

Housing Performance Panel Agenda

Date: Thursday 4 March 2021

Time: 1pm – 4pm

Venue: ZOOM (Virtual Meeting)

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

Guests: Wayne Newman and Debbie Barrett (from SCDC) discussing Relets

Please read Q3 data reports in advance of the meeting and have them available to refer to.

Agenda Items

1. Welcome and Apologies
2. Minutes of the previous meeting
3. Matters Arising

Standing Items

1. Relets report
2. Review Q3 data for SCDC
3. Review Q3 complaints data Mears
4. Review Q3 data for Mears Group
5. New Heating Report data for SCDC
6. Other Housing news.
7. Any Other Business
 - Training 30 March 2021 – improving scrutiny and assessing
 - What do we want to review at the next meeting in June 2021?

Reminder You can find all documents online here:

<https://drive.google.com/drive/folders/1Q5dJpRXI9zk3YcwpCrsVs0rwGfVi0-II?usp=sharing>

Date and time of the next meeting: Thursday, 3 June 2021 – 1pm – 4pm

Venue: ZOOM (Virtual Meeting)

Housing Performance Panel Minutes

Date: Tuesday 1 December 2020

Time: 1:00pm – 4:00pm

Venue: ZOOM – Virtual Meeting

1	Welcome & Apologies	Action
Present: Councillors:	Eileen Wilson (EW) Hazel Smith (HS)	-
SCDC:	Geoff Clark (GC) – Chair Peter Campbell (PC) – Head of Housing Jennifer Perry (JP) – Resident Involvement Team Leader Pam Cowles (PCs) – Resident Engagement Officer, Minute Taker	-
Tenants:	Jackie Reape-Moore (JRM) Ffion Daniels (FD) Les Rolfe (LR) Paul Bowman (PB) Margaret Wilson (MW) Patricia Hall (PH)	-
Apologies:	There were none.	-
	GC opened the meeting by welcoming the HPP. He said that the Council has come a long way in view of the difficult year and challenges having to work remotely. In review of tenant engagement and what we are trying to achieve with the HPP. He personally thanked JP and PCs in Resident Involvement for their work and the tenants and leaseholders in volunteering their time. By working together, the HPP can achieve great things. Given what the Government has said on one of the Green Papers on social housing it is an exciting time to be involved in Resident Involvement.	-

2	Terms of Reference	Action
	<p>GC referred to the document and asked if anyone had any comments.</p> <p>PB referred to point 6.3 and 6.4 and asked to clarify what is meant by 'attendance' considering we are meeting virtually at present and will at some point return to meetings in person in office locations. Would there be technology in place for those that need to stay apart from others be able to join the meeting?</p> <p>GC confirmed technology is available at Cambourne. When Covid-19 is over, there will be a mixture of holding meetings in the office and remotely, so people can dial in if they cannot attend the office.</p> <p>Cllr Smith said the Mears Board is still meeting and so the HPP does some of the same job and more. GC said the one of the agenda items at the Mears Board is assessing KPIs & performance. These meetings are represented by tenants as agreed by the Tenant Participation Group (TPG). Feedback was requested from the TPG if tenants should continue to attend Mears Board meetings. GC opened this up for discussion to the HPP for their thoughts. The Mears Board covers both the Gas and Heating contract.</p> <p>PB agreed tenants should attend the Mears Board meetings. Previously feedback has not been brought back to the TPG meetings.</p> <p>It was agreed that tenant representation should continue at the Mears Board meetings until the Housing Engagement Board (HEB) is officially elected in 2021.</p> <p>PC commented on point 4.4, this should be amended to 'members' and on point 4.5, this should read for normal term of office for 'other board members' and not just for Head of Housing and Lead Council Member.</p> <p>This was amended on 4 December 2020. Revised document sent to HPP / uploaded onto library link.</p>	<p>JP / PCs</p>

	<p>MW raised point 5.3 – If Vice Chair will be appointed at the meeting of deferred till later?</p> <p>GC said he would Chair meetings going forward and if on occasion he is unable to then a Vice Chair would need to be appointed if anyone would like to nominate. JP was nominated and it was agreed she will stand as Vice Chair.</p>	
3	Code of Conduct for Members	Action
	<p>GC discussed this with the HPP and asked if they had any questions on the document that was sent to them.</p> <p>PC raised point 2 – should this not be changed to ‘We don’t expect any board member to’ and not just for involved tenants?</p> <p>This was amended on 4 December 2020. Revised document sent to HPP / uploaded onto the library link.</p> <p>Cllr Smith asked if either the Code of Conduct for meetings or membership supersede each other?</p> <p>JP said one is for when we start to have the local area meetings and working groups intended for non-members.</p> <p>LH raised point 4 – Expenses and what this includes as he would like to claim expenses?</p> <p>GC replied this would be travelling expenses if we return to meetings at Cambourne or other locations. JP added this would be printing and paper expenses as previous filed by some volunteers.</p> <p>LR asked for a form to be sent to him to claim expenses.</p> <p>PCs sent a form to LR on 2 December 2020.</p>	<p>JP / PCs</p> <p>JP / PCs</p>
4	Code of Conduct for Meetings	Action
	<p>GC asked if we have a timeframe when the local area meetings will be set up?</p> <p>JP said these will be set up after the HEB elections and representatives are in place. These should start in summer of next year.</p>	-

	<p>MW asked if any personal details (names and addresses) of those wanting to apply to join the HEB will be made available to the public?</p> <p>JP said we will have the name, picture and statement of the candidate. No name or address will be given out to the public.</p>	
5	Sharing Information	Action
	<p>GC mentioned the link has now been set up prior to the meeting for all Members.</p> <p>JP confirmed a file in google docs has been set up for everyone to access via the link that was sent to all Members by email that week. All the documents should now be in the library. If any Member has difficulty accessing any of the documents, they should contact the Resident Involvement Team.</p>	-
6	Review 1 & 2 Quarter Data for SCDC	Action
	<p>GC discussed this data and said this had been looked at during the training and key performance sessions we just had. Focus was given on data where performance had changed this year and expenditure particularly on B&B & temporary accommodation in point AH212.</p> <p>These changes were due to Covid-19 and around SCDC supporting homeless persons. This has resulted in an increase in expenditure during the year.</p> <p>It is anticipated that this will fall next year as the organisation returns to business as normal and more properties become available through Home-Link.</p> <p>FD asked if those people housed due to Covid-19 will be made homeless again or will they be given priority to be housed by the Council?</p> <p>GC said from his understanding everyone in temporary accommodation will be picked up and provided permanent accommodation.</p> <p>PB queried how much of the shortfall of the figures in red, had been funded by the Government?</p>	

GC replied, funding from Government was received for the increase duties around Homeless persons and expenditure for this item comes from the general fund and is not Housing Revenue Account (HRA). Not sure how much of Government funding will be covered here.

