

Barnet Homes – Q1 2015/16

1. SUMMARY

1.1 DELIVERY UNIT DASHBOARD

Financial			
Projected year-end revenue budget variance		Capital actual variance	
Housing Needs Resources	900	Housing Needs Resources	154
HRA	(476)	HRA	(812)

	Performance	Commissioning Intentions
Green rated	86% (12)	5
Green Amber rated	0% (0)	0
Red Amber rated	7% (1)	0
Red rated	7% (1)	0

1.2 TOP ACHIEVEMENTS AND ACTIONS

Top Achievements

Housing Committee 29th June 2015 agreed Head of Terms and gave authority to develop a new 10 year Management Agreement for Barnet Homes to be in place by April 16.

Emergency Temporary Accommodation reduction of 292 from 681 in July 2013 to 389 in June 2015. This presents a 43% reduction as a result of the mitigation work Barnet Homes has undertaken.

Barnet Homes has delivered a £300K General Fund efficiency saving for 2015/16 as part of the agreed Medium Term Financial Savings target agreed in 2013.

Key Challenges	Actions required
1. Homelessness	<p>Levels of homelessness remain high with an associated risk of rising costs of the mitigating actions that Barnet Homes have in place, as private sector rents in the borough continue to rise. In addition, progress with the Council's regeneration schemes means that there is an added pressure of rehousing people housed temporarily on the regeneration estates. Further welfare reform and other initiatives such as the extension of the Right to Buy to Housing Association tenants also present potential challenges to the Council's ability to rehouse homeless people and contain costs.</p> <p>The new management agreement will enable Barnet Homes to continue to mitigate some financial pressure. Barnet Homes have also committed as part of the Housing Strategy to deliver a Temporary Accommodation Reduction Action Plan for 2014/16 by September 15 and are working with the Council to explore a range of options to contain budget pressures</p>
2. Housing Benefit Reduction	<p>The reduction is the amount of housing benefit being received by Barnet residents and the impact of this on rent collection remains a concern with only 41% of customers now receiving the maximum levels of benefit while the remainder are all receiving reduced amounts. BH are commissioning the Insight Team to undertake an analysis in order to provide a wider context to help explain why lower amounts of Housing Benefit are being received for residents in Barnet in comparison to other areas.</p> <p>This is likely to remain an on-going and potentially increasing concern as amongst the organisations that participated in the Direct Payment Demonstration Projects, (also known as the Universal Credit pilot</p>

schemes) the general trend indicated there was a sharp increase in rent arrears for the first few months of tenants receiving the housing element of Universal Credit (UC) directly

1.3 SUMMARY OF THE DELIVERY UNIT'S PERFORMANCE

Overall Barnet Homes continues to perform services well with 86% of the 14 KPIs reported this quarter either on or exceeding target. Out of the 12 KPIs reported as green, 9 are either showing the same performance trend or performance has improved since the last quarter.

Barnet Homes continue to achieve a high level of satisfaction with its services namely;

- 83.5% satisfaction with face to face contact - a 2.5% improvement on last quarter based on the combined face to face outturn for Barnet Homes & Housing Options Indicators which were reported on last year.
- 92.1% satisfaction with telephone contact - a 1% drop on last quarter
- 98.9% satisfaction with repairs and maintenance – a 1.7% improvement on last quarter
- 100% satisfaction with estates being rated satisfactory or very good – an 2% improvement on last quarter

Performance against income collection remains a concern this year as whilst showing green against a revised annual target performance has worsened since Q4 14/15 with an outturn of 3.85% against a previous outturn of 3.53%. An improvement plan has been implemented to improve performance and a number of initiatives such as the implementation of a rent payment profiling system (RentSense) which is expected at the end of August 15 are expected to mitigate any further deterioration and to provide a long term improvement in this area.

The loss of HRA accommodation as the estate regeneration programmes are progressed will continue to put pressure on the General Fund in the form of increased use of temporary accommodation. Mitigations are continuing to be taken to reduce the pressure including increasing homeless prevention activity, managing existing demand and increasing affordable housing supply. Barnet Homes Homeless Prevention Team has performed well this quarter with 226 preventions compared with 192 in Quarter 1 14/15.

However, at the end of Quarter 1 there were 2,807 households in Temporary Accommodation which is an increase of 1.8% since March 15; this includes 389 in emergency temporary accommodation.

