

Quarterly Performance Report - by Councillor

Jun-2020

Indicator Name	Results Jun-2020	Last Months Results Mar-20	Last Years Results Jun-19	RAG	Comments	Actions
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Housing - Margaret Griffiths

Affordable Housing - Achieve good social housing

PP01 - Percentage of dwellings with a valid Gas Safety Certificate	99.93% Target: 100%	99.94% Target: 100%	99.98% Target: 100%	0 4 0	Updater Comments: This result is not as good as I wished. However, when we take into account the COVID-19 situation, it's fairly good. A huge amount of extra work has been undertaken by all staff at Sunrealm and DBC at all levels, well above and beyond the normal level of interaction with management and tenants to give extra reassurance.	No Info
PP04 - Percentage of properties passing QA checks Repairs and voids	99.8% Target: 98%	99.26% Target: 98%	99% Target: 98%	0 0 4	Updater Comments: Osborne report that of those inspections undertaken during the first quarter restrictions a good outturn of 99.8% was recorded.	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: Planned works had been suspended during the first quarter. Completion of some of those works suspended resumed in June. Despite the Covid related delays Osborne report that QA checks have still managed to meet targets.	No Info
PP10 - Percentage of emergency repairs completed within 4 hours	99.47% 378 / 380 Target: 99%	99.3% 424 / 427 Target: 99%		0 0 3		No Info
PP12 - Percentage of non-urgent repairs completed within target	99% Target: 98%	98% Target: 98%	99% Target: 98%	0 0 4	Updater Comments: Osborne report that being instructed to undertake only non-urgent and non essential works in the first quarter, the numbers of orders completed are significantly lower than a typical operating period.	No Info
PP13a - Percentage of responsive repairs completed within target	98.81% 2497 / 2527 Target: 97%	97.75% 6660 / 6813 Target: 97%	98.88% 5904 / 5971 Target: 97%	0 0 4		No Info
PP13b - Percentage of responsive repairs completed right first time	88% Target: 78%	89% Target: 78%	90% Target: 78%	0 0 4	Updater Comments: Osborne inform us that with non-urgent and non essential works being performed in the first quarter, the numbers of orders completed are significantly lower than any typical operating period.	No Info

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PP15 - Percentage of tenants satisfied with the service planned and responsive works	98% Target: 90%	99% Target: 90%	99.2% Target: 90%	0 0 4	Updater Comments: Osborne report that satisfaction has been stable, albeit lower than previous quarters as the majority of residents acknowledge the operating pressures and limitations associated with COVID. However there are increasing enquiries coming into the service about when we will resume given the relaxation of restrictions and these have the potential to escalate to customer dissatisfaction.	No Info
SH03a - Average time (working days) to re-let general needs properties	50 Days 2450 / 48 Target: 30 Days	32 Days 1776 / 46 Target: 30 Days	35 Days 2151 / 59 Target: 30 Days	1 2 1	Updater Comments: 48 general needs properties were let in this quarter and average working days to re-let =5.32 days. This remains out of target and has been significantly impacted due to restrictions due to Covid-19. Fewer properties have been let as either properties are not RTL as void works taking longer due to social distancing and limited contractor resources or due to applicants that are under who are unable to sign due to shielding. Approver Comments: The council is required to continue to ensure stringent measures are in place to manage empty homes process, including sign up of new tenancies, these requirements is having an impact on void turnaround of properties, whilst improvements have been implemented to the overall procedures and further are planned in the future, the true impact cannot be determined to due COVID.	Continue to identify opportunities to improve outturn time, through efficient management of processes.
SH03b - Average time (working days) to re-let adapted properties	128, Days 128 / 1 Target: 151, Days	125, Days 125 / 1 Target: 151, Days	136, Days 1496 / 11 Target: 151, Days	1 0 3	Updater Comments: 1 adapted property ws let in Q1 and this was in target.	No Info

