








**Key to Performance Status Symbols**

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

	Service	Focus (Sunburst Category)	Target to 30/09/17	Actual to 30/09/17	Status at 30/09/17	Target to 31/12/17	Actual to 31/12/17	Status at 31/12/17	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18	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	Comments 30/09/2018
+	FRA1: Percentage of dwellings with a valid Fire Risk Assessment	Asset Management	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	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			»			»			»			»	100.00%	90.00%	▲	<ul style="list-style-type: none"> <li>The situation has improved over the past two months from 54% to the current 90% of the 11 regulatory work streams, this has improved further but the contract administration is now lagging behind site activity. We have removed some functions from the incumbent contractor to ensure compliance and have yet to conduct third party audits to give a quality assurance across the service.</li> </ul>
	Assets5b: Percentage of assets known to be health and safety compliant (as per SBC definition)	Asset Management			»			»			»			»	100.00%	91.70%	▲	
+	RTB1: Percentage of RTB notices responded to within statutory timescales	Home Ownership Services	95.00%	92.31%	★	95.00%	92.13%	●	95.00%	92.24%	★	95.00%	100.00%	☆	95.00%	93.06%	★	<ul style="list-style-type: none"> <li>A total of 12 Notices were sent to tenants, 4 of which were outside of the timescale. 1 of these was due to the tenant not allowing access to value the property. The remaining 3 Notices were not produced on time because a: the Valuer did not report back with the valuation in the stipulated 2 week timeframe but in four weeks for 1 and six weeks for the other 2; b: the Leasehold department was experiencing staff shortages due to Annual Leave and recruitment issues; c: the Leasehold department had sent the Actuals mail-out resulting in an abnormally high number of calls. To prevent a reoccurrence, the Valuer has been spoken to with a view to improve turn around and staff shortages are being looked at as a part of the wider proposals for the Managing Homes Team</li> </ul>

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+	ECHFL1: Percentage of Homes maintained as decent	Asset Management	Compliance	82.3%	82.2%	★	83.8%	83.7%	★	75.4%	75.8%	★	77.2%	77.3%	★	79.8%	80.0%	★	
+	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%	91.51%	●	96.00%	94.30%	★	96.00%	95.57%	★	96.00%	100.00%	☆	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	85.0%	98.1%	☆	85.0%	96.7%	★	85.0%	95.5%	★	90.0%	93.9%	★	90.0%	89.0%	★	

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+	ECHFL-IW1: Percentage of tenants satisfied with internal works completed (for the current quarter)	Asset Management	Customer Service	80.0%	100.0%	☆	80.0%	36.4%	▲	80.0%	44.0%	▲	80.0%	93.9%	☆	80.0%	94.3%	☆	
+	Compl2: Percentage of MP & Members enquiries answered within 10 days (Housing)	Customer Service	Customer Service	95.00%	92.73%	☆	95.00%	93.99%	☆	95.00%	94.83%	☆	95.00%	92.36%	☆	95.00%	88.51%	▲	<ul style="list-style-type: none"> <li>Q1-Q2 YTD 262 Councillor and MP enquiries were closed within target out of 296 enquiries closed (88.51%). This is an improvement in performance from August YTD (87.07%).</li> <li>In September 33 Member enquiries were closed - 32 in time and 1 out of time, making September performance 96.97%. Of the 1 Member/MP enquiry closed out of time, 1 related to Housing Advice/Homelessness. This measure has not been in target YTD this year.</li> </ul>
+	Compl1: Percentage of complaints from customers closed on target (Housing)	Customer Service	Customer Service	95.00%	91.26%	●	95.00%	93.47%	☆	95.00%	94.44%	☆	95.00%	78.17%	▲	95.00%	85.03%	▲	<ul style="list-style-type: none"> <li>Q1-Q2 YTD 375 complaints were closed within target out of 441 complaints closed (85.03%), which is an improvement on YTD end August which was 82.09%</li> <li>In September 78 customer complaints were closed - 77 in time and 1 out of time, making September performance 98.72% - improved from August 92.96%. The 1 complaint closed out of time related to Repairs &amp; Voids. This measure has not been in target this financial year.</li> </ul>
+	ECHFL5: Percentage of Repairs service customers satisfied (telephone survey)	Repairs	Customer Service	95.00%	90.61%	☆	95.00%	92.50%	☆	95.00%	94.05%	☆	90.00%	89.84%	☆	90.00%	93.44%	☆	
+	ASB1: ASB Satisfaction with final outcome	Anti Social Behaviour	Customer Service	4.25	4.61	☆	4.25	4.38	☆	4.25	4.25	☆	4.25	3.83	●	4.25	4.22	☆	<ul style="list-style-type: none"> <li>Although no surveys were carried out this month the team have been working on a number of court cases.</li> <li>We have successfully launched the first Council ran Modern Slavery Service in Hertfordshire in partnership with Op Tropic and have completed training with members and set up On-Line training for staff.</li> </ul>

