



Housing Performance Panel

Quarterly Meeting

9 September 2021 – 13:00 to 16:00

Agenda Pack

Housing Performance Panel Agenda

Date: **Thursday 9 September 2021**

Time: **13:00 – 16:00**

Venue: **Zoom (Virtual Meeting)**

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1. Welcome and apologies

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

2. Quorum

A quorum shall consist of 50% of members.

3. Minutes of meeting held on 3 June 2021

The minutes of the meeting held on 3 June 2021 are included for approval.

Housing Performance Panel

Minutes of the Quarterly Meeting held on Thursday, 3 June 2021 from 13:00 to 16:00
via Zoom

| | |
|-------------------|--|
| Attendees: | <p>Peter Campbell (Head of Housing) – Chair</p> <p>Jennifer Perry (Resident Involvement Team Leader) – Vice Chair</p> <p>Cllr John Batchelor</p> <p>Ffion Daniels</p> <p>Les Rolfe</p> <p>Margaret Wilson</p> <p>Patricia Hall</p> <p>Paul Bowman</p> <p>Geoff Clark</p> <p>Grace Andrews</p> <p>Bronwen Taylor (Resident Engagement Officer) – Minute taker</p> |
| Apologies: | <p>Jackie Reape-Moore (did not attend)</p> |

| Item | Subject | Action |
|------|---|--------|
| 1. | <p>Welcome and Apologies</p> <p>Peter Campbell welcomed the panel to the meeting, at 13:05.</p> <p>No apologies were received.</p> | - |
| 2. | <p>Quorum</p> <p>The meeting was quorate.</p> | - |
| 3. | <p>Housekeeping</p> <p>Peter Campbell referred to the document included in the pack and reminded the panel to keep their microphones on mute and raise their hands or put a message in the chat box if they wished to ask a question or comment on an issue.</p> | - |

| Item | Subject | Action |
|------|--|--------|
| 4. | <p>Minutes of previous meeting – 4 March 2021</p> <p>Peter Campbell referred to the minutes of the previous meeting. They were proposed by Les Rolfe and seconded by Margaret Wilson.</p> | - |
| 5. | <p>Matters Arising</p> | - |
| 5.1 | <p>Minutes of the previous meeting – Invitations to Training (Item 2)</p> <p>Jennifer Perry sent the invitations on 16 March 2021, and training on Reviewing performance by Yvonne Davies, was held on 30 March 2021.</p> | - |
| 5.2. | <p>Empty Properties – Various queries (Item 3)</p> <ol style="list-style-type: none"> 1. Debbie Barrett had a meeting with her team on 24 March 2021 and reiterated to the housing officers about being flexible for tenants' circumstances. 2. Debbie Barrett had a meeting with her team on 24 March 2021 and reiterated to the housing officers the importance of reminding tenants that they were able to change their utility contracts. The team advised that they always inform tenants that they had the option to change suppliers. 3. Debbie Barrett discussed the issue of Wickes vouchers and problems redeeming them remotely with her team. They advised that they had not found that this has presented a problem to too many people. 4. Geoff Clark has been unable to set up working groups for relets, fittings and furnishings removals due to current workload demands. He advised that empty properties came up in cabinet and that since last year, the figures were poor. He added that turnaround times were poor due to Covid-19. Cllr Batchelor said that Mears have advised that only one or two people were allowed in empty properties and asked what they were doing about it. | - |

| Item | Subject | Action |
|------|--|----------------|
| | <p>Geoff Clark said that Mark Flint advised that they had safety measures in place and there should be an improvement from 21 June 2021.</p> <p>Paul Bowman asked if Mears had a plan in place and Geoff Clark said they did, however it was a slow process.</p> <p>Ffion Daniels asked if Mears were building up their stock of materials. Geoff Clark said they did have some, however, it was difficult to predict what was needed.</p> <p>Jennifer Perry said that she had extracted some data and SCDC were in the middle of the range when it came to voids.</p> <p>Cllr Batchelor said that they need a contingency plan.</p> <p>Geoff Clark said it was difficult to plan with lockdown. He said they had measures in place. They were starting to plan ahead, and he could see improvements.</p> <p>Paul Bowman said that Mears should be working to get the work done and they should be apologising, not SCDC. He said that it appears that nothing was in place from Mears.</p> <p>Geoff Clark said that he acknowledges that Mears had not started work on some properties.</p> <p>Ffion Daniels said that the private industry had continued with work. A lengthy discussion on the inefficiency of Mears was held.</p> <p>Cllr Batchelor said that as a Mears representative was not at the meeting, it was difficult to get anywhere on this topic.</p> <p>Jennifer Perry said that Geoff Clark would be meeting with Mears.</p> <p>Peter Campbell suggested arranging an HPP internal meeting to understand the background and look at the wider issues, and then arrange a second meeting with Mears.</p> <p>Geoff Clark to organise a meeting with Cllr Batchelor, Patti Hall, Ffion Daniels and Paul Bowman.</p> | <p>G Clark</p> |

