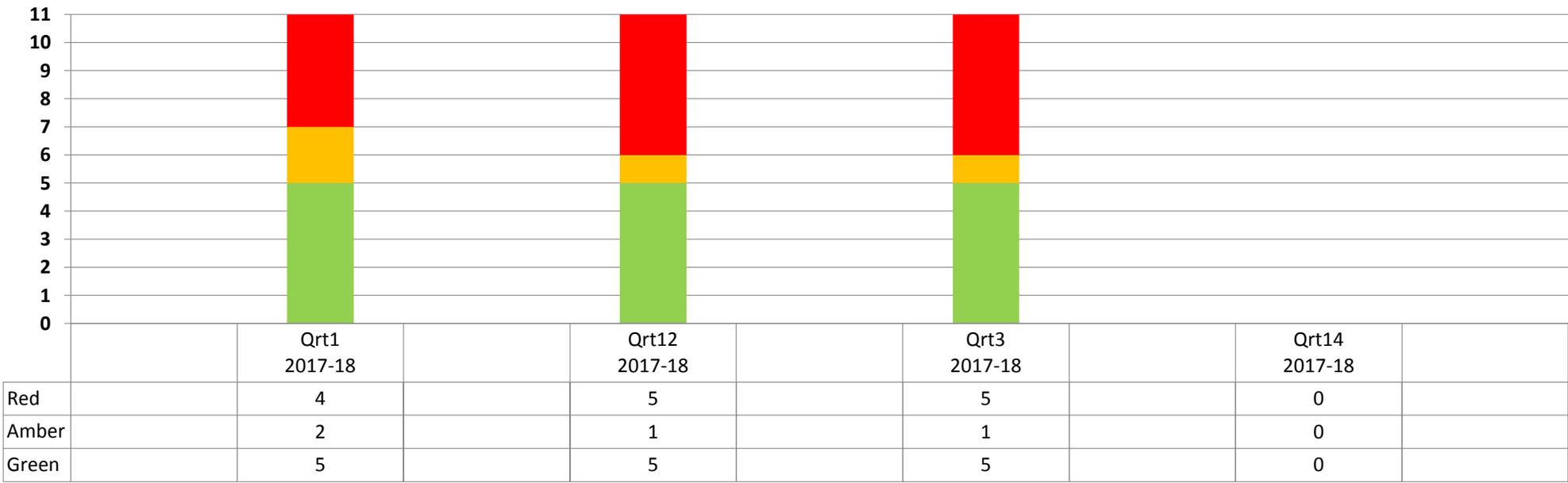


PI No.	Report Freq'ncy	Performance Measure	TARG	TOL	Qrt1 2017-18	Qrt12 2017-18	Qrt3 2017-18	Qrt14 2017-18	Source Value	YTD	Last Year
COMMUNITY & HOUSING STRATEGY											
29	Quarterly	The maximum number of households living in temporary accommodation in the borough (where the council have a duty)	55	60	77	81	89		n/a	n/a	62
30	Quarterly	The number of Decent Homes assessments undertaken in properties in the Private Sector	112	110	135	100	124		125 HMO/10 single	n/a	66
HOUSING PROPERTY											
31	Quarterly	The percentage of housing repairs where work was completed right first time	90.0%	88.0%	94.0%	94.1%	94.6%		4227	94.2%	95.5%
32	Quarterly	The percentage of housing repairs appointments made and kept	95.0%	90.0%	97.4%	96.8%	97.3%		6992	97.2%	97.1%
33	Quarterly	The percentage of council tenants 'satisfied' overall with the responsive repairs service provided (based on the last repair completed)	92.0%	90.0%	91.0%	95.5%	91.3%		309	92.6%	89.7%
34	Quarterly	The percentage of council properties with a valid gas safety certificate	100.00%	99.95%	99.99%	99.99%	99.89%		8767	99.96%	99.94%
HOUSING OPERATIONS											
35	Quarterly	Current council tenant arrears as a percentage of the annual rent debit	1.60%	1.80%	1.92%	2.31%	2.54%		£1,259,343	n/a	2.29%
36	Quarterly	Number of evictions (due to rent arrears) as % of homes in management	0.08%	0.10%	0.05%	0.07%	0.11%		10	0.08%	6
37	Quarterly	The average void property re-let time for standard council homes in days	18.0	20.0	21.2	21.4	22.3		16	21.6	19.0
38	Quarterly	The average time in minutes for a mobile warden to attend an address in response to an Emergency Alarm call from the resident	12	13	11	11	11		269	11	11
HOUSING & COMMUNITIES (COMBINED SERVICES)											
39	Quarterly	The percentage of customers within the last 12 months satisfied with the way their complaint was handled	80.0%	75.0%	63.9%	57.5%	56.0%		84	59.1%	