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+	A&Asat1: Satisfaction with Aids & Adaptations service	Asset Management	Customer Service	85.00%	100.00%	☆	85.00%	100.00%	☆	85.00%	97.30%	☆	80.00%	95.56%	☆	80.00%	100.00%	☆	
+	Compl4: Percentage of stage 2 & 3 complaints upheld fully or partially (Housing)	Customer Service	Customer Service	40.00%	61.76%	▲	40.00%	58.24%	▲	40.00%	51.28%	▲	40.00%	44.00%	●	40.00%	38.30%	☆	<ul style="list-style-type: none"> <li>YTD - 18 Stage 2 &amp; 3 complaints were upheld out of 47 closed - 13 fully and 5 partially (38.30%). This has improved since August (43.59%). This measure is now in target, having only been in target once previously YTD at end May.</li> <li>In September, 1 Stage 2 &amp; 3 complaint was upheld out of 8 - 1 fully - giving a performance of 12.50% for the month (improved from August 50%). The 1 complaint upheld in September was for Gas &amp; Compliance.</li> </ul>
	IncMax1: Income maximisation for clients	Tenancy Support	Homelessn... and Housing Support			»			»			»	63,000	87,353	☆	126,000	296,237	☆	<ul style="list-style-type: none"> <li>During Q1 income maximisation was being recorded on spread sheets whilst data loading onto a new system. All data is now loaded and a YTD report shows that the total income maximisation for clients (inclusive of annualised benefit claims) is £296,237. This amount is also inclusive of £7358.45 (reported in Q1), which is not loaded onto the new system, as the cases were closed and caseworker on long term leave.</li> <li>Owing to the new system set up, Q3 will be in real time and far easier to report.</li> <li>In addition to income maximised for clients, the Tenancy Support Team have also negotiated with clients to clear current and former housing related debt, reducing the debt owed to SBC by £9383.13 so far this year (this is not inclusive of arrangements set up by DASWs).</li> </ul>
	NI156: Number of households in temporary accommodation at end qtr	Housing Advice and Homelessne...	Homelessn... and Housing Support	110.00	78.00	☆	110.00	85.00	☆	110.00	46.00	☆	100.00	60.00	☆	100.00	65.00	☆	<ul style="list-style-type: none"> <li>Q2 has seen an increase in the number of nights B&amp;B placements have been required, totalling 23. This is over 3 times the number of placements in Q1 which amounted to 7. All B&amp;B placements are authorised by the Housing Portfolio holder and only used as a last resort. B&amp;B use during Q2 was owing to a lack of available TA and, for one applicant, lack of TA with disabled access.</li> <li>Of the number of households in TA at the end of Q2, 20 were single homeless applicants. Of the TA units we have, 7 are suitability sized for a single person. This means that on many occasions, we are placing single applicants into accommodation larger than their needs, increasing the probability of needing to place a</li> </ul>

