









Select Portfolio area

Housing Portfolio 

Housing Property Services

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%	100.00%	100.00%	99.96%	100.00%		30 Jun 2022 Performance slipped slightly as we had issue regarding access on a couple of properties which had an impact on our overall performance to date. We are trialing several methods to gain access as part of the LGSR as our last resort.
PP04	Percentage of properties passing QA checks Repairs and voids	99.83%	98.00%	99.00%	98.00%	98.97%	98.00%		30 Jun 2022 Targets achieved and will continue to monitor quality.
PP05	Percentage of properties passing QA checks Planned works	100.00%	98.00%	97.67%	98.00%	100.00%	98.00%		30 Jun 2022 Targets being achieved and will continue to monitor quality
PP10	Percentage of emergency repairs completed within 4 hours	93.76%	99.00%	99.00%	99.00%	99.43%	99.00%		
PP10 (D)	Number of emergency repairs in period	737.00		499.00		352.00		n/a	
PP10 (N)	Number of emergency repairs completed within 4 hours in period	691.00		494.00		350.00		n/a	
PP12	Percentage of non-urgent repairs completed within target	76.67%	98.00%	69.67%	98.00%	92.00%	98.00%		
PP13a	Percentage of responsive repairs completed within target	79.35%	97.00%	70.92%	97.00%	92.74%	97.00%		
PP13a (D)	Number of responsive repairs due in period	5,433.00		9,193.00		5,383.00		n/a	
PP13a (N)	Number of responsive repairs completed in target in period	4,311.00		6,520.00		4,992.00		n/a	
PP13b	Percentage of responsive repairs completed right first time	83.67%	80.67%	83.83%	78.00%	81.00%	78.00%		



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PP15	Percentage of tenants satisfied with the service planned and responsive works	95.67%	95.33%	87.67%	90.00%	98.00%	90.00%		
SH03a	Average time to re-let general needs properties	64	30	52	30	26	30		30 Jun 2022 DBC are working closely with OPSL on the repair element of the void process. OPSL have been able to increase the number of operatives allocated to void repairs and this will result in properties being returned ready for relet this will start to show a performance improvement in the coming weeks.
SH03a (D)	Number of general needs properties re-let in period	44		48		53		n/a	
SH03a (N)	Number of days taken to allocate general needs properties in periods	2,819		2,481		1,403		n/a	
SH03b	Average time to re-let adapted properties.	99	151	144	151	151	151		30 Jun 2022 To reduce any time loss the start of the void process has remained unchanged for example completing asbestos testing and removals along with electrical checks whilst the adaptations team work with allocations to find a suitable applicant
SH03b (D)	Number of adapted properties re-let in period	7		2		3		n/a	
SH03b (N)	Number of days taken to allocate adapted properties in periods	692		288		452		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 re-let sheltered properties	85	43	84	43	69	43		30 Jun 2022 Osborne have been able to increase the number of operatives working in void properties which will be positive but will take time to reflect in the performance data.  This relet of sheltered properties will be dependent on the time taken to select the applicant as well as the repair period. There are also some delays out of our control on the applicants availability for signing of the new tenancy.
SH03c (D)	Number of properties re-let in sheltered properties period	37		32		55		n/a	
SH03c (N)	Number of days take to re-let sheltered properties periods	3,142		2,696		3,815		n/a	30 Jun 2022 This relet of sheltered properties will be dependent on the time taken to select the applicant as well as the repair period. There are also some delays out of our control on the applicants availability for signing of the new tenancy.
SH04a	% of general needs properties re-let in target	0.00%	70.00%	6.25%	70.00%	28.30%	70.00%		30 Jun 2022 As advised DBC are working closely with OPSL on the repair element performance these delays have had an impact on the relet figures, with the increase in operatives working on void properties this is a positive improvement which will reflect in coming months 
SH04a (D)	Number of general needs properties for re-letting in period	44.00		48.00		53.00		n/a	
SH04a (N)	Number of general needs properties allocated in target in period	0.00		3.00		15.00		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
SH04b	% of adapted properties re-let in target	85.71%	70.00%	50.00%	70.00%	33.33%	70.00%		30 Jun 2022 The target was achieved as the properties required little or no further adaptations. This target will always be reliant on the speed of finding a suitable applicant and the type and timescale of adaptation being works carried out.
SH04b (D)	Number of adapted properties for re-letting in period	7.00		2.00		3.00		n/a	
SH04b (N)	Number of adapted properties re-let in target in period	6.00		1.00		1.00		n/a	
SH04c	% of sheltered properties re-let in target	10.81%	70.00%	9.38%	70.00%	49.09%	70.00%		30 Jun 2022 The target has not been met this is due to the number of advertisements a sheltered property may undertake and the time taken for Osborne to complete the void works.
SH04c (D)	Number of sheltered properties for re-letting in period	37.00		32.00		55.00		n/a	
SH04c (N)	Number of sheltered properties let in target in period	4.00		3.00		27.00		n/a	

