

## 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	100.00%	100.00%	99.94%	100.00%	99.98%	100.00%	↕	
PP04	Percentage of properties passing QA checks Repairs and voids	98.93%	98.00%	99.53%	98.00%	99.07%	98.00%	✗	31 Dec 2021 Inspections in the third quarter provided a good outturn of 99 as stated by Osborne.
PP05	Percentage of properties passing QA checks Planned works	99.67%	98.00%	99.33%	98.00%	100.00%	98.00%	↕	31 Dec 2021 The third quarter PI QA checks provided a positive outturn of 100% as reported by Osborne.
PP10	Percentage of emergency repairs completed within 4 hours	99.55%	99.00%	100.00%	99.00%	99.77%	99.00%	✗	31 Dec 2021 This indicator has performed well in the third quarter of 21/22, achieving the target of 100% as stated by Osborne.
PP10 (D)	Number of emergency repairs in period	442.00		391.00		430.00		n/a	
PP10 (N)	Number of emergency repairs completed within 4 hours in period	440.00		391.00		429.00		n/a	
PP12	Percentage of non-urgent repairs completed within target	87.00%	98.00%	91.67%	98.00%	91.90%	98.00%	✗	31 Dec 2021 The close out of Q3 concluded in the target not being met due to the impact to sector pressures. Major delays because of supplier constraints, pandemic, high prices. Performance is expected to revert to improved levels, with the support of the partnership improvement plan as reported by Osborne.

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PP13a	Percentage of responsive repairs completed within target	86.89%	97.00%	92.30%	97.00%	94.69%	97.00%		31 Dec 2021 Osborne state that the teams continue attention remains to decrease the aged WIP to lesser levels, this in turn will reduce the days to complete. As reported OPSL have a volume of works orders in Reactive, which in some cases are due to the current sector pressure. To safeguard the most effective return to Service Delivery a Partnership Improvement plans is issued weekly - identifying the resourcing & targets required to ensure that the WIP recovery dates will be managed efficiently, whilst new demand is delivered within the SLA's.
PP13a (D)	Number of responsive repairs due in period	8,697.00		5,116.00		6,277.00		n/a	
PP13a (N)	Number of responsive repairs completed in target in period	7,557.00		4,722.00		5,944.00		n/a	
PP13b	Percentage of responsive repairs completed right first time	83.00%	78.00%	84.33%	80.67%	81.37%	78.00%		31 Dec 2021 Performance within Q3 is 3% below target. With the increase in DLO & reengaged supply chain, aligned with the improvement plan this will return to previous levels as recorded by Osborne.
PP15	Percentage of tenants satisfied with the service planned and responsive works	97.67%	92.67%	100.00%	92.67%	99.10%	90.00%		31 Dec 2021 Osborne report that this indicator continues to perform well in the first quarter of 21/22, achieving the target with 98%.




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SH03a	Average time to allocate general needs properties	43	30	33	30	52	30		<p>31 Dec 2021</p> <p>Q3 reporting for key to key General Needs properties.</p> <p>Key area to improve and several departments have been collectively working together to improve performance and if there are ways to improve performance.</p> <p>This has resulted in an Improvement Tracker which is provided weekly and to be monitored to ensure that the backlog of properties awaiting repaired will be actioned</p> <p>Osborne will also provide details on a projection on the timescale on how long it will take to return to a normal service</p> <p>Housing Needs have been advertising properties and making offers before the property is ready to let.</p> <p>Lettings have been waiting for properties to come back from Osborne to complete sign up</p> <p>Surveyors and the empty homes team have been working hard to ensure the admin processes and visits to the properties to complete specifications are completed on time.</p> <p>Ongoing work with Osborne to secure subcontractors and materials is discussed weekly by the empty home team.</p>
SH03a (D)	Number of general needs properties allocated in period	60		48		54		n/a	
SH03a (N)	Number of days taken to allocate general needs properties in periods	2,606		1,606		2,826		n/a	

