



Housing Performance Panel

Quarterly Meeting

1 December 2021 – 13:00 to 16:00

Agenda Pack

Housing Performance Panel Agenda

Date: **Wednesday, 1 December 2021**

Time: **13:00 – 16:00**

Venue: **Zoom (Virtual Meeting)**

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1. Welcome and apologies

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

2. Quorum

A quorum shall consist of 50% of members.

3. Minutes of meeting held on 9 September 2021

The minutes of the meeting held on 9 September 2021 are included for approval.

Housing Performance Panel

Minutes of the Quarterly Meeting held on Thursday, 9 September 2021 from 13:00 to 16:00 via Zoom

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

Item	Subject	Action
1.	<p>Welcome and Apologies</p> <p>As Peter Campbell was attending a housing conference and Jennifer Perry was on leave, Geoff Clark chaired the meeting.</p> <p>Geoff Clark welcomed the panel to the meeting, at 13:00. He especially welcomed Brian Burton, the new Tenant representative to the panel.</p> <p>Apologies were received from Peter Campbell, Jennifer Perry and Ffion Daniel.</p>	-
2.	<p>Quorum</p> <p>The meeting was quorate.</p>	-

Item	Subject	Action
3.	<p>Minutes of previous meeting – 3 June 2021</p> <p>Geoff Clark referred to the minutes of the previous meeting.</p> <p>They were proposed by Les Rolfe and seconded by Cllr John Batchelor.</p>	-
4.	<p>Matters Arising</p>	-
4.1	<p>Empty Properties (Relets) (Item 5.2)</p> <p>Geoff Clark said that Peter Campbell had a meeting on 27 July 2021 with Les Rolfe, Paul Bowman, Patti Hall and Angela Lewell. He said that he would discuss this matter under item 5.4.</p>	-
4.2.	<p>Review Q3 data for affordable homes performance – Rents and Arrears presentation (Item 5.3)</p> <p>Matt Wynn conducted a presentation and explained the eviction process. He advised that Paula Rae was employed by Mears.</p> <p>Geoff Clark advised that it involved a great deal of work, which was a long process and could take years.</p> <p>Paul Bowman asked if Paula Rae would still be employed by Mears when the contract was renewed.</p> <p>Geoff Clark said that Paula Rae’s employment by Mears was for social value and her employment with them would be dependent on the outcome of the new contract. He added that it was a successful roll which assisted Matt Wynn’s team. He thanked Matt Wynn for his presentation.</p>	-
4.3.	<p>Minutes and Performance Reports (Item 8.3)</p> <p>Bronwen Taylor confirmed that the Minutes and Performance reports were uploaded to the website.</p>	-
4.4	<p>Equity Share Property (Item 8.4)</p> <p>Geoff Clark confirmed that he had spoken to Margaret Wilson regarding this query.</p>	-

Item	Subject	Action
5.	Standing Items	-
5.1.	<p>Mears Group – Review of Quarter 1 Data</p> <p>Elaine Phillips, from Mears, presented the Mears Group Quarter 1 Data report.</p> <p>Paul Bowman said that last year and earlier this year Mears had a limited number of staff and asked if this was still the case.</p> <p>Elaine Phillips said that staff numbers had been back to normal since 17 July 2021. She added that relets should now increase.</p> <p>Geoff Clark said that there was a system in place, however he would cover this later in the meeting. He thanked Elaine Phillips for going through the Mears report.</p>	-
5.2 5.3	<p>SCDC – Review of Quarter 1 Performance Data</p> <p>SCDC – Comparison of Quarter 1 Complaints Data</p> <p>Grace Andrews went through a presentation on the Review of Annual Performance Data and a Comparison of Previous Years Key Data highlighting the key indicators that had either increased or declined.</p> <p>Paul Bowman questioned the average number of SMS's, of 988, sent by Mears.</p> <p>Grace Andrews said that she would check the number with Mears.</p> <p>Patti Hall said that this report shows complaints, however, Mears do not have any recorded.</p> <p>Grace Andrews said that although Mears did have more, they would have been resolved immediately and were not recorded. The six recorded was due to them taking longer to resolve.</p> <p>Les Rolfe asked if Mears only record complaints received by them and not those sent to SCDC.</p> <p>Grace Andrews confirmed that they do not include SCDC's complaints in their numbers, although they should include them.</p>	G Andrews

