

# **Appendix 1: Housing and Communities Overview and Scrutiny Committee - Performance Summary**

2023/24 Quarter One



# Housing & Community OSC

Performance levels have improved	
Performance levels have reduced	

## Service Area: Asset Management

Measure Code	Measure Name	April	May	June	Q1		How quarter data is calculated	
		Actual	Actual	Actual	Actual	Target		
HPS01 (Q)	Percentage of all repairs completed within target (Q)	86%	91%	91%	90%	97%	Total of whole quarter	This measure is reported by Osborne. Organisational changes planned in DLO and commercial arrangements, aligned with the improvement plan will help improve the performance of this measure.
HPS02 (Q)	Percentage of stock condition surveys undertaken (as % of total stock) (Q)	0%	0%	1%	1%	20	Average	This measure relates to a programme where all stock condition surveys are completed in 5 years which is where the target of 20% comes from as this is an annual target of 20% of all surveys completed by the end of the year. The comments of the last quarter have explained that the Stock Condition Survey programme is prioritising 'Block Surveys' rather than dwellings. This KPI is based on dwellings hence the poor performance of this measure.
HPS03 (Q)	Average time to re-let an HRA property (Q)	35.36	39.36	47.14	40.62	40	Average	The performance of this measure has been falling over the quarter. There has been a backlog of sign ups following OPSL improvement and the return of a number of voids undergoing repairs. The lettings officers have been working to clear this backlog. The sharp increase in the average time to re-let was due to a number of properties which have been re-let following major works or adaptations.
PP10 (Q)	Percentage of emergency repairs completed within 4 hours (Q)	99.15%	99.49%	99.76%	99.63%	99%	Total of whole quarter	This measure is reported by Osborne. This KPI has been above target and has been improving throughout the quarter. The team are completing diagnostics when calls are received to ensure repairs are allocated to the correct trades and correct level of emergency is reported. There has been a further increase in the reporting of emergency repairs also, in comparison to last year, this trend is being monitored by the team as well.
PP13b (Q)	Percentage of responsive repairs completed right first time (Q)	85%	83%	82%	83.33%	86%	Average	The measure is reported by Osborne. The performance of this KPI has been underperforming and reducing throughout the quarter. The common comment for all three months has been that the team will focus on call center diagnostics & ensuring vehicles stocks are maintained with materials, to achieve the target. In June, it was also reported that there will be a review of previous information on common materials needed to action repairs will be undertaken.





## Service Area: Safe Homes

Measure Code	Measure Name	April	May	June	Q1		How quarter data is calculated	Comments from performance team
		Actual	Actual	Actual	Actual	Target		
HPS04 (Q)	Percentage of Fire Risk Assessments (FRA) in place (Q)	100%	100%	100%	100%	100%	Most up to date Month	This measure has remained at 100% for the whole quarter. This is on target and no further improvements can be implemented, just a continuation of the current work being done.
HPS05 (Q)	Percentage of outstanding High risk FRA actions (Q)	4.4%	4.4%	4.5%	4.5%	5%	Most up to date Month	This KPI has been performing within target for the whole quarter. The slight increase of percentage of high risk FRA actions is due to 128 of 2824 risk are classified as high which is still under 5% of the actions and therefore is not classified as an area of concern.



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## Service Area: Safe Homes


Measure Code	Measure Name	April	May	June	Q1		How quarter data is calculated	
		Actual	Actual	Actual	Actual	Target		
HPS06 (Q)	Percentage of valid Landlord Gas Safety Records (LGSR) in place (annual check) (Q)	100%	100%	100%	100%	100%	Most up to date Month	This measure has remained at 100% for the whole quarter. This is on target and no further improvements can be implemented, just a continuation of the current work being done.
HPS07 (Q)	Percentage of communal areas with a current Electrical Installation Condition Report (EICR) (Q)	100%	100%	100%	100%	100%	Most up to date Month	This measure has remained at 100% for the whole quarter. This is on target and no further improvements can be implemented, just a continuation of the current work being done.
HPS08 (Q)	Percentage of Water Hygiene inspections completed (Q)	100%	100%	100%	100%	100%	Most up to date Month	This measure has remained at 100% for the whole quarter. This is on target and no further improvements can be implemented, just a continuation of the current work being done.
HPS09 (Q)	Percentage of annual Asbestos re-inspections completed (Q)	100%	100%	100%	100%	100%	Most up to date Month	This measure has remained at 100% for the whole quarter. This is on target and no further improvements can be implemented, just a continuation of the current work being done.
HPS10 (Q)	Percentage of lift inspections completed (Q)	100%	100%	100%	100%	100%	Most up to date Month	This measure has remained at 100% for the whole quarter. This is on target and no further improvements can be implemented, just a continuation of the current work being done.