SUMMARY



COMMENTS BY EXCEPTION

COMMUNITY & HOUSING STRATEGY

KPI 29 - The maximum number of households living in temporary accommodation in the borough (where the council have a duty)	<p>Over the last six months we have seen an increase in the number of households living in temporary accommodation – which is due to a number of factors including a slight increase in presentations to the service, a reduction in permanent move-on housing and a difficulty in accessing alternative options in the private sector. The average wait for families is now 5-6 months. The focus remains on prevention and we are also working proactively to ensure that there is a supply of both permanent accommodation via our Affordable Housing Programme and partnerships with Registered Providers and that there will be sufficient temporary accommodation to meet our needs. With the implementation of the Homeless Reduction Act which will see our duties increase so it is probably appropriate to review this target to reflect the new legislative landscape.</p> <p>There has been a slight increase in the average length of time taken to make decisions from 26.7 days to 27.3 days. This is attributed to staff leave over the summer and an increase in investigation time for more complex cases. But it is still within the target of 28 days.</p>
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HOUSING PROPERTY

KPI 34 - The percentage of council properties with a valid gas safety certificate	At the end of Q3 8,767 of the 8,777 properties (99.89%) held a valid LGSR. Of the 10 properties out of certification, 9 have been referred to Legal (1 tenant has died and the property is now void). Legal process to gain access is now in train, and the escalation process is being closely monitored to ensure compliance.
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HOUSING OPERATIONS

KPI 35 - Current council tenant arrears as a percentage of the annual rent debit	<p>Performance in this quarter is impacted by several adverse factors with the operating environment becoming increasingly more challenging. We are working with colleagues in housing benefit to address the delays in claim processing and work to reduce the current level of 'technical' arrears due to pending housing benefit payments.</p> <p>Currently there are 66 tenants on UC, with a combined debt of £42k and it is anticipated that this will steadily increase over the coming months. This represents an average arrear of £645 per UC claimant.</p> <p>We have developed a suite of performance reports to deliver more targeted monitoring of UC arrears cases and over the coming months. The changes as a result of transformation will allow a more focused approach to rent arrears and collection. We also continue to deliver effective collaborative working in partnership with Citizen Advice Bureau for the benefit of our tenants.</p> <p>The current level of outstanding arrears is a priority concern, with more detailed analysis being done to identify specific causes and issues at neighbourhood patch level.</p>
KPI 37 - The average void property re-let time for standard council homes in days	<p>We have experienced a number of issues relating to the gas safety checks for voids, which has now been addressed and we expect to see an improvement in Quarter 4.</p> <p>Some delays have also been experienced with letting sheltered units designated for Flexicare. This process is being reviewed with Herts County Council to identify where improvements can be made to speed up the process.</p>

HOUSING & COMMUNITIES (COMBINED SERVICES)

KPI 39 - The percentage of customers within the last 12 months satisfied with the way their complaint was handled	<p>Improvements to the way complaints are managed by staff were implemented in Q2. One of the key drivers is to ensure customers are kept regularly updated whilst their complaint is being processed.</p> <p>We are please to report that these changes have resulted in an improvement in performance; the result for December being 71.4%.</p> <p>Within the last 12 months we have collated a total of 84 surveys, representing a 25% response rate for all stage one complaints closed.</p>
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