2. Performance

2.1 How the Delivery Unit is performing against its performance indicators

	RAG ratings				Improving or the same	Worsening	No. of indicators expected to report this quarter
	Green	Green Amber	Red Amber	Red			
Strategic	4	0	0	0	2	2	4
Critical	8	0	1	1	0	0	10
Overall	86% (12)	0% (0)	7% (1)	7% (1)	64% (9)*	28% (4)	14

* BH/C8 has not previously reported therefore is not either improving, remaining the same or worsening

2.2a Performance Indicators that did not meet their target

Appendix A outlines the indicators which have met their target.

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>
Percentage of statutory homeless appeals completed on time	Critical	As at 30 June 2015	96.9%	100.0%	17/35	48.57%	51.4%	Worsening	No comparative data

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>
Percentage of dwellings with a valid gas safety certificate	Critical	As at 30 June 2015	100.0%	100.0%	8664/8665	99.99%	0.0%	Worsening	Q4 14/15 Housemark - we remain in the upper quartile

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

Ref and title	Comments and Proposed Intervention
BH/C7 Percentage of statutory homeless appeals completed on time	Data shows that following increased levels of appeals in Quarter 4 a backlog occurred; however, levels of appeals being received reduced in May and continued to fall in June. An improvement plan has been implemented in Quarter 1 to address the backlog generated by the earlier high volumes and bring this indicator back to target. However it should be noted that as the backlog is addressed initially performance will appear to worsen in June as the oldest cases which are out of time are resolved. The improvement plan also seeks to develop a longer-term solution given it is expected that this area will continue to experience pressure. Actions taken to date; Identifying internal resource to assist with appeals - following this, a current agency resource has been transferred from Housing Needs Officer role to appeals function full-time. Exploring the feasibility of outsourcing s202 appeals to Westminster with 3 test cases to be piloted and reviewed during August with initial review to be completed by October 15. A review of the volume and type of appeal being received is being undertaken - benchmarking data on the level of resource versus volume is also being collated from the North London Housing Partnership (NHLP) which will inform BH longer-term proposals for this service.
BH/C12 Percentage of dwellings with a valid gas safety certificate	This KPI failed due to BH being unable to access one property as the application for access via warrant at the Magistrates Court was refused. A second attempt to obtain a warrant was successful resulting in BH completing the required Safety Inspection on Monday 13 th July 15.

3. Commissioning Intentions

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 early 2016 with the final one in 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	<p>Barnet Homes and the Council have been working together to negotiate a new 10 year agreement. As part of this work a series of sessions have been carried out to review the requirement of services delivered by Barnet Homes. Recommendations and Heads of Terms for new Management Agreement have been agreed by Housing Committee and The Barnet Group Board.</p> <p>Work on the new agreement to start in late July.</p>
Reducing homelessness and the use of Temporary Accommodation	Green	<p>The Housing Strategy identifies 3 key areas where Barnet Homes and the Council are focusing their efforts to 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>Some highlights from Quarter 1 are;</p> <p>Barnet Homes have committed as part of the Housing Strategy to deliver a Temporary Accommodation Reduction Action Plan for 2014/16 by September 15 and a draft is currently with the Authority</p>

Commissioning Intention	RAG	Commentary
		<p>Barnet Homes dedicated Homeless Prevention team are in place to maximise private sector tenancy sustainment and this has achieved 226 preventions in Q1 15/16, compare to 154 preventions in Q1 14/15. Barnet Homes have been providing support to reduce homelessness. Five Universal Credit (UC) claimants to date have been supported to date.</p> <p>Barnet Homes Multi-agency Benefits Task Force have achieved 20 homeless preventions in Q1 15/16 however this down 16 prevents on same period last year (36).</p>
<p><u>Providing suitable housing to support vulnerable people</u></p>		
<p>Increased supply of alternatives to residential care for vulnerable people</p>	<p>Green</p>	<p>51 Extra Care Homes for rent for older people. Planning approval achieved 18th May 2015.</p> <p>Addresses some of the current shortfall in Extra Care within the housing stock</p> <p>Addresses the demographic trend within the borough of an aging population that will require Extra Care Housing</p> <p>Assists the Adult and Communities Strategy of increasing the opportunities for individuals with disabilities to live as independent life as possible and have choices about how they want to live their lives</p> <p>Provision of more housing choice for older people with care and support needs, in particular those with dementia</p> <p>Increasing the number of affordable homes for households in housing need, reducing the need for some households to remain in larger unsuitable housing</p> <p>Meeting the needs of older people in the borough</p> <p>Address the annual increase in the shortfall in extra care housing as population projections show will be required</p>

