

## Housing Performance Panel

Minutes of the Quarterly Meeting held on Wednesday, 1 December 2021  
from 1pm to 4pm via Zoom

<b>Attendees:</b>	<p>Cllr John Batchelor Brian Burton Les Rolfe Paul Bowman Elaine Phillips (Mears) Geoff Clark (SCDC – Neighbourhood Services Manager) Grace Andrews (SCDC – Data Quality and Improvement Team Leader) Eddie Spicer (SCDC – Service Manager Housing Assets) Bronwen Taylor (SCDC – Resident Engagement Officer) – Minute taker</p>
<b>Apologies:</b>	<p>Ffion Daniels Patricia Hall Peter Campbell (Head of Housing) – Chair Jennifer Perry (Resident Involvement Team Leader) – Vice Chair</p>

Item	Subject	Action
1.	<p><b>Welcome and Apologies</b></p> <p>As Peter Campbell was attending another meeting and Jennifer Perry was on sick leave, Geoff Clark chaired the meeting.</p> <p>Geoff Clark welcomed the panel to the meeting, at 1.00pm.</p> <p>Apologies were received from Ffion Daniels, Patricia Hall, Peter Campbell and Jennifer Perry.</p>	-
2.	<p><b>Quorum</b></p> <p>The meeting was quorate.</p>	-

Item	Subject	Action
3.	<p><b>Minutes of previous meeting – 9 September 2021</b></p> <p>Geoff Clark referred to the minutes of the meeting held on 9 September 2021.</p> <p>They were proposed by Paul Bowman and seconded by Les Rolfe and Cllr John Batchelor as a true reflection of the meeting.</p>	-
4.	<p><b>Matters Arising</b></p>	-
4.1	<p><b>SCDC Review of Quarter 1 Performance Data (Item 5.2)</b></p> <p>Grace Andrews confirmed that she had queried the number of text messages with Diane Keay of Mears, who had advised that she was working with the team to ensure mobile numbers were captured and recorded correctly.</p>	
4.2.	<p><b>Estate Inspections Report (Item 5.6)</b></p> <p>Geoff Clark confirmed that he had raised the issue of dealing with abandoned cars with the Housing Officers. He said that they did take proactive action when they came across abandoned vehicles on formal or informal estate walkabouts or when the matter was brought to their attention by residents.</p>	-
5.	<p><b>Standing Items</b></p>	-
5.1.	<p><b>Mears Group – Review of Quarter 2 Data</b></p> <p>Elaine Phillips, from Mears, presented the Mears Group Quarter 2 Data report and said that she was still monitoring the repair jobs. She added that there was a delay in receiving materials due to a shortage with suppliers and asked if the panel would like her to re-run the relets report.</p> <p>Geoff Clark asked the panel if the statistics should be revisited.</p>	

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	<p>Eddie Spicer said it would be good to see them but questioned if they would add any value.</p> <p>Geoff Clark agreed and asked for the correct figures to be included for the next meeting. He thanked Elaine Phillips for presenting the Mears report.</p>	E Phillips
5.2	<p><b>SCDC – Review of Quarter 2 Performance Data</b></p> <p>Grace Andrews went through a presentation on the Review of Annual Performance Data and a Comparison of Previous Years Key Data highlighting the key indicators that had either increased or declined. She referred to the B&amp;B core spend, and the Housing Benefit money received, which would reduce the core spend. She also explained that there would be further monies allocated from the covid grant at year end. She asked the board if they would still like to see the B&amp;B Spend updates quarterly, even though the true spend was not available until year end?</p> <p>Cllr Batchelor said that he would prefer to see the true figures at the end of the financial year, however, he and Geoff Clark agreed that it would also be good to see the quarterly update in order to keep track.</p> <p>Grace Andrews went through the Re-let of Housing Stock and said that we were getting back to where we were before the pandemic started, which was in line with what the HouseMark Benchmarking had seen and reported on.</p> <p>Geoff Clark agreed that we were heading in the right direction.</p> <p>Cllr Batchelor asked if we had national figures to which Grace Andrews replied that we did with the HouseMark Benchmarking reports.</p> <p>Elaine Phillips said that Mears had employed six new contractors and therefore the re-let numbers should improve.</p> <p>Grace Andrews went through the Satisfaction with Response Repairs and highlighted that the Quarter 1 SMS's sent out was much higher, and when</p>	



