

H&C OSC QUARTERLY PERFORMANCE REPORT

Housing Landlord

March 2017



Measure	Owner & Updater	Mar 2017 Result	Dec 2016 Result	Mar 2016 Result	Sign Off	Comments
HL05a - Stage 1 Complaints responded to within target for Housing	Elliott Brooks Corvu Admin	95% (76/80) Target: 85	93.26% (83/89) Target: 85	100% (87/87) Target: 85	✓ Updater	
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	Fiona Williamson Fiona Kimberley	99.98% Target: 100	99.96% Target: 100	99.99% Target: 100	✓ Updater	<p>We are continually trying to find ways to improve this figure the last 2% are hard to crack in my experience there are 4 groups with which we struggle the tenants will mental health issues usually hoarding, tenants who live chaotic lives, tenants with large amount of rent owing and the tenants who just don't seem to care.</p> <p>We try putting stickers on the outside of letters showing that it relates to gas safety, texting, email on top of the usual letters by post.</p> <p>We will continue to try to crack these hard to contact groups, tenancy support officers have been very helpful in this regard.</p>

Measure	Owner & Updater	Mar 2017 Result	Dec 2016 Result	Mar 2016 Result	Sign Off	Comments
PP04 - Percentage of properties passing QA checks Repairs and voids	Fiona Williamson Ricky Lang	98% Target: 98	100% Target: 98	99% Target: 98	✓	Updater The Repairs inspection regime is such that allows continuous improvement and agility. Larger repairs can be subject to mid-term inspections and 10% of all repairs are subject to quality inspections. A high standard is set by DBC and OPSL alike, and through FY16/17 OPSL has almost always sustained this level. Key to key time is repeatedly at a level significantly lower than the previous incumbent, supporting the reality of an improved quality standard. Further work is required in the upcoming FY to ensure DBC and OPSL share resources, particularly on Responsive to drive continuous improvement.
PP05 - Percentage of properties passing QA checks Planned works	Fiona Williamson Ricky Lang	100% Target: 98	100% Target: 98	100% Target: 98	✓	Updater The Partnership Surveyors who undertake these inspections have set a high standard that they expect the works to meet and the feedback has been very strong demonstrating a key output of procurement, being an improvement in the standard of works that are being delivered to the tenants of Dacorum. Collaboration is to be further enhanced in FY17/18 with these processes being scrutinised to ensure continuous improvement.

Measure	Owner & Updater	Mar 2017 Result	Dec 2016 Result	Mar 2016 Result	Sign Off	Comments
PP10 - Percentage of emergency repairs completed within 4 hours	Fiona Williamson Ricky Lang	99% Target: 99	98% Target: 99	100% Target: 99	✓	Updater The performance in this area throughout the year has been of an extremely high standard, consistently hitting the target set for emergencies both in and out of hours. The volume of emergencies against repairs, only 6%, is another good indicator for this quarter as the year has seen a number of adverse weather. The works the Planning team have done well to ensure resource is available geographically across the borough during the day has seen excellent results here.
PP12 - Percentage of non-urgent repairs completed within target	Fiona Williamson Ricky Lang	98% Target: 98	98% Target: 98	98% Target: 98	✓	Updater As anticipated, the Partnership's decision to manage the WIP from Q4 FY15/16 into Q1 of FY16/17 has resulted in failure on this indicator in the opening months. The Repairs and Small Works team had to complete a higher number of jobs as required due to this agreed withheld WIP. This has had a negative affect on the year end position but is recognised by DBC as the key contributor to the failure.
PP13b - Percentage of responsive repairs completed right first time	Fiona Williamson Ricky Lang	87% Target: 68	87% Target: 68	77% Target: 68	✓	Updater Despite the performance in the opening months feeling the impact of the withheld WIP, the Repairs team have worked smartly to bring this back on target. This has been achieved and surpassed, leading the Operational Core Group to realise continuous improvement by raising the target by 10% to 78%.

