



Housing Performance Panel

Quarterly Meeting – 3 June 2021 – 1:00pm to 4:00pm

Agenda Pack

Housing Performance Panel Agenda

Date: **Thursday 3 June 2021**

Time: **1:00 pm – 4:00 pm**

Venue: **Zoom (Virtual Meeting)**

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1. Welcome and apologies

The Chair, Peter Campbell, will welcome all present and apologies will be noted.

2. Quorum

A quorum shall consist of 50% of members.

3. Housekeeping

Peter Campbell will refer the panel to the Housekeeping document included in the pack for noting.

Housing Performance Panel

Quarterly Meetings – Housekeeping

Each of the formal quarterly meetings will address several issues.

We want to be able to cover them 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 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 discuss
- 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

4. Minutes of meeting held on 4 March 2021

The minutes of the meeting held on 4 March 2021 are included for approval.

Housing Performance Panel Minutes

Date: Thursday, 4 March 2021

Time: 1:00 pm – 4:00 pm

Attendees:	<p>GC – Geoff Clark (Chair)</p> <p>JP – Jennifer Perry (Vice Chair, Resident Involvement Team Leader)</p> <p>PC – Peter Campbell (Head of Housing)</p> <p>EW – Cllr Eileen Wilson</p> <p>LR – Les Rolfe</p> <p>PB – Paul Bowman</p> <p>PH – Patricia Hall</p> <p>FD – Ffion Daniels</p> <p>JRM – Jackie Reape-Moore</p> <p>MW – Margaret Wilson</p> <p>TH – Thomas Horseman (Resident Engagement Support Officer, minute taker)</p> <p>WN – Wayne Newman</p> <p>DB – Debbie Barrett</p> <p>BT – Bronwen Taylor (Observer)</p>
Apologies:	<p>HS – Cllr Hazel Smith</p>

Item	Subject	Action
1.	<p>Apologies</p> <p>Apologies were received from Cllr Hazel Smith (HS)</p>	-
2.	<p>Minutes of the previous meeting</p> <p>Amendments made to terms of reference, and code of conduct. (training, Jennifer sending out invites to all relevant)</p> <p>Last month minutes agreed by all attendees.</p>	<p>JP – send out invites to training sessions</p>

Item	Subject	Action
3.	<p>Empty Properties</p> <p>DB explained empty homes (relets) process, both for a tenant moving out of their home and introducing a tenant to their new home, including both the tenant’s perspective and the housing officer perspective.</p> <p>FD – Suggests a clear set time be given for when tenants can move to prevent causing extra moving costs. DB agrees, Housing Officers do try to be flexible, will relay to team.</p> <p>FD –standard utility deal with SSE poor value, is renegotiation possible? DB responds that SSE agreement is with SCDC only, and tenants can negotiate a better deal with SSE or a new supplier. SSE contract being reviewed. Will talk to team about making this clear on sign up.</p> <p>FD – When being allocated a new property, does the housing officer bear in mind potential neighbourhood issues? DB: housing allocation based solely on need. when showing properties potential issues should be made clear, so the viewer can make an informed decision on whether to accept or refuse.</p> <p>FD – Wickes vouchers for decoration can only be used in store, can be difficult to redeem during lockdown. DB agrees this is a problem need an alternative in case of another pandemic.</p> <p>GC – Shall set up a working group to discuss these issues in more detail (supported by PC)</p>	<p>DB – reiterate to housing officers about being flexible for tenants’ circumstances</p> <p>DB – reiterate to housing officers the importance of reminding tenants that they are able to change their own utility contract</p> <p>DB – to return to the issue of Wickes vouchers and redeeming remotely.</p> <p>GC – organise working groups for relets, fittings and furnishings removal.</p>

Item	Subject	Action
	<p>EW – Can tenants set their rent payment frequency? (example, calendar month). DB confirms can choose monthly, fortnightly, or weekly.</p> <p>MW – is gas supply capped when a tenant moves out? DB confirms, and new tenant (or a housing officer) arranges uncapping.</p> <p>MW – some staff assume new tenants know more than they do (example, permission for alterations). DB agrees, will reiterate to team to make rules / expectations clear at sign-ups.</p> <p>MW – Feedback from other tenants that housing officer attitude is a common issue. DB to discuss with MW later.</p> <p>MW – Is there a service that could provide furniture for those in hardship? DB agrees that some thought should be given to this.</p> <p>PH – Praised new key-safe measure for returning keys.</p> <p>LR – Is it possible for fixtures and fittings to be kept from previous tenants? PC suggests a working group out of this.</p> <p>JP – could top 10's for moving in be written up for new tenants? DB confirms this already exists for Housing Officers (checklist) but will put together a checklist for tenants.</p> <p>WN explains the process of preparing a newly void home before it is reallocated.</p>	<p>Everyone to send DB questions on relets to be answered in a FAQ.</p> <p>DB – Reiterate to housing officers that tenants need the rules and conditions of tenancy clearly explained. DB – pick up attitude issues of housing officers with MW.</p> <p>DB – create top 10 checklist for tenants moving in.</p>

Item	Subject	Action
	<p>FD – There are problems of long-term issues in older homes causing continuous maintenance (example, mold). MW concurs. WN to investigate FD’s personal issue. PC comments: a new maintenance management strategy in the works, working with tenants to establish standard for all South Cambs homes to be brought up to and maintained to.</p> <p>PB – complimented operations team on listening to tenant suggestions and requests. Asked what is done to charge tenants that leave homes in poor condition. GC asked anyone interested to get involved with discussions on methods to prevent these situations. PB thinks lack of resources could be a cause.</p> <p>JP – New framework and activities could help educate less knowledgeable tenants and give them tools to help neighbours.</p> <p>MW – A clear interior standard could lessen work needed for relets. PC disagrees, council tenancies should be secure and give an opportunity for a family to grow. The council cannot / should not legislate lifestyle choices.</p> <p>FD – could Mears notify of maintenance issues spotted during visits? GC confirms Mears do this already. FD suggests reviewing data on this area from Mears. PB concerned it comes across as Mears creating more work for themselves. JP suggests inspection guide to help tenants themselves check.</p>	<p>WN – investigate damp and mold problems at FD’s home</p>
4.	<p>Review Q3 data for affordable homes performance</p> <p>PC said the B&B spend was a legal requirement due to covid-19 and had received extra funding. Is not a failure sign.</p>	

Item	Subject	Action
	<p>Average days to re-let housing stock. PB – how much of time increase is from lack of steering by Mears management? GC thinks drop is from loss of Mears workers leaving or having to self-isolate, Covid-19, and material shortages. A new contractor was trialed for relets but did not work out. Another contractor being trialed currently.</p> <p>Satisfaction with responsive repairs. GC – below target due to Covid-19’s impact on services.</p> <p>PB – concern of Mears sharing incorrect info on complaint quantity (all data recording issues seem to come from Mears). PH agreed, citing personal experiences. Suggested renegotiation of Mears contract. GC replies could be problem with Mears record protocol (service requests vs complaints). Contract will be revisited shortly. PC thinks contract will be difficult to renegotiate.</p> <p>FD – Mears good at responding if told to by council, poor response if contacted by tenants. Experienced unprofessionalism and negative council rhetoric from contractors. GC asked for the contractor’s name and will investigate.</p> <p>MW – not knowing whether Mears or SCDC authorise a job can lead to confusion. Are the jobs counted as a complete job or not? FD and PB concur. GC suggests contacting WN to send a surveyor. JP suggests making a complaint.</p> <p>JP – consistent reporting of unanswered Mears calls since October and no info from Mears. GC thought that situation had been resolved. Data need to be explicitly requested, not yet a KPI.</p> <p>FD – Job summaries should be sent to customer once complete. PB concurs.</p>	<p>GC – investigate reports of unprofessionalism from Mears contractors.</p>

