



# Housing Performance Panel

Quarterly Meeting

8 June 2022 – 13:00 to 16:00

Agenda Pack

# Housing Performance Panel Agenda

Date: **Wednesday, 8 June 2022**

Time: **13:00 – 16:00**

Venue: **Zoom (Virtual Meeting)**

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## **1. Welcome and Apologies**

The Chair will welcome all present and apologies will be noted.

## **2. Quorum**

A quorum shall consist of 50% of members.

After the meeting in March 2022, Ffion Daniel resigned from the panel.

## **3. Minutes of the Meeting held on 2 March 2022**

The minutes of the meeting held on 2 March 2022 are included for approval.

## Housing Performance Panel

Minutes of the Quarterly Meeting held on Wednesday, 2 March 2022 from 13:00 to 16:00 via Zoom

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

Item	Subject	Action
1.	<p><b>Welcome and Apologies</b></p> <p>Peter Campbell welcomed the panel to the meeting at 13:04 and asked everyone to re-introduce themselves.</p> <p>Apologies were received from Ffion Daniels and Jennifer Perry.</p>	-
2.	<p><b>Quorum</b></p> <p>The meeting was quorate.</p>	-

Item	Subject	Action																				
3.	<p><b>Minutes of previous meeting – 1 December 2021</b></p> <p>The Chair referred to the minutes of the meeting held on 1 December 2021. They were proposed by Geoff Clark and seconded by Les Rolfe as a true reflection of the meeting.</p>	-																				
4.	<b>Matters Arising</b>	-																				
4.1	<p><b>Mears Group – Review of Quarter 2 Data (Item 5.1)</b></p> <p>Elaine Phillips confirmed that the correct figures are reflected in the Quarter 3 report included in item 5.1 of the agenda pack.</p>	-																				
4.2.	<p><b>SCDC – Review of Quarter 2 Performance Data (Item 5.2)</b></p> <p>Elaine Phillips confirmed that she had provided the correct Response Repairs SMS figures and answers to the questions asked by Paul Bowman, as follows:</p> <p>1. The correct SMS figures, for Quarter 1:</p> <table border="1" data-bbox="224 1203 1276 1440"> <thead> <tr> <th>Month</th> <th>Sent</th> <th>Received</th> <th>Response Rate</th> <th>Overall Satisfaction</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>507</td> <td>103</td> <td>20%</td> <td>82%</td> </tr> <tr> <td>May</td> <td>487</td> <td>86</td> <td>17%</td> <td>91%</td> </tr> <tr> <td>June</td> <td>592</td> <td>112</td> <td>19%</td> <td>83%</td> </tr> </tbody> </table> <p>2. The answers to the questions asked:</p> <p>2.1 In response to Mears sending out email questionnaires:</p> <p><i>I assume this is in reference to Voice of Customer survey where we currently send out an SMS? We "can" send an email but the response rates are way lower than SMS and traditionally we don't hold many customer email addresses to be able to ask them for feedback. I would be interested to understand their reasoning for wanting an email survey? More than happy to have that conversation with client if that helps?</i></p>	Month	Sent	Received	Response Rate	Overall Satisfaction	April	507	103	20%	82%	May	487	86	17%	91%	June	592	112	19%	83%	-
Month	Sent	Received	Response Rate	Overall Satisfaction																		
April	507	103	20%	82%																		
May	487	86	17%	91%																		
June	592	112	19%	83%																		

Item	Subject	Action
	<p>2.2 List of Mears SMS satisfaction questions:</p> <ol style="list-style-type: none"> <li>1. <i>Overall, I was satisfied with the service I received from Mears?</i></li> <li>2. <i>Mears made it easy to handle my issue?</i></li> <li>3. <i>How likely are you to recommend me as to your friends and family?</i></li> </ol> <p><i>(Questions are scored 1 – 10 – and scores of 9 &amp; 10 are taken to create satisfaction scores as a percentage of total number of surveys)</i></p> <p>2.3 In response to what measures they had that there was overall satisfaction by the client:</p> <p><i>Not sure I understand what this question is asking?</i></p> <p>2.4 In response to if there had been an improvement between what Mear's Head Office had expected and what was actually happening at Cottenham:</p> <p><i>Again, I am not exactly sure what this is referencing? What do they mean by "expected" and "actually happening"?</i></p> <p>Elaine Phillips advised that their Head of Customer Insight was happy to arrange a meeting if needed.</p>	
4.3	<p><b>SCDC – Comparison of Quarter 2 Complaints Data (Item 5.3)</b></p> <p>Grace Andrew's advised that the definition of complaint as used by both the Local Ombudsman and Housing Ombudsman, was reflected below.</p> <p><b>Local Ombudsman</b></p> <p>"An expression of dissatisfaction about a council service (whether that service is provided directly by the council or by a contractor or partner) that requires a response."</p> <p><b>Housing Ombudsman</b></p> <p>"A complaint shall be defined as an expression of dissatisfaction, however made , about the standard of service, actions or lack of actions by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents."</p>	-

Item	Subject	Action
4.4	<p><b>Estate Inspections Report (Item 5.5)</b></p> <p>Geoff Clark said that he met with the Housing Officers on 9 February 2022 to discuss the issues raised and he would report back under item 5.5.</p>	-
4.5	<p><b>Compliance Awareness Seminar for Residents Training (Item 6.2)</b></p> <p>Bronwen Taylor advised that hard copies of the training notes were posted to the delegates on 10 January 2022.</p>	-
5.	<p><b>Standing Items</b></p>	-
5.1.	<p><b>Mears Group – Review of Quarter 3 Data</b></p> <p>Elaine Phillips, from Mears, presented the Mears Group Quarter 3 Data report and said that the response repairs had decreased due to a shortage in scaffolding and in the sourcing of roof tiles. She said that there could be a further backlog of repairs due to damage caused by the recent storms.</p> <p>Cllr Batchelor asked for comments on the decline of completed relets as it was down to 60% which was not near the 95% target.</p> <p>Elaine Phillips said that there had been a slight dip due to a shortage of staff, however 6 staff had joined the team and they had seen an improvement.</p> <p>The Chair said that the Christmas figures were also reflected in the decrease in relets.</p> <p>Elaine Phillips added that there was a larger volume of relets due to properties being left in a worse condition.</p> <p>Paul Bowman asked how they arrived at that conclusion and was it bad decorating or damage to the properties.</p> <p>Elaine Phillips said that during lockdown, tenants were doing their own DIY or items were being left in properties. She added that the age of the property and the length of tenancy could also be a factor.</p>	

Item	Subject	Action
	<p>Paul Bowman asked how the risk of high relet costs could be reduced.</p> <p>Eddie Spicer said that it was difficult to determine as it was dependent on the state of each property.</p> <p>Geoff Clark said that SCDC determined what work needed to be done, however, all were different. He said that he had conducted some research which he would share with the board.</p>	G Clark
5.2	<p><b>SCDC – Review of Quarter 3 Performance Data</b></p> <p>Grace Andrews went through a presentation on the Performance Data for Quarter 3, highlighting the key indicators that had either increased or declined.</p> <p>Cllr Batchelor said that the negative figures that were highlighted in red were always raised in Cabinet. Grace Andrews said she would remove the RAG status from the report.</p> <p>Grace Andrews reported that the average relets and satisfaction in response repairs had reduced.</p> <p>Paul Bowman asked at what point was a repair satisfactorily dealt with.</p> <p>Grace Andrews said that this was collated by Mears, however, there were three core questions which were ranked. She added that SCDC do not conduct a survey.</p> <p>Les Rolfe referred to the Tenant Satisfaction Survey and said that the question about referring family or friends is irrelevant.</p> <p>Patti Hall said that she was involved in the survey project and said that the questions were set by MEL Research.</p> <p>Elaine Phillips said that their system was automated and a SMS was sent once a job had been completed, however only 50% of the jobs had a record of mobile numbers.</p>	G Andrews



Item	Subject	Action
	<p>Paul Bowman said that he recently had work done and had received SMSs' for every step of the process, however, he had still not received a satisfaction SMS.</p> <p>Elaine Phillips said she would investigate and advise.</p>	E Phillips
5.3	<p><b>SCDC – Comparison of Quarter 3 Complaints Data</b></p> <p>Grace Andrews went through the Complaints and Compliments Data for Quarter 3 and said there had been a decrease in complaints received. She added that although a total of 30 complaints had been received, the backlog was being cleared.</p> <p>Paul Bowman asked if there was evidence that there could be a doubling up between SCDCs and Mears complaints.</p> <p>Grace Andrews said that these were only complaints to SCDC and that there was very little crossover with Mears.</p> <p>Geoff Clark asked if it would be useful for tenant representatives to see the details of the complaints.</p> <p>Les Rolfe said it would be useful.</p> <p>Elaine Phillips said that as soon as her new Compliance Manager was in position, they would have regular meetings to compare data.</p>	<p>G Andrews</p> <p>E Phillips</p>
5.4	<p><b>Update on the Repairs Contract</b></p> <p>Eddie Spicer referred to the document in the pack and advised that there was a preferred contractor, however, this was subject to clarification, the Standstill process, Consultation via S20 notices, member approval and the final issue of the offer. He added that the successful candidate would be announced formally by the end of April 2022.</p> <p>The Chair said that this was a robust process which was enhanced by the input from the tenants. He thanked the tenants for their involvement.</p>	-

