






## OSC Report - Housing & Community - Housing Landlord Sep-2019


Indicator Name	Results Sep-2019	Last Quarters Results Jun-19	Last Years Results Sep-18	RAG 	Comments	Actions
Affordable Housing - Achieve good social housing						
TL55 - % of tenants paying for their house or garage rent by Direct debit	50.2% Target: 0	50.5% Target: 0	42% Info Only	0   0   0	Updater Comments: A reduction on Q1, this is due to non council garage terminations where NCT garages have to be paid for via DD.	No Info
SH36 - Number of illegal evictions prevented	0 People Info Only	2 People Info Only	0 People Info Only		Updater Comments: Officers have been looking of ways of recording these figures, currently we are joint working with the Homeless Prevention & Assessment team.	No Info
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	98.74% Target: 99	99.2% Target: 99	99.75% Target: 99	0   1   3	Updater Comments: Figure just below target and below Q1's figure. There was a slight improvement from August to September so hope to see better figures end Q3. Closer management of some officers and their accounts is now in place to improve rent collection.	No Info
PP12 - Percentage of non-urgent repairs completed within target	98% Target: 98	99% Target: 98	98% Target: 98	0   0   4	Updater Comments: Osborne report a quarterly performance of 98.4% with 5582 non-urgent repairs being completed within target in the period of Quarter 2.	No Info
PP13b - Percentage of responsive repairs completed right first time	90% Target: 78	90% Target: 78	88% Target: 78	0   0   4	Updater Comments: Osborne reported Quarter 2 averagely provided for 90.21 % of repairs being completed first time, which is 4% above target of 86%.	No Info
PP15 - Percentage of tenants satisfied with the service planned and responsive works	99% Target: 90	99.2% Target: 90	99% Target: 90	0   0   4	Updater Comments: Osborne inform us that a stable and positive Quarter 2 performance with 99.1% of the residents that responded to various methods of satisfaction surveys undertaken by Osborne, were satisfied with the repair and planned service works delivered to them.	No Info


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SH03a - Average time (working days ) to re-let general needs properties	30 Days 2124 / 61 Target: 30	35 Days 2151 / 59 Target: 30		0   1   1	Updater Comments: 61 general needs properties were let in this quarter and average working days to re-let =34.81 days which is out of target. The second quarter has highlighted that a number of properties are out of key to key target due to the length of time that keys are with the contractors overall. The work stream review is underway to look at innovative ways to reduce the length of time each property is void. From an allocations point of view, to minimise the impact that refusals and readvertising has on this figure we are also looking into adverting and viewing properties during notice periods.	No Info
SH03b - Average time (working days) to re-let adapted properties	207, Days 826 / 4 Target: 151	136, Days 1496 / 11 Target: 151		1   0   1	Updater Comments: 4 adapted properties have been let during quarter 2. 3 of these were within the target of 151 working days. 56 Masons Road has significantly affected the quarter result as was void for a total of 595 days as being considered for redevelopment prior to the decision to relet as an adapted property. The adaptations process and policy are to be reviewed to ensure that the process is efficient both for identification of possible properties and for how long work takes to complete.	Review of the process for disposals to be considered and prevent impact on empty homes figures.


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SH03c - Average time (working days) to re-let sheltered properties	43 Days 1972 / 46 Target: 43	38 Days 1725 / 45 Target: 43		0   0   2	<p>Updater Comments: The figure continues to be affected by the number of properties that have required multiple advertising cycles to identify an applicant. Different ways to promote and incentivise are being explored and further work is required to understand why applicants are not bidding for certain schemes.</p> <p>Approver Comments: It is hoped that changes being made in relation to the allocations policy amendments will have a positive impact on this figure.</p>	Further improvements to be considered under the work stream review.

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SH04a - % of general needs properties let in target	55.74% 34 / 61 Target: 70	57.63% 34 / 59 Target: 70		2   0   0	<p>Updater Comments: The figure for quarter 2 remains low but work is ongoing to streamline process and analyse where delays are occurring. The work stream review is underway to look at innovative ways to reduce the length of time each property is void. From an empty homes point of view this will include looking at length of time each contractor has the keys and where delays can be reduced. Additional resource is in place for surveyors to ensure early identification of required works and resourcing is underway for allocations to ensure there is a consistent work output from this side of the service.</p> <p>Approver Comments: This figure has also been impacted by short term officer absence as a result of a bereavement, which has impacted resource and resilience within the service.</p>	Resilience within the Lettings team to be finalised through the Property & Place restructure. Housing Needs team currently also have 4x vacancies out to advert, these officers have direct responsibility for allocation of properties, recruitment to be co
SH04b - % of adapted properties let in target	75% 3 / 4 Target: 70	63.64% 7 / 11 Target: 70		0   1   1	<p>Updater Comments: The figure for quarter 2 is in target. 3 of the 4 properties let were within target. The property out of target had been void for a long period of time as being considered for redevelopment before being offered to applicants. Delays of this nature need to be minimised in the future to ensure that properties are not sitting vacant for prolonged periods.</p>	Further opportunity to improve on performance to be identified via the work stream review.

