





OSC Report - Housing & Community Department - Housing Landlord Sep-2017

Indicator Name	Results Sep-2017	Last Months Results Jun-17	Last Years Results Sep-16	RAG 	Comments	Actions
Affordable Housing - Achieve good social housing						
PP12 - Percentage of non-urgent repairs completed within target	98% Target: 98	98% Target: 98	94% Target: 98	0   0   4	Approver Comments: The performance is at target for this period. This reflects the hard work undertaken by the partnership.	No Info
PP13b - Percentage of responsive repairs completed right first time	86% Target: 78	86% Target: 78	83% Target: 68	0   0   4	Approver Comments: The performance for this quarter is above target by a considerable margin. This continues the trend for this measure and reflects the hard work undertaken by the partnership.	No Info
PP15 - Percentage of tenants satisfied with the service planned and responsive works	99% Target: 90	99% Target: 90	98% Target: 90	0   0   4	Approver Comments: The strong performance of this measure is a reflection of the continuing work of all parties in the partnership.	No Info
SH10b - % of Homeless applications completed within 33 days	39.29 % 11 / 28 Target: 100	63.64 % 21 / 33 Target: 100	No Data	2   0   0	Updater Comments: This is as a result of staff shortages and increase in the demand on the service.	No Info
SH31 - Number of homelessness applicants in TA for more than 6 months	23 Target: 15	50 Target: 5	No Data Target: 5	2   0   0	Updater Comments: This is as a result of long standing cases.	No Info
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	98.46% Target: 99	97.66% Target: 99	98.5% Target: 99	0   2   2	Updater Comments: This figure is about as expected at this stage of the year	No Info

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SH03a - Average Time (working days) to re-let all properties	27.5 Days 3324 / 121 Target: 30	26.3 Days 3582 / 136 Target: 30	21.9 Days 2628 / 120 Target: 35	0   0   4	Updater Comments: similar number of lets this quarter compared to previous quarter. A high number of properties are consistently being managed through the void and lettings process and work is ongoing to ensure that targets continue to be met and additional ways are being explored to further improve the quality of adverts to minimise ant delays due to refusals and the needs for advertising properties more than once.	No Info
SH07a - Number of new housing advice cases received	600 Cases Info Only	660 Cases Info Only	598 Cases Info Only		Updater Comments: Figure slightly less than the last quarter but slightly higher than same time last year.	No Info
SH11b - The number of homeless reviews conducted	4 Reviews Info Only	5 Reviews Info Only	4 Reviews Info Only		Updater Comments: Reviewed conducted has stayed the same compared to same time last year.	No Info
PP04 - Percentage of properties passing QA checks Repairs and voids	100% Target: 98	99% Target: 98	98% Target: 98	0   0   4	Updater Comments: The Repairs Team Supervisors carry out post inspections for our Repairs Team, this delivers an efficient service by carrying out satisfaction surveys at the same time. This is reflected in the excellent performance this period.	No Info
PP05 - Percentage of properties passing QA checks Planned works	100% Target: 98	100% Target: 98	100% Target: 98	0   0   4	Updater Comments: Osborne Property Services Ltd deliver a strong handover process with every job being signed off by a Site Manager. This contributes to the excellent performance of this indicator for the period.	No Info
TST02 - % of Tenancy Sustainment cases where rent arrears were reduced	86% 12 / 14 Target: 70	73% 11 / 15 Target: 70	75% 6 / 8 Target: 70	1   1   2	Updater Comments: Of cases closed this quarter 29 had either reduced or cleared the arrears in full and are maintaining regular payments	No Info

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PP01 - Percentage of dwellings with a valid Gas Safety Certificate	100% Target: 100	99.97% Target: 100	99.97% Target: 100	 0   3   1	Approver Comments: The performance for the Quarter was a perfect 100%. This is an excellent performance and reflects the hard work from all sections of the partnership.	No Info
SH04e - % of all properties let in target	77.69% 94 / 121 Target: 70	75.19% 100 / 133 Target: 70	82.5% 99 / 120 Info Only	0   0   2	Updater Comments: overall the quarterly figure has improved although further work is required to ensure consistency month on month and to ensure that fewer properties are out of target due to delays with Osborne.	No Info
SH20e - number of Households on the Housing Register	37140 Applications Info Only	36256 Applications Info Only	34341 Applications Info Only		Updater Comments: Number of households ahve gone up by about 3000 compared to same quarter last year.	No Info
PP10 - Percentage of emergency repairs completed within 4 hours	100% Target: 99	100% Target: 99	100% Target: 99	0   1   3	Updater Comments: This KPI is particularly challenging to achieve each month due to the extremely slim margin for error, the performance in Q2 is excellent.	No Info
Affordable Housing - Design and enable a more varied housing offer						
SH05 - Number of new Affordable Homes completed	No Data Info Only	No Data Info Only	64 Dwellings Info Only		No Comments	No Info
Dacorum Delivers - Efficiencies						
TL41 - Number of tenants who are registered to use My Housing Account	1265 Target: 3750	1049 Target: 2750	No Data Target: 3750	1   2   1	No Comments	No Info
Dacorum Delivers - Performance excellence						
TL13a - Percentage of Community Alarm calls answered within 1 min	96.8% Target: 97.5	97.88% Target: 97.5	97.95% Target: 97.5	0   1   3	Updater Comments: target exceeded for the quarter, this is positive considering there has been a change in provider.	No Info

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Dacorum Delivers - Reputation and profile delivery						
HL05a - Stage 1 Complaints responded to within target for Housing	96.61% 57 / 59 Target: 85	62.5% 30 / 48 Target: 85	95.65% 88 / 92 Target: 85	1   0   3	No Comments	No Info
Safe and Clean Environment - Maintain a clean and safe environment						
TL15 - Satisfaction with the outcome of medium level ASB cases	64% 9 / 14 Target: 75	100% 13 / 13 Target: 75	No Data 0 / 0 Target: 65	0   1   3	Updater Comments: The return of surveys has increased in September, however, these are now done on snap and no comments were available to say why people were dissatisfied. This has been requested in future	No Info