PC said the final return to Government has not yet been completed and his understanding is the excess (not all the costs) are covered by the Government grant, but the extra that was spent to be met by the Government should be met by them.

PB asked if any shortfall would come from Council Tax payers? PC cannot guarantee this at present and it does not seem to be the intention of Government.

LR would like the B&B data to be shown by each month giving a breakdown of each month's expenditure, so the data can be easily understood. GC said we will try to have this data made more user friendly for next time.

There is a concern, not criticism, from Members around voids and empty properties, however they accept the reasons for slow down recently, and not much we can do. Concern around increase in demand for properties by those in temporary accommodation and homeless persons.

GC said it is not only our properties that people can bid for but properties belonging to other housing provides via Home-Link as well.

GC commented on point AH211 noting the figures had improved for relets and we are down to 63 or 64 which should continue over the months due to Mears bringing in another contractor called Fosters.

LR suggested if we could look at the comparison between Mears and Fosters and how well they are performing with our void properties, since Mears contract is due for renewal in 2022.

It was agreed that it would be useful to have a breakdown of the data of how many properties are re-let in how many numbers of days. How many properties had been emptied since last year or

	<p>JP said we have not had any update from Mears. Only Housing Services Officers are asking for contact details. On average we get 20 more emails per month.</p> <p>GC said we have some mobile solutions coming which will help when with the tenants to get details on the spot.</p>	
7	Review 1 & 2 Quarter Data for Mears Group	Action
	<p>Complaints & Compliments Data</p> <p>GC referred to data and types of complaints received.</p> <p>JP clarified these are complaints coming into SCDC and not ones that go to Mears.</p> <p>GC asked the Members if they had any comments on this data.</p> <p>PB asked why are we keeping figures of complaints about Mears when they submit figures for complaints they receive to SCDC?</p> <p>JP said Mears deal with complaints they receive and we deal with complaints we receive at SCDC. Other reasons why we receive complaints about Mears is because they do not have a process for complaints on their website. Tenants have not received a satisfactory response and come to us, instead of or in addition to Mears. It was suggested that complaints be discussed separately in more depth at a later date. GC agreed with this.</p> <p>PH said another problem with Mears complaints system is that tenants cannot get through to them by phone, which is why they are coming to SCDC.</p> <p>GC said the focus may need to be on developing a new maintenance contract that would solve some of the issues raised since Mears contract is ending in April 2022. This included suggestions from members to carry out tenant surveys.</p> <p>JP said she spoke with Mears about having an online complaints form on their website as part of the complaints process they are developing.</p> <p>Members said there is no email address for Mears complaints and customers struggle to complain by phone.</p> <p>PC commented the Mears contract is 12 years old and in place for 10 years and dated compared to how others operate now.</p>	

Going forward there will need to be an up to date way of reporting complaints.

Rent Arrears 2020 / 2021

Cllr Wilson has been involved in the Cottenham Covid-19 support group. Some in sheltered are going to the post office to pay rent, since they do not have bank accounts and she asked if this was a reflection on the rent arrear figures?

GC was aware of this and support was provided to help ones in sheltered accommodation to pay their rent.

GC discussed the performance data. There has been an increase across the weeks this year, partly due to Government introducing measures, so we could not go to court to seek possession for rent arrears. Or issue Notice of Seeking possession for those in serious rent arrears. Measures have been put in place to support tenants to engage with us.

PC noted in 2016 (lowest point) it shows £300k and the highest point is £600k, showing rent arrears has doubled in 3 years. This is not all as a result of Covid-19.

GC said the rent collection service is part of the Finance Team whereas most in the country have rent collection within Housing. GC and PC have discussed in moving forward how best to tackle rent arrears.

GC suggested that we have someone from Revenue & Benefits attend the meeting to explain the data for the last few years further.

Mears Performance Data

GC went through the data for emergency and routine repairs reported. Early in the year Mears only tasked to do emergency repairs and tougher to get to these properties due to Covid-19 restrictions. We have a price per property. First fix does not affect us financially for Mears having to complete a repair on multiple occasions. Number of appointments kept are fine.

PB said Mears have had issues losing operatives and recruiting.

JP / PCs

	<p>GC agreed that this is something SCDC will need to speak to Mears about as it must be on their radar if they decide to bid for the new contract for 2022.</p> <p>JP said that it is not reflected in the data that Mears had problems with their phone network to take calls. This would have an impact.</p> <p>GC said from his understanding Mears office staff were issued mobile phones to take calls and this has improved call waiting time to report repairs.</p>	
<p>8</p>	<p>Any other Business</p>	<p>Action</p>
	<p>GC asked if Members had anything to raise.</p> <p>MW said going forward she noticed in the Green Paper to remove the stigma of people living in Council housing.</p> <p>Terminology such as ‘void’ for empty properties and if the standard of homes can be noted down as an agenda item.</p> <p>PC responded that SCDC use ‘re-let’ and we can discuss capital works on a contract by contract basis at a later time.</p> <p>JP said we are conscious about the language we use, so it is positive and not saying to the tenant what they can and cannot do. The tenant handbook will also be reviewed in due course.</p> <p>The consensus from the Members is the state of repair of properties to include fencing and overgrown trees needs to be reviewed.</p> <p>PC agreed this should be for discussion at a future time, as this involves tenant’s rent contribution and they should have a say in this.</p> <p>JP asked the Members what type of training they would like, for example to do with scrutiny or housing?</p> <p>PB recommend training on how to ask questions or convey thoughts that can benefit SCDC.</p> <p>Cllr Smith wanted to discuss the gas performance as part of the HPP meeting.</p>	<p>JP / PCs</p>

