

































Key to Performance Status

Symbols

	Red Status - Focus of improvement		New measure - Performance results not required
	Amber Status - Initial improvement activity identified		No data results
	Green Status - Any variance from target manageable		Missing value
	Green Plus Status - Exceeding expectations		

	Service	Focus (Sunburst Category)	Target to 30/06/18	Actual to 30/06/18	Status at 30/06/18	Target to 30/09/18	Actual to 30/09/18	Status at 30/09/18	Target to 31/12/18	Actual to 31/12/18	Status at 31/12/18	Target to 31/03/19	Actual to 31/03/19	Status at 31/03/19	Target to 30/06/19	Actual to 30/06/19	Status at 30/06/19	Comments 30/06/2019	
+	FRA1: Percentage of dwellings with a valid Fire Risk Assessment	Asset Management	Compliance	100.00%	100.00%		100.00%	100.00%		100.00%	100.00%		100.00%	100.00%		100.00%	100.00%		
+	VGC1: Percentage of dwellings with a valid gas certificate	Asset Management	Compliance	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%		100.0%	100.0%		100.0%	100.0%		
	Assets5a: Percentage of assets known to be health and safety compliant (Statutory)	Asset Management	Compliance				100.00%	90.00%		100.00%	98.00%		100.00%	91.00%		100.00%	99.60%		<ul style="list-style-type: none"> <li>The contractor has attached 99.60% compliance for the servicing and inspecting of assets that have a statutory requirement, with the two tasks they failed to complete in time being completed on the 1<sup>st</sup> of July 2019, we have received all certificates and carried out spot check with no failures, this is greatly improved and is likely to achieve the target of 100% and maintain it within the next few weeks, the compliance team is now applying pressure to ensure compliance is maintained month on month.</li> </ul>
	Assets5b: Percentage of assets known to be health and safety compliant (as per SBC definition)	Asset Management	Compliance				100.00%	91.70%		100.00%	97.00%		100.00%	91.00%		100.00%	91.00%		<ul style="list-style-type: none"> <li>Whilst we have evidence that the servicing and inspection of assets in 5b will have improved in line with 5a (visits at the same time and contractor instructions) the contractor has not produced any greater certification or supporting documentation, hence we are only able to report compliance in line with last month. The compliance team is working with the contractor to ensure that future months are reported fully and it is expected that this will achieve 100% by the end of the next quarter.</li> </ul>
+	RTB1: Percentage of RTB notices responded to within statutory timescales	Home Ownership Services	Compliance	95.00%	100.00%		95.00%	93.06%		95.00%	93.10%		95.00%	94.87%		95.00%	83.87%		<ul style="list-style-type: none"> <li>10 RTB Notices were sent out 8 on time however delays occurred with 2 cases 1) Fraud Officer was liaising with tenant who delayed providing access for audit 2) Despite promises by tenant not all documents required were handed in on time.</li> </ul>

	Service	Focus (Sunburst Category)	Target to 30/06/18	Actual to 30/06/18	Status at 30/06/18	Target to 30/09/18	Actual to 30/09/18	Status at 30/09/18	Target to 31/12/18	Actual to 31/12/18	Status at 31/12/18	Target to 31/03/19	Actual to 31/03/19	Status at 31/03/19	Target to 30/06/19	Actual to 30/06/19	Status at 30/06/19	Comments 30/06/2019	
+	ECHFL1: Percentage of Homes maintained as decent	Asset Management	Compliance	77.2%	77.3%	★	79.8%	80.0%	★	82.6%	82.6%	★	75.3%	75.4%	★	76.9%	77.0%	★	
+	VAS1: Percentage of communal areas with a valid Asbestos survey	Asset Management	Compliance	100.00%	100.00%	★	100.00%	100.00%	★	100.00%	100.00%	★	100.00%	100.00%	★	100.00%	100.00%	★	
+	MX1: Percentage of mutual exchanges completed within statutory timescale	Tenancy & Income	Compliance	96.00%	100.00%	☆	96.00%	100.00%	☆	96.00%	100.00%	☆	96.00%	98.92%	☆	96.00%	100.00%	☆	
+	VLC1: Percentage of sites with valid legionella inspections certificate	Asset Management	Compliance	100.00%	100.00%	★	100.00%	100.00%	★	100.00%	100.00%	★	100.00%	100.00%	★	100.00%	100.00%	★	
+	ECHFL-EW1: Percentage of tenants satisfied with external works completed (for the current quarter)	Asset Management	Customer Service	90.0%	93.9%	★	90.0%	89.0%	★	80.0%	89.7%	★	80.0%	91.2%	★	80.0%	98.9%	☆	

