

## Housing Performance Panel Agenda

**Date:** Tuesday 1 December 2020

**Time:** 1:00pm to 4:00pm

**Venue:** ZOOM (Virtual Meeting)

**Attendees:** Geoff Clark (Chair), Peter Campbell (Head of Housing), Cllr Hazel Smith, Cllr Eileen Wilson, Les Rolfe, Paul Bowman, Patricia Hall, Ffion Daniels, Jackie Reape-Moore, Margaret Wilson, Jennifer Perry (Resident Involvement Team Leader), Pam Cowles (Resident Involvement Officer – minute taker)

**Please read in advance of the meeting:** Terms of Reference, Code of Conduct – Membership & Meetings, Review 1 & 2 quarter data for SCDC and Review 1 & 2 quarter data for Mears Group

**Please have the above documents to hand which will be discussed at the meeting.**

### Agenda Items

1.	Welcome & Apologies
2.	Terms of Reference
3.	Code of conduct for members
4.	Code of conduct for meetings
5.	Sharing information (this is where we will be putting documents for the HPP to access and where we will be putting public documents)
6.	Review 1 & 2 quarter data for SCDC
7.	Review 1 & 2 quarter data for Mears
8.	Any Other Business

**Date, time of the next meeting:** Thursday 4 March 2021, 1:00pm – 4pm

**Venue:** ZOOM (Virtual Meeting)

# South Cambridgeshire District Council – Housing Performance Panel

## Terms of Reference

Please note: The term “Tenant” is used throughout this report as a generic term and includes both renters and leaseholders.

### Abbreviations:

HPP – Housing Performance Panel

SCDC – South Cambridgeshire District Council

HS – Housing Services

HEB – Housing Engagement Board

HSMT – Housing Services Management Team

### 1.0 Aims

That HPP works to improve housing services for all SCDC tenants by reviewing, assessing and challenging the performance of SCDC and their contractors.

### 2.0 Objectives of the HPP is to Review:

- Tenants’ experience of the service
- Landlord performance
- Contractor performance
- Cost of the service, value for money
- Identifying areas for improvement

### 3.0 The Role of the HPP

The role of the performance panel is to look at performance from the tenant perspective, to advise on performance that will deliver tenants’ priorities, which delivers value for money and meets tenants’ expectations.

- 3.1 HPP will review performance and other data and reports which reflect the requirements on the council, its contractors and tenants’ priorities.
- 3.2 HPP role is to monitor the performance of SCDC Housing Services and their contractors in an objective way and to be able to see beyond their own experiences.
- 3.3 The HPP will advise on the data they require for assurance that services are meeting expectations. The HPP will identify underperformance and opportunities for SCDC to improve.

- 3.4 The HPP will work collaboratively as a team and will constructively challenge and probe areas where improvements could be made. They may ask staff to review policies, procedures or processes that improve outcome.
- 3.5 Where areas of performance need a more in-depth review, the HPP will suggest areas of focus and methods. For example, surveys, focus group, task and finish, staff will gather the information from other tenant volunteers and report the outcomes and recommendations to the HPP to discuss and approve.
- 3.6 The HPP will provide a feedback report to the quarterly meetings at the Housing Engagement Board.

#### 4.0 Membership

- 4.1 Members will be selected by SCDC to join the HPP. This will be reviewed within 2 years of the HPP or HEB being established.
- 4.2 The HPP will be formed of the Lead Member for Housing, another councillor, the Head of Housing and up to six tenant representatives of which one must be a leaseholder. There cannot be more than one representative per household. (that is, the six representatives will include 5 tenant and 1 leaseholder each from different households)
- 4.3 The Resident Involvement Team will provide secretariat support for the HPP.
- 4.4 The Head of Housing and the Lead Council Member for Housing at SCDC will be permanent members of the panel.
- 4.5 Normal term of office for other board members will be 4 years; however, should turnover of membership during any given year be more than 30% of membership, that year to be discounted for the purpose of calculating term of office.
- 4.6 The HPP aims to achieve a balance of retaining skills and experience for consistency whilst encouraging new membership.
- 4.7 Half of non-permanent members (volunteers or drawn by lots) will be asked to step down after the initial 2 years and every two years (subject to the above clause). Non-permanent members who step down at the end of their term of office may be re-selected but will be considered alongside other suitable applicants.
- 4.8 HPP may co-opt members with specific skills considered appropriate to assist the HPP in its duties.
- 4.9 An HPP member who fails to attend two consecutive meetings and fails to provide any apologies will forfeit their membership of the panel.

## Quorum

- 4.10 A quorum will be 50% of members, example, if membership is 7, a minimum of 4 members, whichever is the smaller.
- 4.11 Inquorate meetings should be noted, and recommendations ratified at the next quorate meeting.

## 5.0 Chairing Meetings

- 5.1 SCDC will provide an experienced person to chair the meeting. Chairs can be either staff, tenant or independent HPP members.
- 5.2 The chair is not a member and does not affect the quorum.
- 5.3 HPP will elect a Vice-Chair by ballot. Any HPP member, willing to undertake relevant training, may put their name forward.
- 5.4 Term of office for Vice-Chair will be 12 months. The Vice-Chair may stand for re-election at the end of their term of office but will be considered alongside other suitably trained HPP members wishing to be considered for office.
- 5.5 Maximum term of office for Vice-Chair will be 2 years in total.
- 5.6 The Vice-Chair will deputise for the Chair in their absence.
- 5.7 The Chair will liaise with officers and relevant others as necessary to plan for forthcoming meetings.

## 6.0 Frequency of HPP Meetings

- 6.1 The HPP will normally meet quarterly with a minimum of four quarterly meetings per year.
- 6.2 To meet the demands of projects and reviews, the frequency of meetings may be increased.
- 6.3 Panel members are expected to attend every meeting unless they have genuine reasons for not doing so and send their apologies.
- 6.4 It is expected that panel members will attend a minimum of three panel meetings per annum.
- 6.5 The HPP may establish working groups to lead on specific activities.
- 6.6 Working groups could be internal tenant groups or external groups.
- 6.7 Task and Finish Groups must report to the HPP at an agreed frequency.