Item	Subject	Action
5.5	<p><b>Estate Inspections Report</b></p> <p>Bronwen Taylor referred to the estate inspection schedule for 2022 included in the pack and advised that it had been sent to Jim Watson to allocate tenant volunteers to inspections. She added that she had updated the website with the details.</p> <p>Geoff Clark advised that the actions worksheet, where all issues raised at estate inspections were recorded, had not been kept up to date by the housing officers and he had had a meeting with them to stress the importance of keeping it up to date. He added that some issues were not always straightforward.</p> <p>Les Rolfe said that the tenants saw issues from a different point of view.</p> <p>Geoff Clark said it was important to keep the tenant volunteers updated and offered his assistance should issues not be resolved.</p> <p>Paul Bowman said that estate inspections were a learning curve for both tenant volunteers as well as housing officers. He suggested including the details of inspections in newsletters.</p> <p>Bronwen Taylor confirmed that all inspections were advertised in newsletters and posted on Facebook ahead of the inspections, and issues raised were also reported.</p>	-
5.6	<p><b>Update on Tenant Satisfaction Survey Project (STAR)</b></p> <p>Bronwen Taylor referred to the document included in the pack and said that the survey would be sent out by Friday, 4 March 2022. She said that at the December 2021 HEB meeting the cost of the survey was questioned and that the quote from M E L Research was included for information.</p> <p>Patti Hall said that the project team had gone through the questions and removed those that were not relevant.</p> <p>The Chair said that the advantage of the survey was that it used prescribed wording and allowed comparisons of value.</p>	-

Item	Subject	Action
6.	<b>New Matters</b>	-
6.1	<p><b>Update on Evaluation of Tenant Engagement Project</b></p> <p>Bronwen Taylor referred to the Project Initiation document and Project Evaluation form included in the pack and said that they were sent to Brian Burton and Peter Tye, the two tenant volunteers working on this project, on 19 January 2022 for their comments and input. She added that the document had been trialed by the team working on the Tenant Satisfaction Survey project and these documents would be used for all future projects.</p>	-
6.2	<p><b>Update on Doubling Nature Project</b></p> <p>Geoff Clark advised that he had a meeting with Margaret Wilson and Les Rolfe on Friday, 25 February 2022, to discuss ideas for this project. He said that they focused mainly on trees, however, also discussed wild-flower areas and allotments. He advised that SCDC were currently conducting a tree audit and surgery, and he would provide a report on the findings as well as feedback on his meeting with the tenant volunteers.</p> <p>Geoff Clark said that Les Rolfe had advised that he could source free trees from the Woodland Trust. He added that Margaret Wilson said she would liaise with media outlets and tenants, and that she had a proposal for the sheltered estate she lived on.</p> <p>Geoff Clark said he would send the completed Project Initiation document to Bronwen Taylor.</p>	-
7.	<b>Any other Business</b>	-
7.1	<p><b>Data Collection</b></p> <p>Paul Bowman said if data collection was going to be used to decide if a contractor was performing to standard, then the questions should be meaningful, however, he had noticed that Mears' questions were generic</p>	

Item	Subject	Action
	<p>and did not give an option to identify the issue, which could explain why their performance appeared to be poor. He added that there was no opportunity to explain why the service was either good or bad.</p> <p>Eddie Spicer said that he had taken this up with Mears. He asked for the board to provide meaningful suggestions which he would put forward to Mears. He added that they should be comparable to use with national benchmarks.</p> <p>Grace Andrews said there were a set questions on repairs and maintenance in the STAR survey and she would send them to Eddie Spicer.</p> <p>Patti Hall advised that a tenant who was deaf and had Alzheimer's had received 2 letters from Mears saying that they were going to take her to court as they could not get into her house to look at her boiler. She said she spoke to Chris Brown who said that the wardens were supposed to make a note on the system about getting access to the house, however, the warden was not aware of this. She said there were 4 tenants who were deaf who were not reflected with a disability on SCDC's systems.</p> <p>Geoff Clark said that the information would be recorded in the background but that it should also be reflected on the note system on Orchard. He said he would check that this type of information was reflected on the note system.</p> <p>Eddie Spicer said that he was aware of this issue, however, we should have a system in place where the warden of the sheltered estate with a vulnerable resident was contacted and could advise Mears before any legal action was taken.</p>	<p>Board members</p> <p>G Andrews</p> <p>G Clark</p>

Item	Subject	Action
8.	<p><b>Proposed Meeting Dates</b></p> <p>The Chair referred to the proposed meeting dates for 2022 / 2023, as follows:</p> <ul style="list-style-type: none"> <li>➤ 2 June 2022</li> <li>➤ 8 September 2022</li> <li>➤ 1 December 2022</li> <li>➤ 2 March 2023</li> </ul> <p>Geoff Clark said that the 2<sup>nd</sup> of June 2022 was a bank holiday.</p> <p>Bronwen Taylor said she would email an alternative date to the board.</p>	B Taylor
9.	<p><b>Closing</b></p> <p>There being no further business to discuss, the meeting ended at 14:50.</p>	-

#### 4. Matters Arising from previous Minutes

##### 4.1 Mears Group – Review of Quarter 3 Data (Item 5.1)

**Action:** Geoff Clark to share SCDCs research regarding what work needed to be done in empty properties.

**Report back:** Geoff Clark has provided the attached report.

For noting.

## Terminations of Tenancy Data

I think it's perhaps surprising the number of tenants that are transferring but some of the people that would have moved in these figures, will be as a result of the number of new build properties we have had become available in recent months.

I looked at what works were required to some of the properties our tenants left after transferring. There were examples where extensive works were necessary and in some cases recharges for clearing, cleaning and decorating have been made. Now that we are living with the Covid pandemic, we are again able to do more work around our pre-termination process which will hopefully mean we will start to see less properties returned to us in a poorer condition.

I also have one Housing Officer that is looking at some tenancies in her patch where improvement works ( such as renewal of kitchen, bathroom, heating window / doors) have been previously refused, to see if we can influence getting these works done now rather than having to pick them up when the property becomes empty.

- **November** – 28 Terminations of Tenancy
- **December** – 24 Terminations.
- **January** – 29 Terminations.

The split of properties across the 6 patches are as follows:

- Amy / Bola – **13**
- Adele – **16**
- Carly – **18**
- Andrew – **9**
- Simon / Debbie – **10**
- Victoria – **15**

The breakdown of properties between sheltered and general needs were:

- General Needs – **53**
- Sheltered – **28**

The main reasons for tenancies being terminated were:

- Died – **20**
- Into Care – **14**
- Transfer to another one of our properties – **25**
- Transfer to another Social Landlord – **7**

Other reasons include – left to go travelling, left the area to move in with family, eviction, left area fleeing DV, moved to private sector, left the country, end of decant.

12 May 2022

## 4.2 SCDC – Review of Quarter 3 Performance Data (Item 5.2)

### Actions:

1. Grace Andrews to remove the RAG status from future performance data reports.
2. Elaine Phillips to investigate why Paul Bowman had not received a satisfaction survey SMS after work had been done at his property.

### Report back:

1. Grace Andrews has removed the RAG status from the B&B spend on the performance reports.
2. Elaine Phillips advised that they have raised a “Service now” ticket with Mears IT to look into, as there is no obvious reason as to why Paul Bowman is not receiving survey texts as his details are on the system.

For noting.

## 4.3 SCDC – Comparison of Quarter 3 Complaints Data (Item 5.3)

### Actions:

1. Grace Andrews to provide the details of the complaints received.
2. Elaine Phillips to set up regular meetings with her new Compliance Manger to compare complaints data.

### Report back:

1. A document with examples of complaints received is included in the agenda pack.
2. Elaine Phillips advised that an introduction meeting was held with Jade Slater and Grace Andrews, and fortnightly meetings have been arranged with Grace Andrews, Eddie Spicer and Liam Flatters.

For noting.



## Examples of Complaints Received – Quarter 4 – 2021 / 2022

Please note the sample of complaints have been provided in a summary format and do not go into the detail of the individual circumstances leading up to the complaint. Therefore the outcomes of the complaints should not be seen as setting a precedent, as the outcome of each complaint will be based on the individual circumstance at the time.