Commissioning Intention	RAG	Commentary
		<p>Completion of the project will deliver revenue savings to Adult and communities compared to more costly residential care</p> <p>Positive benefits reported by Barnet residents living in existing schemes include feeling secure, access to help and inclusion as opposed to isolation</p> <p>In terms of Wheelchair housing, Barnet Homes, working with the council, have a target of delivering 500 new affordable homes by 2021. At least 10% of these homes will be fully wheelchair accessible. The first 40 of these homes will be delivered on a phased basis from January to May 2016. 4 of these 40 homes will be wheelchair accessible.</p>
<p>Providing sustainable housing options for children leaving care</p>	<p>Green</p>	<p>Barnet Homes is working closely with the Onwards and Upwards Team to ensure a supported housing pathway for children leaving care. A joint protocol has been developed and regular meetings are in place to ensure the optimum housing option for the individual care leaver is achieved.</p>

4. Financial

4.1 Revenue

Input by Finance

Description	Variations				Comments	% Variation of revised budget
	Original Budget	Budget V1	Q1 Forecast	Variation		
	£000	£000	£000	£000		
Housing Needs Resources	3,954	3,949	4,849	900	Increased net cost due to demand for temporary accommodation	22.8%
Total	3,954	3,949	4,849	900		22.8%

Description	Variations				Comments	% Variation of revised budget
	Original Budget	Budget V1	Q1 Forecast	Variation		
	£000	£000	£000	£000		
LBB Retained	0	0	0	0		0.0%
HRA Regeneration	1,028	1,028	462	(566)	Increased income from Dollis Valley and Stonegrove developers.	-55.1%
HRA Other Income and Expenditure (net)	5,283	5,283	5,373	90	Landlord incentive payments	-1.7%
Interest on Balances	(80)	(80)	(80)	0		0.0%
HRA Surplus/Deficit for the year	(6,231)	(6,231)	(6,231)	0		0.0%
Housing Revenue Account	0	0	(476)	(476)		-100.0%

The Housing Needs and Resources service have forecast an overspend of £0.9m for the financial year 2015/16. This has been driven by a combination of continued high demand for temporary accommodation and rents being restricted to January 2011 LHA rates. However, a number of mitigations to control the costs and demand for temporary accommodation have been successful. These include over 100 households being able to access the private rented sector through let2Barnet, as well as 43 new units of housing association leased accommodation. These are both used as alternatives to expensive temporary accommodation.

The Housing Revenue Account (HRA) has a budgeted contribution from reserves this year of £6.231m. It is forecast to underspend this year by £0.476m largely to higher than expected developer income for Dollis Valley and Stonegrove regeneration schemes which have been partly offset by higher than budgeted landlord incentive payments to secure access to rental properties. However, whilst this is within the overall HRA budget, it is not one that Barnet Homes manage through the management fee

4.2 Capital

	2015/16 Latest Approved Budget	BF Variance at Outturn	Addition/Deletion at Outturn	2015/16 Latest approved Budget (including 2014-15 slippage)	Additions/ (Deletions) - Quarter 1	(Slippage) / Accelerated Spend - Quarter 1	2014/15 Budget (including Quarter 1)	Forecast to year-end	Variance from Approved Budget	% slippage of 2015/16 Approved Budget
	£000	£000	£000	£000	£000	£000	£000	£000	£000	%
Housing Needs Resources	148	154	-	302	-	-	302	302	154	0.0%
Housing Needs Resources	148	154	-	302	-	-	302	302	154	0.0%

	2015/16 Latest Approved Budget	BF Variance at Outturn	Addition/Deletion at Outturn	2015/16 Latest approved Budget (including 2014-15 slippage)	Additions/ (Deletions) - Quarter 1	(Slippage) / Accelerated Spend - Quarter 1	2014/15 Budget (including Quarter 1)	Forecast to year-end	Variance from Approved Budget	% slippage of 2015/16 Approved Budget
	£000	£000	£000	£000	£000	£000	£000	£000	£000	%
Housing Revenue Account	49,508	2,247	-	51,755	-	(3,059)	48,696	48,696	(812)	-6.2%
Housing Revenue Account	49,508	2,247	-	51,755	-	(3,059)	100,451	48,696	(812)	-6.2%

The housing needs and resources budget which is largely for hostel refurbishment is expected to be spent in full in 2015/16.

The Housing Revenue Account capital programme is showing £1.9m of accelerated works for major schemes, which has been offset by slippage on M&E and regeneration work due to profiling of work across a 4 year period. There has also been an acceleration of the voids capital programme.