Item	Subject	Action
	<p>MW – Disagreements on responsibilities between organisations (example, pathways) a problem, those who report not given updates.</p> <p>PC to give update on responsive repairs at the next meeting.</p> <p>Emergency repairs</p> <p>GC – performance not bad considering Covid-19</p> <p>Other comments</p> <p>PB – disappointed by Mears data recording, impact on figures understandable due to Covid-19. GC agrees, but does not want Covid-19 to be used as a recurring excuse for missed targets.</p> <p>MW – rent arrears. Is rent arrears data for former tenants broken down into the nature, and is it pursued by council? GC yes, former tenant arrears is pursued. Funds spent investigating debt is greater than the arrears recovered. PC concurs, it is low value and easy to spend more than is recovered when chasing. Chasing arrears is more about sending a message.</p> <p>MW – is debt and arrears being worsened due to Covid-19? GC thinks not, hasn't heard of any cases of tenants not being able to get welfare support in time. MW thinks it is a problem being caused by DWP.</p> <p>FD – is rent arrears impacted by problems with Universal Credit overlap due to payments not being backdated? GC stated there are emergency funds that are paid back that can be claimed. Is a matter of completing an application and putting a claim in as soon as possible. LR said correct that with Universal Credit you can get an advance to prevent arrears.</p>	<p>PC – update on responsive repairs and contract</p>

Item	Subject	Action
	<p>LR – website rent system consistently giving incorrect figures on rent arrears, in some cases more than £8,000. PB concurs.</p> <p>GC states revenues team working on revamping online self-service. Transition of rents system onto orchard may have caused some issues.</p> <p>PB – consistent yearly arrears rise noted. GC concurs, panel would benefit from inviting a member of revenues & benefits team to ask questions about this.</p> <p>GC – number of SCDC received complaints in Q3 increased compared to Q2 & Q1, which does not reflect data from Mears.</p> <p>PB – are Mears sending all data / complaints to a single point at SCDC? Is a filter applied at SCDC to prevent duplicate complaints? JP investigated with Grace Andrews and no complaints from previous quarters have been ‘duplicated’. Core problem appears to be that Mears are unclear as to when to register a complaint. This has been fed back to Mears Corporate who are more understanding. Reporting issues appear to be a local issue within Mears. Mears have answered this with more training and have reassured that the January / February figures reflect more complaints being recorded (more accurate complaint recording).</p> <p>Meeting time lapsed before all data reviewed – will need to be continued later.</p> <p>MW – suggests leave reviewing of data until Housing Engagement Board is up and running. JP disagrees, the HEB is not relevant to performance reviewing.</p>	<p>GC – invite member of revenues and benefits team to future meeting.</p>

Item	Subject	Action
5.	Review Q3 complaints data Mears – not reviewed in meeting	-
6.	Review Q3 data for Mears Group – not reviewed in meeting	-
7.	New Heating Report data for SCDC – not reviewed in meeting	-
8.	Housing News – not discussed in meeting	-
9.	<p>A.O.B</p> <p>PH – suggests focusing on any areas that are not improving. GC concurs.</p> <p>PB – how much input will be given from tenants for the renewal of Mears contract? PC replied that the plan is to share a roadmap to putting contracts in place and give tenants an opportunity to be involved in the process.</p>	-

Date, time, and venue of the next meeting:

Thursday 3 June 2021, 1:00 pm – 4:00 pm.

Venue – Zoom (Virtual meeting)

The meeting ended at 4pm.

5. Matters Arising

5.1 Minute of the previous meeting – Invitations to Training (item 2)

Action: Jennifer Perry was requested to send our invitation to the training session on improving delivery of information.

Report back: Invitations were sent on 16 March 2021 and training on Reviewing performance by Yvonne Davies, was held on 30 March 2021.

5.2 Empty properties (Item 3)

Action: Debbie Barrett to reiterate to housing officers about being flexible for tenants' circumstances.

Report back: Debbie Barrett discussed this with her team at a meeting on 24 March 2021. For noting.

Action: Debbie Barrett to reiterate to housing officers the importance of reminding tenants that they are able to change their utility contracts.

Report back: Debbie Barrett discussed this with her team at a meeting on 24 March 2021. The team advised that they always advise tenants that they have the option to change suppliers. For noting

Action: Debbie Barrett to return to the issue of Wickes vouchers and problems redeeming remotely.

Report back: Debbie Barrett discussed this with her team, and they advised that they have not found that this has presented a problem to too many people.

Action: Geoff Clark to organise working groups for relets, fittings and furnishings removals.

Report back: Due to current workload demands, we have been unable to set up a working group.

Action: Debbie Barrett to provide a FAQ document once questions on relets have been received from the panel.

Report back: Debbie Barrett advised that she had not received any questions. For noting.

Action: Debbie Barrett to reiterate to housing officers that they need to clearly explain the rules and conditions of tenancy to tenants.

Report back: Debbie Barrett discussed this with her team at a meeting on 24 March 2021 and the officers said that they always go through the important elements of the Tenancy Agreement. She is attending refresher session meetings with Estate Officers to ensure that they are confident as to what needs to be explained to new tenants. For noting.

Action: Debbie Barrett to discuss the attitude issues of the housing officers with Margaret Wilson.

Report back: Debbie Barrett has contacted Margaret Wilson. We are awaiting feedback.

Action: Debbie Barrett to create a Top 10 checklist for tenants when moving into their property.

Report back: Debbie Barrett advised that she is currently reviewing the checklist. For noting.

Action: Wayne Newman to investigate the damp and mould problems at Ffion Daniels' home.

Report back: The property was visited to investigate the issues with the damp and mould. Improvement works are to be carried out to the kitchen and bathroom to remedy the issues.

5.3 Review Q3 data for affordable homes performance (Item 4)

Action: Geoff Clark to investigate reports of unprofessionalism from Mears contractor.

Report back: The contractor was Clearview and the employee in question has left the business.

Action: Peter Campbell to provide an update on responsive repairs and Mears contract.

Report back: A working group has been set up and they met on 13 May 2021.

Action: Geoff Clark to invite a member of the Revenues and Benefits team to the meeting.

Report back: A member of the Revenues and Benefits team will be invited to the meeting in September.

6. Standing Items

6.1 Mears Group – Review of Annual Data

Mark Flint to report.