| Item | Subject | Action |
|------|--|----------|
| | <ol style="list-style-type: none"> 5. Debbie Barrett did not provide a FAQ document as no questions on relets were received from the panel. 6. Debbie Barrett had a meeting with her team on 24 March 2021 and reiterated to the housing officers the importance of clearly explaining the rules and conditions of tenancy to tenants. The officers said that they always go through the important elements of the Tenancy Agreement. She is holding refresher session meetings with Estate Officers to ensure that they were confident as to what needed to be explained to new tenants. 7. Debbie Barrett has sent an email to Margaret Wilson to arrange a phone call to discuss the attitude issues of the housing officers. Margaret Wilson said that she had not received the email, however, she did have a new email account and would check the new inbox. Jennifer Perry asked her to provide us with her new details. 8. Debbie Barrett advised that she was currently reviewing the draft Top 10 checklist document, which is for tenants when moving into a new property. 9. Wayne Newman visited Ffion Daniels' home to investigate the issues with the damp and mould. Improvement works are to be carried out to the kitchen and bathroom to remedy the issues. | M Wilson |
| 5.3. | <p>Review Q3 data for affordable homes performance (Item 4)</p> <ol style="list-style-type: none"> 1. Geoff Clark investigated the report of unprofessionalism from a Mears contractor. He advised that the contractor was Clearview and the employee in question had left the business. 2. Peter Campbell set up a working group, who met on 13 May 2021 to discuss the responsive repairs and Mears contract. Paul Bowman said the meeting was informative. 3. Geoff Clark said a member of the Revenues and Benefits team would be invited to the meeting in September 2021. | G Clark |

| Item | Subject | Action |
|------------|--|--------|
| 6. | Standing Items | - |
| 6.1. | <p>Mears Group – Review of Annual Data</p> <p>Geoff Clark presented the Mears Group report as Mark Flint was unable to attend the meeting due to technical problems with Zoom.</p> <p>Paul Bowman asked if their recordings on “% of repairs completed at the first visit” were correct?</p> <p>Jennifer Perry said that we had asked Mears to provide data for properties revisited and there were no duplications.</p> <p>Cllr Batchelor asked about the 10 to 20 days priority for “% of all re-lets completed on time”. Geoff Clark said that the contract was being reviewed. A discussion on re-lets and turnaround times was held.</p> <p>Peter Campbell thanked Geoff Clark for going through the Mears report at short notice.</p> | - |
| 6.2 6.3 | <p>SCDC – Review of Annual Performance Data</p> <p>SCDC – Comparison of Previous Years Key Data</p> <p>Grace Andrews went through a presentation of the Review of Annual Performance Data and a Comparison of Previous Years Key Data. The following questions were raised.</p> <ul style="list-style-type: none"> • Margaret Wilson said that Mears’ method of satisfaction by hand-held devices was not effective, and therefore it was changed to SMS. She asked if progress had been made about comments received from Mears, being collated by SCDC staff. <p>Jennifer Perry said that it had been discussed for the new contract and SCDC were looking at conducting a satisfaction survey for tenants, which should be available in the Autumn of 2021.</p> <ul style="list-style-type: none"> • Paul Bowman thanked Grace Andrews for the data and asked how the data collection from Mears reached SCDC. <p>Grace Andrews advised that SCDC wait for Mears to send the data and that their complaints were recorded separately.</p> | - |

| Item | Subject | Action |
|------|--|--------|
| | <p>Paul Bowman said that it was difficult to check if Mears data was accurate.</p> <p>Grace Andrews advised that the Ombudsman had given standards which had to be followed.</p> <ul style="list-style-type: none"> • Paul Bowman asked about the increase in rent arrears. Grace Andrews said that it was due to SCDC not sending out rent arrear letters or eviction notices during lockdown. • Paul Bowman asked about the new builds. Geoff Clark explained that SCDC took over private homes to rent and then managed them as the landlord. He said that not all were with Mears. • Ffion Daniels said the new system for rentals did not reflect the correct information. Grace Andrews said that this was due to the change-over of systems. Ffion Daniels said that she is concerned that tenants were not aware that they were in arrears. • Margaret Wilson asked if universal credit could be paid directly to SCDC for rent, as often people do not budget properly and do not pay their rent, which could lead to them being evicted. Peter Campbell said that due to legislation by government, it could only be paid to the resident. Jennifer Perry said that a direct debit could be set up so that the rent could be paid as soon as a resident received their universal credit. | - |
| 6.4 | <p>Relets</p> <p>This item was covered in items 5.2 (4) and 6.1 above.</p> | - |
| 6.5 | <p>SCDC – Review of annual Complaints Data</p> <p>This item was covered in item 6.2 above.</p> | - |