Item	Subject	Action
	<p>Paul Bowman said that this was an opportunity to put controls in place from the outset, including recording all data, for the new contract.</p> <p>Grace Andrews said that the data from Mears was the same as our data and that Elaine Phillips had commented on it.</p> <p>Geoff Clark said that some of the complaints he had looked at could have been resolved quicker had SCDC staff looked at them first.</p> <p>Paul Bowman referred to SH352 and SH369 on the Performance Report and queried the revenue lost.</p> <p>Geoff Clark said that he was waiting for the data from Matt Wynn. He added that they were looking at the rent loss for the year.</p> <p>Paul Bowman said that it was due to Mears not responding.</p> <p>Geoff Clark said that Mears can not be blamed as the has looked at what has influenced the loss and SCDC could have done things better.</p> <p>Geoff Clark thanked Grace Andrews for her report back.</p>	
5.4	<p>Relets Report</p> <p>Geoff Clark said that the influences of the past eighteen months had affected the relets and he had reported this to a scrutiny team. He went through the figures and said that due to Covid-19, supporting vulnerable tenants was our first priority and not relets. He said that during the first lock down we could not relet properties due to various reasons, and therefore we had more properties in the system. We were also unable to perform pre-termination inspections. He added that going forward we have a process in place.</p> <p>Les Rolfe said that he understood that at the beginning of Covid-19 a lot of things were sidelined.</p> <p>Paul Bowman asked if SCDC would be prepared for a similar event in the future. Geoff Clark said that we were prepared, however, could have done things better. He said that we were better placed now and we have an extra resource in Eddie Spicer who will be joining SCDC from 11 October 2021, which would allow him to concentrate on the relets.</p>	-

Item	Subject	Action
5.5	<p>Update on the Repairs Contract</p> <p>Geoff Clark advised that some of the tenants had been involved in the pre-tender stage of the Repairs Contract process which was insightful. He said that 11 submissions had been assessed, and that 5 of those submissions were advised that they had been successful and would be invited to the full tender stage. He added that the tenant representatives would play a part in the selection.</p> <p>Les Rolfe said that it was very interesting and that he was very pleased that their views mattered, and that they were similar to the views of the SCDC staff.</p>	-
5.6	<p>Estate Inspections Report</p> <p>Bronwen Taylor went through the Estate Inspection report and advised that when the Housing Officer updates the Actions worksheet, it was also uploaded to the Google drive.</p> <p>Les Rolfe said that on the most recent inspection, we found an abandoned car in a car park which had not been taxed for 9 years, had never had a MOT and was not SORN. He asked why nothing had been done about it and suggested that some Housing Officers could not be bothered to do extra work.</p> <p>Geoff Clark said that he was disappointed to hear this and would raise this issue at the next team meeting. He thanked Les Rolfe for his feedback.</p> <p>Cllr Batchelor referred to the report on communal areas in Linton and said that at the Planning Away Day this was also discussed, and he asked where we were in regards to changing the rules and who was responsible.</p> <p>Geoff Clark said that pre-Covid-19, we had a project in place where we looked at blocks of flats and got tenants to remove items that were either causing an obstruction or were being stored in communal areas. He added that there was a block of flats in Teversham where we did a refurbishment project. He said we were looking at introducing service charges to</p>	G Clark

Item	Subject	Action
	<p>introduce regular cleaning services, which we do not have at the moment, and it was a project that he would be focusing on in the coming months.</p> <p>Bronwen Taylor confirmed that communal areas was one of the projects that we would be working on with tenants.</p> <p>Geoff Clark thanked Bronwen Taylor and said that he was pleased to see that the inspections were successful and that the tenants involvement was adding value.</p>	
6.	New Matters	-
6.1	<p>Feedback from Away Day held on 2 September 2021</p> <p>Bronwen Taylor advised that the Planning Away Day was a huge success and that she was in the process of collating the project choice preferences. She said some of the feedback she had received from tenants was:</p> <p>“that it was informative and helpful, and that it was good to meet everyone”</p> <p>“a big thank you to all on the Council who organised this informative and great event yesterday.”</p> <p>“Thank you again for the excellent organisation involved in the Away Day.”</p> <p>“Well organised and very interesting. Nice to see everyone in person.”</p> <p>Geoff Clark said that he found the day useful and well structured, that all the topics discussed were very relevant and it was good to see everyone face to face. He added that Heather Wood said that she found the day informative and useful.</p> <p>Les Rolfe said it was well organised and very interesting, and it was good to see everyone.</p> <p>Brian Burton said that as a new member of the team he received a very warm welcome and he enjoyed the day, which was extremely informative. He thanked Bronwen Taylor for the hard work she had put in to organise it.</p>	-

