
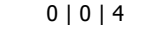
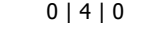
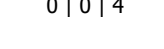




## OSC Report - Housing & Community - Housing Landlord Mar-2021

Indicator Name	Results Mar-2021	Last Months Results Dec-20	Last Years Results Mar-20	RAG	Comments	Actions
Affordable Housing - Achieve good social housing						
PP12 - Percentage of non-urgent repairs completed within target	95.5% Target: 98%	91.9% Target: 98%	98.03% Target: 98%	2   1   1	Approver Comments: This figure has fallen by the target, mainly due to the lockdown restrictions in this period.	No Info
PP13b - Percentage of responsive repairs completed right first time	81.7% Target: 78%	81.37% Target: 78%	90.07% Target: 78%	0   0   4	No Comments	No Info
PP15 - Percentage of tenants satisfied with the service planned and responsive works	96.4% Target: 90%	99.1% Target: 90%	99.17% Target: 90%	0   0   4	No Comments	No Info
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	99.07% Target: 99%	99.23% Target: 99%	101.75% Target: 99%	0   2   2	No Comments	No Info
SH03a - Average time (working days) to re-let general needs properties	28 Days 2402 / 61 Target: 30 Days	51 Days 2826 / 54 Target: 30 Days	32 Days 1776 / 46 Target: 30 Days	3   0   1	Updater Comments: Continued commitment to improvement actions to address poor performance in relation to this KPI outturn is now starting to have a positive impact.  No Comments	Service to continue to engage with Empty Homes action plan to identify further opportunity for improvement in outturn performance.
SH03b - Average time (working days) to re-let adapted properties	98, Days 585 / 6 Target: 151, Days	104, Days 208 / 2 Target: 151, Days	125, Days 125 / 1 Target: 151, Days	1   0   3	Updater Comments: Some delay due to adapted property let within the quarter, due to delays in adaptations requirements being scoped and installed.  No Comments	Revised Aids and adaptations procedure, implemented with a view to streamlining process.
SH03c - Average time (working days) to re-let sheltered properties	67 Days 2751 / 41 Target: 43 Days	72 Days 3035 / 42 Target: 43 Days	63 Days 3024 / 48 Target: 43 Days	4   0   0	No Comments  Approver Comments: Ongoing challenges in respect of letting sheltered stock, there are several schemes in particular which now have multiple vacancies and the service is experiencing challenges in letting these properties.	HSMT meeting to consider potential sheltered scheme options - such as reclassification.

Indicator Name	Results Mar-2021	Last Months Results Dec-20	Last Years Results Mar-20	RAG	Comments	Actions
SH04a - % of general needs properties let in target	32.79% 20 / 61 Target: 70%	11.11% 6 / 54 Target: 70%	47.83% 22 / 46 Target: 70%	4   0   0	No Comments  No Comments	Sheltered housing review. Consdiration of re-classification of stock via Rough Sleeper Accommodation Funding. Targeted work being undertaken
SH04b - % of adapted properties let in target	66.67% 4 / 6 Target: 70%	100% 2 / 2 Target: 70%	100% 1 / 1 Target: 70%	1   1   2	No Comments  Approver Comments: 1 property out of target during the period due to delays in undertaking works and obtaining materials for relevant adaptations.	Revised A&A process now in place using an external Occupational Therapist, which is hoped will see further improvements in outturn performance within this area.
SH04c - % of sheltered properties let in target	31.71% 13 / 41 Target: 70%	7.14% 3 / 42 Target: 70%	35.42% 17 / 48 Target: 70%	4   0   0	Updater Comments: HSMT meeting to consider potential sheltered scheme options - such as reclassification.  No Comments	HSMT meeting to consider potential sheltered scheme options - such as reclassification.
SH36 - Number of illegal evictions prevented	4 People  Info Only	3 People  Info Only	2 People  Info Only		Updater Comments: The team have found we are getting approaches from the public detailing several issues they are experiencing. We have seen that we are also receiving more reports from our joint working with the Homeless Prevention & Assessment Team. We have been able to discuss cases when reported and both team have clear understanding on responsibilities and next course of action.	No Info
TL55 - % of tenants paying for their house or garage rent by Direct debit	57%  Info Only	54%  Info Only	52.2%  Info Only		No Comments	No Info
PP13a - Percentage of responsive repairs completed within target	95.87% 1749.67 / 1825 Target: 97%	94.69% 1981.33 / 2092.33 Target: 97%	97.75% 2220 / 2271 Target: 97%	0   3   1	Approver Comments: This period is when the country was put in to lockdown, so a combination of access issue as the priority of essential repairs has had an impact on performance	No Info
SH07a - Number of new housing advice cases received	817 Cases  Info Only	644 Cases  Info Only	557 Cases  Info Only		Updater Comments: New approaches this quarter very high compared to the last quarter at 644 and same time last year at 557. Would put this down to the current climate.	Significant increase again this quarter in new approaches, this is likely due to the ending of the eviction moratorium - report prepared for IMT with proposals.
PP04 - Percentage of properties passing QA checks Repairs and voids	98.33%  Target: 98%	99.07%  Target: 98%	99.2%  Target: 98%	0   0   4	No Comments	No Info

