

Barnet Homes – Q3 2015/16

1. SUMMARY

1.1 DELIVERY UNIT DASHBOARD

Financial			
Projected year-end revenue budget variance		Capital actual variance	
Housing Needs Resources	372	Housing Needs Resources	(540)
HRA	0	HRA	2,168

	Performance	Commissioning Intentions
Green rated	85% (11)	60% (3)
Green Amber rated	8% (1)	40% (2)
Red Amber rated	0% (0)	0% (0)
Red rated	8% (1)	0% (0)

Top Achievements

Barnet Homes opened the first women's refuge in Barnet in partnership with Solace Women's Aid who will manage the facility, with funding provided by the Government. The service can support 39 clients and at the start of January 2016 is already operating at capacity. This compliments the Domestic Violence One Stop Shop which was opened in September 2015, providing advice and guidance on domestic violence.

A new Chief Executive Officer (CEO) Troy Henshall was appointed for The Barnet Group (TBG) in November, following an extensive recruitment process. As Troy was the acting CEO this has enabled a smooth transition for the Group, with the initial work focussing on finalising the new 10 year management agreement for Barnet Homes and the 5 year Barnet Group business plan.

Resident and Service User awards were held at The Barnet Group (TBG) AGM in October. Over 70 guests (residents, service users, carers) attended the event to celebrate the outstanding achievements made by Barnet Homes' residents, Your Choice Barnet customers, and their parents and carers during 2015.

Key Challenges	Actions required
<p>High demand for homelessness services and in particular the increasing reliance on General Fund temporary accommodation has exposed the Council to a greater risk of cost inflation in relation to the cost of accommodation.</p>	<p>Demand for temporary accommodation and inflationary pressures are being monitored closely but continue to increase, albeit steadily. Barnet Homes has developed a range of mitigations with the principle aims of maximising prevention, managing demand, and increasing affordable supply, to help manage this demand which the council has agreed to fund. Mitigations include funding additional prevention officers, sourcing more accommodation outside London and increasing the volume of private sector lettings achieved – further information can be found in section 3.2 Commissioning Intentions.</p>
<p>The loss of IT network at Barnet House at the end of December and slowness of network at the start of January has had a significant impact on the performance of frontline and high volume services (especially the contact centre and rental collection teams).</p>	<p>The performance issues have been monitored at the start of January and traffic has gone back to normal levels. This issue will be followed up at the IT managers meeting in January to determine what further actions are required.</p>

1.3 SUMMARY OF THE DELIVERY UNIT'S PERFORMANCE

Barnet Homes continued in Quarter 3 to be a high performing Delivery Unit with 11 out of 13 (86%) KPIs either on or exceeding target. Out of the 11 KPIs reporting as green, 8 are reporting either the static or improving performance, and 3 are reporting worsening performance with further information as provided below:

- BH/S5 – Temporary Accommodation current arrears as a percentage of the annual rent debit – arrears performance is historically worse at Quarter 3 (Christmas) and performance is well within target.
- BH/C9 – Leaseholder service charges collected as a percentage of service charges due – performance was slightly behind last year (77% vs. 78%) but is ahead of target.
- BH/C10 – Percentage of respondents very or fairly satisfied with repairs and maintenance – again there has been a very minor drop in performance vs. Quarter 2, but performance is well within target.

- BH/S4 – current tenant arrears as a percentage of the annual rent – has dropped from green in Quarter 2 to green amber in Quarter 3. This is a result of it missing its target by 0.9% i.e. collecting £20k less income than its target. Further information is provided section 2.2b below.