	<p>JRM expressed she would have to know how to interpret and review data. Other Members agreed they would benefit from this training.</p> <p>MW said that one of the Council's objective is Green to The Core and what this means to the Council?</p> <p>GC said that this can be brought to the meeting as an agenda item</p> <p>JP confirmed the meeting agenda items for future meetings are: Arrears, Green to The Core, Voids, stigma, Gas performance data.</p> <p>JP said for the next meeting having a presentation on new build services or Housing Advice service. The White Paper and Residents Charter would need to be discussed.</p>	<p>JP / PCs</p>
<p>9</p>	<p>Additional Item – Follow-up from Mears Group</p>	<p>Action</p>
	<p>Check if the returned survey is charged at a text rate to the tenant</p> <p>Yes this is charged at the standard text rate</p> <p>Confirm at what point the survey goes out to the tenant (is this as soon as the job is completed)</p> <p>Yes this is the case as soon as the job is closed on MCM the survey is generated</p> <p>Voice of the Customer Data from July, August, September and October.</p> <p>Mears are just waiting for data back on this and will return asap. The data to be forwarded is that belonging to South Cambs containing details of their customers. Whilst we will do all we can to ensure that in our reports personal data has been removed please double check prior to forwarding to the tenant group there is no personal information contained within.</p> <p>Set up the link between Grace and Mears for regular complaints review, please can I have Grace's surname – (received thank you).</p> <p>Mears will pick this up in the next couple of weeks and establish contact.</p>	<p>-</p>

	<p>Share Mears revised. reviewed Complaints Process once signed off by Your Voice Board</p> <p>Mears will send this out as soon as it is released</p> <p>Q1 and Q2 Data enclosed</p> <p>JP emailed documents to the HPP on 2 December 2020 and filed them in the google drive folder under 1 December meeting</p> <p>The Chair concluded the meeting at 4:10pm</p>	
	<p>Date of Next Meeting</p>	<p>-</p>
	<p>Thursday 4 March 2021 from 1:00pm – 4:00pm</p> <p>ZOOM – Virtual Meeting</p>	<p>-</p>

Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Key Performance Indicators – Key:

Housing Options & Advice;

Housing Management & Property Services;

Housing Strategy Services;

Housing New Build Developments

Key Performance Indicators (KPIs)	Target 2020 / 2021	Q1 April – June	Q2 July – September	Q3 October – December	Trend	Comments & Benchmarking
AH212 – £s Spend on Bed and Breakfast (B&B) Monthly (cumulative)	See Appendix 1 – with a table of targets	April – £8,320 May – £26,873 June – £40,327	July – £63,646 August – £77,389 September – £106,155	October – £132,289 November – £159,026 December – £191,135	Outside target, Declined	See Appendix 1
Actual spend per quarter		£40,327	£65,828	£84,980		
AH215 – percentage of successful Homeless preventions as a proportion of all homelessness cases closed (year to date)	50%	51.90%	53.45%	50.5%	Within target, Declined	No comment
SH375 – Average SAP (EPC) rating of self-contained general needs dwellings Quarterly	70.00	See comment	77.2	77.7	Within target, Improved	See Appendix 2
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	Outside of target, Declined	See Appendix 3

Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Key Performance Indicators (KPIs)	Target 2020 / 2021	Q1 April – June	Q2 July – September	Q3 October – December	Trend	Comments & Benchmarking
Numbers of re-lets Housing stock Quarterly (Linked to PI above AH211)	N / A	13	60	45	N / A	See Appendix 4
AH204 – percentage of satisfaction with responsive repairs – Quarterly	97% or above	See comment	See comment	87.95	Outside of target	See Appendix 5
SH332 – percentage of 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	Outside of target, Declined	See Appendix 6
AH224 – Number of new build council house completions – Quarterly – (year to date)	42 at year end	10	0	18	Within target	See Appendix 7
AH228 – Number of self-build sites sold – Quarterly (year to date)	13 at year end	0	0	1	Outside of target	See Appendix 8

Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Local Performance Indicators – Key:

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

Local Performance Indicators (LPis)	Target 2020 / 2021	Q1 April – June	Q2 July – September	Q3 October – December	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	N / A	See Appendix 9
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	Inside target, Improved	See Appendix 10
SH352 – % traveller pitch fee collected – Monthly	90%	April – 97.98 May – 88.65 June – 89.89	July – 90.50 August – 93.14 September – 92.97	October – 90.42 November – 84.30 December – 84.30	Outside of target, Declined	See Appendix 11
SH363 – % vacant but available to let – Quarterly	0.50%	1.26	1.37	1.27	Outside of target, Improved	See Appendix 12
Number of vacant but available to let Quarterly (linked to the Performance Indicator above: SH363)	N / A	66	72	67	N / A	See Appendix 13
SH364 – percentage vacant but unavailable (Annual)	0.50%	N / A	N / A	N / A	N / A	N / A

Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Local Performance Indicators (LPis)	Target 2020 / 2021	Q1 April – June	Q2 July – September	Q3 October – December	Trend	Comment
Number of vacant but unavailable (Annual) (Linked to above PI SH364)	N / A	N / A	N / A	N / A	N / A	See Appendix 14
SH368 – percentage of rent arrears – Quarterly	2.00%	1.89	2.03	Awaiting Data	N / A	See Appendix 15
SH369 – percentage of rent loss from empty houses (cumulative)	3.00%	0.32	0.75	Awaiting Data	N / A	See Appendix 16
Amount in British Pounds Sterling spent on rent loss from empty houses (cumulative) (Linked to PI above SH369)	Estimated Annual Debit £27,000,000.00	£86,132	£203,270	Awaiting Data	N / A	See Appendix 17
SH376 – percentage of tenants satisfied with the re-let service (year to date) Quarterly	85% or above	See comment	83%	92%	Inside target, Improved	See Appendix 18
SH374 – percentage of non-decent council homes Quarterly	5.00%	See comment	7.5%	7.99%	Inside target, Improved	See Appendix 19
SH344 – percentage of Customers satisfied with the condition of new home (year to date) Quarterly	85% or above	See comment	92%	96%	Inside target, Improved	See Appendix 20

Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Local Performance Indicators (LPis)	Target 2020 / 2021	Q1 April – June	Q2 July – September	Q3 October – December	Trend	Comment
SH327 – percentage 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	Outside target, Decline	See Appendix 21
SH330 – percentage of 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	Outside of target, Decline	See Appendix 22
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 Q3	Awaiting Data	N / A	See Appendix 23

Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Management Information – Key:

