





# OSC Report - Housing & Community - Housing Landlord Sep-2020

Indicator Name	Results Sep-2020	Last Months Results Jun-20	Last Years Results Sep-19	RAG	Comments	Actions
Affordable Housing - Achieve good social housing						
PP12 - Percentage of non-urgent repairs completed within target	93% Target: 98%	98.93% Target: 98%	98.33% Target: 98%	1   0   3	Updater Comments: Osborne report that the percentage of non urgent repairs completed within Target for Q2 is down on the previous quarters and usual performance as a result of the works of this category being held due to Covid.	No Info
PP13b - Percentage of responsive repairs completed right first time	84.33% Target: 78%	88% Target: 78%	90.33% Target: 78%	0   0   4	Updater Comments: Figures supplied by Osborne show that the first time fix is down in the quarter 2 period as the service now responds to conclude those repairs for which make safe activities were previously carried out due to the restrictions.	No Info
PP15 - Percentage of tenants satisfied with the service planned and responsive works	99.66% Target: 90%	98% Target: 90%	98.93% Target: 90%	0   0   4	Updater Comments: Osborne report that satisfaction has been stable in the second quarter for works performed. This will be a useful measure to review as the service completes works placed on hold during covid as an indicator of how the covid service suspensions were received by residents.	No Info
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	96.63% Target: 99%	97.91% Target: 99%	98.74% Target: 99%	0   2   2	Updater Comments: The impact of Covid-19 continues to impact on tenants ability to pay rent. Officers are supporting tenants to pay rent by helping with benefit claims and arranging payment plans.	No Info


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SH03a - Average time (working days ) to re-let general needs properties	59 Days 2667 / 54 Target: 30 Days	50 Days 2450 / 48 Target: 30 Days	30 Days 2124 / 61 Target: 30 Days	2   2   0	<p>Updater Comments: There have been some properties during the last quarter which have required to have more repair work than usual and has increased the number of CAT4 repairs.</p> <p>There has also been an increase on the number of clearances as refuse centres have been closed due to COVID again this has taken time as disposing of commercial waste.</p> <p>There have also been issues with regards to supplies of materials such as plaster as this has been limited to the amount of bags being collected per contractor. There was also a period of time that applicants were not able to move even after the property was ready this was due to the lockdown and in some cases their personal circumstances of isolating to comply with Government requirements up until A</p> <p>Approver Comments: Ongoing pressures continue within the service to address issues arising as a result of new Covid working practices, staff across the Housing Service continue to work closely to identify alternative options to ensure work can be completed as swiftly as possible.</p>	<p>Issues with commercial waste disposal to be referred and addressed.</p> <p>Ensure ongoing compliance with government guidance.</p>
SH03b - Average time (working days) to re-let adapted properties	199, Days 1193 / 6 Target: 151, Days	128, Days 128 / 1 Target: 151, Days	207, Days 826 / 4 Target: 151, Days	1   0   3	<p>Updater Comments: As with the Sheltered and General Needs properties some properties were ready just at the start of lockdown and due to the shielding we were not permitted to sign these applicants to the properties only when restrictions were lifted that these were able to be completed.</p> <p>Again there was delays on adaptations being completed due to suppliers availability and contractors requirements of materials.</p> <p>Approver Comments: All adapted properties allocated and relet with in the target periods.</p>	<p>Covid guidelines and need to remobilise contractors after a period of no works has impacted on ability to ensure that properties are completed within targets set.</p>


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SH03c - Average time (working days) to re-let sheltered properties	79 Days 2910 / 37 Target: 43 Days	93 Days 279 / 3 Target: 43 Days	43 Days 1972 / 46 Target: 43 Days	4   0   0	Updater Comments: Due to COVID there was a number of properties which were allocated prior to lockdown and these have been relet in accordance to government guidelines after the lockdown was eased. Again there have been delays on some properties being repaired during the lockdown as the sheltered schemes were on a full lockdown however we were still not able to be work on these properties even after the lockdown was lifted as DBC needed to ensure the safety of the residents living in the sheltered schemes were still being protected by possible infection and working with the contractors to provide this assurance. During lockdown the Lettings Officers have relet properties as per the guidance provided by Government and since lockdown the re	Action plan implemented for Sheltered properties outstanding and key actions issued to all relevant Officers.
SH04a - % of general needs properties let in target	31.48% 17 / 54 Target: 70%	16.67% 8 / 48 Target: 70%	55.74% 34 / 61 Target: 70%	4   0   0	Updater Comments: Overall there have been a number of changes due to COVID on how the properties are repaired and relet we have adapted and changed the ways of working to be able to continue to provide a service to our applicants, ie keys safes, virtual viewings including the use of floor plans and photographs (when the property is in a suitable condition to be shown).  Approver Comments: Housing Needs Team Leader to implement new targeted requirements within the Housing Needs Team and will work with Lead Officer to revise targets and remove any tolerances within targets to tighten processes.	Implement revised targets and new team way of working to address any dips in performance for KPI's.
SH04b - % of adapted properties let in target	16.67% 1 / 6 Target: 70%	100% 1 / 1 Target: 70%	75% 3 / 4 Target: 70%	2   0   2	Updater Comments: As with the Sheltered and General Needs properties some properties were ready just at the start of lockdown and due to the shielding we were not permitted to sign these applicants to the properties only when restrictions were lifted that these were able to be completed.  Again there was delays on adaptations being completed due to suppliers availability and contractors requirements of materials.  Approver Comments: Locking down all works on adapted properties has had an impact on ability to let properties within target.	Aids and adaptations work stream review is underway for this service area. Performance concerns relating to officer within the process have been escalated