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SH03c - Average time (working days) to re-let sheltered properties	93 Days 279 / 3 Target: 43 Days	63 Days 3024 / 48 Target: 43 Days	38 Days 1725 / 45 Target: 43 Days	3 0 1 	Updater Comments: 3 properties were let in Q3 and 2 were out of target. Number of lets are significantly reduced as there is a hold on all allocations within CAT2 internal sheltered schemes. CAT 1 dispersed properties are now being advertised. A high number of applicants, under offer for sheltered accommodation, have been shielding and therefore unable to sign up. Approver Comments: The restrictions in place with COVID-19 have had a significant impact on sheltered re-let times, this is due to households under offer shielding, or being unable to move due to current restrictions and lack of support. Additionally due to the need to ensure public health risks are removed, movement into sheltered complexes has been limited, overall causing significant delays with property relets.	No Info
SH04a - % of general needs properties let in target	16.67% 8 / 48 Target: 70%	47.83% 22 / 46 Target: 70%	57.63% 34 / 59 Target: 70%	4 0 0	Updater Comments: 48 properties were let in Quarter 1 and 40 of these were out of target. The majority of properties were under offer before the RTL date but there have been a number of delays due to void works taking longer or on hold as well as delays with being able to complete sign ups. This is starting to improve in line with risk assessments and adhering to social distancing guidelines. Approver Comments: Covid-19 is having a significant impact on the service re-let times, due to need to ensure that whilst prioritising the allocations and lettings process, we need to also ensure that our residents are supported to safely follow guidance issued. As the service starts to re-let properties that are within the void process, it is likely that re-let times may be further impacted.	No Info
SH04b - % of adapted properties let in target	100% 1 / 1 Target: 70%	100% 1 / 1 Target: 70%	63.64% 7 / 11 Target: 70%	1 0 3	Updater Comments: 1 property let in Q1 and this was in target	No Info


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SH04c - % of sheltered properties let in target	33.33% 1 / 3 Target: 70%	35.42% 17 / 48 Target: 70%	62.22% 28 / 45 Target: 70%	3 1 0 	Updater Comments: 3 properties were let in Q1 and 1 was in target. Significantly reduced number of lets in Quarter one due to Covid-19. Following reviews of all properties on hold, we are now advertising CAT1 sheltered properties and CAT2 sheltered properties that are RTL so that we can get them to offer stage.	Closely monitor impact of Covid when moving to business as usual wherever possible.

SH07a - Number of new housing advice cases received	667 Cases Info Only	557 Cases Info Only	391 Cases Info Only		Updater Comments: New approaches continue to increase and certainly due to the influx of new approaches since COVID 19. Approver Comments: As we have no re-commenced advertising of properties that have been on hold for some time, this is likely to further impact outturn figures.	Monitor the impact of renters reform and proposal to abolish S21. Additional staffing resource has been provided in form of 2 new temporary staff members to assist in managing the response.
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SH07b - Number of Housing Advice cases YTD	667 Cases Info Only	1806 Cases Info Only	391 Cases Info Only			No Info
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SH20e - Total household on waiting list broken down by 1,2 ,3 and 3+ bedrooms	7485 Applications Info Only	7311 Applications Info Only	6944 Applications Info Only		Updater Comments: 1 bed- 4021 Active, 1168 Suspended 2 bed - 1224 Active, 354 Suspended 3+ bed - 514 Active, 204 Suspended	Further work underway to review the Allocations Policy and revise points awarded to those households with no identified housing need, report to be presented to Portfolio Holder.
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SH36 - Number of illegal evictions prevented	2 People Info Only	2 People Info Only	2 People Info Only		Updater Comments: Throughout the period of lockdown landlords were informed that all notice of evictions were changed to a 3 month period. In this time we have had 2 approaches. We envisage that a high number of illegal evictions will happen when lockdown measures begin to be lifted. Approver Comments: Service has continued to engage with landlords/residents to ensure that they are aware of the requirements under COVID	No Info
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TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	97.91% Target: 99%	101.75% Target: 99%	99.2% Target: 99%	0 2 2 	Updater Comments: Many tenants who were hit financially by Covid had never applied for any benefits before and the team were able to support them to claim and understand what help is available.	No Info
TL55 - % of tenants paying for their house or garage rent by Direct debit	54% Info Only	52.2% Info Only	50.5% Info Only		Updater Comments: A small increase on Q4 last year, this is a really good result considering the financial impact of Covid and the risk of DD's bouncing and being cancelled.	No Info
TST01 - % of Tenancy Sustainment cases where eviction has been prevented (taken 6 months after case closure)	88% 7 / 8 Target: 70%	100% 8 / 8 Target: 70%	100% 12 / 12 Target: 70%	0 0 4	Updater Comments: intervention continues to demonstrate it's benefits.	No Info
TST02 - % of Tenancy Sustainment cases where rent arrears were reduced	80% 4 / 5 Target: 70%	100% 3 / 3 Target: 70%	71% 5 / 7 Target: 70%	0 0 4	Updater Comments: work has continued throughout covid to manage and support clients to maximise their income throughout this difficult period	No Info
TST08 - % of homeless cases where they are sustaining their tenancy (taken 6 months after case closure)	100% 55 / 55 Target: 70%	100% 42 / 42 Target: 70%	100% 13 / 13 Target: 70%	0 0 4	Updater Comments: The WSO continue to offer support to tenants of DBC	No Info