## 7.0 Code of Conduct

7.1 HPP members will be required to sign a Code of Conduct, they will follow SCDC policy on GDPR.

## 8.0 Recruitment and Succession

8.1 The HPP will be responsible for succession planning and ongoing recruitment of new members.

8.2 The HPP will also assume responsibility for any appeals from unsuccessful applicants regarding the recruitment process.

8.3 The HPP promotes equality in its recruitment, training and activities.

8.4 HPP membership is open to tenants of all backgrounds.

## 9.0 How we are Supported

9.1 Administrative support for the HPP will be provided by the Resident Involvement Team. Minutes will be taken and circulated to the HPP members within four weeks of the meeting.

9.2 All new members will be provided with a handbook of key documents and undertake an induction programme and training.

9.3 Capacity building requirements will be assessed, and a training programme will be developed, delivered and regularly reviewed.

## 10.0 Access to Information

10.1 The HPP will be provided with performance data on a quarterly and annual basis.

10.2 The HPP will be enabled to request reports and information from HS to carry out its activities.

10.3 Where appropriate information is not readily available, the HPP may request information reports (appropriate in scale and content of the performance review and subject to available resources) and / or invite officers or managers to meet with the HPP to provide evidence.

10.4 All requests for information and evidence must be made via the Resident Involvement Team.

## 11.0 Accountability

11.1 The HPP will ensure that reports and recommendations made by the group focus on improving SCDC HS performance and services to tenants, these will be made widely available to tenants via the SCDC website.

## 12.0 Evaluation of Scrutiny of HPP Activities

12.1 The work of the HPP will be subject to an annual monitoring and evaluation programme, evaluations will be reported to the HEB, HS and the HSMT.

## 13.0 Reviewing the Terms of Reference

These Terms of Reference were approved by Hazel Smith, Lead Member for Housing, and Peter Campbell Head, of Housing for SCDC, and ratified at a meeting of the HPP held on:

Reviewed on: 29 October 2020

Approved on: 10 November 2020

Next review:

## South Cambridgeshire District Council

### Code of Conduct for all Tenant Involvement Membership

1. A member of the SCDC Housing Engagement Board, Housing Performance Panel and / or working groups must:
  - a. Promote a working environment that is welcoming, cooperative, and productive.
  - b. Be courteous and respectful to others.
  - c. Work for the public interest.
  - d. Make decisions which are fair and equitable to all tenants and leaseholders.
  - e. Read information and prepare for discussions.
  - f. Give apologies for absence in advance of the meeting and attend meetings on time.
  - g. Understand and support the role of the Chair, adhering to the Chair's instructions regarding agenda items and points of discussion.
  - h. Declare any conflicts of interest (such as family, business or financial involvement) in any matter under discussion. Should a member have a conflict of interest, they shall recuse themselves from the meeting for the duration of the discussion.
  - i. Respect the decisions reached by the group and refrain from raising them again.
  - j. Be respectful to the capacity and resources of the Resident Involvement Team and be reasonable in any requests for further information or service requests.
  
2. We encourage good behaviours and we want to build a cohesive team, so members must not:
  - a. Interrupt or speak over people.
  - b. Bully or threaten any person.
  - c. Verbally attack, insult, or use language that can cause distress, in or outside the meetings, or on social media.
  - d. Attend meetings under the influence of drink or drugs.
  - e. Seek preferential treatment for themselves, friends or relatives.
  - f. Raise political views or personal views unless personal experience is relevant and would add weight and clarity to the agenda item.
  - g. Disclose or distribute confidential, personal, and / or commercially sensitive information.

- h. Use social media or other communication channels to make personal, discriminatory or political statements or comments when acting on behalf of one of South Cambridgeshire District Council's involved residents' groups.
- i. Do anything which may cause the authority to breach any of the equality enactments (Equality Act 2010).

### 3. Confidentiality

- a. Members must keep all information they obtain through their role confidential until it is in the public domain.
- b. Members must not use any information obtained through their role for personal gain nor pass it to others who might use it in such a way.
- c. Members must keep any non-public information or internal paperwork they receive in a secure place. This includes documents or information held electronically. Such paperwork should be disposed of via shredding or confidential waste disposal and not through general / household waste and recycling.

### 4. Expenses

- a. Expense forms will be supplied to members to claim.
- b. Members should ensure that any expense claims are accurate and evidenced as agreed and in line with carrying out the group / Board's role.

### 5. Gifts and Hospitality

- a. Members should report any gifts and hospitality offered to them in relation to their role on the group / Board to the Resident Involvement Team.
- b. Members will not accept, or give, any gift or excessive hospitality from, or to, staff members, contractors, or residents.

### 6. Supporting the effective running of meetings

- a. The role of the Resident Involvement Team is to help facilitate meetings and any tenant involved activities. Members should respect the capacity and resources of the team and not make unreasonable demands on their time. Requests for additional information should generally be made via the Chair.

### 7. Breaches of the Code of Conduct

- a. Any breaches of the Code of Conduct, or complaints, are to be addressed by the Head of Housing. Concerns or complaints regarding the Head of Housing can be raised to the Chief Executive of the Council.



# Housing Performance Panel

## Quarterly Meetings – Housekeeping

Each of the formal quarterly meetings will address several issues.

We want to be able to cover them as efficiently as possible.

We ask everyone to help us by:

- Keeping the meeting focused on the topic(s)
- Ensuring discussions don't go over allocated time
- Allowing all members' the opportunity to have a say
- Being respectful of others' views
- Keeping mobile phones switched off or on silent during the meeting (except in the case of an emergency and the Chair is to be advised)

To help us achieve this we ask:

- Members to read all their papers prior to the meeting
- Submit key questions a few days prior to the meeting – (this allows time to gather additional information if necessary)
- The order of the agenda is to be followed
- A time limit is allocated to each item / topic
- Don't interrupt or talk while another member is speaking
- Please raise your hand when you want to talk or post questions in the chat function (for virtual meetings)
- Keep on topic – focus on the key issues related to the discussion topic
- Keep it short – be brief so others have an opportunity to contribute (recommend no more than 3 minutes per point, per person)
- Do not bring up the same issue multiple times, arrange a separate discussion if needed

## Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

### Key Performance Indicators – Key:

Housing Options & Advice; Housing Management & Property Services; Housing Strategy Services; Housing New Build Developments