	Service	Focus (Sunburst Category)	Target to 30/06/18	Actual to 30/06/18	Status at 30/06/18	Target to 30/09/18	Actual to 30/09/18	Status at 30/09/18	Target to 31/12/18	Actual to 31/12/18	Status at 31/12/18	Target to 31/03/19	Actual to 31/03/19	Status at 31/03/19	Target to 30/06/19	Actual to 30/06/19	Status at 30/06/19	Comments 30/06/2019	
+	ECHFL-IW1: Percentage of tenants satisfied with internal works completed (for the current quarter)	Asset Management	Customer Service	80.0%	93.9%	★	80.0%	94.3%	★	80.0%	95.7%	★	80.0%	96.0%	★	80.0%	100.0%	★	
+	Compl2: Percentage of MP & Members enquiries answered within 10 days (Housing)	Customer Service	Customer Service	95.00%	92.36%	★	95.00%	88.51%	▲	95.00%	88.97%	▲	95.00%	88.26%	▲	95.00%	91.73%	●	<ul style="list-style-type: none"> <li>YTD 122 Councillor and MP enquiries were closed within target out of 133 enquiries closed (91.73%). This is a decline in performance from YTD Apr-May, which was 95.00% (exactly on target) and April 93.33%. It is a vast improvement compared to 2018/19 - 88.26%.</li> <li>In June 32 Member enquiries were closed - 26 in time and 6 out of time, making June S/L 81.25%. This is a decline in performance compared to Apr-May 96.36%, but an improvement from 2018/19 performance of 88.26%. Of the 6 Member/MP enquiries closed out of time, the following services had 1 case each; Central Admin Team, Home Ownership, Lettings, Supported Housing, Tenancy Services &amp; Repairs.</li> <li>This measure had not been in target YTD for the whole of the last financial year. The only individual months that had been in target were June and September 2018. Though June performance was disappointing, this is a much improved start to the year.</li> </ul>
+	Compl1: Percentage of complaints from customers closed on target (Housing)	Customer Service	Customer Service	95.00%	78.17%	▲	95.00%	85.03%	▲	95.00%	88.37%	▲	95.00%	90.03%	●	95.00%	97.77%	★	<ul style="list-style-type: none"> <li>Q1 2019/20 Housing closed 175 complaints within target out of 179 complaints closed (97.77%). This is an improvement on 2018/19 Q1-Q4 90.03%. Last year's disappointing S/L was due to the poor performance Apr - Aug 2018. April 2018 was 74.36%, so it is pleasing to note the improvement in performance from then.</li> <li>In June 64 customer complaints were closed - 64 in time and 0 out of time making June performance 100.00%.</li> <li>This measure had not been in target YTD for the whole of the last financial year, though monthly performance had improved month on month April to September. The months of September to February 2018/19 were all above target. This is a much improved start to the year.</li> </ul>
+	ECHFL5: Percentage of Repairs service customers satisfied (telephone survey)	Repairs	Customer Service	90.00%	89.84%	★	90.00%	93.44%	★	90.00%	96.07%	★	90.00%	96.13%	★	90.00%	93.43%	★	