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SH04c - % of sheltered properties let in target	27.03% 10 / 37 Target: 70%	33.33% 1 / 3 Target: 70%	65.22% 30 / 46 Target: 70%	 4   0   0	<p>Updater Comments: Due to COVID there was a number of properties which were allocated prior to lockdown, these have been relet in accordance to government guidelines after the lockdown was eased. There have been delays on some repaired as the sheltered schemes were on a full lockdown. We were unable complete the work even after the lockdown was lifted as DBC needed to ensure the safety of the residents living in the schemes were still being protected by possible infection and working with the contractors to provide this assurance. During lockdown Lettings Officers have relet properties as per the guidance provided by Government and since restrictions were lifted, all on hold and shielding applicants have been signed up. We have worked wit</p> <p>Approver Comments: It is noted a number of significant challenges in the letting of sheltered properties. Housing Needs have a new Team Leader in post with effect from 12 October and he has reviewed all outstanding properties within team and proposed actions.</p>	Actions on the action plan to be undertaken and any issues to be addressed to Group Manager and Assistant Director.
SH36 - Number of illegal evictions prevented	0 People Info Only	2 People Info Only	0 People Info Only		Updater Comments: Under the reporting this quarter it reads 0 illegal evictions have been prevented this quarter. Due to covid, courts have not been hearing cases until September. We are planning on how going forward to report this indicator, whether we log HHSRS and illegal evictions within 1 property, as two separate service requests.	No Info
TL55 - % of tenants paying for their house or garage rent by Direct debit	54% Info Only	54% Info Only	50.2% Info Only		<p>Updater Comments: This remains the same as in Q1, officers encourage tenants to sign up to pay by direct debit and where tenants know the DD will bounce we encourage them to speak to officers who can adjust the DD for that month rather than cancel. This has been particularly important during the pandemic where tenants' ability to pay fluctuated.</p>	No Info
PP13a - Percentage of responsive repairs completed within target	93.06% 1800 / 1934.33 Target: 97%	98.81% 832.33 / 842.33 Target: 97%	98.5% 2010.67 / 2041.33 Target: 97%	 0   1   3	Updater Comments: It is reported by Osborne that the percentage of responsive repairs overall completed within Target for Q2 is down on the previous quarters and usual performance as a result of the works of this category being held due to Covid. As these complete and new requests into the service are made, we expect this performance to improve.	No Info

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SH07a - Number of new housing advice cases received	546 Cases Info Only	667 Cases Info Only	467 Cases Info Only		Updater Comments: New approaches this quarter slightly lower than the last quarter but this is typical for this time of the year. Must be noted though that it is higher than same time last year.  Approver Comments: Impact of possession action being lifted is likely to increase no's of approaches to the service further later in the year.	Monitoring of ongoing service delivery and impacts. Recruitment of additional agency staff to manage additional case load as officers currently working
PP04 - Percentage of properties passing QA checks Repairs and voids	99.13% Target: 98%	99.83% Target: 98%	98.67% Target: 98%	0   0   4	Updater Comments: Data provided by Osborne show that those inspections which continue to be possible in the second quarter showed a good performance outturn.	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 there has been an increase in new works commencing in the second quarter compared to that in the previous quarter due to enhanced restrictions. Performance on this indicator has been good for those performed.	No Info
TST02 - % of Tenancy Sustainment cases where rent arrears were reduced	73% 16 / 22 Target: 70%	80% 4 / 5 Target: 70%	78% 7 / 9 Target: 70%	0   0   4	Updater Comments: over 70% of tenants have reduced or cleared their rent arrears over the time worked with the Sustainment team demonstrating the value of support given to tenants.	No Info
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	99.98% Target: 100%	99.84% Target: 100%	99.98% Target: 100%	0   4   0	Approver Comments: COVID restrictions has placed additional pressure on this already high target. We have fallen slightly short this quarter, but performance has increased throughout with September achieving the 100% figure we constantly strive for	No Info
SH20e - Total household on waiting list broken down by 1,2 ,3 and 3+ bedrooms	7764 Applications Info Only	7485 Applications Info Only	6811 Applications Info Only		Updater Comments: 1 Bed- 4066 active 1293 suspended 2 Bed- 1230 active- 412 suspended 3 bed- 441 active 185 suspended 4 bed- 85 active 32 Suspended 5 bed 10 active 6 suspended	Review of the allocations policy to commence Novmber 2020.
PP10 - Percentage of emergency repairs completed within 4 hours	99.8% 165.67 / 166 Target: 99%	99.47% 126 / 126.67 Target: 99%		0   0   4	Updater Comments: Data provided by Osborne show that this indicator has again met its target for the second quarter of 20/21.	No Info

