

Barnet Homes – Q2 2015/16

1. SUMMARY

1.1 DELIVERY UNIT DASHBOARD

Financial			
Projected year-end revenue budget variance		Capital actual variance	
Housing Needs Resources	1,019	Housing Needs Resources	904
HRA	(71)	HRA	(7,901)

	Performance	Commissioning Intentions
Green rated	92% (12)	5
Green Amber rated	0% (0)	0
Red Amber rated	0% (0)	0
Red rated	8% (1)	0

Top Achievements

Urban Gamez, a community initiative led by Barnet Homes, was held at Grahame Park for the 6th year in succession. Over 150 children and young people participated in a range of sport related activities including a 60m sprint race. This year's games received extra support from repairs contractor Lovell and Barnet Homes staff who raised £500 towards the cost. The day was attended by the Mayor Cllr Mark Shooter, who was very impressed to see how it brought large numbers of the community together. The event has become a summer institutional event and an effective way for Barnet Homes to engage and involve residents and sign post them to a range of supportive services.

Domestic Violence One-Stop Shop – Barnet Homes have led and continue to co-ordinate a domestic violence drop-in advice and support service was launched on 17th September offering a 'multi-agency' approach all in one place to victims. The free service for men and women provides a 'holistic' platform where victims of domestic violence can have their challenges speedily addressed and is based at Barnet House. The one-stop shop is the first time an integrated 'single' point of contact for victims of domestic violence and abuse has been available in the borough for victims to access free information, advice and support from different agencies

Darwin Jones, co-founder of Nutmeg CommUNITY, was a runner up for Housing 24's 2015 Young Leader Award 2015 following his nomination by Barnet Homes. At the awards presentation in Birmingham, Darwin described how housing organisations can support young people to

sustain their tenancies and help them overcome barriers to participate fully in community life. The judges said “Darwin’s passion and energy has been the highlight of the entire Young Leaders competition” .Barnet Homes has supported Nutmeg CommUNITY since 2010 in running sustainable projects to benefit young people in Barnet through the commissioning of mentoring in schools and homelessness intervention workshops that have contributed in supporting us to reduce the risk of youth homelessness in the borough

Key Challenges	Actions required
During the quarter Barnet Homes recorded a backlog of circa 150 cases of Housing Benefit assessments for Temporary Accommodation rent accounts.	Housing benefit agreed to put on additional resources to clear the backlog and these were cleared as agreed by the end of September.
Primarily due to activity associated with the Sweets Way/Whalden Way decant programme a backlog of homelessness appeals was generated which has driven down performance in this area.	The team has implemented measures as detailed in 2.2b to address any potential issues moving forward.
September saw a high volume of customer contact both at reception and by phone which has put pressure on core services provided by Barnet Homes.	Initial assessment is that this has not been driven by a corresponding increase in actual demand but Barnet Homes are to further investigate the reasons for the increased activity.
Levels of homelessness and associated budget pressures remain a challenge with the number of families in emergency accommodation showing a small increase during the quarter from 389 to 392.	Whilst the number in emergency accommodation is well below the target of 500 families, there remains a significant budget pressure of just over £1m due to the increased costs of temporary accommodation. Barnet Homes and the Council are considering a number of mitigating actions with a focus on preventing homelessness and securing more affordable types of accommodation.

1.3 SUMMARY OF THE DELIVERY UNIT'S PERFORMANCE

Barnet Homes continued in Quarter 2 to be a high performing Delivery Unit with 12 out of 13 (92%) KPIs either on or exceeding target. Out of the 12 KPIs reporting as green, 9 are reporting either the same or improving performance since Quarter 2 and 6 are reporting worsening performance with some mitigations already in place as below;

- BH/S1 – Number of households in emergency accommodation – Although quarter two saw a 0.8% rise (three households) in emergency accommodation, Barnet Homes continues to see a positive quarter on quarter benchmark performance as London reported an overall increase of 9% for the same period.
- BH/S4 – current tenant arrears as a percentage of the annual rent debit – The introduction of Rentsense¹, at the end of August 15 as part of the mitigations Barnet Homes are taking, as agreed in their Improvement Plan, should result in more positive performance trends in the following quarters.
- BH/C2 – Percentage of those households in emergency temporary accommodation (ETA) pending enquiries, found to be intentionally homeless or with a cancelled case - despite a small drop in performance Barnet Homes has moved to 18th place amongst London Boroughs(from 20th in previous quarter) and is still performing acceptably against the annual target.