	Service	Focus (Sunburst Category)	Target to 30/06/18	Actual to 30/06/18	Status at 30/06/18	Target to 30/09/18	Actual to 30/09/18	Status at 30/09/18	Target to 31/12/18	Actual to 31/12/18	Status at 31/12/18	Target to 31/03/19	Actual to 31/03/19	Status at 31/03/19	Target to 30/06/19	Actual to 30/06/19	Status at 30/06/19	Comments 30/06/2019
ASB1: ASB Satisfaction with final outcome	Anti Social Behaviour	Customer Service	4.25	3.83	●	4.25	4.22	★	4.25	4.36	★	4.25	4.54	★	4.25	4.72	★	<p>Throughout June the Community Safety team had a number of achievements;</p> <p>SADA opened a new Safe Space in North Herts.</p> <p>We were successful in formally repossessing a perpetrators property following a harassment case.</p> <p>We were successful in obtaining a mandatory possession order from a perpetrator of drug dealing.</p> <p>We helped to get a vulnerable, long term homeless person with complex needs get accommodation.</p> <p>We have on going Safeguarding training for key staff and partners. We are also selling our training to our partners.</p>

	Service	Focus (Sunburst Category)	Target to 30/06/18	Actual to 30/06/18	Status at 30/06/18	Target to 30/09/18	Actual to 30/09/18	Status at 30/09/18	Target to 31/12/18	Actual to 31/12/18	Status at 31/12/18	Target to 31/03/19	Actual to 31/03/19	Status at 31/03/19	Target to 30/06/19	Actual to 30/06/19	Status at 30/06/19	Comments 30/06/2019	
+	A&Asat1: Satisfaction with Aids & Adaptations service	Asset Management	Customer Service	80.00%	95.56%	☆	80.00%	100.00%	☆	80.00%	96.00%	☆	80.00%	100.00%	☆	80.00%	100.00%	☆	
+	Compl4: Percentage of stage 2 & 3 complaints upheld fully or partially (Housing)	Customer Service	Customer Service	40.00%	44.00%	●	40.00%	38.30%	☆	40.00%	43.08%	●	40.00%	39.51%	☆	40.00%	35.00%	☆	<ul style="list-style-type: none"> <li>YTD – 7 Stage 2&amp;3 complaints were upheld out of 20 closed, making performance 35.00%, so 5% within target. This is an improvement on Apr-May 40.00% (exactly on target) and April 44.44%. This also compares favourably to 2018/19 full year performance of 39.51%.</li> <li>In June, 1 Stage 2 &amp; 3 complaint was upheld out of 5 (1 fully), giving a performance of 20.00%. The 1 Stage 2 &amp; 3 complaint upheld related to Repairs.</li> <li>This is a very promising start to the financial year. If Housing can continue with their improved performance from the end of the last financial year, they can be at target again at the end of this financial year.</li> </ul>
	IncMax1: Income maximisation for clients	Tenancy Support	Homelessn... and Housing Support	63,000	87,353	☆	126,000	296,237	☆	189,000	380,722	☆	252,000	470,075	☆	75,000	91,456	☆	
	NI156: Number of households in temporary/emerge accommodation at end qtr	Housing Advice and Homelessne...	Homelessn... and Housing Support	100.00	60.00	☆	100.00	65.00	☆	100.00	61.00	☆	100.00	73.00	☆	75.00	73.00	☆	
	HHA1: Number of homelessness preventions completed within relief duty	Housing Advice and Homelessne...	Homelessn... and Housing Support			»			»			»			?	128.00	!		

	Service	Focus (Sunburst Category)	Target to 30/06/18	Actual to 30/06/18	Status at 30/06/18	Target to 30/09/18	Actual to 30/09/18	Status at 30/09/18	Target to 31/12/18	Actual to 31/12/18	Status at 31/12/18	Target to 31/03/19	Actual to 31/03/19	Status at 31/03/19	Target to 30/06/19	Actual to 30/06/19	Status at 30/06/19	Comments 30/06/2019
BV213: Homelessness preventions	Housing Advice and Homelessne...	Homelessn... and Housing Support	90.0	101.0	☆	180.0	182.0	★	270.0	279.0	★	360.0	399.0	☆	90.0	128.0	☆	• Northgate information now added performance for this indicator now exceeds target.
HHA2: Number of homelessness cases where housing duty accepted	Housing Advice and Homelessne...	Homelessn... and Housing Support			»			»			»			»	?	18.00	!	
Recharges4: Recharges collected as a % of amount due (old debt to 2017)	Tenancy & Income	Income/S...	?	?	?	?	?	?	?	?	?	?	?	?	7.75%	12.47%	☆	
A&Acomp1: Percentage of Aids & adapts work completed in time (new referrals)	Asset Management	Income/S...	90.00%	69.12%	▲	90.00%	55.56%	▲	90.00%	68.09%	▲	90.00%	74.47%	▲	80.00%	100.00%	☆	
LHMW1: Leasehold major works charges collected as a percentage of charges due	Home Ownership Services	Income/S...	95.00%	100.00%	☆	95.00%	100.00%	☆	95.00%	100.00%	☆	95.00%	88.89%	▲	95.00%	66.67%	▲	• We have missed our target as one of the major works accounts is currently going through the probate process. There are no funds within the estate to make payment to clear this and therefore we will not receive the funds until the property has been sold.

