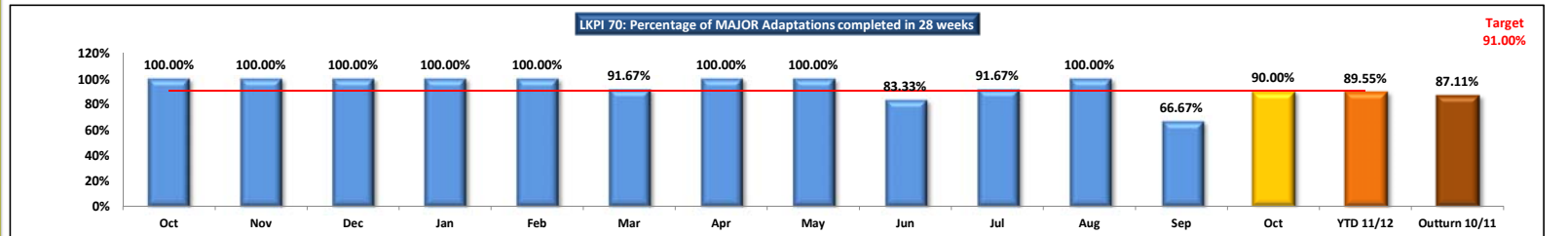
LKPI 136 Average End to End Time taken for all adaptations completed: This indicator has been introduced as a comparator and to be consistent with the House Mark quarterly PI tracking system to compare. This PI measures the overall time taken for all adaptations to be completed.

LKPI 144 Percentage of tenants satisfied with disabled adaptations to their home. Based on a sample survey of tenants who had adaptations completed in Quarter 2 & 4. Data provider: Internally commissioned survey (Performance Team)

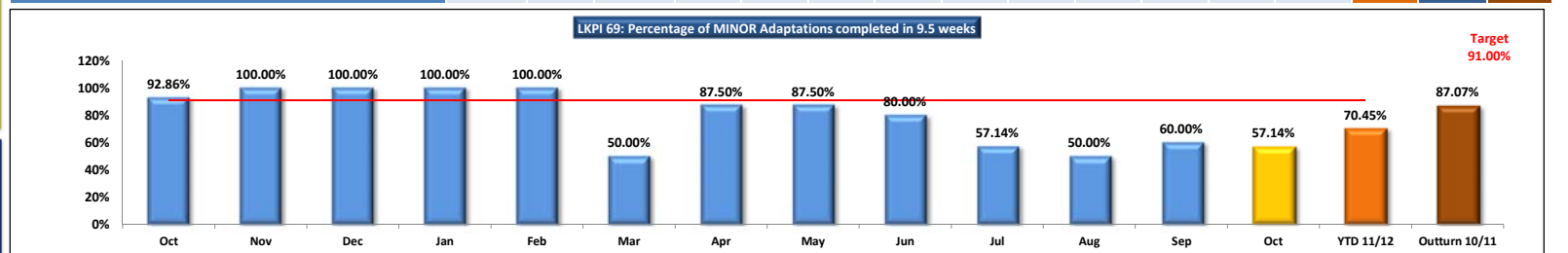
Note from the Performance Team:

The polarity here is to maximise satisfaction levels and increase the percentage of major & minor adaptations completed.

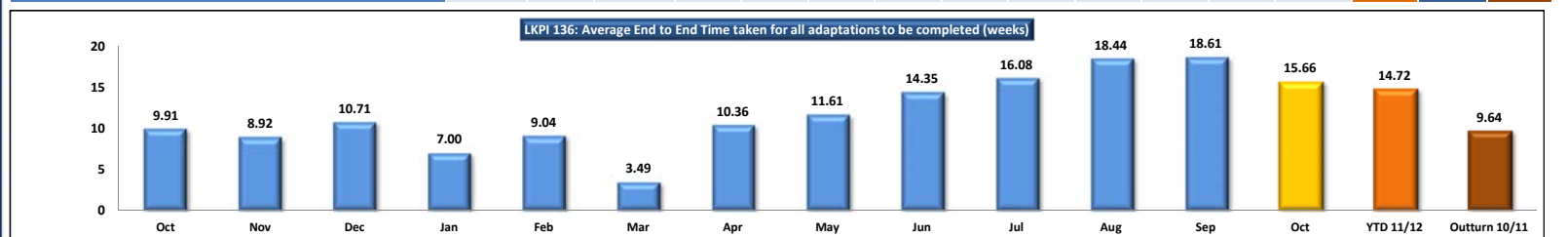
Major Adaptations	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
Total Number of Work Completions in the period	28	27	23	22	14	12	9	9	12	12	6	9	10	67	N/A	225
LKPI 70: Percentage of MAJOR Adaptations completed in 28 weeks	100.00%	100.00%	100.00%	100.00%	100.00%	91.67%	100.00%	100.00%	83.33%	91.67%	100.00%	66.67%	90.00%	89.55%	91% in 28 Weeks	87.11%



Minor Adaptations	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
Total Number of Work Completions in the period	14	12	9	24	2	6	8	8	5	7	4	5	7	44	N/A	148
LKPI 69: Percentage of MINOR Adaptations completed in 9.5 weeks	92.86%	100.00%	100.00%	100.00%	100.00%	50.00%	87.50%	87.50%	80.00%	57.14%	50.00%	60.00%	57.14%	70.45%	91% in 9.5 Weeks	87.07%



Average Time taken for adaptation to complete and customer satisfactions	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
LKPI 136: Average End to End Time taken for all adaptations to be completed (weeks)	9.91	8.92	10.71	7.00	9.04	3.49	10.36	11.61	14.35	16.08	18.44	18.61	15.66	14.72	N/A	9.64
LKPI 144: Percentage of tenants satisfied with disabled adaptations to their home (nb: this is reported in Quarters 2 & 4)	N/A	N/A	83.33%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	96.00%	N/A	96.00%	88.00%	85.27%



Performance Indicator(s) Information

CLEANING: LKPI 07A This Indicator measures estate cleaning scoring from physical inspections carried out by Neighbourhood staff and Estate Services staff. The target for these inspections is **92%** scoring A or B as a percentage of all inspections carried out. **Only A and B scores are counted as passes.**

LKPI 07B This indicator records the percentage satisfaction rate (with estate cleaning) of residents based on a sample of estates in the cleaning programme who have been contacted by telephone.

GROUNDS MAINTENANCE: LKPI 08A This Indicator measures grounds maintenance scoring from physical inspections carried out by Neighbourhood staff, Estate Services staff. The target for these inspections is **92%** scoring A or B as a percentage of all inspections carried out. **Only A and B scores are counted as passes.**

LKPI 08B This indicator records the percentage satisfaction rate (with grounds maintenance and) in the last month and have been contacted by telephone.

Data source (ALL): Estate inspection database, survey data: Internal/Externally commissioned survey (Performance Team)

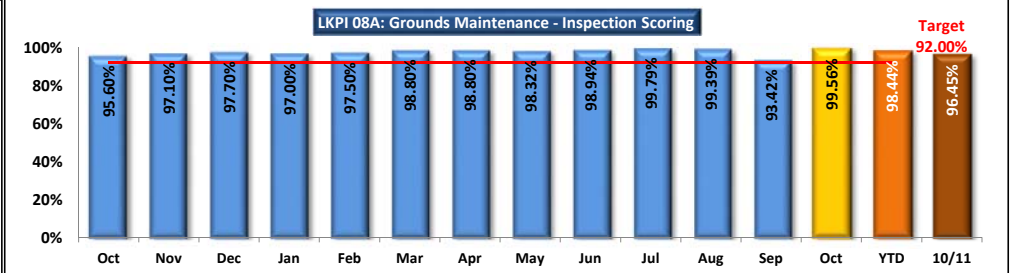
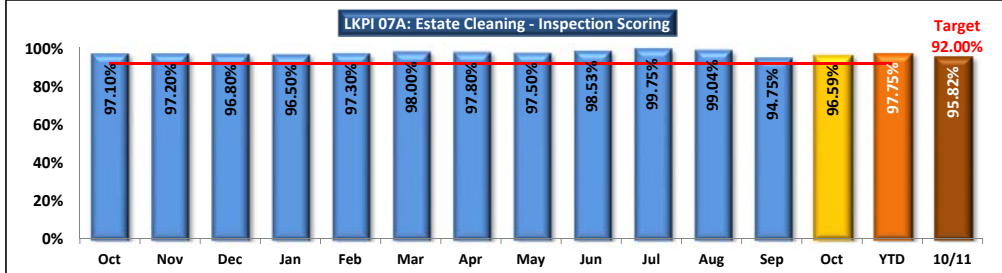
LKPI 137: Tenants Satisfaction with Estate Services **Targets where relevant are owned and set by Estate Services Dept**

Note from the Performance Team

Scoring is based on the numbers of A's and B's as a percentage of all inspections. The definitions for each classification are as follows:- **A = Good, B = Acceptable, C = Not passed (re-work) & D = Failed**

Polarity: To maximise inspections scores and satisfaction levels. Reduce average time taken to remove graffiti

LKPI 07A: Estate Cleaning - Inspection Scoring	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD 2011/12	Target 2011/12	Outturn 2010/11	Within the month			
	A's	B's	C's	D's	A's	B's	C's	D's	A's	B's	C's	D's	A's	B's	C's	D's	A's	B's	C's	D's
North East	97.30%	95.40%	95.40%	96.30%	96.70%	97.60%	92.60%	93.50%	94.34%	99.09%	98.83%	97.07%	96.67%	96.52%	92.00%	92.20%	1315	834	74	0
North West	96.40%	97.20%	95.90%	96.20%	95.60%	97.30%	98.20%	97.10%	97.94%	99.87%	98.54%	96.18%	97.89%	97.94%	92.00%	95.84%	897	1234	46	0
Homerton	98.40%	98.60%	98.90%	98.40%	98.90%	98.90%	98.50%	99.10%	99.90%	99.79%	99.68%	99.02%	98.53%	99.23%	92.00%	98.62%	3305	4010	108	1
Queensbridge and DB	92.30%	92.90%	94.80%	91.60%	95.80%	96.30%	96.20%	95.70%	0.00%	99.92%	99.45%	95.62%	97.78%	97.85%	92.00%	92.67%	1362	1507	58	7
Shoreditch	98.40%	98.30%	98.30%	98.30%	98.60%	99.90%	100.00%	100.00%	100.00%	99.95%	97.70%	85.89%	90.71%	95.17%	92.00%	98.57%	1783	1448	331	0
Number of tasks inspected	14753	14588	16965	19321	19306	15657	14516	14663	13772	18937	17729	16119	18320	114056	N/A	205562	8662	9033	617	8
Hackney Homes % Passed	97.10%	97.20%	96.80%	96.50%	97.30%	98.00%	97.80%	97.50%	98.53%	99.75%	99.04%	94.75%	96.59%	97.75%	92.00%	95.82%	47.28%	49.31%	3.37%	0.04%
LKPI 7 (b) Satisfaction (reporting frequency; Q1 and Q2 intermediate, Q4 external)	N/A	N/A	61.64%	N/A	N/A	54.00%	N/A	N/A	79.53%	N/A	N/A	N/A	64.00%	64.00%	70.00%	60.72%				