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SH04c - % of sheltered properties let in target	65.22% 30 / 46 Target: 70	62.22% 28 / 45 Target: 70		1   1   0	Updater Comments: A strong focus has been placed on improving the time it takes to advertise, shortlist and offer a property and the figures are moving in the right direction and the staff vacancy is now being covered by a temporary member of staff. A review of the Moving to a smaller home Policy is underway to determine whether older applicants are taking advantage of the scheme and opportunity to move into smaller accommodation.  No Comments	Recruitment of Housing Needs Officer is hoped to have a positive impact on performance in this area, in addition to the new role of Housing Needs Support officer starting in post on 4/11/2019
PP04 - Percentage of properties passing QA checks Repairs and voids	98% Target: 98	99% Target: 98	99% 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
PP13a - Percentage of responsive repairs completed within target	98.5% 6032 / 6124 Target: 97	98.88% 5904 / 5971 Target: 97	97.83% 6316 / 6456 Target: 97	0   0   4	No Comments	No Info
SH07a - Number of new housing advice cases received	467 Cases Info Only	391 Cases Info Only	476 Cases Info Only		Updater Comments: New approaches seem to have increased quite significantly compared to the last quarter. We continue to have more complex cases approaching. The most common being single applicants with severe mental health issues with drug and alcohol as the main issues. Working with various partners to address some of the issues, we are facing as a council especially those in temporary accommodation.	Meeting held with CGL to try and establish engagement and attendance to the Homeless Forum/Mental Health Working Group

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TST02 - % of Tenancy Sustainment cases where rent arrears were reduced	78% 7 / 9 Target: 70	71% 5 / 7 Target: 70	75% 12 / 16 Target: 70	0   0   4	Updater Comments: Tenants are continuing to demonstrate the ability to sustain their tenancies long after the intervention.	No Info
SH20e - Number of Applicants on Housing Register	6811 Applications Info Only	6944 Applications Info Only	No Data Info Only		Updater Comments: 5806 Active 1005 Suspended the quarterly figure has remained consistent	No Info
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	99.97% Target: 100	99.98% Target: 100	99.99% Target: 100	0   2   2	Approver Comments: Majority of cases are serviced on first attempt - 78%, with 20% being completed no later than 3rd attempt. Remainder are hardcore element which requires up to 7 arranged attempts to complete	Process is working well, monitor to ensure that figures stay on track
PP10 - Percentage of emergency repairs completed within 4 hours	100% Target: 99	100% Target: 99	99% Target: 99	0   0   4	Updater Comments: Osborne supplied figures record an impressive total of 406 Emergency repairs were completed in the 2nd quarter of 2019, with all being attended within 4 hours.	No Info
Affordable Housing - Design and enable a more varied housing offer						
SH37 - Number of rough sleepers approaching	5 People Info Only	6 People Info Only	4 People Info Only		Updater Comments: We have had only 5 rough sleepers approach this quarter, however work with our partners confirm that there are about 22 rough sleepers in Dacorum. Hightown has now recruited a dedicated Outreach Worker, Drug & Alcohol Worker and a Housing First Specialist on behalf of the Council to tackle rough sleeping in Dacorum.	No Info
SH38 - Number of main duty applications	23 Applications Info Only	26 Applications Info Only	38 Applications Info Only		Updater Comments: Main duty applications gradually going down but not significantly. Officers working hard to relieve some cases at the relief stage through part 6 and support into the private sector with our Homeless Prevention fund.	No Info

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SH39 - Number of cases where prevention has been successful	31 People Info Only	25 People Info Only	20 People Info Only		Updater Comments: Successful prevention has gone up slightly. Officers have done this through supporting applicants to privately rent with a deposit from the Homeless Prevention Fund and sometimes through part 6. Occasionally they have been able to negotiate with excluders to keep applicants where they approach from.	No Info
SH40 - Number of cases where relief has been successful	27 People Info Only	16 People Info Only	16 People Info Only		Updater Comments: Successful relief cases has almost doubled compared to the last quarter. The team have been successful in securing some private sector properties and in line with the Homeless Reduction Act relieving homelessness into them rather than finding applicants intentionally homeless.	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)	318 People Info Only	328 People Info Only	341 People Info Only		No Comments	No Info
SH33 - Overall spend on engagement activity per property	£18 Info Only	£10 Info Only	£0 Info Only		Updater Comments: Figure in pounds. Spend on engagement per property does not include the following overheads: Management Time Finance Time Payments Printing Payments Website and BD	No Info
Dacorum Delivers - Performance excellence						
TL13a - Percentage of Community Alarm calls answered within 1 min	98.18% Target: 97.5	97.66% Target: 97.5	97.66% Target: 97.5	1   1   2	Updater Comments: Exceeded contractual KPI for the quarter.	Monitor

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Dacorum Delivers - Reputation and profile delivery						
HL05a - Stage 1 Complaints responded to within target for Housing	75.76% 25 / 33 Target: 85	94.44% 17 / 18 Target: 85	100% 23 / 23 Target: 85	2   0   2	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	167 Dwellings Info Only	144 Dwellings Info Only	126 Dwellings Info Only		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. The last quarters figures were of 50, several licences have expired over the last quarter, 62 is an increase, a steady flow has been found with officers completing licences. 13 Applications received in the quarter and increase of 12.	No Info
SH35 - Number of licence applications	13 Dwellings Info Only	12 Dwellings Info Only	13 Dwellings Info Only		No Comments	No Info
TL15 - Satisfaction with the outcome of medium level ASB cases	73% 8 / 11 Target: 75	83% 10 / 12 Target: 75	70% 19 / 27 Target: 75	0   2   1	Updater Comments: It would appear that there has been difficulty contacting the tenants involved to ascertain their full feedback. 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.	Tenant expectations need to be managed closely. Staff need to encourage more tenants to provide feedback.
					No Comments	