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

Indicator Name	Results Dec-2020	Last Months Results Sep-20	Last Years Results Dec-19	RAG 🔴 🟠 🟢	Comments	Actions
Affordable Housing - Achieve good social housing						
PP12 - Percentage of non-urgent repairs completed within target	91.9% Target: 98%	93% Target: 98%	99.1% Target: 98%	2 | 0 | 2	Updater Comments: This indicator has under performed with the COVID enforced restrictions being a major factor	No Info
PP13b - Percentage of responsive repairs completed right first time	81.37% Target: 78%	84.33% Target: 78%	91.87% Target: 78%	0 | 0 | 4	Updater Comments: This indicator has steadily improved in the quarter	No Info
PP15 - Percentage of tenants satisfied with the service planned and responsive works	99.1% Target: 90%	99.66% Target: 90%	98.77% Target: 90%	0 | 0 | 4	No Comments	No Info
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	99.23% Target: 99%	96.63% Target: 99%	100.32% Target: 99%	0 | 2 | 2	Updater Comments: An increase on Q2 figure and just over 1% less rent collected than Q3 last year. Again this is a great achievemenmt for the team who have worked so hard to support tenants financially affected by Covid-19. Changing the focus of the team from enforcement to early intervention and support for tenants is having a positive impact.	No Info
SH03a - Average time (working days) to re-let general needs properties	51 Days 2826 / 54 Target: 30 Days	59 Days 2667 / 54 Target: 30 Days	33 Days 2322 / 65 Target: 30 Days	3 | 1 | 0	No Comments Approver Comments: Empty Homes working group to continue to work towards action plan to improve outcomes. Reporting submitted to performance board via service summaries and in particular to highlight the impact of Covid in relation to enabling any significant reduction in turnaround times.	Actions to be undertaken by Empty Homes Working Group. Consider long term contract position as a result of outsourcing to additional contractors to
SH03b - Average time (working days) to re-let adapted properties	104, Days 208 / 2 Target: 151, Days	199, Days 1193 / 6 Target: 151, Days	123, Days 617 / 5 Target: 151, Days	1 | 0 | 3	No Comments Approver Comments: Targets for the quarter delivered successfully. Longer term adaptations may be impacted by covid measures and extended timescales/workforce requirements within properties.	Imbed learning from Aids & Adaptations work stream review.

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SH03c - Average time (working days) to re-let sheltered properties	72 Days 3035 / 42 Target: 43 Days	79 Days 2910 / 37 Target: 43 Days	57 Days 2289 / 40 Target: 43 Days	4 | 0 | 0	Updater Comments: A number of challenges impacting on the ability of being able to let properties more quickly, including access to technology for some older vulnerable people,inability to move due to shielding or lockdown restrictions, plus additional issues with tradesmen accessing properties. No Comments	Time taken to let sheltered properties has not reduced signficantly. Work is being undertaken via a dedicated project to engage with residents
SH04a - % of general needs properties let in target	11.11% 6 / 54 Target: 70%	31.48% 17 / 54 Target: 70%	47.69% 31 / 65 Target: 70%	4 | 0 | 0	Updater Comments: Whilst an improvement in the outturn, performance is still signficantly below what is acceptable. Outturn figures are however impacted by circumstances that are outside of the service control due to coronavirus guidance and restrictions works will take longer extending key to key times. Approver Comments: Continued work via the Empty Homes review group will look to explore opportunties to improve outturn. New Interim Team Leader in Property & Place working closely with Osborne and relevant teams to identify further opportunities to improve outturn and challenge performance.	Actions to be undertaken in line with action plan with Empty Homes review group.
SH04b - % of adapted properties let in target	100% 2 / 2 Target: 70%	16.67% 1 / 6 Target: 70%	60% 3 / 5 Target: 70%	1 | 0 | 3	No Comments Approver Comments: 1 property successfully let within targets set and household able to move into more suitable accommodation.	No Info
SH04c - % of sheltered properties let in target	7.14% 3 / 42 Target: 70%	27.03% 10 / 37 Target: 70%	47.5% 19 / 40 Target: 70%	4 | 0 | 0	No Comments Approver Comments: Slight improvement in outturn performance, however a number of factors causing delays to the performance within this area, which is further compounded by added delays in engaging with vulnerable older applicants such as need to shield and inability to move.	Housing Needs Support Officer, undertaking project to try to increase take up and acceptance of sheltered housing stock, project started January 2021.
SH36 - Number of illegal evictions prevented	3 People Info Only	0 People Info Only	1 People Info Only		Updater Comments: 3 illegal eviction cases where officers worked with landlords and tenants to prevent an eviction taking place.	No Info
TL55 - % of tenants paying for their house or garage rent by Direct debit	54% Info Only	54% Info Only	50.9% Info Only		Updater Comments: an increase on Q3 last year from 50% to 54%. Officers always try to encourage tenants to pay by DD.	No Info