The average time in Emergency Accommodation reduced slightly this quarter from 54.6 weeks in June to 54.2 weeks in September. This is the first reduction achieved since before 2012 and reflects targeted work undertaken with the oldest cases to seek to find a more sustainable long term housing option. This has been achieved despite the continuing pressures of new demand and lack of affordable supply.

Quarter two has seen a small increase in the number of households in emergency temporary accommodation – up from 389 to 392. Barnet Homes have developed a Temporary Accommodation Reduction plan which has three key objectives.

1. Maximise homeless prevention, which will reduce the number of households going into temporary accommodation;
2. Manage existing demand, to enable more homeless households to move on from temporary accommodation;
3. Increase affordable supply, to enable increased homeless prevention and move-on from temporary accommodation.

This plan is currently being considered by the Authority along with a number of proposals designed to reduce the longer term costs associated with temporary accommodation.

¹ Rentsense is a rent arrears software designed to reduce income officer workload and increase rent collection

2. Performance

2.1 How the Delivery Unit is performing against its performance indicators

	RAG						Direction of Travel			No. of indicators expected to report this quarter
	Green	Green Amber	Red Amber	Red	Total RAG ratings	Monitor	Improving or the same	Worsening	No previous outturn	
Strategic	4	0	0	0	4	1	3	2	0	5
Critical	8	0	0	1	9	1	6	4	0	10
Overall	92% (12)	0% (0)	0% (0)	8% (1)	100% (13)	13% (2)	60% (9)	40% (6)	0% (0)	15

2.2a Performance Indicators that did not meet their target

Ref No.	Indicator description	Type of Indicator	Period Covered <i>Timeframe data has been measured</i>	Previous outturn <i>Previous result from the most relevant period</i>	Target <i>Achievement level expected</i>	Numerator and Denominator <i>Amount that achieved indicator target out of the total amount for the indicator</i>	Result <i>Most recent indicator result</i>	Target Variance <i>A calculation of how far the outturn is from the target</i>	DoT Variance <i>An assessment of whether performance has improved since the previous result</i>	Benchmarking <i>How current performance compares to other councils</i>
BH/C7	Percentage of statutory homeless appeals completed on time	Critical	As at 30 Sep 2015	48.6%	100.0%	22/30	73.3%	26.7%	Improving	No comparative data

2.2b Comments and proposed interventions for indicators which did not meet target

Copy from tab CPM Report 2.2b

Ref No. and Indicator Description	Comments and Proposed Intervention
BH/C7 - Percentage of statutory homeless appeals completed on time	An action plan has been implemented by Barnet Homes to address the backlog created when the volume of appeals received increased significantly in Q4 14/15. Additional resources have been deployed and there has been some improvement since Q1. 89 appeals were completed in Q2 at an average of 74 days against 78 completed in Q1 at an average of 97 days. The target for the action plan is to fully clear the backlog by the end of Q3. Mitigation is now in place to ensure that in the future if volumes of appeals rise significantly contingency resource can be put in place with immediate effect.

3. Commissioning Intentions

Theme committees have agreed the commissioning intentions for the council up to 2020, the tables below provide an update on the progress.

3.1 Overview of progress against Commissioning Intentions

RAG ratings					No. of Commissioning Intentions
Green - Met	Green Amber - delayed, Low Impact	Red Amber - delayed, Medium Impact	Red - Risk of Not Delivering Or High Impact	Not Rated (Not due or N/A)	
5	0	0	0	1	6

Section 3.2, below outlines the Commitments which were due to be reported this quarter. One commitment, providing sustainable housing options for people with mental health needs has not yet progressed.