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	
Overall	85% (11)	8% (1)	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 Timeframe data has been measured	Previous outturn Previous result from the most relevant period	Target Achievement level expected	Numerator and Denominator Amount that achieved indicator target out of the total amount for the indicator	Result Most recent indicator result	Target Variance A calculation of how far the outturn is from the target	DoT Variance An assessment of whether performance has improved since the previous result	Benchmarking How current performance compares to other councils
BH/S4	Current tenant arrears as a percentage of the annual rent debit	Strategic	As at 31 Dec 2015	3.89%	4.04%	£2,401,407 / £58,903,450	4.08%	0.9%	Worsening	Q2 15/16 Housemark - we are lower quarter (London)
BH/C7	Percentage of statutory homeless appeals completed on time	Critical	As at 31 Dec 2015	73.3%	100.0%	19/22	86.4%	13.6%	Improving	No comparative data

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

Ref No. and Indicator Description	Comments and Proposed Intervention
BH/S4 – Current tenant arrears as a percentage of the annual rent debit	<p>Arrears as a % debit came in at 4.08% against a target of 4.04%, which equates to £20K off target. The loss of IT network access for a full day in the 'rent free' week, during which there is a focus on cash collection via the telephone, contributed to our inability to come in on target. Based on collection performance in the Quarter 2 'rent free' week there was a daily collection rate via telephone and Payenet of £22K on average. As such had there been no network issues, trend analysis shows the target would likely been achieved.</p> <p>An arrears improvement plan is in place to address all areas of risk and to ensure achievement of target throughout Quarter 4. Additional resources have been deployed to manage high level arrears to stem further escalation of arrears, in addition to which the 'Rent Sense' reporting tool is now available to Officers to enable early insight to</p>

Ref No. and Indicator Description	Comments and Proposed Intervention
	areas at risk and will support future targeted work. Intervention Level 1
BH/C7 - Percentage of statutory homeless appeals completed on time	The mitigating actions of additional resource for appeals has seen the backlog reduce from 47 at the end of Quarter 2 to 19 at the end of Quarter 3 but has not met the target of being completely eradicated by 31 December 15. This is due to a number of complex appeals in the backlog which are still outstanding and which affect the overall percentage of appeals being completed in time. The complex cases relate to pending medical assessments and if decisions were to be made without obtaining all the relevant information there would be further challenge in the County Court and the risk of significant costs to the council. Intervention Level 1

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)	
60% (3)	40% (2)	0	0		

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

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	All 6 sites relating to the 40 new homes commissioned are progressing with 4 of the sites aiming to be completed by the end of March 2016. One site (3 properties) was handed over on 11 Jan 2016. The 2 remaining sites will complete in May and June 2016. Team is being resourced to meet the requirements of the current and future programme. There is a slight overspend reported in relation to highways and S278 and additional adaptations works.
<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. One final Service Level Agreement is due to be

Commissioning Intention	RAG	Commentary
		signed by the end of January 2016, with the new agreement coming into effect from April 2017.
Reducing homelessness and the use of Temporary Accommodation	Green Amber	Barnet Homes have a Temporary Accommodation Action Plan with the aims of maximising prevention, managing demand, and Increasing affordable supply. Since the action plan was implemented in Quarter 1 2015, the number of preventions has increased by 169 to 708 preventions, and the Let2barnet Team has increased procurement by 85 to 402 affordable units however Quarter 3 saw a slight increase of 0.9% in the number of people accessing Temporary accommodation from 2,868 in Q2 to 2,931 in Q3.
<u>Providing suitable housing to support vulnerable people</u>		
Increased supply of alternatives to residential care for vulnerable people	Green Amber	<p>The first phase of tendering for the new 51 unit extra care unit at Moreton Close has completed. Approval for variation to budget due to be agreed at Policy and Resources Committee in March. Currently the scheme, subject to this approval, is on track to start on site before the end of 2015/16 financial year</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

Commissioning Intention	RAG	Commentary
		<p>leavers who are in rent arrears in temporary accommodation.</p> <p>Barnet Homes has already developed two 'Get Real' homes which offer innovative, supported shared accommodation for 16-21 year olds (7 rooms). Following a successful bid, the GLA has just confirmed a funding award to Barnet Homes through 'Platforms for Life' government initiative which will enable the development of a third 'Get Real' house which will provide accommodation for a further 5 young people.</p>