Date Received	Service Area	Complaint Details	Stage 1 Response Outcome	Stage 2 – if applicable
27 January 2022	New Build	New build property – noise travel between properties	<p>Holding response sent with extension date of 24 February 2022 – full response was sent a day earlier on 23 February 2022.</p> <p>Not upheld – properties built within sound regulations and noise not considered excessive.</p> <p>No further action taken.</p>	<p>Yes, received in Q4 April</p> <p>Not upheld</p>
8 February 2022	Housing Property Services	Neighbours fencing between gardens came down in wind and unsafe with dog	<p>Response in 7 working days</p> <p>Not upheld</p> <p>Fencing over and above 2 privacy panels and post and rail fencing is the responsibility of the tenant. Staff discussed this with the tenant and offered help to discuss any disagreements between neighbours to try and resolve</p>	N / A

Date Received	Service Area	Complaint Details	Stage 1 Response Outcome	Stage 2 – if applicable
15 February 2022	Housing Property Services	Faulty shower (MEARS)	<p>Response in 2 working days.</p> <p>Upheld – unfortunately, we have no record of this being referred back to us, however we asked Mears to install a new shower as soon as possible.</p> <p>Works were completed on 1 March 2022.</p>	N / A
28 March 2022	Housing Options and Advice	Staff conduct – received a response of a discriminatory or racist nature	<p>Response same day – Partly upheld.</p> <p>After looking at the case and the communications it was agreed the tone of the staff email could have been perceived as abrupt and could have been upsetting, this was raised with the staff member. However, no evidence of racism or discrimination was found.</p>	<p>Yes, received in Q3 March</p> <p>Not upheld</p>

#### 4.4 Data Collection (Item 7.1)

**Action:**

1. The board to provide Eddie Spicer with meaningful questions which he would put forward to Mears.
2. Grace Andrews to send a list of the questions from the STAR survey to Eddie Spicer.
3. Geoff Clark to check that a tenant's disability status was reflected on Orchard.

**Report back:**

1. Eddie Spicer to report.
2. Grace Andrews has sent a list of the questions from the STAR survey to Eddie Spicer.
3. Geoff Clark advised that we have been looking at Orchard to ensure we capture and record any communication difficulties our tenants and leaseholders may have. We will then share this data with Mears and other approved contractors with a monthly update so that the information can be recorded onto their mutual systems.

The Chair to report on point 1, and points 2 and 3 are for noting.

#### 4.5 Proposed Meeting Dates (Item 8)

**Action:** Bronwen Taylor to re-schedule the meeting to be held on 2 June 2022, as this was a bank holiday.

**Report back:** Bronwen Taylor has re-scheduled the meeting to 8 June 2022.

For noting.

## **5. Standing Items**

### **5.1 Mears Group – Review of Quarter 4 Data**

Elaine Phillips to report.

### Mears April 2021 - March 2022

Key Performance Indicators (KPIs)	Target	Q1	Q2	Q3	Q4	Year End	Comments & Benchmarking where available
	2021 / 2022	April - June	July - September	October - December	January - March		
% of responsive repair jobs completed within their timescales - Emergency	98%	<b>96.79%</b> 926 / 967	<b>95.07%</b> 848 / 892	<b>98.23%</b> 999 / 1,017	<b>99.34%</b> 1,210 / 1,218	<b>97.29%</b> 3,983 / 4,094	April - September data may have required housekeeping to ensure correct figures
% of responsive repair jobs completed within their timescales – Routine	95%	<b>88.56%</b> 1,285 / 1,451	<b>86.35%</b> 1,309 / 1,516	<b>79.92%</b> 1,218 / 1,524	<b>87.91%</b> 1,716 / 1,952	<b>85.80%</b> 5,528 / 6,443	Effected by Xmas break / leave + admin issues
% of appointments kept	95%	<b>95.22%</b> 2,033 / 2,135	<b>95.43%</b> 2,215 / 2,321	<b>95.55%</b> 2,210 / 2,313	<b>94.48%</b> 2,619 / 2,772	<b>95.14%</b> 9,077 / 9,541	Branch experienced Covid outbreak affecting all areas of operations on March
% repairs completed at the first visit	85%	<b>94.17%</b> 1,535 / 1,630	<b>86.27%</b> 961 / 1,114	<b>91.26%</b> 1,097 / 1,202	<b>92.50%</b> 2,268 / 2,452	<b>91.61%</b> 5,861 / 6,398	
Average number of days to complete a responsive repair	12	<b>17.39</b>	<b>16.13</b>	<b>14.33</b>	<b>15.85</b>	<b>15.92</b>	See comment above.
% all re-lets completed on time	95%	<b>59.38%</b> 38 / 64	<b>69.44%</b> 50 / 72	<b>60.56%</b> 43 / 71	<b>94.87%</b> 74 / 78	<b>71.93%</b> 205 / 285	Quarter 1 revised from 28.13% 18 / 64 Quarter 2 revised from 36.11% 26 / 72

## **5.2 SCDC – Review of Quarter 4 Performance Data**

Grace Andrews to report.

## Affordable Homes Performance April to March 2021 / 2022

Trend against target: **Red** = outside target; **Amber** = within Intervention **Green** = within target

Trend on previous quarter: Improved; Declined; Maintained

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

Key Performance Indicators (KPIs)	Target 2021 / 2022	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comments and Benchmarking where available
AH212 – £s Spend on B&B Monthly (cumulative)	See targets Appendix 1	April – £15,181 May – £32,264 June – £48,988	July – £79,272 August – £102,751 September – £154,638	October – £180,506 November – £205,183 December – £233,555	January – £264,370 February – £282,166 March – £308,162	-	See Appendix 1
	Estimated Housing Benefit (HB) and Covid Grant monies	= £32,202 (HB £16,786)	= £136,304 (HB £18,334)	= £200,830 (HB £32,725)  £168,790 offset from monies available via the Covid grant	= £259,942 (HB £48,220)  £214,040 offset from monies available via the Covid grant		
	Estimated Spend per quarter	= £32,202	= £104,102	= £32,040	= £45,902		
AH215 – % Successful Homeless preventions as a proportion of all homelessness cases closed (year to date)	50%	60.8%	53%	51%	59%	-	See Appendix 1

## Affordable Homes Performance April to March 2021 / 2022

Key Performance Indicators (KPIs)	Target 2021 / 2022	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comments and Benchmarking where available
SH375 – Average SAP (EPC) rating of self-contained general needs dwellings <b>Quarterly</b>	70.00	77.00 (EPC rating C)	77.00 (EPC rating C)	77.00 (EPC rating C)	Awaiting data	-	See Appendix 1
AH211 – Average days to re-let Housing stock <b>Monthly</b>	17 days or less	April 78.00 May 48.00 June 49.00	July 32.00 August 43.00 September 35.00	October 36.00 November 41.50 December 24.00	January 40.00 February 34.00 March 26.00	Declined	See Appendix 1
Numbers of re-lets Housing stock <b>Quarterly</b> (Linked to PI above AH211)	N / A	32	32	43	28	-	See Appendix 1
AH204 – % satisfaction with responsive repairs <b>Quarterly</b>	97% or above	85%	83%	82%	93%	Improved	See Appendix 1



## Affordable Homes Performance April to March 2021 / 2022

Key Performance Indicators (KPIs)	Target 2021 / 2022	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comments and Benchmarking where available
SH332 – % Emergency repairs attended within 24 hours – <b>Monthly</b>	98% or above	April – 97.85 May – 95.13 June – 97.30	July – 88.75 August – 98.47 September – 99.01	October – 97.29 November – 98.49 December – 98.87	January – 99.73 February – 99.38 March – 98.87	Improved	See Appendix 1
AH224 – Number of new build council house completions – <b>(year to date)</b>	62 at year end	13	26	71	89	-	See Appendix 1
AH228 – Number of self-build sites sold – <b>(year to date)</b>	13 at year end	0	0	0	See comments	-	See Appendix 1

## Affordable Homes Performance April to March 2021 / 2022

**Trend against target:** **Red** = outside target; **Amber** = within Intervention **Green** = within target;

**Trend on previous quarter** = Improved; Declined; Maintained

**Housing Options and Advice;** **Housing Management and Property Services;** **Housing Strategy Services;** **Housing New Build Developments**

Local Performance Indicators (LPis)	Target 2021 / 2022	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comments and Benchmarking where available
AH216 – Number of households assisted through Shire Homes Lettings – Cumulative – Quarterly ( <b>year to date</b> )	40	6 Self-contained 3 HMO  = 9	11 Self-contained 9 HMO  = 20	13 Self-contained 15 HMO  = 28	14 Self-contained 23 HMO  = 37	-	-
SH336 – Uncompliant gas installations <b>Monthly</b>	0.00	April – 3.00 May – 3.00 June – 1.00	July – 2.00 August – 1.00 September – 2.00	October – 0.00 November – 0.00 December – 0.00	January – 0.00 February – 0.00 March – 0.00	Improved	See Appendix 2
SH352 – % traveller pitch fee collected <b>Monthly</b>	90%	April – 80.10 May – 77.50 June – 80.70	July – 90.10 August – 89.70 September – 90.10	October – 92.40 November – 96.10 December – 95.70	January – 96.00 February – 95.80 March – 92.60	Declined	See Appendix 2
SH363 – % vacant but available to let <b>Quarterly</b>	0.50%	1.47	1.32	0.90	0.88	Improved	See Appendix 2
<b>Number</b> of vacant but available to let <b>Quarterly</b> (linked to PI above SH363)	-	78	70	48	47	-	See Appendix 2
SH364 – % vacant but unavailable ( <b>Annual</b> )	0.50%	-	-	-	0.43	Declined	See Appendix 2 Trend on previous year