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	<p>said that the HouseMark Benchmarking reports had shown that while the sector was still dealing with outstanding repair complaints due to factors of covid and material delays, we should expect to start seeing complaints increase resulting from the changes brought in by the white paper and the Housing Ombudsman, which were promoting easier routes to complain as well as seeing them as a positive learning experience.</p> <p>Eddie Spicer said that not all issues coming through were complaints, as some service requests were being logged incorrectly as complaints.</p> <p>Grace Andrews explained that all feedback received was reviewed and if they were not official complaints (that is, not complaints about the council actions) they were recorded as Service Requests.</p> <p>Geoff Clark said that the timescales would be extended due to the complexity of some issues, although we would need to ensure we were giving realistic extensions.</p> <p>Les Rolfe reported that some residents said that issues were trivial, so they did not report them, however, he had advised them to log the complaints as often more than one resident had the same issue.</p> <p>Paul Bowman asked what definition was being used as a complaint.</p> <p>Grace Andrews explained that the Housing and Corporate policies were to be combined and it had been agreed that it would follow the Local Ombudsman which was similar to the Housing Ombudsman. She said she would send through the definitions of both for the group to review.</p> <p>Cllr Batchelor said he was concerned by the response rate of 52% and asked for an explanation.</p> <p>Geoff Clark advised that it was due to the timescales and complaints needing to be responded to within 10 working days, however, in some instance's extensions had not been agreed.</p>	<p>G Andrews</p>

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	<p>Grace Andrews explained that the KPI looked at any complaint not responded to within the 10 working days timescale, which could be a complaint that was resolved on day 11 or longer. She said that therefore we may need to review more performance indicators that looked at how many complaints were still open and the likelihood of it being responded to within the targeted timescales.</p>	
<p><b>5.4</b></p>	<p><b>Update on the Repairs Contract</b></p> <p>Eddie Spicer referred to the document in the pack and advised that he was happy with the progress, although there was a slight delay in the process. He added that the current contract with Mears had been extended until the end of September 2022 and the new contract should be in place by 1 October 2022.</p>	<p>-</p>
<p><b>5.5</b></p>	<p><b>Estate Inspections Report</b></p> <p>Bronwen Taylor referred to the Estate Inspection report for noting.</p> <p>Les Rolfe said that the tenant volunteers never receive the results of the issues raised at the inspections and it would be helpful if the Housing Officers could advise when they had been resolved. He said it would appear that nobody updated the Housing Officers of the results of the issues that had been raised.</p> <p>Paul Bowman said that they had asked for feedback previously and although they had access to the report on the portal, once an issue had been raised with another team or outside agency, example County Council, there were no further updates and no mechanism for them to report back to that particular estate.</p> <p>Bronwen Taylor advised that the officers did check on the issues raised when they next visited the estates, however, due to their workload, they</p>	

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	<p>could not check more often. She added that she had requested all the Housing Officers to update the EI records and actions worksheet by 17 December 2021.</p> <p>Les Rolfe said that when they requested work to be done, did they not ask for confirmation of completion of the work.</p> <p>Geoff Clark said that most of the issues were grounds maintenance and conditions of gardens, which the Housing Officers should take ownership of and ensure that the work had been completed in a timely manner.</p> <p>Les Rolfe said that the volunteers covered a lot of estates and did not have the time to go back to each one to check on the issues raised.</p> <p>Geoff Clark agreed that it was not the tenant volunteers responsibility to check on issues. He said that the Housing Officers should ensure that there was a resolution and they should report back with the outcome. He said he would look at the process and see what could be done to share the outcomes with the tenant volunteers.</p>	G Clark
<b>6.</b>	<b>New Matters</b>	-
<b>6.1</b>	<p><b>Priorities and vision going forward</b></p> <p>Eddie Spicer gave a presentation on his Priorities and vision going forward.</p> <p>A discussion on the software development and compatibility with the new contractor was held.</p> <p>Eddie Spicer said that the software standards had been sent to the new contractor. He added that this was a completely new contract and not just an old contract with a new name.</p>	-

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6.2	<p><b>Compliance Awareness Seminar for Residents Training</b></p> <p>Bronwen Taylor advised that training on Compliance Awareness for Residents was held on 16 November 2021. She said she had requested a copy of the training slides from the trainer who advised that they were unable to provide copies. She added that she then requested a summary of the training and was advised that the trainer would produce a reference document in due course, which she would distribute to both the HPP and HEB as soon as it was available.</p> <p>Eddie Spicer said that he would follow up with the trainer.</p>	<p>B Taylor</p> <p>E Spicer</p>
6.3	<p><b>Update on Tenant Satisfaction Survey Project (STAR)</b></p> <p>Bronwen Taylor referred to the document included in the pack and advised that final checks and references were currently being undertaken on the contractor carrying out the survey. She said that Julie Fletcher, Head of Housing Strategy, and Grace Andrews, Data Quality and Improvement Team Leader, together with Patricia Hall and Wendy Head would be meeting on 10 December 2021 to go through the scoping of the project and to agree on the survey questions and design.</p>	-
7.	<p><b>Any other Business</b></p> <p>None</p>	-
8.	<p><b>Date of next meeting</b></p> <p>2 March 2022 at 1pm (Zoom / venue to be confirmed)</p>	-
9.	<p><b>Closing</b></p> <p>There being no further business to discuss, the meeting ended at 2.44pm.</p>	-