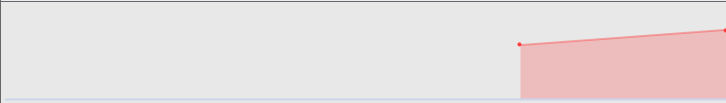
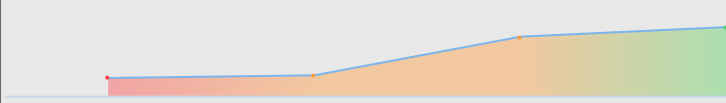


Housing & Community Overview and Scrutiny Performance Summary Report

Housing and Property Services Performance Summary

Asset Management Performance Summary

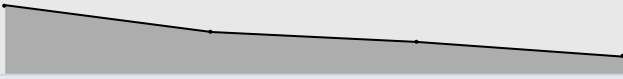
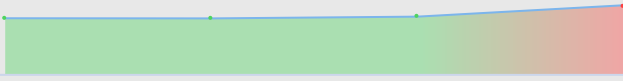
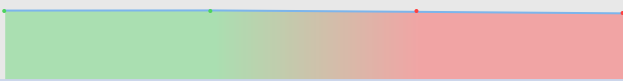
Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
HPS03 (Q)	Average re-let time in days (all re-lets, including time spent in works) in Quarter to 2 decimal poi	Sep 2024	48.39	40.00	35.22	✘	
<p>We have been working on improvements to the void process. As there were a number of long term voids to be closed we have not yet seen these improvements showing in the performance figures. We now have a significant number of voids being turned around within 15 days, but these are being offset by the longer term voids. As we work through these longer voids we will start to see the improvements in the void turnaround times. These are likely to be better in Q3, but not consistent. We expect much better performance in Q4 and beyond.</p>							
PP10 (Q)	Percentage of emergency repairs completed within target timescale in the Quarter	Sep 2024	100.00%	99.00%	99.83%	✔	
PP13a (Q)	Percentage of responsive repairs completed within target timescale in the Quarter	Sep 2024	88.74%	97.00%	91.67%	✘	
PP13b (Q)	Percentage of repairs completed at first visit in the Quarter	Sep 2024	78.00%	86.00%	80.67%	✘	
<p>This is low due to the closure of older jobs. We are undertaking efforts to improve first time fix rates. We are seeing increases in this each month as reported by residents via CX-Feedback. The large number of roof leaks, which will first require a temporary fix and then more permanent work will prevent this KPI from improving immediately, but the repairs that are under our control are increasingly being fixed first time.</p>							
RKK15 (Q)	Satisfaction with Lettings during the Quarter	Sep 2024	85.00	65.00		✘	


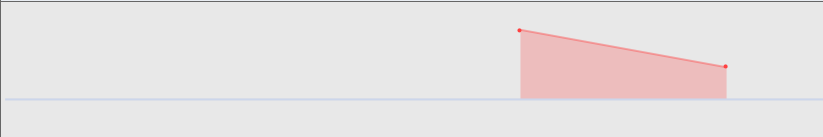
Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
RKK17 (Q)	Percentage of open damp and mould cases exceeding 100 days	Sep 2024	45.00%	10.00%		✘	
<p>During the warmer months, a lot of work has gone into reducing the number of open damp and mould cases and we currently have circa 210 cases on the system. We are responding to all new reports of damp and mould within 7 days and in more severe cases within 48 hours. This KPI records the number of cases we are keeping open that exceed 100 days or 3 months, which due to our processes, will most likely always be a 'Red' metric. The reason being that we do not close cases until we are confident that the damp and mould issues have been fully addressed. This isn't always an issue with the property, in some cases we work with our tenants with regards to education about the root causes of the mould and show them how they can intervene in the early stages to prevent the issue getting worse. In other cases we complete damp and mould works, including mould washes and then install environmental monitoring equipment into the property (small inobtrusive sensors that monitor temperature and humidity levels in real time) the information from these sensors help our customers to understand the times that moisture levels in their home peak and also demonstrates the need to balance heating and ventilation etc. Once our customer is happy we have resolved the issue with the property or they are confident enough to manage the situation - we will then close the case. By having the cases open on the system nobody gets left behind and our tenants are no longer in the cycle of reporting - mould treatment - case close - reporting - mould treatment - case close and so on. We are planning to take a more detailed paper to Housing Overview and Scrutiny Committee to provide more detail on process and to propose alternative ways of tracking our activities in this area.</p>							
RKK18 (Q)	Percentage of HRA homes that have had a stock condition survey within the last five years.	Sep 2024	64.00%	62.00%	9.00%	✔	
<p>This is on track as per the commitments in the interim asset management strategy</p>							

