



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

Indicator Name	Results Jun-2021	Last Months Results Mar-21	Last Years Results Jun-20	RAG	Comments	Actions
Affordable Housing - Achieve good social housing						
PP12 - Percentage of non-urgent repairs completed within target	92% Target: 98%	95.5% Target: 98%	98.93% Target: 98%	3   1   0	Approver Comments: Osborne has identified resourcing issues as the main reason why this KPI is failing. The partnership will focus on this area of the service and make progress, which is evidently needed	No Info
PP13b - Percentage of responsive repairs completed right first time	81% Target: 78%	81.7% Target: 78%	88% Target: 78%	0   0   4	No Comments	No Info
PP15 - Percentage of tenants satisfied with the service planned and responsive works	98% Target: 90%	96.4% Target: 90%	98% Target: 90%	0   0   4	No Comments	No Info
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	99.64% Target: 99%	99.07% Target: 99%	97.91% Target: 99%	0   1   3	Updater Comments: This figure is an improvement on Q4 2020/21 and also when comparing to Q1 last year. Another great result for the team particularly considering the impact of the pandemic.	No Info
SH03a - Average time (working days) to re-let general needs properties	32 Days 1403 / 53 Target: 30 Days	28 Days 2402 / 61 Target: 30 Days	50 Days 2450 / 48 Target: 30 Days	2   1   1	Updater Comments: Overall, the quarter has been a lot more positive than the previous ones.  KPIs have been in target and work processes have been reviewed to achieve this.  Approver Comments: Ongoing efforts to ensure continued improvement in performance.	Implementation and monitoring of partnership charter
SH03b - Average time (working days) to re-let adapted properties	151, Days 452 / 3 Target: 151, Days	98, Days 585 / 6 Target: 151, Days	128, Days 128 / 1 Target: 151, Days	1   0   3	Updater Comments: More A&A properties need to be identified for applicants. This has been raised across housing.  Once the new surveyor starts in A&A, more properties can be identified and will help with the contractors to make sure the work is completed in a timely manner.	No Info


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SH03c - Average time (working days) to re-let sheltered properties	69 Days 3815 / 55 Target: 43 Days	67 Days 2751 / 41 Target: 43 Days	93 Days 279 / 3 Target: 43 Days	4   0   0	Updater Comments: Further work is to be completed by SH and P&P to make schemes more appealing to applicants.  A lot of work has commenced from the Housing Needs team to attract more interest. While this was good at a one off stage, long term resource into this would be beneficial.  No Comments	Sheltered housing review. Partnership charter. Launch of sheltered open days in the summer.
SH04a - % of general needs properties let in target	28.3% 15 / 53 Target: 70%	32.79% 20 / 61 Target: 70%	16.67% 8 / 48 Target: 70%	4   0   0	Approver Comments: Reduction in successful outturn performance, performance challenge to be addressed in line with new partnership charter with Osborne	No Info
SH04b - % of adapted properties let in target	33.33% 1 / 3 Target: 70%	66.67% 4 / 6 Target: 70%	100% 1 / 1 Target: 70%	2   1   1	Approver Comments: Performance impacted during this period due to delays in timeline for A&A work strands and lack of surveyor resource, due to pending start date for new Officer.	No Info
SH04c - % of sheltered properties let in target	49.09% 27 / 55 Target: 70%	31.71% 13 / 41 Target: 70%	33.33% 1 / 3 Target: 70%	4   0   0	Updater Comments: Further work is to be completed by SH and P&P to make schemes more appealing to applicants.  A lot of work has commenced from the Housing Needs team to attract more interest. While this was good at a one off stage, long term resource into this would be beneficial.  No Comments	Sheltered Housing review Sheltered housing open days to increase take up. Housing Service review and consideration of flexibility
SH36 - Number of illegal evictions prevented	1 People Info Only	4 People Info Only	2 People Info Only		Updater Comments: 1 illegal eviction case has been prevented this quarter directly through the team. We continue to work together with Homeless Prevention on cases across the borough as well when preventing tenants being illegally evicted and/or harassed	No Info
TL55 - % of tenants paying for their house or garage rent by Direct debit	54.9% Info Only	57% Info Only	54% Info Only		No Comments	No Info
PP13a - Percentage of responsive repairs completed within target	92.74% 1664 / 1794.33 Target: 97%	95.87% 1749.67 / 1825 Target: 97%	98.81% 832.33 / 842.33 Target: 97%	0   4   0	Approver Comments: Resource issues have played a part in this indicator underperforming. The partnership are working close to ensure this improves in Q2 and beyond.	No Info