LKPI 08A: Grounds Maintenance - Inspection Scoring	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD 2011/12	Target 2011/12	Outturn 2010/11	Within the month			
	A's	B's	C's	D's	A's	B's	C's	D's	A's	B's	C's	D's	A's	B's	C's	D's	A's	B's	C's	D's
North East	100.00%	100.00%	99.00%	99.10%	99.00%	99.10%	98.40%	100.00%	100.00%	99.45%	99.69%	100.00%	100.00%	99.71%	92.00%	99.19%	149	118	0	0
North West	95.90%	97.20%	97.40%	97.90%	98.60%	99.50%	98.00%	99.30%	97.86%	100.00%	100.00%	100.00%	100.00%	98.80%	92.00%	96.18%	226	44	0	0
Homerton	99.10%	99.40%	99.40%	98.80%	98.90%	99.10%	99.60%	96.40%	99.44%	100.00%	99.64%	100.00%	99.91%	99.42%	92.00%	99.04%	416	680	1	0
Queensbridge and DB	83.60%	91.70%	91.70%	90.70%	89.90%	96.70%	97.70%	97.10%	99.33%	100.00%	99.64%	99.51%	100.00%	99.16%	92.00%	88.72%	269	23	0	0
Shoreditch	95.70%	95.40%	98.40%	95.20%	98.40%	98.40%	100.00%	100.00%	100.00%	98.75%	97.65%	68.96%	97.53%	93.49%	92.00%	95.67%	106	250	9	0
Number of tasks inspected	2479	2367	2665	3189	3164	2683	2542	2374	2444	2397	2469	2007	2291	16524	N/A	33810	1166	1115	10	0
Hackney Homes Total	95.60%	97.10%	97.70%	97.00%	97.50%	98.80%	98.80%	98.32%	98.94%	99.79%	99.39%	93.42%	99.56%	98.44%	92.00%	96.45%	50.89%	48.67%	0.44%	0.00%
LKPI 8 (b) Satisfaction (reporting frequency; Q1 and Q2 intermediate, Q4 external)	N/A	N/A	65.77%	N/A	N/A	59.60%	N/A	N/A	73.00%	N/A	N/A	N/A	68.00%	68.00%	70.00%	63.89%				
LKPI 137 Tenants Satisfaction with Estate Services (nb: this is reported in Quarters 1, 2 & 4)	N/A	N/A	58.46%	N/A	N/A	51.75%	N/A	N/A	62.50%	N/A	N/A	N/A	62.00%	62.00%	70.00%	57.64%				

Offensive Graffiti removal	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
Number of cases	2	2	0	0	1	0	2	1	3	1	0	3	1	11	N/A	25
LKPI 156: Avg Time to remove (Hours : mins)	01:00	01:15	00:00	00:00	01:06	00:00	01:00	00:40	01:10	01:00	N/A	01:05	01:30	01:05	03:00	01:23

Performance Indicator(s) Information

LKPIs 14, 15, 16 & 17. LIIB
This data displays key statistics of the Leasehold & Right to Buy Services.

LKPI 15 shows the % collection rate for standard service charges.

LKPI 16 shows the service charge arrears as a % of invoices raised.

LII 8 displays the number of RTB applications and income generated through disposals. The monthly figures are reconciled on a quarterly basis to account for late notification of sales.

Targets: Note: Service Charge billing occurs in April for current financial year (2009/10 estimates) and in September for previous year (2008/09 actuals)

LKPIs 50, 51, 107, 53 & 54. LII 7
The information presented here provides a monthly profile of leaseholders' major works, invoicing, collections and arrears positions.

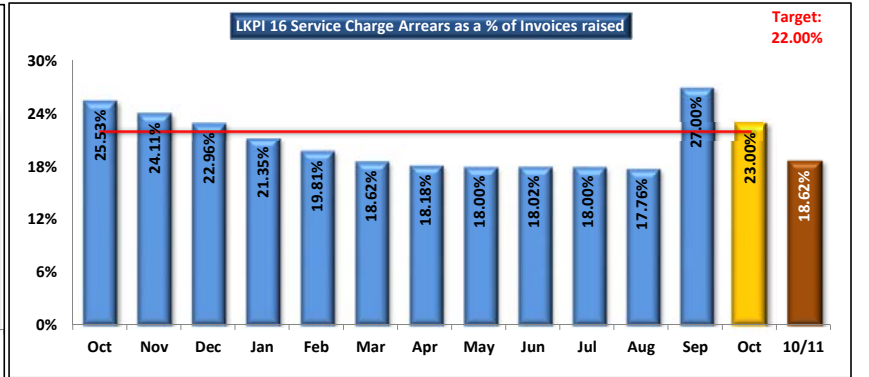
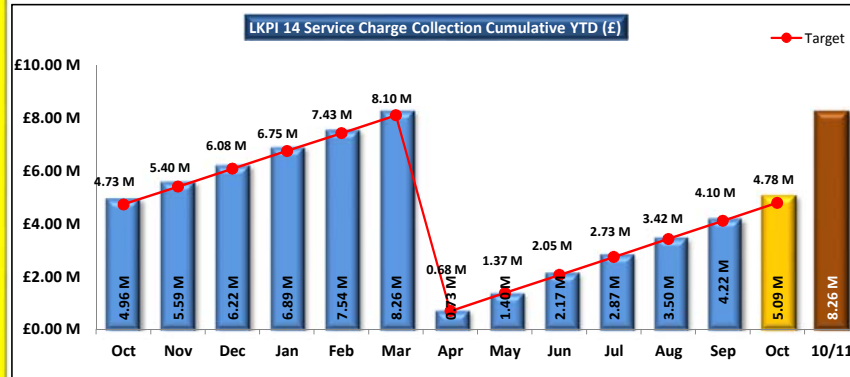
Also provided is data on Section 20 invoices (Notifications to leaseholders of pending recharge on major works).

Data source: LRTBS own data set.

Note from the Performance Team
Polarity here is to maximise service charge income, whilst reducing arrears

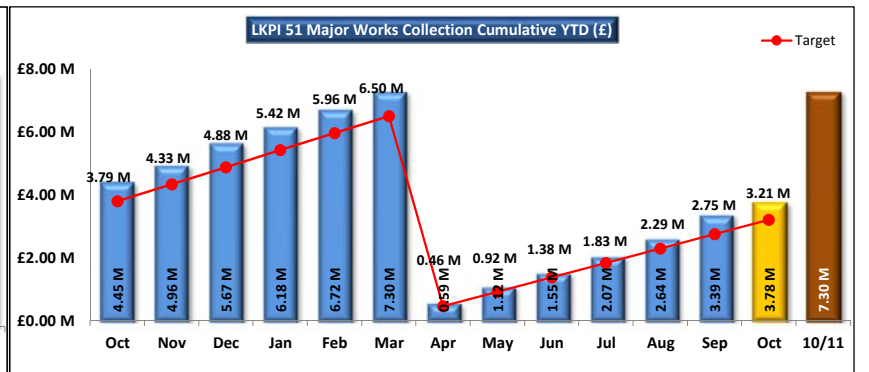
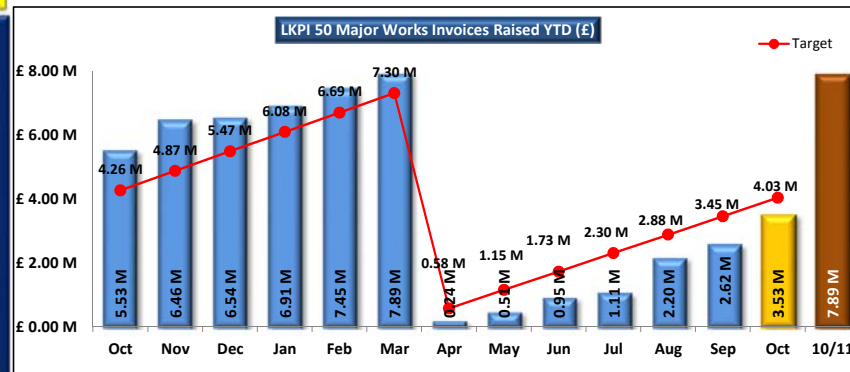
Service Charge Performance data	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Target 2011/12	Outturn 2010/11
LKPI 14 Service Charge Collection Cumulative YTD (£)	4.96 M	5.59 M	6.22 M	6.89 M	7.54 M	8.26 M	0.73 M	1.40 M	2.17 M	2.87 M	3.50 M	4.22 M	5.09 M	8.20 M	8.26 M
LKPI 15 Service Charge Collection Rate	105.97%	103.61%	102.39%	102.12%	101.60%	104.00%	108.98%	103.00%	105.70%	105.00%	102.44%	103.00%	106.00%	103.00%	104.00%
LKPI 16 Service Charge Arrears as a % of Invoices raised	25.53%	24.11%	22.96%	21.35%	19.81%	18.62%	18.18%	18.00%	18.02%	18.00%	17.76%	27.00%	23.00%	22.00%	18.62%
LKPI 17 Service Charge Arrears Cumulative YTD (£)	1.95 M	1.84 M	1.75 M	1.63 M	1.51 M	1.42 M	1.46 M	1.48 M	1.45 M	1.41 M	1.43 M	2.12 M	1.84 M	1.20 M	1.42 M

LII 8 RTB and Income (count)	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	2011/12 YTD	Outturn 2010/11
Applications Received	8	12	8	7	15	16	13	12	9	8	6	10	7	65	120
Offers Made Over The Year (S125 notices)	1	6	11	12	9	14	4	12	6	18	5	7	8	60	97
Number of Sales	0	1	1	0	1	0	2	3	0	1	1	0	1	8	14
Annual Sales (£)	0.00 M	0.17 M	0.27 M	0.00 M	0.14 M	0.00 M	0.40 M	0.52 M	0.00 M	0.14 M	0.18 M	0.00 M	0.15 M	1.39 M	2.54 M