| Item | Subject | Action |
|------------|--|--------|
| 7. | New Matters | - |
| 7.1 | <p>Training Dates</p> <p>Jennifer Perry referred to the training dates, which were as follows:</p> <ul style="list-style-type: none"> • 7 July 2021 • October 2021 – to be confirmed | - |
| 7.2 | <p>Planning Away Day – 2 September 2021</p> <p>Jennifer Perry said that an agenda would be sent out closer to the date.</p> | - |
| 7.3 | <p>Estate Inspections Report</p> <p>Bronwen Taylor went through the Estate Inspection report and advised that the information would be uploaded to the Google drive.</p> <p>Les Rolfe was concerned that issues from the volunteers did not match those of the Housing Officers.</p> <p>Jennifer Perry said that Jim Watson emailed his reporting forms to us to be included in our reporting.</p> | - |
| 8. | Any other Business | - |
| 8.1 8.2 | <p>Business Plan</p> <p>Service Plan</p> <p>Jennifer Perry explained that the reason for these plans was to get tenants involved. She said that we would go through the plans at the September away day. She added that this came from the White paper and was a new approach from the Council, which puts tenants at the forefront of our plans.</p> <p>Paul Bowman asked if tenants would get involved in the Mears contract.</p> <p>Peter Campbell said that the board would be made up of officers, members and tenants.</p> | - |

| Item | Subject | Action |
|------|--|----------|
| 8.3 | <p>Minutes and Performance Reports</p> <p>Jennifer Perry advised that the minutes and performances reports would be uploaded to SCDC's website and asked if there were any objections from the panel.</p> <p>There were no objections.</p> | B Taylor |
| 8.4 | <p>Equity Share Property</p> <p>Margaret Wilson said she had received a question from a neighbour who said that someone had died some years ago and the deceased's house and property were going into disrepair. She said that apparently SCDC do not buy back the 75%. She asked if SCDC should be responsible for the upkeep?</p> <p>Geoff Clark explained the process and said that whoever owns the property should maintain it.</p> <p>Peter Campbell asked Margaret Wilson to send Geoff Clark an email with the details.</p> | M Wilson |
| 8.5 | <p>Mears Meeting</p> <p>Geoff Clark said that he had had a meeting with Mears regarding the board, what the representation should be and how the meetings should continue.</p> <p>Jennifer Perry said that previously information was not fed back to the other tenants by the tenant representatives.</p> <p>Cllr Batchelor said that more information was provided at this meeting than at the Mears board meeting. He said the Mears meeting should be consolidated into this meeting.</p> <p>Geoff Clark agreed and said that Mears would have to attend all HPP quarterly meetings.</p> <p>Peter Campbell also agreed and said that a time limit would need to be placed on each agenda item.</p> <p>Patti Hall said that they were never notified of the Mears board meeting.</p> | - |

| Item | Subject | Action |
|------|---|--------|
| 9. | <p>Date of next meeting 9 September 2021 at 13.00 (Zoom / venue tbc)</p> | - |
| 10. | <p>Closing There being no further business to discuss, the meeting ended at 15:50.</p> | - |

4. Matters Arising from previous Minutes

4.1 Empty Properties (Relets) (Minute 5.2 – Item 3)

Point 4 – Meeting Feedback

Action: Geoff Clark to organise a meeting to understand the background and to look at the wider issues.

Report back: Peter Campbell has agreed to lead on the relets. A meeting with members of the panel was held on 27 July 2021.

Peter Campbell to provide feedback.

Point 7 – New Email Address

Action: Margaret Wilson to provide her new email address.

Report back: The new email address has been received and our records updated.

For noting.

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

Point 3

Action: Geoff Clark said a member of the Revenues and Benefits team would be invited to the meeting in September 2021 to conduct a presentation.

Report back: Matt Wynn, from SCDC Revenues and Benefits team, will present on Rents and Arrears.

4.3 Minutes and Performance Reports (Item 8.3)

Action: Jennifer Perry advised that the minutes and performances reports would be uploaded to SCDC's website.

Report back: Bronwen Taylor has uploaded the minutes and performance reports to SCDC's website.

For noting.

4.4 Equity Share Property (Item 8.4)

Action: Margaret Wilson to send Geoff Clark an email query regarding a deceased's resident's property going into disrepair.

Report back: Geoff Clark has spoken to Margaret Wilson regarding this query.

For noting.

5. Standing Items

5.1 Mears Group – Review of Quarter 1 Data

Elaine Phillips to report.

Mears April 21 - March 22

| Key Performance Indicators (KPIs) | Target | Q1 | Q2 | Q3 | Q4 | Year End | Comments & Benchmarking where available |
|---|---------|---------------------|-----------|-----------|-----------|----------|--|
| | 2021/22 | Apr - Jun | Jul - Sep | Oct - Dec | Jan - Mar | | |
| % of responsive repair jobs completed within their timescales - Emergency | 98% | 96.79% 926/967 | | | | | Jobs to be reviewed by new General Manager as it appears a number of subcontracted jobs are not being handled correctly on the subcontractor portal which is resulting in completion dates being entered incorrectly. |
| % of responsive repair jobs completed within their timescales – Routine | 95% | 88.56% 1285/1451 | | | | | SCDC instruction given to carry out only Emergency and “Essential/Urgent” repairs in January. Restrictions lifted in March and routine jobs previously “banked are now being attended). This has also had an impact on the average number of days. Impacted by materials shortages. GM to elaborate. |
| % of appointments kept | 95% | 95.22% 2033/2135 | | | | | |
| % repairs completed at the first visit | 85% | 94.17% 1535/1630 | | | | | |
| Average number of days to complete a responsive repair | 12 | 17.39 | | | | | See comment above. |
| % all re-lets completed on time | 95% | 28.13% 18/64 | | | | | Re-lets have been impacted by Covid-19. Issues sourcing materials, which has had a knock on effect on jobs issued since. Restricted RAMS in place following Covid-19 (reduced operatives allowed on site) which are still in place. Re-let priorities were revised in 2019, which moved to priorities applied based on value. This appears to have had an impact in the results produced. Many of the jobs now identified as 10 day priority would have been allocated with a 20 day priority previously. Mears GM has held talks with SCDC to revert back to contractual priorities. GM to advise regarding additional resources being sourced. |