## Affordable Homes Performance April to March 2021 / 2022

Local Performance Indicators (LPis)	Target 2021 / 2022	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comments and Benchmarking where available
<b>Number</b> of vacant but unavailable ( <b>Annual</b> ) (Linked to above PI SH364)	-	-	-	-	23	-	-
SH368 – % rent arrears <b>Quarterly</b>	2.00%	2.01%	2.06%	2.31	2.05	Improved	-
SH369 – % rent loss from empty houses ( <b>cumulative</b> )	3.00%	Awaiting Data	2.00%	1.89%	1.80%	Improved	See Appendix 2 Trend on previous year
<b>£ spent</b> on rent loss from empty houses ( <b>cumulative</b> ) (Linked to PI above SH369)	Estimated Annual Debit £29,560,000	Awaiting Data	£292,399	£414,723	£529,465	Improved	See Appendix 2 Trend on previous year
SH376 – % tenants satisfied with the re-let service ( <b>year to date</b> ) Quarterly	85% or above	93%	93%	93%	100%	Improved	See Appendix 2
SH374 – % non-decent council homes <b>Quarterly</b>	5.00%	5.7%	4.9%	5.7%	Awaiting data	-	See Appendix 2
SH344 – % Customer satisfaction with the condition of new home ( <b>year to date</b> ) Quarterly	85% or above	93%	93%	91%	93%	Improved	See Appendix 2
SH327 – % of repair appointments kept <b>Monthly</b>	95% or above	April – 95.41 May – 94.54 June – 95.65	July – 95.48 August – 95.26 September – 95.53	October – 95.34 November – 95.57 December – 95.77	January – 94.64 February – 93.77 March – 94.91	Declined	-

## Affordable Homes Performance April to March 2021 / 2022

Local Performance Indicators (LPIs)	Target 2021 / 2022	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comments and Benchmarking where available
SH330 – % routine repairs within target timescales – <b>Monthly</b>	95% or above	April – 90.87 May – 88.68 June – 86.62	July – 86.49 August – 83.83 September – 88.69	October – 79.16 November – 78.86 December – 82.14	January – 80.10 February – 95.05 March – 90.15	Improved	See Appendix 2
HS3 Number of parishes exploring the potential for delivering affordable housing on exception site	Quarterly T 10; I 6	9 villages	See comments	See comments	See comments	-	See Appendix 2

## Affordable Homes Performance April to March 2021 / 2022

Housing Options and Advice; Housing Management and 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	362	355	307	334	See Appendix 3
AH213 – Number of Homeless applications	Quarterly	115	124	105	86	-
AH208 – Number of Homeless preventions	Quarterly	62	34	59	59	-
AH214 – Number of Homeless acceptances	Quarterly	17	27	26	24	-
AH203 – Numbers in temporary accommodation	Quarterly	68	64	60	59	See Appendix 3
AH219 – Number of properties within Shire Homes – <b>Cumulative</b>	Quarterly	2 Self-contained 0 HMO = 2	4 Self-contained 0 HMO = 4	4 Self-contained 0 HMO = 4	5 Self-contained 4 HMO = 9	-
AH217 – Number of cases where Universal Credit is a factor	Quarterly	4	1	2	1	-
AH218 – Numbers on the housing register	Quarterly	1,803	1,765	1,763	1,759	-
AH220 – Number of lettings to Band A	Quarterly	34	55	69	51	-
AH221 – Number of lettings to Band B	Quarterly	48	68	104	46	-
AH223 – Number of HRA properties that have been empty for over 4 months	Quarterly	33	32	16	13	See Appendix 3
HS1 Number of homes granted planning permission for essential local workers	Quarterly	0	0	0	0	-
HS2 Number of homes granted funding via Combined Authority	Quarterly	15	0	0	0	See Appendix 3
HS4 Number of new affordable homes on rural exception sites given planning permission each year	Annually	0	0	0	0	-

## Affordable Homes Performance April to March 2021 / 2022

Management Info	Frequency	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Comment
HS5 Number of new affordable homes built on rural exception sites each year	Annually	0	0	0	5	(Meldreth)
HS6 Percentage of planning consultations responded to within 21 days	Quarterly	100%	100%	100%	92%	See Appendix 3
HS7 Number of households supported to improve the energy efficiency of their home through Housing Repairs and Adaptation Grants <b>(Cumulatively)</b>	Quarterly	See comments	See comments	See comments	See comments	See Appendix 3
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	See comments	See comments	See comments	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
AH229 – Number of self-build planning permissions granted on HRA land (available to purchase) <b>(year to date)</b>	Quarterly	1	1	1	See comment	See Appendix 3
AH225 – Number of new build council houses currently started on site <b>(year to date)</b>	Quarterly	4	4	4	69	See Appendix 3

## Appendix 1

### **Comments and Benchmarking where available**

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

#### **Commentary for Q1**

The use of B&B continues to be high, following the impact of the pandemic. Whilst homeless prevention levels have still been on target, through the pandemic, more people require emergency accommodation at short notice. As a result, the anticipated expenditure targets have increased for this year. There are still high levels of single households requiring emergency accommodation, and the majority of those placed in B&B accommodation are single people, however, there is the potential for this to change as the lifting of the eviction ban progresses.

#### **Commentary for Q2**

The Housing Advice service have continued to see a high demand for its homelessness services, particularly from those requiring emergency accommodations. We have also seen blockages in temporary accommodation due to limited move on for existing occupants. Most of those in B&B have been single people, with a few families accommodated in nightly paid self-contained accommodation until an alternative is available.

#### **Commentary for Q3**

Total B&B spend to the end of Q3 is £233,555, although covid grant monies will be used to offset £168,790 of these costs. In addition, a further £32,725 (estimated) will be offset via housing benefit payments. This means that the anticipated total B&B spend after all deductions is an estimated £32,040.

The increase in B&B usage in recent years is because the Housing Advice service has continued to see a high demand for its homelessness services, particularly from those requiring emergency accommodations. We have also seen blockages in temporary accommodation due to limited move on for existing occupants. Most of those in B&B have been single people, with a few families accommodated in nightly paid self-contained accommodation until an alternative is available. Demand for emergency accommodation increased as a result of Covid 19, particularly in relation to the request for councils to accommodate all rough sleepers for significant periods of time. However, B&B expenditure is offset via the covid grant money and the number of households requiring accommodation in B&B facilities is decreasing.

## Affordable Homes Performance April to March 2021 / 2022

### Commentary for Q4

Total B&B spend for 2021 / 2022 has continued to be high. To the end of the year this is £308,162, although Covid grant monies will be used to offset £214,040 of these costs. In addition, a further £48,220 (estimated) will be offset via housing benefit payments. This means that the anticipated total B&B spend after all deductions is an estimated £45,902.

The increase in B&B usage in recent years is because the Housing Advice service has continued to see a high demand for its homelessness services, particularly from those requiring emergency accommodation. We have also seen blockages in temporary accommodation due to limited move on for existing occupants. Most of those in B&B have been single people, with a few families accommodated in nightly paid self-contained accommodation until an alternative is available. Demand for emergency accommodation increased as a result of Covid 19, particularly in relation to the request for councils to accommodate all rough sleepers for significant periods of time. However, B&B expenditure is offset via the Covid grant money and the number of households requiring accommodation in B&B facilities is decreasing. We will continue to look for alternative options to try to minimise the use of B&B, such as preventing homelessness wherever possible through advice, Home-Link and privately rented accommodation as well as increasing the supply of properties available within Shire Homes Lettings, including HMO's for single people.

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

Month	Target	Intervention
April	16,000	17,600
May	32,000	35,200
June	48,000	52,800
July	64,000	70,400
August	80,000	88,000
September	96,000	105,600
October	112,000	123,200
November	128,000	140,800
December	144,000	158,400
January	160,000	176,000
February	176,000	193,600
March	192,000	211,200



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AH215 – % Successful Homeless preventions as a proportion of all homelessness cases closed (year to date)

**Q1.** 60.8% is the highest % we have seen / recorded. For the same period last year, it was 51.9%

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

**Q1 and Q2** – 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.

**EPC scores are divided into bands as follows:**

- EPC rating A = 92 – 100 SAP points (most efficient)
- EPC rating B = 81 – 91 SAP points.
- EPC rating C = 69 – 80 SAP points.
- EPC rating D = 55 – 68 SAP points.
- EPC rating E = 39 – 54 SAP points.
- EPC rating F = 21 – 38 SAP points.
- EPC rating G = 1 – 20 SAP points (least efficient)

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

### **Commentary for Q1**

Over the last 18 months we have seen the length of time it has taken us to let our empty properties increase as a result of the challenges presented by the Covid pandemic. These challenges have affected each stage of our voids process. Additional commentary has been provided at various times throughout this journey to explain the individual factors that has influenced performance. And there is a briefing paper that is available which brings all that information together and talks about what measures we have introduced to deal with the challenges and how we intend to improve the current position.

### **Commentary for Q2**

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Overall, we are starting to see significant improvements with our void turn-around times compared with the performance earlier this year and last year. The addition of 2 additional contractors who have supported Mears by picking up some of our empty properties that have required extensive improvement works has allowed Mears to focus on properties that can be turn around more quickly. Mears have also taken on more resources in recent weeks which has also helped and will allow us to continue to make improvements. We are still experiencing high refusal rates and there are some examples of multiple refusals on the same property. We will look at this more closely in the next quarter. The easing of lockdown restrictions has also helped us control and manage the letting process more easily, but we are still mindful of protecting officers working on site and the customers we come into contact with.