Major Works Performance data	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Target 2011/12	Outturn 2010/11
LKPI 50 Major Works Invoices Raised YTD (£)	5.53 M	6.46 M	6.54 M	6.91 M	7.45 M	7.89 M	0.24 M	0.51 M	0.95 M	1.11 M	2.20 M	2.62 M	3.53 M	6.90 M	7.89 M
LKPI 51 Major Works Collection Cumulative YTD (£)	4.45 M	4.96 M	5.67 M	6.18 M	6.72 M	7.30 M	0.59 M	1.12 M	1.55 M	2.07 M	2.64 M	3.39 M	3.78 M	5.50 M	7.30 M
LKPI 107: Leaseholder major works charges collected as a percentage of invoices raised	80.57%	76.80%	86.63%	89.47%	90.23%	92.45%	248.48%	219.00%	162.00%	186.11%	120.04%	129.00%	107.00%	68.00%	92.45%
LKPI 53 Major Works Arrears Cumulative YTD (£)	5.76 M	5.64 M	5.48 M	5.71 M	5.54 M	5.48 M	5.42 M	5.20 M	5.39 M	4.91 M	4.94 M	4.79 M	5.30 M	5.00 M	5.48 M

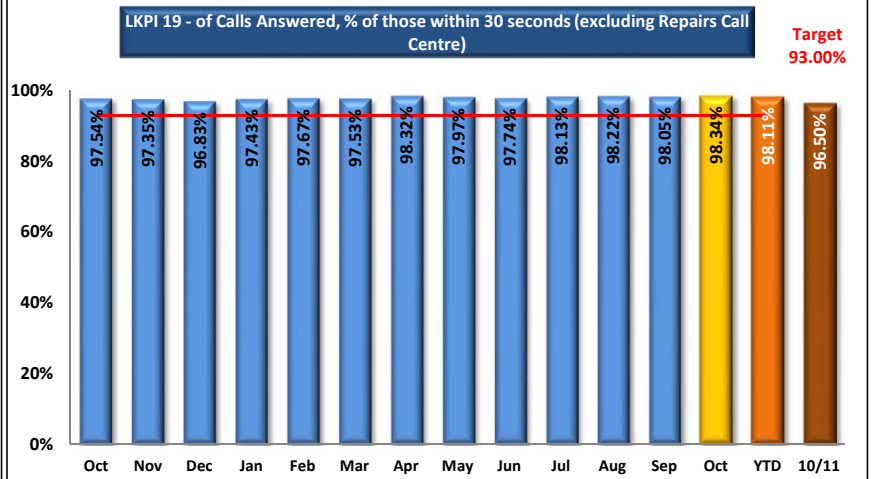
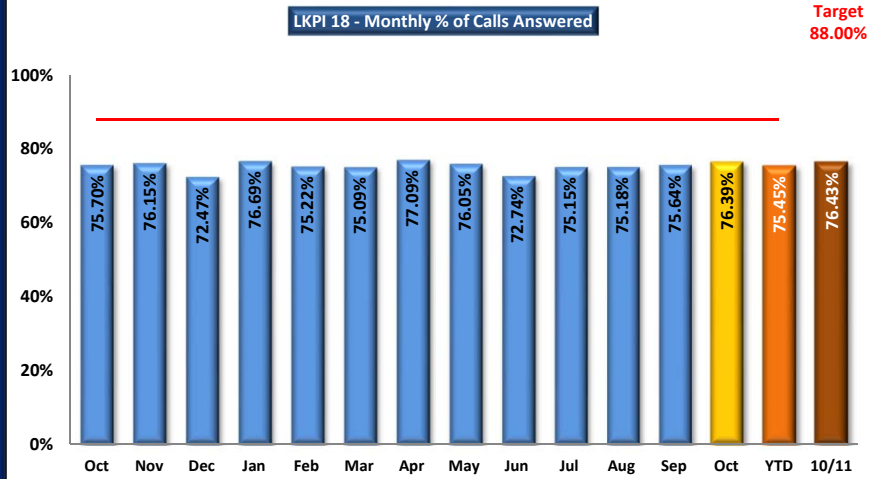
LII 7 - Section 20s	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	2011/12 YTD	Outturn 2010/11
Total number of Section 20s served with leaseholder charges	249	31	0	127	194	264	278	97	330	294	378	479	278	2134	3263
Total value of Section 20s served (£)	0.22 M	0.05 M	0.00 M	0.10 M	0.16 M	0.42 M	0.32 M	0.28 M	0.27 M	0.29 M	1.49 M	1.45 M	1.03 M	5.14 M	2.76 M



TELEPHONE ANSWERING

Performance Indicator(s) Information	LKPI 18 - Monthly % of Calls Answered	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD	Target	Outturn
		2011/12	2011/12	2011/12	2011/12	2011/12	2011/12	2011/12	2011/12	2011/12	2011/12	2011/12	2011/12	2011/12	2011/12	2011/12	2011/12
LKPI 18 - % of Calls Answered LKPI 19 - of Calls Answered, % of those within 5 Rings Data source: Telecommunication (Hackney Council) Targets are corporate and set by HH ICT in association with Hackney Homes service managers	Departments / Divisions	Merged with Property Services effective April 2011													88.00%	N/A	
	Chief Executive's Offices	5.20%	87.74%	84.46%	87.01%	86.36%	85.71%	87.76%	N/A	N/A	N/A	78.38%	76.64%	83.03%	82.23%	88.00%	82.21%
	Estate Environment	Merged with Property Services effective April 2011													88.00%	N/A	
	Finance and Resources	51.16%	80.92%	79.30%	81.48%	78.15%	77.45%	80.00%	78.80%	80.42%	80.16%	79.52%	80.13%	78.45%	79.65%	88.00%	80.17%
	Tenancy and Leasehold Services	43.63%	81.55%	75.65%	82.08%	78.11%	80.35%	81.85%	77.96%	73.25%	76.06%	76.92%	77.65%	80.01%	77.32%	88.00%	78.54%
	Building Maintenance	23.08%	66.71%	58.76%	67.97%	67.00%	65.42%	76.47%	73.78%	70.81%	72.53%	71.51%	71.41%	69.60%	71.86%	88.00%	68.47%
	NorthEast NHD	38.46%	79.01%	81.30%	79.78%	78.90%	77.01%	Merged with Tenancy & Leasehold Services (eff. April 2011).							76.47%	88.00%	79.56%
	NorthWest NHD	7.69%	82.67%	81.27%	79.57%	79.45%	80.61%	Merged with Tenancy & Leasehold Services (eff. April 2011).							79.37%	88.00%	83.13%
	Homerton NHD	77.31%	78.28%	79.53%	78.56%	80.76%	81.01%	Merged with Tenancy & Leasehold Services (eff. April 2011).							78.75%	88.00%	78.56%
	Queensbridge & DB	77.69%	76.98%	79.85%	78.99%	77.13%	76.06%	Merged with Tenancy & Leasehold Services (eff. April 2011).							75.69%	88.00%	77.07%
	Shoreditch NHD	80.41%	79.32%	80.42%	80.36%	80.49%	77.21%	Merged with Tenancy & Leasehold Services (eff. April 2011).							77.54%	88.00%	80.18%
	TMO / Others	77.21%	78.84%	78.01%	77.35%	80.30%	79.33%	Merged with Tenancy & Leasehold Services (eff. April 2011).							77.43%	88.00%	75.67%
	Hackney Homes Total	75.70%	76.15%	72.47%	76.69%	75.22%	75.09%	77.09%	76.05%	72.74%	75.15%	75.18%	75.64%	76.39%	75.45%	88.00%	76.43%