	Service	Focus (Sunburst Category)	Target to 30/06/18	Actual to 30/06/18	Status at 30/06/18	Target to 30/09/18	Actual to 30/09/18	Status at 30/09/18	Target to 31/12/18	Actual to 31/12/18	Status at 31/12/18	Target to 31/03/19	Actual to 31/03/19	Status at 31/03/19	Target to 30/06/19	Actual to 30/06/19	Status at 30/06/19	Comments 30/06/2019	
+	LHSC1: Percentage of Leasehold service charges collected ytd	Home Ownership Services	Income/S...	90.76%	89.51%	★	95.00%	94.35%	★	96.50%	97.45%	★	98.25%	98.52%	★	90.75%	91.77%	☆	<ul style="list-style-type: none"> <li>There are various accounts that are ready for Legal action, however it will be beneficial to send these for further action after the October service charge has been billed as it is more likely that the lenders will pay when a county court judgment has been obtained. This will ensure that we collect most of the service charges that are invoiced prior to the service charge year ending.</li> </ul>
	FTA2: Former tenants arrears collected (in £)	Tenancy & Income	Income/S...	21,000	28,392	☆	42,000	46,457	☆	63,000	65,700	★	84,000	89,959	☆	21,000	19,635	●	
	Evict1: Number evictions carried out for arrears	Tenancy & Income	Income/S...	6	2	☆	13	13	★	19	16	★	25	24	★	6	1	☆	
+	CTA1: Current Tenants Rent Arrears % rent due in year (ytd)	Tenancy & Income	Income/S...	1.50%	1.12%	☆	1.50%	1.42%	★	1.50%	1.00%	☆	1.50%	0.68%	☆	1.50%	1.34%	★	
+	BV66a: Rent collection rate	Tenancy & Income	Income/S...	93.6%	94.4%	★	96.3%	96.8%	★	97.8%	98.6%	★	98.7%	99.1%	★	93.6%	93.8%	★	

	Service	Focus (Sunburst Category)	Target to 30/06/18	Actual to 30/06/18	Status at 30/06/18	Target to 30/09/18	Actual to 30/09/18	Status at 30/09/18	Target to 31/12/18	Actual to 31/12/18	Status at 31/12/18	Target to 31/03/19	Actual to 31/03/19	Status at 31/03/19	Target to 30/06/19	Actual to 30/06/19	Status at 30/06/19	Comments 30/06/2019
+	Recharges3: Percentage of recharges collected of amount due (2018 to YTD)	Tenancy & Income			»			»			»			»	11.75%	19.08%	☆	
+	Rep-Time1: Average end to end repairs time (days) - Emergency Repairs	Repairs	1.00	0.28	☆	1.00	0.45	☆	1.00	0.47	☆	1.00	0.52	☆	1.00	0.79	☆	
+	Rep Cost1: Average responsive repair cost per dwelling	Repairs	80.25	59.77	☆	160.50	146.03	☆	240.75	222.17	☆	321.00	316.42	☆	81.77	62.40	☆	
+	ECH-Rep4: Percentage repairs fixed first time	Repairs	87.50%	89.35%	☆	87.50%	92.13%	☆	87.50%	97.47%	☆	87.50%	97.47%	☆	87.50%	98.96%	☆	
+	ECH-Rep3: Percentage repairs appointment made and kept	Repairs	95.00%	96.23%	☆	95.00%	95.76%	☆	95.00%	99.26%	☆	95.00%	98.68%	☆	95.00%	98.61%	☆	