Key Performance Indicators (KPIs)	Target 2020 / 2021	Q4 2019 / 2020 January to March	Q1 April to June	Q2 July to September	Trend	Comments & Benchmarking
AH212 – Monthly spend on Bed & Breakfast (cumulative) Year to Date	<a href="#">See Appendix 1</a> with a table of targets	January: <b>£43,291</b> February: <b>£43,140</b> March: <b>£49,345</b>	April: <b>£8,320</b> May: <b>£26,873</b> June: <b>£40,327</b>	July: <b>£63,646</b> August: <b>£77,389</b> September: <b>£106,155</b>	Outside target, declined	<a href="#">See Appendix 1</a>
AH215 – percentage of Successful Homeless preventions as a proportion of all homelessness cases closed (year to date)	50%	51.00%	51.90%	53.45%	Within target, improved	Quarter 2 was 55.00%
SH375 – Average SAP (EPC) rating of self-contained general needs dwellings – Quarterly	70.00	77.07	See comment	77.2	Within target	<a href="#">See Appendix 2</a>
AH211 – Average days to re-let Housing stock – Monthly	17 days or less	January: <b>36.00</b> February: <b>32.00</b> March: <b>30.00</b>	April: <b>12.00</b> May: <b>90.00</b> June: <b>98.50</b>	July: <b>77.50</b> August: <b>79.00</b> September: <b>106.00</b>	Outside target, declined	<a href="#">See Appendix 3</a>
AH204 – % satisfaction with responsive repairs – Quarterly	97% or above	98.98%	<a href="#">See Appendix 4</a>	<a href="#">See Appendix 4</a>	-	<a href="#">See Appendix 4</a>

## Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

Key Performance Indicators (KPIs)	Target 2020 / 2021	Q4 2019 / 2020 January to March	Q1 April to June	Q2 July to September	Trend	Comments & Benchmarking
SH332 – % Emergency repairs attended within 24 hours – Monthly	98% or above	January: 95.74 February: 98.40 March: 97.90	April: 97.32 May: 99.80 June: 86.50	July: 96.28 August: 99.29 September: 98.59	Within target, declined	<a href="#">See Appendix 5</a>
AH224 – Number of new build council house completions – Quarterly (year to date)	42 at year end	33	10	0	-	<a href="#">See Appendix 6.</a>
AH228 – Number of self- build sites sold – Quarterly (year to date)	13 at year end	3	0	0	-	<a href="#">See Appendix 7</a>

## Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

Local Performance Indicators – Key:

Housing Options & Advice; Housing Management & Property Services; Housing Strategy Services; Housing New Build Developments

Local Performance Indicators (LPis)	Target 2020 / 2021	Q4 2019 / 2020 January to March	Q1 April to June	Q2 July to September	Trend	Comment
AH216 – Number of households assisted through Shire Homes Lettings – Cumulative – Quarterly (year to date)	40	61.00	11	18	-	Total of 79 households to date
SH336 – Uncompliant gas installations – Monthly	0.00	January: 0.00 February: 0.00 March: 1.00	April: 2.00 May: 12.00 June: 17.00	July: 4.00 August: 1.00 September: 0.00	Within target, improved	<a href="#">See Appendix 8</a>
SH352 – % traveller pitch fee collected – Monthly	90%	January: 85.60 February: 85.40 March: 83.70	April: 97.98 May: 88.65 June: 89.89	July: 90.50 August: 93.14 September: 92.97	Within target, improved	<a href="#">See Appendix 9</a>
SH363 – % vacant but available to let – Quarterly	0.50%	0.80%	1.19	1.48	Outside target, declined	<a href="#">See Appendix 10</a>
SH364 – % vacant but unavailable (Annual)	0.50%	0.21%	-	-	Within target, declined	<a href="#">See Appendix 11</a>
SH368 – % rent arrears – Quarterly	2.00%	1.68%	1.89	2.03	Within target, declined	<a href="#">See Appendix 12</a>
SH369 – % rent loss from empty houses (cumulative)	3.00%	0.82%	0.24	0.75	Within target, declined	<a href="#">See Appendix 13</a>

## Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

Local Performance Indicators (LPis)	Target 2020 / 2021	Q4 2019 / 2020 January to March	Q1 April to June	Q2 July to September	Trend	Comment
SH376 – % tenants satisfied with the re-let service (year to date) – Quarterly	85% or above	94.00%	<a href="#">See Appendix 14</a>	83.00	Outside target, declined	<a href="#">See Appendix 14</a>
SH374 – % non-decent council homes – Quarterly	5.00%	5.36%	<a href="#">See Appendix 15</a>	7.5%	Outside target, declined	<a href="#">See Appendix 15</a>
SH344 – % Customer satisfaction with the condition of new home (year to date) – Quarterly	85% or above	92.00%	<a href="#">See Appendix 16</a>	92.00	Within target, maintained	<a href="#">See Appendix 16</a>
SH327 – % of repair appointments kept – Monthly	95% or above	January: 96.05 February: 96.15 March: 95.90	April: 93.52 May: 92.68 June: 93.30	July: 96.72 August: 96.32 September: 97.04	Within target, improved	<a href="#">See Appendix 17</a>
SH330 – % routine repairs within target timescales – (Monthly)	95% or above	January: 92.41 February: 95.68 March: 94.20	April: 96.80 May: 97.40 June: 51.67	July: 71.38 August: 81.76 September: 83.27	Outside target, improved	<a href="#">See Appendix 18</a>
HS3 Number of parishes exploring the potential for delivering affordable housing on exception site	Quarterly T 10; I 6	21	20	Information not currently available due to change in staffing – to be reported in Q.3	-	<a href="#">See Appendix 19</a>

## Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

Management Information – Key:

Housing Options & Advice; Housing Management & Property Services; Housing Strategy Services; Housing New Build Developments