Commercial Housing Contracts Performance Summary

Measure Code	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend ↑
CC01 (Q)	Percentage of non-compliant gold contracts	Sep 2024	0.00%	0.00%		➡	

Housing Operations Performance Summary

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
CL01 (Q)	Satisfaction with how we keep the communal areas clean and tidy during the period (Q)	Sep 2024		65.00			
<p>Transactional survey has now been agreed and the target audience agreed. The survey will allow us to report on the KPI as well as provider more data on issues impacting specific areas. The survey will be going live in November.</p>							
TA01 (Q)	Total number of Households in temporary accommodation	Sep 2024	151.00			✔	
TL01 (Q)	Current arrears as a percentage of annual debit (Q)	Sep 2024	4.70%	4.00%		✘	
<p>The average arrears percentage for the last quarter is higher than the previous quarter. This is an expected trend in the date given the external factors the team face with the UC migration, 53 week rent year (UC only recognizing 52), cost of living crisis including increase in bills etc. The team are working hard to contact tenants where necessary and ensure prompt action is taking place. Further work with other departments should help with early intervention work and this should have a positive impact on the arrears as the year progresses. An example of this is working alongside the welfare and tenancy sustainment team as well as the supported housing team in facilitating for coffee meetings where people residing in supported schemes were able to come and discuss any concerns they may have to do with the rent or tenancy for example. The relevant officers stated they were able to signpost the elderly tenants to ensure they are claiming for the correct pension credits to help alleviate the financial pressures where necessary.</p>							
TL02 (Q)	Rent collected as a percentage of rent owed (excluding current arrears brought forward) (Q)	Sep 2024	95.71%	99.00%	96.52%	✘	
<p>For the end of quarter two we are down from the target set, this is a common trend given the time of year. As the year progresses, the collection rates will increase. The team have recently completed a two session HQN Income management masterclass which will assist officers further during the conversations with tenants about rent and benefits and support etc. Given the additional week's rent to be collected, the team have from the get-go advised tenants of their rent having factored this extra week in. This will inevitably increase the years (given the extra week's rent charge - circa £1.38 mil). The team are also reminding tenants on UC that they will be liable for this extra weeks rent.</p>							

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
TM04 (Q)	Percentage of estate inspections completed that were due to be completed during the period (Q)	Sep 2024	30.95%	100.00%			

September has shown a remarkable improvement in the number of blocks inspected, increasing significantly to 565 compared to 283 in August and 115 in July. This surge reflects the hard work and commitment of the team, particularly in light of persistent recruitment challenges and a high workload.

Despite the obstacles faced, the progress made demonstrates a solid step forward in meeting our inspection goals. The arrival of two new team members in September has bolstered capacity, and further improvements are expected as these individuals fully integrate into their roles. As we move into October, we will continue on our recruitment drive to fill the remaining vacant posts.

While the total number of neighbourhoods inspected remains relatively low, the focus in Quarter 2 was on high-priority areas. These include blocks of flats (especially high-rises), garages, and specific streets or roads with known concerns. This strategic redirection of resources ensured that key areas received the attention they required, even if it meant fewer overall neighbourhoods were inspected.

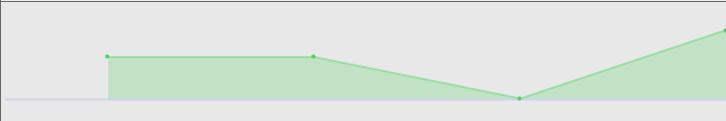
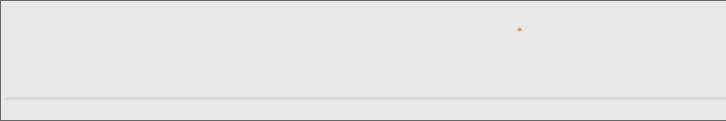
As we continue moving into October, we will introduce new KPIs in Quarter 3 to break down these inspection figures further. These KPIs will provide a more granular analysis using the following criteria:

1. Breakdown by property type (blocks of flats, garages, streets/roads).
2. Breakdown by inspection outcome (red for serious issues, amber for moderate issues, green for satisfactory conditions).
3. Tracking neighbourhoods inspected more than once.

While September has been a promising month, it is important to recognise that performance was at its lowest at the end of Quarter 1 and the beginning of Quarter 2, reflecting the impact of staffing shortages and the transition of the inspection regime into the broader responsibilities of the TMO role. However, the consistent implementation of contingency plans, ongoing staff training, and the strategic allocation of resources have set the foundation for continued improvement.


