

Performance Scorecard H&C - Asset Management

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
HPS02 (Q)	Percentage of stock condition surveys undertaken (as % of total stock) (Q)	Dec 2023	16.50	20.00	✔	
For Q2 there have been a total 480 surveys completed and 3 cloned surveys = 483 However to date a total of 1251 surveys completed and 450 cloned with an overall total of 1701						
HPS03 (Q)	Average time to re-let an HRA property (Q)	Dec 2023	42.47	40.00	✘	
HSP01 (Q)	Percentage of all repairs completed within target (Q)	Dec 2023	89%	97%	✘	
PP10 (Q)	Percentage of emergency repairs completed within 4 hours (Q)	Dec 2023	99.52%	99.00%	✘	
PP13b (Q)	Percentage of responsive repairs completed right first time (Q)	Dec 2023	84.00%	86.00%	✔	

Performance Scorecard H&C OSC- Housing Operations

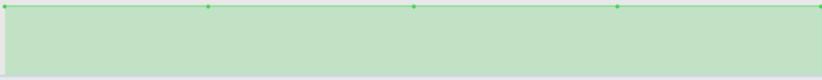
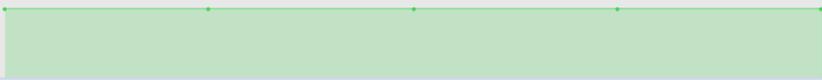
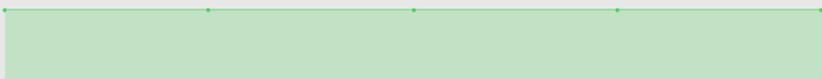
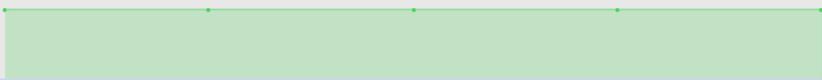
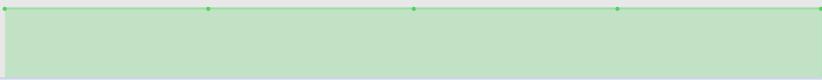
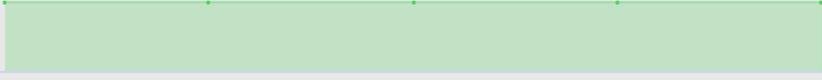
Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
HM03 (Q)	Number of evictions due to arrears in period (Q)	Dec 2023	2.00		n/a	
HM04 (Q)	Number of estate inspections completed (Q)	Dec 2023	2,795.00	2,795.00	✓	
SH02 (Q)	Average time spent in temporary accommodation (for those leaving TA in the period) (Q)	Dec 2023	902		n/a	
SH03 (Q)	Number of households in Bed & Breakfast (Q)	Dec 2023	73		n/a	
SH04 (Q)	Average time spent in Bed & Breakfast (for those leaving B&B in the period) (Q)	Dec 2023	50		n/a	
SH05 (Q)	Cost of Bed & Breakfast in Period (Q)	Dec 2023	32,172		n/a	
SH52 (Q)	Total Number of placements in temporary accommodation (Q)	Dec 2023	606.00		n/a	
TL01	Current rent arrears as a percentage of the annual debit.	Dec 2023	3.81%	4.00%	✓	
TL02 (Q)	Rent collected as a percentage of rent owed (excluding current arrears brought forward) (Q)	Dec 2023	99.75	99.00	✓	

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
TST02 (Q)	Percentage of Tenancy Sustainment cases where rent arrears were reduced (Q)	Dec 2023	100.00%		→	

Performance Scorecard H&C OSC- Safe Communities

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
CS01	Number of incidents of Dacorum High Risk Domestic Abuse cases heard at the Multi-Agency Conference	Dec 2023	36.00		n/a	
CS02	Number of community Trigger requests meeting the threshold in which DBC are the primary service	Dec 2023	0		n/a	
CS03 (Q)	Number of current open ASB cases (Q)	Dec 2023	14		n/a	
CS04 (Q)	Number of ASB cases closed in the quarter	Dec 2023	12		n/a	
CS05 (Q)	Safeguarding enquiries responded to within DBC (Q)	Dec 2023	105		n/a	
CS06 (Q)	External Safeguarding requests responded to in period(Q)	Dec 2023	48		n/a	
CS07	Number of incidents of crime	Dec 2023				
SH01 (Q)	Number of homelessness applications (Q)	Dec 2023	599		n/a	
SH34 (Q)	Total number of Houses in Multiple Occupation (HMO's) with a license (Q)	Dec 2023	141.00	141.00	→	

Performance Scorecard H&C OSC- Safe Homes

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
HPS04 (Q)	Percentage of Fire Risk Assessments (FRA) in place (Q)	Dec 2023	100.00%	100.00%	→	
HPS05 (Q)	Percentage of outstanding High risk FRA actions (Q)	Dec 2023	3.95%	5.00%	✖	
HPS06 (Q)	Percentage of valid Landlord Gas Safety Records (LGSR) in place (annual check) (Q)	Dec 2023	100%	100%	→	
HPS07 (Q)	Percentage of communal areas with a current Electrical Installation Condition Report (EICR) (Q)	Dec 2023	100.00%	100.00%	→	
HPS08 (Q)	Percentage of Water Hygiene inspections completed (Q)	Dec 2023	100%	100%	→	
HPS09 (Q)	Percentage of annual Asbestos re-inspections completed (Q)	Dec 2023	100%	100%	→	
HPS10 (Q)	Percentage of lift inspections completed (Q)	Dec 2023	100%	100%	→	

Housing & Community OSC
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