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																			family with children into B&B, at least for a short period whilst TA placements are rearranged. YTD we have accommodated 44 single homeless applicants (3 of which were re-accommodated following review submissions). The number of single homeless applicants is likely to increase over the winter months, as is the use of B&B.
+	HLN2 - Percentage of Homelessness cases prevented within 56 days	Housing Advice and Homelessne... Homelessn... and Housing Support			»			»			»	50.00%	50.00%	★	50.00%	79.56%	☆		

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BV213: Homelessness preventions	Housing Advice and Homelessne...	Homelessn... and Housing Support	180.0	85.0	▲	270.0	177.0	▲	360.0	231.0	▲	90.0	101.0	☆	180.0	182.0	☆	• The restructuring of the team is nearing completion and the performance reflects the need for increased stability, with the new team due to start over the new few weeks. The figures in quarter two includes the CAB court desk preventions many of which are SBC tenancies supported to retain their tenancies by last minute intervention.
HLN3 - Percentage of Homelessness cases relieved within 56 days	Housing Advice and Homelessne...	Homelessn... and Housing Support			»			»			»	50.00%	100.00%	☆	50.00%	100.00%	☆	
Recharge2: Recharges collected as a % of amount due (current tenants)	Tenancy & Income	Income/S...			»			»			»	12.50%	?	?	12.50%	?	?	
A&Acomp1: Percentage of Aids & adapts work completed in time (new referrals)	Asset Management	Income/S...			»			»			»	90.00%	69.12%	▲	90.00%	55.56%	▲	• Following an investigation it was highlighted that Aids and Adapts works were not being promptly recorded on the actual date that the works are completed. The team have now put in measures to address this going forward. The implications on past performance have been assessed and the service advises these are not significant.
LHMW1: Leasehold major works charges collected as a percentage of charges due	Home Ownership Services	Income/S...	95.00%	98.72%	☆	95.00%	98.55%	☆	95.00%	100.00%	☆	95.00%	100.00%	☆	95.00%	100.00%	☆	

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FTA2: Former tenants arrears collected (in £)	Tenancy & Income	Income/S...			»			»			»	21,000	27,497	☆	42,000	49,900	☆	<ul style="list-style-type: none"> <li>There is currently only one person in post as the other individual has moved across to another area on secondment. The average tenure for the FTA Advisor post is less than 12 months. We are currently recruiting for a replacement. We will looking at this role as part of the Managing Homes business review and service redesign.</li> </ul>
Evict1: Number evictions carried out for arrears	Tenancy & Income	Income/S...	13	11	☆	19	13	☆	25	17	☆	6	1	☆	13	6	☆	
CTA1: Current Tenants Rent Arrears % rent due in year (ytd)	Tenancy & Income	Income/S...	1.50%	1.44%	☆	1.50%	1.18%	☆	1.50%	0.76%	☆	1.50%	1.12%	☆	1.50%	1.42%	☆	
BV66a: Rent collection rate	Tenancy & Income	Income/S...	96.5%	96.3%	☆	97.8%	98.3%	☆	98.8%	98.9%	☆	93.6%	94.4%	☆	96.3%	96.8%	☆	
LHSC1: Percentage of Leasehold service charges collected ytd	Home Ownership Services	Income/S...	95.00%	95.88%	☆	96.50%	98.44%	☆	98.25%	97.46%	☆	90.76%	89.51%	☆	95.00%	94.35%	☆	