Management Information	Frequency	Q4 2019 / 2020 January to March	Q1 April to June	Q2 July to September	Comment
AH210 – Total number of presentations including advice only cases	Quarterly	Not applicable: added 2020 / 2021	165	200	-
AH213 – Number of Homeless applications	Quarterly	189.00	106	101	-
AH208 – Number of Homeless preventions	Quarterly	60.00	41	51	-
AH214 – Number of Homeless acceptances	Quarterly	29.00	15	26	Q1 amended
AH203 – Numbers in temporary accommodation	Quarterly	50.00	61	62	<a href="#">See Appendix 20</a>
AH219 – Number of properties within Shire Homes – Cumulative	Quarterly	43.00	5 4 S-C & 1 Home in Multiple Occupation (HMO)	11 (Q1+6)	54 in total to date (51 + 3 HMOs)
AH217 – Number of cases where Universal Credit is a factor	Quarterly	3.00	0	3	-
AH218 – Numbers on the housing register	Quarterly	1,330	1,441	1,497	-
AH220 – Number of lettings to Band A	Quarterly	23.00	16	53	<a href="#">See Appendix 21</a>
AH221 – Number of lettings to Band B	Quarterly	52.00	24	54	<a href="#">See Appendix 22</a>
AH223 – Number of HRA properties that have been empty for over 4 months	Quarterly	11	31	31	<a href="#">See Appendix 23</a>

## Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

Management Information	Frequency	Q4 2019 / 2020 January to March	Q1 April to June	Q2 July to September	Comment
HS1 Number of homes granted planning permission for essential local workers	Quarterly	0	0	0	<a href="#">See Appendix 24</a>
HS2 Number of homes granted funding via Combined Authority	Quarterly	0	0	0	-
HS4 Number of new affordable homes on rural exception sites given planning permission each year	Annually	0	26	0	<a href="#">See Appendix 25</a>
HS5 Number of new affordable homes built on rural exception sites each year	Annually	40	0	0	<a href="#">See Appendix 26</a>
HS6 Percentage of planning consultations responded to within 21 days	Quarterly	64%	65%	99%	<a href="#">See Appendix 27</a>

Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

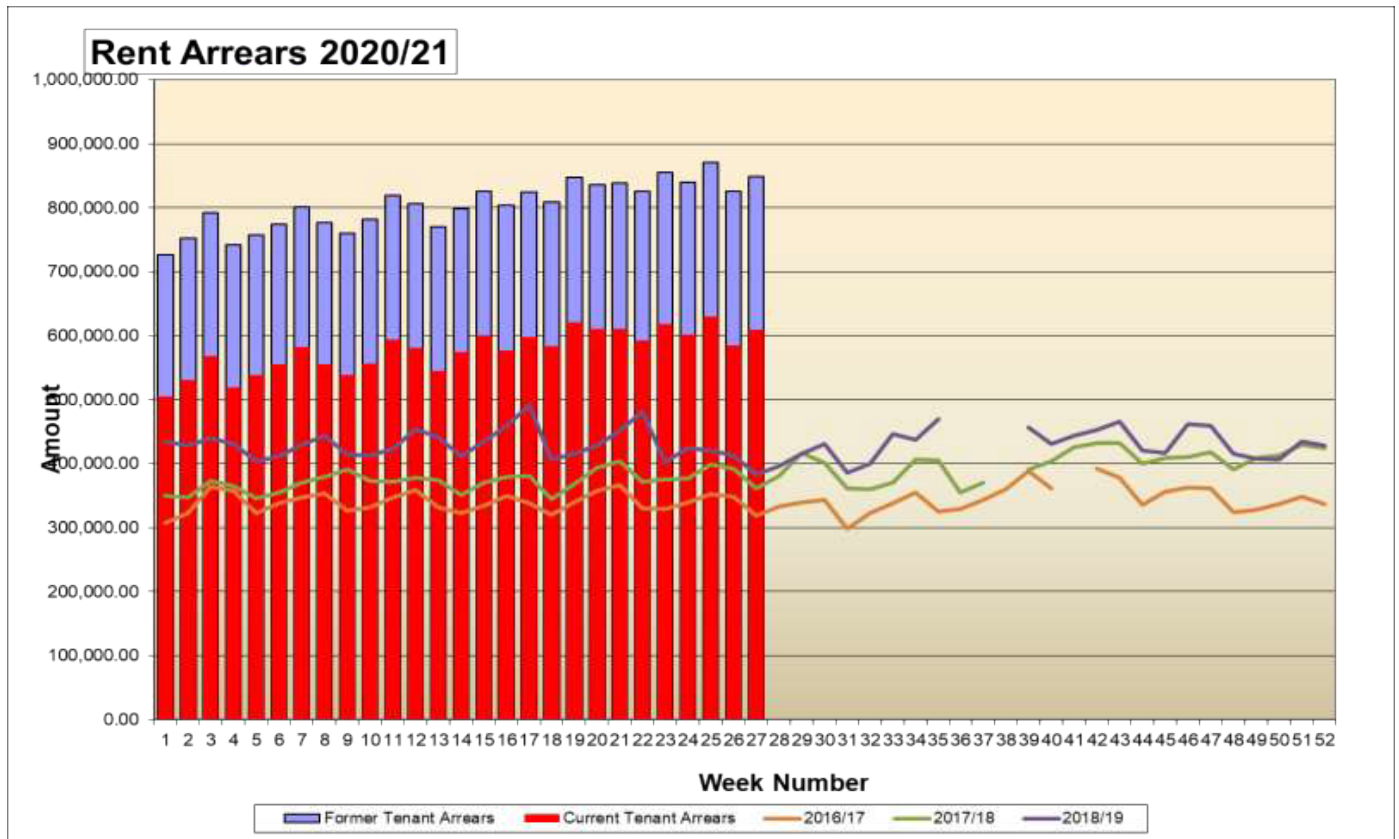
Management Information	Frequency	Q4 2019 / 2020 January to March	Q1 April to June	Q2 July to September	Comment
HS7 Number of households supported to improve the energy efficiency of their home through Housing Repairs & Adaptation Grants (Cumulatively)	Quarterly	<p><u>Completed:</u> 5 boiler replacements / central heating works. Year to Date (YTD) = 11</p> <p>replacement of windows / doors. (YTD 7)</p> <p><u>Approved but not completed:</u> boiler replacements / central heating works 2 replacement of windows / doors</p> <p><u>Enquiries not yet approved:</u> 2 heating grants 1 replacement glazing grant</p>	<p><u>Completed:</u> 1 Heating grant</p> <p><u>Approved:</u> 3 Heating &amp; 3 Windows</p> <p><u>Pipeline:</u> 1 Heating &amp; 1 Window</p>	<p><u>Completed:</u> 5 heating grants 1 window grant Insulation grant</p> <p><u>Approved:</u> 3 Heating 2 Windows</p> <p><u>Pipeline:</u> 5 heating (pre-approval) 4 windows</p>	-



Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

Management Information	Frequency	Q4 2019 / 2020 January to March	Q1 April to June	Q2 July to September	Comment
HS8 Number of tenant hours volunteered for tenancy engagement	Quarterly	182.55 hours TPG = 47 hours Sheltered = 61 hours Leaseholder = 37.15 hours Editorial panel =12.25 hours Training = 25.15 hours	<a href="#">See Appendix 28</a>	<a href="#">See Appendix 28</a>	<a href="#">See Appendix 28</a>
HS9 Number of services changed, implemented, or withdrawn during the year as a result of resident involvement	Annually	1 – New framework as result of TPG members not being satisfied	-	-	<a href="#">See Appendix 29</a>
HS10 Number of residents / service users involved in formal / informal consultation groups (including digital)	Quarterly	165 – Based on attending TPG, sheltered forum, training, and Facebook members	-	-	<a href="#">See Appendix 30</a>
AH229 – Number of self-build planning permissions granted on HRA land (available to purchase) (year to date)	Quarterly	8	0	0	<a href="#">See Appendix 31</a>
AH225 – Number of new build council houses currently started on site (year to date)	Quarterly	174	0	3	<a href="#">See Appendix 32</a>

## Rent arrears



## Complaints and Compliments

### Volume of Complaints

Stage	Q4 2019 / 2020	Q1 2020 / 2021	Q2 2020 / 2021
Stage 1	12	13	15
Stage 2	0	3	2
Stage 3	1	0	1
Total (Year to Date 73)	13	16	18
% of responses sent within timescale (including those received in previous quarters)	78% Number of responses: 9 Within target: 7	91% Number of responses: 11 Within target: 10	71% Number of responses: 24 Within target: 17
Outcomes	2 upheld 6 not upheld 1 partly upheld	4 upheld 7 not upheld 1 partly upheld	5 upheld 15 not upheld 4 partly upheld

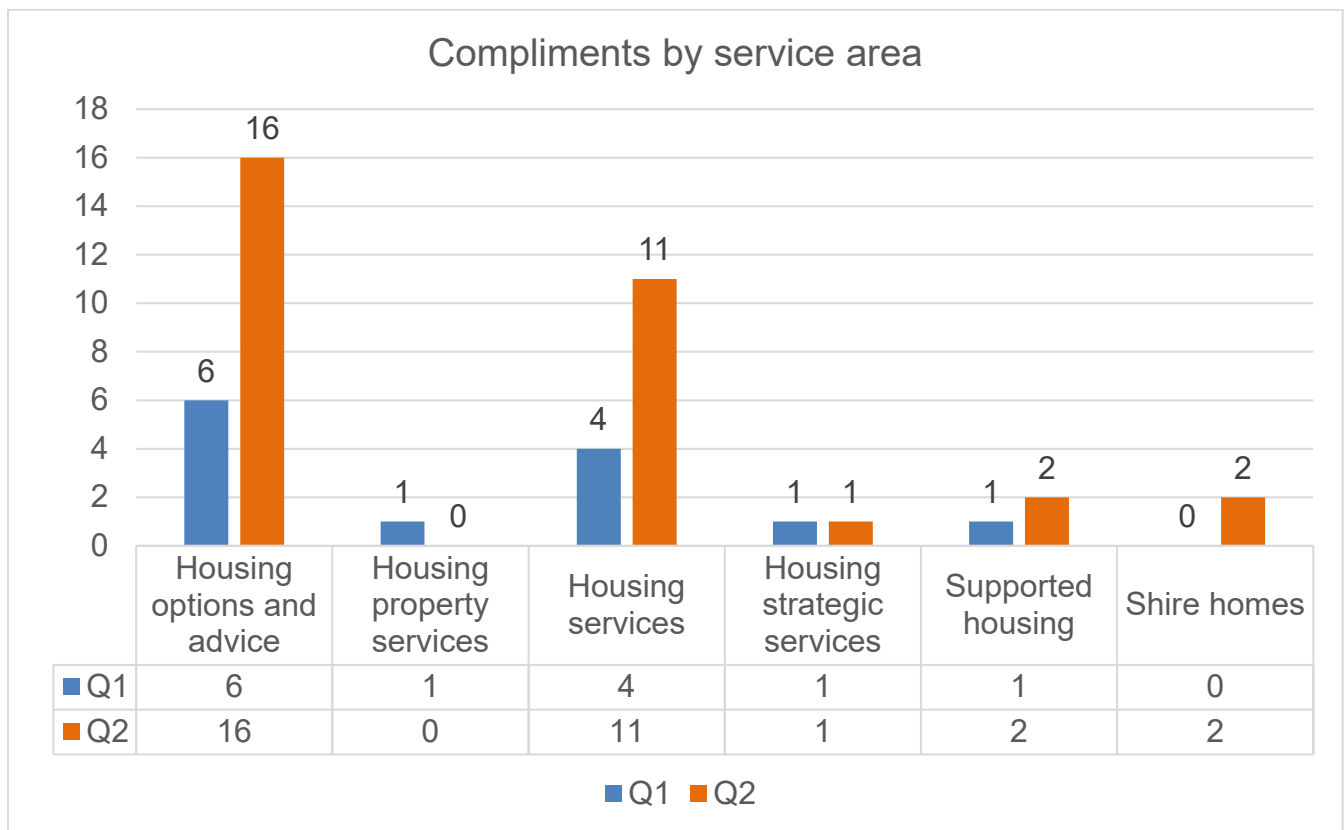
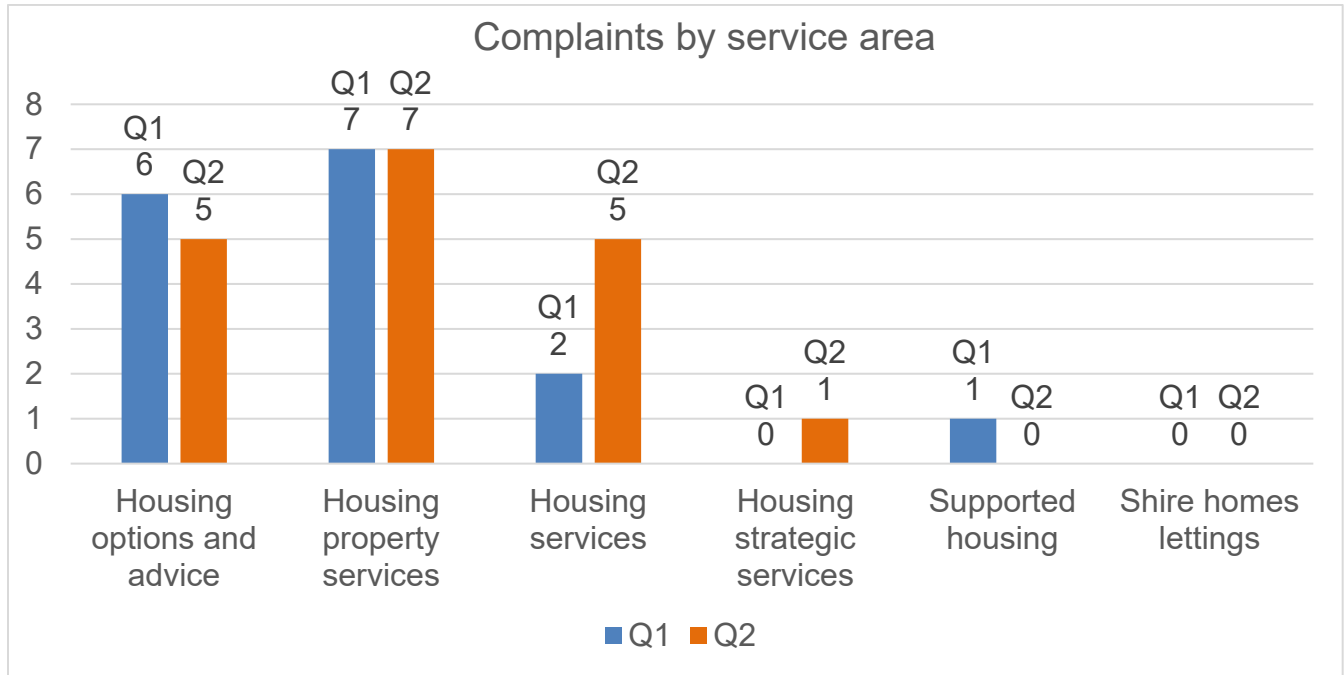
### Complaints by SCDC Category