Affordable Housing - Design and enable a more varied housing offer

Indicator Name	Results Sep-2020	Last Months Results Jun-20	Last Years Results Sep-19	RAG	Comments	Actions
SH37 - Number of rough sleeper cases relieved	25 People Info Only	28 People Info Only	5 People Info Only		<p>Updater Comments: Number of rough sleepers this quarter has remained almost the same but compared to same time last year at 5 it is quite high. Most are relieved into the Elms and others into private rented accommodation. Officers working Outreach Workers to make sure rough sleepers do not return to the streets.</p> <p>Approver Comments: 3 identified rough sleepers currently continuing to sleep rough and ongoing advice/assistance and engagement from DBC homeless and Outreach team working towards relief.</p>	Rough sleeper count to take place end of October in line with RSI funding requirements.
SH38 - Number of main duty applications	48 Applications Info Only	67 Applications Info Only	23 Applications Info Only		<p>Updater Comments: Main duty applications continue to drop, this is as a result of the increase in number of new approaches especially homeless on the day cases. This gives Officers limited time to progress their cases.</p> <p>Approver Comments: Service has identified a significant increase in new approaches to the service for the second consecutive quarter (85%) meaning case loads are at extremely high levels, resulting in risk of failure to maintain statutory responsibilities. Capability/misconduct issue in probation for 1 FTE has resulted in further impact on the service and HR hearing for GM concluded 7/10/2020.</p>	EMF submitted for additional agency staff 7/10/2020. Recruitment pending following probationary/conduct hearing.
SH39 - Total number of successful prevention	26 People Info Only	23 People Info Only	31 People Info Only		<p>Updater Comments: Total number of successful prevention slightly higher this quarter. More work needed in this area, looking at various prevention options at present</p> <p>Approver Comments: It is becoming increasingly challenging to undertake prevention activity due to high caseloads, so this is a positive figure given the circumstances.</p>	No Info
SH40 - Total number of successful relief	49 People Info Only	54 People Info Only	27 People Info Only		No Comments	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)	32 People Info Only	48 People Info Only	318 People Info Only		No Comments	No Info

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SH33 - Overall spend on engagement activity per property	£18 Info Only	£10 Info Only	£18 Info Only		No Comments	No Info
Dacorum Delivers - Performance excellence						
TL13a - Percentage of Community Alarm calls answered within 1 min	96.3% Target: 97.5%	97.93% Target: 97.5%	98.18% Target: 97.5%	0   1   3	Updater Comments: Throughout pandemic Tunstall have performed to an acceptable standard and is only the last two months where performance has dipped. Lengthly discussion with Operational director to understand the dip in performance and reasons why. Have agreed to follow this call up with contrcat monitoring meeting.	No Info
Dacorum Delivers - Reputation and profile delivery						
HL05a - Stage 1 Complaints responded to within target for Housing	85% 17 / 20 Target: 85%	76.47% 13 / 17 Target: 85%	75.76% 25 / 33 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	98 Dwellings Info Only	92 Dwellings Info Only	62 Dwellings Info Only		Updater Comments: As of the 30/09/20, in quarter 2 overall we have 98 licensed HMO's in the Borough.	No Info
SH35 - HMO licence applications received	6 Dwellings Info Only	5 Dwellings Info Only	13 Dwellings Info Only		Updater Comments: In this quarter, overall we have received 6 HMO applications, 4 of these we are awaiting outstanding documentation. 2 are now with the HMO Enforcement Officers who have begun the process of licensing them.	No Info
TL15 - Satisfaction with the outcome of medium level ASB cases	100% 50 / 50 Target: 75%	100% 50 / 50 Target: 75%	73% 8 / 11 Target: 75%		Approver Comments: 14 questionnaires were returned in the last quarter with 7 Very or fairly satisfied, 1 neutral and 7 dissatisfied. ASB cases have significantly increased this qtr putting pressure on the service.	This is the first qtr with a newly designed survey. Some really useful feedback has been obtained and given some great insight into areas for some quick