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SH07a - Number of new housing advice cases received	843 Cases Info Only	817 Cases Info Only	667 Cases Info Only		Updater Comments: New approaches this quarter very high compared to the same time last year at 667. Still seeing the effects of Covid with high numbers approaching due to end of Assured Shorthold tenancies and affordability issues.	No Info
PP04 - Percentage of properties passing QA checks Repairs and voids	98.97% Target: 98%	98.33% Target: 98%	99.83% 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	100% 3 / 3 Target: 70%	80% 8 / 10 Target: 70%	80% 4 / 5 Target: 70%	0   0   4	Updater Comments: TS Intervention continues to demonstrate it's value in supporting tenants to address issues with their tenancy.	No Info
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	99.96% Target: 100%	99.99% Target: 100%	99.84% Target: 100%	0   4   0	Approver Comments: As tenants have returned to work we have seen a slight drop in performance, but we have robust procedures in place that should see an imminent improvement with this indicator	No Info
SH20e - Total household on waiting list broken down by 1,2 ,3 and 3+ bedrooms	8466 Applications Info Only	8243 Applications Info Only	7485 Applications Info Only		Updater Comments: Total number of active and suspended applicants is 8466.  1 bed- 5476 2 bed- 1842 3 bed- 871 4 bed- 199 5 bed- 42 6 Bed- 10	No Info
PP10 - Percentage of emergency repairs completed within 4 hours	99.43% 116.67 / 117.33 Target: 99%	100% 107.67 / 107.67 Target: 99%	99.47% 126 / 126.67 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	58 People Info Only	32 People Info Only	28 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 have been relieved into private sector properties and others to the Elms. Some have been housed into social housing through Part 6. Excellent partnership working with outreach and Community Safety team to achieve this.	Tap & Give scheme to be introduced.
SH38 - Number of main duty applications	32 Applications Info Only	46 Applications Info Only	67 Applications Info Only		Updater Comments: Number of main duty applications have reduced which suggests that there is more successful relief and prevention cases than before.  Approver Comments: Positive reduction in main duty applications through successful prevention.	No Info
SH39 - Total number of successful prevention	43 People Info Only	33 People Info Only	23 People Info Only		Updater Comments: Successful prevention has almost doubled which explains why main duty applications have gone down. Excellent work by the team.  Approver Comments: Increase in prevention, which has significantly reduced overall numbers in temporary accommodation and impacted on income collection.	No Info
SH40 - Total number of successful relief	37 People Info Only	23 People Info Only	54 People Info Only		Approver Comments: Increase in successful relief in the period through move on and access to PRS.	No Info
SH35 - HMO licence applications received	7 Dwellings Info Only	3 Dwellings Info Only	5 Dwellings 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)	199 People Info Only	839 People Info Only	48 People Info Only		No Comments	No Info
Dacorum Delivers - Performance excellence						
TL13a - Percentage of Community Alarm calls answered within 1 min	93.02% Target: 97.5%	93.67% Target: 97.5%	97.93% Target: 97.5%	0   4   0	Updater Comments: Monitor	Monitor

Dacorum Delivers - Reputation and profile delivery

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HL05a - Stage 1 Complaints responded to within target for Housing	88.73% 63 / 71 Target: 85%	82.61% 19 / 23 Target: 85%	76.47% 13 / 17 Target: 85%	 1   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	103 Dwellings Info Only	103 Dwellings Info Only	92 Dwellings Info Only		No Comments	No Info
TL15 - Satisfaction with the outcome of Tenancy Enforcement investigation	70% 70 / 100 Target: 75%	100% 100 / 100 Target: 75%	100% 50 / 50 Target: 75%		No Comments	Continue to monitor the response rate.