

# H&C OSC QUARTERLY PERFORMANCE REPORT

Housing Landlord

December 2016



Measure	Owner & Updater	Dec 2016 Result	Sep 2016 Result	Dec 2015 Result	Sign Off	Comments
HL05a - Stage 1 Complaints responded to within target for Housing	Elliott Brooks Corvu Admin	93.26% (83/89) Target: 85	95.65% (88/92) Target: 85	93.59% (73/78) Target: 85	✓ <b>Updater</b>	
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	Fiona Williamson Fiona Kimberley	99.96% Target: 100	99.97% Target: 100	100% Target: 100	✓ <b>Owner</b>	Despite proactive efforts to deliver 100% compliance there are a number of difficult cases, with high rent arrears and/or mental health problems that have created challenges to gaining access. The outstanding properties are currently included within the legal process and some have been capped off further reducing the risk.

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PP04 - Percentage of properties passing QA checks Repairs and voids	Fiona Williamson Ricky Lang	100% Target: 98	98% Target: 98	100% Target: 98	✓	<p><b>Updater</b> 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.</p> <p><b>Owner</b> The appointment of a surveyor dedicated to Empty Homes will result in a period of increased post inspections so that there further validation of the data submitted by Osborne.</p>
PP05 - Percentage of properties passing QA checks Planned works	Fiona Williamson Ricky Lang	100% Target: 98	100% Target: 98	99% Target: 98	✓	<p><b>Owner</b> Overall the planned works is being delivered to a high standard. Although some works are subject to snagging items these are rectified before the properties are signed off, resulting in good performance against this indicator.</p>
PP10 - Percentage of emergency repairs completed within 4 hours	Fiona Williamson Ricky Lang	98% Target: 99	100% Target: 99	99% Target: 99	✓	<p><b>Updater</b> This KPI is particularly challenging to achieve each month due to the extremely slim margin for error. In December there was 1 day-to-day emergency that was not attended to within 4 hours and 5 out-of-hours jobs that were not attended to within 4 hours, the main factor in the failure of this KPI in quarter 3. OPSL has been fairly consistent throughout the year here and the SDM is working to ensure this is improved for next month.</p>

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PP12 - Percentage of non-urgent repairs completed within target	Fiona Williamson Ricky Lang	98% Target: 98	94% Target: 98	98% Target: 98	✓	<b>Updater</b> Routine jobs in target remains strong with a process-driven continuous improvement work ethic by the Repairs Team. Risk-management is being identified early through jeopardy reports and ensuring we use our technology aids the success of this KPI.
PP13a - Percentage of responsive repairs completed within target	Fiona Williamson Ricky Lang	97.59% (5740/5882) Target: 97	94.15% (5989/6361) Target: 97	98.11% (5240/5341) Target: 97	✓	<b>Updater</b> Despite marginally missing the Emergencies target, the overall Repairs in Target figure has hit target. Smart planning and jeopardy management has been integral for the team to marginally improve and be back on target as with preceding months.
PP15 - Percentage of tenants satisfied with the service planned and responsive works	Fiona Williamson Ricky Lang	99% Target: 90	98% Target: 90	98% Target: 90	✓	<b>Updater</b> 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	24.5 Days (2911/119) Target: 35	21.9 Days (2628/120) Target: 35	32.2 Days (3700/115) Target: 35	✓	<b>Updater</b> Whilst figure is within target work is still required to ensure that the average time to relet properties is consistent and any delays are recognised and dealt with as soon as possible.
SH05 - Number of new Affordable Homes completed	Julia Hedger Amber Rogers	No Data Info Only	64 Dwellings Info Only	8 Dwellings Info Only	✗	
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	Andy Vincent Katie Kiely	99.97% Target: 99	98.5% Target: 99	99.92% Target: 95	✓	<b>Updater</b> Very good result and above target

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TL04 - Voids loss as a percentage of the rent roll	Andy Vincent Katie Kiely	0.54% No Target	0.8% No Target	0.42% Target: 0.7	✗	
TL13a - Percentage of Community Alarm calls answered within 1 min	Andy Vincent Oliver Jackson	97.94% Target: 97.5	97.95% Target: 97.5	97.62% Target: 97.5	✓	<b>Owner</b> Excellent performance has been sustained across the quarter in responding to alarm calls
TL15 - Satisfaction with the outcome of medium level ASB cases	Andy Vincent Lindsey Walsh	100% (4/4) Target: 65	No Incidents (0/0) Target: 65	77% (17/22) Target: 65	✓	<b>Owner</b> Very pleasing to see high levels of satisfaction with case handling
TL16 - Acknowledgement of a report of ASB within 24 hours	Andy Vincent Lindsey Walsh	99% (111/112) Target: 95	97% (97/100) Target: 95	99% (83/84) Target: 95	✓	<b>Owner</b> Good to see the percentage of ASB cases being acknowledged within 24 hours being kept high
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	✗	