4. Financial

4.1 Revenue

Housing Needs Resources						
Description	Variations				Comments	% Variation of revised budget
	Original Budget	Budget V1	Q3 Forecast	Variation		
	£000	£000	£000	£000		
Housing Needs Resources	3,954	4,976	5,348	372	Over spend of £1.108m on temporary accommodation together with increased legal costs of £0.062m. The overspends are reduced slightly by unbudgeted grant income of £0.070m from the DCLG and equipment hire income of £0.019m, plus reduced expenditure on miscellaneous expenses and other costs of £0.0130m. Further, £584k of the over spend is to be funded from contingency.	7.5%
Total	3,954	4,976	5,348	372		7.5%

The Housing Revenue Account (HRA) budget includes a projected contribution from reserves of £6.244m for the year which has slightly increased since month 7. This is mainly due to increased income from developers of approx. £0.730m relating to the Dollis Valley, Stonegrove and Granville Road Regeneration Schemes offset by increased expenditure of £0.140m in respect of Landlord's Incentive Payments (for downsizing); approximately £0.500m in respect of central recharges and £0.110m contribution to the General fund for Grounds maintenance. An assessment of grounds maintenance identified that the HRA had been undercharged for grounds maintenance and therefore a payment back to the general fund has been agreed

The forecast outturn for the Housing Needs and Resources budget (HNR) shows an overspend of £0.956m. This relates to a projected overspend of £1.108m on temporary accommodation together with increased legal costs of £0.062m. The overspends are reduced slightly by unbudgeted grant income of £0.070m from the DCLG and equipment hire income £0.019m, plus reduced expenditure on miscellaneous expenses and other costs of £0.0130m.

4.2 Capital

The completion of 25 properties from the social mobility fund for re-letting within the HNR budget has been slower than anticipated and the budget has therefore slipped into 16/17. The HRA forecast has increased by £2.168m primarily as a result of the forecasted increase in anticipated major works including mechanical, engineering and gas works and voids and lettings. The HRA major works capital programme was re-aligned to reflect the Council's 30-year business plan presented to Housing Committee in October 2015. Barnet Homes have advised that as the year has progressed, demands have been higher than anticipated, hence the increase in anticipated spend

	2015/16 Budget (including all slippages)	Additions/ (Deletions)	(Slippage) / Accelerated Spend	Proposed 2015/16 Budget	Spend to date (as per Integra)	Forecast to year-end	Variance from Approved Budget	% slippage of 2015/16 Budget (including OT & Q1 Adjustments)
		£000	£000	£000	£000	£000	£000	%
Housing	783	0	(540)	243	60	243	(540)	-69.0%
The Barnet Group	783	0	(540)	243	60	243	(540)	-69.0%

	2015/16 Budget (including all slippages)	Additions/ (Deletions)	(Slippage) / Accelerated Spend	Proposed 2015/16 Budget	Spend to date (as per Integra)	Forecast to year-end	Variance from Approved Budget	% slippage of 2015/16 Budget (including OT & Q1 Adjustments)
		£000	£000	£000	£000	£000	£000	%
Housing Revenue Account	38,803	0	2,168	40,971	26,457	40,971	2,168	6%
Housing Revenue Account	38,803	0	2,168	40,971	26,457	40,971	2,168	6%

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:

SCORE		IMPACT				
		1	2	3	4	5
		Negligible	Minor	Moderate	Major	Catastrophic
PROBABILITY	5 Almost Certain	0	0	1	0	0
	4 Likely	0	0	0	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 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
<p>Homelessness - ORG0039</p> <p>There is a risk that homelessness and the subsequent cost of 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</p>	Likely 4	Major 4	High 16	<p>Preventative: 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>Detective: A number of mitigating actions have already been taken, including a</p>	Treat	Quarterly	Unlikely 2	Moderate 3	Medium Low 6