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

Management Information	Frequency	Q1 April to June	Q2 July to September	Q3 October to December	Comment
AH210 – Total number of presentations including advice only cases	Quarterly	165	200	203	No comment
AH213 – Number of Homeless applications	Quarterly	106	101	102	No comment
AH208 – Number of Homeless preventions	Quarterly	41	51	54	No comment
AH214 – Number of Homeless acceptances	Quarterly	15	26	30	Q1 amended
AH203 – Numbers in temporary accommodation	Quarterly	61	62	64	See Appendix 24
AH219 – Number of properties within Shire Homes – Cumulative	Quarterly	5 Self-contained 6 HMOs Total = 11	11 Self-contained 7 HMOs Total = 18	16 Self-contained 7 HMOs Total = 23	AH219: 71 in total to date since Shire Homes started
AH217 – Number of cases where Universal Credit is a factor	Quarterly	0	3	Awaiting data	No comment
AH218 – Numbers on the housing register	Quarterly	1,441	1,497	1,663	No comment
AH220 – Number of lettings to Band A	Quarterly	16	53	56	See Appendix 25
AH221 – Number of lettings to Band B	Quarterly	24	54	62	See Appendix 26
AH223 – Number of Housing Rent Allowance properties that have been empty for over 4 months	Quarterly	12	28	22	See Appendix 27

Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Management Information	Frequency	Q1 April to June	Q2 July to September	Q3 October to December	Comment
HS1 Number of homes granted planning permission for essential local workers	Quarterly	0	0	Awaiting data	See Appendix 28
HS2 Number of homes granted funding via Combined Authority	Quarterly	0	0	Awaiting data	No comment
HS4 Number of new affordable homes on rural exception sites given planning permission each year	Annually	26	0	Awaiting data	See Appendix 29
HS5 Number of new affordable homes built on rural exception sites each year	Annually	0	0	Awaiting data	See Appendix 30
HS6 Percentage of planning consultations responded to within 21 days	Quarterly	65%	99%	Awaiting data	See Appendix 31
HS7 Number of households supported to improve the energy efficiency of their home through Housing Repairs & Adaptation Grants (Cumulatively)	Quarterly	<u>Completed</u> 1 Heating grant <u>Approved</u> 3 Heating & 3 Windows <u>Pipeline</u> 1 Heating & 1 Window	<u>Completed</u> 5 heating grants, 1 window grant 1 Insulation grant <u>Approved</u> 3 Heating 2 Windows <u>Pipeline</u> 5 heating (pre-approval) 4 windows	<u>Completed</u> 11 heating grants, 2 window grants 1 Insulation grant <u>Approved</u> 4 Heating 3 Windows <u>Pipeline</u> 5 heating (pre-approval) 2 windows	No comment

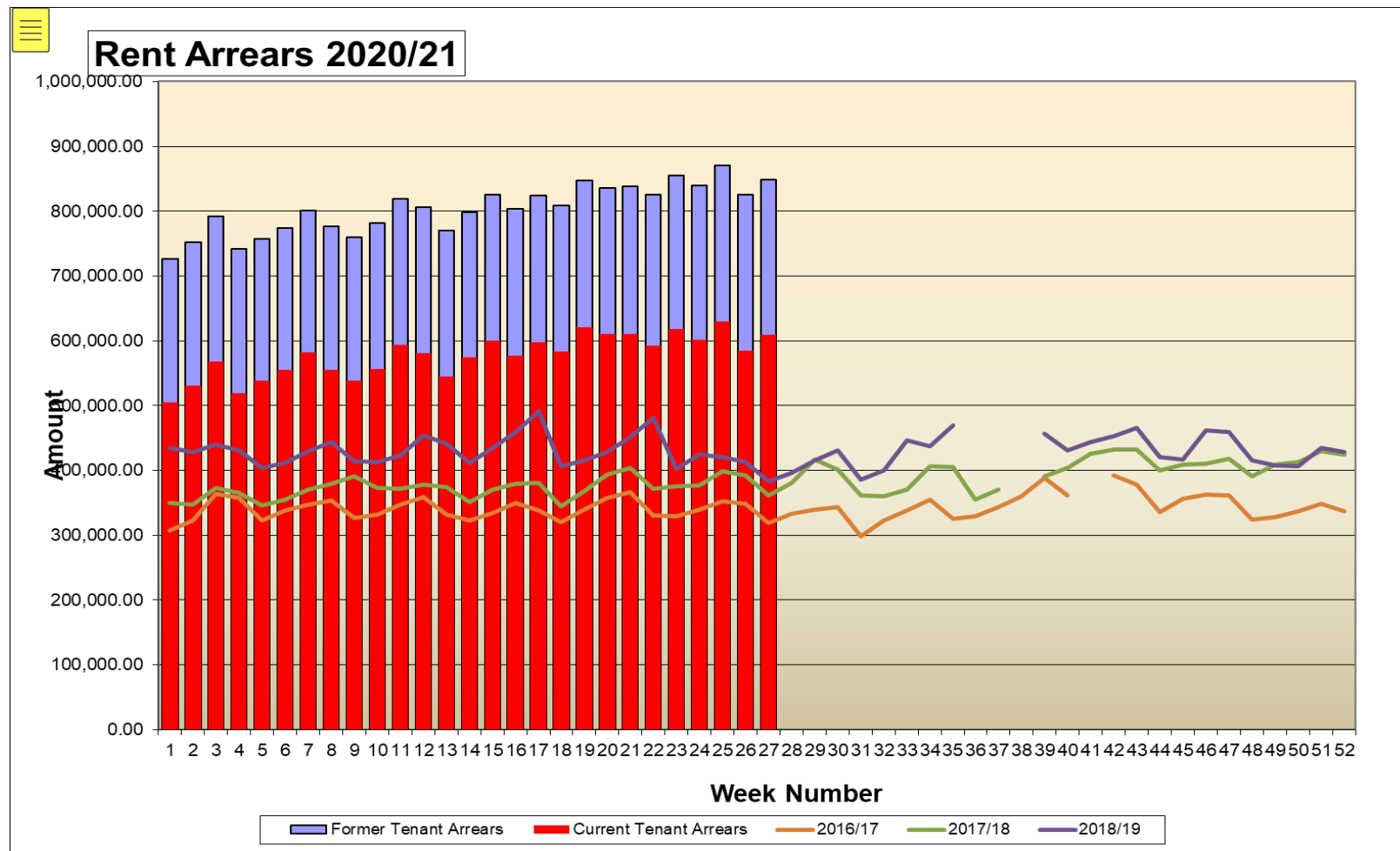
Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Management Information	Frequency	Q1 April to June	Q2 July to September	Q3 October to December	Comment
HS8 Number of tenant hours volunteered for tenancy engagement	Quarterly	See comments	See comments	See comments	See Appendix 32
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 Appendix 33
HS10 – Number of residents / service users involved in formal / informal consultation groups (including digital)	Quarterly	See comments	See comments	See comments	See Appendix 34
AH229 – Number of self-build planning permissions granted on HRA land (available to purchase) (year to date)	Quarterly	0	0	0	See Appendix 35
AH225 – Number of new build council houses currently started on site (year to date)	Quarterly	0	3	0	See Appendix 36

Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Rent arrears 2020 / 2021

The graph below shows weekly rent arrears figures as at the end of Q2 only as Q3 is currently unavailable:



Complaints and Compliments

Volume of Complaints

Stage	Q1	Q2	Q3
Stage 1	13	15	43
Stage 2	3	2	2
Stage 3	0	1	0
Total (Year to Date = 73)	16	18	45
Percentage of responses sent within timescale (including those received in previous quarters)	91%	71%	85%
	Number of responses: 11 Number within target: 10 4 upheld 7 not upheld 1 partly upheld	Number of responses: 24 Number within target: 17 5 upheld 15 not upheld 4 partly upheld	Number of responses: 26 Number within target: 22 10 upheld 13 not upheld 3 partly upheld

Complaints by SCDC Category

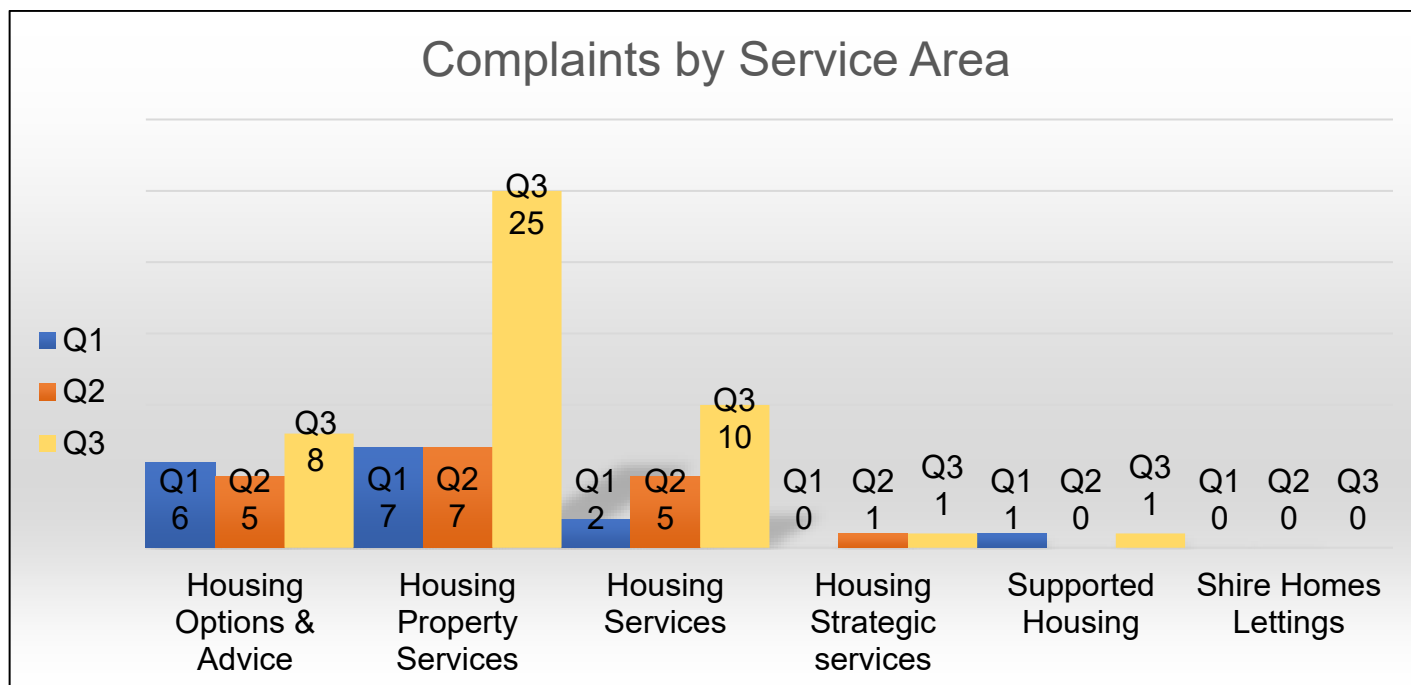
Category	Q1 Total	Percentage of Q1 complaints	Q2 Total	Percentage of Q2 complaints	Q3 Total	Percentage of Q3 complaints
Lack of communication	0	0%	2	11%	8	18%
Failure to act	3	19%	3	17%	15	33%
Service Delivery	4	25%	2	11%	7	16%
Not understanding processes	4	25%	1	5%	5	11%
Staff Conduct	0	0%	5	28%	3	7%
Misinformation	2	13%	0	0%	1	2%
Charges	1	6%	1	5%	0	0%
Other	2	13%	4	23%	6	13%

Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

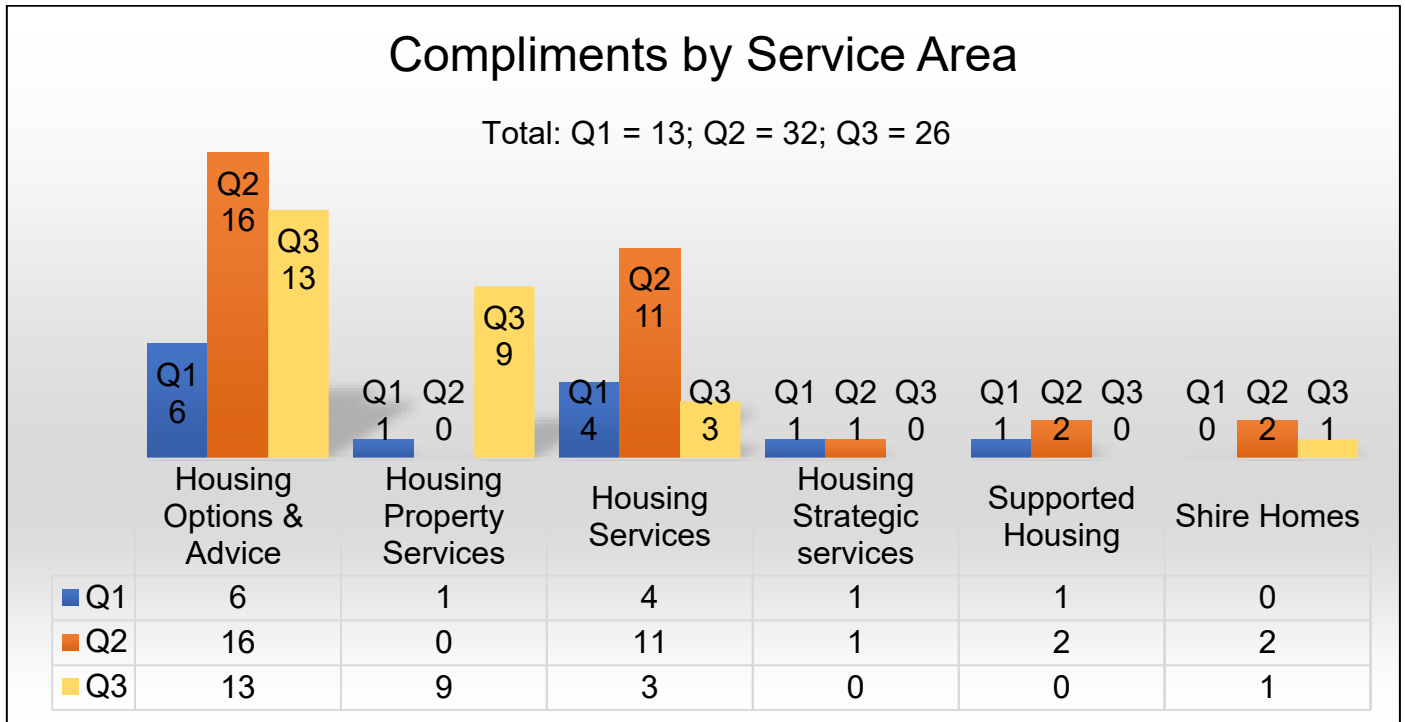
Complaints by HouseMark Category

Category	Q1 Total	Percentage of Q1 complaints	Q2 Total	Percentage of Q2 complaints	Q3 Total	Percentage of Q1 complaints
Allocations	6	37%	1	5%	3	7%
ASB	0	0%	1	5%	4	9%
Estate Services	0	0%	1	5%	0	0%
Rent & Services	0	0%	0	0%	0	0%
Repair & Maintenance	6	37%	6	34%	24	53%
Staff & Customer Service	0	0%	5	28%	7	16%
Tenancy Management	2	13%	2	11%	3	7%
Other	2	13%	2	11%	4	9%

Complaints by Service Area



Compliments by Service Area



Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Appendix

Appendix 1

AH212 targets:

Targets 2020 / 2021

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

The trend reflects actual spend per quarter.

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'.

Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

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 Houses in Multiple Occupation (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.

Appendix 2

SH375:

- Q1. Due to moving to the new Orchard Asset system, the figures for SAP are not available, as there are still about 3,000 ratings that need to be put into the system to generate the new average SAP. That will take some time as there is no quick and easy method to load them
- Q2. This will change in the near future because there is a new version 9.94 which is being loaded on the week commencing 16 November 2021, 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. 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.

Appendix 3

AH211 – Commentary for Q3:

We have seen a steady improvement in void turn around times in this quarter. The figure for December 2020 increased slightly compared to November 2020 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.

Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

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.

The factors influencing the increased figures regarding Q1 & Q2 are described below:

- Some of the properties we let in September 2019 became void (empty) in March and April 2020.
- When we went in lockdown in March 2020 we decided to follow Government guidance which was to not let any vacant properties unless absolutely necessary. As a result of this we stopped advertising properties through our choice based letting system Homelink.
- From the end of March 2020 to the 12 June 2020, no general needs properties were advertised and for sheltered accommodation it was from the end of March 2020 until 1 August 2020.
- This means that some properties let in September 2020 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.

Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

- 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. 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.

Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Appendix 4

Added due to feedback received from the Housing Performance Panel

Appendix 5

AH204:

- Q1. There were two completed satisfaction surveys in May and three in June. However, because of the crossover with the new system, we cannot enter the correct survey dates because the jobs were not issued at the time that the work was completed. They will appear in July's figures.
- Q2. We have only been able to retrieve surveys for 9 jobs because of Covid-19 restrictions. New methods of collecting this data are being investigated, but this will take some time to resolve
- Q3. satisfaction pre Covid-19 was collected via handheld devises. 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:

October: 197 / 222

November: 210 / 235

December 178 / 207

Appendix 6

SH332:

- Q1. Performance Indicator 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.

Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Appendix 7

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

Q3. 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.

Appendix 8

AH228 – Sites in Histon, Great Shelford and Babraham were sold in 2019. Revised Business Case submitted to EMT re: 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.

Appendix 9

AH216 – Total of 88 households have been assisted to date since Shire Homes started

Appendix 10

SH336 – April – 1 tenant living away from home and 1 tenant self-isolating

May – All Covid-19 no accesses to be rearranged

June – All but 1 Covid-19. Legal action to be taken on remaining property

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.

Appendix 11

SH352 – April – because of the way the dates of the week fall we have two housing benefit payments for April and reasonably good rent collection despite Covid-19

June – Lower on Whaddon due to people starting to pick up work again after lowered Covid-19 restrictions and coming off UC.

Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Appendix 12

SH363 – Impact due to Covid-19. It's likely that void turnaround times will continue to be above what we would normally expect to see until we have cleared the backlog of voids that became empty in March, April, and June. We anticipate this will continue for the rest of the year and we will then see void turnaround times start to fall in the new year.

Appendix 13

Number of vacant but available to let Quarterly (linked to the Performance Indicator above: SH363): Added due to feedback received from the Housing Performance Panel.

Appendix 14

Number of vacant but unavailable (Annual) (Linked to PI SH364): Added due to feedback received from the Housing Performance Panel.

Appendix 15

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

Q3. 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

Appendix 16

SH369 – 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. 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

Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Appendix 17

Added due to feedback received from the Housing Performance Panel.

