



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

Indicator Name	Results Dec-2019	Last Months Results Sep-19	Last Years Results Dec-18	RAG	Comments	Actions
Affordable Housing - Achieve good social housing						
PP12 - Percentage of non-urgent repairs completed within target	99% Target: 98%	98% Target: 98%	99% Target: 98%	0   0   4	Updater Comments: Data supplied by Osborne indicates that in Q3 98.97% of the 6025 non-urgent repairs completed in the period. This is an improvement on the figures supplied in Q2 and includes an increase in the number of repairs.	No Info
PP13b - Percentage of responsive repairs completed right first time	92% Target: 78%	90% Target: 78%	91% Target: 78%	0   0   4	Updater Comments: Data provided by Osborne indicates Q3 closed indicating a steady improvement month on month of the FTF rate, affirming an average Q3 performance of 91.901%.	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: This KPI during Q3 has a reported performance of 98.66% this is a 0.44% decline on the previous Quarter and something being reflected upon by the Partnership, but Osborne reiterate that it is a good performance overall. This is a surprise taking into account a number of roofing projects being delayed due to poor workmanship and sub-standard materials being identified by the council surveyor.	No Info
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	100.32% Target: 99%	98.74% Target: 99%	101.01% Target: 99%	0   1   3	Updater Comments: This is an excellent result and reflects all the hard work the team are putting in despite the challenges of UC. They are working together as a team to ensure everything possible is being done to support tenants with early intervention and UC help and advice.	No Info

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SH03a - Average time (working days ) to re-let general needs properties	33 Days 2322 / 65 Target: 30 Days	30 Days 2124 / 61 Target: 30 Days		 0   2   1	<p>Updater Comments: 65 general needs properties were let in this quarter and average working days to re-let =33.29. Although this remains out of target, it is a positive improvement from last quarter as more properties were let and average days has come down slightly. The Empty homes process review is underway as part of the new normal programme and is looking at existing processes 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 and looking at system improvements which would reduce paperwork.</p> <p>Approver Comments: Full engagement with New Normal/Sopra Steria review of this work stream, to identify longer term improvements.</p>	No Info
SH03b - Average time (working days) to re-let adapted properties	6, Days 528 / 94 Target: 151, Days	207, Days 826 / 4 Target: 151, Days		1   0   2	<p>Updater Comments: This was in target for quarter 3. 5 properties were let amounting to 617 days – averaging to 123.4 days.</p>	No Info
SH03c - Average time (working days) to re-let sheltered properties	57 Days 2289 / 40 Target: 43 Days	43 Days 1972 / 46 Target: 43 Days		1   0   2	<p>Updater Comments: Out of target for Q3. 40 properties were let in this quarter, however a large number of properties are being advertised multiple times before bids are received or suitable applicant is identified. A sheltered housing stock review is currently underway to look into demand for this type of accommodation and analysis is ongoing to look at existing applicants and why the bids received are low.</p> <p>Approver Comments: Focussed attention on prioritising allocations and pre-emptive work is being undertaken to improve outturn.</p>	Ongoing performance challenge and engagement with work stream review.

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SH04a - % of general needs properties let in target	47.69% 31 / 65 Target: 70%	55.74% 34 / 61 Target: 70%		3   0   0	<p>Updater Comments: The figure for quarter 3 remains low but work is ongoing to streamline process and analyse where delays are occurring. a Full review of empty homes process 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. From an allocations point of view, Staff recruitment is now complete and new members of the team are being trained and are worki</p> <p>Approver Comments: Whilst work continues to identify improvements in relation to under performance, the service will continue to engage with the new normal work stream, to additionally identify longer term improvement options.</p>	Completion of new normal work stream review, ongoing early identification of properties to enable key to key times to be improved as much as possible.
SH04b - % of adapted properties let in target	60% 3 / 5 Target: 70%	75% 3 / 4 Target: 70%		1   1   1	<p>Updater Comments: 5 adapted properties have been let during quarter 3. 3 of these were within the target of 151 working days. 2 properties were out of target. 15 Sursham Court which was out of target as it was identified at viewing that some adaptation works required had not been completed and 23 Meadowbank , which Initially went through normal advertising cycles without success but was then identified as suitable so adaptations so was passed to adaptations and adaptation works were completed in 85 working days. Adaptions process is currently being reviewed to ensure that properties are identified as early in the process as possible and OT's are advised of need to provide any change in circumstances as earlier as possible to avoid delays</p> <p>Approver Comments: Further work to identify opportunities to improve the adapted properties workstream is to be undertaken as part of New Normal and the Housing Work Stream review process.</p>	No Info