Measure	Owner & Updater	Mar 2017 Result	Dec 2016 Result	Mar 2016 Result	Sign Off	Comments
PP15 - Percentage of tenants satisfied with the service planned and responsive works	Fiona Williamson Ricky Lang	100% Target: 90	99% Target: 90	97% Target: 90	✓	Updater OPSL have focused on the customer's experience since mobilisation and this is realised in the consistently high results. Our Customer Experience Director has led the teams to integrate customer solutions into everything we do, and the fruits are borne out in the results.
SH03a - Average Time (working days) to re-let all properties	Natasha Brathwaite Laura Brennan	27 Days (3536/131) Target: 35	24.5 Days (2911/119) Target: 35	24.9 Days (3317/133) Target: 35	✓	Updater This figure has improved over last quarter. Whilst figure any delays are being closely scrutinised and dealt with as soon as possible. Owner Further improvements planned for the service and monitoring of work streams.
SH04e - % of all properties let in target	Natasha Brathwaite Laura Brennan	76.15% (99/130) No Target	74.79% (89/119) No Target	No Data No Target	✓	Updater This figure has further improved since last quarter demonstrating the commitment to ensure that processes continue to improve.
SH05 - Number of new Affordable Homes completed	David Barrett Amber Rogers	29 Dwellings Info Only	No Data Info Only	179 Dwellings Info Only	✗	

Measure	Owner & Updater	Mar 2017 Result	Dec 2016 Result	Mar 2016 Result	Sign Off	Comments
SH07a - Number of new housing advice cases received	Natasha Brathwaite Cynthia Hayford	709 Cases Info Only	624 Cases Info Only	554 Cases Info Only	✓	Updater There has been an increase in housing advice approach from last quarter. Increase from last quarter totals 85 Housing options and advice cases. This means that on average, we have had an increase of about 28 Housing Options and Advice cases per month for the last 3 months. This is a reflection of steady growth in the number of people approaching for Housing Options and Advice. Both AST evictions and parental evictions have risen in this quarter. We have noticed a slight increase in approach from people fleeing domestic violence/other forms of violence approaching Dacorum from other boroughs.
SH11b - The number of homeless reviews conducted	Natasha Brathwaite Cynthia Hayford	8 Reviews Info Only	5 Reviews Info Only	12 Reviews Info Only	✓	Updater Reviews have gone up by 3 from last quarter. This is due to increase in the number of homelessness applications
SH20e - number of Households on the Housing Register	Natasha Brathwaite Cynthia Hayford	35648 Applications Info Only	35193 Applications Info Only	No Data Info Only	✓	Updater Number on the Housing Register have gone up by 455 from last quarter. Increase in deferred applicants noted
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	Layna Warden Katie Kiely	99.9% Target: 99	99.97% Target: 99	99.93% Target: 95	✓	Updater A good result at almost 100%
TL13a - Percentage of Community Alarm calls answered within 1 min	Layna Warden Oliver Jackson	97.66% Target: 97.5	97.94% Target: 97.5	97.72% Target: 97.5	✓	Updater Owner Performance has exceeded target

Measure	Owner & Updater	Mar 2017 Result	Dec 2016 Result	Mar 2016 Result	Sign Off	Comments
TL15 - Satisfaction with the outcome of medium level ASB cases	Layna Warden Lindsey Walsh	67% (2/3) Target: 65	100% (4/4) Target: 65	100% (1/1) Target: 65	✓	Updater The new way of collecting satisfaction data needs to be fine tuned. few responses are received.
TL41 - Number of tenants who are registered to use My Housing Account	Natasha Brathwaite Jules Stevens	863 Target: 750	372 Target: 500	No Data Target: 750	✓	Updater The total number of those registered to use My Account is 863. A survey has been sent to 502 tenants and leaseholders who have not logged into their account for some time. The results will be made available next month and in the next quarter update.
TST02 - % of Tenancy Sustainment cases where rent arrears were reduced	Layna Warden Layna Warden	67% (16/24) Target: 70	20% (2/10) Target: 70	57% (8/14) Target: 70	✓	Updater 16 out of 24 cases reduced their rent arrears while being supported by the team this quarter. The arrears on these cases reduced overall by over £10,000 showing success in the work by the team.