Indicator Name	Results Mar-2021	Last Months Results Dec-20	Last Years Results Mar-20	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	80% 8 / 10 Target: 70%	86% 6 / 7 Target: 70%	100% 3 / 3 Target: 70%	 0   0   4	No Comments	No Info
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	99.99% Target: 100%	99.98% Target: 100%	99.97% Target: 100%	 0   4   0	Approver Comments: A good performance during lockdown restrictions	No Info
SH20e - Total household on waiting list broken down by 1,2 ,3 and 3+ bedrooms	8243 Applications Info Only	7945 Applications Info Only	7311 Applications Info Only		No Comments	No Info
PP10 - Percentage of emergency repairs completed within 4 hours	100% 107.67 / 107.67 Target: 99%	99.77% 143 / 143.33 Target: 99%	99.3% 141.33 / 142.33 Target: 99%	 0   0   4	No Comments	No Info
Affordable Housing - Design and enable a more varied housing offer						
SH37 - Number of rough sleeper cases relieved	32 People Info Only	30 People Info Only	26 People Info Only		Updater Comments: Number of rough sleepers relieved has increased again and that is again 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	46 Applications Info Only	30 Applications Info Only	115 Applications Info Only		Updater Comments: Additional agency staffing still assisting with resourcing pressures within the team. Prevention and relief figures going up and looking to improve this to reduce the main duty applications.	No Info

Indicator Name	Results Mar-2021	Last Months Results Dec-20	Last Years Results Mar-20	RAG	Comments	Actions
SH39 - Total number of successful prevention	33 People Info Only	34 People Info Only	32 People Info Only		Updater Comments: Successful prevention has remained almost the same this quarter. There is still room for improvement and staff looking at all prevention options at present to ensure that more cases are prevented. Home visits have started and also working with local letting agents to secure some private rented properties.	No Info
SH40 - Total number of successful relief	23 People Info Only	25 People Info Only	29 People Info Only		Updater Comments: Successful relief has remained almost the same this quarter. There is still room for improvement and staff looking at all options at present to ensure that more cases are relieved before they get to main duty. Working with local letting agents to secure some PRS properties.	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)	839 People Info Only	24 People Info Only	1447 People Info Only		No Comments	No Info
SH33 - Overall spend on engagement activity per property	No Data Info Only	£14 Info Only	£42 Info Only		No Comments	No Info
Dacorum Delivers - Performance excellence						
TL13a - Percentage of Community Alarm calls answered within 1 min	93.67% Target: 97.5%	94.21% Target: 97.5%	98.04% Target: 97.5%	0   3   1	Updater Comments: Tunstall performance during the first two months of this quarter although below KPI targets was showing an upward trajectory with a month on month improvement, however performance dipped again this month.	A meeting has been held with the Director of Response at Tunstall to review performance against this KPI and loss of staff due to Covid shielding advise has been
Dacorum Delivers - Reputation and profile delivery						
HL05a - Stage 1 Complaints responded to within target for Housing	82.61% 19 / 23 Target: 85%	82.76% 24 / 29 Info Only	52.27% 23 / 44 Target: 85%	2   1   0	No Comments	No Info
Safe and Clean Environment - Maintain a clean and safe environment						

Indicator Name	Results Mar-2021	Last Months Results Dec-20	Last Years Results Mar-20	RAG	Comments	Actions
SH34 - Total number of Houses in Multiple Occupation (HMO's) with a license	103 Dwellings Info Only	102 Dwellings Info Only	89 Dwellings Info Only		<p>Updater Comments: Over the past quarter the team have transition back to visits following the MLCHG guidance on the PSH Team operating as business as usual.</p> <p>Due to the reinstatement of visits for all HMO licences and compliance checks, the team are required to complete all pre questionnaire risk assessments on all tenants and owner/responsible person for each HMO prior to any visits being undertaken. This has placed increased work volumes on the team as not all tenants are wanting to adhere to this or returning officers calls to enable each assessment to be completed.</p> <p>We have also noted that owner/responsible person are struggling to adhere to works, due to the demand for specialist contractor and supply of materials to ensure th</p>	No Info
SH35 - HMO licence applications received	3 Dwellings Info Only	8 Dwellings Info Only	17 Dwellings Info Only		<p>Updater Comments: Over the last quarter applications have remained on average around 1 per calendar month. The Private Sector Support Officer has been concentrating on reviewing all pending applications and making contact to obtain any the outstanding documents required and contact each applicant, which has supported the Private Sector Enforcement Officer in their checking process and making the application run smoother for both applicant and officer.</p> <p>We has also this month changed our licensing approach to a 3 month process, this will help stop some repetition on calls but also put the onus on the applicant to submit all supporting documents within a 3 month timescale or their application will be rejected.</p>	No Info
TL15 - Satisfaction with the outcome of medium level ASB cases	100% 100 / 100 Target: 75%	67% 67 / 100 Target: 75%	29% 2 / 7 Target: 75%		No Comments	RG to fully review the process of gathering satisfaction information from complainants. This will be done in conjunction with a full procedural review once the new