### **Commentary for Q3**

The improvement in the December result is partly a result of having worked through the backlog of older properties. January's result is likely to see an increase as a result of downtime over the Christmas period, however beyond this we expect to see a continuation of the trend of improvement, assisted in part through a continuation of the relaxation of Covid restrictions. We are still experiencing higher refusal rates than was the case pre-Covid. This extends the amount of time properties are empty for and we will continue to monitor this closely as restrictions continue to be relaxed.

### **Commentary for Q4**

January and February figures were affected by the Christmas / New Year shut down period for our repairs and maintenance contractor which sees us lose about 8 – 10 working days. Also, properties that need decorating are delayed by the colder weather in winter months.

The figure for March shows improvement but we are still seeing examples of Covid infection rates effecting bidding behaviour, the ability of applicants to arrange a viewing at short notice and the agreement to accept an offer. Our main contractor and sub- contractors have also lost operatives to Covid infections at short notice over the last few months. There also continues to be issues with the supply of some essential materials. We are also starting to see greater numbers of properties come back to us with electrical meter issues (large debts and faulty meters) We are looking at how we can mitigate against this. Taking all these factors into consideration the performance is reasonable.

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Numbers of re-lets Housing stock Quarterly (Linked to PI above AH211)

Added due to feedback received from the Housing Performance Panel

Q1	April – 15	May – 6	June – 11	Total = 32
Q2	July – 8	August – 16	September – 8	Total = 32
Q3	October – 10	November – 11	December – 22	Total = 43
Q4	January – 8	February – 9	March – 11	Total = 28

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AH204 – % satisfaction with responsive repairs – Quarterly

(Satisfaction scores via SMS since August 2020)

Month	Sent	Received	Response rate	Overall Satisfaction
<b>Q1</b> – Mears was asked the reason for the volume of SMS sent in Q1 was much higher than in Q2, they confirmed that they had included the gas contract with CCC, but this has now been separated out so there will now be two separate reports, with one that will only show SCDC SMS results – figures in brackets show the incorrect combined figure for reference – % for quarter are using scores 9 – 10 – see Q4 commentary below				
April	507 (1,012)	103 (171)	20% (17%)	82% (79%)
May	487 (1,038)	86 (170)	17% (16%)	91% (90%)
June	592 (914)	112 (148)	19% (16%)	83% (85%)
<b>Q2</b> – % for quarter are using scores 9 – 10 – see Q4 commentary below				
July	211	34	16%	88%
August	190	42	22%	71%
September	223	46	21%	89%
<b>Q3</b> – % In brakes are revised using scores 7 – 10 – see Q4 commentary below				
October	228	44	19%	73% (90%)
November	477	86	16%	87% (92%)
December	450	76	17%	85% (92%)
<b>Q4</b> – % for quarter are using scores 7 – 10 – see Q4 commentary below				
January	579	96	17%	96%
February	660	128	21%	88%
March	727	120	18%	93%

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### **Commentary for Q2**

A text message with a survey link is sent as soon as the job is marked as complete by Mears operative. Mears are working with the branch team to ensure mobile numbers are captured and recorded correctly which from initial investigations Mears confirm this is happening. We can see that the number of text messages sent out is very low in comparison to the number of jobs completed and Mears will continue to work with the branch and their central insight team to establish the reasons for this and keep us updated on this matter. Mears was asked the reason for the volume of SMS sent in Q1 was much higher than in Q2, they confirmed that they had included the gas contract with CCC, but this has now been separated out so there will now be two separate reports, with one that will only show SCDC SMS results.

### **Commentary for Q3**

Over recent months, Mears have moved away from the use of PDAs for the gathering of satisfaction data by operatives on the doorstep and have adopted a new approach called Voice of the Customer (VOC). This change has resulted in a significant reduction in response rates and the timing of the change ties in with the start of the decline in results.

The latest return of 85% (December) is based on responses from those who received responsive repairs during the period. Following investigation, it has been found that while 856 customer-facing jobs were completed by Mears, only 450 text messages were sent seeking satisfaction responses, 30 of which failed (usually indicating an incorrect number) and only 76 completed surveys were returned.

Going forward the newly appointed Housing Assets Service Manager is prioritising working with Mears to identify and address the cause of the discrepancy between the number of repairs completed and the number of text messages sent, as well as requesting that non-responses are followed up with a call in an attempt to raise the return rate. As such, it is expected that next quarter's result will provide a more accurate reflection, based on a larger response rate.

### **Commentary for Q4**

Over recent months Mears have moved away from using Handheld devices to capture Satisfaction data by operatives on the doorstep and moved to Voice of the customer (VOC), this seems to have been implemented rapidly as a result of Covid and the need to monitor performance. Following the previous very poor returns, the system has been fully investigated to identify the causes of such a drop.

This investigation has highlighted some flaws in the process, and we have worked closely with Mears to address this.

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In summary, the monitoring make up standard nationally for this is measured on 3 levels Satisfied, neither or unsatisfied, this is how the handheld units captured the data. VOC uses a 1 – 10 scale, we have discussed this with a consultant and HouseMark who agree that the comparative results should be 1 – 4 unsatisfied 5 – 6 Neither, and 7 – 10 Satisfied.

In the change to VOC, these scales were not set correctly, and Mears have been reporting ONLY on 9 and 10 scores which have returned a low rate over the last few Quarters. For comparison, January 2022 at 9 and 10 only returns 83% and at 7 – 10 returns 96% this I feel is a far more accurate return.

Secondly, during these investigations, it has been found that an IT issue has stopped updating contact numbers on the Mears system so if numbers change which they do frequently with mobiles Mears have been trying to contact using out of date numbers, this is in the process of being resolved and expect this to increase the number of returns in Q1. The Service Manager will continue to monitor this for improvements.

### SH332 – % Emergency repairs attended within 24 hours – Monthly

Mears new General Manager is doing some work with the team to address issues where jobs have been handled incorrectly which have affected "jobs completed on time" and the "average number of days".

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

**Q1.** 12 Shared ownership properties were completed this quarter 6 at Toft and 6 at Hardwick

**Q2.** 12 Affordable Rented and 1 Shared Ownership = Bennell Farm, Toft = 3 x 1 Bed Flats and 3 x 2 Bed Flats A / R; Grace Crescent Hardwick = 3 x 2 Bed House A / R; Bartlow Road, Castle Camps = 2 x 1 Bed Houses A / R, 1 x 2 Bed House A / R and 1 x 2 Bed House S / O

**Q3.** In Quarter 3 SCDC New Build Team delivered 45 New homes. New homes were completed in Hardwick, Impington, Toft, Sawston and Melbourn. Year to date total = 71 (We have now met / exceeded our 5 year Business Plan target 5 quarters ahead of schedule).

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

**Q1.** Sites have been marketed with new Estate Agent Browne & Co.

**Q4.** Removed as no longer doing / reporting on this PI

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## Appendix 2

### Comments

SH336 – Uncompliant gas installations – Monthly

#### April and May –

- 1 With legal seeking Court injunction for access
- 1 Covid and Vulnerable person delays
- 1 Tenant assistance with Neighbourhood support team

**June** – 1 With legal seeking Court injunction for access

**July** – 1 requires enforcement to gain access, 1 unable to access isolating

**August** – 1 requires enforcement to gain access

**September** – 1 to be rebooked, 1 requires enforcement to gain access

**October** – All 4 are New Build properties that had not been logged on our Orchard system for gas service

SH352 – % traveller pitch fee collected – Monthly

**April and May** – We have three plots waiting to hear back on rent payments from Universal credit (will be backdated) as well as a suspension of housing benefit on another plot.

**June** – Two plots on Blackwell awaiting debt management help and universal credit costs to help cover rent.

SH363 – % vacant but available to let Quarterly

### Commentary for Q1

Over the last 18 months we have seen the length of time it has taken us to let our empty properties increase as a result of the challenges presented by the Covid pandemic. These challenges have affected each stage of our voids process. Additional commentary has been provided at various times throughout this journey to explain the individual factors that has influenced performance. And there is a briefing paper that is

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available which brings all that information together and talks about what measures we have introduced to deal with the challenges and how we intend to improve the current position.