Measure Code	Measure Name	This Quarter Actual	This Quarter Target	Last Quarter Actual	Last Quarter Target	-4 Quarters Actual	-4 Quarters Target	DoT	Comments
SH03b	Average time to allocated adapted properties	132	151	132	151	104	151	↓	31 Dec 2021 Not many adapted properties were completed and let within Q3, mainly due to the length of time for the contractor to secure the materials and complete the work. However, when properties have been let, they have been within the target.
SH03b (D)	Number of adapted properties allocated in period	3		3		2		n/a	
SH03b (N)	Number of days taken to allocate adapted properties in periods	395		397		208		n/a	

Measure Code	Measure Name	This Quarter Actual	This Quarter Target	Last Quarter Actual	Last Quarter Target	-4 Quarters Actual	-4 Quarters Target	DoT	Comments
SH03c	Average time to allocate sheltered properties	106	43	87	43	72	43		<p>31 Dec 2021</p> <p>Q3 for Supported Housing has seen a big shift in change for the number of Supported Housing properties becoming void.</p> <p>There is still a demand issue for some Supported Housing Schemes, but in Q3 there has been a reduction on the amount advert being created. For Supported Housing, 209 adverts were created but in comparison to Q1 this is a huge reduction when 558 adverts were created. this shows that although there is a demand issue for some Supported Housing scheme, the demand for the service and type of property is there.</p> <p>Because of demand issues previously and lack of resource for Obourne, Supported Housing properties and their void work was completed once an offer had been made, this was done so that Osborne could make best use of their resource available to their Empty Homes team are participating in weekly meeting to improve performance.</p> <p>This has resulted in an Improvement Tracker which is to be provided weekly and to be monitored to ensure that the backlog of properties awaiting repaired will be actioned</p> <p>Osborne will also provide details on a projection on the timescale on how long it will take to return to a normal service</p>
SH03c (D)	Number of sheltered properties allocated in period	42		57		42		n/a	
SH03c (N)	Number of days taken to allocate sheltered properties periods	4,449		4,962		3,035		n/a	

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SH04a	% of general needs properties allocated in target	6.56%	70.00%	18.75%	70.00%	11.11%	70.00%		<p>31 Dec 2021</p> <p>Q3 reporting for key to key General Needs properties.</p> <p>Key area to improve and several departments have been collectively working together to improve performance and if there are ways to improve performance.</p> <p>This has resulted in an Improvement Tracker which is provided weekly and to be monitored to ensure that the backlog of properties awaiting repaired will be actioned</p> <p>Osborne will also provide details on a projection on the timescale on how long it will take to return to a normal service</p> <p>Housing Needs have been advertising properties and making offers before the property is ready to let.</p> <p>Lettings have been waiting for properties to come back from Osborne to complete sign up</p> <p>Surveyors and the empty homes team have been working hard to ensure the admin processes and visits to the properties to complete specifications are completed on time.</p> <p>Ongoing work with Osborne to secure subcontractors and materials is discussed weekly by the empty home team.</p>
SH04a (D)	Number of general needs properties for allocating in period	61.00		48.00		54.00		n/a	
SH04a (N)	Number of general needs properties allocated in target in period	4		9		6		n/a	
SH04b	% of adapted properties allocated in target	66.67%	70.00%	66.67%	70.00%	100.00%	70.00%	→	
SH04b (D)	Number of adapted properties for allocating in period	3		3		2		n/a	

