

Monthly HSLT Report

AD Housing Operations and Safe Communities

Housing Operations

Estates and Cleaning - Monthly HSLT

Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend ↑
CL01 (M)	Satisfaction with how we keep the communal areas clean and tidy during the period	Mar 2024				
This measure will be reported on at the end of Q1 24/25 once the resident engagement platform CX-Feedback is operational.						

Rent and Income - Monthly HSLT

Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend ↑
TL01 (M)	Current arrears as a percentage of annual debit	Mar 2024	3.80%	4.00%	✓	
TL02 (M)	Rent collected as a Percentage of rent owed (excluding current arrears brought forward).	Mar 2024	99.97	99.00	✓	

Tenancy Management - Monthly HSLT

Measure Code ↓	Measure	Date	Actual	Target	DoT	Performance Trend
TM04 (M)	Percentage of estate inspections completed that were due to be completed during the period	Mar 2024	95.54%	100.00%	✓	

Measure Code ↓	Measure	Date	Actual	Target	DoT	Performance Trend
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The Tenancy Management team has undertaken a strategic realignment of operational procedures, streamlining the inspection activity into one work stream. This adjustment has led to the categorisation of inspections on a neighborhood basis, facilitating the development of a more stringent and comprehensive inspection protocol.

The Dacorum area consists of 112 neighbourhoods. In the past month, our work stream officers have carried out inspections across 107 of these neighbourhoods, achieving a coverage rate of 96%. This is an increase of 18% from last month. The inspections encompassed:

w/c. Blocks of Flats Blocks of Garages Streets/Roads

5 February	204	168	144
12 February	318	226	241
19 February	161	193	170
26 February	229	184	174
Sub-totals:	912	771	729

The overall outcome of these neighbourhoods that were inspected are categorised as follows:

01 were classified as Red (1%),

05 as Amber (05%), and

101 as Green (94%).

The area that has been graded as red is owing to a persistent fly-tipping problem. As a result, the area is subject to a weekly inspection is currently being monitored using a deployable CCTV camera.

Furthermore, the team conducted 32 ad-hoc or reactive inspections across different locations within the borough.

HPSM13	Number of estate inspections with a grading of Green in Month	Mar 2024	101.00		✓	
HPSM12	Number of estate inspections with a grading of Amber in Month	Mar 2024	5.00		✓	
HPSM11	Number of estate inspections with a grading of Red in Month	Mar 2024	1.00	0.00	→	

Temporary Accommodation

Measure Code ↓	Measure	Date	Tracker	DoT	Performance Trend
TA05 (M)	Average time spent in temporary accommodation (for those leaving TA in the period)	Mar 2024	102.00	✓	

Average 102 days = 36 households (range 2 - 402 days)

All teams are actively identifying those residents who have been in temporary accommodation the longest and prioritising decisions. Where possible, offer those on the direct offer list their temporary accommodation, preventing delays in waiting for a empty home, void works, also saving moving cost for the resident.

Measure Code ↓	Measure	Date	Tracker	DoT	Performance Trend
TA04 (M)	Average time spent in Bed & Breakfast (for those leaving B&B in the period)	Mar 2024	16.00	✘	

16 days is the average, which is similar to last month
 Placement work continues, to reduce time & cost in Bed & Breakfast, such as The Elms hostel, Refuge, returning home, Privately renting & alternative temporary accommodation stock.

TA03 (M)	Number of households in B&B for period (all placements for month)	Mar 2024	52.00	✘	
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March figure shows over 50+% increase compared to February. This mirrors approach figures reported by Homeless Team, which include homeless on the day approaches, so little prevention work can be undertaken on the day. Temporary Accommodation is a statutory function linked to applicants homeless application and no placement can be refused if reason to believe.