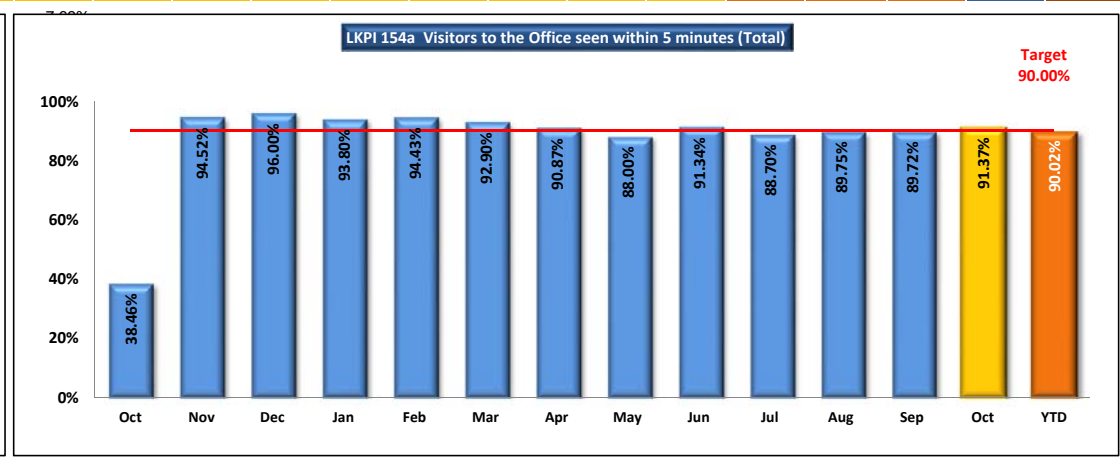
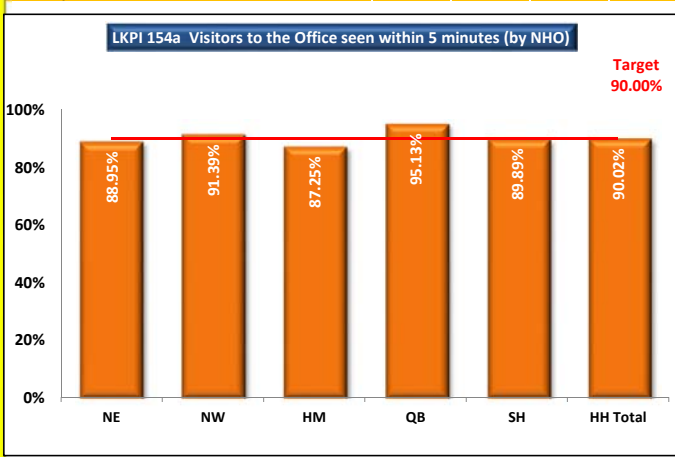
Note from the Performance Team	LKPI 19 - of Calls Answered, % of those within 30 seconds (excluding Repairs Call Centre)	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD	Target	Outturn
		2011/12	2011/12	2011/12	2011/12	2011/12	2011/12	2011/12	2011/12	2011/12	2011/12	2011/12	2011/12	2011/12	2011/12	2011/12	2011/12
Note, Revised data provided by Telephone services now has new groupings as follows: - The Estate Environment services is a separate division eff. April 2011. Previously Estate Environment was reported as a sub-division of Residents Services. - The Residents Services is now called Tenancy & Leasehold Services (eff. April 2011). The new data set now incorporates NHO and TMO Performance under this heading. - The Property Services is now called Building Maintenance (eff. Aug 2011) Chief Executive's Offices is grouped under Finance and Resources. Polarity: Maximise calls answered and those answered in 30 secs.	Departments / Divisions	Merged with Property Services effective April 2011													93.00%	N/A	
	Chief Executive's Offices	99.73%	100.00%	99.73%	99.92%	99.81%	99.66%	99.06%	N/A	N/A	N/A	97.09%	98.61%	99.40%	98.65%	93.00%	99.43%
	Estate Environment	Merged with Property Services effective April 2011													93.00%	N/A	
	Finance and Resources	99.58%	99.59%	99.64%	99.53%	99.18%	98.94%	99.71%	99.70%	99.77%	99.78%	99.67%	99.56%	99.74%	99.70%	93.00%	98.87%
	Tenancy and Leasehold Services	99.80%	99.83%	99.71%	99.89%	99.79%	99.91%	99.81%	98.88%	98.46%	98.62%	98.88%	98.94%	98.99%	98.85%	93.00%	98.74%
	Building Maintenance	93.10%	92.40%	90.33%	92.69%	93.76%	93.07%	96.51%	96.74%	96.60%	96.89%	96.82%	96.11%	96.70%	96.69%	93.00%	92.05%
	NorthEast NHD	98.55%	98.94%	99.25%	99.32%	98.70%	98.29%	Merged with Tenancy & Leasehold Services (eff. April 2011).							98.36%	93.00%	98.17%
	NorthWest NHD	99.77%	99.79%	99.76%	99.64%	99.62%	99.85%	Merged with Tenancy & Leasehold Services (eff. April 2011).							99.54%	93.00%	99.33%
	Homerton NHD	97.14%	97.16%	97.78%	96.94%	98.88%	98.87%	Merged with Tenancy & Leasehold Services (eff. April 2011).							97.86%	93.00%	93.83%
	Queensbridge & DB	98.11%	98.86%	98.52%	98.39%	98.52%	97.75%	Merged with Tenancy & Leasehold Services (eff. April 2011).							97.99%	93.00%	97.17%
	Shoreditch NHD	99.10%	99.15%	99.34%	99.13%	99.50%	98.60%	Merged with Tenancy & Leasehold Services (eff. April 2011).							98.55%	93.00%	98.37%
	TMO / Others	98.24%	98.15%	98.45%	98.31%	98.59%	97.97%	Merged with Tenancy & Leasehold Services (eff. April 2011).							98.77%	93.00%	97.31%
	Hackney Homes Total	97.54%	97.35%	96.83%	97.43%	97.67%	97.53%	98.32%	97.97%	97.74%	98.13%	98.22%	98.05%	98.34%	98.11%	93.00%	96.50%



Performance Indicator(s) Information
LKP 154a Visitors to the Office seen within 5 minutes.
 This PI measures the percentage of Visitors to Neighbourhood Offices being attended to within 5 minutes on the queue.

LKP 154a Visitors to the Office seen within 5 minutes	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	11/12 YTD Volume		YTD	Target	Outturn
	Total visitors	seen in 5 mins	2011/12	2011/12	2010/11	2010/11	2010/11	2010/11	2010/11	2010/11	2010/11	2010/11	2010/11	2010/11	2010/11	2010/11	2010/11	2010/11
North East	5.20%	95.90%	96.38%	94.02%	94.56%	91.64%	-	-	90.74%	89.11%	88.36%	85.75%	90.82%	6262	5570	88.95%	90.00%	93.43%
North West	55.16%	98.69%	97.50%	95.04%	94.35%	-	92.85%	91.13%	91.04%	89.17%	90.76%	92.47%	92.17%	5750	5255	91.39%	90.00%	97.30%
Homerton	51.16%	95.09%	96.94%	94.00%	93.83%	91.88%	88.11%	81.91%	89.59%	85.31%	85.10%	89.71%	90.30%	10730	9362	87.25%	90.00%	91.90%
Queensbridge and DB	43.63%	92.84%	94.88%	93.43%	93.84%	95.75%	96.28%	96.96%	96.60%	91.13%	95.56%	93.47%	96.70%	5607	5334	95.13%	90.00%	91.79%
Shoreditch	23.08%	87.42%	92.81%	92.06%	96.59%	93.74%	-	-	90.10%	92.06%	93.13%	84.00%	78.97%	2057	1849	89.89%	90.00%	93.00%
Hackney Homes Total	38.46%	94.52%	96.00%	93.80%	94.43%	92.90%	90.87%	88.00%	91.34%	88.70%	89.75%	89.72%	91.37%	30406	27370	90.02%	90.00%	93.18%

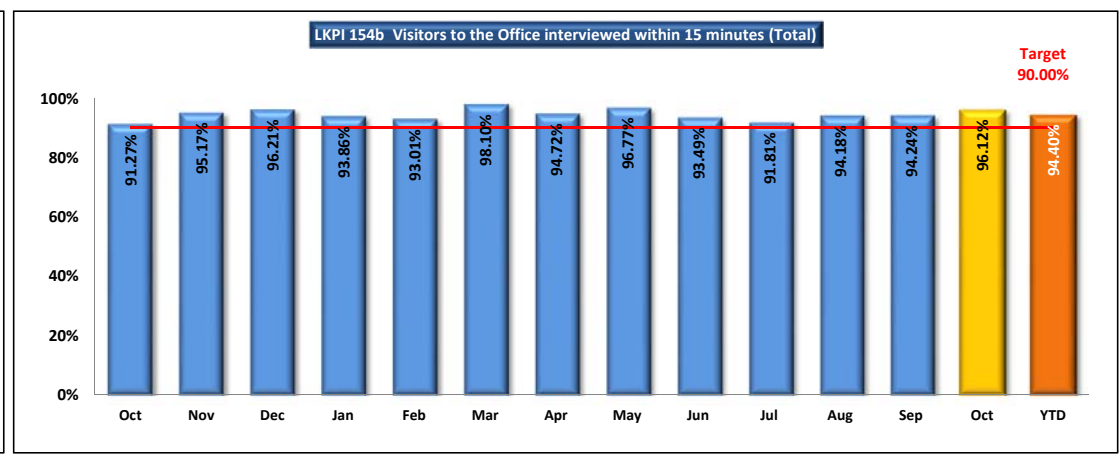
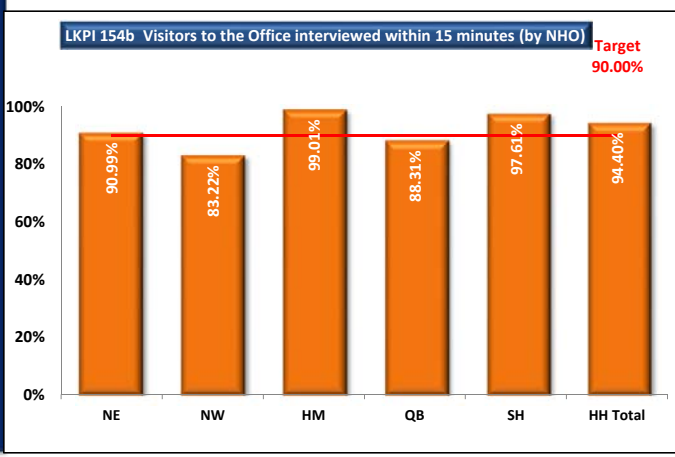
LKP 154b Visitors to the Office interviewed within 15 minutes.
 This PI measures the percentage of Visitors to Neighbourhood Offices requiring an interview being seen within 15 minutes.



NA - Not available
 Data source: MMR
 Data provider: N'hd
 Targets where relevant are owned and set by Tenancy & leasehold Services Dept

LKP 154b Visitors to the Office interviewed within 15 minutes	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	11/12 YTD Volume		YTD	Target	Outturn
	Total visitors	seen in 15 mins	2011/12	2011/12	2010/11	2010/11	2010/11	2010/11	2010/11	2010/11	2010/11	2010/11	2010/11	2010/11	2010/11	2010/11	2010/11	2010/11
North East	90.48%	95.12%	90.70%	52.00%	85.29%	90.32%	-	-	82.35%	94.59%	93.75%	80.00%	100.00%	111	101	90.99%	90.00%	90.61%
North West	73.17%	91.90%	88.50%	79.37%	73.39%	-	78.57%	66.67%	69.33%	71.62%	87.74%	92.20%	93.68%	602	501	83.22%	90.00%	82.68%
Homerton	99.52%	99.47%	100.00%	100.00%	100.00%	100.00%	100.00%	99.78%	99.68%	97.11%	97.39%	98.81%	98.10%	1812	1794	99.01%	90.00%	99.82%
Queensbridge and DB	92.50%	88.14%	90.32%	95.35%	91.67%	94.48%	95.45%	60.00%	90.74%	88.89%	89.58%	77.78%	88.00%	402	355	88.31%	90.00%	92.97%
Shoreditch	98.51%	100.00%	98.77%	99.36%	99.45%	99.48%	-	-	98.89%	98.15%	97.58%	94.74%	94.29%	376	367	97.61%	90.00%	98.81%
Hackney Homes Total	91.27%	95.17%	96.21%	93.86%	93.01%	98.10%	94.72%	96.77%	93.49%	91.81%	94.18%	94.24%	96.12%	3303	3118	94.40%	90.00%	95.96%

Note from the Performance Team
 Polarity: Maximise the numbers seen in 5 mins and interviewed in 15 mins in order to reduce waiting time and inconvenience to customers.