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SH04b (N)	Number of adapted properties allocated in target in period	2		2		2		n/a	
SH04c	% of sheltered properties allocated in target	7.14%	70.00%	26.32%	70.00%	7.14%	70.00%		<p>31 Dec 2021</p> <p>Q3 for Supported Housing has seen a big shift in change for the number of Supported Housing properties becoming void.</p> <p>There is still a demand issue for some Supported Housing Schemes, but in Q3 there has been a reduction on the amount advert being created. For Supported Housing, 209 adverts were created but in comparison to Q1 this is a huge reduction when 558 adverts were created. this shows that although there is a demand issue for some Supported Housing scheme, the demand for the service and type of property is there.</p> <p>✘ Because of demand issues previously and lack of resource for Osborne, Supported Housing properties and their void work was completed once an offer had been made, this was done so that Osborne could make best use of their resource available to their Empty Homes team are participating in weekly meeting to improve performance.</p> <p>This has resulted in an Improvement Tracker which is to be provided weekly and to be monitored to ensure that the backlog of properties awaiting repaired will be actioned</p> <p>Osborne will also provide details on a projection on the timescale on how long it will take to return to a normal service</p>
SH04c (D)	Number of sheltered properties for letting in period	42		57		42		n/a	

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SH04c (N)	Number of sheltered properties let in target in period	3		15		3		n/a	
SH07a	Number of new housing advice cases received	514		784		644		n/a	
SH20e	Total household on housing register broken down by 1,2 ,3 and 3+ bedrooms	8,831		8,695		7,945		 Type                      Active                      Suspended 1 Bedroom Need    3994                      1722 2 Bedroom Need    1186                      729 3 Bedroom Need    629                      303 4 Bedroom Need    162                      53 5 Bedroom Need    42                      11 <b>Total                      6013                      2818</b>	
SH33	Overall spend on engagement activity per property			£10.36				?	
SH34	Total number of Houses in Multiple Occupation (HMO's) with a license	118		113		102			
SH35	HMO licence applications received	9		10		8			
SH36	Number of illegal evictions prevented	2		1		3		n/a	
SH37	Number of rough sleeper cases relieved	5		8		30		n/a	
SH38	Number of main duty applications	12		26		30		n/a	
SH39	Total number of successful prevention	44		36		34		n/a	
SH40	Total number of successful relief	29		42		25		n/a	



Tenants and Leaseholders

Measure Code	Measure Name	This Quarter Actual	This Quarter Target	Last Quarter Actual	Last Quarter Target	-4 Quarters Actual	-4 Quarters Target	DoT	Comments
TL02	Rent collected as a percentage of rent owed (excluding current arrears brought forward)	100.47%	99.00%	96.98%	99.00%	99.23%	99.00%	↕	
TL13a	Percentage of Community Alarm calls answered within 1 min	90.10%	97.50%	91.09%	97.92%	94.21%	97.50%	✖	<p>31 Dec 2021 Performance of contractor continues to fall below contract KPI and TSA standard. The contract ends March 2022 and the service is currently preparing tender specification to go out to the market.</p> <p>Contractor states that they have been significantly hit by Covid infections as a decision was made to continue to work in the central office rather than at home, therefore staff operators unable to work following a positive test despite feeling well enough to. Have considered serving improvement notice however have been advised this carries some risk, so close to the contract end this could result in disruption in service.</p>
TL15	Satisfaction with the outcome of Tenancy Enforcement investigation	25%		45%		67%	75%	✖	<p>13 Tenancy Enforcement Satisfaction surveys were issued with 04 being returned. Of the 04, 25% (01 case) were satisfied with the way in which their case was handled.</p> <p><b>Note</b> – I will discuss this figure with Amy – a) why the number of surveys sent is so low, b) why the return rate is still poor and c) the comments I have seen regarding the officers that handled the case.</p>
TL15 (D)	Number of Tenancy Enforcement investigation where tenant responded to satisfaction survey	4.00		10.00				n/a	

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TL15 (N)	Number of Tenancy Enforcement investigation where tenant was satisfied with the outcome	1		5				n/a	
TL55	% of tenants paying for their house or garage rent by Direct debit	58.00%		54.00%		54.00%		↕	
TST02	Percentage of Tenancy Sustainment cases where rent arrears were reduced	100%	70%	100%	70%	100%	70%	→	
TST02 (D)	Number of Tenancy Sustainment cases with rent arrears in period	0		1		7		↘	
TST02 (N)	Number of Tenancy Sustainment cases where rent arrears were reduced in period	0		1		6		n/a	