Risk	Current Assessment Impact Probability Rating			Control Actions	Risk Status	Board Assurance (timing)	Target Assessment Impact Probability Rating		
<p>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>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>LBB has agreed to fund a range of mitigations which Barnet Homes will delivered to reduce the Temporary Accommodation / Homeless demand focusing on maximising prevention, managing demand, and Increasing affordable supply</p>					
<p>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.</p>	Almost Certain 5	Moderate 3	High 15	<p>The Lead Commissioner Housing and Environment, is developing a Housing Strategy which will provide the strategic framework for housing investment for the future. This will help determine the level of RTB receipts needed and the timescale of developments to meet housing need.</p> <p>It is anticipated that potentially £2m will need to be re-paid next year with interest</p> <p>Mitigations as follows:</p> <ol style="list-style-type: none"> 1. Lobbying Government to secure more flexibility around contribution that RTB can make to new homes and timescale within which it has to be spent. 	Treat	Quarterly	Unlikely 2	Minor 2	Medium/Low 4

Risk	Current Assessment Impact Probability Rating			Control Actions	Risk Status	Board Assurance (timing)	Target Assessment Impact Probability Rating		
				2. Looking at whether RTB receipts can be used for affordable housing council is developing with Re on general fund land					

7. Equalities

Equalities description	Comments and Proposed Intervention
	<p>The ethnic profile of customers living in emergency temporary accommodation (ETA) in Quarter 3 2015/16 was very similar to the ethnic profile of those in ETA in the two previous quarters (Quarter 2 2015/16 and Quarter 1 2015/16), with the overall reduction in the number of customers living in ETA reflected across all ethnicity groups. At 10%, the proportion of customers of Asian ethnicity remained the same as the previous quarter and the proportion of customers of black ethnicity (23%) increased by 1%.</p> <p>The Quarter 3 2015/16 age profile of customers in ETA was very similar to the age profile of customers in ETA during the previous quarter. Those aged 25 to 34 (27% in Quarter 3 15/16, 30% in Quarter 2 2015/16) and those aged 35 to 44 (31% in both Quarter 3 2015/16 and Quarter 2 2015/16) remained the two largest groups of customers living in ETA.</p> <p>The gender profile of customers in ETA during Quarter 3 2015/16 was similar to that of Quarter 2 15/16: 63% female (compared to 64% female in Quarter 2 2015/16) and 37% male (compared to 36% male in Quarter 2 2015/16).</p> <p>The average time spent in ETA did not increase overall (for all customers) but did increase for customers of Asian ethnicity (by 21%) and other ethnicity (by 13%). It decreased for customers of black ethnicity (by 7%).</p>

8. Customer Experience

Customer Experience description	Comments and Proposed Intervention					
	Q1-3 2015/16	Numerator	Denominator	Result	Target	Traffic Light
CE001 Contact Centre Telephone % Satisfied Customers	1,235	1,325	93.2%	80.0%		
CE002 % FOI Enquiries Responded to in Time	62	62	100.0%	100.0%		
CE003 % Calls Answered	112,183	127,916	87.7%*	92.0%		
CE004 % Stage 1 Complaints Responded to in Time	671	718	93.5%	90.0%		
CE005 No' Stage 3 Complaints Upheld	0	0	0	0		
CE006 % VIPs / Member's Enquiries Responded to in Time (5 days)	791	791	100.0%	100.0%		
CE007 Face to Face Wait Time	163,918	15,096	10.9**	10.0		
CE008 Customer Satisfaction with Face to Face	1,918	2,256	85.0%	70.0%		

*CE003 - Q3 saw highest volumes of calls recorded at 43,743. Coupled with this increased demand there have been network speed issues at Barnet House which have been logged with Capita. This has meant contact centre agents taking longer on calls, resulting in increased wait times generating more call backs from customers. An apprentice has been employed and will bring additional resource to help manage demand. The use of three rental income assistants on the contact centre has been trialled for the December rent free week letters which generate additional calls to the contact centre. This use of rental income assistants increased performance to 90% of calls being answered and they will be utilised in future when there are large mail outs of rent letters.