3.2 Commissioning Intentions

RAG	Red	Amber	Green
Deliverables/ Outcomes	Deliverables/ Outcomes may not be achieved on time or on budget	Deliverables/ Outcomes compromised, time or budget may be impacted	Deliverables/ Outcomes on track in accordance with time and budget
<i>DOT</i>	Up	Same	Down
Criteria	Better than in previous highlight report	Same as in previous highlight report	Worse than in previous highlight report

Commissioning Intention	RAG	Commentary
<u>Increasing housing supply and delivery of affordable housing</u>		
New homes that will meet the needs of Barnet's households	Green	40 homes on 6 sites have all commenced construction. Project remains on budget. Completions are due to take place from January 2016 through to May 2016.
<u>Council Housing and housing needs services and tackling homelessness</u>		
Housing services provision that meets the needs of Barnet's Residents	Green	Barnet Homes and the Council have been working together to negotiate a new 10 year agreement. Negotiations to agree the revised management agreement are now well advanced and expected to complete in October 2016 with the new agreement coming into effect from April 2017.

Commissioning Intention	RAG	Commentary
Reducing homelessness and the use of Temporary Accommodation	Green	Temporary Accommodation Reduction Action Plan developed by Barnet Homes as a vehicle through which to both reduce homelessness demand and to increase the supply of affordable housing solutions as alternatives to temporary accommodation. Since the introduction of the plan in Q1 we have seen a 30% increase in homelessness prevention and a 24% increase in the number of private sector lettings enabled through the let2barnet scheme.
<u>Providing suitable housing to support vulnerable people</u>		
Increased supply of alternatives to residential care for vulnerable people	Green	<p>The first phase of tendering for the new 51 unit extra care unit at Moreton Close has completed. As anticipated this is likely to result in a request for additional resources from Policy and Resources committee in December 2015. Currently the scheme, subject to this approval, is on track to start on site in January 2016.</p> <p>The first wheel chair units are due for completion in the 4th quarter from the 40 new homes referred to above. Barnet Homes is currently engaging with LBB Adult Social Care to ensure that suitable customers are identified for these units and the internal designs are therefore suitable.</p>
Providing sustainable housing options for children leaving care	Green	A joint protocol between Barnet Homes and the Onwards and Upwards team which clarifies roles in relation to housing referrals and support has been in place since May 2015. A training flat for use by care leavers is in place at a Barnet Homes hostel and the Service Level Agreement for this is in the process of being renewed. Barnet Homes attends bi-weekly surgeries to provide care leavers with housing advice at the Onwards and Upwards offices in North Finchley. Managers from the Onwards and Upwards team and Barnet Homes meet regularly to resolve and issues around the protocol and discuss specific cases that need focused attention, for example care leavers who are in rent arrears in temporary accommodation.

4. Financial

4.1 Revenue

Description	Variations				Comments	% Variation of revised budget
	Original Budget	Budget V1	Q2 Forecast	Variation		
	£000	£000	£000	£000		
Housing Needs Resources	3,954	4,976	5,995	1,019	The overspend is due to increased costs of providing temporary accommodation offset partly by increased Income	20.5%
Total	3,954	4,976	5,995	1,019		20.5%

Housing Revenue Account						
Description	Variations				Comments	% Variation of revised budget
	Original Budget	Budget V1	Q2 Forecast	Variation		
	£000	£000	£000	£000		
HRA Other Income & Expenditure	5,284	5,284	5,471	187	increased expenditure on Landlord incentive Payments	0.0%
HRA Regeneration	1,028	1,028	770	(258)	increased income from developers	-25.1%
HRA Surplus/Deficit for the ye	(6,232)	(6,232)	(6,232)	-		0.0%
Interest on Balances	(80)	(80)	(80)	-		0.0%
Total	-	-	(71)	(71)		-100.0%

