OSC Report - Housing & Community - Housing Landlord Mar-2020

Indicator Name	Results Mar-2020	Last Months Results Dec-19	Last Years Results Mar-19	RAG	Comments	Actions
Affordable Housing - Achieve good social housing						
PP12 - Percentage of non-urgent repairs completed within target	98% Target: 98%	99% Target: 98%	99% Target: 98%	0 | 0 | 4	No Comments	No Info
PP13b - Percentage of responsive repairs completed right first time	89% Target: 78%	92% Target: 78%	91% 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)	101.75% Target: 99%	100.32% Target: 99%	100.79% Target: 99%	0 | 1 | 3	Updater Comments: This is an excellent result beating last year's Q4 figure. Well done Income Team, this shows that the hard work with early intervention and support has brought results.	No Info
SH03a - Average time (working days) to re-let general needs properties	32 Days 1776 / 46 Target: 30 Days	33 Days 2322 / 65 Target: 30 Days		0 | 3 | 1	Updater Comments: 46 general needs properties were let in this quarter and average working days to relet = 31.5 Although this remains out of target, it is a positive improvement from last quarter.The Empty homes process review is well 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 advertising and viewing properties during notice periods and looking at system improvements which would reduce paperwork. Approver Comments: Small improvement on last periods outturn in performance, however staffing, performance challenge and ongoing review of processes has had a positive impact.	No Info

Indicator Name	Results Mar-2020	Last Months Results Dec-19	Last Years Results Mar-19	RAG	Comments	Actions
SH03b - Average time (working days) to re-let adapted properties	125, Days 125 / 1 Target: 151, Days	123, Days 617 / 5 Target: 151, Days		1 | 0 | 3	Updater Comments: This was in target again for quarter 4. 1 property has been let over this quarter and took 125 days.	No Info
SH03c - Average time (working days) to re-let sheltered properties	63 Days 3024 / 48 Target: 43 Days	57 Days 2289 / 40 Target: 43 Days		2 | 0 | 2	Updater Comments: Out of target for Q4. 63 properties were let in this quarter, which is higher than in quarter 3, 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 has been completed 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.	Work is ongoing to redesignate properties that have been identified as part of the sheltered housing review. Further properties that are vacant have
SH04a - % of general needs properties let in target	47.83% 22 / 46 Target: 70%	47.69% 31 / 65 Target: 70%		4 | 0 | 0	Updater Comments: The figure for quarter 4 remains low but as with quarter 3, 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 have cleared the backlog of properties and are ensuring that propert Approver Comments: In addition to the New Normal project for Empty Homes, the service will also be moving forward with upgrade of the Civica system in Q2/3, which will see some improvements implemented to assist with efficiencies. Additionally the Property & Place restructure has now been completed, which will assist to realigning the key workstreams linked to Empty Homes.	Ongoing Empty Homes reivew through New Normal work strand, which has been delayed due to COVID-19.
SH04b - % of adapted properties let in target	100% 1 / 1 Target: 70%	60% 3 / 5 Target: 70%		1 | 1 | 2	Updater Comments: 1 adapted property was let in Q4 and this was in target.	No Info

Indicator Name	Results Mar-2020	Last Months Results Dec-19	Last Years Results Mar-19	RAG	Comments	Actions
SH04c - % of sheltered properties let in target	35.42% 17 / 48 Target: 70%	47.5% 19 / 40 Target: 70%		3 | 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: Review of sheltered housing stock has been completed and led to commencement of redesignation of identified properties. In addition to the New Normal project for Empty Homes, the service will also be moving forward with upgrade of the Civica system in Q2/3, which will see some improvements implemented to assist with efficiencies. Additionally the Property & Place restructure has now been completed, which will assist to realigning the key workstreams linked to Empty Homes.	No Info
SH36 - Number of illegal evictions prevented	2 People Info Only	1 People Info Only	1 People Info Only		Approver Comments: 2 complaints received, complainants did not pursue or engage further with officer investigating the cases.	No Info
TL55 - % of tenants paying for their house or garage rent by Direct debit	52.2% Info Only	50.9% Info Only	No Data Info Only		Updater Comments: An increase on Q3, this is a good result.	No Info
PP13a - Percentage of responsive repairs completed within target	97.75% 6660 / 6813 Target: 97%	99.01% 6488 / 6553 Target: 97%	99.12% 6443 / 6500 Target: 97%	0 | 0 | 4	No Comments	No Info
SH07a - Number of new housing advice cases received	557 Cases Info Only	391 Cases Info Only	458 Cases Info Only		Approver Comments: New approaches have almost doubled as compared to the last quarter. This is in part due to the influx of new approaches since COVID 19 and the time of the year.	No Info
PP04 - Percentage of properties passing QA checks Repairs and voids	99.26% Target: 98%	100% Target: 98%	99% Target: 98%	0 | 0 | 4	No Comments	No Info