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PP13a - Percentage of responsive repairs completed within target	94.69% 1981.33 / 2092.33 Target: 97%	93.06% 1800 / 1934.33 Target: 97%	99.01% 2162.67 / 2184.33 Target: 97%	0 | 2 | 2	Updater Comments: This indicator has steadily improved throughout the quarter	No Info
SH07a - Number of new housing advice cases received	644 Cases Info Only	546 Cases Info Only	391 Cases Info Only		Updater Comments: New approaches this quarter higher than the last quarter and almost double the figure for same time last year. This quarter is usually the quietest out of all three quarters but definitely not so this year. Would put this down to the current climate.	No Info
PP04 - Percentage of properties passing QA checks Repairs and voids	99.07% Target: 98%	99.13% Target: 98%	99.33% 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
TST02 - % of Tenancy Sustainment cases where rent arrears were reduced	86% 6 / 7 Target: 70%	73% 16 / 22 Target: 70%	71% 5 / 7 Target: 70%	0 | 0 | 4	Updater Comments: On a quarterly basis, rent arrears continue to reduce as a result of intervention and support.	No Info
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	99.98% Target: 100%	99.98% Target: 100%	99.97% Target: 100%	0 | 4 | 0	Updater Comments: Considering the restrictions placed upon us due to COVID this indicator has performed very well in the quarter	No Info
SH20e - Total household on waiting list broken down by 1,2 ,3 and 3+ bedrooms	7945 Applications Info Only	7764 Applications Info Only	7322 Applications Info Only		Updater Comments: 7945 In total who are active or suspended. An increase from last Q 1 Bed- 5469 2 Bed- 1676 3 Bed- 640 4 Bed- 120 5+ Bed- 20	No Info
PP10 - Percentage of emergency repairs completed within 4 hours	99.77% 143 / 143.33 Target: 99%	99.8% 165.67 / 166 Target: 99%	99.64% 136.5 / 137 Target: 99%	0 | 0 | 4	No Comments	No Info

Affordable Housing - Design and enable a more varied housing offer

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SH37 - Number of rough sleeper cases relieved	30 People Info Only	25 People Info Only	0 People Info Only		Updater Comments: Number of rough sleepers relieved has increased slightly and that is reflective of the numbers we worked with this quarter. Most are relieved into the Elms, some into social housing through Part 6 and others into private rented accommodation. Officers working with Outreach Workers to make sure rough sleepers are kept in their accommodation and do not return to the streets.	No Info
SH38 - Number of main duty applications	30 Applications Info Only	48 Applications Info Only	45 Applications Info Only		Updater Comments: Additional agency staffing assisting with resourcing pressures within the team. High numbers of on the day presentations impacting on overall number of main duty cases.	Additional agency staffing assisting with resourcing pressures within the team. High numbers of on the day presentations impacting on overall
SH39 - Total number of successful prevention	34 People Info Only	26 People Info Only	22 People Info Only		Updater Comments: Successful prevention has improved compared to the last quarter and same period last year. There is still room for improvement and staff looking at all prevention options at present to ensure that more cases are prevented. Approver Comments: Whilst there is always a need for continued focus on prevention, these figures are extremely positive in the current climate and the pressures that the service area under in reacting to government guidance during the pandemic and reducing overall potential placements into temporary accommodation.	Continue to work collaboratively to explore opportunities to prevent homelessness.
SH40 - Total number of successful relief	25 People Info Only	49 People Info Only	26 People Info Only		Updater Comments: On the other hand, successful relief cases has gone down compared to the last quarter. It is becoming increasingly difficult to relieve homelessness especially when applicants are placed in temporary accommodation.	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)	24 People Info Only	32 People Info Only	36 People Info Only		No Comments	No Info
SH33 - Overall spend on engagement activity per property	£14 Info Only	£18 Info Only	£31 Info Only		Updater Comments: Year to date figure (excl HE725) according to Lucy Tash's spreadsheet is £27.71	No Info
Dacorum Delivers - Performance excellence						

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TL13a - Percentage of Community Alarm calls answered within 1 min	94.21% Target: 97.5%	96.3% Target: 97.5%	98.4% Target: 97.5%	0 | 2 | 2	Updater Comments: Performnace for the quarter is below the contractual KPI. Regular contract monitoring meetings taking place. Targets set for KPI to be achieved for March 2021.	No Info

Dacorum Delivers - Reputation and profile delivery

Indicator Name	Results Dec-2020	Last Months Results Sep-20	Last Years Results Dec-19	RAG	Comments	Actions
HL05a - Stage 1 Complaints responded to within target for Housing	No Data Target: 85%	85% Target: 85%	83.78% Target: 85%	2 | 0 | 1	No Comments	No Info

Safe and Clean Environment - Maintain a clean and safe environment

Indicator Name	Results Dec-2020	Last Months Results Sep-20	Last Years Results Dec-19	RAG	Comments	Actions
SH34 - Total number of Houses in Multiple Occupation (HMO's) with a license	102 Dwellings Info Only	98 Dwellings Info Only	78 Dwellings Info Only		Updater Comments: We have 102 licenced HMO's currently in the borough. The team are continuing to complete new applications, this will be done remotely. Visits to properties will be done when lockdown restrictions are lifted. Approver Comments: Lockdown restrictions will impact on the number of backlogged visits within the service as inspections are required at intervals to ensure that the licence is being effectively managed and complies with regulations.	No Info
SH35 - HMO licence applications received	8 Dwellings Info Only	6 Dwellings Info Only	48 Dwellings Info Only		Updater Comments: In total we have received 8 applications this quarter currently in the process of having an inspection, awaiting for the end of the 21-day objection period to grant full licence or with our Support officer, whereby we are awaiting supporting documentation before we can process them. Staff are working through these remotely, licences will be issued, visits will take place to check compliance when lockdown measures are lifted. Approver Comments: Consideration is being given to reducing time available to landlords for provision of supporting licence documentation, the number of pending licences means the process is administratively heavy and requires much chasing from the service.	Propose reduction of time available to landlord to provide information and a move to enforce action where engagement has not been satisfactory.

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TL15 - Satisfaction with the outcome of medium level ASB cases	67% 67 / 100 Target: 75%	50% 50 / 100 Target: 75%	58% 14 / 24 Target: 75%		Updater Comments: A 17% increase in satisfaction this quarter. Of the 15 questionnaires returned in the last quarter - Very dissatisfied - 03 Fairly dissatisfied - 02 Neutral - 03 Fairly satisfied - 03 Very satisfied - 04	The new Lead Officer for Tenancy Enforcement will be tasked with scrutinising this feedback in far more detail when they commence their role.