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	2	0	0
3	Possible	0	0	3	0	0
2	Unlikely	1	0	1	1	0
1	Rare	0	0	1	0	0

Risk Commentary for Delivery Unit:

Homelessness is monitored as a Corporate Risk and will be reported through Strategic Commissioning Board however is also noted here given it is a significant risk related to Barnet Homes. A joint risk arising from the introduction of Barnet Homes new IT system remains as the impact is continuing. A joint risk continues to be the potential failure to ensure that Right to Buy receipts are used within the government timelines.

The following 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
Homelessness - ORG0039 There is a risk that homelessness and the subsequent cost of providing emergency short term accommodation will continue to rise. Cause: The Council has an	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 reduce homelessness: <ul style="list-style-type: none"> increasing prevention activities, including joint working with job centre plus increasing the supply of 	Treat	Quarterly	Moderate 3	Possible 3	Low 9

Risk	Current Assessment Impact Probability Rating			Control Actions	Risk Status	Board Assurance (timing)	Target Assessment Impact Probability Rating		
<p>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</p>				<p>homes for households facing homelessness</p> <ul style="list-style-type: none"> 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>					

Risk	Current Assessment Impact Probability Rating			Control Actions	Risk Status	Board Assurance (timing)	Target Assessment Impact Probability Rating		
cost to the Council.									
COMBG0009 - There is a risk that the introduction of new Housing Management IT systems in April will impact on Barnet Homes' performance. Income collection performance may particularly be affected.	Moderate 3	Likely 4	Medium High 12	There have been on-going issues with the performance of the new housing management system QL since its implementation in May 2014 which has impacted on performance in a number of areas, however material impact has been seen in income collection, as reported through monthly meetings. All system issues were included in a QL gap analysis exercise and the final report has been approved by Project Board. Following this a design and discovery stage piece of work has been commissioned and is scheduled to ensure a definitive record of all technical issues and inform a remedial programme. This work is scheduled to commence in July	Treat	Quarterly	Minor 2	Unlikely 2	Medium Low 4
COMBG0011 - There is a risk that the Council will fail to spend the Capital Receipts accrued from Right to Buy (RTB) sales, and will be required to pay them to the Department for Communities and Local Government (DCLG) with interest.	Moderate 3	Likely 4	Medium High 12	The Council's Housing Strategy is due to be considered by full Council on 28 July, and sets out plans to build new council homes using a combination of RTB receipts and Housing Revenue Account (HRA) funding. This approach will be developed in more detail in the HRA Business Plan which is due to be reported to	Treat	Quarterly	Minor 2	Unlikely 2	Medium Low 4

Risk	Current Assessment Impact Probability Rating			Control Actions	Risk Status	Board Assurance (timing)	Target Assessment Impact Probability Rating		
				<p>Housing Committee in October 2015.</p> <p>Government plans to extend the Right to Buy to Housing Association Tenants and fund this through the sale of high value council housing, along with proposals in the Budget to reduce social housing rents by 1% a year could impact on our development plans meaning that the risk of failing to spend RTB receipts remains, and will be quantified further as details of the RTB extension and rent reduction become available.</p>					

6. Equalities

Comments and Proposed Intervention

The ethnic profile of customers living in emergency temporary accommodation (ETA) in Q1 2015/16 was similar to the ethnic profile of those in ETA in Q4 2014/15. The proportion of both customers of black ethnicity (23%) and Asian ethnicity (11%) remained at the same level whereas prior to Q4 2015/16 the proportion of black customers had been increasing and the proportion of Asian customers had been higher. The average time spent in ETA decreased by 1% overall and by 6% for Asian customers.

The Q1 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 notable change was the reduction in the proportion of customers aged between 65 to 74 from 4% to 1%. This reduction has impacted on the average time spent in ETA by customers in this age group, which increased by 66% since Q4 2014/15. This is attributable to one of the remaining customers in this age group having had a very long stay in ETA due to complex circumstances surrounding their case. At 30% and

31% respectively, those aged 25 to 34 and those aged 35 to 44 remain the two largest groups of customers living in ETA. Using the guidance on intervention and escalation of performance challenges, Delivery Unit and Lead Commissioner should propose the level of intervention required for the equalities indicators that significantly vary from the baseline