Category	2019 / 2020 Q4 Total	%	Q1 Total	%	Q2 Total	%
Lack of communication	2	15%	0	0	2	11%
Failure to act	5	38%	3	19%	3	17%
Service Delivery	6	46%	4	25%	2	11%
Not understanding processes	0	0	4	25%	1	5%
Staff Conduct	0	0	0	0	5	28%
Misinformation	0	0	2	13%	0	0
Charges	0	0	1	6%	1	5%
Other	0	0	2	13%	4	23%

Complaints by HouseMark Category

Category	2019 / 2020 Q4 Total	%	Q1 Total	%	Q2 Total	%
Allocations	1	8%	6	37%	1	5%
ASB	0	0	0	0	1	5%
Estate Services	0	0	0	0	1	5%
Rent & Services	0	0	0	0	0	0
Repair & Maintenance	10	77%	6	37%	6	34%
Staff & Customer Service	0	0	0	0	5	28%
Tenancy Management	2	15%	2	13%	2	11%
Other	0	0	2	13%	2	11%

Complaints and compliments by Service Area



## Appendix

### Appendix 1

AH212:

#### Target 2020 / 2021

Month	Target £	Intervention £
April	12,230	13,453
May	20,102	22,112
June	28,368	31,205
July	37,047	40,752
August	46,160	50,776
September	55,729	61,302
October	65,776	72,354
November	76,325	83,958
December	87,401	96,141
January	99,031	108,934
February	111,243	122,367
March	124,066	136,473

The trend reflects actual spend per quarter:

April to May – £18,553

May to June – £13,454

June to July – £23,319

July to August – £13,743

August to September – £28,766

## Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

The council's B&B expenditure targets have been revised for 2020 / 2021 in light of the additional responsibilities to accommodate homeless households during the height of the Covid-19 lockdown. However, the figures have continued to exceed estimates due to the backlog of households accumulating in temporary accommodation but unable to move-on. The majority of those in B&B are single people either with complex needs or who would normally be able to stay short term with friends and family, but this is not available due to Covid-19 related restrictions. Property allocations through the housing register are now increasing as housing providers start to return to 'business as usual'. Throughout the lockdown period the council attempted to minimise B&B pressure by asking all registered housing providers to offer any void accommodation for use as direct lets and / or temporary accommodation to reduce the pressure on B&B, when there were no lettings through HomeLink. In addition, the supply of accommodation for single people has continued to grow via the HMO pilot managed by Shire Homes. Without this option the number accommodated in B&B would be higher. However, the number in B&B will also continue to be dependent on external factors, particularly in relation to any future lockdown scenario, and it is not possible to provide any guarantee when a reduction will occur.

### Appendix 2

SH375:

- Q1. Due to moving to the new Orchard Asset system, the figures for SAP are not available, as there are still about 3,000 ratings that need to be put into the system to generate the new average SAP. That will take some time as there is no quick and easy method to load them
- Q2. This will change in the near future because there is a new version 9.94 which is being loaded Week Commencing 16 November, as well as a full version 10 coming later in the year. Usually, this results in a reduction in the rating. Going forward, it will need to be maintained and updated

### Appendix 3

AH211 – The factors influencing this increased figure are described below.

Some of the properties we let in September became void (empty) in March and April this year.

When we went in lockdown in March, we decided to follow Government guidance which was to not let any vacant properties unless absolutely necessary. As a result of this we stopped advertising properties through our choice based letting system HomeLink.

From the end of March to 12 June, no general needs properties were advertised and for sheltered accommodation it was from the end of March until 1 August.

## Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

This means that some properties let in September have a minimum of 3 months additional void period for general needs and for sheltered accommodation it's just over 4 months.

However, on the dates referred to, we didn't advertise every vacant property we had that was ready to let. We wanted to test the system to ensure applicants on the housing register were confident to make bids, happy to arrange a viewing and were in a position to accept an offer.

This meant that properties that were ready to let were advertised through HomeLink over several weeks.