Mears April 20 - March 21

Key Performance Indicators (KPIs)	Target	Q4	Q1	Q2	Q3	Year End	Comments & Benchmarking where available
	2020/21	Jan - Mar	Apr - Jun	Jul - Sep	Oct-Dec		
% of responsive repair jobs completed within their timescales - Emergency	98%	98.12% (1255/1279)	98.16% (852/868)	98.49 % (1042/1058)	96.65% (1153/1193)	97.82%	Q3 failures predominantly attended or reported as attended late by subcontractors. All have also been impacted on Covid regarding operatives isolating.
% of responsive repair jobs completed within their timescales – Routine	95%	85.07% (1060*1249)	69.52% (260/374)	90.04 % (1691/1878)	86.81% (1323/1524)	86.20%	There was a dramatic reduction in routine repairs carried out during the first quarter. This was due to Lockdown and Covid-19 restrictions. SCDC instruction given to carry out only Emergency and “Essential/Urgent” repairs. This was then reinstated following lockdown in January. Follow-on works identified at emergencies raised only to be attended one restrictions lifted, resulting in jobs banked and aging.
% of appointments kept	95%	95.54% (1713/1793)	99.44% (1235/1242)	97.21% (2366/2433)	97.84% (2170/2218)	97.37%	
% repairs completed at the first visit	85%	95.21% (2047/2150)	98.04% (1103/1125)	95.38% (1797/1884)	92.28% (2221/2381)	95.07%	
Average number of days to complete a responsive repair	12	14	9	23	15	15	GM to elaborate regarding effects of Covid including reverting to emergencies only, operatives isolating and impact on sourcing materials. In addition a number of suppliers have also experienced issues with office and operatives needing to self isolate since the outbreak of the pandemic. Jobs banked up due to completing emergencies only.
% all re-lets completed on time	95%	37.84% (28/74)	68% (34/50)	30.67% (23/75)	32% (24/75)	39.78%	Re-lets have been impacted by Covid-19. Issues sourcing materials, which has had a knock on effect on jobs issued since. Restricted RAMS in place following Covid-19 (reduced operatives allowed on site) which are still in place. Re-let priorities were revised in 2019, which moved to priorities applied based on value. This appears to have had an impact in the results produced. Many of the jobs now identified as 10 day priority would have been allocated with a 20 day priority previously. Mears GM has held talks with SCDC to revert back to contractual priorities.

6.2 SCDC – Review of Annual Performance Data

Grace Andrews to report.

Affordable Homes Performance April to March 2020 / 2021

Trend against target: **Green** = within target; **Amber** = outside target **Trend on previous quarter:** Improved; Declined; Maintained

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

Key Performance Indicators (KPIs)	Target 2020 / 2021	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comments & Benchmarking where available
AH212 – £s Spend on B&B Monthly (cumulative)	See targets Appendix 1 p14 Actual spend per quarter	April £8,320 May £26,873 June £40,327 = £40,327	July £63,646 August £77,389 September £106,155 = £65,828	October £132,289 November £159,026 December £191,135 = £84,980	January £217,965 February £233,316 March £259,262 = £68,127	Amber Declined	See Appendix 1
AH215 – % Successful Homeless preventions as a proportion of all homelessness cases closed (year to date)	50%	51.90%	53.45%	50.5%	57.1%	Green Improved	-
SH375 – Average SAP (EPC) rating of self-contained general needs dwellings Quarterly	70.00	See comment	77.2	77.7	Awaiting data	-	See Appendix 1
AH211 – Average days to re-let Housing stock Monthly	17 days or less	April - 12.00 May - 90.00 June - 98.50	July - 77.50 August - 79.00 September - 106.00	October - 65.00 November - 52.00 December - 58.00	January - 84.00 February - 56.00 March - 52.00	Amber Improved	See Appendix 1

Affordable Homes Performance April to March 2020 / 2021

Key Performance Indicators (KPIs)	Target 2020 / 2021	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comments & Benchmarking where available
Numbers of re-lets Housing stock Quarterly (Linked to PI above AH211)	N / a	13	60	45	44	-	See Appendix 1
AH204 – % satisfaction with responsive repairs Quarterly	97% or above	See comment	See comment	87.95	86.66	Amber Declined	See Appendix 1
SH332 – % Emergency repairs attended within 24 hours - Monthly	98% or above	April - 97.32 May - 99.80 June - 86.50	July - 96.28 August - 99.29 September - 98.59	October - 96.79 November - 97.06 December - 96.04	January - 96.64 February - 98.53 March - 99.30	Green Improved	See Appendix 1
AH224 – Number of new build council house completions – Quarterly (year to date)	42 at year end	10	0	18	43	-	See Appendix 1
AH228 – Number of self-build sites sold – Quarterly (year to date)	13 at year end	0	0	1	0	-	See Appendix 1

Affordable Homes Performance April to March 2020 / 2021

Trend against target = **Green** within target; **Amber** outside target Trend on previous quarter = Improved; Declined; Maintained

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

Local Performance Indicators (LPis)	Target 2020 / 2021	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comment
AH216 – Number of households assisted through Shire Homes Lettings – Cumulative – Quarterly (year to date)	40	5 Self-contained 6 HMO = 11	10 Self-contained 7 HMO = 17	19 Self-contained 7 HMO = 26	23 Self-contained 11 HMO = 34	-	-
SH336 – Uncompliant gas installations Monthly	0.00	April – 2.00 May – 12.00 June – 17.00	July – 4.00 August – 1.00 September – 0.00	October – 0.00 November – 1.00 December – 0.00	January – 0.00 February – 2.00 March – 2.00	Amber Maintained	See Appendix 2
SH352 – % traveller pitch fee collected Monthly	90%	April – 97.98 May – 88.65 Jun – 89.89	July – 90.50 August – 93.14 September – 92.97	October – 90.42 November – 84.30 December – 84.30	January – 86.30 February – 86.70 March – 94.70	Green Improved	See Appendix 2
SH363 – % vacant but available to let Quarterly	0.50%	1.26	1.37	1.27	1.25	Amber Improved	See Appendix 2
Number of vacant but available to let Quarterly (linked to PI above SH363)	-	66	72	67	66	-	See Appendix 2
SH364 – % vacant but unavailable (Annual)	0.50%	N / A	N / A	N / A	0.38	Amber Declined	See Appendix 2

Affordable Homes Performance April to March 2020 / 2021

Local Performance Indicators (LPis)	Target 2020 / 2021	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comment
Number of vacant but unavailable (Annual) (Linked to above PI SH364)	-	N / A	N / A	N / A	20	-	See Appendix 2
SH368 – % rent arrears Quarterly	2.00%	1.89	2.03	See comment	2.19	Amber Declined	See Appendix 2
SH369 – % rent loss from empty houses (cumulative)	3.00%	0.32	0.75	Awaiting data	Awaiting data	-	See Appendix 2
£ spent on rent loss from empty houses (cumulative) (Linked to PI above SH369)	Estimated Annual Debit £27,000,000.00	£86,132	£203,270	See comment	Awaiting data	-	See Appendix 2
SH376 – % tenants satisfied with the re-let service (year to date) Quarterly	85% or above	See comment	83%	92%	91%	Green Declined	See Appendix 2
SH374 – % non-decent council homes Quarterly	5.00%	See comment	7.5%	7.99%	Awaiting data	-	See Appendix 2

Affordable Homes Performance April to March 2020 / 2021

Local Performance Indicators (LPis)	Target 2020 / 2021	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comment
SH344 – % Customer satisfaction with the condition of new home (year to date) Quarterly	85% or above	See comment	92%	96%	94%	Green Declined	See Appendix 2
SH327 – % of repair appointments kept Monthly	95% or above	April – 93.52 May – 92.68 June – 93.30	July - 96.72 August – 96.32 September – 97.04	October - 97.01 November - 93.87 December - 93.26	January – 94.40 February – 96.14 March – 96.38	Green Improved	See Appendix 2
SH330 – % routine repairs within target timescales - Monthly	95% or above	April - 96.80 May - 97.40 June - 51.67	July - 71.38 August - 81.76 September - 83.27	October - 90.00 November - 84.40 December - 85.08	January – 85.74 February – 88.95 March – 80.27	Amber Decline	See Appendix 2
HS3 Number of parishes exploring the potential for delivering affordable housing on exception site	Quarterly T 10; I 6	20	Information not currently available due to change in staffing – to be reported in Q.3	13 villages	Awaiting data	-	See Appendix 2