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SH04c - % of sheltered properties let in target	47.5% 19 / 40 Target: 70%	65.22% 30 / 46 Target: 70%		2   1   0	Updater Comments: A number of areas are being looked at to identify the key issues affecting the length of time it takes to allocate a sheltered property. This includes reviewing the current sheltered housing stock, analysing demand for this type of accommodation and reviewing the moving to a smaller home scheme to see if it can be updated to encourage further movement into sheltered housing.  Approver Comments: Engagement with new normal workstream and ongoing performance challenge, service improvements.	No Info
SH36 - Number of illegal evictions prevented	1 People Info Only	0 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
TL55 - % of tenants paying for their house or garage rent by Direct debit	50.9% Info Only	50.2% Info Only	38.75% Info Only		No Comments	No Info
PP13a - Percentage of responsive repairs completed within target	99.01% 6488 / 6553 Target: 97%	98.5% 6032 / 6124 Target: 97%	99.34% 6362 / 6404 Target: 97%	0   0   4	No Comments	No Info
SH07a - Number of new housing advice cases received	391 Cases Info Only	467 Cases Info Only	482 Cases Info Only		Updater Comments: Approaches for this quarter has dropped due to the time of the year. Officers' however continue to be busy due to the various tasks they have to carry out for each case	No Info
PP04 - Percentage of properties passing QA checks Repairs and voids	100% Target: 98%	98% Target: 98%	99% Target: 98%	0   0   4	Updater Comments: Osborne supplied data indicates that Q3 closes with a consistent standard of 99.614% in the period, slightly higher than at Q2.	No Info
PP05 - Percentage of properties passing QA checks Planned works	100% Target: 98%	100% Target: 98%	100% Target: 98%	0   0   4	Updater Comments: Osborne report that Q3 provides for a 100% in the period as the partnership maintains its focus on delivering quality. This is despite a number of roofing projects being delayed due to poor workmanship and sub-standard materials being identified by the council surveyor.	No Info

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TST02 - % of Tenancy Sustainment cases where rent arrears were reduced	71% 5 / 7 Target: 70%	78% 7 / 9 Target: 70%	92% 11 / 12 Target: 70%	 0   0   4	Updater Comments: The Officers continue to make progress in homeless prevention for tenants they are working with.	No Info
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	99.99% Target: 100%	99.97% Target: 100%	100% Target: 100%	0   3   1	No Comments	No Info
SH20e - Number of Applicants on Housing Register	7322 Applications Info Only	6811 Applications Info Only	5665 Applications Info Only		Updater Comments: 5848 Active 1474 Suspended This figure has increased slightly overall and the number of applicants currently suspended has increased as staff are undertaking more indepth assessments with customers to assess eligibility prior to applications being made active.	No Info
PP10 - Percentage of emergency repairs completed within 4 hours	99.64% 273 / 274 Target: 99%			0   0   1	No Comments	No Info
Affordable Housing - Design and enable a more varied housing offer						
SH37 - Number of rough sleepers approaching	0 People Info Only	5 People Info Only	6 People Info Only		Updater Comments: There were no rough sleeper approaches in December due to successful intervention from the outreach team and the assistance from The Elms in providing accommodation.	No Info
SH38 - Number of main duty applications	45 Applications Info Only	23 Applications Info Only	39 Applications Info Only		Updater Comments: Main duty applications for this quarter has almost doubled compared to the last quarter. Currently looking at options to relieve homelessness to reduce the number of households making a homelessness application.	No Info
SH39 - Number of cases where prevention has been successful	22 People Info Only	31 People Info Only	50 People Info Only		Updater Comments: Successful prevention figures have also dropped and that is reflective on the high main duty applications. Team looking at various prevention tools to help prevent homelessness. For example looking at increasing landlord incentives to attract more landlords to give us their property.	No Info
SH40 - Number of cases where relief has been successful	26 People Info Only	27 People Info Only	27 People Info Only		Updater Comments: Relief figures have remained the same this quarter.	No Info

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SH32 - Total number of times the service has engaged with tenants (not social media)	36 People Info Only	318 People Info Only	348 People Info Only		Updater Comments: Most interactions this quarter were formal meetings. This quarter lower than in the past due to Tenant Academy being recorded separately	No Info
SH33 - Overall spend on engagement activity per property	£31 Info Only	£18 Info Only	No Data Info Only		No Comments	No Info
Dacorum Delivers - Performance excellence						
TL13a - Percentage of Community Alarm calls answered within 1 min	98.4% Target: 97.5%	98.18% Target: 97.5%	92.42% Target: 97.5%	0   1   3	Updater Comments: Contractual target exceeded, continue to monitor	No Info
Dacorum Delivers - Reputation and profile delivery						
HL05a - Stage 1 Complaints responded to within target for Housing	83.78% 31 / 37 Info Only	75.76% 25 / 33 Target: 85%	88.24% 30 / 34 Target: 85%	2   0   1	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	215 Dwellings Info Only	167 Dwellings Info Only	123 Dwellings Info Only		Updater Comments: It would seem that the quarter figure adds each time. The monthly figure is the true figure for this KPI. 78 currently.	No Info
SH35 - Number of licence applications	48 Dwellings Info Only	13 Dwellings Info Only	23 Dwellings Info Only		Updater Comments: October: 3 November: 1 December: 4  Overall for the quarter 8 applications have been received.	No Info
TL15 - Satisfaction with the outcome of medium level ASB cases	58% 14 / 24 Target: 75%	73% 8 / 11 Target: 75%	50% 6 / 12 Target: 75%	0   1   1	No Comments	Tenant expectations need to be managed closely. Staff need to encourage more tenants to provide feedback. Communication will be raised as