### Commentary for Q4

Over the quarters we have seen an improvement, and as at the end of quarter 4 there were 47 properties vacant but available to be re-let. Of these 47, 24 were re-let in April and May

### SH346 % Vacant but unavailable Annually

Trend on previous year which has seen a decline / increase in the percentage

$$2019 / 2020 = 0.21$$

$$2020 / 2021 = 0.38$$

Number of vacant but available to let Quarterly (linked to PI above SH363)

Added due to feedback received from the Housing Performance Panel

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

- Q1.** 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
- Q2.** 1.9% was reported however the correct Q2 percentage for rent loss on empty homes was 2.0%, rent loss on garages was included in error
- Q3.** 1.89%, an improvement on the Q2 position. We had some long-term void properties at the start of the year, which needed extensive works before they could be re-let. As these works have been completed and the properties have been made available for re-let, our performance has improved during the year
- Q4.** Improvement seen this year as last year 2020 / 2021 of 2.10% was due to the lockdowns and difficulty managing the necessary maintenance between lets



## Affordable Homes Performance April to March 2021 / 2022

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

Added due to feedback received from the Housing Performance Panel

**Q1.** 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

**Q2.** £383,707 was reported however the correct Q2 figure for rent loss on empty homes was £292,399, rent loss on garages was included in error

**Q3.** Year to date 1.89% / £414,723 is an improvement on the Q2 position. We had some long-term void properties at the start of the year, which needed extensive works before they could be re-let. As these works have been completed and the properties have been made available for re-let, our performance has improved during the year

**Q4.** Improvement seen this year as last year 2020 / 2021 of £585,709 was due to the lockdowns and difficulty managing the necessary maintenance between lets

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

**Q1** – total of 15 completed surveys of which 14 were very or fairly satisfied

**Q2** – total of 27 completed surveys of which 25 were very or fairly satisfied

**Q3** – total of 44 completed surveys of which 41 were very or fairly satisfied

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

**Q1** – total of 15 completed surveys of which 14 were good or satisfied

**Q2** – total of 27 completed surveys of which 25 were good or satisfied

**Q3** – total of 44 completed surveys of which 40 were good or satisfied

## Affordable Homes Performance April to March 2021 / 2022

SH330 – % routine repairs within target timescales – Monthly

### **Commentary for Q2**

Issues regarding jobs being closed down and handled correctly by the operations team. These have been addressed by the Mears General Manager and training given. These will be monitored.

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

### **Commentary for Q1**

- Actively working with Parish / RP = 2 villages (Gamlingay and Meldreth)
- Undertaking Housing Needs Survey = 4 villages (Haslingfield, Guilden Morden, Willingham and Landbeach)
- At Pre-App Stage = 1 village (Great Eversden)
- Awaiting Planning Decision = 2 villages (Fen Drayton and Newton)
- Received Planning Permission = 0

### **Commentary for Q2**

- Actively working with Parish / RP = 3 villages (Haslingfield, Guilden Morden and Willingham)
- Undertaking Housing Needs Survey = 3 villages (Haslingfield, Guilden Morden, Willingham)
- At Pre-App Stage = 0
- Awaiting Planning Decision = 3 villages (Great Eversden, Fen Drayton and Newton)
- Received Planning Permission = 0

### **Commentary for Q3**

- Actively working with Parish / RP = 8 villages (Eltisley, Gamlingay, Histon and Impington, Haslingfield, Guilden Morden, Meldreth, Little Shelford and Willingham)
- Undertaking Housing Needs Survey = 3 villages (Histon and Impington, Haslingfield, Guilden Morden)
- At Pre-App Stage = 0

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- Awaiting Planning Decision = 4 villages (Cottenham, Fen Drayton, Great Eversden and Newton)
- Received Planning Permission in = 0

### **Commentary for Q4**

- Actively working with Parish / RP = 8 villages (Bassingbourn, Eltisley, Fen Drayton, Histon and Impington, Haslingfield, Orwell, Guilden Morden, Little Shelford)
- Undertaking Housing Needs Survey = 3 villages (Histon and Impington, Haslingfield, Guilden Morden)
- At Pre-App Stage = 0
- Awaiting Planning Decision = 4 villages (Cottenham, Fen Drayton, Great Eversden and Newton)
- Received Planning Permission = 0

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## Appendix 3

### **Comments**

AH210 – Total number of presentations including advice only cases

**Q1.** This includes 247 triage cases, and the total has seen an increase last quarter (299)

**Q2.** This includes 231 triage cases

**Q3.** This includes 202 triage cases

**Q4.** This includes 248 triage cases

AH203 – Numbers in temporary accommodation

**Q1.** Increase on last quarter (59)

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

### **Commentary for Q1**

Over the last 18 months we have seen the length of time it has taken us to let our empty properties increase as a result of the challenges presented by the Covid pandemic. These challenges have affected each stage of our voids process. Additional commentary has been provided at various times throughout this journey to explain the individual factors that has influenced performance. And there is a briefing paper that is available which brings all that information together and talks about what measures we have introduced to deal with the challenges and how we intend to improve the current position

### **Commentary for Q2**

Only a slight reduction shown as at the end of September, 33 down to 32, however 7 of the 32 were relet in October

### **Commentary for Q4**

Total of 13 properties empty for over 4 months at the end of the quarter however 3 were relet in April 2022

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HS2 Number of homes granted funding via Combined Authority

(£675,000 for 15 affordable almshouses at Dovehouse Court, Girton)

- Sawston, John Huntingdons Charity – 4 homes
- Burton End, West Wickham – 4 homes

HS6 Percentage of planning consultations responded to within 21 days

**Q1.** (27 consultation responses – average time taken 10 days)

**Q2.** (27 consultation responses – average time taken 11 days)

**Q4.** One application went one day over target. Average time to respond = 16 days against a general target of 21 days.

HS7 Number of households supported to improve the energy efficiency of their home through Housing Repairs and Adaptation Grants (Cumulatively)

**Q1.** Changing systems from Flare to Tascomi

**Q2.** There are still some areas to iron out with the change over of systems below are a combined outcome for Q1 and Q2

### Completed

Boilers and heating = 5

Windows and doors = 4

### Approved but not completed

Boilers and heating = 2

Windows and doors = 1

### Enquiries not approved

Boilers and heating = 3

Windows and doors = 0

Nil for all for insulation works

## Affordable Homes Performance April to March 2021 / 2022

### Q3.

#### Completed

Boilers and heating = 6

Windows and doors = 4

#### Approved but not completed

Boilers and heating = 5

Windows and doors = 1

#### Enquiries not approved

Boilers and heating = 4

Windows and doors = 0

### Q4.

#### Completed

Boilers and heating = 3

Windows and doors = 0

#### Approved but not completed

Boilers and heating = 4

Windows and doors = 2

#### Enquiries not approved

Boilers and heating = 0

Windows and doors = 1

## Affordable Homes Performance April to March 2021 / 2022

HS8 – Number of tenant hours volunteered for tenancy engagement

Below are new ways we are measuring tenancy engagement:

<b>Engagement via email and social media</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Tenant email contact – successfully sent (out of approximately 7,500 tenants)	5,248	5,825	6,405	6,707
Online version of newsletter	'Viewed' = 601 'Deep read' = 104	'Viewed' = 478 'Deep read' = 103	'Viewed' = 621 'Deep read' = 157	'Viewed' = 596 'Deep read' = 116
Face book – total engagement (someone who has clicked read more, followed a link, shared, or reacted to a post)	1,173	1,539	1,549	How information is collated has changed, see below new section for Face Book
<b>Other engagement</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Volunteer hours	112.5	224.5	68.35	76
Meetings held	6	11	5	7
Estate visits completed	5	7	2	0
New Feedback forum members gained	15	24	-	-

<b>Face Book</b>	<b>No. page follows</b>	<b>No of people reached</b>	<b>Engagement</b>
Quarter 4	523	9,184	620

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

## Affordable Homes Performance April to March 2021 / 2022

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)

**Q1.** Outline planning permission was granted for Linton Rd, Balsham

**Q4.** Removed as no longer doing / reporting on this PI

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

**Q1.** A scheme for 4 affordable dwellings in Castle Camps was added to the delivery pipeline

**Q3.** Castle Camps dwellings completed

**Q4.** No. of homes that have started on site but not completed is currently 69



### **5.3 SCDC – Review of Quarter 4 Complaints Data**

Grace Andrews to report.

# Affordable Homes Complaints Performance

April – March 2021 / 2022

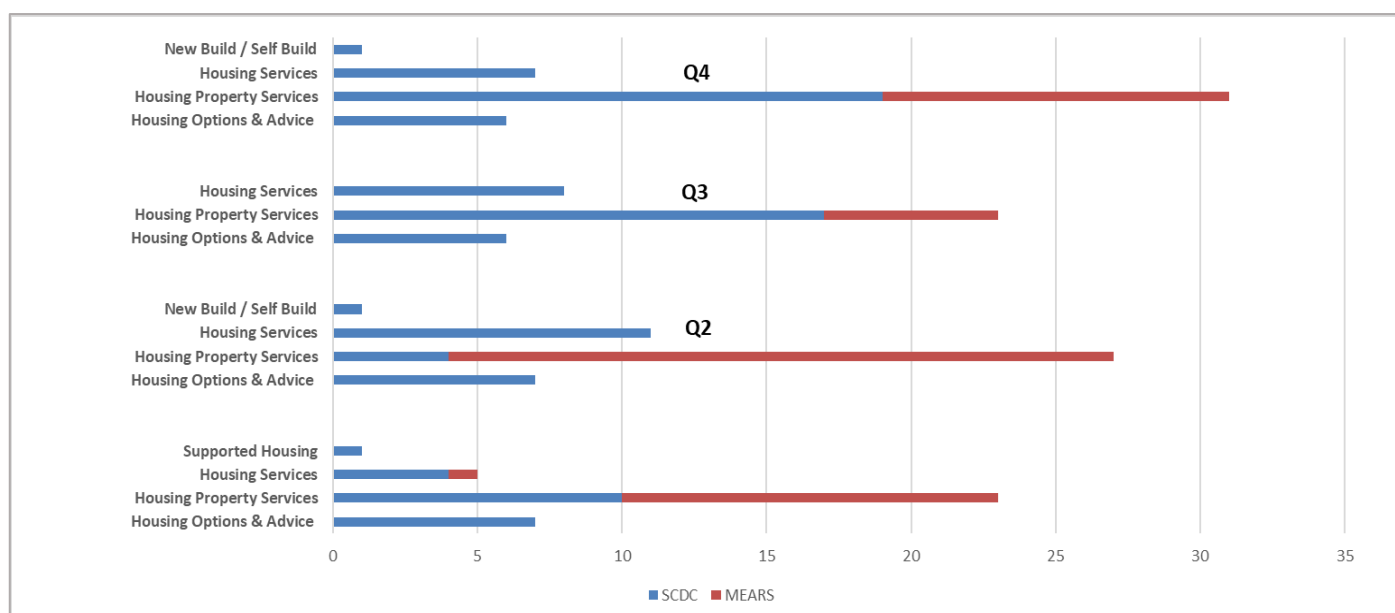
## Looking back at previous years

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
2021 / 2022	145	16	3	5,345	2.7%
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