5.2 SCDC – Review of Quarter 1 Performance Data

Grace Andrews to report.

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

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

| Key Performance Indicators (KPIs) | Target 2021 / 2022 | Q1 2021 / 2022 April – June | Trend | Comments & Benchmarking where available |
|---|---|--|-------|---|
| AH212 – £s Spend on B&B Monthly (cumulative) | See targets Appendix 1 page 6 Actual spend per quarter | April – £15,181 May – £32,264 June – £48,988 = £48,988 (target £48,000) | Amber | See Appendix 1 |
| AH215 – % Successful Homeless preventions as a proportion of all homelessness cases closed (year to date) | 50% | 60.8% | Green | See Appendix 1 |
| SH375 – Average SAP (EPC) rating of self-contained general needs dwellings Quarterly | 70.00 | 77.00 (EPC rating C) | Green | See Appendix 1 |
| AH211 – Average days to re-let Housing stock – Monthly | 17 days or less | April – 78.00 May – 48.00 June – 49.00 | Amber | See Appendix 1 |
| Numbers of re-lets Housing stock Quarterly (Linked to PI above AH211) | N / A | 32 | - | See Appendix 1 |
| AH204 – % satisfaction with responsive repairs – Quarterly | 97% or above | 85% | Amber | See Appendix 1 |
| SH332 – % Emergency repairs attended within 24 hours – Monthly | 98% or above | April – 97.85 May – 95.13 June – 97.30 | Amber | See Appendix 1 |
| AH224 – Number of new build council house completions – (year to date) | 42 at year end | 13 | - | See Appendix 1 |
| AH228 – Number of self-build sites sold – (year to date) | 13 at year end | 0 | - | See Appendix 1 |

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

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

| Local Performance Indicators (LPis) | Target 2021 / 2022 | Q1 2021 / 2022 April – June | Trend | Comment |
|---|--|--|-------|----------------|
| AH216 – Number of households assisted through Shire Homes Lettings – Cumulative – Quarterly (year to date) | 40 | 6 Self-contained 3 HMO = 9 | - | - |
| SH336 – Uncompliant gas installations Monthly | 0.00 | April – 3.00 May – 3.00 June – 1.00 | Amber | See Appendix 2 |
| SH352 – % traveller pitch fee collected Monthly | 90% | April – 80.10 May – 77.50 June – 80.70 | Amber | See Appendix 2 |
| SH363 – % vacant but available to let Quarterly | 0.50% | 1.47 | Amber | See Appendix 2 |
| Number of vacant but available to let Quarterly (linked to PI above SH363) | - | 78 | - | See Appendix 2 |
| SH364 – % vacant but unavailable (Annual) | 0.50% | - | - | - |
| Number of vacant but unavailable (Annual) (Linked to above PI SH364) | - | - | - | - |
| SH368 – % rent arrears Quarterly | 2.00% | 2.01% | Green | - |
| SH369 – % rent loss from empty houses (cumulative) | 3.00% | Awaiting Data | - | See Appendix 2 |
| £ spent on rent loss from empty houses (cumulative) (Linked to PI above SH369) | Estimated Annual Debit £ to be confirmed | Awaiting Data | - | See Appendix 2 |

| Local Performance Indicators (LPIs) | Target 2021 / 2022 | Q1 2021 / 2022 April – June | Trend | Comment |
|--|---------------------|--|-------|----------------|
| SH376 – % tenants satisfied with the re-let service – (year to date) Quarterly | 85% or above | 93% | Green | See Appendix 2 |
| SH374 - % non-decent council homes Quarterly | 5.00% | 5.7% | Green | - |
| SH344 – % Customer satisfaction with the condition of new home (year to date) Quarterly | 85% or above | 93% | Green | See Appendix 2 |
| SH327 – % of repair appointments kept Monthly | 95% or above | April – 95.41 May – 94.54 June – 95.65 | Green | - |
| SH330 – % routine repairs within target timescales – Monthly | 95% or above | April – 90.87 May – 88.68 June – 86.62 | Amber | 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 Appendix 2 |

