



OSC Report - Housing & Community Department - Housing Landlord

Jun-2018


Indicator Name	Results Jun-2018	Last Quarters Results Mar-18	Last Years Results Jun-17	RAG 	Comments	Actions
Affordable Housing - Achieve good social housing						
PP12 - Percentage of non-urgent repairs completed within target	98% Target: 98	98% Target: 98	98% Target: 98	0   1   3	Updater Comments: Osborne report this KPI as achieving target in the month of June which is indicative of the quarterly trend.	No Info
PP13b - Percentage of responsive repairs completed right first time	87% Target: 78	86% Target: 78	86% Target: 78	0   0   4	Updater Comments: It is reported by Osborne that the trend for the first quarter is 87% which is 11.5% above the KPI target of 78%.	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	Updater Comments: Of those responding to the various methods of data collection Osborne report 98% are satisfied with the service received. The quarter average being reported as 98.92%.	No Info
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	99.18% Target: 99	99.8% Target: 99	97.66% Target: 99	0   2   2	Updater Comments: This is a good result and above target	No Info
SH36 - Number of illegal evictions prevented	1 People Info Only	No Data Info Only	No Data Info Only		Updater Comments: The service recieved one complaint of an illegal eviction, the resident was signposted to the homelessness prevention team and given assistance. This case is now being looked into by the Private Sector Housing Team	No Info

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PP13a - Percentage of responsive repairs completed within target	97.74% 6109 / 6250 Target: 97	97.36% 6200 / 6368 Target: 97	99.58% 5891 / 5916 Target: 97	0   0   4	Updater Comments: Osborne report that this target has met target by proactive management of work in progress and allocation of resources. This has enabled them to achieve the KPI target for this quarter.	No Info
SH03a - Average Time (working days) to re-let all properties	43.9 Days 4124 / 94 Target: 30	33.7 Days 4242 / 126 Target: 30	26.3 Days 3582 / 136 Target: 30	1   2   1	Updater Comments: Lettings team are currently undertaking time in motion reporting to identify areas of opportunity to improve effectiveness and performance.  Allocations processes and timescales are being closely monitored  Approver Comments: As mentioned all appropriate actions are being taken with in strategic housing to challenge performance where possible.	Areas of concern in relation to Osborn contract have been escalated to relevant senior management and contract monitors.
SH07a - Number of new housing advice cases received	537 Cases Info Only	538 Cases Info Only	660 Cases Info Only		Updater Comments: Quarterly figures have remained the same compared to the last quarter but quite low compared to same quarter last year.	No Info
PP04 - Percentage of properties passing QA checks Repairs and voids	100% Target: 98	100% Target: 98	99% Target: 98	0   0   4	Updater Comments: The actual quarter figures are 99.67% which is better than target for this KPI. Osborne report a strong inspection and handover process as the contributory factor in achieving these results.	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: This KPI for the 1st quarter has come in above target as reported by Osborne which they attribute to a strong inspection and hand over process, with DBC signing off at least 5% of planned works.	No Info
TST02 - % of Tenancy Sustainment cases where rent arrears were reduced	75% 6 / 8 Target: 70	62% 8 / 13 Target: 70	73% 11 / 15 Target: 70	0   1   3	Updater Comments: 2 cases in April were closed due to non engagement, this has pulled this figure down as for May and June all closed cases were closed with a reduced or clear balance.	No Info
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	99.99% Target: 100	99.94% Target: 100	99.97% Target: 100	0   3   1	Approver Comments: The performance for this service remains high. Work continues to ensure 100% performance	No Info
SH04e - % of all properties let in target	46.74% 43 / 92 Target: 70	76.98% 97 / 126 Target: 70	75.19% 100 / 133 Target: 70	1   0   3	Updater Comments: a diisapointing result for the first quarter with issues being identified across all areas- Empty homes, Allocations and Lettings. Performance issues have being addressed and are being very closely monitored.  Approver Comments: Void performance figures escalated to core group and Assistant Director.	No Info
SH20e - Number of Applicants on Housing Register	6228 Applications Info Only	31750 Applications Info Only	36256 Applications Info Only		Updater Comments: total number of applicants on the register a the end of the first quarter.	No Info
PP10 - Percentage of emergency repairs completed within 4 hours	100% Target: 99	98% Target: 99	100% Target: 99	0   1   3	Updater Comments: Osborne report a consistent level of performance throughout the quarter with this KPI hitting target.	No Info

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Affordable Housing - Design and enable a more varied housing offer						
SH37 - Number of rough sleepers approaching	6 People Info Only	No Data Info Only	0 People Info Only		Approver Comments: this is the first month this data is collected. Streetlink reports are monitored by the team and appropriate advice and assistance is taken to try and prevent a second night on the sleep.	We are working closely with DENS and partners to prevent rough sleeping, DENS have reported waiting list of approximately 7 clients for the Elms.
SH38 - Number of main duty applications	3 Applications Info Only	No Data Info Only	No Data Info Only		No Comments	No Info
SH39 - Number of cases where prevention has been successful	35 People Info Only	No Data Info Only	No Data Info Only		No Comments	No Info
SH40 - Number of cases where relief has been successful	3 People Info Only	No Data Info Only	No Data Info Only		Updater Comments: Performance in this area has been a challenge due to havinv 1 Lead Officer absent due to long term sickness in the period and 2 x FTE vacancies, pending finalisation of recruitment.  No Comments	No Info
SH05 - Number of new Affordable Homes completed	No Data Info Only	No Data Info Only	No Data Info Only		No Comments	No Info
Building Community Capacity - Empower local community action and delivery						

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SH32 - Total number of times the service has engaged with tenants (not social media)	181 People Info Only	No Data Info Only	No Data Info Only		Updater Comments: Over the quarter the service has engaged with 181 tenants and leaseholders across various committees and events. This includes youth tenant involvement, tenant and leaseholder committee, scrutiny and the tenant inspectors.	No Info
SH33 - Overall spend on engagement activity per property	1 People Info Only	No Data Info Only	No Data Info Only		Updater Comments: The overall spend for this quarter is £5,824 meaning we have spent roughly 58p per property on engagement.	No Info
Dacorum Delivers - Performance excellence						
TL13a - Percentage of Community Alarm calls answered within 1 min	97.64% Target: 97.5	97.72% Target: 97.5	97.88% Target: 97.5	0   2   2	Approver Comments: We are over target and glad to see we are meeting the needs of our tenants	No Info
Dacorum Delivers - Reputation and profile delivery						
HL05a - Stage 1 Complaints responded to within target for Housing	100% 40 / 40 Target: 85	100% 31 / 31 Target: 85	62.5% 30 / 48 Target: 85	0   0   4	No Comments	No Info
Safe and Clean Environment - Maintain a clean and safe environment						
SH34 - Total number of Houses in Multiple Occupation (HMO's) with a license	125 Dwellings Info Only	No Data Info Only	No Data Info Only		Updater Comments: There are a total of 43 licenced HMO's in the borough.	No Info

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SH35 - Number of license applications	3 Dwellings Info Only	No Data Info Only	No Data Info Only		Updater Comments: We have recieved three applications. Due to the legislation changes the team have been developing a communications plan to highlight changes to landlords and tenants in the borough and encourage applications. This is set to launch in August.	No Info
TL15 - Satisfaction with the outcome of medium level ASB cases	70% 7 / 10 Target: 75	86% 18 / 21 Target: 75	100% 13 / 13 Target: 75	1   2   1	No Comments	No Info