

Communities

Measure Code	Measure Name	This Quarter Actual	This Quarter Target	Last Quarter Actual	Last Quarter Target	-4 Quarters Actual	-4 Quarters Target	DoT	Comments
CYP01a	Number of children attending Adventure Playgrounds	12,726		2,139		2,098		✓	

Property and Place

Measure Code	Measure Name	This Quarter Actual	This Quarter Target	Last Quarter Actual	Last Quarter Target	-4 Quarters Actual	-4 Quarters Target	DoT	Comments
PP01	Percentage of dwellings with a valid Gas Safety Certificate	99.94%	100.00%	99.96%	100.00%	99.98%	100.00%	✗	30 Sep 2021 Although this is below target, the performance is satisfactory, but we will strive to improve on this in the next quarter
PP04	Percentage of properties passing QA checks Repairs and voids	99.53%	98.00%	98.97%	98.00%	99.13%	98.00%	✓	30 Sep 2021 A good performance in the last quarter is demonstrated by this high figure
PP05	Percentage of properties passing QA checks Planned works	99.33%	98.00%	100.00%	98.00%	100.00%	98.00%	✗	30 Sep 2021 A good performance in quarter is reflected in this indicator
PP10	Percentage of emergency repairs completed within 4 hours	100.00%	99.00%	99.43%	99.00%	99.80%	99.00%	✓	30 Sep 2021 This performance has improved through the year resulting in this excellent result
PP10 (D)	Number of emergency repairs in period	391		352		498		n/a	30 Sep 2021 This figure is for reporting purposes only
PP10 (N)	Number of emergency repairs completed within 4 hours in period	391		350		497		n/a	30 Sep 2021 This figure is for reporting purposes only
PP12	Percentage of non-urgent repairs completed within target	91.67%	98.00%	92.00%	98.00%	93.00%	98.00%	✗	30 Sep 2021 This is a disappointing return for an area that should be managed within the contract. Whilst external factors (such as material shortages) have played a part, this performance is well below target and will be addressed at partnership core groups

Measure Code	Measure Name	This Quarter Actual	This Quarter Target	Last Quarter Actual	Last Quarter Target	-4 Quarters Actual	-4 Quarters Target	DoT	Comments
PP13a	Percentage of responsive repairs completed within target	92.30%	97.00%	92.74%	97.00%	93.06%	97.00%	✗	30 Sep 2021 A high performance in the quarter
PP13a (D)	Number of responsive repairs due in period	5,116		5,383		5,803		n/a	30 Sep 2021 This figure is for reporting purposes only
PP13a (N)	Number of responsive repairs completed in target in period	4,722		4,992		5,400		n/a	30 Sep 2021 This figure is for reporting purposes only
PP13b	Percentage of responsive repairs completed right first time	84.33%	80.67%	81.00%	78.00%	84.33%	78.00%	✓	30 Sep 2021 This indicator has improved in Q2 and we will work hard to ensure this upward trend continues
PP15	Percentage of tenants satisfied with the service planned and responsive works	100.00%	92.67%	98.00%	90.00%	99.66%	90.00%	✓	30 Sep 2021 This is a strong performance in Q2

People

Measure Code	Measure Name	This Quarter Actual	This Quarter Target	Last Quarter Actual	Last Quarter Target	-4 Quarters Actual	-4 Quarters Target	DoT	Comments
CSU06	Percentage of customers satisfied with service	99.82%	80.00%	99.81%	80.00%	96.90%	80.00%	✓	30 Sep 2021 KPI Achieved
CSU06 (D)	Number of customers responding to satisfaction	5,124		4,701		1,129		n/a	
CSU06 (N)	Number of customers satisfied with service they	5,115		4,692		1,094		n/a	
CSU10	Call Handling: Average wait time	385.00	300.00	236.67	300.00	138.00	300.00	✗	30 Sep 2021 Should be 385 seconds. This is
CSU11	Call Handling: Abandoned Call Rate	15.70%	20.00%	11.42%	20.00%	6.40%	20.00%	✗	30 Sep 2021 KPI achieved.
CSU11 (D)	Call Handling: total number of calls	31,452		29,923		26,224		n/a	
CSU11 (N)	Call Handling: number of calls abandoned	4,938		3,418		1,678		n/a	
CSU12	Face to Face; Average Wait Time		450.00		450.00	0.00	450.00	?	30 Sep 2021 Offering pre-booked face to face