Performance Indicator(s) Information
LKPI 13 % of letters, faxes and emails responded to within target time (10 working days) **LKPI 22** % of Board Member enquiries (ME) completed within target time - (within 15 days) **LKPI 23** % of Members enquiries completed within target time - (within 10 days),
LKPI 24 % of Mayor enquiries completed within target time - (within 10 days) **LKPI 25 a** % of stage 1 complaints completed within target time (within 15 days) , **LKPI 25 b** % of stage 2 complaints completed within target time (within 15 days),
LKPI 31 % of FOI Requests actioned in target time (within 20 days), **LKPI 59** % of stage two upheld
LKPI 109 Stage 2 complaints (within 12 months of Stage 1 complaint response) as % of Stage 1complaints, **LKPI 110**: % of Ombudsman investigations & enquiries culminating in local settlement
Data source: Respond **Data provider: Performance Team** Targets are corporate and set by HH in association with Hackney Homes service managers **LKPI 72**: Number of Ombudsman enquiries
LKPI 111: % of formal complaint (Stage 1 & 2) responses completed within target time (15 working days)

Note from the Performance Team

Polarity: These PI's in the main measure the speed and efficiency of responses to various customer enquiries, complaints, FOI's and representations made by Cirs, MP's, MEP's, and the Mayors enquiries. The main objective is to maximise responses and reduce average time taken to respond. **LKPI 13** : Correspondence - Due to data collation issues at Leasehold and Income services the figures for Tenancy and Leasehold services only includes data from NHOs, TMOs and Other service departments as registered on Respond . Issues are expected to be resolved by December 2011.

LKPI 25a: Stage One Complaints	Divisions	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Month Volume			YTD (Corporate)			YTD Volume			Target	Outturn
		Total received in Oct-11	Total due in Oct-11	Answered in Time in Oct-11	2011/12	Total received YTD	Total due in YTD 11/12	Answered in Time YTD 11/12	2011/12	Total received YTD	Total due in YTD 11/12	Answered in Time YTD 11/12	2011/12	2010/11											
	Tenancy & Leasehold Services							95.83%	88.00%	84.62%	85.37%	81.82%	78.13%	93.75%	33	32	30	86.08%	242	237	204	91.00%	91%		
	Estate Environment Services	100.00%	100.00%	100.00%	100.00%	75.00%	55.16%	83.33%	100.00%	100.00%	75.00%	100.00%	88.89%	100.00%	6	5	5	92.86%	42	42	39	91.00%	65%		
	Building Maintenance	91.84%	89.06%	80.00%	84.81%	90.65%	51.16%	96.74%	98.90%	93.98%	93.55%	97.18%	86.90%	91.80%	65	61	56	94.30%	524	544	513	91.00%	89%		
	Finance & Resources	100.00%	66.67%	100.00%	0.00%	0.00%	43.63%	100.00%	0.00%	0.00%	50.00%	25.00%	50.00%	0.00%	2	1	0	31.82%	23	22	7	91.00%	63%		
	Total	88.16%	92.38%	86.27%	87.50%	91.11%	23.08%	95.93%	95.87%	88.24%	88.29%	89.60%	83.21%	91.92%	106	99	91	90.31%	832	846	764	91.00%	88%		
LKPI 150: Average time taken to respond to stage 1 complaints (working days)		26.00	21.00	16.00	12.00	12.00	17.64	19.41	23.32	21.06	19.71	19.27	19.98	18.49				20.24				17.00	19.67		
LKPI 25b: Stage Two Complaints	Tenancy & Leasehold Services							50.00%	100.00%	75.00%	0.00%	60.00%	91.67%	80.00%	6	5	4	80.00%	41	35	28	91.00%	26.19%		
	Estate Environment Services	40.00%	60.00%	50.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	1	1	1	100.00%	3	2	2	91.00%	50.00%		
	Building Maintenance	16.67%	100.00%	57.14%	60.00%	100.00%	40.00%	25.00%	100.00%	88.89%	100.00%	100.00%	36.84%	77.78%	8	9	7	70.49%	71	61	43	91.00%	39.29%		
	Finance & Resources	0.00%	0.00%	0.00%	0.00%	0.00%	N/A	0.00%	0.00%	N/A	0.00%	0.00%	100.00%	0.00%	1	1	0	50.00%	3	2	1	91.00%	62.50%		
	Total	23.08%	66.67%	60.00%	60.00%	100.00%	37.50%	33.33%	100.00%	83.33%	100.00%	83.33%	59.38%	75.00%	16	16	12	74.00%	119	100	74	91.00%	35.77%		
LKPI 59: Stage Two Upheld		25.00%	33.33%	75.00%	72.73%	57.14%	33.33%	75.00%	81.25%	50.00%	85.71%	36.36%	57.14%	64.71%				62.50%				5.00%	58.62%		
LKPI 109 % Stage 2 complaints (within 12 mth of S11)								0.47%	0.92%	1.40%	0.29%	0.87%	2.19%	1.11%				1.11%				9.00%	10.97%		
LKPI 31: FOI Requests		88.89%	73.33%	58.82%	71.43%	60.00%	50.00%	55.56%	71.43%	50.00%	20.00%	40.00%	27.27%	42.11%	14	19	8	43.75%	66	64	28	75.00%	65.08%		
LKPI 27: % Ombudsman in target		0.00%	50.00%	71.43%	0.00%	40.00%	100.00%	100.00%	100.00%	0.00%	100.00%	50.00%	0.00%	0.00%	1	0	0	77.78%	9	9	7	80.00%	75.86%		
LKPI 110: % of Ombudsman with local settlement																		8.33%				2.00%	23.64%		
LKPI 23: Members' Enquiries	Tenancy & Leasehold Services							76.67%	85.71%	57.78%	58.33%	66.67%	78.13%	57.14%	19	14	8	69.55%	211	220	153	90.00%	84.18%		
	Estate Environment Services	78.95%	75.00%	86.67%	89.47%	85.00%	96.00%	0.00%	100.00%	50.00%	66.67%	0.00%	75.00%	100.00%	3	1	1	64.29%	31	28	18	90.00%	65.38%		
	Building Maintenance	76.92%	88.64%	77.36%	85.29%	86.96%	81.25%	60.00%	82.14%	67.19%	72.22%	73.33%	78.13%	83.33%	38	36	30	73.84%	298	302	223	90.00%	84.16%		
	Finance & Resources	50.00%	0.00%	100.00%	100.00%	0.00%	N/A	0.00%	100.00%	0.00%	50.00%	0.00%	0.00%	0.00%	1	0	0	40.00%	6	5	2	90.00%	63.16%		
	Total	75.58%	85.07%	82.42%	86.44%	87.50%	85.37%	68.33%	84.31%	61.48%	66.32%	67.92%	77.78%	76.47%	61	51	39	71.35%	546	555	396	90.00%	82.47%		
LKPI 24: Mayor's Enquiries	Tenancy & Leasehold Services							50.00%	66.67%	44.00%	88.89%	54.55%	76.47%	81.82%	15	22	18	65.42%	104	107	70	90.00%	70.19%		
	Estate Environment Services	73.33%	80.00%	64.71%	100.00%	72.73%	73.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	0	0	0.00%	2	2	0	90.00%	98.22%		
	Building Maintenance	68.75%	50.00%	70.59%	100.00%	88.89%	57.14%	44.44%	33.33%	42.86%	35.29%	56.25%	60.00%	90.91%	9	11	10	51.72%	84	87	45	90.00%	77.05%		
	Finance & Resources	0.00%	0.00%	0.00%	0.00%	25.00%	N/A	0.00%	0.00%	N/A	0.00%	0.00%	0.00%	100.00%	2	1	1	33.33%	4	3	1	90.00%	28.57%		
	Total	66.67%	62.16%	68.57%	100.00%	77.36%	65.22%	47.06%	61.11%	42.55%	51.85%	53.57%	67.86%	85.29%	26	34	29	58.29%	194	199	116	90.00%	70.00%		
LKPI 13 - Correspondence	Tenancy & Leasehold Services							98.57%	97.87%	100.00%	100.00%	100.00%	99.27%	98.24%	175	170	167	99.15%	955	945	937	91.00%	72.55%		
	Estate Environment Services	98.73%	98.52%	99.34%	97.20%	99.39%	97.83%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	2	4	4	100.00%	21	22	22	91.00%	94.10%		
	Building Maintenance	79.17%	90.48%	81.25%	87.10%	89.58%	94.20%	87.88%	96.88%	95.00%	88.89%	89.47%	100.00%	91.67%	31	24	22	92.74%	176	179	166	91.00%	87.73%		
	Finance & Resources	100.00%	0.00%	75.00%	100.00%	50.00%	N/A	100.00%	100.00%	0.00%	100.00%	66.67%	100.00%	50.00%	0	2	1	66.67%	9	9	6	91.00%	72.73%		
	Total	92.76%	89.18%	97.70%	95.72%	98.39%	94.08%	96.61%	97.69%	98.76%	98.21%	98.06%	99.39%	97.00%	208	200	194	97.92%	1161	1155	1131	91.00%	94.73%		

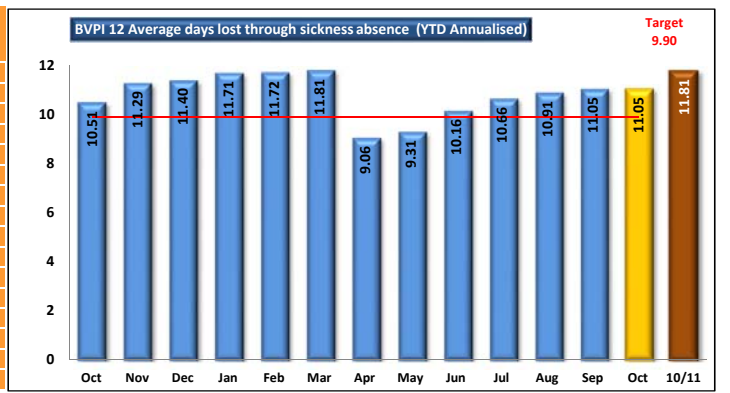
HUMAN RESOURCES (SICKNESS ABSENCE)