## Service Area: Housing Operations

Measure Code	Measure Name	April	May	June	Q1		How quarter data is calculated	Comments from performance team
		Actual	Actual	Actual	Actual	Target		
HM03 (Q)	Number of evictions due to arrears in period (Q)	0	0	0	0		Sum of Quarter	There has been no evictions in the quarter. In the quarter, the comments explained that 11 cases were taken to court.
HM04 (Q)	Number of estate inspections completed (Q)	134	121	206	461	461	Sum of Quarter	The number of inspections were lower at the start of the quarter which was due to staff absence. The start of the quarter also saw an interim structure for estate inspections go live. As a result of this, the team have now defined the inspections into neighbourhoods to create a more robust inspection regime. There was a slight dip in May due to officers prioritizing their tenancy cases/tasks and annual leave of officers.



# Housing & Community OSC

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## Service Area: Housing Operations

Measure Code	Measure Name	April	May	June	Q1		How quarter data is calculated	
		Actual	Actual	Actual	Actual	Target		
SH02 (Q)	Average time spent in temporary accommodation (for those leaving TA in the period) (Q)	300	252	216	256		Average of Quarter	The average time spent in temporary accommodation has been reducing throughout the quarter. The team have been working the Empty Homes Team to ensure all households who have a direct offer of accommodation are moved from their temporary accommodation property as soon as possible. They have also worked with the Homeless Prevention Team to ensure all applicants are actively looking for alternative accommodation and address households proactively looking for private rented properties and to bid on the housing register if they meet the criteria. The team have found that households who have a 2 bed need are being housed relatively quickly after their decision has been made due to the number of 2 bed properties available.
SH03 (Q)	Number of households in Bed & Breakfast (Q)	5	12	3	20		Sum of Quarter	The number of households in B&B's has fluctuated over the quarter. The team are working with the Empty Homes Team to prioritise all temporary accommodation properties, particularly any adapted properties that become available. Unfortunately there are limited adapted properties and none that are currently with Empty Homes Team, it is likely that the households waiting for wheelchair adapted properties will be in B&B accommodation for some time. Of the 12 households in B&B in May, 10 were able to be moved to temporary accommodation. Those still in B&B's have medical conditions with one requiring ground floor accommodation.
SH04 (Q)	Average time spent in Bed & Breakfast (for those leaving B&B in the period) (Q)	11	20	28	20		Average of Quarter	The average time spent in B&B's has been increasing across the quarter. This increase has been due to a mixture of households requiring a particular property due to medical/other requirements and also a lack of available properties in temporary accommodation to place households. The team are liaising with the Empty Homes Team to prioritise all our temporary accommodation and also the Homeless Prevention Team to ensure all necessary prevention work is undertaken. In May, the team have recently started a draft of a Service Level Agreement with The Empty homes Team.
SH05 (Q)	Cost of Bed & Breakfast in Period (Q)	1,533	10,454	9,193	21,181		Sum of Quarter	The cost of B&B's increased significantly from April to May due to the large number of temporary accommodation referrals that came through on the day accommodation was required. The team are working with the Homeless Prevention Team to address case work and negotiation with Landlords/occupiers and parental evictions with the Officers. There was a slight decrease in June as the team work with the Homeless Prevention Team to ensure as many cases can be prevented before temporary accommodation is required.
SH52 (Q)	Total Number of placements in temporary accommodation (Q)	172	166	160	498		Sum of Quarter	The number of placements in temporary accommodation has been decreasing over the quarter. this is due to households moving into their direct offer accommodation. The team are continuing to work with The Empty Homes Team to priorities all direct offer Dacorum Borough Council properties where possible.
TL01	Current rent arrears as a percentage of the monthly debit.	3.94%	3.47%	3.93%	3.93%		Most up to date Month	The current arrears level stands at 3.93% of the annual debit which is lower than this time last year when the figure was 4.16%. The team are carrying out further work to review our rent arrears procedure with proposals being made to stream line the process.
TL02 (Q)	Rent collected as a percentage of rent owed (excluding current arrears brought forward) (Q)	92.88%	94.19%	98.86%	98.86%	99%	Most up to date Month	This KPI has been improving in performance over the quarter despite the red RAG rating. The team have Continued monitoring to ensure that officers are effectively managing arrears cases while offering ongoing support to tenants who are being impacted significantly by the cost of living crisis. Also a further review will be conducted of the rent arrears procedure to understand whether there are opportunities to further streamline the process.
TST02 (Q)	Percentage of Tenancy Sustainency cases where rent arrears were reduced (Q)	100%	91%	75%	88.89%	70%	Total of whole quarter	This KPI has been decreasing over the quarter but the KPI has remained above target. In June, 3 cases were closed with reducing or clearing the rent. The remaining case was required due to team engagement.