Item	Subject	Action
	<p>Geoff Clark asked Brian Burton how he found this meeting. Brian Burton said that it was important for him to understand what different subjects were covered and going through the previous minutes was fascinating. He said that he would progress through further meetings.</p>	
7.	<p>Any other Business None</p>	-
8.	<p>Date of next meeting 1 December 2021 at 13.00 (Zoom / venue tbc)</p>	-
9.	<p>Closing There being no further business to discuss, the meeting ended at 15:19.</p>	-

4. Matters Arising from previous Minutes

4.1 SCDC – Review of Quarter 1 Performance Data (Minute 5.2)

Action: Grace Andrews to check the average number of SMS's, of 988, sent by Mears.

Report back: Grace Andrew's received the following response from Diane Key, Group Customer Success Manager from Mears.

"In response to your previous query, any completed job with a mobile telephone number in the correct field in MCM (our contract management system) will be sent a text message with a survey link as soon as the job is marked as complete by our operative. I am working with the branch team to ensure mobile numbers are captured and recorded correctly which from my initial investigations, is happening. I can see that the number of text messages sent out is very low in comparison to the number of jobs completed and I will continue to work with the branch and our central insight team to establish the reasons for this. I will keep you updated on this matter."

For noting.

4.2 Estate Inspections Report (Minute 5.6)

Action: Geoff Clark to raise the issue of dealing with abandoned cars with Housing Officers.

Report back: Geoff Clark advised that the Housing Officers do take proactive action when they come across abandoned vehicles on formal or informal estate walkabouts or when the matter is brought to their attention by local residents.

There are some procedural issues which he needs to address with colleagues in Environmental Health in terms of what support they can offer us to remove abandoned vehicles, and he is working through these with senior colleagues.

In addition, the reasons behind a vehicle being unroadworthy can be complicated and it can often take time to reach a solution.

For noting.

5. Standing Items

5.1 Mears Group – Review of Quarter 2 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	95.07% 848/892				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	86.35% 1309/1516				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	95.43% 2215/2321				
% repairs completed at the first visit	85%	94.17% 1535/1630	86.27% 1114/961				
Average number of days to complete a responsive repair	12	17.39	16.13				See comment above.
% all re-lets completed on time	95%	28.13% 18/64	36.11% 26/72				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. Mears have not been correcting priorities when value of void reached which could possibly mean we passed some kpi

5.2 SCDC – Review of Quarter 2 Performance Data

Grace Andrews to report.

Affordable Homes Performance April to September 2021 / 2022

Trend against target: **Red** = outside target; **Amber** = within Intervention **Green** = within 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	Q2 2021 / 2022 July – September	Trend	Comments & Benchmarking where available
AH212 – £s Spend on B&B Monthly (cumulative)	See targets Appendix 1	April – £15,181 May – £32,264 June – £48,988	July – £79,272 August – £102,751 September – £154,638	Red	See Appendix 1
	Spend after Housing Benefit (HB)	= £32,202 (HB £16,786)	= £136,304 (HB £18,334)		
	Actual Spend per quarter	= £32,202 (target £48,000)	= £104,102 (target £96,000, Intervention £105,600)		
AH215 – % Successful Homeless preventions as a proportion of all homelessness cases closed (year to date)	50%	60.8%	53%	Green Declined	See Appendix 1
SH375 – Average SAP (EPC) rating of self-contained general needs dwellings Quarterly	70.00	77.00 (EPC rating C)	77.00 (EPC rating C)	Green Maintained	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	July – 32.00 August – 43.00 September – 35.00	Red Improved	See Appendix 1
Numbers of re-lets Housing stock Quarterly (Linked to PI above AH211)	N / A	32	32	-	See Appendix 1

Affordable Homes Performance April to September 2021 / 2022

Key Performance Indicators (KPIs)	Target 2021 / 2022	Q1 2021 / 2022 April – June	Q2 2021 / 2022 July – September	Trend	Comments & Benchmarking where available
AH204 – % satisfaction with responsive repairs Quarterly	97% or above	85%	83%	Red Declined	See Appendix 1
SH332 – % Emergency repairs attended within 24 hours – Monthly	98% or above	April – 97.85 May – 95.13 June – 97.30	July – 88.75 August – 98.47 September – 99.01	Green Improved	See Appendix 1
AH224 – Number of new build council house completions – (year to date)	42 at year end	13	13	-	See Appendix 1
AH228 – Number of self-build sites sold – (year to date)	13 at year end	0	0	-	See Appendix 1