The Housing Needs and Resources service have forecast an overspend of £1.019m for the financial year 2015/16. This continues to be driven by a combination of continued high demand for temporary accommodation and rents being restricted to January 2011 Local Housing Allowance rates through the housing benefit subsidy system. The numbers of families in emergency accommodation has recently increased to 392 to reflect this demand. However, a number of mitigations to control the costs of temporary accommodation have proved successful. For example, private sector leasing procurement secured a further nine properties in September. In addition the Let2Barnet service has secured 230 tenancies directly in the private rented sector in the first 2 quarters of 2015/16 which will ensure long terms savings and benefits.

The Housing Revenue Account (HRA) has a budgeted contribution from reserves this year of £6.231m. It is forecast to underspend this year by £0.071m. There are increased costs which are linked to increasing incentive payments related to the downsizing of properties, and also increased central support costs related to the HRA (such as senior management time). There still remains a

higher than budgeted level of developer income for Dollis Valley, Stonegrove, and Granville Road regeneration schemes which has led to the overall underspend.

4.2 Capital

	2015/16 Latest Approved Budget	BF Variance at Outturn	Addition/Deletion at Outturn	Additions/(Deletions) at Quarter 1	(Slippage) / Accelerated Spend at Quarter 1	2015/16 Budget & all adjustments at Outturn and Quarter 1	Additions/(Deletions) - Quarter 2	(Slippage) / Accelerated Spend - Quarter 2	Proposed 2015/16 Budget	Forecast to year-end	Variance from Approved Budget	% slippage of 2015/16 Approved Budget
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	%
Housing Needs Resources	148	154	-	-	-	302	750	-	1,052	1,052	904	0.0%
Housing Needs Resources	148	154	-	-	-	302	750	-	1,052	1,052	904	0.0%

	2015/16 Latest Approved Budget	BF Variance at Outturn	Addition/Deletion at Outturn	Additions/(Deletions) at Quarter 1	(Slippage) / Accelerated Spend at Quarter 1	2015/16 Budget & all adjustments at Outturn and Quarter 1	Additions/(Deletions) - Quarter 2	(Slippage) / Accelerated Spend - Quarter 2	Proposed 2015/16 Budget	Forecast to year-end	Variance from Approved Budget	% slippage of 2015/16 Approved Budget
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	%
Housing Revenue Account	49,508	2,247	-	-	(4,543)	47,212	-	(5,605)	41,607	41,607	(7,901)	-11.3%
Housing Revenue Account	49,508	2,247	-	-	(4,543)	47,212	-	(5,605)	41,607	41,607	(7,901)	-11.3%

The housing needs and resources budget for hostel refurbishment is expected to be spent in full in 2015/16. There is also an addition of £0.750m for the Social Mobility Scheme through a capital grant which is also expected to be spent in full in 2015/16.

The Housing Revenue Account capital programme is showing £5.6m of slippage at quarter 2, due to re-profiling of advanced acquisitions on regeneration estates and new affordable homes work.

5. Risk

The following is the 5 X 5 matrix 'heat map' highlighting the number of risks at a Directorate Level and where they are currently rated:

PROBABILITY	SCORE	IMPACT				
		1	2	3	4	5
		Negligible	Minor	Moderate	Major	Catastrophic
5	Almost Certain	0	0	0	0	0
4	Likely	0	0	1	1	0
3	Possible	0	0	0	0	0
2	Unlikely	0	0	0	0	0
1	Rare	0	0	0	0	0

Risk Commentary for Delivery Unit:

Homelessness is monitored as a Corporate Risk through the Strategic Commissioning Board however it is noted here as a significant risk related to Barnet Homes and delivery of some of their key performance indicators.

The risk register lists those risks rated as 12 and above.