Human Resources	QTR2 10/11	QTR3 10/11	QTR4 10/11	QTR1 11/12	QTR2 11/12	Target 2011/12	Outturn 2010/11	Performance Indicator(s) Information							
LKPI 157 (EX - BVPI 16a) Proportion of staff with a disability	4.77%	4.74%	4.73%	5.20%	5.23%	4.66%	4.73%	Ex-BVPI 12 - Average days Sickness, data is shown for 12 months rolling and year to date for current year. Ex-BVPI 16a - Proportion of staff with a disability LII 29 - Proportion of staff without a disability LII 30 - Proportion not declaring disability status LKPI 80 - Proportion of top earners (women) LKPI 81 - Proportion of top earners (BME) LKPI 82 - Proportion of top earners (disabled) EX - BV17a - Proportion of staff from BME communities Data source: Sickness data - HR database, Staff profiling data -Resources link Data provider: Human Resources and Performance Team Note from the Performance Team - The Property Services is now called Building Maintenance (eff. Aug 2011) - Polarity: The objective here is to maximise the diversity of Hackney Homes staff to reflect the borough population. In terms of sickness the objective is to minimise sickness levels, hence the lower the value the better the performance.							
LKPI 158 (Ex - BVPI 17a) Proportion of staff from BME communities	50.06%	49.75%	50.00%	55.16%	53.90%	50.00%	50.00%								
LKPI 159 Proportion of staff without a disability	43.41%	44.26%	45.02%	51.16%	51.00%	43.50%	45.02%								
LKPI 160 Proportion not declaring disability status	51.82%	51.00%	50.25%	43.63%	43.76%	52.00%	50.25%								
LKPI 80 Proportion of top earners (women)	21.74%	25.00%	25.93%	23.08%	26.92%	19.05%	25.93%								
LKPI 81 Proportion of top earners (BME)	34.78%	33.33%	37.04%	38.46%	38.46%	28.57%	37.04%								
LKPI 82 Proportion of top earners (disabled)	8.70%	8.33%	7.41%	7.69%	7.69%	9.52%	7.41%								
Staff Turnover	0.95%	1.88%	1.62%	2.93%	2.81%	N/A	N/A								

LII 47: 12 month rolling Average Working Days lost due to Sickness	Nov-09 to Oct-10	Dec-09 to Nov-10	Jan-10 to Dec-10	Feb-10 to Jan-11	Mar-10 to Feb-11	Apr-10 to Mar-11	May-10 to Apr-11	Jun-10 to May-11	Jul-10 to Jun-11	Aug-10 to Jul-11	Sep-10 to Aug-11	Oct-10 to Sep-11	Nov-10 to Oct-11	Target 2011/12	Outturn 2010/11
Chief Executive	1.00	1.00	1.00	1.75	2.75	2.28	2.43	3.24	3.24	3.24	3.24	3.24	3.24	N/A	2.43
Asset Management	6.88	6.37	6.37	6.45	6.13	5.69	5.86	5.04	4.91	4.88	4.68	4.93	9.60	N/A	N/A
Finance and Resources	4.70	4.11	4.11	3.82	3.32	3.05	2.90	2.88	3.05	3.07	3.22	3.42	3.60	N/A	3.09
Tenancy & Leasehold Services	4.69	3.47	3.47	2.61	2.32	2.50	2.03	2.49	3.26	4.80	5.87	6.67	7.99	N/A	2.45
Leasehold & RTB	4.52	6.84	6.84	7.95	8.18	10.34	12.09	13.28	13.45	13.61	14.50	14.33	13.59	N/A	N/A
Building Maintenance	10.77	11.45	11.45	11.58	11.97	12.60	12.52	12.86	13.21	13.33	13.28	13.11	13.00	N/A	11.59
Estate Services	16.42	16.93	16.93	17.35	17.29	17.41	17.45	17.71	18.04	18.30	18.25	17.59	17.36	N/A	17.49
Hackney Homes Total	10.90	11.32	11.32	11.46	11.53	11.90	11.39	11.60	11.85	12.22	12.38	12.24	12.62	N/A	11.81

LKPI 113 (Ex BV12): Annualised YTD Avg Working Days lost due to Sickness	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Target 2011/12	Outturn 2010/11
Chief Executive	0.00	0.00	0.00	0.90	2.45	2.43	0.00	5.29	3.53	2.65	2.12	1.76	5.55	N/A	2.43
Asset Management	New structure as from April 2011, previous year data not applicable						0.96	0.66	1.86	2.87	2.62	3.92	4.92	N/A	N/A
Finance and Resources	3.24	2.99	3.09	3.31	3.15	3.09	4.98	3.98	3.94	3.37	3.47	3.71	4.34	N/A	3.09
Tenancy & Leasehold Services	New structure as from April 2011, previous year data not applicable						6.01	6.23	6.98	8.55	8.72	8.55	9.07	N/A	2.45
Leasehold & RTB	4.13	5.58	7.23	8.18	8.39	10.36	23.14	19.94	14.21	11.64	11.80	10.45	9.39	N/A	N/A
Building Maintenance	10.00	10.86	10.88	11.29	11.58	11.59	7.23	8.93	10.90	11.22	11.32	11.40	11.11	N/A	11.59
Estate Services	16.83	17.48	17.85	18.03	17.58	17.49	13.91	13.38	14.24	15.14	15.76	16.25	16.13	N/A	17.49
Hackney Homes Total	10.51	11.29	11.40	11.71	11.72	11.81	9.06	9.31	10.16	10.66	10.91	11.05	11.05	9.90	11.81

YTD profile of sickness:	Data	1 to 13 days	14 to 27 days	over 28 days	Year To Date Total	Long Term Sick (Over 28 days) Movement from last period
Chief Executive Office	No of Employees	1	-	-	1	Return to Work
	Days of sickness	11	-	-	11	New
Asset Management	No of Employees	17	1	1	19	Return to Work
	Days of sickness	48	18	45	110	New
Finance and Resources	No of Employees	35	3	1	39	Return to Work
	Days of sickness	130	45	49	224	New
Tenancy & Leasehold Services	No of Employees	87	4	5	96	Return to Work
	Days of sickness	319	85	339	743	New
Leasehold & RTB	No of Employees	15	3	3	21	Return to Work
	Days of sickness	37	68	111	216	New
Building Maintenance	No of Employees	132	16	17	165	Return to Work
	Days of sickness	488	320	1273	2081	New
Estate Services	No of Employees	56	12	23	91	Return to Work
	Days of sickness	245	234	1691	2170	New
Total No of Employees took sick leave		343	39	50	432	Return to Work
Total Days of sickness		1279	768	3508	5555	New



Performance Indicator(s) Information
Ex-BVPI 08, Ex-BVPI 08a (non-delegated) & Ex-BVPI 08b (delegated). This PI measures the % of undisputed invoices paid on time (30 days).
 The *numerator* is total invoices paid within 30 days. The *denominator* is total invoices paid this month.

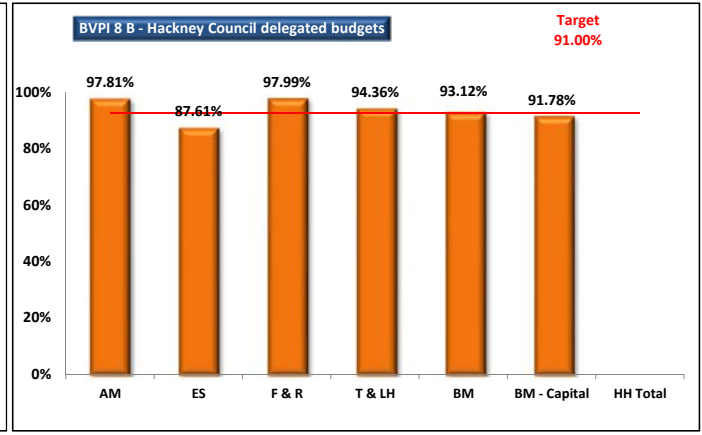
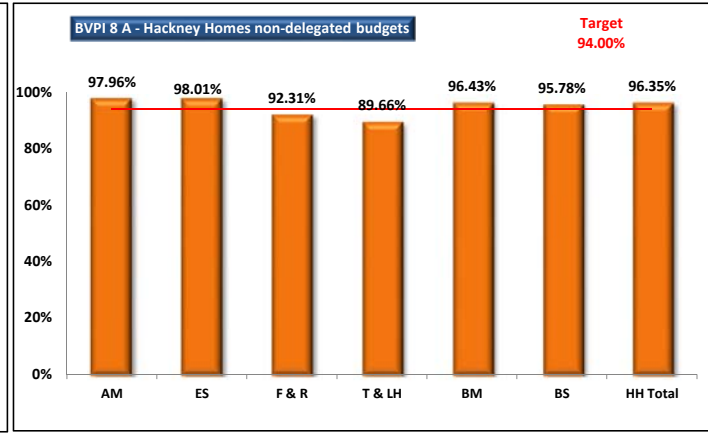
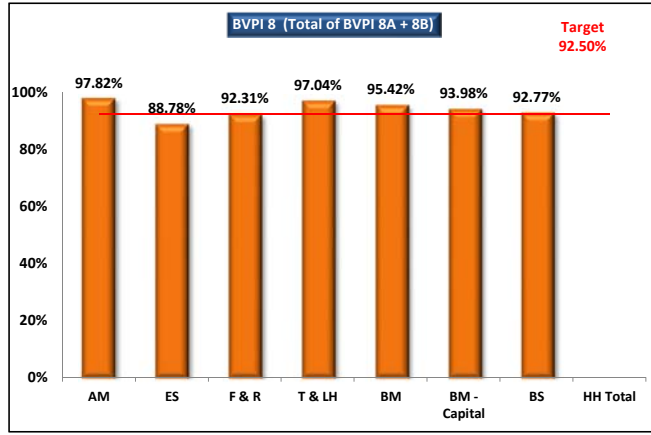
 Targets are corporate and set by HH Finance Team in association with Hackney Homes service managers
 Data source: Cedar, and Congo's Reports

Note from the Performance Team, Key to charts
 Asset Management : AM Estate Services : ES
 Finance & Resources : F & R Tenancy and Leasehold Services : T & LH
 Building Maintenance : BM Building Maintenance (Capital) : BM - Capital
 Balance Sheets : BS Hackney Homes Total : HH Total
 Polarity: Payment of contractual invoices is a Gov't and Council wide corporate priority, therefore our aim is to maximise the performance .