Affordable Homes Performance April to September 2021 / 2022

Trend against target: **Red** = outside target; **Amber** = within Intervention **Green** = within 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	Q2 2021 / 2022 July – September	Trend	Comments & Benchmarking where available
AH216 – Number of households assisted through Shire Homes Lettings – Cumulative – Quarterly (year to date)	40	6 Self-contained 3 HMO = 9	Awaiting data	-	-
SH336 – Uncompliant gas installations Monthly	0.00	April – 3.00 May – 3.00 June – 1.00	July – 2.00 August – 1.00 September – 2.00	Red Declined	See Appendix 2
SH352 – % traveller pitch fee collected Monthly	90%	April – 80.10 May – 77.50 June – 80.70	July – 90.10 August – 89.70 September – 90.10	Green Improved	See Appendix 2
SH363 – % vacant but available to let Quarterly	0.50%	1.47	1.32	Red Improved	See Appendix 2
Number of vacant but available to let Quarterly (linked to PI above SH363)	-	78	70	-	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%	2.06%	Green Declined	-
SH369 – % rent loss from empty houses (cumulative)	3.00%	Awaiting Data	1.9%	Green Declined	See Appendix 2

Affordable Homes Performance April to September 2021 / 2022

Local Performance Indicators (LPIs)	Target 2021 / 2022	Q1 2021 / 2022 April – June	Q2 2021 / 2022 July – September	Trend	Comments & Benchmarking where available
£ spent on rent loss from empty houses (cumulative) (Linked to PI above SH369)	Estimated Annual Debit £ to be confirmed	Awaiting Data	£383,707	-	See Appendix 2
SH376 – % tenants satisfied with the re-let service (year to date) Quarterly	85% or above	93%	93%	Green Maintained	See Appendix 2
SH374 – % non-decent council homes Quarterly	5.00%	5.7%	4.9%	Green Declined	See Appendix 2
SH344 – % Customer satisfaction with the condition of new home (year to date) Quarterly	85% or above	93%	93%	Green Maintained	See Appendix 2
SH327 – % of repair appointments kept Monthly	95% or above	April – 95.41 May – 94.54 June – 95.65	July – 95.48 August – 95.26 September – 95.53	Green Maintained	-
SH330 – % routine repairs within target timescales – Monthly	95% or above	April – 90.87 May – 88.68 June – 86.62	July – 86.49 August – 83.83 September – 88.69	Red Improved	See Appendix 2
HS3 Number of parishes exploring the potential for delivering affordable housing on exception site	Quarterly T 10; I 6	9 villages	See comments	-	See Appendix 2

Affordable Homes Performance April to September 2021 / 2022

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

Management Info	Frequency	Q1 2021 / 2022 April – June	Q2 2021 / 2022 July – September	Comment
AH210 – Total number of presentations including advice only cases	Quarterly	362	355	See Appendix 3
AH213 – Number of Homeless applications	Quarterly	115	124	-
AH208 – Number of Homeless preventions	Quarterly	62	34	-
AH214 – Number of Homeless acceptances	Quarterly	17	27	-
AH203 – Numbers in temporary accommodation	Quarterly	68	64	See Appendix 3
AH219 – Number of properties within Shire Homes – Cumulative	Quarterly	2 Self-contained 0 HMO = 2	Awaiting data	-
AH217 – Number of cases where Universal Credit is a factor	Quarterly	4	1	-
AH218 – Numbers on the housing register	Quarterly	1,803	1,765	-
AH220 – Number of lettings to Band A	Quarterly	34	55	-
AH221 – Number of lettings to Band B	Quarterly	48	68	-
AH223 – Number of HRA properties that have been empty for over 4 months	Quarterly	33	32	See Appendix 3
HS1 Number of homes granted planning permission for essential local workers	Quarterly	0	0	-
HS2 Number of homes granted funding via Combined Authority	Quarterly	15	0	See Appendix 3
HS4 Number of new affordable homes on rural exception sites given planning permission each year	Annually	0	0	-
HS5 Number of new affordable homes built on rural exception sites each year	Annually	0	0	-