	Service	Focus (Sunburst Category)	Target to 30/06/18	Actual to 30/06/18	Status at 30/06/18	Target to 30/09/18	Actual to 30/09/18	Status at 30/09/18	Target to 31/12/18	Actual to 31/12/18	Status at 31/12/18	Target to 31/03/19	Actual to 31/03/19	Status at 31/03/19	Target to 30/06/19	Actual to 30/06/19	Status at 30/06/19	Comments 30/06/2019	
+	VoidsGN: The time taken to relet standard general needs voids	Voids	Repairs/Vo...	32.00	29.89	☆	32.00	27.49	☆	32.00	27.32	☆	32.00	27.86	☆	32.00	31.39	☆	
+	Voids sheltered:The time taken to relet standard sheltered voids	Voids	Repairs/Vo...	70.00	97.79	▲	70.00	129.05	▲	70.00	117.11	▲	70.00	121.43	▲	70.00	103.94	▲	
+	Voids Sheltered MW - The time taken to relet major works sheltered voids	Voids	Repairs/Vo...	70.00	79.00	▲	70.00	94.00	▲	70.00	100.88	▲	70.00	117.10	▲	70.00	0.00	☆	
	Void loss 1: Void loss in year (£)	Voids	Repairs/Vo...	82,767	85,888	●	164,594	169,918	●	239,856	253,297	▲	319,245	312,631	☆	82,767	85,775	●	
+	Rep-Time2: Average end to end repairs time (days) - Urgent Repairs	Repairs	Repairs/Vo...	5.00	4.97	☆	5.00	4.50	☆	5.00	3.99	☆	5.00	3.87	☆	5.00	2.83	☆	

	Service	Focus (Sunburst Category)	Target to 30/06/18	Actual to 30/06/18	Status at 30/06/18	Target to 30/09/18	Actual to 30/09/18	Status at 30/09/18	Target to 31/12/18	Actual to 31/12/18	Status at 31/12/18	Target to 31/03/19	Actual to 31/03/19	Status at 31/03/19	Target to 30/06/19	Actual to 30/06/19	Status at 30/06/19	Comments 30/06/2019	
+	VoidsGNMW - The time taken to relet major works general needs voids	Voids	Repairs/Vo...	65.00	72.25	▲	65.00	93.53	▲	65.00	83.24	▲	65.00	80.67	▲	65.00	51.92	☆	
+	Rep-Time3: Average end to end repairs time (days) - Routine Repairs	Repairs	Repairs/Vo...	20.00	14.84	☆	20.00	10.83	☆	20.00	9.81	☆	20.00	9.82	☆	20.00	6.45	☆	

Additional Performance Results (Where target not applicable)

	Service	Actual to 31/03/19	Actual to 30/06/19	Comments 30/06/2019
<p>⊕ Compl3: Percentage of stage 1 complaints upheld fully or partially (Housing)</p>	Customer Service	59.02	34.59	<ul style="list-style-type: none"> <li>55 Stage 1 complaints were upheld out of 159 YTD (34.59%) – 30 fully and 25 partially. This measure is within target, which is an improvement from YTD Apr-May 35.00% and April 39.22% and is a vast improvement from 2018/19 performance of 59.02%.</li> </ul> <p>In June 20 Stage 1 complaints were upheld out of 59 – 14 fully and 6 partially, giving a performance of 33.90%, within target. Of the 20 Stage 1 complaints upheld in June, 6 related to Gas &amp; Compliance, 5 to Repairs, 4 to Tenancy Services, 2 each to Home Ownership &amp; Investment and 1 to Lettings.</p> <p>When a complaint is upheld, the service must record on the feedback system what they have learned as a result of handling and responding to the complaint and note the resulting planned or implemented service improvements (i.e. what they intend to do or change). At the end of each quarter the Customer Focus Team follow up on the learning points, asking what has been done and when.</p>
<p>⊕ Void RC1: Average repair cost per void property</p>	Voids	?	4,730.59	
<p>Voids-Shelt-a: Time taken from tenancy termination to ready to let for standard sheltered voids</p>	Voids	13.57	12.72	