Strategic Housing

Measure Code	Measure Name	This Quarter Actual	This Quarter Target	Last Quarter Actual	Last Quarter Target	-4 Quarters Actual	-4 Quarters Target	DoT	Comments
SH03a	Average time to allocate general needs properties	33	30	26	30	49	30	↑X	
SH03a (D)	Number of general needs properties allocated in period	48		53		54		n/a	
SH03a (N)	Number of days taken to allocate general needs properties in periods	1,606		1,403		2,667		n/a	
SH03b	Average time to allocated adapted properties	132	151	151	151	199	151	↓✓	
SH03b (D)	Number of adapted properties allocated in period	3		3		6		n/a	
SH03b (N)	Number of days taken to allocate adapted properties in periods	397		452		1,193		n/a	
SH03c	Average time to allocate sheltered properties	87	43	69	43	79	43	↑X	
SH03c (D)	Number of sheltered properties allocated in period	57		55		37		n/a	
SH03c (N)	Number of days taken to allocate sheltered properties periods	4,962		3,815		2,910		n/a	
SH04a	% of general needs properties allocated in target	18.75%	70.00%	28.30%	70.00%	31.48%	70.00%	↑X	
SH04a (D)	Number of general needs properties for allocating in period	48		53		54		n/a	
SH04a (N)	Number of general needs properties allocated in target in period	9		15		17		n/a	
SH04b	% of adapted properties allocated in target	66.67%	70.00%	33.33%	70.00%	16.67%	70.00%	↓✓	
SH04b (D)	Number of adapted properties for allocating in period	3		3		6		n/a	
SH04b (N)	Number of adapted properties allocated in target in period	2		1		1		n/a	

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SH07a	Number of new housing advice cases received	784		843		546		✗	
SH20e	Total household on housing register broken down by 1,2 ,3 and 3+ bedrooms	8,695		8,466		7,764		✓	New allocations policy agreed at cabinet last week, will not be implemented until Q2 2022, however, new policy will support DBC's approach in being able to house applicant most in need. The new policy will likely see a reduction in applicant who are active and suspended, in particular the 1 bedroom need.
SH33	Overall spend on engagement activity per property	£10						?	Calculation for Q2: £104,638 divided by average total no. of properties 10,103
SH34	Total number of Houses in Multiple Occupation (HMO's) with a license	113		103		98		✓	
SH36	Number of illegal evictions prevented	1		1		0		n/a	
SH37	Number of rough sleeper cases relieved	8		15		25		n/a	Rough sleeping has reduced in Dacorum due to the move on's we achieved during the pandemic and also the rough sleeper outreach team also working with rough sleepers in the area.
SH38	Number of main duty applications	26		32		48		n/a	
SH39	Total number of successful prevention	36		43		26		n/a	
SH40	Total number of successful relief	42		37		49		n/a	

Tenants and Leaseholders

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TL02	Rent collected as a percentage of rent owed (excluding current arrears brought forward)	96.98%	99.00%	99.64%	99.00%	96.63%	99.00%	✘	30 Sep 2021 Performance impacted by financial impact of children returning to school, team to continue to monitor. Additional resource being bought into the team to allow more focus on arrears and to continue to provide the high level of support required.
TL13a	Percentage of Community Alarm calls answered within 1 min	91.09%	97.92%	93.02%	97.50%	96.30%	97.50%	✘	30 Sep 2021 Performance against TL13a continues to fall below target. Further contract monitoring meetings held with Tunstall where our concerns have been expressed, response from Tunstall is that impact on staffing related to the pandemic is still affecting performance. Formal improvement notice will be served and review of the contract provisions undertaken
TL15	Satisfaction with the outcome of Tenancy Enforcement investigation	45%			75%	50%	75%	?	24 surveys were issued with 10 being returned. Of the 10, 45% were satisfied with the way in which their case was handled. The Council acknowledge that it is not always possible to achieve the enforcement outcome desired, further analysis of the approach is being undertaken to improve satisfaction with case handling.
TL15 (D)	Number of Tenancy Enforcement investigation where tenant responded to satisfaction survey	10.00						?	24 surveys issued, 10 responded. Improvement and Engagement team are working to improve the return rate for next quarter.
TL15 (N)	Number of Tenancy Enforcement investigation where tenant was satisfied with the outcome	4.50						?	Of the 10 surveys that were returned, 45% stated they were satisfied with the outcome. All respondents who stated they were either dissatisfied or very dissatisfied with the outcome of the case will be contacted to get further feedback on the reasons and how the case has been handled.

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TL55	% of tenants paying for their house or garage rent by Direct debit	54.00%				54.00%		?	
TST02	Percentage of Tenancy Sustainment cases where rent arrears were reduced	100%	70%	100%	70%	n/r	n/r	→	
TST02 (D)	Number of Tenancy Sustainment cases with rent arrears in period	1		3		22		✗	
TST02 (N)	Number of Tenancy Sustainment cases where rent arrears were reduced in period	1		3		16		n/a	