Risk	Current Assessment			Control Actions	Risk Status	Board Assurance (timing)	Target Assessment		
	Impact	Probability	Rating				Impact	Probability	Rating
COMBG0011 – Financial There is a risk that the Council will fail to spend the Capital Receipts accrued from Right to Buy sales, and will be required to pay them to the DCLG with interest.	Moderate 3	Likely 4	Medium High 12	Sept 15: Following changes to national rent policy announced in the July 2015 budget, the HRA is no longer able to provide enough resources to enable RTB receipts to be spent. Alternative strategies are being considered including making use of commuted sums.	Treat	Quarterly	Minor 2	Unlikely 2	Medium Low 4
ORG0039 – Financial There is a risk that homelessness and the subsequent cost of	Major 4	Likely 4	High 16	Preventative: The Housing Strategy identifies 3 key areas where Barnet Homes and the Council are focusing their efforts to	Treat	Quarterly	Moderate 3	Unlikely 2	Medium/Low 6

Risk	Current Assessment Impact Probability Rating			Control Actions	Risk Status	Board Assurance (timing)	Target Assessment Impact Probability Rating		
<p>providing emergency short term accommodation will continue to rise.</p> <p>Cause: The Council has an obligation to house people that are homeless and support families who are unintentionally homeless. Despite improvements in the economy, homelessness has continued at high levels within the borough due to a shortage of homes, and increasing housing costs, particularly in the private rented sector. Welfare reform means that poorer households receive less financial support with their housing costs and landlords are increasingly seeking tenants who do not rely on housing benefit to pay their rent. The housing benefit subsidy levels for temporary accommodation have not increased since 2011 whilst costs have risen significantly. Further welfare reform and a freeze of LHA rates means more households will be at risk of homelessness, whilst potential reductions in social rents and Right to Buy proposals are likely to curtail the potential supply of affordable homes.</p> <p>Consequence: Substantial increase in homelessness including intentional homelessness where children are involved and the subsequent provision of affordable housing at a significant and increasing cost to the Council.</p>				<p>reduce homelessness:</p> <ul style="list-style-type: none"> • increasing prevention activities, including joint working with job centre plus • increasing the supply of homes for households facing homelessness • Making best use of existing resources through the Allocations Scheme and Tenancy Strategy <p>Detective: A number of mitigating actions have already been taken, including a more commercial approach to working with private landlords, innovative TA solutions and redesigned services. The Welfare reform task force has helped households affected by welfare reform to avoid losing their home by accessing employment.</p> <p>The Strategic Housing Lead and Contract Manager are now working with Barnet Homes to explore further options for reducing homelessness and the associated costs, including putting additional resources into securing more homes in the private rented sector and intervening at an earlier stage where a household is threatened with homelessness. Barnet Homes are also producing a homelessness and temporary accommodation action plan which will be in place by September 2015.</p>					

7. Equalities

Equalities description	Comments and Proposed Intervention
	<p>The ethnic profile of customers living in emergency temporary accommodation (ETA) in Q2 2015/16 was very similar to the ethnic profile of those in ETA in the two previous quarters (Q1 2015/16 and Q4 2014/15). The proportion of customers of black ethnicity (22%) and Asian ethnicity (10%) were both 1% less than in Q1 2015/16 and Q4 2014/15, whereas prior to Q4 2015/16 the proportion of black customers had been increasing and the proportion of Asian customers had been higher.</p> <p>The Q2 2015/16 age profile of customers in ETA was also very similar to the age profile of customers in ETA during the previous quarter. The only differences were a slight decrease in the proportion of customers aged 16 to 24 year olds (from 15% to 12%) and slight increases in the levels of both 55 to 64 year olds (1% increase to 4%) and 45 to 54 year olds (a 2% increase to 21%). At 30% and 31% respectively, those aged 25 to 34 and those aged 35 to 44 were at the same level as in Q1 2015/16 and therefore they remain the two largest groups of customers living in ETA.</p> <p>The average time spent in ETA increased overall by 9% but increased at a higher rate for both customers of black ethnicity (11%) and Asian ethnicity (by 26%). The average time spent in ETA by customers who are known to have a disability continued to decrease (by 23% in Q2 2015/16 following a 21% decrease in Q1 2015/16).</p> <p>During Q3 2015/16, customers in ETA will be surveyed by Housing Options staff. As well satisfaction levels, customers will be asked about move on options, including whether or not they have looked for alternative accommodation themselves. Those who have been in ETA the longest will be prioritised first and any useful learning will be utilised.</p>