Affordable Homes Performance April to March 2020 / 2021

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

Management Info	Frequency	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Comment
AH210 – Total number of presentations including advice only cases	Quarterly	165	200	203	299	-
AH213 – Number of Homeless applications	Quarterly	106	101	102	122	-
AH208 – Number of Homeless preventions	Quarterly	41	51	54	52	-
AH214 – Number of Homeless acceptances	Quarterly	15	26	30	23	-
AH203 – Numbers in temporary accommodation	Quarterly	61	62	64	59	See Appendix 3
AH219 – Number of properties within Shire Homes – Cumulative	Quarterly	5 Self-contained 6 HMO = 11	11 Self-contained 7 HMO = 18	16 Self-contained 7 HMO = 23	19 Self-contained 11 HMO = 30	-
AH217 – Number of cases where Universal Credit is a factor	Quarterly	0	3	5	4	-
AH218 – Numbers on the housing register	Quarterly	1,441	1,497	1,663	1,667	-
AH220 – Number of lettings to Band A	Quarterly	16	53	56	63	See Appendix 3
AH221 – Number of lettings to Band B	Quarterly	24	54	62	53	See Appendix 3

Affordable Homes Performance April to March 2020 / 2021

Management Info	Frequency	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Comment
AH223 – Number of HRA properties that have been empty for over 4 months	Quarterly	12	28	22	30	See Appendix 3
HS1 Number of homes granted planning permission for essential local workers	Quarterly	0	0	1,500	Awaiting data	See Appendix 3
HS2 Number of homes granted funding via Combined Authority	Quarterly	0	0	40	Awaiting data	-
HS4 Number of new affordable homes on rural exception sites given planning permission each year	Annually	26	0	30	Awaiting data	See Appendix 3
HS5 Number of new affordable homes built on rural exception sites each year	Annually	0	0	28	Awaiting data	See Appendix 3
HS6 Percentage of planning consultations responded to within 21 days	Quarterly	65%	99%	100%	Awaiting data	See Appendix 3

Affordable Homes Performance April to March 2020 / 2021

Management Info	Frequency	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Comment
HS7 Number of households supported to improve the energy efficiency of their home through Housing Repairs & Adaptation Grants (Cumulatively)	Quarterly	Completed 1 Heating grant Approved 3 Heating & 3 Windows Pipeline 1 Heating & 1 Windows	Completed 5 heating grants 1 window grant 1 Insulation grant Approved 3 Heating 2 Windows Pipeline 5 heating (pre-approval) 4 windows	Completed 11 heating grants 2 window grants 1 Insulation grant Approved 4 Heating 3 Windows Pipeline 5 heating (pre-approval) 2 windows	Completed 12 heating grants 3 window grants 1 Insulation grant Approved 4 Heating (awaiting start) 3 Windows Pipeline 4 heating (pre-approval) 8 windows	Changing systems from Flare to Tascomi
HS8 Number of tenant hours volunteered for tenancy engagement	Quarterly	See comments	See comments	See comments	See comments	See Appendix 3
HS9 Number of services changed, implemented, or withdrawn during the year as a result of resident involvement	Annually	N / a	N / a	N / a	See comments	See Appendix 3
HS10 Number of residents / service users involved in formal / informal consultation groups (including digital)	Quarterly	See comments	See comments	See comments	See comments	See Appendix 3

Affordable Homes Performance April to March 2020 / 2021

Management Info	Frequency	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Comment
AH229 – Number of self-build planning permissions granted on HRA land (available to purchase) (year to date)	Quarterly	0	0	0	0	See Appendix 3
AH225 – Number of new build council houses currently started on site (year to date)	Quarterly	0	3	0	9	See Appendix 3

Appendix 1

Comments & Benchmarking where available

AH212 – £s Spend on B&B Monthly (cumulative)

The trend reflects actual spend per quarter.

The council's B&B expenditure targets were 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 continuing to increase as housing providers return to 'business as usual'. Throughout the initial 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 Home-Link. 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, including the current and any future lockdowns, accommodating rough sleepers and changes in household finances. It is not therefore possible to provide any guarantee when a reduction will occur." Housing Advice and Options staff continue to explore options to increase the accommodation and support available to rough sleepers, including the submission of funding bids to MHCHLG where appropriate.

AH212 – £s Spend on B&B Monthly (cumulative) – Table shows Targets and Interventions

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

SH375 – Average SAP (EPC) rating of self-contained general needs dwellings Quarterly

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 WC 16 / 11, 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.

Q3 and Q4 – Data is being pulled from reports generated from the New Orchard system, there have been some issues with implementation of the system which is still in progress and will continue to review the reports and Data to ensure it is generating the correct information.

AH211 – Average days to re-let Housing stock – Monthly

Commentary for March / year end: In January Mears lost the services of 2 multi trade employees who were working on empty properties at short notice, at the same time they also lost the services of a sub-contractor. This has significantly affected Mears ability to complete specified

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works to our empty properties in the time frames we have agreed. These reduced physical resources and the Covid safety measures that were in place for the first 3 months of the year have contributed to increased average re-let times.

We have employed the services of an additional contractor and Mears have now completed the recruitment of new tradespersons to replace those that left the business. We therefore expect to see average re-let times reduce over the next few months.

For 2020 / 2021 Quarterly commentary see below:

Commentary for Q4:

February 2021

We are still experiencing a high number of empty properties being returned to us that need a clean, waste and possessions removing and decoration as part of the work required before we can re-let the property. We have implemented some temporary measures to help deal with this whilst we are in Lockdown and our normal pre-termination process is not possible. We are also working with tenant groups to look at ways of strengthening our pre-termination process which will be implemented when working practises return to normal.

Mears are still struggling with physical resources following the departure of a couple of team members before Christmas and also, a sub contractor where their main focus of work was maintenance to our empty properties. As an interim measure we have agreed to move some of our properties onto a separate contractor.

January 2021

In addition to the difficult conditions ourselves and our contractors are continuing to work under due to the Covid-19 restrictions placed upon us, all of the properties let in this month became void before Christmas. This means they would of all had additional time in the void period due to our contractors not working for the best part of 2 weeks over Xmas / New Year.

Further analysis has shown that a great number of properties being returned to us at the present time need a clearance and clean before void works can start. Then as part of the works that are required before they can be re-let, we are also having to decorate many rooms. All of which causes delay to the length of time a property remains empty.

We are still continuing to complete pre-termination inspections where practical, but it appears the messages we are delivering around making sure a property is returned to us in the same condition it was let, are not getting through. The fact we are seeing unwanted possessions and

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waste left in properties when keys are being handed back, may well be influenced again by the current Lockdown restrictions we have in place. Access to support from friends / family, not being able to travel to dispose of items, limited access to household waste centres, and access to essential cleaning and decorating materials, may well be having a negative effect on what we are seeing.

To help mitigate against this we are reviewing our pre-termination process and thinking about the wording and content around what we say. We have also spoken with tenant and leaseholder representatives on our Housing Performance Panel and asked them to think about how we can bring about positive change to what we are experiencing.

Commentary for Q3:

We have seen a steady improvement in void turn around times in this quarter. The figure for December increased slightly compared to November as this is a period of the year where we have to be sympathetic to the needs of the customer over the festive period. With some businesses closing down that would invariably support the customer by helping them move or fit flooring for example we show more leniency with tenancy start dates.

Properties let in this period would of included the last remaining few that had extended void times due to the first lockdown. This is when Government Guidance said that we should not let any properties for a period of time.