As an example – A sheltered property where the tenancy was terminated on 15 March would not have been advertised until at least 1 August (this assumes void works were complete by that date – see below) following a week's bidding cycle the shortlist would have been reviewed to check eligibility by our lettings team. Once reviewed the details of the winning bidder would be passed onto our housing management team to arrange a viewing and possible letting. This takes us into the middle of August as the earliest date we may have got a property let, however there are further factors at play we need to consider.

In normal circumstances we would encourage applicants to make a decision to view a property and accept an offer as soon as possible. Given the situation we are currently in however we are being more sensitive to the circumstances of each applicant, and this is more prevalent for sheltered accommodation where we are potentially dealing with frail and elderly applicants.

If an offer is refused once a viewing is completed ( and we are seeing this happen more frequently at the moment ), we are back to looking at the original shortlist of applicants, identifying a further winning bidder and arranging a new viewing. If this happens you can see very quickly how properties that became vacant in March were not let until September.

Colleagues in our Housing Management Team are following guidelines on maintaining social distancing and adhering to relevant risk assessments when completing viewings and sign up's, adding to the length of time it normally takes to complete this process.

Our Repairs and Maintenance Contractor Mears who are responsible for completing all void works to our empty properties also had their own difficulties following Lockdown in March. Some essential parts and materials became scarce as supply chains were affected. There was a shortage of labour as they decided to furlough some operatives. Sub- contractors who often support Mears with void works had similar issues. This meant that void works took longer than normally would be expected.

As void times increased the number of void properties that Mears were having to process also increased. During August and September they were dealing with double the number of empty properties they would normally be expecting to see without any



## Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

additional resources.

So what have we done to try and mitigate against some of these circumstances?

We have now moved some voids onto another contractor with the agreement of Mears which will help them manage their resources more effectively.

We have asked our Housing Management team to focus on letting vacant properties as their number one task – whilst adhering of course to current protocol's around social distancing.

We are having regular meetings with Mears to talk about which properties need to be treated as a priority.

It's likely that void turnaround times will continue to be above what we would normally expect to see until we have cleared the backlog of voids that became empty in March, April and June. I anticipate this will continue for the rest of the year and we will then see void turnaround times start to fall in the new year.

### Appendix 4

AH204:

- Q1. There were two completed satisfaction surveys in May and three in June. However, because of the crossover with the new system, we cannot enter the correct survey dates because the jobs were not issued at the time that the work was completed. They will appear in July's figures.
- Q2. We have only been able to retrieve surveys for 9 jobs because of Covid-19 restrictions. New methods of collecting this data are being investigated, but this will take some time to resolve

### Appendix 5

SH332:

- Q1. PI moved from LPI to KPI due to the current Covid-19 circumstances – Mears were only carrying out emergency repairs. A 'Covid return to site work protocol' was put in-place covering the following 4 phases:
1. Out-side works from June
  2. Internal max 2-hour period mid-June
  3. Internal works extended period early July
  4. Prolonged internal works / multiple trade September

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### Appendix 6

AH224 – The delivery of these homes has been delayed owing to site closures in line with the Covid-19 crisis. The remaining 10 at Great Abington were handed over in June 2020. There are no completions this quarter (Q2), but 18 expected in Q3 and a further 36 properties scheduled for completion in Q4

### Appendix 7

AH228 – Sites in Histon, Great Shelford and Babraham were sold in 2019. Revised Business Case submitted to EMT regarding target figures. A further two site sales were expected to complete before end of March, however these have been delayed, seemingly impacted by current market conditions owing to Covid-19 crisis. None in Q1& Q2 but Fowlmere site sold early October so will appear in Q3

### Appendix 8

SH336 – April – 1 tenant living away from home and 1 tenant self-isolating  
May – All Covid-19 no accesses to be rearranged  
June – All but 1 Covid-19. Legal action to be taken on remaining property

### Appendix 9

SH352 – April – because of the way the dates of the week fall we have two housing benefit payments for April and reasonably good rent collection despite Covid-19  
June – Lower on Whaddon due to people starting to pick up work again after lowered Covid-19 restrictions and coming off Universal Credit

### Appendix 10

SH363 – Impact due to Covid-19

It's likely that void turnaround times will continue to be above what we would normally expect to see until we have cleared the backlog of voids that became empty in March, April and June. We anticipate this will continue for the rest of the year and we will then see void turnaround times start to fall in the new year.

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### Appendix 11

SH364 – Total of 11 properties – stock as at 31 March 2020 – 5,248

Trend based on same time last year – Covid-19 has had an additional impact

### Appendix 12

SH368 – See below a graph that shows weekly rent arrears figures to date for this financial year. From this you can see that the trend shows a steady increase and will show a much clearer view of the position rather than just looking at month end figures & %. While the overall arrears are showing an increase, which we would expect during such unprecedented times, we have not seen a big change in the number of tenancies that are in arrears, which sits around 1,100, or 1/5 of all tenancies. This suggests that rather than having lots of new arrears cases, instead there has been an increase in debt for those that were already in arrears. Hopefully as we start to send NOSPs over the coming weeks we will see these figures start to reduce or at least stabilise

### Appendix 13

SH369 – Trend based on comparison on same time last year (July – September 2019 / 2020 = 0.40%)

### Appendix 14

SH376:

- Q1. % entered the same as Q4 as no data currently available due to current Covid-19 situation and due to the method in which it is normally collected
- Q2. total of 12 completed surveys of which 10 were very or fairly satisfied

### Appendix 15

SH374:

- Q1. Current Decent Homes figures are not finalised due to the change over to the New Orchard systems, although the figure is likely to be around 8% non-decent as we have taken the opportunity to update the information.
- Q2. The non-decent percentage remains at 7.5% and will change as properties are added to programmes and the information in the Survey module is updated on completion of works. It will however increase from 1 January as the new year turns, and elements become a year older. This is totally reliant on Survey data being maintained and updated. There is 'some cleansing work' to do on the data but this

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should not affect the percentage. With regards to Covid-19 the planned maintenance work is proceeding but is behind schedule. The properties which make up the planned works programme are those which would be falling into the non-decent category and the work would be being done to maintain their decent standard.

