

H&C OSC YEARLY PERFORMANCE REPORT

Housing Landlord

March 2016



Measure	Owner & Updater	Quarter 4 Result	2015 Result	Trend	2016 Result	Sign Off	Comments	Flag
HL05a - Stage 1 Complaints responded to within target for Housing	Elliott Brooks Corvu Admin	131.03% (114/87) Target: 85	94.34% (300/318) No Target	↗	103.63% (314/303) Target: 85	✓	Updater	
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	Fiona Williamson Fiona Kimberley	99.99% Target: 100	99.99% Target: 100	→	99.99% Target: 100	✓	Updater Pleased with this figure although we try extremely hard to achieve 100% it is worth noting the monthly figure always include persons in care homes, mental hospital & prison which other local authorities may exclude from their reported figures, these are true and accurate reporting of Gas Safety Certificate numbers.DBC have an excellent rapport with Sun Realm and they work with us to keep up the high standard.	

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PP04 - Percentage of properties passing QA checks Repairs and voids	Fiona Williamson Ricky Lang	99% Target: 98	97% Target: 98		99% Target: 98		Updater The Partnership Surveyors who undertake these inspections have set a high standard that they expect the works to meet and the feedback has been very strong demonstrating a key output of procurement, being an improvement in the standard of works that are being delivered to the tenants of Dacorum, is being achieved on the ground. The Partnership recognises this has been achieved since mobilisation. An example of this is the reduced key to key times on Empty Homes with an improved standard of works being achieved on site.	
PP05 - Percentage of properties passing QA checks Planned works	Fiona Williamson Ricky Lang	100% Target: 98	92% Target: 98		100% Target: 98		Updater The Partnership Surveyors who undertake these inspections have set a high standard that they expect the works to meet and the feedback has been very strong demonstrating a key output of procurement, being an improvement in the standard of works that are being delivered to the tenants of Dacorum, is being achieved on the ground. The Partnership recognises this has been achieved since mobilisation. An example of this is the reduced key to key times on Empty Homes with an improved standard of works being achieved on site.	

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PP10 - Percentage of emergency repairs completed within 4 hours	Fiona Williamson Ricky Lang	100% Target: 99	94% Target: 99	↗	99% Target: 99	✓	Owner During the year this performance has been very strong with the volume as a percentage against overall repairs being well within the industry upper quartile performance. The industry generally runs at 10% Emergency works, and Osborne had tracked this at 8% during this financial year. The works the Planning team have done to ensure resource is available geographically across the borough during the day has seen excellent results.	
PP12 - Percentage of non-urgent repairs completed within target	Fiona Williamson Ricky Lang	98% Target: 98	94% Target: 98	↗	97% Target: 98	✓	Updater The target was missed by 1% contract year which was precominantly due to the opening quarters of the FY. A lot of work has since been done with the team to ensure jeopardy awareness and management is controlled with positive results in the last 2 quarters.	
PP13a - Percentage of responsive repairs completed within target	Fiona Williamson Ricky Lang	98.01% (5652/5767) Target: 97	95.44% (33452/35049) Target: 97	↗	97% (22418/23112) Target: 97	✓	Owner By having a single supplier for teh repairs and planned work this has enabled better understanding of the volumetrics and also does not create a situation where they want to increase repairs as there is scope to identify capital improvements rather than individual repairs. The work to anaylise the historc data demonstrates an overall reduction in repairs volumes and further work is required to ensure the investment is targetted.	

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PP15 - Percentage of tenants satisfied with the service planned and responsive works	Fiona Williamson Ricky Lang	97% Target: 90	94% Target: 90	↗	97% Target: 90	✓	Updater OPSL have placed a great amount of emphasis on the customer experience since mobilisation and have continued throughout the year with the Customer Experience Director embarking on a programme towards this topic. We must recognise the areas where we can improve upon and we shall work closely with tenant groups, members, DBC, and our own teams to continually try and improve our service to the tenants of DBC.	
SH03a - Average Time (working days) to re-let all properties	Natasha Brathwaite Tracy Vause	24.9 Days (3317/133) Target: 35	36.3 Days (21390/590) Target: 35	↗	27.7 Days (15341/553) Target: 35	✓	Updater Throughout the year there has been a clear focus on reducing the amount of time to relet properties. Processes have been closely monitored and scrutinised and changes have been made where required to ensure that relet times continue to decrease.	
SH05 - Number of new Affordable Homes completed	Julia Hedger Sam Bramley	179 Dwellings Target: 0	248 Dwellings Target: 150	↘	309 Dwellings No Target	✓	Updater Owner 146 – affordable rent 69 – firstbuy 41 – social rent 53 – shared ownership figures include new Council homes plus housing association new builds.	

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TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	Andy Vincent Katie Kiely	99.93% Target: 95	99.23% Target: 99.5	↗	99.93% Target: 95	✓	Owner This year end performance exceeds expectations and reflects the hard work of the Housing Income Team, other housing teams (including the Tenancy Sustainment Team) and support from colleagues in Benefits to achieve this year end performance. This performance has also been particularly challenging in the current financial climate and in light of recent welfare benefit changes	
TL04 - Voids loss as a percentage of the rent roll	Andy Vincent Katie Kiely	0.44% Target: 0.7	0.98% Target: 0.8	↘	0.44% No Target	✓	Updater A good result, within target	
TL13a - Percentage of Community Alarm calls answered within 1 min	Andy Vincent Andy Vincent	97.72% Target: 97.5	97.43% Target: 97.5	↗	97.71% Target: 97.5	✓	Owner Performance on this indicator has been consistently high and above target	
TL15 - Satisfaction with the outcome of medium level ASB cases	Andy Vincent Lindsey Walsh	100% (1/1) Target: 65	89% (68/76) Target: 50	↘	71% (50/70) Target: 65	✓	Updater not many surveys are being returned, Lead Officers Tenancy, to run a pilot of phoning tenants/leaseholders to increase feedback of satisfaction levels	
TL16 - Acknowledgement of a report of ASB within 24 hours	Andy Vincent Lindsey Walsh	96% (93/97) Target: 95	No Data Target: 95		97% (498/511) Target: 95	✓	Owner Performance has been consistently above target throughout the year	