The figures for this period continue to be set against a backdrop of working in the Coronavirus pandemic, a new Tier system and a further Lockdown. This means processes that we follow to terminate a tenancy, complete maintenance work whilst it is empty, allocate the property and then let it to a new tenant are often done in challenging circumstances and sometimes with limited resources. These factors combined mean that the period of time one tenancy ends and another one starts is longer than we would normally see.

Commentary for Q1 & Q2:

- 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.

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- From the end of March to the 12 June, no general needs properties were advertised and for sheltered accommodation it was from the end of March until 1 August.
- This means that some properties let in September have a minimum of 3 months additional void period for general needs and for sheltered accommodation its 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 makes 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 past 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 effected.

Affordable Homes Performance April to March 2020 / 2021

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 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.

Its likely that void turn around 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 turn around times start to fall in the new year.

[Numbers of re-lets Housing stock Quarterly \(Linked to PI above AH211\)](#)

Added due to feedback received from the Housing Performance Panel

[AH204 – % satisfaction with responsive repairs – Quarterly](#)

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

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Q3 and Q4 - satisfaction pre covid-19 was collected via handheld devices. Mears have been trialling satisfaction via SMS since August 2020.

Data now available and entered for Q3. Below shows number of satisfied surveys received back / total number of surveys sent out per month stated (22% average response rate):

October – 197 / 222

November – 210 / 235

December – 178 / 207

January – 239 / 261

February – 255 / 294

March – 216 / 254

SH332 – % Emergency repairs attended within 24 hours – Monthly

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

Q3 – Due to further lock-downs and staff shortages, emergency repairs have been the main works being carried out.

AH224 – Number of new build council house completions – Quarterly (year to date)

There are a further 45 properties scheduled for completion in Quarter 4. We will exceed the target of 42 and will have completed 73 new build council houses in 2020 / 2021.

12 April 2021 – properties have been completed in Q4. The number of new build council house completions for the year end 2020 / 2021 is 71 which exceeds the target of 42.

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AH228 – Number of self-build sites sold – Quarterly – (year to date)

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 Q2 but Fowlmere site sold early October so will appear in Q3. Expected sale of Ickleton site fallen through.

12 April 2021 – The Duxford site will be marketed soon.

Appendix 2

Comments

SH336 – Uncompliant gas installations – Monthly

- **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
- **September** – Back on track following covid-19 no accesses / and legal action
- **November** – We had 1 property go out of compliance for a few days during November but it was compliant before month end.
- **February** – due to COVID related matters
- **March** – due to COVID -19 Shielding

SH352 – % traveller pitch fee collected – Monthly

- **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 UC

SH363 – % vacant but available to let Quarterly

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.

SH364 – % vacant but unavailable (Annual)

Trend has declined on comparison on same time last year (April – March 2019 / 2020 = 0.21%)

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[Number of vacant but available to let Quarterly \(linked to PI above SH363\)](#)

Added due to feedback received from the Housing Performance Panel

[Number of vacant but unavailable \(Annual\) \(Linked to above PI SH364\)](#)

Added due to feedback received from the Housing Performance Panel

[SH368 – % rent arrears – Quarterly](#)

Q3 data unavailable due to the migration to the new Orchard system, reports were removed and 3C / ICT are still currently still working on reinstating them

[SH369 – % rent loss from empty houses \(cumulative\)](#)

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

(Q1 amended from 0.24 to 0.32 – Q2 remains the same)

Q3 and Q4 data currently unavailable due to the migration to the new Orchard system, reports were removed and 3C / ICT are still currently still working on reinstating them

[£ spent on rent loss from empty houses \(cumulative\) \(Linked to PI above SH369\)](#)

Added due to feedback received from the Housing Performance Panel

Q3 and Q4 data unavailable due to the migration to the new Orchard system, reports were removed and 3C / ICT are still currently still working on reinstating them

[SH376 – % tenants satisfied with the re-let service \(year to date\) Quarterly](#)

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

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SH374 – % non-decent council homes Quarterly

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 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.

Q3 and Q4 Data is being pulled from reports generated from the New Orchard system, there have been some issues with implementation of the system which is still in progress and will continue to review the reports and Data to ensure it is generating the correct information.

SH344 – % Customer satisfaction with the condition of new home (year to date) Quarterly

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

SH327 – % of repair appointments kept Monthly

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)

Q3 – Due to further lockdowns and staff shortages, emergency repairs have been the main works being carried out.

SH330 – % routine repairs within target timescales – Monthly

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

Q3 – Due to further lockdowns and staff shortages, emergency repairs have been the main works being carried out.

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HS3 Number of parishes exploring the potential for delivering affordable housing on exception site

- Actively working with Parish / RP = 3 villages
- Undertaking Housing Needs Survey – 4 villages
- At Pre-App Stage = 3 villages
- Awaiting Planning Decision = 2 villages
- Received Planning Permission = 1

Appendix 3

Comments

AH203 – Numbers in temporary accommodation

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

AH220 – Number of lettings to Band A

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

AH221 – Number of lettings to Band B

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

AH223 – Number of HRA properties that have been empty for over 4 months

Please note this has been updated as calculated on empty over 3 months instead of over 4 months in error.

HS1 Number of homes granted planning permission for essential local workers

S.106 completed securing 1500 homes for the Wellcome Trust Campus workers.

HS4 Number of new affordable homes on rural exception sites given planning permission each year

- Eltisbury – adjacent Pond, Potten End – 9 affordable and 3 private
- Great Shelford – Mores Meadow – 21 affordable

HS5 Number of new affordable homes built on rural exception sites each year

- Hurdleditch Road, Orwell – 20 homes
- Sawston, John Huntingdons Charity – 4 homes
- Burton End, West Wickham – 4 homes

HS6 Percentage of planning consultations responded to within 21 days

Q2. – 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

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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.

HS8 – Number of tenant hours volunteered for tenancy engagement

Below are new ways we are measuring tenancy engagement:

Engagement via email & social media	Q1	Q2	Q3	Q4
Tenant email contact – successfully sent (out of approx. 7,500 tenants)	1,971	6,340	5,005	5,084
Online version of newsletter	Viewed = 926 'Deep read' = 243	Viewed = 545 'Deep read' = 211	Viewed = 652 'Deep read' = 128	Viewed = 2,518 'Deep read' = 131
Face book – total engagement (someone who has clicked read more, followed a link, shared, or reacted to a post)	5,613	5,613	4,007	773 We reduced the number of Facebook posts in the last quarter to focus on tenant specific posts – this has impacted on the numbers
Other engagement:	-	-	-	-
Volunteer hours	7 (due to Covid-19)	20	150	66
Meetings held	0	0	10	suspend tenant meetings due to covid-19
Estate visits completed	2	5	0	-

HS9 Number of services changed, implemented, or withdrawn during the year as a result of resident involvement

- Implemented a new Resident Involvement Framework
- Established Housing Performance Panel to scrutinise the service performance
- Held elections for a new Housing Engagement Board
- Dissolved the Tenant Participation Group, the leaseholder forum and sheltered housing
- Re-started formal estate inspections
- Created a Tenant Facebook page

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- Created monthly e-newsletters
- Created printed monthly newsletters for Sheltered Housing tenants

HS10 Number of residents / service users involved in formal / informal consultation groups (including digital)

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.