Affordable Housing - Design and enable a more varied housing offer

SH37 - Number of rough sleeper cases relieved	28 People Info Only	26 People Info Only	6 People Info Only		Updater Comments: Number of rough sleepers approaching continues to be high due to COVID-19 and especially after the government's announcement about making them offers. Most are relieved into the Elms and others into private rented accommodation. Officers working hard to make sure rough sleepers do not return to the streets.	No Info
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Approver Comments: The service is working hard to ensure all clients placed under Everyone in receive a pathway to move on accommodation, preventing a return to the streets.

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SH38 - Number of main duty applications	67 Applications Info Only	115 Applications Info Only	26 Applications Info Only		Updater Comments: Main duty applications dropped completely. This could be as a result of increased prevention and relief work by the team. Approver Comments: The dame Louise Casey ask required a number of placements to be made under everyone in, as a result this would have reduced the number of main duty applications.	No Info
SH39 - Total number of successful prevention	23 People Info Only	32 People Info Only	25 People Info Only		Approver Comments: A significant increase in on the day approaches, due to the Dame Louise Casey everyone in ask. Continue to monitor the impact of the ask and new guidance.	No Info
SH40 - Total number of successful relief	54 People Info Only	29 People Info Only	16 People Info Only		Updater Comments: Successful relief more than doubled and this explains the low prevention figures. Approver Comments: Team have worked hard this quarter to reduce demand on budget through B&B usage, this has led to successful movement of all clients in B&B.	No Info
Building Community Capacity - Empower local community action and delivery						
SH33 - Overall spend on engagement activity per property	£10 Info Only	£42 Info Only	£10 Info Only		Updater Comments: One staff post has been vacant for the whole of Q1	No Info
Dacorum Delivers - Performance excellence						
TL13a - Percentage of Community Alarm calls answered within 1 min	97.93% Target: 97.5%	98.04% Target: 97.5%	97.66% Target: 97.5%	0 0 4	Updater Comments: Contractor exceeds KPI	No Info
Safe and Clean Environment - Maintain a clean and safe environment						
ECP08 - Number of Anti-Social Behaviour Actions (ABC's, CPNs, FPN's, Injunctions, Closures, Simple Cautions and Prosecutions)	No Data Info Only	13 Info Only	53 Info Only		No Comments	No Info

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SH34 - Total number of Houses in Multiple Occupation (HMO's) with a license	92 Dwellings Info Only	89 Dwellings Info Only	50 Dwellings Info Only		Updater Comments: We have 92 licenced HMO's currently in the borough. The team are continuing to complete all new applications remotely. We also continue writing to licence holders to remind them if they are approaching the end of their 5-year licence.	As restrictions are now easing, risk assessments are being developed to ensure that when required staff are able to safely visit and inspect properties.
SH47 - Number of properties with HHSRS following inspection CAT 1 - (LAHS)	0 Dwellings Info Only	0 Dwellings Info Only	0 Dwellings Info Only		Updater Comments: During this period most work has been carried out from home and informally. Therefore, no properties have been assessed under HHSRS.	No Info
TL14 - Number of live ASB cases per 1000 properties	8.38 Info Only	7.24 Info Only	7.94 Info Only		Updater Comments: An increase in cases this quarter. There has been a shift in the scores coming out of the risk assessment matrix; likely due to increased tensions due to COVID and hyper-vigilant complainants they are higher than usual. This figure will not include the number of 'advice only' cases logged during this period. The team have done a fantastic job at responding to these and recording them appropriately.	No Info
TL15 - Satisfaction with the outcome of medium level ASB cases	100% 50 / 50 Target: 75%	29% 2 / 7 Target: 75%	83% 10 / 12 Target: 75%		Approver Comments: Unfortunately, questionnaires were not sent out by the SIE team to the closed cases until the beginning of July leading to a low response rate. Of the 51 closed cases, only 8 responded and 50% of those were very or fairly satisfied.	The SIE team should be issuing these surveys as soon as a case is closed to get an accurate reflection of how the case was handled. I hope that next month we will see a larger and fairer response to this survey.
TL17 - Percentage of ASB cases resolved	86.96% 80 / 92 Target: 70%	75% 48 / 64 Target: 70%	52.73% 29 / 55 Target: 70%	1 1 2	Updater Comments: Following a reminder issued to the team of the definition of a resolved case, I expect this figure to remain high over the next quarter.	No Info