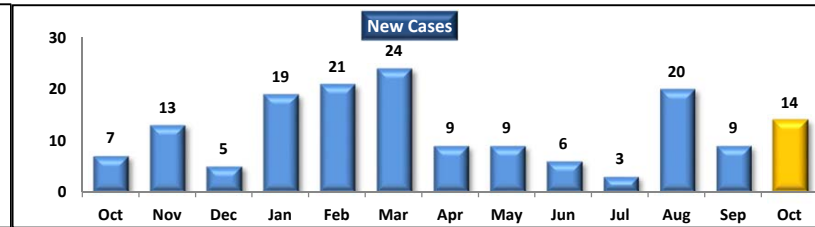
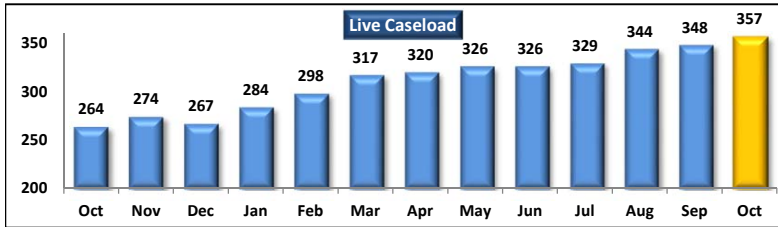
LKPI 112 (Ex-BVPI 8) - Monthly percentage of undisputed invoices paid on time (30 days)	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
Asset Management	5.20%	-	-	-	-	-	93.33%	100.00%	68.42%	100.00%	99.54%	98.11%	97.11%	97.82%	92.50%	
Building Maintenance	23.08%	91.92%	96.30%	85.87%	95.47%	95.02%	93.87%	83.02%	93.47%	85.98%	83.66%	86.83%	96.13%	88.78%	92.50%	88.31%
Chief Executive											100.00%	N/A	100.00%	92.31%	92.50%	
Estate Services	55.16%	-	-	-	-	-	100.00%	97.30%	98.27%	100.00%	95.89%	97.73%	97.73%	97.04%	92.50%	
Finance & Resources	51.16%	92.76%	90.43%	93.67%	98.18%	95.72%	96.11%	91.00%	88.76%	97.16%	96.57%	97.60%	95.45%	95.42%	92.50%	94.47%
Tenancy and Leasehold Services	43.63%	95.04%	91.81%	91.19%	97.40%	97.76%	97.62%	92.71%	96.05%	92.17%	88.99%	95.00%	94.49%	93.98%	92.50%	89.02%
Hackney Homes Total	94.63%	92.81%	93.94%	85.57%	96.60%	95.81%	93.58%	88.88%	94.65%	91.93%	91.11%	92.78%	95.92%	92.77%	92.50%	89.87%

LKPI 112 (Ex-BVPI 8a) - Monthly percentage of undisputed invoices paid on time (30 days)(Hackney Homes non-delegated budgets)	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
Asset Management	-	-	-	-	-	-	100.00%	100.00%	100.00%	100.00%	100.00%	90.91%	100.00%	97.96%	94.00%	95.32%
Building Maintenance	100.00%	98.53%	98.39%	98.53%	92.86%	100.00%	100.00%	96.61%	96.77%	95.59%	100.00%	100.00%	100.00%	98.01%	94.00%	97.40%
Chief Executive											100.00%	N/A	100.00%	92.31%	94.00%	
Estate Services	-	-	-	-	-	-	100.00%	90.91%	64.29%	100.00%	100.00%	100.00%	100.00%	89.66%	94.00%	93.46%
Finance and Resources	95.41%	94.78%	97.22%	92.65%	100.00%	94.97%	97.85%	88.16%	99.01%	98.00%	96.88%	98.80%	94.12%	96.43%	94.00%	95.32%
Tenancy and Leasehold Services	89.19%	96.55%	98.65%	97.30%	96.92%	98.94%	100.00%	98.28%	94.44%	97.06%	92.39%	93.98%	94.37%	95.78%	94.00%	93.46%
Hackney Homes Total	94.78%	96.30%	98.08%	96.19%	97.06%	97.26%	99.08%	93.87%	95.37%	97.24%	96.02%	96.88%	95.83%	96.35%	94.00%	95.34%

LKPI 112 (Ex-BVPI 8b) - Monthly percentage of undisputed invoices paid on time (30 days)(Hackney Council delegated budgets)	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
Asset Management	-	-	-	-	-	-	87.50%	100.00%	80.00%	100.00%	99.52%	98.95%	99.42%	97.81%	91.00%	95.32%
Building Maintenance	94.55%	91.17%	96.03%	84.07%	95.80%	94.34%	93.15%	80.86%	93.08%	84.39%	81.27%	85.08%	104.69%	87.61%	91.00%	87.03%
Estate Services	-	-	-	-	-	-	100.00%	98.41%	97.22%	100.00%	95.59%	97.44%	97.62%	97.99%	91.00%	93.46%
Finance and Resources	99.11%	90.57%	86.21%	94.44%	96.34%	96.80%	94.25%	92.74%	84.91%	96.05%	96.20%	96.43%	96.88%	94.36%	91.00%	93.60%
Tenancy and Leasehold Services	89.38%	94.53%	90.00%	89.34%	97.53%	97.49%	96.15%	90.30%	96.95%	89.93%	86.67%	95.54%	94.54%	93.12%	91.00%	87.75%
Hackney Homes Total	94.59%	91.95%	93.06%	83.25%	96.50%	95.43%	92.15%	87.55%	94.50%	90.36%	89.58%	91.45%	95.94%	91.78%	91.00%	88.53%



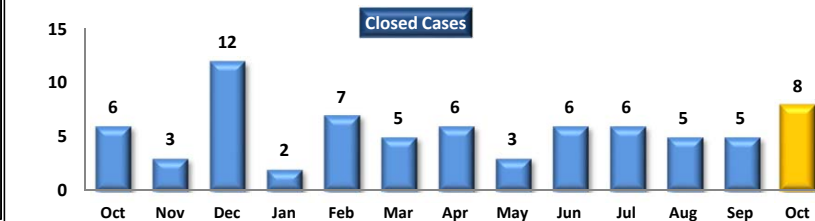
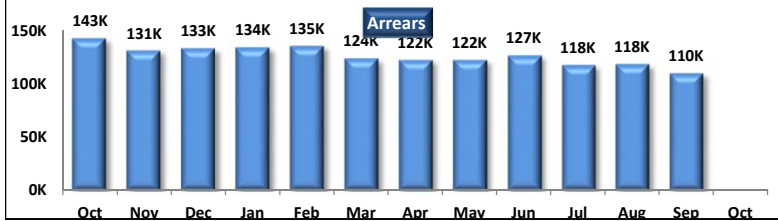
Total Monthly Housing Disrepair Caseload	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11
New cases	7	13	5	19	21	24	9	9	6	3	20	9	14
Counterclaims received	0	1	0	3	1	6	1	0	0	0	0	2	2
No. where proceedings issued	0	0	0	0	0	0	0	0	0	0	0	0	14
Insurance claims	0	0	0	0	0	0	0	0	0	0	0	0	11
Total Live caseload	264	274	267	284	298	317	320	326	326	329	344	348	357



Arrears	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11
Total Neighbourhood Arrears	£128.09 K	£116.30 K	£118.53 K	£119.05 K	£121.69 K	£109.67 K	£108.45 K	£108.07 K	£112.67 K	£112.08 K	£112.89 K	£103.83 K	
Total TMO arrears	£14.51 K	£14.80 K	£14.57 K	£15.16 K	£13.64 K	£14.07 K	£13.94 K	£14.28 K	£14.01 K	£5.55 K	£5.59 K	£5.84 K	
Grand Total Disrepair Arrears	£142.61 K	£131.10 K	£133.10 K	£134.22 K	£135.33 K	£123.74 K	£122.38 K	£122.35 K	£126.68 K	£117.64 K	£118.48 K	£109.67 K	

	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11
LII 48 Disrepair claims as a Percentage of live tenancies	1.18%	1.29%	1.27%	1.40%	1.40%	1.47%	1.48%	1.53%	1.53%	1.49%	N/A	1.59%	1.68%
LII 12 Percentage of claims with legal proceedings issued	16.00%	15.60%	14.76%	14.05%	14.05%	15.14%	14.91%	14.86%	14.59%	14.46%	N/A	13.75%	14.01%

Closed Cases	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11
Number of cases closed	6	3	12	2	7	5	6	3	6	6	5	5	8
Percentage of closed cases where:													
Only damages were paid	0.00%	50.00%	58.33%	-	50.00%	42.86%	100.00%	100.00%	33.00%	66.67%	80.00%	20.00%	0.00%
Damages & costs paid	-	-	33.33%	-	0.00%	20.00%	66.67%	33.33%	0.00%	33.33%	60.00%	0.00%	0.00%
Works undertaken	50.00%	66.67%	0.00%	0.00%	28.57%	20.00%	83.33%	33.33%	83.33%	83.33%	60.00%	40.00%	37.50%
Av cost of damages (all closed)	-	£40,448	£3,643	-	£2,400	£3,126	£2,363	£8,349	£381	£5,695	£3,678	£3,451	£7,257



Repairs Performance by Priority	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11
Legal Disrepair	100.00%	87.50%	95.12%	76.92%	75.00%	68.00%	34.48%	41.18%	61.29%	64.29%	73.33%	61.54%	39.53%
Normal Repairs	22.22%	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	20.00%	-	-	-	0.00%
Overall Performance	87.50%	79.25%	90.91%	71.43%	68.18%	62.96%	33.33%	36.84%	55.56%	64.29%	73.33%	60.61%	38.64%

Performance Indicator(s) Information

DEFINITION:
Please note that there are no nationally agreed guidelines as to the exact definition of a disrepair claim. Hackney Homes employs the widest possible definition which includes:

- Cases where proceedings have been issued under either Sec. 11, Landlord & Tenant Act 1985 or Sec 79, Environmental Protection Act 1990
- Counterclaims to rent arrears actions or service charge arrears action.
- Proceedings issued by leaseholders for disrepair
- Solicitor's letters that refer to 'disrepair'; outstanding repairs; or the Housing Disrepair Protocol
- Cases referred by the Insurance Section where the claim appears to be the result of disrepair as opposed to a one off incident.

Proceedings Issued:
(1) Under L&T Act; EPA or by a leaseholder.
(2) All proceedings including counterclaims for rent arrears or service charges.

Neighbourhood Profiles
Please note figures for the neighbourhoods are obtained from Saffron and any discrepancies arise from leasehold and TMO properties being excluded.

Repairs Performance
This has been added to monitor/display the disrepair turn around times. All targets as per normal repairs, with the exception of Normal which is 56 calendar days.