AH229 – Number of self-build planning permissions granted on HRA land (available to purchase) (year to date)

Sale of Ickleton site fallen through and will need to re-submit outline planning application before re-advertising. Three sites being prepared for sale in Duxford, Sawston and Bassingbourn. None granted in Q3 but four sites actively going through pre-app and 3 currently with planning for Outline. Ongoing delays with obtaining pre-app advice from Planning causing further delays. Other sites still being prepared and pushed through planning process. Expecting next outline decisions on Weston Colville (re-application), Linton and Lt Gransden – all currently with planning.

12 April 2021 – No planning approvals in Q4, there are, a number of outline planning application which are, awaiting decision but suffering delays by Planning

AH225 – Number of new build council houses currently started on site (year to date)

Two new affordable housing schemes have been added to the pipeline of delivery these are in Meldreth and Melbourn. These schemes are expected to start on site in Q1 2021 / 2022.

12 April 2021 – The Melbourn scheme for 9 dwellings started on site in Q4. And a scheme for 12 dwellings in Swavesey was added to the development pipeline when it was approved by Cabinet in March 2021.

6.3 SCDC – Comparison of Previous Years Key Data

Grace Andrews to report.

Affordable Homes Performance 2018 / 2019 – 2020 / 2021 Annual Comparisons

(note: 2018 / 2019 had less performance measures)

We are providing a comparison of some of the key data across three years. Last year was an exceptional year, and like other councils, the pandemic impacted our performance. We have had significant challenges including, the whole council changed to working remotely overnight. The Council and our Contractors continued to follow government guidance during lockdown. This meant very restricted access to tenants' homes, additional PPE requirements and the need to maintain appropriate social distancing.

During Covid we took on additional responsibilities including:

- Contacting 3,500 tenants to see if they needed support, and continuing contact with those who asked
- 16 rough sleepers were accommodated as the council took part in a Government scheme during the Pandemic
- 827 residences were registered in the community lifeline support
- Coordinated with village groups, to support residences
- Provide emergency food parcels
- 183 Support visits
- Helped with Test and Trace, making in-person contact when needed
- Contacted local business to inform them of grants

During this time, we were also transitioning to a new, integrated housing software management system.

The housing team worked to minimise the impact on our tenants, while supporting our most vulnerable tenants.

Affordable Homes Performance 2018 / 2019 – 2020 / 2021 Annual Comparisons

(note: 2018 / 2019 had less performance measures)

Trend = Green within target; Amber outside target; ↑ Improved ↓ Declined ↔ Maintained

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

Key Performance Indicators (KPIs)	Target 2020 / 2021	2018 / 2019 Annual	2019 / 2020 Annual	2020 / 2021 Annual	Comments	Trend from previous year
AH212 – £s Spend on B&B Monthly (cumulative)	Quarter £4,750 Annual = £19,000	£12,922	£14,472	£68,127	More demand for our limited supply of single accommodation, as due to the pandemic single people were unable to stay with others	↓
AH215 – % Successful Homeless preventions as a proportion of all homelessness cases closed	50%	-	56.25%	53.24%	-	↓
SH375 – Average SAP (EPC) rating of self-contained general needs dwellings	70.00	76.30	76.81	Awaiting data	-	-
AH211 – Average days to re-let Housing stock	17 days or less	18.25	22.66	69.17	-	↓
AH204 – % satisfaction with responsive repairs	97% or above	98.30%	97.81%	97.81	-	↓
SH327 – % of repair appointments kept	95% or above	96.34%	96.33%	95.03%	-	↓
AH216 – Number of households assisted through Shire Homes Lettings	40	n/a	61	34	-	↓

Affordable Homes Performance 2018 / 2019 – 2020 / 2021 Annual Comparisons

(note: 2018 / 2019 had less performance measures)

Key Performance Indicators (KPIs)	Target 2020 / 2021	2018 / 2019 Annual	2019 / 2020 Annual	2020 / 2021 Annual	Comments	Trend from previous year
SH336 – Uncompliant gas installations	0.00	0	4	41	Due to the pandemic, tenants were self-isolating which delayed testing, as well where we had to take legal action, all were brought into compliance within a short period of time	↓
SH363 – % vacant but available to let	0.50%	-	0.59%	1.28%	Due to restrictions during pandemic	↓
SH368 – % rent arrears	2.00%	1.52%	1.75%	2.03%	3 Qtr 2020 / 2021 not included due to migration to Orchard	↓
SH376 – % tenants satisfied with the re-let service	85% or above	95.5%	88.00%	88.66	-	↑
SH374 – % non-decent council homes Quarterly	5.00%	-	4.68%	7.74%	Q 1 – 3 average – awaiting 2020 / 2021 4 qtr data	↓
SH332 – % Emergency repairs attended within 24 hours	98% or above	89.07	97.72%	96.84%	-	↓
SH330 – % routine repairs within target timescales	95% or above	-	94.79%	83.06%	When allowed this service was suspended at times due to pandemic restrictions	↓

Affordable Homes Performance 2018 / 2019 – 2020 / 2021 Annual Comparisons

(note: 2018 / 2019 had less performance measures)

Housing Options & Advice; Housing Management & Property Services; Housing Strategy Services

Management Info	2018 / 2019 Annual	2019 / 2020 Annual	2020 / 2021 Annual	Comment
AH203 – Numbers in temporary accommodation	50	50	59	Final number in accommodation at the end of the financial year
AH208 – Number of Homeless preventions	76	258	198	Note that 2019 / 2020 numbers are higher due to the data collected included triage – not all cases went on to make a homeless application
AH213 – Number of Homeless applications	-	763*	431	See comment above
AH214 – Number of Homeless acceptances	-	96	94	-
AH218 – Numbers on the housing register	-	1,330	1,667	Due to people losing, jobs being furloughed during pandemic
AH223 – Number of HRA properties that have been empty for over 4 months	-	32	92	-
HS5 Number of new affordable homes built on rural exception sites each year	30	40	28	Q1 – 3 – awaiting Q4 numbers
HS8 Number of tenant hours volunteered for tenancy engagement	-	839	243	Due to covid restricting in person meetings and introducing new framework

Affordable Homes Performance 2018 / 2019 – 2020 / 2021 Annual Comparisons

(note: 2018 / 2019 had less performance measures)

Volume of Complaints

Stage	2018 / 2019	2019 / 2020	2020 / 2021
Stage 1	81	61	100
Stage 2	7	8	11
Stage 3	4	4	1

Complaints by HouseMark Category

Category	2018 / 2019 %	2019 / 2020 %	2020 / 2021 %
Allocations	20%	10%	9%
ASB	2%	7%	6%
Estate Services	0%	4%	4%
Rent & Services	0%	0%	0%
Repair & Maintenance	58%	40%	44%
Staff & Customer Service	10%	20%	20%
Tenancy Management	5%	10%	9%
Other	5%	10%	9%

Complaints

Financial year	Number of R&M complaints received	Total complaints received that year	% of R&M complaint to total complaints	Number of repairs appointments kept	% of R&M complaint to appts kept	Number of repairs appointments made	% of R&M complaint to appts made
2018 / 2019	47	81	58%	11,177	0.42%	11,794	0.40%
2019 / 2020	30	61	49%	12,071	0.25%	12,567	0.24%
2020 / 2021	52	100	52%	8,646	0.60%	9,096	0.57%

6.4 Relets

Geoff Clark to report.

6.5 SCDC – Review of Annual Complaints Data

Grace Andrews to report.

