



OSC Report - Housing & Community Department - Housing Landlord


Dec-2018

Indicator Name	Results Dec-2018	Last Quarters Results Sep-18	Last Years Results Dec-17	RAG 	Comments	Actions
Affordable Housing - Achieve good social housing						
PP12 - Percentage of non-urgent repairs completed within target	99% Target: 98	98% Target: 98	97% Target: 98	0   0   4	Updater Comments: Of 5959 non-urgent repairs completed during the quarter Osborne report that 99.3% were completed within target.	No Info
PP13b - Percentage of responsive repairs completed right first time	91% Target: 78	88% Target: 78	86% Target: 78	0   0   4	Updater Comments: Year to date figures provided by Osborne indicate Quarter 3 is the highest performing period with 91% first time fixes being achieved.	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: Osborne report a positive performance for Quarter 3.	No Info
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	101.01% Target: 99	99.75% Target: 99	98.45% Target: 99	0   0   4	Updater Comments: This is an excellent result helped by the recent 'free' weeks	No Info
SH36 - Number of illegal evictions prevented	0 People Info Only	0 People Info Only	No Data Info Only		Updater Comments: 0. The team have found we are getting approaches from the public detailing several issues. This has included the threat of eviction from a landlord, but with intervention, and advice to landlords this has prevented any.	No Info

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TL55 - % of tenants paying for their house or garage rent by Direct debit	38.75% Target: 0	42% Info Only	0% Target: 0	0   0   0	Updater Comments: This includes non council tenants who rent a garage from the Council  Approver Comments: We are keen to encourage the use of DD which reduces arrears and payment charges	No Info
PP13a - Percentage of responsive repairs completed within target	99.34% 6362 / 6404 Target: 97	97.83% 6316 / 6456 Target: 97	97.56% 5715 / 5858 Target: 97	0   0   4	No Comments	No Info
SH03a - Average Time (working days) to re-let all properties	51.4 Days 4828 / 94 Target: 30	43.1 Days 4486 / 104 Target: 30	31.5 Days 3814 / 121 Target: 30	3   1   0	Approver Comments: Further work to be undertaken to review the current challenges within the team.	Liaise with HR to review existing roles within the team to ensure they are fit for purpose to deliver current functionality and ensure that there is sufficient resource to meet demands/improve outturn.
SH07a - Number of new housing advice cases received	482 Cases Info Only	476 Cases Info Only	382 Cases Info Only		Updater Comments: New approaches compared to the last quarter has remained almost the same but has increased a lot compared to same quarter last year at 382. This could be due to the change in legislation in 2018.	No Info
PP04 - Percentage of properties passing QA checks Repairs and voids	99% Target: 98	99% Target: 98	100% Target: 98	0   0   4	Updater Comments: Quarter 3 has achieved a better than target 99% which Osborne report has stayed consistent through the year to date.	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: Quarter 3 has maintained a reported achievement of 100% which is better than target and Osborne report that it has remained consistent throughout the year to date.	No Info
TST02 - % of Tenancy Sustainment cases where rent arrears were reduced	92% 11 / 12 Target: 70	75% 12 / 16 Target: 70	77% 10 / 13 Target: 70	0   1   3	Updater Comments: The team continues to produce positive outcomes as a result of the work they do with households.	No Info
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	100% Target: 100	99.99% Target: 100	99.99% Target: 100	0   3   1	No Comments	No Info
SH04e - % of all properties let in target	41.76% 38 / 91 Target: 70	57.41% 62 / 108 Target: 70	80.83% 97 / 120 Target: 70	3   0   1	No Comments  Approver Comments: All backlog in relation to allocation of Empty Homes has now cleared and it is expected that there will be an increase in outturn performance as a result.	Ongoing work to review resource and performance issues, to identify areas of improvement.
SH20e - Number of Applicants on Housing Register	5665 Applications Info Only	No Data Info Only	39081 Applications Info Only		No Comments	No Info
PP10 - Percentage of emergency repairs completed within 4 hours	100% Target: 99	99% Target: 99	100% Target: 99	0   1   3	Updater Comments: During Quarter 3 Osborne report that all emergency repairs were attended within 4 hours.	No Info
Affordable Housing - Design and enable a more varied housing offer						
SH37 - Number of rough sleepers approaching	6 People Info Only	4 People Info Only	No Data Info Only		Updater Comments: Number of rough sleeper approaches have gone up slightly but not significantly high.	No Info

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SH38 - Number of main duty applications	39 Applications Info Only	38 Applications Info Only	No Data Info Only		Approver Comments: Main duty applications have remained almost the same as compared to the last quarter.	No Info
SH39 - Number of cases where prevention has been successful	50 People Info Only	20 People Info Only	No Data Info Only		Updater Comments: Successful prevention cases has more than doubled compared to the last quarter and this has become possible mainly due to the cash deposits available to households threatened with homelessness.  Approver Comments: Team continue to work hard to prevent homelessness within resources available.	No Info
SH40 - Number of cases where relief has been successful	27 People Info Only	16 People Info Only	No Data Info Only		Updater Comments: Figures gradually increasing due to the same reason given above.	No Info
Building Community Capacity - Empower local community action and delivery						
SH32 - Total number of times the service has engaged with tenants (not social media)	348 People Info Only	341 People Info Only	No Data Info Only		No Comments	No Info
SH33 - Overall spend on engagement activity per property	No Data Info Only	0 People Info Only	No Data Info Only		No Comments	No Info
Dacorum Delivers - Performance excellence						
TL13a - Percentage of Community Alarm calls answered within 1 min	92.42% Target: 97.5	97.66% Target: 97.5	97.34% Target: 97.5	1   0   3	Updater Comments: Following a system change the last 2 months have been out of target. We are concerned about this and are working with the contractor to address the	Called an urgent contract management meeting and consider next steps if this doesn't improve.

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Dacorum Delivers - Reputation and profile delivery						
HL05a - Stage 1 Complaints responded to within target for Housing	87.88% 29 / 33 Info Only	100% 23 / 23 Target: 85	95.35% 41 / 43 Target: 85	0   0   3	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	123 Dwellings Info Only	126 Dwellings Info Only	No Data Info Only		No Comments	No Info
SH35 - Number of licence applications	23 Dwellings Info Only	13 Dwellings Info Only	No Data Info Only		Updater Comments: Performance in administering the applications has slowed due to 1FTE absence within the team due to sickness related to bereavement and reduced management support with no dedicated Team Leader in this area, current Lead Officer is acting up, growth bid pending for Team Leader.	No Info
					No Comments	
TL15 - Satisfaction with the outcome of medium level ASB cases	50% 6 / 12 Target: 75	70% 19 / 27 Target: 75	33% 2 / 6 Target: 75	0   3   1	Updater Comments: The ASB service is undergoing a review, the comments received from dissatisfied customers will help to shape the service and understand what is important to customers.	No Info