TA02 (M)	Total number of households with children in B&B for over 6 weeks	Mar 2024	0.00	✔	
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0 Households
 KPI change (mar 24) to support the suitability of TA placements
Bed and breakfast rules for pregnant women and families with children
People whose household includes dependent children or a pregnant woman must not be housed in bed and breakfast accommodation unless there is no other suitable

Safe Communities

Safeguarding Requests

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
CS05 (M)	Percentage of safeguarding enquiries responded to within DBC timescales	Mar 2024	100.00%	100.00%	➡	

Figure for March will be double checked once staff member returns from annual leave.

CS06 (M)	Percentage of external Safeguarding enquiries responded to within DBC timescales	Mar 2024	100.00%	100.00%	➡	
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Figure for March will be double checked once staff member returns from annual leave.

Anti-Social Behaviour

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
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Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
CSP02 (M)	Percentage of ASB reports acknowledged within policy timescales in the period	Mar 2024	100.00%	100.00%	→	
CSP02a (M)	Percentage of ASB reports acknowledged within 1 working day in the period	Mar 2024		100.00%		
Data is unavailable at this time. The new ASB policy is awaiting final approval and once this has been approved through Cabinet, then the contact times will be changed on the ASB case management system.						
CSP02b (M)	Percentage of ASB reports acknowledged within 3 working day in the period	Mar 2024		100.00%		
Data is unavailable at this time. The new ASB policy is awaiting final approval and once this has been approved through Cabinet, then the contact times will be changed on the ASB case management system.						
CSP02c	Percentage of ASB reports	Mar 2024		100.00%		
Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend ↓
ASB01 (M)	Satisfaction with ASB case handling (closed cases during the period)	Mar 2024				
This measure will be reported on at the end of Q1 24/25 once the resident engagement platform CX-Feedback is operational.						

Private Sector Housing

Measure Code ↑	Measure	Date	Tracker	DoT	Performance Trend	
PSH02 (M)	Number of enforcement notices served in respect of the Housing Act 2004	Mar 2024	2.00	n/a		
Two notices served in March 2024: Improvement Notice on Clarion Housing property in Bond Court, Hemel Hempstead, operative date April 2024, compliance to be met June 2024. Emergency Prohibition Order made on property above food establishment in High Street, Hemel Hempstead.						
PSH03 (M)	Number of enforcement notices served in respect of the Housing Act 2004 of which lead to successful	Mar 2024	0.00	n/a		
0 notices have led to successful prosecution in March 2024, outstanding cases to be reviewed over coming months for compliance with required works. We are currently working on a number of cases that may result in notices in quarter 1 of 24/25.						
PSH04 (M)	Number of Final Notice of Civil Penalty served	Mar 2024	1.00	n/a		

Measure Code ↑	Measure	Date	Tracker	DoT	Performance Trend
Civil penalty on case for property in Bovingdon, notice of intent served on owner for non compliance with an Improvement Notice. Case will be chased over the coming months for penalty to be complied with.					
PSH05 (M)	Number of Final Notice of Civil Penalty served of which civil penalties were recovered	Mar 2024	0.00	n/a	
0 payments in March 2024, team continues to chase and payment details to finance team for payments. Continue to monitor over first quarter of 2025/25					
PSH06 (M)	Number of active Empty Homes cases	Mar 2024	25.00	n/a	
25 active cases, continuing to informally work with owners looking for solutions to bring back to use, via sales or lettings. 3 properties possibly being made available to our Humanitarian Project from 530 owners wrote to with empty or second homes. Collaboration work continuing with planning enforcement and council tax on enforcement of long term empties in the borough, awaiting notices to be served with subsequent options then made available to the local authority for next course of action.					
PSH07 (M)	Number of Empty Homes brought back into use	Mar 2024	0.00	→	
0 cases back in use in March 2024. Informal approach required as powers to address various problems sit across different teams within DBC, no funding to take on Empty Dwelling Management Orders, compulsory purchase orders or notices currently on empty homes where the local authority can propose an enforced sale. The approach is currently informal and cases contacted throughout the year for status on the homes and encouragement to bring back into use. In the final stages of finalising our empty homes improvement grant service to owners in the borough, affects of this should be seen over the course of 24/25 depending on uptake of grant and willingness of owners to let their properties through the council for a number of years after works have been covered financially by the local authority through a grant.					