Q3 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

Appendix 18

SH376:

- Q1. percentage 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 satisfied

Appendix 19

SH374:

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

Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Appendix 20

SH344:

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

Appendix 21

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

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

Appendix 22

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

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

Appendix 23

HS3:

Actively working with 20 Parishes:

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

Housing Needs Surveys completed:

Comberton (June)

Pre-App Stage:

Linton

Planning Applications:

Great Eversden, Eltisley Fen Drayton, Newton

Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Appendix 24

AH203 – This increase will largely be due to Covid-19 including more use of Bed and Breakfast and more Temporary Accommodation due to lack of move on

Appendix 25

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

Appendix 26

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

Appendix 27

AH223 – Please note this has been updated as calculated on empty over 3 months instead of over 4 months in error

Appendix 28

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

Appendix 29

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

Appendix 30

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

Rockery Farm Bourn – 4 (February 2020)

Armistice Close Fulbourn – 14 (February 2020)

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

Appendix 31

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

Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Appendix 32

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

Q1. Tenant Email Contact = 1,971 (out of 23 approximately 7,500 tenants)

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

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

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

Meetings held = 0

Estate visits completed = 2

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

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

Facebook activity 5,613 total engagement

Other – Volunteer hours = 20

Meetings held = 0

Estate visits completed = 5

Q3. Tenant Email Contact = 5,005 (successfully sent)

Online version of newsletter – Total viewed 652 of which there were 211 who ‘Deep read’

Facebook activity 4,007 total engagement

Other – Volunteer hours = 150

Meetings held = 10

Estate visits completed = 0

Appendix 33

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

Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Appendix 34

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

Appendix 35

AH229 – 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.

Appendix 36

AH225 – 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.

Complaints and Compliments

On average Repair & Maintenance complaints (R&M) received by SCDC housing department are 53% of all complaints receive – with top categories ‘Failure to act’ & ‘Service delivery’

Number of complaints dropped in 2019 / 2020 (61) and increased 2010 / 2021 (100) which can be linked with the lock-down timeline, and the ‘Covid return to site work protocol’

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 appointments kept	Number of repairs appointments made	% of R&M complaint to appointments made
2020 / 2021	52	100	52%	8,646	0.60%	9,096	0.57%
2019 / 2020	30	61	49%	1,2071	0.25%	12,567	0.24%
2018 / 2019	47	81	58%	11,177	0.42%	11,794	0.40%

Top two methods complaints received – 61% via the portal and 32% email

26 upheld, 48 not upheld and 10 partly = 81% response rate (68 out of 84)

Total of 80 compliments received across the department



Complaints Analysis

South Cambs Q3 2020

Total complaints logged in One Touch, all at CLOSED status

Q3 = 6





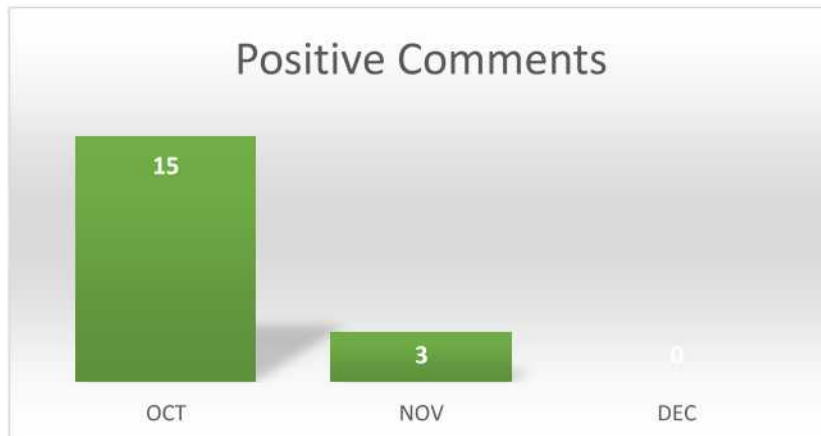
Total alerts logged in One Touch, all at CLOSED status

Q3 = 1



Total positive comments logged in One Touch

Q3 = 18



Please note:

With effect from Jan 2021, all positive comments and alerts from Voice of Customer surveys will be logged through One Touch and results published quarterly in this format.

Mears Performance Data Third Quarter 2020-2021

Responsive Repairs

Tenant Satisfaction

Due to Covid-19 H&S restrictions customer surveys are not being carried out on operative PDA's. Please refer to separate report provided by Mears Group Customer Success.

Covid continues to impact on service delivery.

Emergency Repairs Completed on Time

Emergency jobs completed within their target date.
Number of jobs completed on time / Number of jobs completed

Emergency Repairs Completed On Time			
Target	92.20%		
	1100/1193		
	October	November	December
98%	96.79%	96.80%	96.40%
	362/374	363/375	428/444

Routine Repairs Completed on Time

Routine jobs completed within their target date.
Number of jobs completed on time / Number of jobs completed

Routine Repairs Completed On Time			
Target	86.81%		
	1323/1524		
	October	November	December
95%	90.00%	84.40%	85.08%
	549/610	449/532	325/382

Appointments Kept

Routine jobs only
Number of appointments attended on time / Number of jobs appointments attended

Appointments Kept			
Target	97.84%		
	2170/2218		
	October	November	December
95%	97.01%	93.87%	93.26%
	875/902	720/767	512/549

Average Number of Day to Complete

Average Number of Days			
Target	15		
	October	November	December
12	16	14	15

Mears Performance Data Third Quarter 2020-2021

First Time Fix

Routine & Emergency
Number of First Time Fix/Number of jobs

First Time Fix			
Target	92.28%		
	2221/2381		
	October	November	December
85%	93.88%	92.23%	93.68%
	874/931	724/785	623/665

Multiple Visits

Please refer to attached report which details multiple jobs issued between October and December. Jobs are in order of their UPRNs (Unique Property Reference Numbers). Cancelled jobs have been removed. Recall jobs have been included in the report however recall jobs do not interface to South Cambs system and are not included in KPI data.

Emergencies = make safe although Mears will always carry out repair when possible

The jobs listed on the following page have been highlighted in orange on the report. These are example jobs which have been drilled into further so you can see the reasons why additional jobs have been raised.

