


OSC Report - Housing & Community Department - Housing Landlord


Mar-2019

Indicator Name	Results Mar-2019	Last Quarters Results Dec-18	Last Years Results Mar-18	RAG	Comments	Actions
Affordable Housing - Achieve good social housing						
PP12 - Percentage of non-urgent repairs completed within target	99% Target: 98	99% Target: 98	98% Target: 98	0 0 4	No Comments	No Info
PP13b - Percentage of responsive repairs completed right first time	91% Target: 78	91% Target: 78	86% Target: 78	0 0 4	No Comments	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	No Comments	No Info
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	100.79% Target: 99	101.01% Target: 99	99.8% Target: 99	0 0 4	Updater Comments: This is an excellent result and collection of over 100% of the debit means that inroads are being made into historic arrears	No Info
SH36 - Number of illegal evictions prevented	1 People Info Only	0 People Info Only	No Data Info Only		Updater Comments: 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.	No Info
TL55 - % of tenants paying for their house or garage rent by Direct debit	38.33% Target: 0	38.75% Target: 0	No Data Target: 0	0 0 0	No Comments	No Info
PP13a - Percentage of responsive repairs completed within target	99.12% 6443 / 6500 Target: 97	99.34% 6362 / 6404 Target: 97	97.36% 6200 / 6368 Target: 97	0 0 4	No Comments	No Info

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SH03a - Average Time (working days) to re-let all properties	42.8 Days 4404 / 103 Target: 30	51.4 Days 4828 / 94 Target: 30	33.7 Days 4242 / 126 Target: 30	4 0 0	<p>Updater Comments: a disappointing final quarter as a large amount of work has taken place to improve the number of days a property of void. This is likely to show in figures over the coming months.</p> <p>Approver Comments: Major works and disabled adaptations to be reported separately from this overall figure going forward. It is felt that this will provide more accurate reflection of performance, which still requires improvement.</p>	Review of the Empty Homes performance to be undertaken by GM Property & Place, trial move of Lettings Officers to P&P to take place from May 2019.
SH07a - Number of new housing advice cases received	458 Cases Info Only	482 Cases Info Only	538 Cases Info Only		Updater Comments: There is no significant difference between this quarter and the last. New approaches have remained almost the same, however there is a significant difference between this quarter and same time last year.	No Info
PP04 - Percentage of properties passing QA checks Repairs and voids	99% Target: 98	99% Target: 98	100% Target: 98	0 0 4	No Comments	No Info
PP05 - Percentage of properties passing QA checks Planned works	100% Target: 98	100% Target: 98	100% Target: 98	0 0 4	No Comments	No Info

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TST02 - % of Tenancy Sustainment cases where rent arrears were reduced	93% 13 / 14 Target: 70	92% 11 / 12 Target: 70	62% 8 / 13 Target: 70	0 0 4	Updater Comments: The TSO's continue to demonstrate the value of intervention in establishing good repayment arrangements to reduce the rent owed to DBC but also establishing repayment arrangements that continue following case closure.	No Info
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	100% Target: 100	100% Target: 100	99.94% Target: 100	0 2 2	No Comments	No Info
SH04e - % of all properties let in target	52% 52 / 100 Target: 70	41.76% 38 / 91 Target: 70	76.98% 97 / 126 Target: 70	4 0 0	Updater Comments: figures have been poor over the last quarter and a number of areas have been identified and reviewed in order to improve the key to time.	No Info
SH20e - Number of Applicants on Housing Register	5712 Applications Info Only	5665 Applications Info Only	31750 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	No Comments	No Info
Affordable Housing - Design and enable a more varied housing offer						
SH37 - Number of rough sleepers approaching	7 People Info Only	6 People Info Only	0 People Info Only		Updater Comments: Number of rough sleepers approaching has remained the same and it is the same rough sleepers we have approaching all the time.	No Info
SH38 - Number of main duty applications	24 Applications Info Only	39 Applications Info Only	No Data Info Only		Approver Comments: Main duty applications have gone down and would put this down to extended prevention cases. This means it's taking longer for Officers to take main duty applications.	No Info

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SH39 - Number of cases where prevention has been successful	21 People Info Only	50 People Info Only	No Data Info Only		Updater Comments: Significant decrease compared to the last quarter at 50. Reasons already given.	No Info
SH40 - Number of cases where relief has been successful	12 People Info Only	27 People Info Only	No Data Info Only		Updater Comments: Same as successful prevention cases, this is quite low compared to the last quarter at 27. Reasons already given.	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)	240 People Info Only	348 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	94.47% Target: 97.5	92.42% Target: 97.5	97.72% Target: 97.5	1 1 2	Updater Comments: The upgrade to the system impacted the last quarters KPI's. As stated there have been a number of steps taken to resolve this by Tunstall including review of staffing arrangements, changes to rota's and urgent contract monitoring meetings.	performance will be monitored closely throughout the length of the remediation notice and appropriate action will be taken thereafter.
Dacorum Delivers - Reputation and profile delivery						
HL05a - Stage 1 Complaints responded to within target for Housing	72.73% 16 / 22 Target: 85	88.24% 30 / 34 Target: 85	100% 31 / 31 Target: 85	1 0 3	No Comments	No Info
Safe and Clean Environment - Maintain a clean and safe environment						

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SH34 - Total number of Houses in Multiple Occupation (HMO's) with a license	136 Dwellings Info Only	123 Dwellings Info Only	No Data Info Only		<p>Updater Comments: The team have been working on the backlog of applications. As each application involves an officer to obtain all supporting documents, then a 2-officer visit, a 21-day objection period, this process takes up to 3 months to complete.</p> <p>The last quarters figures were of 43, several licences have expired over the last quarter, so whilst 47 is an increase, it may not reflect the number that have been licenced.</p>	No Info
SH35 - Number of licence applications	3 Dwellings Info Only	23 Dwellings Info Only	No Data Info Only		<p>Updater Comments: Over the last quarter applications have been received, but not to the expected volumes from the BRE Report. The Private Sector Support Officer is concentrating on reviewing all pending applications and making contact to obtain any the outstanding documents required and contact each applicant. Once this has been completed the cases will be passed to officer for next stages.</p>	No Info
TL15 - Satisfaction with the outcome of medium level ASB cases	67% 4 / 6 Target: 75	50% 6 / 12 Target: 75	86% 18 / 21 Target: 75	0 4 0	<p>Updater Comments: The Satisfaction feedback is relatively low in comparison to the amount of cases closed each month. The quarterly figures reflect only a small fraction of the cases closed each month.</p>	Tenant expectations need to be managed closely. Staff need to encourage more tenants to provide feedback