Indicator Name	Results Mar-2020	Last Months Results Dec-19	Last Years Results Mar-19	RAG	Comments	Actions
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
TST02 - % of Tenancy Sustainment cases where rent arrears were reduced	100% 3 / 3 Target: 70%	71% 5 / 7 Target: 70%	93% 13 / 14 Target: 70%	0 | 0 | 4	Updater Comments: clients continue to reduce rent arrears as an outcome of intervention.	No Info
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	99.94% Target: 100%	99.99% Target: 100%	100% Target: 100%	0 | 4 | 0	Updater Comments: There has been a slight decline in the compliance rate due to the self-isolation of some tenants as a result of COVID-19. Appointments are being rebooked once tenants period of self-isolation concludes and all contact details and reasons relating to COVID-19 are being recorded.	No Info
SH20e - Number of Applicants on Housing Register	7311 Applications Info Only	7322 Applications Info Only	5712 Applications Info Only		Updater Comments: Active applicants - 5678 Suspended applicants - 1633 This figure has decreased slightly and suspended applicants have increased as staff are undertaking more in-depth assessments with customers to assess eligibility prior to applications being made active.	No Info
PP10 - Percentage of emergency repairs completed within 4 hours	99.3% 424 / 427 Target: 99%	99.64% 273 / 274 Target: 99%		0 | 0 | 2	No Comments	No Info
Affordable Housing - Design and enable a more varied housing offer						
SH37 - Number of rough sleepers approaching	26 People Info Only	0 People Info Only	7 People Info Only		Updater Comments: Number of rough sleepers approaching have gone up considerably due to COVID 19 and especially after the government's announcement about making them offers.	No Info
SH38 - Number of main duty applications	115 Applications Info Only	45 Applications Info Only	24 Applications Info Only		Updater Comments: Finding alternative accommodation to either prevent homelessness or relieve it continues to be a challenge. Has now been made worse due to the current climate as landlords are not evicting or renting out properties.	No Info
SH39 - Number of cases where prevention has been successful	32 People Info Only	22 People Info Only	21 People Info Only		Updater Comments: Successful prevention has improved compared to last quarter despite the challenges the team are facing with securing properties in the private sector. Managed to do this with the support of the Homeless Prevention Fund.	No Info

Indicator Name	Results Mar-2020	Last Months Results Dec-19	Last Years Results Mar-19	RAG	Comments	Actions
SH40 - Number of cases where relief has been successful	29 People Info Only	26 People Info Only	12 People Info Only		Approver Comments: The number of relief cases remains relatively unchanged, this is due to a lack of increased options to prevent homelessness.	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)	1447 People Info Only	36 People Info Only	240 People Info Only		No Comments	No Info
SH33 - Overall spend on engagement activity per property	£42 Info Only	£31 Info Only	No Data Info Only		Updater Comments: Figure sent by Lucy Tash	No Info
Dacorum Delivers - Performance excellence						
TL13a - Percentage of Community Alarm calls answered within 1 min	98.04% Target: 97.5%	98.4% Target: 97.5%	94.47% Target: 97.5%	0 | 0 | 4	Updater Comments: Provider regularly meets contractual KPI.	Will continue to monitor.
Dacorum Delivers - Reputation and profile delivery						
HL05a - Stage 1 Complaints responded to within target for Housing	52.27% 23 / 44 Target: 85%	83.78% 31 / 37 Target: 85%	72.73% 16 / 22 Target: 85%	2 | 1 | 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	89 Dwellings Info Only	78 Dwellings Info Only	47 Dwellings Info Only		Updater Comments: 15 Licences were completed and finalised in the quarter. 89 licenced properties is the correct figure. System adds the figures per month. See monthly comment for breakdown.	No Info

Indicator Name	Results Mar-2020	Last Months Results Dec-19	Last Years Results Mar-19	RAG	Comments	Actions
SH35 - Number of licence applications	17 Dwellings Info Only	48 Dwellings Info Only	3 Dwellings Info Only		Updater Comments: 17 applications received for the quarter. Officers are continuing to work through HMO applications on a steady flow, in the absence of a support officer, the lead officers and insight and improvement officer are collecting the new applications along with chasing the neccessary documents. Visits to all renewal/new HMO applications are on hold due to the current Coronavirus crisis, all HMO interested parties have been written to, plus a message on our website.	No Info
TL15 - Satisfaction with the outcome of medium level ASB cases	29% 2 / 7 Target: 75%	58% 14 / 24 Target: 75%	67% 4 / 6 Target: 75%	0 | 0 | 1	No Comments	We have reviewed the questions we ask as part of our feedback to reflect the satisfaction of how we handled as well as the overall outcome. This should yield some