Mears Performance Data Third Quarter 2020-2021

UPRN	Priority Description	Job Description	Additional Comments
1019200710	Emergency	Water leak on the internal stop cock - tenant doesn't know where the external one is.	Operative "This property requires the water board to locate the stopcock this will require the a new internal stop cock and leak repair to the cold feed and the base unit replaced due to water damage"
1019200710	Emergency	Tenant has a leak coming from kitchen heavy leak tenant thinks could be coming from internal stopcock but unsure 100% tenant advised they cannot contain or isolate leak	Returned to carry out work
1019200540	Routine	Both the above properties have loose /rotten fence posts to the front of the properties, Could these both be looked at please. Many thanks Dawn Miller Senior Sheltered Estate Officer	Inspected as requested
1019200540	Routine	NUM 54 requires 2 new fence posts FT122 X 2	Returned to carry out work on approval
1019200070	Routine	The tenant has also reported a leak underneath her kitchen sink, she did say that someone has previously attended but there is still a leak. Many thanks Dawn Miller Senior Sheltered Estate Officer	Operative "turned off hot water washing machine valve and tightened washing machine valve cap"
1019200070	Routine	Please raise job to fix small water leak underneath kitchen sink.	Live job raised to re-attend.
1019200070	Routine	Please inspect the extractor fan that's not working. The tenant at the above address is saying that her shower is not very good, the hose is covered in lime scale that she has tried hard to get off but can't remove it and she has to have it up nearly to the top of the temperature range to get it to go hot. Is it possible to get someone to look at it please as I believe it to be one of the old ones and not very economical. Many thanks Dawn Miller Senior Sheltered Estate Officer	Operative "shower head and hose replaced, serviced and cleaned bathroom extractor fan. Please remove old redundant extractor fan in the bathroom, no electrics present and make good."
1019200070	Routine	Please remove old redundant extractor fan in the bathroom, no electrics present and make good.	Live job raised to attend to replace extractor fan.

Mears Performance Data Third Quarter 2020-2021

Re-Lets

Re-Lets Completed on Time

Target	32%		
	24/75		
	October	November	December
95%	27.59%	33.33%	36.84%
	8/29	9/27	7/19

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

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

Previous Re-Let Priorities:

5 days, 20 days and 40 days

Current Re-Let Priorities:

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

Target dates are calculated automatically based on value of working days

5 days = £0-1500, 10 days = £1501-£6500 & 25 days = £6501 plus

Additional Re-Let Data

The report below is based on jobs completed in each of the months listed for each priority. Please note although completed in these months, many of the jobs will have been issued in previous months.

Month	5 day Re-Lets completed in target	5 Day Re-Lets Over target	10 day Re-Lets completed in target	10 day Re-Lets over target	25 day Re-Lets completed in target	25 days Re-Lets over target	Total
Oct	5	1	3	16	0	4	29
Nov	2	4	6	12	1	2	27
Dec	2	0	5	9	0	3	19
Total	9	5	14	37	1	9	75

Average number of calendar days to complete jobs completed in the month				
Month	5 Day	10 Day	25 Day	All
Oct	5	33	82	40
Nov	19	29	87	45
Dec	3	35	95	44
Total	9	32	88	43

Mears Performance Data Third Quarter 2020-2021

The average number of days have been impacted by the catch up due to Covid.

November 5 days - high as based on 5 jobs all issued in October.

10 day - October's includes 4 jobs raised between July & August. November includes 11 jobs issued between July and October. December includes 12 jobs issued between September and November

25 day - October includes 4 jobs issued between June and August. November includes 2 jobs issued in July. December includes 1 job issued in June and 2 jobs issued in October

The following tables are based on jobs issued in each of the months for each priority:

5 Day Priority				
Month	5 day Re-Lets raised in month	5 day Re-Lets requests but not started in month raised	5 day Re-Lets Completed on time	5 day Re-Lets not completed on time
Oct	11	3	7	4
Nov	0	0	0	0
Dec	5	3	2	3
Total	16	6	9	7

10 Day Priority				
Month	10 day Re-Lets raised in month	10 day Re-Lets requests but not started in month raised	10 day Re-Lets Completed on time	10 day Re-Lets not completed on time
Oct	20	16	3	17
Nov	19	15	5	14
Dec	10	8	3	7
Total	49	39	11	38

25 Day Priority				
Month	25 day Re-Lets raised in month	25 day Re-Lets requests but not started in month raised	25 day Re-Lets Completed on time	25 day Re-Lets not completed on time
Oct	3	3	1	2
Nov	3	3	0	3
Dec	4	4	4	0
Total	10	10	5	5

Heating and Gas – Quarter 3 – 2020 / 2021

Key Performance Indicators (KPIs)	Target 2020 / 2021	Q4 2019 / 2020 January – March	Q1 April – June	Q2 July – September	Q3 October – December	Comments and Benchmarking where available
Number of properties without a valid Landlords Gas Safety Record (LGSR)	0	1	13	36	1	See comments
Number of properties with an overdue LGSR during month	0	January – 0 February – 0 March – 0	April – 2 May – 9 June – 2	July – 10 August – 24 September – 2	October – 0 November – 1 December – 0	See comments
Mears Gas servicing first time access in %	75%	January – 79% February – 77% March – 86%	April – 70% May – 80% June – 96%	July – 86% August – 80% September – 81%	October – 78% November – 84% December – 85%	See comments
Gas services completed	3,052	1,006	808	987	734	-
Total heating repair visits	-	729	372	388	685	-
Out of hours calls attended	-	171	62	46	175	-
Non-Gas servicing – Oil, Solid fuel, Air source heat pumps	435	January – 3 February – 59 March – 7	April – 21 May – 33 June – 55	July – 98 August – 96 September – 31	October – 13 November – 9 December –	See comments
Installation of new or replacement heating appliances Gas, Air source heat pumps, Oil.	123	January – 5 February – 4 March – 1	April – 0 May – 0 June – 0	July – 1 August – 0 September – 6	October – 8 November – 15 December – 13	See comments

Comments and Benchmarking where available

Number of properties without a valid Landlords Gas Safety Record (LGSR)

Q1 ,Q2, Q3 – The Impact of COVID19 resulted in a number of properties going over their gas service anniversary dates due to tenants shielding or self-isolating clear audit trail and daily monitoring in place between SCDC and Mears with weekly reporting of non-compliance to management team.

Number of properties with an overdue LGSR during month

All overdue properties managed in accordance with Government and industry COVID19 guidance clear record keeping and auditable trail for every property to the point of completing the necessary gas safety and service visit.

Mears Gas servicing first time access in %

Higher levels of first-time access during June.

Mears first service letters had COVID19 guidance and information added setting out why gas visit was required, and measures deployed to minimise risks.

Non-Gas servicing – Oil, Solid fuel, Air source heat pumps

Non gas servicing has no statutory compliance and is run on an 11-month service programme with Mears on the basis every non gas appliance should be inspected and serviced annually for safety and efficiency.

All solid fuel appliances are serviced during the summer months.

Installation of new or replacement heating appliances Gas, Air source heat pumps, Oil

Reduced programme due to COVID19 restrictions and lockdowns.