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

| Management Info | Frequency | Q1 2021 / 2022 April – June | Comment |
|---|-----------|----------------------------------|----------------|
| AH210 – Total number of presentations including advice only cases | Quarterly | 362 | See Appendix 3 |
| AH213 – Number of Homeless applications | Quarterly | 115 | - |
| AH208 – Number of Homeless preventions | Quarterly | 62 | - |
| AH214 – Number of Homeless acceptances | Quarterly | 17 | - |
| AH203 – Numbers in temporary accommodation | Quarterly | 68 | See Appendix 3 |
| AH219 – Number of properties within Shire Homes – Cumulative | Quarterly | 2 Self-contained 0 HMO = 2 | - |
| AH217 – Number of cases where Universal Credit is a factor | Quarterly | 4 | - |
| AH218 – Numbers on the housing register | Quarterly | 1,803 | - |
| AH220 – Number of lettings to Band A | Quarterly | 34 | - |
| AH221 – Number of lettings to Band B | Quarterly | 48 | - |
| AH223 – Number of HRA properties that have been empty for over 4 months | Quarterly | 33 | See Appendix 3 |
| HS1 Number of homes granted planning permission for essential local workers | Quarterly | 0 | - |
| HS2 Number of homes granted funding via Combined Authority | Quarterly | 15 | See Appendix 3 |
| HS4 Number of new affordable homes on rural exception sites given planning permission each year | Annually | 0 | - |
| HS5 Number of new affordable homes built on rural exception sites each year | Annually | 0 | - |
| HS6 Percentage of planning consultations responded to within 21 days | Quarterly | 100% | See Appendix 3 |
| HS7 Number of households supported to improve the energy efficiency of their home through Housing Repairs & Adaptation Grants (Cumulatively) | Quarterly | Awaiting data | See Appendix 3 |
| HS8 Number of tenant hours volunteered for tenancy engagement | Quarterly | 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 Appendix 3 |

| Management Info | Frequency | Q1 2021 / 2022 April – June | Comment |
|---|-----------|--------------------------------|----------------|
| HS10 Number of residents / service users involved in formal / informal consultation groups (including digital) | Quarterly | See comments | See Appendix 3 |
| AH229 – Number of self-build planning permissions granted on HRA land (available to purchase) (year to date) | Quarterly | 1 | See Appendix 3 |
| AH225 – Number of new build council houses currently started on site (year to date) | Quarterly | 4 | See Appendix 3 |

Appendix 1

Comments & Benchmarking where available

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

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.

£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 |

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. – 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.

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

Added due to feedback received from the Housing Performance Panel

AH204 – % satisfaction with responsive repairs – Quarterly

Q1 – Satisfaction scores via SMS since August 2020

| Month | Sent | Received | Response rate | Overall Satisfaction |
|-------|-------|----------|---------------|----------------------|
| April | 1,012 | 171 | 17% | 79% |
| May | 1,038 | 170 | 16% | 90% |
| June | 914 | 148 | 16% | 85% |

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.

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

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

Appendix 2

Comments

[SH336 – Uncompliant gas installations – Monthly](#)

April & May –

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

June – 1 With legal seeking Court injunction for access

[SH352 – % traveller pitch fee collected – Monthly](#)

April & 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 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.

[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

£ 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

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

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

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

SH330 – % routine repairs within target timescales – 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".

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

- Actively working with Parish / RP = Two village (Gamlingay and Meldreth)
- Undertaking Housing Needs Survey – Four 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

Appendix 3

Comments

AH210 – Total number of presentations including advice only cases

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

AH203 – Numbers in temporary accommodation

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

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

(27 consultation responses – average time taken 10 days)

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

Changing systems from Flare to Tascomi

HS8 – Number of tenant hours volunteered for tenancy engagement

Below are new ways we are measuring tenancy engagement:

| | |
|--|---|
| Engagement via email & social media | Q1 |
| Tenant email contact – successfully sent (out of approximately 7,500 tenants) | 5,248 |
| Online version of newsletter | 'Viewed' = 601 'Deep read' = 104 |
| Face book – total engagement (someone who has clicked read more, followed a link, shared, or reacted to a post) | 1,173 |
| Other engagement | Q1 |
| Volunteer hours | 109 Meetings held = 8 Estate visits completed = 2 |
| Meetings held | 15 |
| Estate visits completed | 2 |

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

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

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.

5.3 SCDC – Review of Quarter 1 Complaints Data

Grace Andrews to report.

