



OSC Report - Housing & Community Department - Housing Landlord

Dec-2017

Indicator Name	Results Dec-2017	Last Months Results Sep-17	Last Years Results Dec-16	RAG 	Comments	Actions
Affordable Housing - Achieve good social housing						
PP12 - Percentage of non-urgent repairs completed within target	97% Target: 98	98% Target: 98	98% Target: 98	0 1 3	Updater Comments: After missing this KPI in November OPSL report that they have managed to achieve the required target through December.	No Info
PP13b - Percentage of responsive repairs completed right first time	86% Target: 78	86% Target: 78	87% Target: 68	0 0 4	Updater Comments: Osborne report this KPI as being continually above target, however they also recognise that over time there is always room for improvement. This was recognised by a 10% rise in target being agreed by the strategic core group in year three of the contract.	No Info
PP15 - Percentage of tenants satisfied with the service planned and responsive works	99% Target: 90	99% Target: 90	99% Target: 90	0 0 4	Approver Comments: Performance remained consistently high during the period.	No Info
SH10b - % of Homeless applications completed within 33 days	20 % 7 / 35 Target: 100	39.29 % 11 / 28 Target: 100		3 0 0		No Info
SH31 - Number of homelessness applicants in TA for more than 6 months	26 Target: 15	23 Target: 15	No Data Target: 15	3 0 0		No Info
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	98.45% Target: 99	98.46% Target: 99	99.97% Target: 99	0 3 1	No Comments	No Info

Indicator Name	Results Dec-2017	Last Months Results Sep-17	Last Years Results Dec-16	RAG	Comments	Actions
PP13a - Percentage of responsive repairs completed within target	97.56% 5715 / 5858 Target: 97	98.03% 5716 / 5831 Target: 97	97.59% 5740 / 5882 Target: 97	0 0 4	No Comments	No Info
SH03a - Average Time (working days) to re-let all properties	31.5 Days 3814 / 121 Target: 30	27.5 Days 3324 / 121 Target: 30	24.5 Days 2911 / 119 Target: 35	0 1 3		No Info
SH07a - Number of new housing advice cases received	382 Cases Info Only	600 Cases Info Only	624 Cases Info Only			No Info
SH11b - The number of homeless reviews conducted	3 Reviews Info Only	4 Reviews Info Only	5 Reviews Info Only		No Comments	No Info
PP04 - Percentage of properties passing QA checks Repairs and voids	100% Target: 98	100% Target: 98	100% Target: 98	0 0 4	Approver Comments: Performance has remained high for this indicator.	No Info
PP05 - Percentage of properties passing QA checks Planned works	100% Target: 98	100% Target: 98	100% Target: 98	0 0 4	Approver Comments: Performance for this indicator has been consistent throughout the period.	No Info
TST02 - % of Tenancy Sustainment cases where rent arrears were reduced	77% 10 / 13 Target: 70	86% 12 / 14 Target: 70	20% 2 / 10 Target: 70	0 1 3	Updater Comments: in the vast majority of cases rent arrears are reduced at the point a case is closed, unless the tenant is not engaging we will ensure that a regular repayment arrangement is in place before closure of any case.	No Info
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	99.99% Target: 100	100% Target: 100	99.96% Target: 100	0 3 1	Approver Comments: The performance reflects the excellent service provided to the Tenants by Sun Realm and the Dacorum Officers.	No Info

Indicator Name	Results Dec-2017	Last Months Results Sep-17	Last Years Results Dec-16	RAG	Comments	Actions
SH04e - % of all properties let in target	80.83% 97 / 120 Target: 70	77.69% 94 / 121 Target: 70	74.79% 89 / 119 Info Only	0 0 3	Updater Comments: 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	39081 Applications Info Only	37140 Applications Info Only	35193 Applications Info Only		No Comments	No Info
PP10 - Percentage of emergency repairs completed within 4 hours	100% Target: 99	100% Target: 99	98% Target: 99	0 0 4	Approver Comments: Performance has been maintained for this indicator.	No Info
Affordable Housing - Design and enable a more varied housing offer						
SH05 - Number of new Affordable Homes completed	0 Dwellings Info Only	No Data Info Only	No Data Info Only		No Comments	No Info
Dacorum Delivers - Efficiencies						
TL41 - Number of tenants who are registered to use My Housing Account	1484 Target: 3750	1314 Target: 3750	372 Target: 1750	1 2 1	Approver Comments: Increase in numbers registered for my housing account, however still below target set - ongoing work across the service to increase numbers registered.	No Info
Dacorum Delivers - Performance excellence						
TL13a - Percentage of Community Alarm calls answered within 1 min	97.34% Target: 97.5	96.8% Target: 97.5	97.94% Target: 97.5	0 2 2	No Comments	No Info
Dacorum Delivers - Reputation and profile delivery						

Indicator Name	Results Dec-2017	Last Months Results Sep-17	Last Years Results Dec-16	RAG 	Comments	Actions
HL05a - Stage 1 Complaints responded to within target for Housing	95.35% 41 / 43 Target: 85	96.61% 57 / 59 Target: 85	93.26% 83 / 89 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	33% 2 / 6 Target: 75	64% 9 / 14 Target: 75	100% 4 / 4 Target: 65	1 1 2	Updater Comments: Some cases require a degree of compromise and understanding and relationship building between neighbours. However, this is difficult when residents will not engage in mediation to achieve this.	No Info