




Housing Management

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)	95.87%	99.00%	98.86%	99.00%	96.98%	99.00%		
TL13a	Percentage of Community Alarm calls answered within 1 min	96.03%	97.50%	95.80%	97.50%	91.09%	97.92%		30 Sep 2022 Apart from last month's dip in performance, Tunstall had demonstrated an increasing positive performance for the last three months and hoped to achieve the TSA set KPI this month. It's worth noting that over the last several months when looking at Dacorum specific calls answered within 60 seconds the figures were above the TSA target.
TL15	Satisfaction with the outcome of Tenancy Enforcement investigation					45%			
TL55	% of tenants paying for their house or garage rent by Direct debit					54.00%			
TST02	Percentage of Tenancy Sustainment cases where rent arrears were reduced	83%		75%	70%	100%	70%		

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	99.98%	100.00%	100.00%	100.00%	99.94%	100.00%		
PP04	Percentage of properties passing QA checks Repairs and voids	99.07%	98.37%	99.83%	98.00%	99.53%	98.00%		
PP05	Percentage of properties passing QA checks Planned works	100.00%	98.67%	100.00%	98.00%	99.33%	98.00%		
PP10	Percentage of emergency repairs completed within 4 hours	99.47%	99.00%	93.76%	99.00%	100.00%	99.00%		
PP12	Percentage of non-urgent repairs completed within target	86.33%	94.00%	76.67%	98.00%	91.67%	98.00%		
PP13a	Percentage of responsive repairs completed within target	89.07%	89.00%	79.35%	97.00%	92.30%	97.00%		
PP13b	Percentage of responsive repairs completed right first time	85.00%	84.22%	83.67%	80.67%	84.33%	80.67%		
PP15	Percentage of tenants satisfied with the service planned and responsive works	96.33%	97.43%	95.67%	95.33%	100.00%	92.67%		
SH03a	Average time to re-let general needs properties	62	30	64	30	33	30		30 Sep 2022 With the ongoing delays within the repair process this is having an impact on the overall key to key KPI. Discussions are ongoing between DBC and OPSL on how this can be resolved due to the current market and lack of contractors available. The backlog of properties is constantly being monitored.

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SH03b	Average time to re-let adapted properties.	172	151	99	151	132	151		<p>30 Sep 2022</p> <p>Due to the nature of the works to be undertaken we are often reliant on external agencies ie OTs availability and input into the adaptation works and confirming suitability for their clients, as well as lead times for material provisions such as through floor lists which DBC have no control over.</p> <p>Along with the delays with OP SL contractor availability/ pricing for works adds further delays and discussions have been ongoing with the current market and if any improvements can be agreed.</p>
SH03c	Average time to re-let sheltered properties	71	43	85	43	87	43		<p>30 Sep 2022</p> <p>As well as the delay in the repair period having an applicant ready for the property will ensure the property is relet as soon as the repairs are completed.</p> <p>There are also some properties which have been offered more than once and in some instances after the properties have been ready and the offer is made up to 30 days after ready.</p> <p>There are some properties which require nomination from 3rd parties (Evelyn Sharp House) these nominations often take time to be provided and will delay the relet.</p> <p>Consideration also needs to be given to the number of adverts some properties undertake this information will be provided by allocations.</p>
SH04a	% of general needs properties re-let in target	4.88%	70.00%	0.00%	70.00%	18.75%	70.00%		<p>30 Sep 2022</p> <p>Targets have failed due to the time taken for the repairs to be carried out</p>

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SH04b	% of adapted properties re-let in target	75.00%	70.00%	85.71%	70.00%	66.67%	70.00%		30 Sep 2022 A number of properties have failed due to the time taken for the works to be carried out, contractors availability and working with 3rd parties.
SH04c	% of sheltered properties re-let in target	17.78%	70.00%	10.81%	70.00%	26.32%	70.00%		

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	580		484		784		n/a	30 Sep 2022 An increase in approaches this quarter is aligned with local and national pressures. A further rise is foreseen in the forthcoming quarter due to the commencement of the world cup, which is likely to see an increase in DA approaches. Additionally rising cost of living will impact all households, including those that have not previously sought the assistance of services. The Council is proactively engaging with partners to support residents impacted by these changes, in addition resource proposals have been submitted to SLT to ensure that the service is able to meet expected demands.
SH20e	Total household on housing register broken down by 1,2 ,3 and 3+ bedrooms			4,706		8,695		?	
SH33	Overall spend on engagement activity per property					£10.36		?	
SH34	Total number of Houses in Multiple Occupation (HMO's) with a license	120		117		113		✓	30 Sep 2022 Increased HMO's licensed during the period, following successful assessment and fee payment.
SH35	HMO licence applications received	6		9		10		✗	30 Sep 2022 Reduction in licence applications received during the period, the service is proactively developing new approaches to identify HMO's that may not have submitted an application.

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SH36	Number of illegal evictions prevented	1		0		1		n/a	Proactive support and information to landlords/residents raising awareness of legal obligations with a view to prevent illegal evictions. Where such action takes place tenants will be supported where possible to regain access, additionally where there is sufficient evidence enforcement action will be taken against the offending landlord.
SH37	Number of rough sleeper cases relieved	6		3		8		n/a	Introduction of the new Outreach service, working closely in partnership with the Homeless Prevention team and closely aligned with the single homeless pathway has seen positive results in this period. The service is working collaboratively with Hertfordshire district and boroughs to plan the annual street count for 17 November.
SH38	Number of main duty applications	42		31		26		n/a	30 Sep 2022 Increase main duty applications as a direct result of case progression where there has previously been stagnation. Service management are proactively supporting Officers to progress casework, this has been hindered by casework levels - proposals have been submitted for additional resourcing to enable more effective caseload management and support.

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SH39	Total number of successful prevention	42		73		36		n/a	30 Sep 2022 Preventing homelessness has become increasingly challenging due to a number of factors, the primary being the rising cost of living - it is important that any identified accommodation to prevent homelessness is affordable to a household to prevent repeated homelessness. Rising cost of living is likely to see an increased number of households being unable to afford private, intermediate or affordable rent and therefore increasing pressure on social housing.
SH40	Total number of successful relief	52		39		42		n/a	30 Sep 2022 As with prevention of homelessness, relief has become increasingly challenging for the service due to the rising costs of living. Additionally relieving homelessness once a household is placed into temporary accommodation is increasingly difficult due to the preference to be accommodated in social housing - this can further extend time in temporary accommodation cause bed blocking, placing additional demands on the service. The service is working proactively with legal to progress cases where there is a lack of co-operation and engagement.