AD Property Services

Asset Management

Repairs - Monthly HSLT

Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend
PP10 (M)	Percentage of emergency repairs completed within target timescale in the Month	Mar 2024		99.00%		
Data for this indicator is provided by our contractor Cardo. They are currently upgrading their IT systems so the data is not currently available, but will be by the end of May 24 at the latest.						
PP13b (M)	Percentage of repairs completed at first visit in the Month	Mar 2024		86.00%		
Data for this indicator is provided by our contractor Cardo. They are currently upgrading their IT systems so the data is not currently available, but will be by the end of May 24 at the latest.						

Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend
PP13a (M)	Percentage of responsive repairs completed within target timescale in the Month	Mar 2024		97.00%		

Data for this indicator is provided by our contractor Cardo. They are currently upgrading their IT systems so the data is not currently available, but will be by the end of May 24 at the latest

Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend
HPSM03	Satisfaction with repairs (Osbourne) in Month (transactional)	Mar 2024	59.62	65.00	✓	

From Q1 24-25 these transactional satisfaction surveys will be automated at the point the repairs are closed off on Orchard. This will provide more up to date data to work from.

Lettings - Monthly HSLT

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
HPS03 (M)	Average re-let time in days (all re-lets, including time spent in works) in Month to 2 decimal point	Mar 2024	38.56	40.00	✓	

RKK03 (M)	Average re-let time in days (standard re-lets) in the month	Mar 2024	44.33	30.00	✓	
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SH03a	Average time to re-let general needs properties	Mar 2024	44.05	40.00	✗	
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The delays in voids have been due to bottlenecks in key parts of the process which are essential to enable other works, such as clearance and asbestos. There also continue to be several voids needing high value works, although many of these can be completed within the target time, there are very few voids with the potential for quick turnaround and so it is difficult to balance out those voids that go over target.

SH03b	Average time to re-let Adapted properties	Mar 2024	0.00	70.00	✓	
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SH03c	Average time to re-let sheltered properties	Mar 2024	28.09	40.00	✓	
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Whilst the void standard for sheltered properties is higher, the better condition they are returned in gives the opportunity to turn them around quicker.

Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend ↓
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Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend ↓
RKK14 (M)	Satisfaction with Lettings during the Month	Mar 2024	100.00	80.00	→	

Property Services

Commercial Properties

Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend ↓
FIN11 (M)	Investment Property Income ytd budget against ytd actual	Mar 2024	5,388,915.00	5,359,630.00	✓	

Investment income ended 2023/24 at 0.5% above target

CP01 (M)	Percentage of commercial property occupation	Mar 2024	96.72%	90.00%	✗	
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There are currently 20 voids on our books. 3 are Maisonettes. There are 3 properties (15%) under offer. 16 void properties (80%) need refurbishment or substantial remedial works before they could be marketed, 1 property is being marketed (5%). In the short to medium term businesses still face unprecedented challenges. Legal completions are taking longer presently. There is a high risk a number of businesses may close due to financial and market conditions so it is anticipated the number of void properties will significantly increase over the coming months. Re-letting these properties maybe protracted due to the current economic conditions which may in turn impact on income received until they are re-let. It is unknown whether current rental levels are sustainable in the short to medium term.

CP02 (M)	Percentage arrears on commercial property rents	Mar 2024	14%	18%	✓	
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The overall debt level is 13.91 %. Please note that reminders are being issued and the majority of tenants are being chased. We are assisting tenants where possible to avoid legal action, with the continued offer of deferred payment plans and we will recoup these sums over time (approx. 56% of the debt). Please be advised that due to the backlog in court and the yet unknown effect of the wider economic crisis and conditions it is anticipated that the arrears recovery will be slow and protracted and business failures and vacancies will increase.