8. Customer Experience

Customer Experience description	Comments and Proposed Intervention					
Q1-2 2015/16	Numerator	Denominator	Result	Target	Traffic Light	LBB Average
CE001 Contact Centre Telephone % Satisfied Customers	857	917	93.5%	80.0%		91.0%
CE002 % FOI Enquiries Responded to in Time	46	46	100.0%	100.0%		96.8%
CE003 % Calls Answered	74,626	84,173	88.7%	92.0%		n/a*
CE004 % Stage 1 Complaints Responded to in Time	75	78	96.2%	90.0%		80.2%
CE005 No' Stage 3 Complaints Upheld	0	0	0	0		1**
CE006 % VIPs / Member's Enquiries Responded to in Time (5 days)	101	101	100.0%	100.0%		64.7%***
CE007 Face to Face Wait Time	116,729	11,205	10.4	10.0		13.5****
CE008 Customer Satisfaction with Face to Face	1,758	2,070	84.9%	70.0%		80.2%
<p>Notes</p> <p>*Figures not reported for May and June 2015</p> <p>**This is the total for LBB</p> <p>***Barnet Homes 'in time' was based on 10 days in Q1</p> <p>****Figures are for Barnet House only</p>						

The customer service indicator CE003 has recorded a failure to meet the 92% target with an outturn of 88.7%. This is due to quarter two reporting over double the number of calls received from 41,484 (quarter one) to 84,173 (quarter two). Barnet Homes are investigating the reasons for this increase in contact.

Appendix A

Performance indicators which have met or exceeded their target.

Ref	Indicator description <i>Measure of how successful the Council is towards meeting the strategic objectives as set out in the Corporate Plan</i>	Type of indicator	Period Covered <i>Timeframe data has been measured</i>	Previous Result <i>Previous result from the most relevant period</i>	Target Achievement level expected	Numerator and Denominator <i>Relevant number that achieved the level required by the indicator out of total for indicator</i>	Result <i>Most recent result of the indicator measurement</i>	Target Variance <i>A calculation of how far the outturn is from the target</i>	Direction of Travel <i>An assessment of whether performance has improved since the previous results</i>	Benchmarking <i>How performance compared to other councils</i>
BH/S1	Number of households in emergency temporary accommodation (ETA)	Strategic	As at 30 Sep 2015	389	500	N/A	392	21.6%	Worsening	Q1 15/16 DCLG: We continue to see quarter on quarter improvement, we are now ranked 18th (Q4: 20th) in London (including City of London). London saw a 9% increase in households, whilst outer London saw a 10% increase compared to a 15% decrease for Barnet.
BH/S2	Number of Homelessness Preventions	Strategic	April-Sept 2015	384	350	N/A	468	33.7%	Improving	The result for 2014/15 DCLG was second quartile (the same as 2013/14). Please note this is only published annually.

