


OSC Report - Housing & Community Department - Housing Landlord


Mar-2018

Indicator Name	Results Mar-2018	Last Quarters Results Dec-17	Last Years Results Mar-17	RAG 	Comments	Actions
Affordable Housing - Achieve good social housing						
PP12 - Percentage of non-urgent repairs completed within target	98% Target: 98	97% Target: 98	98% Target: 98	0 1 3	Updater Comments: Despite some adverse weather OPSL have increased performance by 1% on Q3, reporting that by prioritising resources they have managed to maintain performance levels.	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: Q4 is reported as being 86% and is consistent throughout the year, this equates to a 10% increase on average over the year on the target of 76%. This level of margin over target would indicate that there is scope to increase the target with minimal risk of failure.	No Info
PP15 - Percentage of tenants satisfied with the service planned and responsive works	99% Target: 90	99% Target: 90	100% Target: 90	0 0 4	Updater Comments: Through PDA hand held devices, telephone surveys and questionnaire feedback OPSL report a strong performance in Q4. Of all recorded feedback they report a KPI of 99% which they state is reflective of the end year outturn average.	No Info
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	99.8% Target: 99	98.45% Target: 99	99.9% Target: 99	0 3 1	Updater Comments: A good result and above target	No Info

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PP13a - Percentage of responsive repairs completed within target	97.36% 6200 / 6368 Target: 97	97.56% 5715 / 5858 Target: 97	98.09% 5751 / 5863 Target: 97	0 0 4	Updater Comments: Despite some adverse weather OPSL they have managed to maintain performance levels which they attribute to prioritisation of resources to lessen the impact on customers and client.Despite	No Info
SH03a - Average Time (working days) to re-let all properties	33.7 Days 4242 / 126 Target: 30	31.5 Days 3814 / 121 Target: 30	27 Days 3536 / 131 Target: 35	0 2 2	Updater Comments: Both February and March 2018 have had disappointing results with the length of time to relet properties. March's result has had a significant impact on both the quarterly result and year end figure. Approver Comments: Performance in this area has been impacted, the service are working closely with property and place to identify factors for this. In addition new PI's within the Osborne contract will enable us to scrutinise performance in relation to Empty Homes more closely.	Performance in relation to empty homes will be reported to Strategic Core Group
SH07a - Number of new housing advice cases received	538 Cases Info Only	382 Cases Info Only	709 Cases Info Only		Updater Comments: Figures have risen again compared to last quarter, this could be as a result of the increased number of Sec 21 notices from the private sector.	No Info
PP04 - Percentage of properties passing QA checks Repairs and voids	100% Target: 98	100% Target: 98	98% Target: 98	0 0 4	Updater Comments: OPSL report that post inspections by their repair team supervisors and joint hand overs with the council on empty homes help to maintain the performance levels of this KPI.	No Info

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PP05 - Percentage of properties passing QA checks Planned works	100% Target: 98	100% Target: 98	100% Target: 98	0 0 4	Updater Comments: With 10% of planned work being checked by the council on top of the 100% of checks carried out by an OPSL manager, they deliver a strong hand over process.	No Info
TST02 - % of Tenancy Sustainment cases where rent arrears were reduced	62% 8 / 13 Target: 70	77% 10 / 13 Target: 70	67% 16 / 24 Target: 70	0 1 3	Updater Comments: The team continue to work hard to reduce rent arrears with the households we work with. Rent is only one indicator of success and whilst we may not succeed in all cases we work to ensure the tenant is fully informed of who and how to make contact when in difficulty and ways of doing that.	No Info
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	99.94% Target: 100	99.99% Target: 100	99.98% Target: 100	0 3 1	Updater Comments: DBC Property and Place continue to work with Housing and Sun Realm to gain access to properties great communication and co-operation most non access this quarter have been very elderly tenants in respite care / hospital etc. There has also been some knock on effect of the extreme weather conditions as all servicing was cancelled and all focus placed on unfreezing pipes and boiler breakdowns. We continue to stive to achive 100%	No Info

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SH04e - % of all properties let in target	76.98% 97 / 126 Target: 70	80.83% 97 / 120 Target: 70	76.15% 99 / 130 Info Only	0 0 4	Updater Comments: There have been a number of issues identified over this quarter relating to both delays with properties in the void works by Osborne and and also issues within allocations team due to staff performance and volume of work. Each area of concern is being addressed and will monitored very closely in the coming months.	No Info
SH20e - Number of Applicants on Housing Register	31750 Applications Info Only	39081 Applications Info Only	35648 Applications Info Only		Updater Comments: Total number of households on the Housing Register have gone down considerably due to changes in the Housing Allocation Policy.(no deferred applicants)	No Info
PP10 - Percentage of emergency repairs completed within 4 hours	98% Target: 99	100% Target: 99	99% Target: 99	0 1 3	Approver Comments: Performance remains above target.	No Info
Affordable Housing - Design and enable a more varied housing offer						
SH05 - Number of new Affordable Homes completed	No Data Info Only	0 Dwellings Info Only	29 Dwellings Info Only		No Comments	No Info
Archive - 2017/18						

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2025 SH11b - The number of homeless reviews conducted	3 Reviews Info Only	3 Reviews Info Only	8 Reviews Info Only		Updater Comments: Reviews conducted this quarter have remained the same compared to the last quarter. Approver Comments: The Homeless Reduction Act has now gone live (April 2018), applicants are able to request reviews over an increased range of elements within the new legislative requirements. Recruitment for the Independent Reviewing Officer has now been completed and commencement in the role is from 1 June 2018.	No Info
Dacorum Delivers - Performance excellence						
TL13a - Percentage of Community Alarm calls answered within 1 min	97.72% Target: 97.5	97.34% Target: 97.5	97.66% Target: 97.5	0 2 2	Updater Comments: This is above target	No Info
Dacorum Delivers - Reputation and profile delivery						
HL05a - Stage 1 Complaints responded to within target for Housing	100% 31 / 31 Target: 85	95.35% 41 / 43 Target: 85	95% 76 / 80 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	86% 18 / 21 Target: 75	33% 2 / 6 Target: 75	67% 2 / 3 Target: 65	1 1 2	Updater Comments: satisfaction has fluctuated throughout the quarter. tenants are not always satisfied if their ideal outcome is not achieved.	No Info