

H&C OSC QUARTERLY PERFORMANCE REPORT

Housing Landlord

June 2017



Measure	Owner & Updater	Jun 2017 Result	Mar 2017 Result	Jun 2016 Result	Sign Off	Comments
HL05a - Stage 1 Complaints responded to within target for Housing	Elliott Brooks Corvu Admin	62.5% (30/48) Target: 85	95% (76/80) Target: 85	98.51% (66/67) Target: 85	✓ Updater	
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	Fiona Williamson Fiona Kimberley	99.97% Target: 100	99.98% Target: 100	99.97% Target: 100	✓ Updater	Good consistent results we did achieve 100% in May and that is always our target but with a stock of nearly 9,500 properties needing gas certificates this is a good result. 3 properties overdue all in the process and continuing to work for a consistent 100% compliance Owner The team continue to work well with Sun Realm to maintain a high level of compliance
PP04 - Percentage of properties passing QA checks Repairs and voids	Fiona Williamson Ricky Lang	99% Target: 98	98% Target: 98	99% Target: 98	✓ Updater	
PP05 - Percentage of properties passing QA checks Planned works	Fiona Williamson Ricky Lang	100% Target: 98	100% Target: 98	100% Target: 98	✓ Updater	

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PP10 - Percentage of emergency repairs completed within 4 hours	Fiona Williamson Ricky Lang	100% Target: 99	99% Target: 99	99% Target: 99	✓ Updater	Owner Consistently high levels of satisfaction. There is some additional work being carried out with the tenant inspectors so that they are able to have confidence in the figures and approach.
PP12 - Percentage of non-urgent repairs completed within target	Fiona Williamson Ricky Lang	98% Target: 98	98% Target: 98	90% Target: 98	✓ Owner	The performance has been high throughout the quarter, which has seen a positive impact with a reduction in complaints received in June.
PP13b - Percentage of responsive repairs completed right first time	Fiona Williamson Ricky Lang	86% Target: 78	87% Target: 68	78% Target: 68	✓ Owner	The target has been increased this year and has been exceeded throughout the first quarter. There is still the potential for further improvement to ensure tenants receive an excellent repairs service.
PP15 - Percentage of tenants satisfied with the service planned and responsive works	Fiona Williamson Ricky Lang	99% Target: 90	100% Target: 90	96% Target: 90	✓ Owner	The customer satisfaction has remained consistently high throughout the first quarter of the year.
SH03a - Average Time (working days) to re-let all properties	Natasha Brathwaite Laura Brennan	26.3 Days (3582/136) Target: 30	27 Days (3536/131) Target: 35	25.5 Days (3624/142) Target: 35	✓ Updater	High number of lets again this quarter. Staff have continued to work hard to ensure that despite only having 2 Lettings Officers effort has been made to ensure that viewings and sign ups have been completed within target.
SH04e - % of all properties let in target	Natasha Brathwaite Laura Brennan	75.19% (100/133) Target: 70	76.15% (99/130) No Target	85.26% (81/95) No Target	✓ Owner	

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SH05 - Number of new Affordable Homes completed	David Barrett Amber Rogers	No Data Info Only	29 Dwellings Info Only	3 Dwellings Info Only	✗	
SH07a - Number of new housing advice cases received	Natasha Brathwaite Cynthia Hayford	660 Cases Info Only	709 Cases Info Only	569 Cases Info Only	✓	Updater Again new cases approaching has dropped this quarter but still high as compared to same month last year.
SH10b - % of Homeless applications completed within 33 days	Natasha Brathwaite Cynthia Hayford	63.64 % (21/33) Target: 100	No Data Target: 100	No Data Target: 100	✓	Updater Poor performance in relation to case targets. However service has 1 FTE off on long term sickness, 1 fixed term member of staff also had 1 week sickness during the period, 1 temporary member of staff and 1 FTE remained in place, but 1 FTE had annual leave during the period and the service is also carrying 2 FTE vacancies for, which recruitment is being finalised - expected start date for new Officers September 2017.
SH11b - The number of homeless reviews conducted	Natasha Brathwaite Cynthia Hayford	5 Reviews Info Only	8 Reviews Info Only	8 Reviews Info Only	✓	Updater 3 reviews 2 priority need decisions
SH20e - number of Households on the Housing Register	Natasha Brathwaite Cynthia Hayford	36256 Applications Info Only	35648 Applications Info Only	22641 Applications Info Only	✓	Updater 5603 active and 6634 deferred
SH31 - Number of homelessness applicants in TA for more than 6 months	Natasha Brathwaite Cynthia Hayford	50 Target: 5	No Data Target: 5	No Data Target: 5	✓	Updater Figure remains high as team are waiting for suitable properties becoming available to move clients on. Additionally clients who are under notice due to arrears will not be able to be offered accommodation until arrears are cleared.

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TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	Layna Warden Katie Kiely	97.66% Target: 99	99.9% Target: 99	98.92% Target: 99	✓	Updater This is within target but slightly lower than we would like due to a vacant post we are waiting to fill Owner
TL13a - Percentage of Community Alarm calls answered within 1 min	Layna Warden Oliver Jackson	97.88% Target: 97.5	97.66% Target: 97.5	97.81% Target: 97.5	✓	Updater On target
TL15 - Satisfaction with the outcome of medium level ASB cases	Layna Warden Lindsey Walsh	100% (13/13) Target: 75	67% (2/3) Target: 65	100% (10/10) Target: 65	✓	Updater satisfaction levels have remained steady throughout the quarter.
TL41 - Number of tenants who are registered to use My Housing Account	Natasha Brathwaite Jules Stevens	1049 Target: 2750	863 Target: 750	No Data Target: 1750	✓	Updater We currently have 1049 users registered to My Housing Account. Owner
TST02 - % of Tenancy Sustainment cases where rent arrears were reduced	Layna Warden Mandy Peters	73% (11/15) Target: 70	67% (16/24) Target: 70	29% (2/7) Target: 70	✓	Updater Of the 15 cases closed this quarter 11 had reduced or paid any rent arrears in full.