

H&C OSC QUARTERLY PERFORMANCE REPORT

Housing Landlord

September 2016



Measure	Owner & Updater	Sep 2016 Result	Jun 2016 Result	Sep 2015 Result	Sign Off	Comments
HL05a - Stage 1 Complaints responded to within target for Housing	Elliott Brooks Corvu Admin	95.65% (88/92) Target: 85	98.51% (66/67) Target: 85	98.25% (56/57) Target: 85	✗	
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	Fiona Williamson Fiona Kimberley	99.97% Target: 100	99.97% Target: 100	99.99% Target: 100	✓	Updater This is on average three overdue on reporting dates however we do hit 100% a number of times within the three months, we include all properties including tenants in respite, hospital, rehab and prison so this is a genuine reflection of the situation we have approx 9.5 thousand properties which require gas safety certificates, I am not satisfied with 99.97 and we continue to try to achieve 100%
PP04 - Percentage of properties passing QA checks Repairs and voids	Fiona Williamson Ricky Lang	98% Target: 98	99% Target: 98	97% Target: 98	✓	Updater The inspection regime mid term on the larger Repairs and all Empty Homes drives supply chain and operatives towards ensuring works are completed to a level the Partnership expects - there is still work to do in terms of ensuring more resource is on the ground which is being worked towards by the Partnership through recruitment and reviewing of duties.

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PP05 - Percentage of properties passing QA checks Planned works	Fiona Williamson Ricky Lang	100% Target: 98	100% Target: 98	100% Target: 98	✓	Updater This part of our Partnership has particularly strong focus and the inspection regime undertaken by the Partnership staff once again drives high quality of works. The customer satisfaction reflects a good product being delivered and furthermore demonstrates true collaboration.
PP10 - Percentage of emergency repairs completed within 4 hours	Fiona Williamson Ricky Lang	100% Target: 99	99% Target: 99	99% Target: 99	✓	Updater OPSL predominantly deliver this response code in house, both out of hours and day time. The management of the operative resource through smart scheduling systems supports the strong work done by the planning team.
PP12 - Percentage of non-urgent repairs completed within target	Fiona Williamson Ricky Lang	94% Target: 98	90% Target: 98	97% Target: 98	✓	Updater This indicator has improved throughout the quarter and would have hit the target had performance been better in July. The work ongoing since the reduction in WIP has ensured the service remains very much on target for the last 2 months, ensuring proper management of jeopardy ensures this is sustainable. Owner Again the trend improved in teh quarter which aligned with the impementation of the action plan.
PP13a - Percentage of responsive repairs completed within target	Fiona Williamson Ricky Lang	94.15% (5989/6361) Target: 97	91.01% (5396/5929) Target: 97	96.98% (6142/6333) Target: 97	✓	Owner The trend has improved over the quarter following the inplemantion of an action plan. Ongoing work is being undertaken to ensure the trend continues to improve.

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PP15 - Percentage of tenants satisfied with the service planned and responsive works	Fiona Williamson Ricky Lang	98% Target: 90	96% Target: 90	97% Target: 90	✓	Updater The KPI remains strong from the feedback received through PDA's, telephone surveys and Planned Works questionnaires.
SH03a - Average Time (working days) to re-let all properties	Natasha Brathwaite Tracy Vause	21.9 Days (2628/120) Target: 35	25.5 Days (3624/142) Target: 35	27.4 Days (4677/171) Target: 35	✓	Updater Pleased with the result and work over the last quarter to ensure a consistent approach to reletting properties is achieved and delays are identified at start of void process to ensure that properties are not returned late.
SH05 - Number of new Affordable Homes completed	Julia Hedger Sam Bramley	No Data Info Only	No Data Info Only	34 Dwellings Info Only	✗	
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	Andy Vincent Katie Kiely	98.5% Target: 99	98.92% Target: 99	99.36% Target: 95	✓	Updater This figure should improve by the end of the financial year
TL04 - Voids loss as a percentage of the rent roll	Andy Vincent Katie Kiely	0.8% No Target	0.35% Target: 0.7	0.57% Target: 0.8	✓	Updater This is slightly above target due to some delays with Osborne and properties held for refugees
TL13a - Percentage of Community Alarm calls answered within 1 min	Andy Vincent Andy Vincent	97.95% Target: 97.5	97.81% Target: 97.5	97.7% Target: 97.5	✓	Updater This is a good result and above target
TL15 - Satisfaction with the outcome of medium level ASB cases	Andy Vincent Lindsey Walsh	No Incidents (0/0) Target: 65	100% (10/10) Target: 65	74% (20/27) Target: 65	✓	Updater due to difficulties with staff resources and very few surveys being returned, there are no figures to report this quarter
TL16 - Acknowledgement of a report of ASB within 24 hours	Andy Vincent Lindsey Walsh	97% (97/100) Target: 95	98% (101/103) Target: 95	98% (225/230) Target: 95	✓	Updater Although down from last quarter, staff have managed to remain within target despite problems with staffing issues.

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TL36 - Percentage of committee places filled (target of 80%?)	Andy Vincent Emily-Rae Maxwell	No Data Info Only	No Data Info Only	No Data Info Only	✓	Owner This is a new indicator and data will be collected from the forthcoming quarter