7. Customer Experience

Q1 2015/16	Numerator	Denominator	Result	Target	RAG Rating	LBB Average
CE001 Contact Centre Telephone % Satisfied Customers	442	480	92.1%	80.0%		91.0%
CE002 % FOI Enquiries Responded to in Time	25	25	100.0%	100.0%		96.8%
CE003 % Calls Answered	35,830	41,484	86.4%	92.0%		n/a*
CE004 % Stage 1 Complaints Responded to in Time	214	233	91.8%	90.0%		80.2%
CE005 No' Stage 3 Complaints Upheld	n/a	n/a	0	0		1**
CE006 % VIPs / Member's Enquiries Responded to in Time	328	328	100.0%	100.0%		64.7%***
CE007 Face to Face Wait Time	64,903	5,529	11.7	10.0		13.5****
CE008 Customer Satisfaction with Face to Face	1,010	1,210	83.5%	70.0%		80.2%

Notes

*Figures not reported for May and June 2015

**This is the total for LBB

***Barnet Homes 'in time' was based on 10 days, LBB was based on 5 days

****Figures are for Barnet House only

CE003 - Barnet Homes have undertaken a review of the Call Handling process and implemented individual targets for call handlers within the Customer Service Team to drive up performance in this area. However, this indicator needs to be considered in the context of very high levels of satisfaction with telephone contact (CE001) which currently stands at 92.1% against a target of 80%.

CE007 – A project will be undertaken during August to see what can be done to reduce footfall in this area but as with CE003 indications are that a good level of service is being provided as customer satisfaction with face to face enquiries (CE008) is reflected within the 83.5% satisfaction outturn against a target of 70%.

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 <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 outcome 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 June 2015	455	500	N/A	389	22.2%	Improving	Q4 14/15 DCLG: We continue to see quarter on quarter improvement, we are now ranked 20th (Q3: 22nd) in London (including City of London). London saw a 9% increase in households, whilst outer London saw a 10% increase compared to a 1% decrease for Barnet.

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BH/S2	Number of Homelessness Preventions	Strategic	Apr-June 2015	192	175	n/a	226	29.1%	Improving	Data will be available next quarter, The last result was for 2013/14 DCLG where we were in the second quartile
BH/S4	Current tenant arrears as a percentage of the annual rent debit	Strategic	As at 30 June 2015	3.53%	3.85%	2288847.1/59489829.12	3.85%	0.1%	Worsening	Q4 14/15 Housemark - we remain in the third quartile (London)
BH/S5	Temporary Accommodation (TA) current arrears as percentage of debit	Strategic	As at 30 June 2015	6.33%	6.43%	1057368/18777009.36	5.63%	12.4%	Improving	No comparative data
BH/C2	Percentage of those households in emergency temporary accommodation (ETA) pending enquiries, found to be	Critical	As at 30 June 2015	31.4%	37.0%	121/389	31.1%	15.9%	Improving	Q4 14/15 DCLG: Barnet has dropped back slightly to 20th (from 19th in Q3) in London (including City of London). London has

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	intentionally homeless or with a cancelled case									remained stable at 27% as has Barnet Homes at 31%.
BH/C3	Number of families living in Bed and Breakfast >6 weeks	Critical		0	0	N/A	0	N/A	Same	Q4 14/15 DCLG: Barnet remains in the top quartile in London. 25 boroughs in London have households in B&B accommodation and 14 of these had families with children in for longer than 6 weeks. Barnet continue to have no households in B&B accommodation.
BH/C5	General Fund	Critical	Apr-June	£300,00	£300,000	N/A	£300,000	0.0%	Same	No comparative

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	HNR Costs		2015	0						data
BH/C6	Total number of Private Rented Sector lettings achieved	Critical	Apr-June 2015	106	81	N/A	104	28.4%	Worsening	No comparative data
BH/C8	Average re-let time routine lettings (calendar days)	Critical	Apr-June 2015	0.0	24.0	N/A	23.9	0.4%		New Indicator - Q4 14/15 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	Apr-June 2015	26.2%	25.0%	986284/3238723	30.5%	21.8%	Improving	Not yet available (annual house benchmarking not yet available)
BH/C10	Percentage of respondents very or fairly satisfied with repairs and maintenance	Critical	Apr-June 2015	97.2%	95.0%	1277/1291	98.92%	4.1%	Improving	Not yet available (annual house benchmarking not yet available)
BH/C11	Percentage of estates rated	Critical	Apr-June 2015	98.0%	90.0%	15/15	100.0%	11.1%	Improving	No comparative data

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 outcome 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>
	as 3 or 4 (satisfactory or very good)									