### Appendix 16

SH344:

- Q1. % entered the same as Q4 as no data currently available due to current Covid-19 situation and due to the method in which it is normally collected
- Q2. total of 12 completed surveys of which 11 were very or fairly satisfied

### Appendix 17

SH327 – Moved to LPI from KPI due to the current circumstances Covid-19 – Mears were only carrying out emergency repairs. (See comment under KPI SH332 % emergency repairs)

### Appendix 18

SH330 – Impact due to Covid-19 – Mears were only carrying out emergency repairs (See comment under KPI SH332 % emergency repairs)

### Appendix 19

HS3:

#### Actively working with 20 Parishes:

Croydon, Meldreth, Fowlmere, Little Shelford, Stow Cum Quy, Comberton, Bartlow, Horseheath, Little Wilbraham & Six Mile Bottom, Cottenham, Duxford, Thriplow, Great Shelford, Pampisford, Barton

#### Housing Needs Surveys completed:

Comberton (June)

#### Pre-App Stage:

Linton

#### Planning Applications:

Great Eversden, Eltisley, Fen Drayton, Newton

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### Appendix 20

AH203 – This increase will largely be due to Covid-19 including more use of B&B and more TA due to lack of move on

### Appendix 21

AH220 – Increase on last quarter due to including the backlog of properties that were put on hold at the beginning of the pandemic

### Appendix 22

AH221 – Increase on last quarter due to including the backlog of properties that were put on hold at the beginning of the pandemic

### Appendix 23

AH223 – Numbers increased due to Covid-19 situation – until we have cleared the backlog of voids that became empty in March, April and June. We anticipate this will continue for the rest of the year and we will then see void turnaround times start to fall in the new year

### Appendix 24

HS1 – Work ongoing to finalise S.106 details for securing homes for the Wellcome Trust Campus workers

### Appendix 25

HS4 – Target to be set at 30 homes based on two schemes gaining planning permission per year.

### Appendix 26

HS5 – Station Road Willingham – 22 (June / July 2020)

Rockery Farm Bourn – 4 (February 2020)

Armistice Close Fulbourn – 14 (February 2020)

Please note: The Causeway Bassingbourn is now expected to be completed in July / August 2020

### Appendix 27

HS6 – There has been an increase in the number of planning applications received in the last month, due to there being a backlog of planning applications waiting to be validated by Planning because of a system change this has led to an increased volume of applications coming to the team in a short space of time, which has resulted in increased workloads and therefore a drop in the number of applications being answered within the target.

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### Appendix 28

HS8 – Below are new ways we are measuring engagement via email & social media:

Q1. Tenant Email Contact = 1,971 (out of approx. 7,500 tenants)

Online version of newsletter – Total viewed 926 of which there were 243 who ‘Deep read’

Facebook activity 5,613 total engagement (someone who has clicked read more, followed a link, shared, or reacted to a post)

Other – Volunteer hours = 7 (due to Covid-19)

Meetings held = 0

Estate visits completed = 2

Q2. Tenant Email Contact = 6,340 (successfully sent)

Online version of newsletter – Total viewed 545 of which there were 211 who ‘Deep read’

Facebook activity 5,613 total engagement

Other – Volunteer hours = 20

Meetings held = 0

Estate visits completed = 5

### Appendix 29

HS9 – As well as a new Housing Engagement Board, we are proposing to hold local quarterly meetings in three areas of the district, for any tenant or leaseholder to attend and will be where services will be reviewed and potential discussions on improvements

### Appendix 30

HS10 – We have been working with a group of tenants to make changes that will give tenants a voice in their housing service. Together we have developed a new framework – a new way of working. It will replace the existing Tenant Participation Group, Sheltered Housing forums, and Leaseholder forums

## Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

### Appendix 31

AH229 – Sales being processed for site in Ickleton, with a further three sites being prepared for sale in Duxford, Sawston and Bassingbourn.

None granted in Q2 but four sites actively going through pre-app. Ongoing delays with obtaining pre-app advice from Planning causing further delays.

### Appendix 32

AH225 – Start on site mid-July for a new development at Emerson Park, Linton Road, Great Abington for 3 affordable rented. The first site meeting was mid-September, the groundwork has started for these, properties and foundations have been laid for some of the private dwellings on the site. There are 7 new build developments currently on site, with 18 properties expected to be completed in Q3.

# Mears Performance Data First & Second Quarters 2020-2021

## Tenant Satisfaction

Due to Covid-19 H&S restrictions customer surveys are not being carried out on operative PDA's.

### Emergency Repairs Completed on Time

2020-21			
Target	QT1	QT2	Total
98%	98.16	98.49	98.34
	852/868	1042/1058	1894/1926

Emergency repairs reduced slightly in the first quarter although this is in line with the previous year which was 739/746.

### Routine Repairs Completed on Time

2020-2021			
Target	QT1	QT2	Total
95%	69.52	90.04	86.63
	260/374	1691/1878	1951/2252

There was a dramatic reduction in routine repairs carried out during the first quarter. This was due to Lockdown and Covid-19 restrictions. Mears were instructed by SCDC to carry out on Emergency and "Essential/Urgent" repairs.

### First Time Fix

Target	QT1	QT2	Total
85%	98.04%	95.38%	96.38%
	1103/1125	1797/1884	2900/3009

### Appointments Kept

Oct 19-Sep 20			
Target	QT1	QT1	Total
95%	99.44%	98.43%	98.76%
	1235/1242	2515/2555	3750/3797



# Mears Performance Data First & Second Quarters 2020-2021

## Average Number of Day to Complete

2020-2021			
Target	QT1	QT2	Total
12	9	23	16

Average number of days effected as routine jobs raised prior to lockdown were placed on hold unless considered "urgent or essential".

## Voids Completed on Time

Target	QT1	QT2	Total
95%	68%	30.67%	45.6%
	34/50	23/75	57/125

Voids has been impacted by Covid-19. In particular during Lockdown there were issues sourcing materials. This has had a knock on effect on jobs issued since.

Void Priorities were revised in 2019 (please see below) which moved to priorities applied based on value. This appears to have had an impact in the results produced. An agreement was made with the previous General Manager to review these revised priorities. Previous General Manager left Mears February 2020 and current branch Manager was instated in July 2020. Many of the jobs now identified as 10 day priority would have been allocated with a 20 day priority previously.

### Previous Voids Priorities:

5 days, 20 days and 40 days

### Current Voids Priorities:

Target dates changed to 5, 10 and 25+ Days.

Target dates are calculated automatically based on value of working days  
5 days = £0-1500, 10 days = £1501-£6500 & 25 days = £6501 plus