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## Service Area: Safe Communities

Measure Code	Measure Name	April	May	June	Q1	How quarter data is calculated	
		Actual	Actual	Actual	Actual		
CS01	Number of incidents of Dacorum High Risk Domestic Abuse cases heard at the Multi-Agency Conference	<b>N/A, only reported Quarterly</b>			<b>51</b>	Collected quarterly	This number has increased from the previous quarter where the number was 35 cases. There are no further comments in InPhase.
CS02	Number of community Trigger requests meeting the threshold in which DBC are the primary service	<b>N/A, only reported Quarterly</b>			<b>0</b>	Collected quarterly	This number has remained the same in comparison to the previous quarter. There are no further comments in InPhase.
CS03 (Q)	Number of current open ASB cases (Q)	<b>22</b>	<b>31</b>	<b>20</b>	<b>73</b>	Sum of Quarter	The team linked the increase in ASB cases to the season/ good weather. There was also a link to garages, vehicles and noise nuisance. There will also be a case review following a decrease in open ASB cases.
CS04 (Q)	Number of ASB cases closed in the quarter	<b>13</b>	<b>11</b>	<b>25</b>	<b>49</b>	Sum of Quarter	There were a low number of cases closed in May due to the high number of bank holidays which impacted client contact.
CS05 (Q)	Safeguarding enquiries responded to within DBC (Q)	<b>29</b>	<b>50</b>	<b>46</b>	<b>125</b>	Sum of Quarter	The majority of the enquiries are regarding Homeless Prevention and Housing Needs.
CS06 (Q)	External Safeguarding requests responded to in period(Q)	<b>21</b>	<b>25</b>	<b>36</b>	<b>82</b>	Sum of Quarter	In April, 50% of the requests came from Children's Services requesting housing Information. This high number from Children's Services continued for the quarter but the team also saw an increase number of requests relating to Section 47 and 17.
CS07	Number of incidents of crime	<b>N/A, only reported Quarterly</b>				Collected quarterly	May/June 2023 Police Crime data is not currently available. This data is due to come through in approximately a month. The team will keep the Performance Team updated on the progress of this data.
SH01 (Q)	Number of homelessness applications (Q)	<b>128</b>	<b>190</b>	<b>125</b>	<b>443</b>	Sum of Quarter	In May there was a big jump in figures which could be due to the increase we have seen in Section 21 notices being issued but also further training need. The team are currently looking into out data collection to ensure that there are no discrepancies- this is also part of the Service Improvement Plan. We are working with officers through training to ensure that processes are being followed correctly.
SH34 (Q)	Total number of Houses in Multiple Occupation (HMO's) with a license (Q)	<b>131</b>	<b>130</b>	<b>133</b>	<b>133</b>	Most up to date Month	In the quarter, officers in the team supported and shadowed the HMO licensing officer to learn what is required with this work as the team build up towards the next financial year where there a large number of projected renewals with licenses ending after 5 years in 2024. This will also help when the team has high levels of annual leave and sickness. The team also continued to monitor suspect properties and identify those that require a mandatory licence.