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+	Rep-Time2: Average end to end repairs time (days) - Urgent Repairs	Repairs			»			»			»	5.00	4.97	★	5.00	4.50	☆	
	Void loss 1: Void loss in year (£)	Voids	159,623	165,753	●	239,434	241,545	●	319,245	321,493	●	82,767	85,888	●	164,594	169,918	●	
+	Voids Sheltered MW - The time taken to relet major works sheltered voids	Voids	70.00	147.00	▲	70.00	147.00	▲	70.00	130.67	▲	70.00	79.00	▲	70.00	94.00	▲	<ul style="list-style-type: none"> <li>During August a studio was converted to a 1 bed flat which resulted in a 560 days turnaround. The Independent Living Team continue to market voids through direct contact with potential tenants and referrals received. In addition to this more studio flats are being reviewed for potential remodelling into one bedroom flats to improve their marketability.</li> </ul>
+	Voids sheltered: The time taken to relet standard sheltered voids	Voids	70.00	106.15	▲	70.00	109.47	▲	70.00	111.31	▲	70.00	97.79	▲	70.00	129.05	▲	<ul style="list-style-type: none"> <li>During August a total of 8 independent living schemes were let, of these, one took 175 days and another took 245 days (hard to let). The standard sheltered voids spent 20.5 days in R &amp; V. The Independent Living Team continue to market voids through direct contact with potential tenants and referrals received. In addition to this studio flats are reviewed for potential remodelling into one bedroom flats to improve their marketability.</li> </ul>
+	VoidsGN: The time taken to relet standard general needs voids	Voids	29.00	33.84	▲	27.78	33.18	▲	26.00	32.11	▲	32.00	29.89	☆	32.00	27.49	☆	



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+	VoidsGNMW - The time taken to relet major works voids	Voids	Repairs/Vo...	60.00	94.35	▲	55.00	98.38	▲	51.25	105.35	▲	65.00	72.25	▲	65.00	93.53	▲	<ul style="list-style-type: none"> <li>50% of the current voids pipeline fall within the major works classification. Work is being undertaken to maximise the amount of work (primarily decent homes work)that can be undertaken with the resident in situ in order to reduce turnaround times. Three major works voids were let in August 18 of these three 1 property had major structural works.</li> </ul>
+	ECH-Rep3: Percentage repairs appointment made and kept	Repairs	Repairs/Vo...	95.00%	96.87%	★	95.00%	97.08%	★	95.00%	96.98%	★	95.00%	96.23%	★	95.00%	95.76%	★	
+	ECH-Rep4: Percentage repairs fixed first time	Repairs	Repairs/Vo...	87.50%	84.00%	●	90.00%	84.88%	▲	90.00%	83.82%	▲	87.50%	89.35%	★	87.50%	92.13%	★	
+	Rep Cost1: Average responsive repair cost per dwelling	Repairs	Repairs/Vo...	137.82	164.27	▲	206.73	237.18	▲	275.69	327.07	▲	80.25	59.77	☆	160.50	146.03	☆	
+	Rep-Time1: Average end to end repairs time (days) - Emergency Repairs	Repairs	Repairs/Vo...			»			»			»	1.00	0.28	☆	1.00	0.45	☆	

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+	Rep-Time3: Average end to end repairs time (days) - Routine Repairs	Repairs/Vo...			»			»			»	20.00	14.84	☆	20.00	10.83	☆	

Additional Performance Results (Where target not applicable)

	Service	Actual to 30/06/18	Actual to 30/09/18	Comments 30/09/2018
<p>+ Compl3: Percentage of stage 1 complaints upheld fully or partially (Housing)</p>	Customer Service	66.01	63.04	<p>• Q1-Q2 YTD 249 Stage 1 complaints were upheld out of 395 YTD (63.04%) - 184 fully and 65 partially. This is slightly improved from August YTD performance (63.27%).</p> <p>In September 44 Stage 1 complaints were upheld out of 71 closed - 31 fully and 13 partially, giving a performance of 61.97% for the month. This has moved further away from target compared to August performance of 56.92% for the month. Of the 44 complaints upheld in September, 15 related to Gas &amp; Compliance, 10 to Repairs, 9 to Investment, 6 to Tenancy Services, 2 to Housing Advice/Homeless and 2 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 (e.g. 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	2,291.95	3,118.29	
<p>Voids-Shelt-a: Time taken from tenancy termination to ready to let for standard sheltered voids</p>	Voids	16.20	16.51	