Complaint Stages	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March
<b>1</b> = Expression of dissatisfaction that is not able to be resolved at first contact so requires investigation and response from Service Manager	30	42	32	41
<b>2</b> = Unresolved at stage 1 so investigation required by Head of Service	5	3	4	4
<b>3</b> = Housing Ombudsman	1	1	1	0
<b>Totals</b>	36	46	37	45

## Volume by Service Area



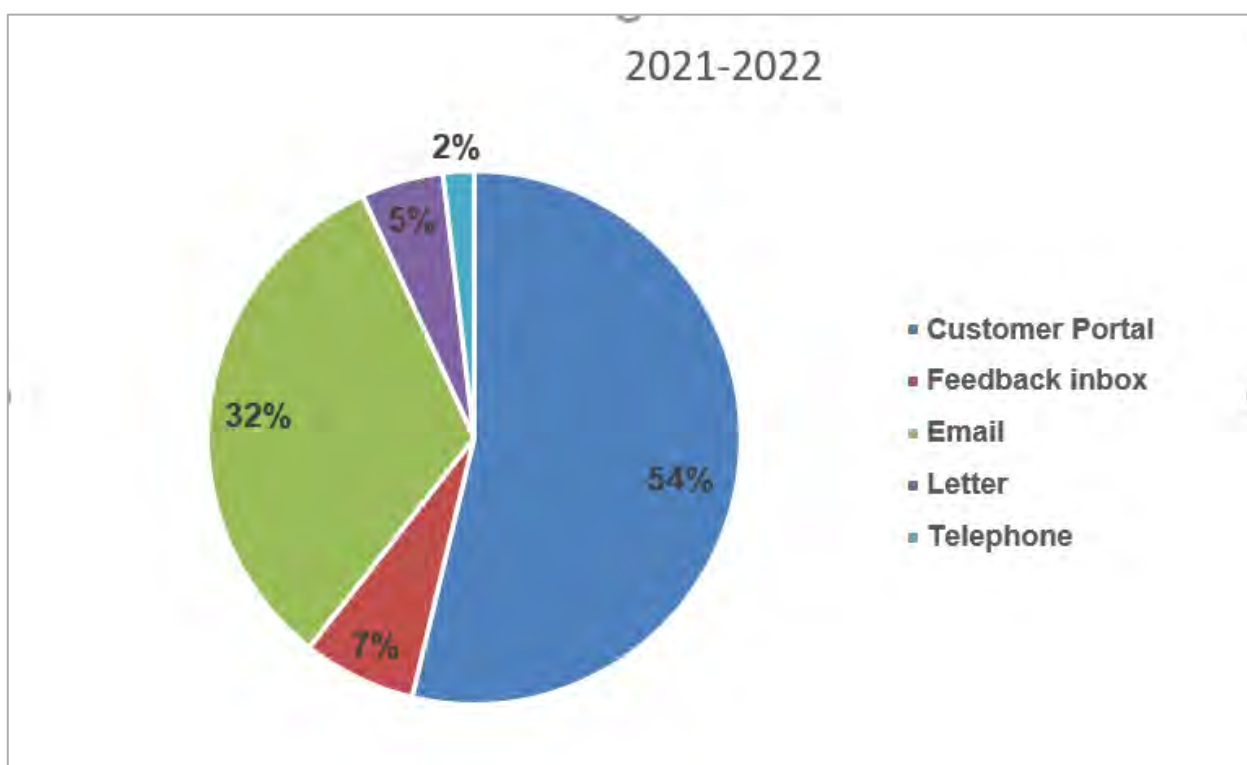
## Complaints by SCDC Category

Category	Q1 Total	%	Q2 Total	%	Q3 Total	%	Q4 Total	%
Lack of communication	6	17%	7	16%	7	19%	2	4%
Failure to act	7	19%	15	33%	13	35%	18	40%
Service Delivery	8	22%	7	16%	7	19%	6	13%
Not understanding processes	5	14%	8	18%	0	0	1	2%
Staff Conduct	2	6%	2	4%	3	8%	6	13%
Misinformation	2	6%	1	2%	1	3%	0	0
Charges	0	0	1	2%	1	3%	3	7%
Other	6	17%	5	11%	5	13%	9	20%

## Complaints by HouseMark Category

Category	Q1 Total	%	Q2 Total	%	Q3 Total	%	Q4 Total	%
Allocations	7	19%	6	13%	2	5%	0	0
ASB	1	3%	0	0	0	0	0	0
Estate Services	1	3%	3	7%	3	8%	0	0
Rent & Services	0	0	0	0	0	0	0	0
Repair & Maintenance	19	53%	31	69%	20	54%	29	64%
Staff & Customer Service	3	8%	3	7%	4	11%	6	13%
Tenancy Management	2	6%	1	2%	0	0	1	2%
Other	3	8%	4	9%	8	22%	9	20%

## Method Complaints Received

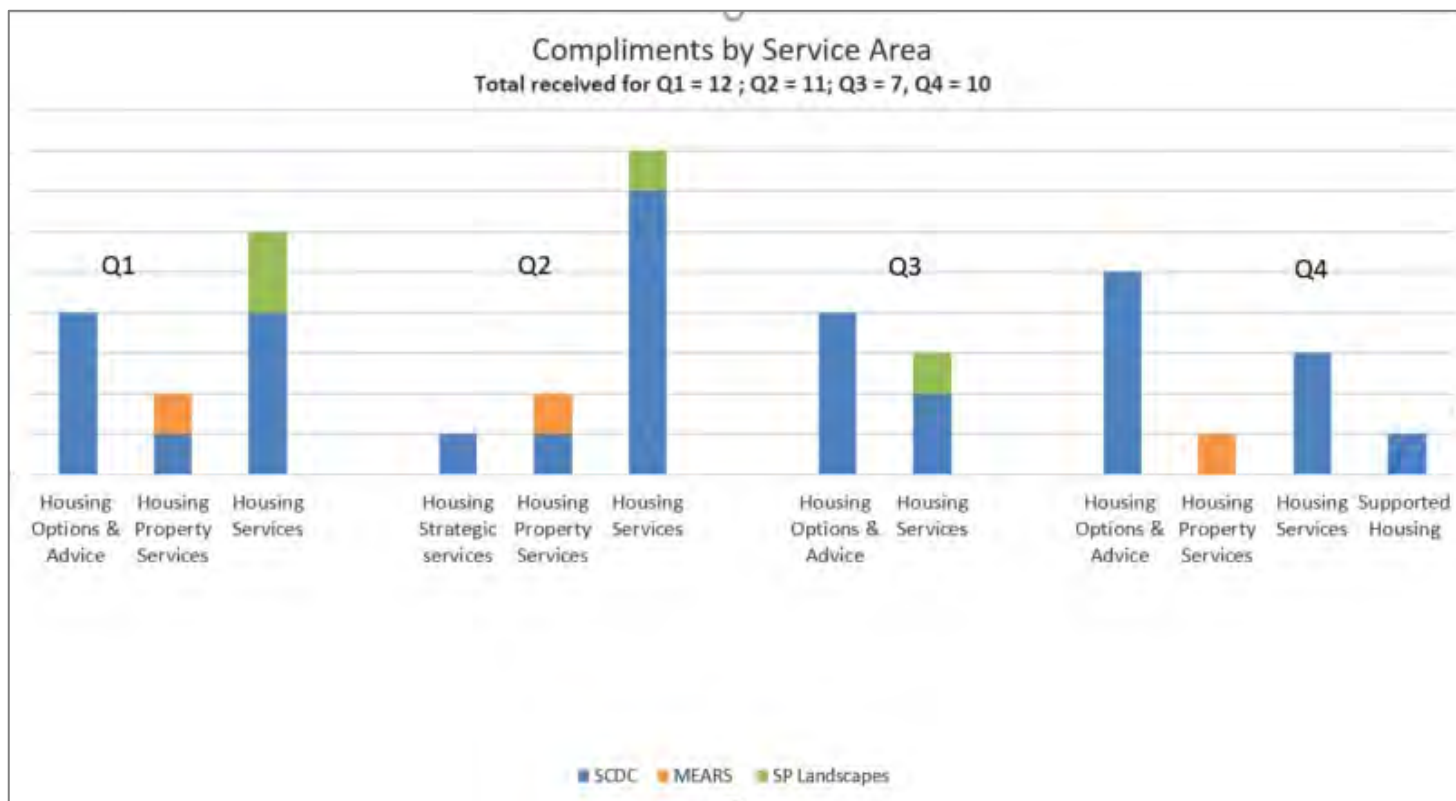


## Complaints Response Times / Targets

Response times / targets	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March
<b>Number of complaint responses sent within quarter</b> (Includes roll-over from previous quarters)	35	48	42	43
<b>Number of complaint responses that were sent within target timescale</b> (Includes stage 1 & stage2)	22	25	27	36
<b>% of complaints responded within deadline</b> (non – YTD includes stages 1 & 2) (SX121) (Target 80%)	63%	52%	64%	*84%
<b>How many upheld</b> = closed in favour of complainant	18	33	11	16
<b>Not upheld</b> = closed not in favour of complainant	13	13	26	16
<b>Partly upheld</b> = closed partly in favour of complainant	4	2	5	11

\* Q3 we started to see an improvement from 52% to 64%, and now we are back within target. We are currently up to date with complaints, there were a few complaints which exceed the 10 working days, and each case has been reviewed to see if holding responses and extension of time could have been appropriate in these cases – this is shown in the slight drop in response within target during the months of quarter 4.