Affordable Homes Complaints Performance

April 2020 - March 2021

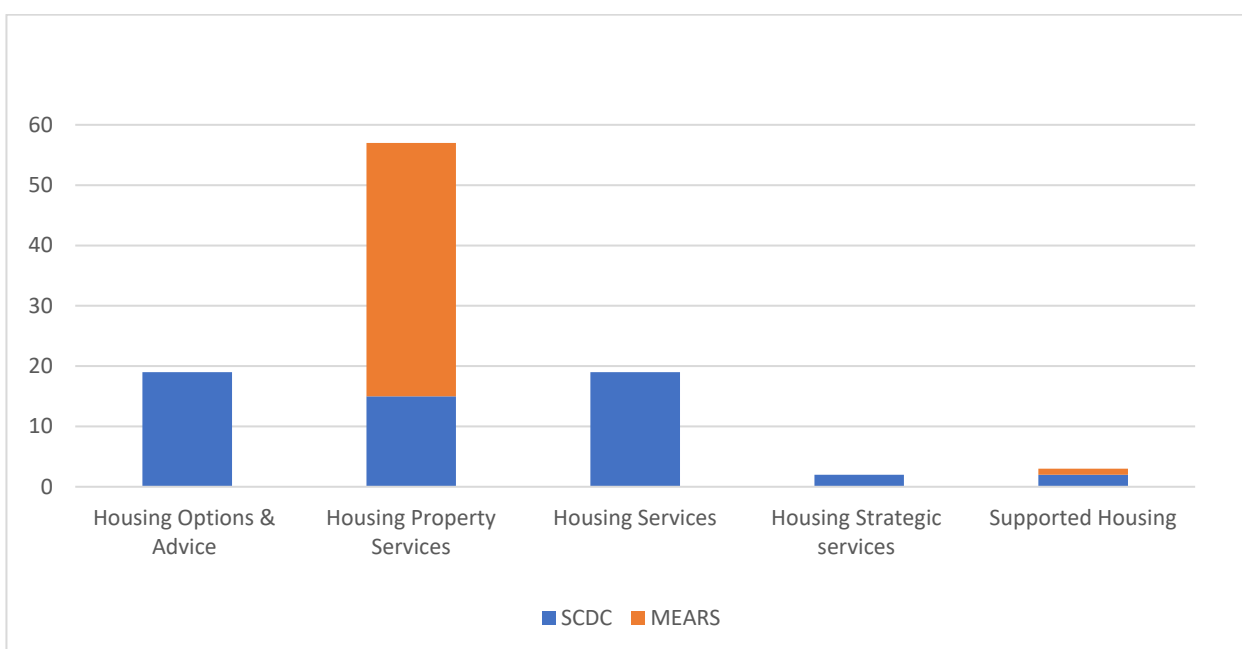
Comparison with previous years

Financial year	Total Number of stage 1 complaints	Total Number of stage 2 complaints	Total Number of stage 3 complaints	Total number of properties end of year General Needs and Housing for older people (GN & Hfop)	% of stage 1 complaints to properties
2020 / 2021	100	11	1	5,287	1.9%
2019 / 2020	61	8	4	5,246	1.2%
2018 / 2019	81	7	4	5,244	1.5%
2017 / 2018	77	3	2	5,237	1.5%
2016 / 2017	64	2	0	5,265	1.2%
2015 / 2016	79	3	0	5,251	1.5%
2014 / 2015	91	7	1	5,286	1.7%
2013 / 2014	89	5	0	5,308	1.7%

Volume of Complaints

2020 / 2021	Q1 April - June	Q2 July - September	Q3 October - December	Q4 January - March	YTD totals
1 = Expression of dissatisfaction that is not able to be resolved at first contact so requires investigation and response from Service Manager	13	15	43	29	100
2 = Unresolved at stage 1 so investigation required by Head of Service	3	2	2	4	11
3 = Housing Ombudsman	0	1	0	0	1

Volume by service area



Complaints by SCDC Category

Category	Q1 Total	%	Q2 Total	%	Q3 Total	%	Q4 Total	%	YTD totals
Lack of communication	0	0	2	12%	8	17%	1	3%	11
Failure to act	3	19%	2	12%	15	33%	4	12%	24
Service Delivery	4	25%	2	12%	7	16%	9	27%	22
Not understanding processes	4	25%	1	6%	5	11%	6	18%	16
Staff Conduct	0	0	5	29%	3	7%	2	6%	10
Misinformation	2	13%	0	0	1	2%	3	9%	6
Charges	1	6%	1	6%	0	0	1	3%	3
Other	2	13%	4	23%	6	13%	7	21%	19

Complaints by HouseMark Category

Category	Q1 Total	%	Q2 Total	%	Q3 Total	%	Q4 Total	%	YTD totals
Allocations	6	37%	1	5%	3	7%	7	21%	17
ASB	0	0	0	5%	4	9%	1	3%	5
Estate Services	0	0	1	5%	0	0	0	0	1
Rent & Services	0	0	0	0	0	0	0	0	0
Repair & Maintenance	6	37%	6	34%	24	53%	16	48%	52
Staff & Customer Service	0	0	5	28%	7	16%	2	6%	14
Tenancy Management	2	13%	2	11%	3	7%	2	6%	9
Other	2	13%	2	11%	4	9%	5	15%	13

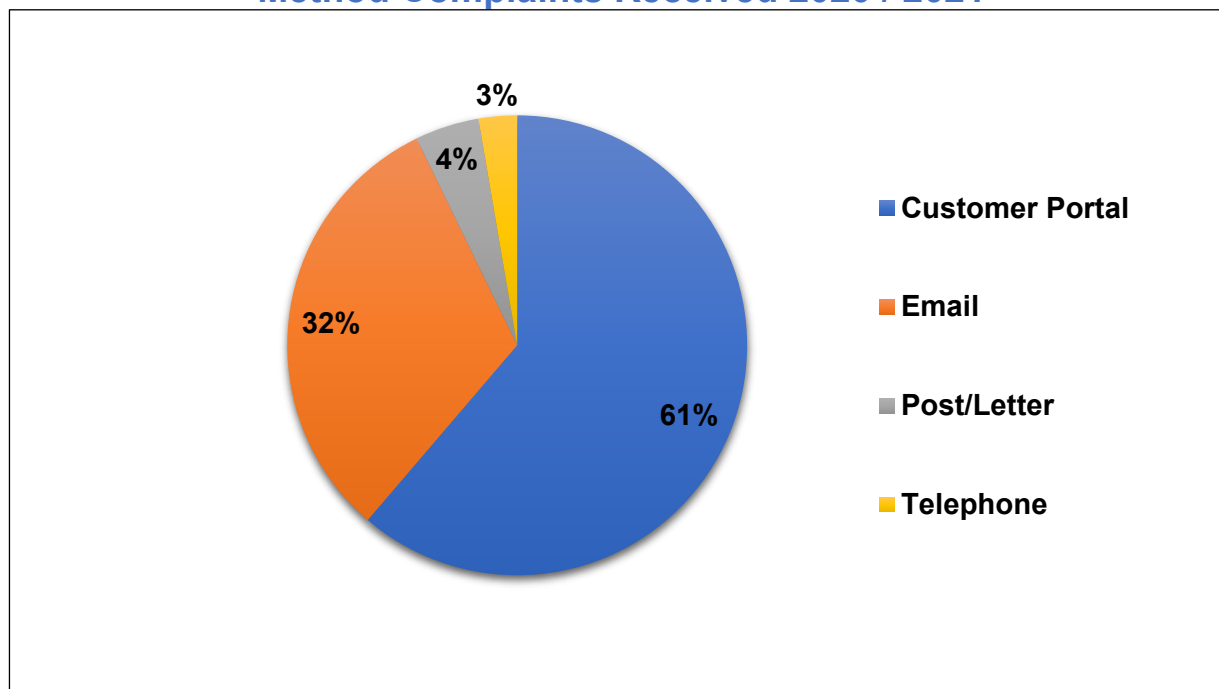
The categories with the highest volumes are Failure to Act' Service Delivery and Repair & Maintenance