Data source: Saffron/ Disrepair database
Data provider: Performance Team/Disrepair Team

Targets: Targets where relevant are owned and set by the Disrepair Team

Note from the Performance Team

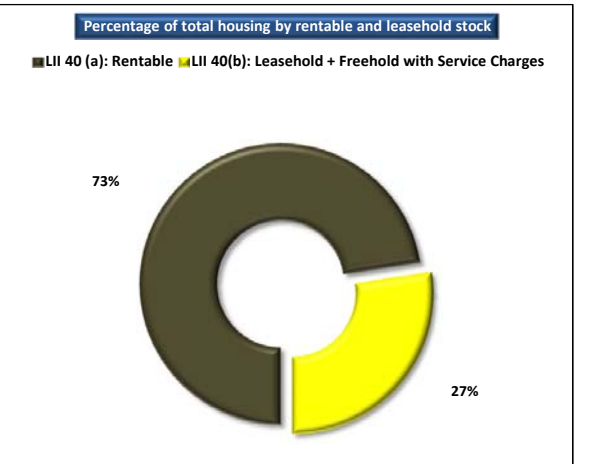
Polarity: The key objective of the disrepair team is to minimise case volumes and defend disrepair claims against the Council. Additionally there is also requirement to ensure legal and damages claims are kept to a minimum and not to allow rent arrears to increase.

YTD	
Pass %	Total Orders
50.00%	322
7.14%	14
48.21%	336

Performance Indicator(s) Information	LII 40 (a): Borough wide stock breakdown & movements - Rentable	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Outturn 2010/11	
LII 40a Borough wide Stock Breakdown All rentable stock (including re-let table) by neighbourhood including TMO.	North East	0	5,302	5,308	5,310	5,386	5,388	5,391	5,391	5,391	5,394	5,395	5,395	5,397	5,388	
	North West	1	3,141	3,140	3,141	3,141	3,141	3,140	3,138	3,138	3,140	3,140	3,104	3,103	3,141	
	Homerton	1	4,602	4,602	4,602	4,602	4,602	4,602	4,604	4,603	4,603	4,602	4,593	4,593	4,602	
	DBQ	0	2,998	2,998	2,998	2,999	2,998	2,998	2,999	2,999	2,999	2,999	3,002	3,002	2,998	
	Shoreditch	0	2,897	2,897	2,898	2,898	2,939	2,939	2,939	2,939	2,938	2,938	2,938	2,939	2,939	
	Clapton Park TMO	0	793	793	793	793	793	793	793	793	793	793	793	793	793	
	LII 40b Borough wide Stock Breakdown All leasehold dwellings by neighbourhood, including TMO, TMC and Co-op.	Cranston TMO	0	160	160	160	160	160	160	160	160	160	160	160	160	160
		Downs TMO	170	170	170	170	170	170	170	170	170	170	170	170	170	170
		Lordship TMO	184	184	184	184	184	184	184	184	184	184	184	184	184	184
		Suffolk	205	205	205	205	205	205	205	205	205	205	205	205	205	205
		Tower TMO	114	114	114	114	114	114	114	114	114	114	114	114	114	114
		Wick TMO	100	100	100	100	100	100	100	100	100	100	100	100	100	100
		Wyke TMC	332	332	332	332	332	332	332	332	332	332	332	332	332	332
		Arden TMO	545	545	545	545	545	545	545	545	545	545	545	545	545	545
Wenlock Barn TMO		1,059	1,059	1,059	1,059	1,058	1,058	1,058	1,058	1,058	1,058	1,058	1,058	1,058	1,058	
Housing Assoc Leased		139	138	138	137	137	137	131	131	131	131	131	125	125	137	
TOTAL		22,738	22,740	22,745	22,748	22,824	22,866	22,865	22,862	22,862	22,865	22,866	22,818	22,820	22,866	

	LII 40(b): Borough wide stock breakdown & movements - Leasehold + Freehold with Service	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Outturn 2010/11
Note from the Performance Team The stock movements are monitored and adjusted on a monthly basis based on various movements that can occur throughout the year. These movements can include additions and reductions resulting from new builds, Stock transfer, disposals, buybacks of leasehold units, Right to Buy and Housing Association Leaseback returns etc.	North East	1,952	1,949	1,943	1,944	1,926	1,924	1,924	1,923	1,923	1,918	1,918	1,919	1,917	1,924
	North West	1,427	1,427	1,428	1,427	1,427	1,427	1,426	1,426	1,426	1,424	1,424	1,424	1,425	1,427
	Homerton	1,736	1,736	1,736	1,736	1,736	1,736	1,736	1,737	1,737	1,738	1,738	1,738	1,738	1,736
	DBQ	1,125	1,125	1,125	1,125	1,124	1,125	1,125	1,125	1,125	1,125	1,125	1,125	1,125	1,125
	Shoreditch	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,057	1,057	1,057	1,056	1,056
	Clapton Park TMO	374	374	374	374	374	374	374	374	374	374	374	374	374	374
	Cranston TMO	55	55	55	55	55	55	55	55	55	55	55	55	55	55
	Downs TMO	40	40	40	40	40	40	40	40	40	40	40	40	40	40
	Lordship TMO	78	78	78	78	78	78	78	78	78	78	78	78	78	78
	Suffolk	92	92	92	92	92	92	92	92	92	92	92	92	92	92
	Tower TMO	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Wick TMO	18	18	18	18	18	18	18	18	18	18	18	18	18	18
	Wyke TMC	85	85	85	85	85	85	85	85	85	85	85	85	85	85
	Arden TMO	194	194	194	194	194	194	194	194	194	194	194	194	194	194
Wenlock Barn TMO	418	418	418	418	419	419	419	419	419	419	419	419	419	419	
Shared Ownership	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
TOTAL		8,651	8,648	8,643	8,643	8,625	8,624	8,623	8,623	8,623	8,618	8,618	8,619	8,617	8,624

Monthly stock reconciliation & movements	Freehold with Service Chg		Leasehold		Rentable		Housing Assoc Leased (HAL)	
	Gains	Losses	Gains	Losses	Gains	Losses	Gains	Losses
North East	0	0	0	2	2	0	0	0
North West	0	0	1	0	0	1	0	0
Homerton	0	0	0	0	0	0	0	0
DBQ	0	0	0	0	0	0	0	0
Shoreditch	0	0	0	1	1	0	0	0
Clapton Park TMO	0	0	0	0	0	0	0	0
Cranston TMO	0	0	0	0	0	0	0	0
Downs TMO	0	0	0	0	0	0	0	0
Lordship TMO	0	0	0	0	0	0	0	0
Suffolk	0	0	0	0	0	0	0	0
Tower TMO	0	0	0	0	0	0	0	0
Wick TMO	0	0	0	0	0	0	0	0
Wyke TMC	0	0	0	0	0	0	0	0
Arden TMO	0	0	0	0	0	0	0	0
Wenlock Barn TMO	0	0	0	0	0	0	0	0
TOTAL	0	0	1	2	2	1	0	0



Term	Explanation	Term	Explanation
ABC	Anti-Social Behaviour Contracts	Nil	Nothing to report.
AC	Audit Commission	Non-decent	Homes that fail to meet the Decent Homes Standard
ANO	Area Neighbourhood Office	Non-DLO	Not Direct Labour Organisation (i.e. External Contractors as opposed to HBM)
ACPI	Audit Commission Performance Indicator	Non-urgent Repairs	Repairs that do not have to be completed within H0-H3 timescales
ASBO	Anti-Social Behaviour Order	NP	Not Provided
BME	Black and Minority Ethnic (description of community or individual not of white UK origin)	NSP	Notice of Seeking Possession.
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	NTQ	Notice to Quit
BVPI	Best Value performance indicator - government measure for monitoring the ALMO's performance	OHMS	Open housing management system
BVPP	Best Value performance plan	PALM	Performance Against Last Month - Compares the current months performance or
B'Wide	Borough wide	PI	Performance indicator
CBL	Choice-based lettings - system that allows tenants to bid for properties according to how many housing register points they have	PO	Possession Order
CP12	Gas Safety Certificate	PPD	Prompt Payment Discount
Confidence limits	Statistical term to describe a range with a specified probability that a given parameter lies within the range	RCC	Repairs Call Centre - Call centre for tenants and leaseholders to report repairs
CTA	Court Applications	Re-let	When a new tenancy is created at a previously empty property
Data	Information	Mesne Profits	Money received from an occupant who is in residence without a tenancy attached to it.
Debt pool Reduction	The overall reduction in debt since the start of the financial year	Rent roll	The total amount of rental income due
Development voids	Empty properties that require major repairs work, are awaiting funding or are awaiting disposal	Repair Priorities	Target timescales for completing repairs
DHS	Decent Homes Standard - criteria set down by the government to ensure that social housing meets a minimum standard by 2010	Responsive repairs	A term used for day-to-day repairs requested by tenants
DLO	Direct Labour Organisation (i.e. HBM - Hackney Building Maintenance)	RH	Racial Harassment
HGFA	Housing General Fund Account	RTB	Right to Buy
HH	Hackney Homes	RTL	Right to a Loan
HH1	Form completed when an instance of harassment is first reported	SAP	Standard Assessment Procedure (for energy efficiency), used to measure the efficiency rating of buildings to retain heat etc.
HH2	Investigation and recommendation form - contains further details of harassment case and any action taken	Seasonal trend	Variations in performance due to seasonal factors, such as winter and summer periods
HH3	Case conference decision form for harassment	Sheltered	Sheltered accommodation for the elderly and infirm
HLS	Hackney Legal Services	SLA	Service Level Agreement between internal/Council departments
HMIS	Housing Management Information System - Saffron	SLUGS	Short Life User Groups
HMT	Housing Management Team (former - now called SMT: Senior Management Team)	SMT	Senior Management Team
HTS	Housing Trading Services - In house repairs service provider	SPO	Suspended Possession Order
HouseMark	A forum through which housing organisations benchmark performance information	TBA	To Be Agreed
HRA	Housing Revenue Account	TBC	To Be Confirmed
HR	Human Resources	TMC	Tenant Management Co-operative (TMOs that were set up before the Right to Manage in 1994)
Saffron	Housing management IT system	TMO	Tenant Management Organisation
LA	Local Authority	Top quartile performance	Top quarter performance scores attained during the previous year (used as a benchmark), either on a national or London level
LBBF	London Borough Benchmarking Forum (for example HouseMark)	Turnaround Time	No of days/weeks between a property becoming vacant and being relet to a new tenant
LII	Local Information Indicator	UAO	Unauthorised Occupants
LKPI	Local Key Performance Indicator	Urgent repairs	Repairs to be completed within the H0-H3 priority bandings
LVT	Leasehold Valuation Tribunal	Voids	Properties that are vacant
Margin of error	Statistical term denoting the probability that the figure does or does not lie within the confidence interval (+/-)	WEF	With effect from
MMR	Monthly Monitoring Report	Wgt	Weighting
N/A	Not Applicable	Year End	The final performance at the end of the financial year (end of March)
N'HD	Neighbourhood	YTD	Year to Date (March to end of current period)