## Compliments by Service Area



**Below are just some of the compliments received: –**

- Email received – *“ I feel so grateful that you have worked so hard on my behalf and have managed to achieve such a life changing result in such a short amount of time.”*
  
- Email received – *‘I just wanted to take the opportunity to say thank you to yourself because none of this would be happening if it wasn’t for your brilliant work, understanding and kindness”*
  
- Email received – *‘I genuinely thank you more than you could know for the opportunity you have created for me and my kids It is thoroughly appreciated”*
  
- Feedback form received – *“I feel \*\*\*\*\* goes beyond her remit being doggedly determined to seeing everything to its end. She is an asset to any council. She has been wonderful!”*

#### **5.4 Update on the Repairs Contract**

The report went to Informal Cabinet on 6 June 2022 and will be going to Full Cabinet on 13 June 2022, with the possibility of scrutiny in between.

The Chair to report.

#### **5.5 Estate Inspections Report**

A summary of the Estate Inspections held in April 2022 is included for noting.

## Estate Inspection – Summary

### Fen Ditton – 21 April 2022

- 12 issues raised, of which:
  - 1 is fly-tipping in communal areas and in an electric cupboard. Letters will be hand delivered to the block.
  - 1 is a landscaping issue. Shrubs and tree maintenance is needed around some of the flats and has been raised with SP Landscapes.
  - 6 issues have been raised with either Operations, Asset and Compliance, Water Board or Planning. The issues are:
    - Cracks in walls
    - Window filler at all blocks needs looking at
    - Timers on communal area lighting
    - Broken stop cock casing
    - A container in the parking areas
  - 1 issue is abandoned bicycles in a garden. Letters to be hand delivered to the block
  - 1 issue has been reported to Asset and Compliance as a door entry system box has been left unlocked.
  - 1 issue of the ownership of a fence is being investigated.
  - 1 issue will be reported to Highways as the road surface needs updating.

### Hauxton / Newton / Thriplow – 28 April 2022

As these are three small estates, the inspections were done on the same day.

#### **Hauxton**

- 2 issues raised, of which:
  - 1 is a blocked drain outside numbers 7 and 8 which has been reported to SCDC Operations asking for inspection and work to be arranged.
  - 1 is sunken block paving outside numbers 3 and 4 which has been reported to SCDC Operations.

#### **Newton**

- No issues were raised.

## Thriplow

- 4 issues raised, of which:
  - 2 are a landscaping issues. Shrubs and tree maintenance is needed between numbers 14 and 15, and the condition of a tree outside number 22 is to be checked by SP Landscapes.
  - 2 issues have been raised with the surveyor to inspect and advise on work. They are the path between numbers 21 and 22 being in poor condition and the wooden bollards, separating the parking from a grassed area, which are also in poor condition.

## Ratings

The ratings 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	Fen Ditton	Musgrave Way	3	2	2	N / A	3	4
28 April	Hauxton	Mountford Close	4	4	4	N / A	4	4
	Newton	Kidsmans Close	4	4	4	N / A	4	4
	Thriplow	Sheralds Croft Lane	4	4	4	N / A	4	4



## **5.6 Update on Tenant Satisfaction Survey Project (STAR)**

An update on the Tenant Satisfaction Survey Project (STAR) is included in the agenda pack for noting.

## Update on Tenant Satisfaction Survey

The survey work has been completed – fieldwork took place between March and May 2022. Residents were initially invited to take part in the survey by email and SMS. Following this, postal surveys were sent to those that had not responded and to those without an email address. In total, 5,712 surveys were sent to all our tenants and leaseholders, with 2,112 responses. This gives us a response rate of 37% which is a good response rate and will enable a robust assessment to be made of the satisfaction levels of our tenants and leaseholders. The survey results are currently being analysed, with a draft report expected shortly.

MEL Research will undertake a presentation of the results to both HPP and HEB members during June / July 2022.

19 May 2022

## **6. New Matters**

### **6.1 Forward Plan**

The Forward Plan, which is a working document for the Housing Engagement Board, is included for information.

For noting.

## Housing Engagement Board – Forward Plan

<b>Date of Meeting</b>	<b>Topic</b>	<b>Description</b>	<b>Lead Officer</b>	<b>Decision Route</b>
24 March 2022	Project Initiation Document and Evaluation	Update on Project Initiation Document and Evaluation	Bronwen Taylor	No decision
24 March 2022	Tenancy Policy	Update on Tenancy Review / Policy	Geoff Clark	Cabinet
24 March 2022	Doubling Nature Project	To update the HEB on the Doubling Nature Project	Geoff Clark	No decision
24 March 2022	Tenant Satisfaction Survey	Update on project to undertake the Tenant Satisfaction Survey	Julie Fletcher	No decision
24 March 2022	Small Land Sales (HRA) Policy	To provide comments on the draft Small Land Sales Policy and procedures	Julie Fletcher	Cabinet – 22 March 2022 Final approval following HEB comments by Lead Member for Housing
24 March 2022	Council Stock Condition Survey	To establish a small working group to work with officers to design a specific survey and procure contractors	Eddie Spicer	No decision
Special Meeting in April 2022	Service Plan	To provide comments on the Service Plan for the Housing Service for 2022 / 2023	Peter Campbell	Sign off by Lead Member for Housing
Special presentation by MEL April / May 2022	Tenant Satisfaction Report	To note the findings of the Tenant Satisfaction Report and agree actions to take forward	Julie Fletcher	Housing Engagement Board
May 2022	Empty Property Relet Disposal and Standards Project	Improving the relet service, potentially money saving on clearance costs and less waste, and to outline the future re-let standards	Eddi Spicer	No decision

<b>Date of Meeting</b>	<b>Topic</b>	<b>Description</b>	<b>Lead Officer</b>	<b>Decision Route</b>
May 2022	Stock Condition Survey Tender Process	To procure a service to SCDC for Stock Condition Surveys, to provide best value and in line with current procurement guidelines	Eddie Spicer	No decision
June 2022	Asset Management Strategy Action Plan	Prioritising the actions and monitoring progress in the Asset Management Strategy	Peter Campbell	No decision
June 2022	Contract for Repairs / Maintenance	To provide an update of the appointment of the new contractor and transitional arrangements	Peter Campbell	No decision
June 2022	Estate Inspection Policy	To amend the number of inspections held per year.	Geoff Clark	Housing Engagement Board
June 2022	New Repairs Contract Mobilisation Team	To take part in designing the performance criteria and statistics analysis for the contract, informing on various contract elements and integrations, assisting in the development and implementation of contract items and monitoring timescales and evaluating the delivery of the new contract.	Eddie Spicer	No decision
September 2022	Communal Areas Review	To note findings from the Communal Areas Review and discuss actions for improvement	Debbie Barrett	Housing Engagement Board
September 2022	Garage and Land Review	Update of findings of the Garage and Land Review, and recommend actions	Lands Officer	Cabinet

<b>Date of Meeting</b>	<b>Topic</b>	<b>Description</b>	<b>Lead Officer</b>	<b>Decision Route</b>
September 2022	Policy Review	To provide an overview of current policies – identify gaps and programme for reviews	Policy Officer	Housing Engagement Board
October 2022	New Repairs Contract Performance and Scrutiny Team	To take part in monthly performance meetings, feed in comments from resident groups, act as an impartial promoter of the new contract and benefits. Act as scrutiny on proposed changes (subject to business needs) – ongoing up to 15 years	Eddie Spicer	No decision
November 2022	Mutual Exchange Policy	Review of policy	Policy Officer	Housing Engagement Board
TBC	Together with Tenants Charter	Review what actions are required to achieve the Together with Tenants Charter	Julie Fletcher	Cabinet

## 6.2 Projects for 2022

Eddie Spicer is in the process of setting up meetings with each project group to discuss the purpose of the project and the details of what will be involved.

For noting.

## **7. Any other Business (AOB)**

Any additional issues to be raised.

## **8. Meeting Dates**

- 8 September 2022
- 1 December 2022
- 2 March 2023

Zoom meeting invitations have been sent for all the above meetings.

## **9. Closing**