Safe Homes

Compliance

Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend ↑
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Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend ↑
HPS05 (M)	Percentage of all High risk FRA actions outstanding	Mar 2024	4.28%	5.00%	✓	
<p>There are 74 'high' fire risk actions (FRA's) outstanding. 53 are being completed by specialist contractors and the remaining 21 are on an agreed planned programme. Overall there are 1725 live FRA actions, down from 2755 in March 23. Further information can be found within the monthly Compliance Report produced by Property Services.</p>						
HPS07a (M)	Percentage of domestic properties with a satisfactory EICR up to five years old	Mar 2024	98.59%	100.00%	✓	
<p>10,203 properties require an EICR and we currently have 2 dwellings for which we could not evidence an electrical test Focus remains on the historical out of date EICR's with 143 (Feb 224) properties now falling out of target. Of the out of target properties 2 have not provided access, 3 are from 2017 and 111 from 2018. 27 properties have fallen out of target this year, with only a further 55 dwellings due in the rest of 2023</p>						
PP01	Percentage of homes with a valid gas safety certificate	Mar 2024	99.90%	100.00%	✗	
<p>Disappointingly we had 9 properties fall out of target in the month of March. Six have since been serviced with appointments raised for the other three On boarding the new contractor (Aaron Services) has mainly been positive with servicing commencing as planned on day one of the contract. However, as the incumbents resource withdrew a number of properties were not serviced in line with the LGSR anniversary date Weekly meetings attended by all stakeholders are in place to recover the position on this usually strong performing KPI</p>						
HPS09 (M)	Proportion of homes for which all required asbestos management surveys or re-inspections have been c	Mar 2024	99.91	100.00	✗	
<p>All 1071 blocks received a non-domestic asbestos survey in 2023 The re-inspection programme commenced in March 2024 One building (Holly Tree Court) was not inspected as planned in March as the scheme manager asked for the survey to be re-arranged. This should not have been allowed and advice has been provided to prevent this from happening again</p>						
HPS07b (M)	Percentage of non-domestic properties with a satisfactory EICR up to five years old	Mar 2024	100.00%	100.00%	→	
HPS10 (M)	Proportion of homes for which all required communal passenger lift safety checks have been carried o	Mar 2024	100.00	100.00	→	
HPS06 (M)	Proportion of homes for which all required fire risk assessments have been carried out	Mar 2024	100.00	100.00	→	

Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend ↑
HPS08 (M)	Proportion of homes for which all required legionella risk assessments have been carried out	Mar 2024	100.00	100.00	→	

AD Strategic Housing and Delivery

Strategy, Quality and Assurance

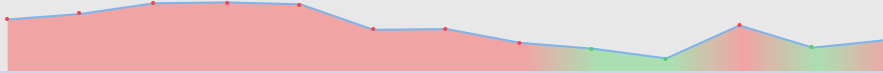
Complaint Handling

Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend ↑
SQA01 (M)	Percentage of respondents satisfied with complaint handling	Mar 2024	12.50%	50.00%	↘	

Satisfaction with complaints remains a corporate priority. Please refer to the report **Complaints Review 23-24** for further information (produced by the SQA Team).

Customer Services

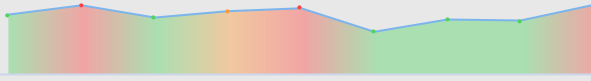
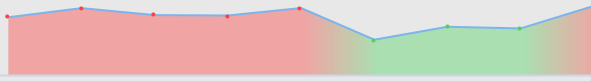
Corporate Customer Services

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
CSU10	Call Handling: Average wait time	Mar 2024	378.00	300.00	↘	

March 24 was particularly busy with Council Tax, Rent Increase and Garden Waste letters all being sent out. Despite advanced staff planning, call waiting times were over target, but improved considerably on the March 23 figures.

Cardo Customer Services

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
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Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
RC01	Cardo Average Call Wait Time	Mar 2024	140.00	120.00	✘	
There was some disruption to calls during March when the contractor changed over their IT servers. Things have now settled and this indicator should improve from April 24.						
RC02	Cardo Percentage Abandoned Calls	Mar 2024	7.00	5.00	✘	
There was some disruption to calls during March when the contractor changed over their IT servers. Things have now settled and this indicator should improve from April 24.						