Affordable Homes Complaints Performance

April 2021 – June 2021

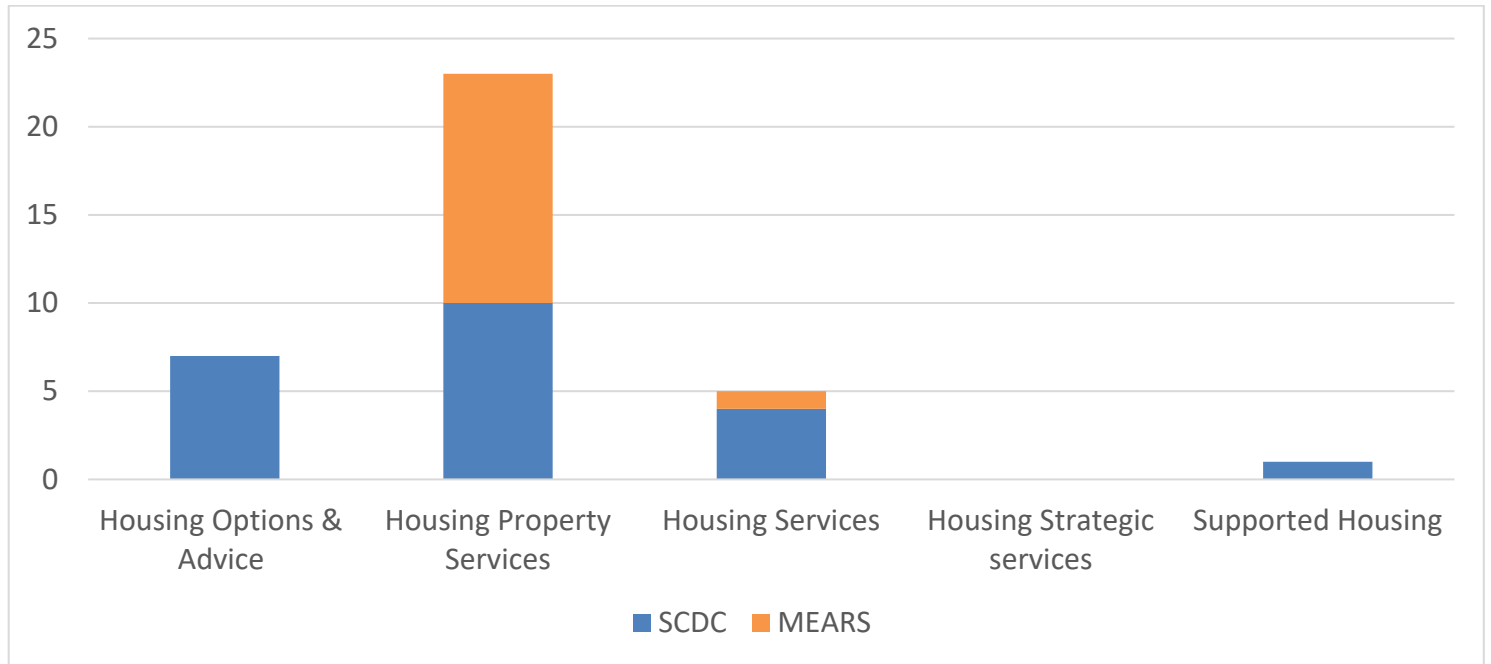
Looking back at previous years

| 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 |
|----------------|------------------------------------|------------------------------------|------------------------------------|--|---------------------------------------|
| 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 | Q4 January – March 2020 / 2021 | Q1 April – June 2021 / 2022 |
|---|--------------------------------------|-----------------------------------|
| 1 = Expression of dissatisfaction that is not able to be resolved at first contact so requires investigation and response from Service Manager | 29 | 30 |
| 2 = Unresolved at stage 1 so investigation required by Head of Service | 4 | 5 |
| 3 = Housing Ombudsman | 0 | 1 |