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
SH07a	Number of new housing advice cases received	322		564		843		n/a	30 Jun 2022 Reduction in approaches for the period, however with rising cost of living and challenges nationally this is likely to increase towards the end of the summer months.
SH07b	Number of Housing Advice cases YTD	162		2,705		529		n/a	
SH20e	Total household on housing register broken down by 1,2 ,3 and 3+ bedrooms	4,706		3,341		8,466			

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SH33	Overall spend on engagement activity per property							?	
SH34	Total number of Houses in Multiple Occupation (HMO's) with a license	117		118		103			30 Jun 2022 HMO licences closely monitored, team are also identifying those potential HMO's where enforcement may be required.- additionally consideration will be made and presented to Resident Services Board in forthcoming periods as to the opportunities afforded from implementing a selective licensing scheme.
SH35	HMO licence applications received	9		4		7			30 Jun 2022 Introduction of dedicated officer post through realignment for HMO licensing, will expect to see focused activity in this area, swifter processing of applications and improved support to landlords.
SH35c	HMO licenced properties from inspection with CAT 1 hazards (LAHS)							?	
SH35d	Number of HMO's charged enforcement fee							?	
SH36	Number of illegal evictions prevented	0		6		1		n/a	No illegal eviction activity in the period.
SH37	Number of rough sleeper cases relieved	3		3		15		n/a	The service is currently in the process of commissioning a new dedicated street outreach service, enabling more focused efforts aligned with service delivery to support individuals at risk or found to be rough sleeping, this service will be delivered in partnership with DENS and recruitment for new Officers is currently underway.
SH38	Number of main duty applications	31		15		32		n/a	30 Jun 2022 Increase in main duty applications during the period.

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SH39	Total number of successful prevention	73		40		43		n/a	30 Jun 2022 A fantastic increase in successful prevention activity during the period, reducing number of households needing to be placed into temporary accommodation and administration from processing of new applications. This positive output is as a result of increased agency support to alleviate pressure on the team at a time where there has been staff vacancies and sickness at an Officer/management level.
SH40	Total number of successful relief	39		24		37		n/a	30 Jun 2022 In addition to the success from prevention cases, there has been additional success in relief of homelessness - an excellent output for the team and residents in challenging times. The service is continuing to focus on recruitment, which is hoped will further see improvements in this area.
SH47	Number of properties with HHSRS following inspection CAT 1 - (LAHS)	1				2		?	Service taking appropriate action to improve property standards, preventing homelessness and further action for the landlord/homeowner where possible
SH58	Percentage of duties owed that were prevented	30.77%						?	Extremely positive that percentage prevented was higher as compared to the last quarter at 24%. Due to extra resources brought in staff were able to focus on prevention work with applicants. The service is undergoing recruitment for the third time for a Private Sector Liaison Officer who will support the team with procuring properties in the open market to hopefully get our prevention figures up
SH58 (D)	Total number of duties owed in period	195						?	
SH58 (N)	Number of duties owed that were prevented	60						?	

Measure Code	Measure Name	This Quarter Actual	This Quarter Target	Last Quarter Actual	Last Quarter Target	-4 Quarters Actual	-4 Quarters Target	DoT	Comments
SH59	Percentage of prevention and relief duties owed that ended in accommodation secured	43.71%						?	Increased focus on proactive prevention, this will be reviewed further by HTIP & new target operating model development.
SH59 (D)	Total number of prevention and relief duties owed in period	167						?	
SH59 (N)	Number of prevention and relief duties owed that ended in accommodation secured	73						?	
SH60	Percentage of main duties that ended in accommodation secured	100.00%						?	Excellent results especially if compared to all 10 districts in the County which has an average of 66% main duties ending in accommodation.
SH60 (D)	Total number of main duties owed in period	28						?	
SH60 (N)	Number of main duties that ended in accommodation secured	28						?	
SH61	Households with children in TA							?	
SH62	Number of rough sleepers successfully moved on	1						?	It is hoped that the refreshed Outreach function for Dacorum commissioned with DENS will provide an increased focus to prevention activity with entrenched rough sleepers and increase positive outcomes, this will be monitored closely when delivery of the service starts in September 2022.
SH63	Total number of accounts in arrears OVER £1,000	58						?	revised enforcement/determination process to be implemented via the TA review, in addition the approach to recovery will need to be explored via HTIP - reducing touch points and improving efficiency from income collection.
SH75	Number of active Empty Homes cases							?	
SH76	Number of closed empty homes cases.							?	