Ref	Indicator description <i>Measure of how successful the Council is towards meeting the strategic objectives as set out in the Corporate Plan</i>	Type of indicator	Period Covered <i>Timeframe data has been measured</i>	Previous Result <i>Previous result from the most relevant period</i>	Target <i>Achievement level expected</i>	Numerator and Denominator <i>Relevant number that achieved the level required by the indicator out of total for indicator</i>	Result <i>Most recent result of the indicator measurement</i>	Target Variance <i>A calculation of how far the outturn is from the target</i>	Direction of Travel <i>An assessment of whether performance has improved since the previous results</i>	Benchmarking <i>How performance compared to other councils</i>
BH/S4	Current tenant arrears as a percentage of the annual rent debit	Strategic	As at 30 Sep 2015	3.85%	4.02%	$\frac{2283010.33}{58621216.72}$	3.89%	3.1%	Worsening	Q1 15/16 Housemark - we are lower quarter (London)
BH/S5	Temporary Accommodation (TA) current arrears as percentage of debit	Strategic	As at 30 Sep 2015	5.63%	6.43%	$\frac{1069976.09}{19039856.2}$	5.62%	12.6%	Improving	No comparative data
BH/C2	Percentage of those households in emergency temporary accommodation (ETA) pending enquiries, found to be intentionally homeless or with a cancelled case	Critical	As at 30 Sep 2015	31.1%	37.0%	$\frac{142}{392}$	36.2%	2.1%	Worsening	Q1 15/16 DCLG: Barnet has moved up to 18th (from 20th Q4) in London (including City of London). London has moved slightly to 28% (from 27% in Q4) whilst Barnet Homes has remained the same at 31%.
BH/C3	Number of families living in Bed and Breakfast >6	Critical	As at 30 Sep 2015	0	0	N/A	0	N/A	Same	Q1 15/16 DCLG: Barnet remains in the top quartile in London. 23

Ref	Indicator description <i>Measure of how successful the Council is towards meeting the strategic objectives as set out in the Corporate Plan</i>	Type of indicator	Period Covered <i>Timeframe data has been measured</i>	Previous Result <i>Previous result from the most relevant period</i>	Target Achievement level expected	Numerator and Denominator <i>Relevant number that achieved the level required by the indicator out of total for indicator</i>	Result <i>Most recent result of the indicator measurement</i>	Target Variance <i>A calculation of how far the outturn is from the target</i>	Direction of Travel <i>An assessment of whether performance has improved since the previous results</i>	Benchmarking <i>How performance compared to other councils</i>
	weeks									boroughs in London have households in B&B accommodation and 13 of these had families with children in for longer than 6 weeks. Barnet continue to have no households in B&B accommodation
BH/C6	Total number of Private Rented Sector lettings achieved	Critical		189	162	N/A	229	41.4%	Improving	No comparative data
BH/C8	Average re-let time routine lettings (calendar days)	Critical	April-Sept 2015	23.9	24.0	$\frac{4223}{194}$	21.8	9.3%	Improving	Q1 15/16 Housemark - we remain in the second quartile for standard re-lets (London)
BH/C9	Leasehold service charges collected as a percentage of service charges due	Critical	April-Sept 2015	51.2%	50.0%	$\frac{1546448}{3023525}$	51.1%	2.3%	Worsening	Not yet available (annual house benchmarking not yet available)

Ref	Indicator description <i>Measure of how successful the Council is towards meeting the strategic objectives as set out in the Corporate Plan</i>	Type of indicator	Period Covered <i>Timeframe data has been measured</i>	Previous Result <i>Previous result from the most relevant period</i>	Target Achievement level expected	Numerator and Denominator <i>Relevant number that achieved the level required by the indicator out of total for indicator</i>	Result <i>Most recent result of the indicator measurement</i>	Target Variance <i>A calculation of how far the outturn is from the target</i>	Direction of Travel <i>An assessment of whether performance has improved since the previous results</i>	Benchmarking <i>How performance compared to other councils</i>
BH/C10	Percentage of respondents very or fairly satisfied with repairs and maintenance	Critical	April-Sept 2015	98.9%	95.0%	$\frac{2089}{2110}$	99.0%	4.2%	Improving	Not yet available (annual house benchmarking not yet available)
BH/C11	Percentage of estates rated as 3 or 4 (satisfactory or very good)	Critical	April-Sept 2015	100.0%	90.0%	$\frac{48}{51}$	94.1%	4.6%	Worsening	No comparative data
BH/C12	Percentage of dwellings with a valid gas safety certificate	Critical	As at 30 Sep 2015	100.0%	100.0%	$\frac{8636}{8636}$	100.0%	0.0%	Improving	Q1 15/16 Housemark - we remain in the upper quartile