Volume by service area



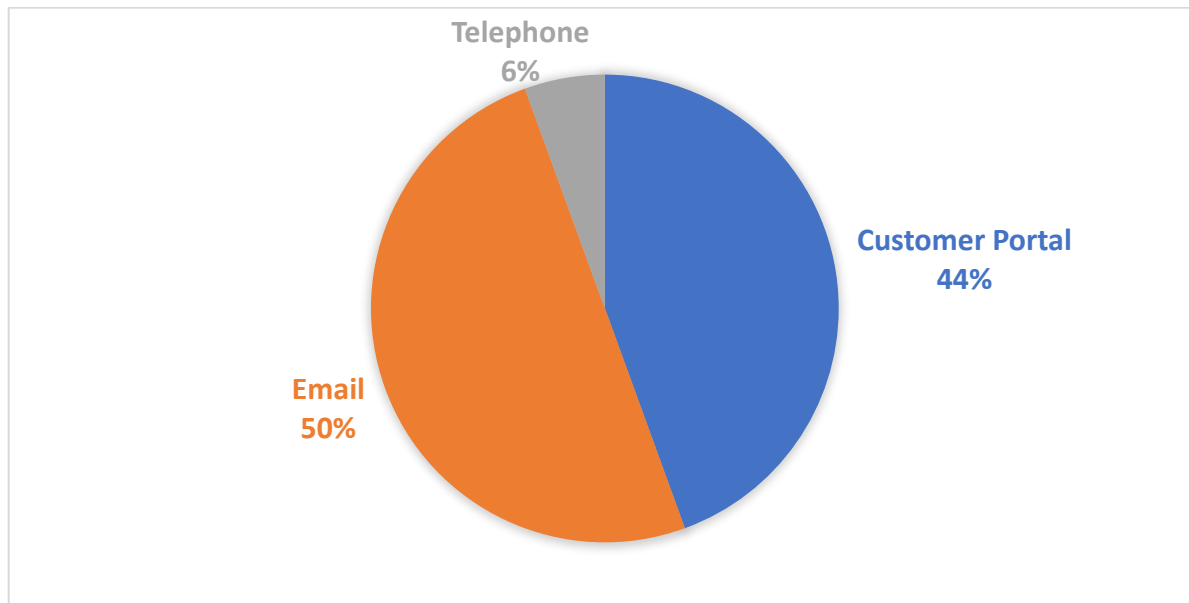
Complaints by SCDC Category

| Category | Q4 2020 / 2021 Total | % | Q1 2021 / 2022 Total | % |
|-----------------------------|----------------------------|-----|----------------------------|-----|
| Lack of communication | 1 | 3% | 6 | 17% |
| Failure to act | 4 | 12% | 7 | 19% |
| Service Delivery | 9 | 27% | 8 | 22% |
| Not understanding processes | 6 | 18% | 5 | 14% |
| Staff Conduct | 2 | 6% | 2 | 6% |
| Misinformation | 3 | 9% | 2 | 6% |
| Charges | 1 | 3% | 0 | 0 |
| Other | 7 | 21% | 6 | 17% |

Complaints by HouseMark Category

| Category | Q4 2020 / 2021 Total | % | Q1 2021 / 2022 Total | % |
|--------------------------|----------------------------|-----|----------------------------|-----|
| Allocations | 7 | 21% | 7 | 19% |
| ASB | 1 | 3% | 1 | 3% |
| Estate Services | 0 | 0 | 1 | 3% |
| Rent & Services | 0 | 0 | 0 | 0 |
| Repair & Maintenance | 16 | 48% | 19 | 53% |
| Staff & Customer Service | 2 | 6% | 3 | 8% |
| Tenancy Management | 2 | 6% | 2 | 6% |
| Other | 5 | 15% | 3 | 8% |