Below we look at Repair & Maintenance year to date volume to Repair & Maintenance appointments kept and made

YTD Volume of complaints by category 'Repair & Maintenance'	YTD number of appointments kept	% of complaints to appointments kept
52	8,646	0.60%

YTD Volume of complaints by category 'Repair & Maintenance'	YTD number of appointments made	% of complaints to appointments made
52	9,096	0.57%

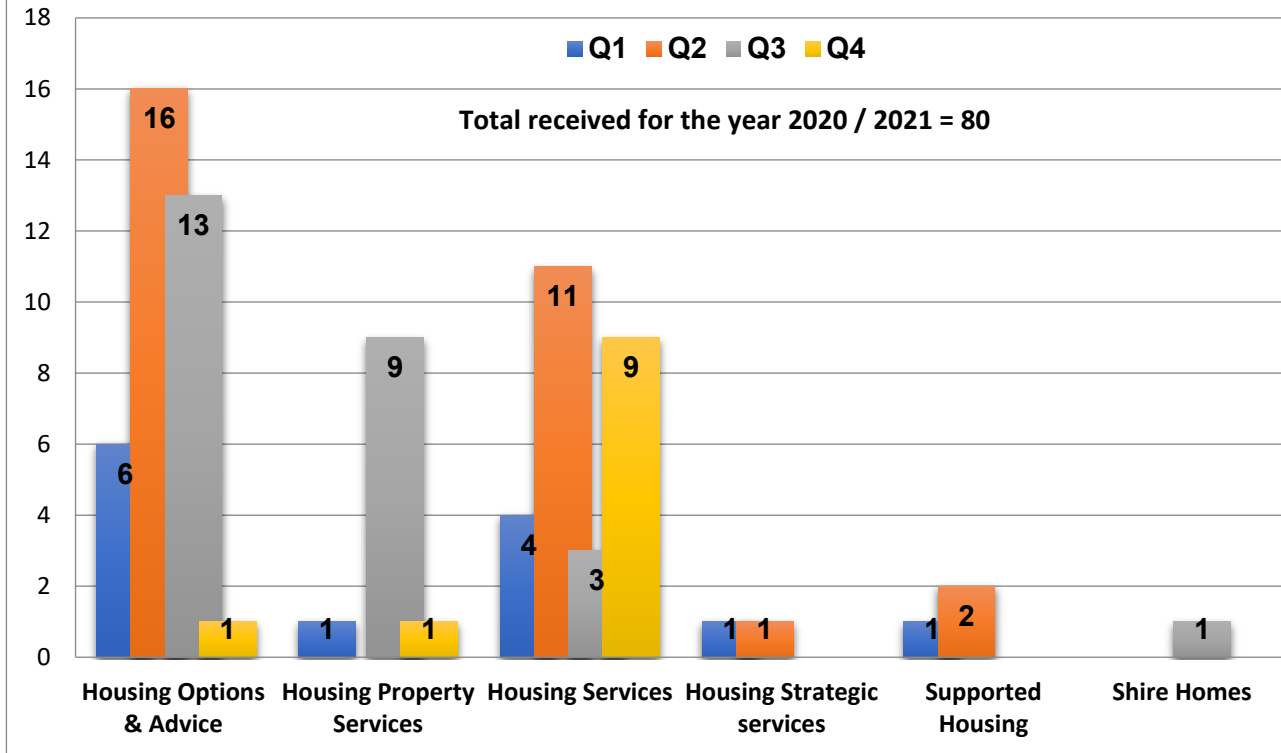
Method Complaints Received 2020 / 2021



Complaints response times / targets

2020 / 2021	Q1	Q2	Q3	Q4	YTD Totals
Number of complaint responses sent within quarter (Includes roll-over from previous quarters)	11	25	26	22	84
Number of complaint responses that were sent within target timescale (Includes stage 1 & stage2)	10	18	22	18	68
% of complaints responded within deadline (non – YTD includes stages 1 & 2) (SX121) (Target 80%)	91%	72%	85%	82%	81%
How many upheld = closed in favour of complainant	3	7	10	6	26
Not upheld = closed not in favour of complainant	7	14	13	14	48
Partly upheld = closed partly in favour of complainant	1	4	3	2	10

Compliments by Service Area



Below are just some of the compliments received: -

- *"I would like to personally thank you for your help in getting this sorted, you have been very professional and have continued to assist where you can".*
- *"I wanted to take the time to convey my sincere appreciation at the handling of this issue thus far. **** is a credit to your team and his efforts to address the matter have genuinely helped to removed a very heavy weight from my shoulders. I imagine I am not alone in my gratitude".*
- *"Your help and kindness today has been beyond what I normally experience in dealing with companies or councils".*
- *"This is the most wonderful new start for them. I am not exaggerating when I say that the South Cambs District Council team have saved their lives and given them fresh hope for the future".*
- *"You have gone beyond my expectation and I cant fault your services"*
- *"Just wanted to say a big thankyou for helping us all out so much. You've no idea how much you've done. You're good at your job so thanks very much!"*

7. New Matters

7.1 Training Dates

Training dates, for noting, are as follows:

- 7 July 2021
- October 2021 – date tbc

7.2 Planning Away Day – 2 September 2021

The Planning Away Day, covering forward planning of the key projects and priorities within the housing service, will be held at the Belfry Cambridge. An agenda will be sent out closer to the date.

7.3 Estate Inspections Report

Housing Inspections were successfully carried out. One in Great Abington on 21 April 2021 and one in Harston on 29 April 2021.

A summary of the inspections is included in the pack.

Estate Inspections – Summary

Great Abington – 22 April 2021

- 9 issues raised, of which:
 - 6 are landscaping issues, which have been raised with SP
 - 2 issues have been raised with Cambridge Water / Anglian Water
 - 1 issue has been raised with SCDC Operations team

Harston – 29 April 2021

- 12 issues raised, of which:
 - 7 are landscaping issues, which have been raised with SP
 - 1 issue has been raised with the Parish Council
 - 1 issue has been reported to SCDC Operations team
 - 1 issue has been reported with SCDC Environmental Health team
 - 2 issues have been raised with tenants

The ratings for each Estate are as follows:

Date of inspection	Village	Street / Area	Litter	Weeds	Regular grass cutting	Roughly cut grass	Communal area shrubs	Tenant's gardens
22 April 2021	Great Abington	Mortlock Gardens	4	3	3	3	3	3
	Great Abington	Magna Close	4	3	3	3	3	3
29 April 2021	Harston	Queens Close	4	4	4	3+	4	4-
		Meadow Way	4	3	3	2	3	4-

It was agreed at the beginning of the inspection that any issues raised, and ratings given, would be recorded on the Housing Officer's Inspection form, and at the end of the inspection be agreed to by all parties before being signed off. All issues recorded at the inspections have been sent to the applicable providers / SCDC teams to action.

The outcomes of the actions are followed up a month after the inspection has taken place, to allow time for work to be planned or completed.

Both inspections went well.

8. Any other Business (AOB)

Any additional issues to be raised.

9. Dates of next meetings

- 9 September 2021 at 1.00pm (Zoom / venue tbc)
- 1 December 2021 at 1.00pm (Zoom / venue tbc)
- 2 March 2022 at 1.00pm (Zoom / venue tbc)

10. Closing