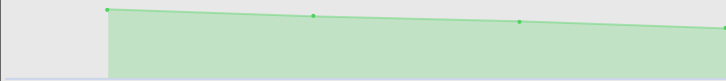

The team remains committed to maintaining high standards and addressing areas of concern through corrective actions, regular monitoring, and the targeted deployment of resources. We are optimistic that with these measures, performance will continue to improve in the months ahead.

Investment and Delivery Performance Summary

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
ID06 (Q)	Number of affordable housing units completed during the period	Sep 2024	38.00	38.00		✔	
ID08 (Q)	Satisfaction with New Build homes received during Quarter	Sep 2024		95.00			

In Q2 no surveys were sent out. The team will have return figures for Q3 though to capture new builds handed over in recent months.

Property Services Performance Summary

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
CP01 (Q)	Percentage of commercial property occupation (Q)	Sep 2024	96.50%	90.00%	95.57%	✘	
<p>There are still currently 22 voids on our books. 4 are Maisonettes. There are 4 properties (18%) under offer. 18 void properties (82%) need refurbishment or substantial remedial works before they could be marketed. 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.</p>							
CP02 (Q)	Percentage arrears on commercial property rents (Q)	Sep 2024	11.18%	18.00%		✔	
<p>The overall debt level is 11.18%. 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. 47% 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.</p>							
FIN11 (Q)	Investment Property Income ytd budget against ytd actual (Q)	Sep 2024	3,916,616.00	3,953,851.00		✔	

Income is 0.9% below target at Month 6.

Safe Communities Performance Summary

Measure Code	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend ↑

Measure Code	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend ↑
PSH03 (Q)	Number of enforcement notices served (Housing Act 2004) lead to successful prosecution (Q)	Sep 2024	0.00			→	
PSH05 (Q)	Number of Final Notice of Civil Penalty served of which civil penalties were recovered (Q)	Sep 2024	0.00			↘	
ASB01 (Q)	Satisfaction with ASB case handling (closed cases during the period) (Q)	Sep 2024		65.00			
Due to issues with CX- Feedback which provided inaccurate data in Q1, we were unable to provide data in the first part of this quarter. As a result, there has only been one month of reporting in Q2. Therefore we are unable to provide an accurate quarterly figure for Q2. The next quarter will see full reporting of this KPI.							
CS06 (Q)	Percentage of all external Safeguarding requests that met the threshold resolved in time (Q)	Sep 2024	100.00%	100.00%		→	
CS05 (Q)	Percentage of all safeguarding enquiries within DBC that met the threshold resolved in time (Q)	Sep 2024	100.00%	100.00%		→	
CSP02 (Q)	Percentage of ASB reports acknowledged within policy timescales in the period (Q)	Sep 2024	100.00%	100.00%		✓	
Safe Homes Performance Summary							
Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
HPS05 (Q)	Percentage of all High risk FRA actions outstanding (Q)	Sep 2024	2.39%	5.00%		✓	

The number of high risk action has consistently come down throughout Q2 leaving us in a very strong, and manageable, position

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
HPS06 (Q)	Proportion of homes for which all required fire risk assessments have been carried out (Q)	Sep 2024	100.00	100.00	100.00	→	
HPS07a (Q)	Percentage of domestic properties with a satisfactory EICR up to five years old (Q)	Sep 2024	99.87%	100.00%		✓	
A strong performance in this quarter has resulted in only 13 properties out of target. All remaining properties are being targeted through our robust access process and managed by our Lead Surveyor (Access). This may result in an injunction being served if access continues to be denied							
HPS07b (Q)	Percentage of non-domestic properties with a satisfactory EICR up to five years old (Q)	Sep 2024	100.00%	100.00%		→	
HPS08 (Q)	Proportion of homes for which all required legionella risk assessments have been carried out (Q)	Sep 2024	100.00	100.00	100.00	→	
HPS09 (Q)	Proportion of homes where all required asbestos surveys/ re-inspections have been carried out (Q)	Sep 2024	100.00	100.00	100.00	→	
HPS10 (Q)	Proportion of homes where all required communal passenger lift safety checks have been carried out	Sep 2024	100.00	100.00	100.00	→	
PP01 (Q)	Percentage of homes with a valid gas safety certificate (Q)	Sep 2024	100.00%	100.00%		✓	

Strategy, Quality and Assurance Performance Summary

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
SQA02 (Q)	Percentage of respondents satisfied with complaint handling (Q)	Sep 2024	22.00%	67.00%		➡	

This quarter we sent out 177 surveys to those customers who have raised a complaint in the quarter. There was a 22% response rate, with 39 surveys returned. Of those 39 surveys, 22% were satisfied with the way that DBC handled their complaint.