**CE007 - The introduction of Qmatic, a new ticketing system to manage customers at Barnet House was introduced in November together with Capita managing customers via a floor walker. The new system is embedding and Capita customer service officers have been supported by a Barnet Homes floor walker to guide them on the initial triage process to ensure they are directed to the right service as some Barnet Homes customers have been incorrectly signposted and which has generated longer wait times. The Qmatic system now requires Barnet Homes officers to individually manage queuing customers on their computers which caused some teething issues with customers not being logged out and adding to wait times. Barnet House network speed has also been an issue with increased times for officers to access customer records which means they spend longer with each customer.

The new Qmatic system now provides live data on the waiting times and numbers of customers in the queue and enables managers to be more responsive to demand by sending additional staff to the reception. There is however only space for three officers on the front desk which restricts the amount of face to face resource that can be used. The trial closure of the tenant and leaseholder reception in November has meant these customers being channel shifted and managed by a floor walker. The footfall for this reception is included in the overall wait time performance indicator and historically the wait times have been much lower (6.9 minutes) than the housing options reception. As tenants and leaseholders have been channel shifted and removed from the wait times there is an impact on the overall average wait time. A project on the housing options reception has started in January and will analyse the customer journey and see whether some customers can be managed differently and out of the housing options queue to reduce the volume of footfall and reduce wait times.

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 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 31 Dec 2015	392	500	n/a	314	37.2%	Improving	Q2 15/16 DCLG: We continue to see quarter on quarter improvement, we are now ranked 17th (Q1: 18th) in London (including City of London). London saw a 5% increase in households, whilst outer London saw a 6% increase compared to a 1% increase for Barnet.
BH/S2	Number of Homelessness Preventions	Strategic	Apr-Dec 2015	539	525	n/a	698	33.0%	Improving	The result for 2014/15 DCLG was second quartile (the same as 2013/14). Please note this is only published

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										annually.
BH/S5	Temporary Accommodation (TA) current arrears as percentage of debit	Strategic	As at 31 Dec 2015	5.62%	6.50%	£1,243,591 / £20,361,975	6.11%	6.0%	Worsening	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 31 Dec 2015	36.2%	37.0%	102 / 314	32.5%	12.2%	Improving	Q2 15/16 DCLG: Barnet has dropped back to 22nd (from 18th Q1) in London (including City of London). London has moved slightly to 29% (from 28% in Q1) whilst Barnet Homes dropped back to 36% (from 31% in Q1).

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BH/C3	Number of families living in Bed and Breakfast >6 weeks	Critical	As at 31 Dec 2015	0	0	n/a	0	n/a	Same	Q2 15/16 DCLG: Barnet remains in the top quartile in London. 24 boroughs in London have households in B&B accommodation and 15 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	Apr-Dec 2015	283	244	n/a	353	44.7%	Improving	No comparative data
BH/C8	Average re-let time routine lettings (calendar days)	Critical	Apr-Dec 2015	21.8	24.0	5723 / 287	19.9	16.9%	Improving	Q2 15/16 Housemark - we remain in the second quartile for standard re-lets (London)

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 <i>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/C9	Leasehold service charges collected as a percentage of service charges due	Critical	Apr-Dec 2015	78.4%	75.0%	£2,332,940 / £3,023,525	77.2%	2.9%	Worsening	2014/15 Annual Benchmarking result: Upper quartile
BH/C10	Percentage of respondents very or fairly satisfied with repairs and maintenance	Critical	Apr-Dec 2015	99.0%	95.0%	2908 / 2944	98.8%	4.0%	Worsening	2014/15 Annual Benchmarking result: Upper quartile
BH/C11	Percentage of estates rated as 3 or 4 (satisfactory or very good)	Critical	Apr-Dec 2015	94.1%	90.0%	76 / 80	95.0%	5.6%	Improving	No comparative data
BH/C12	Percentage of dwellings with a valid gas safety certificate	Critical	As at 31 Dec 2015	100.0%	100.0%	8587 / 8587	100.0%	0.0%	Same	Q2 15/16 Housemark - we remain in the upper quartile