Method Complaints Received 2021 / 2022



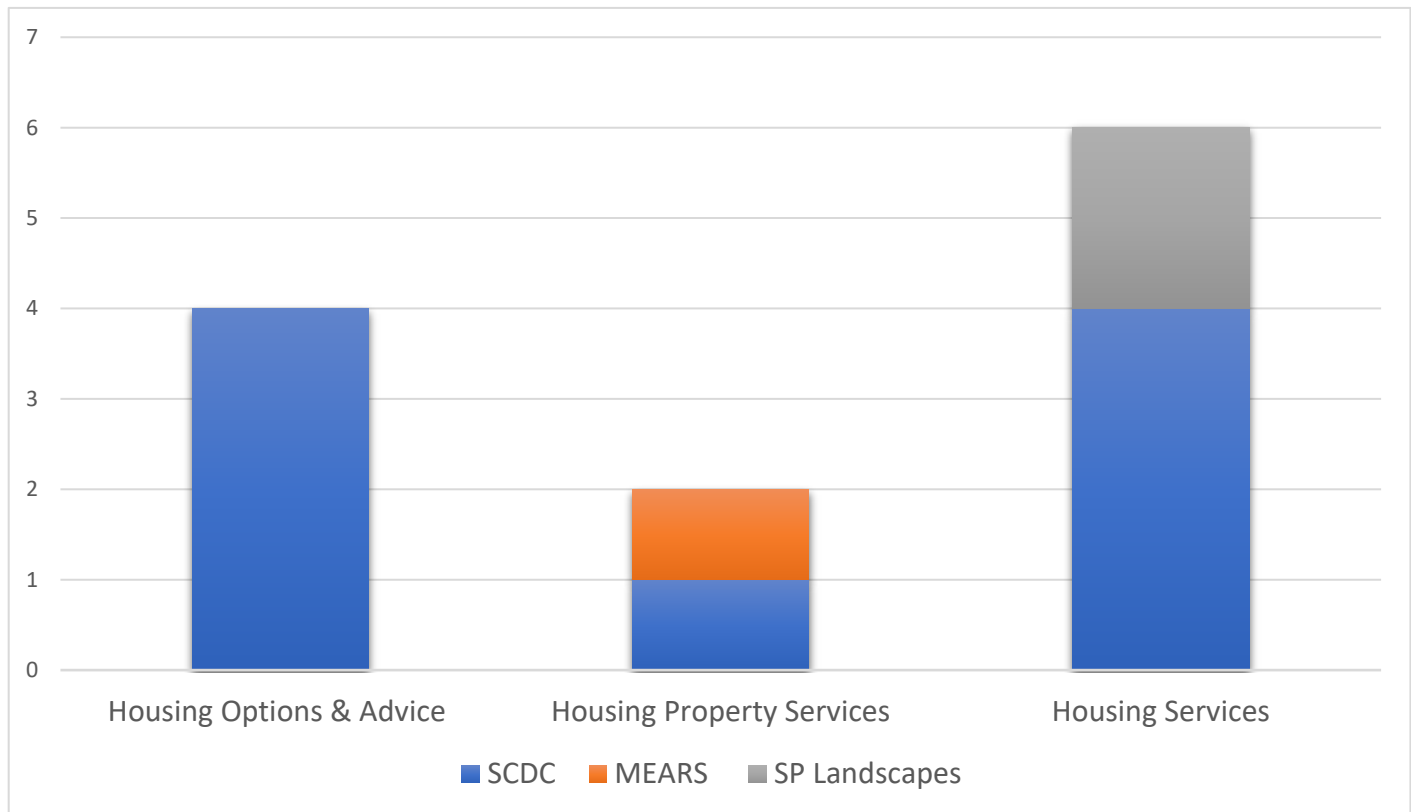
Complaints response times / targets

| Response times / targets | Q4 2020 / 2021 | Q1 2021 / 2022 |
|---|-------------------|-------------------|
| Number of complaint responses sent within quarter (Includes roll-over from previous quarters) | 22 | 35 |
| Number of complaint responses that were sent within target timescale (Includes stage 1 & stage 2) | 18 | 22 |
| % of complaints responded within deadline (non – YTD includes stages 1 & 2) (SX121) (Target 80%) | 82% | *63% |
| How many upheld = closed in favour of complainant | 6 | 18 |
| Not upheld = closed not in favour of complainant | 14 | 13 |
| Partly upheld = closed partly in favour of complainant | 2 | 4 |

* Linked to issues with Repair and Maintenance team and contractors. Training revisited and updates on changes under new Ombudsman requirements to respond in writing. Anticipating seeing improvement going forward once outstanding / late complaints have been resolved and now that new processes are being applied within the team to prevent similar issues accruing.

Compliments by Service Area

Total received for Q1 = 12



Below are just some of the compliments received: –

- *Call received advising “the grass cutter that did the grass today was AMAZING. He did the grass the best ever, she said thank you to him and he advised no one ever says that”*
- *Email received “I take this opportunity to say THANKS TO YOU, for your efficiency, good efforts, caring and listening that all we are very much appreciated!”*
- *Email received “You have both been so supportive and can’t thank you enough for sharing your knowledge and facilitating the meetings.”*
- *Email received “I just want to let you know about the excellent support **** gave today to one of the families”*
- *Email received “I cannot thank you enough for the compassionate way you dealt with our housing problems. You have gone above and beyond just sorting out our issues”*

5.4 Relets Report

Geoff Clark to report.

5.5 Update on the Repairs Contract

Peter Campbell to provide an update on the Repairs Contract.

5.6 Estate Inspections Report

A summary of the Estate Inspections held in June and July 2021 is included for noting.

Estate Inspections Summaries – June and July 2021

Linton – 24 June 2021

- 23 issues raised, as follows:
 - 2 residents have bins stored on pavement blocking walking access – letters sent to residents
 - 1 property has building materials in the front garden – the Housing Officer will monitor to ensure work is being done
 - 3 garden warning letters have been issued to residents
 - 5 issues have been raised with SCDC Operations team
 - 2 are landscaping issues, which have been raised with SP
 - 1 issue has been raised with Highways England
 - 4 issues have been raised with the residents in the block of flats
 - 2 issues regarding communal areas in the block of flats have been reported to Compliance
 - 2 issues regarding cleaning of communal areas in the block of flats have been referred to the Housing Services Team Leader
 - 1 trip hazard on grass verge reported to the Parish Council

Sawston – 1 July 2021

- 16 issues raised, as follows:
 - 5 are landscaping issues, which have been raised with SP
 - 2 issues have been reported to SCDC Environmental Health
 - 7 issues have been raised with tenants
 - 2 issue have been raised with Mears

Steeple Morden – 29 July 2021

- 13 issues raised, as follows:
 - 3 are landscaping issues, which have been raised with SP
 - 4 issues have been raised with SCDC Housing Property Services
 - 1 issue has been reported to SCDC Operations team
 - 4 issues have been raised with tenants (2 letters sent and 2 tenants visited)
 - 1 issue raised with Cambridge County Council

The ratings for each Estate are as follows:

| Date of inspection | Village | Street / Area | Litter | Weeds | Regular grass cutting | Roughly cut grass | Communal area shrubs | Tenant's gardens |
|--------------------|----------------|---|--------|-------|-----------------------|-------------------|----------------------|------------------|
| 24 June 2021 | Linton | Palmers Close | 3 | 2 | 3 | 2 | 1 | 3 |
| 1 July 2021 | Sawston | Churchfield Avenue | 4 | 3 | 3 | 3 | 3 | 3 |
| | | Hayfield Avenue | 4 | 3 | 3 | 3 | 3 | 3 |
| | | Sunderlands Avenue | 4 | 3 | 3 | 3 | 3 | 3 |
| 29 July 2021 | Steeple Morden | Russell Close, Russell End, Jubilee Way & Jubilee End | 3.75 | 2.75 | 4 | 2 | 3 | 3.75 |

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

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

Both inspections went well.

6. New Matters

6.1 Feedback from Planning Away Day held on 2 September 2021

Jennifer Perry to provide feedback on the Planning Away Day.

7. Any other Business (AOB)

Any additional issues to be raised.

8. Dates of Next Meetings

- 1 December 2021 at 13.00 (Zoom / venue tbc)
- 2 March 2022 at 13.00 (Zoom / venue tbc)

9. Closing