Affordable Homes Performance April to September 2021 / 2022

Management Info	Frequency	Q1 2021 / 2022 April – June	Q2 2021 / 2022 July – September	Comment
HS6 Percentage of planning consultations responded to within 21 days	Quarterly	100%	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	Awaiting data	See Appendix 3
HS8 Number of tenant hours volunteered for tenancy engagement	Quarterly	See comments	See comments	See Appendix 3
HS9 Number of services changed, implemented, or withdrawn during the year as a result of resident involvement	Annually	See comments	See comments	See Appendix 3
HS10 Number of residents / service users involved in formal / informal consultation groups (including digital)	Quarterly	See comments	See comments	See Appendix 3
AH229 – Number of self-build planning permissions granted on HRA land (available to purchase) (year to date)	Quarterly	1	1	-
AH225 – Number of new build council houses currently started on site (year to date)	Quarterly	4	0	-

Appendix 1

Comments & Benchmarking where available

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

Commentary for Q1

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

Commentary for Q2

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

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

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

Affordable Homes Performance April to September 2021 / 2022

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 & Q2 – Data is being pulled from reports generated from the New Orchard system, there have been some issues with implementation of the system which is still in progress and will continue to review the reports and Data to ensure it is generating the correct information.

EPC scores are divided into bands as follows:

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

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

Commentary for Q1

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

Affordable Homes Performance April to September 2021 / 2022

Commentary for Q2

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

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

Added due to feedback received from the Housing Performance Panel

Q1	April – 15	May – 6	June – 11	Total = 32
Q2	July – 8	August – 16	September – 8	Total = 32

AH204 – % satisfaction with responsive repairs – Quarterly

Q1 & 2 – 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%
July	211	34	16%	88%
August	190	42	22%	71%
September	223	46	21%	89%

Commentary for Q2

A text message with a survey link is sent as soon as the job is marked as complete by Mears operative. Mears are working with the branch team to ensure mobile numbers are captured and recorded correctly which from initial investigations Mears confirm this is happening. We can see that the number of text messages sent out is very low in comparison to the number of jobs completed and Mears will continue to work with the branch and their central insight team to establish the reasons for this and keep us updated on this matter.

Mears was asked the reason for the volume of SMS sent in Q1 was much higher than in Q2, they confirmed that they had included the gas contract with CCC, but this has now been separated out so there will now be two separate reports, with one that will only show SCDC SMS results.

SH332 – % Emergency repairs attended within 24 hours – Monthly

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

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

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

Q2 12 Affordable Rented & 1 Shared Ownership = Bennell Farm, Toft = 3 x 1 Bed Flats & 3 x 2 Bed Flats A / R

= Grace Crescent, Hardwick = 3 x 2 Bed House A / R;

= Bartlow Road, Castle Camps = 2 x 1 Bed Houses A / R, 1 x 2 Bed House A / R and
1 x 2 Bed House S / O

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

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

August – 1 requires enforcement to gain access

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

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.

Affordable Homes Performance April to September 2021 / 2022

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

Added due to feedback received from the Housing Performance Panel

SH369 – % rent loss from empty houses (cumulative)

Q1 data currently unavailable due to the migration to the new Orchard system, reports were removed and 3C / ICT are still currently still working on reinstating them

Q2 Increase on this time last year by 76% – Q2 2020 / 2021 = 0.75%

£ 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

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

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

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

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

SH330 – % routine repairs within target timescales – Monthly

Affordable Homes Performance April to September 2021 / 2022

Commentary for Q2

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

[HS3 Number of parishes exploring the potential for delivering affordable housing on exception site](#)

Commentary for Q1

- Actively working with Parish / RP = 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

Commentary for Q2

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

Appendix 3

Comments

AH210 – Total number of presentations including advice only cases

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

Q2 This includes 231 triage cases

AH203 – Numbers in temporary accommodation

Q1 Increase on last quarter (59)

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

Commentary for Q1

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

Commentary for Q1

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

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

Affordable Homes Performance April to September 2021 / 2022

HS6 Percentage of planning consultations responded to within 21 days

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

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

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

Q1 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	Q2
Tenant email contact – successfully sent (out of approximately 7,500 tenants)	5,248	5,825
Online version of newsletter	'Viewed' = 601 'Deep read' = 104	'Viewed' = 478 'Deep read' = 103
Face book – total engagement (someone who has clicked read more, followed a link, shared, or reacted to a post)	1,173	1,539
Other engagement	Q1	Q2
Volunteer hours	112.5	173.5
Meetings held	8	11
Estate visits completed	5	7
New Feedback forum members gained	15	24

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

Affordable Homes Performance April to September 2021 / 2022

- 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 2 Complaints Data

Grace Andrews to report.

Affordable Homes Complaints Performance

April – September 2021 / 2022

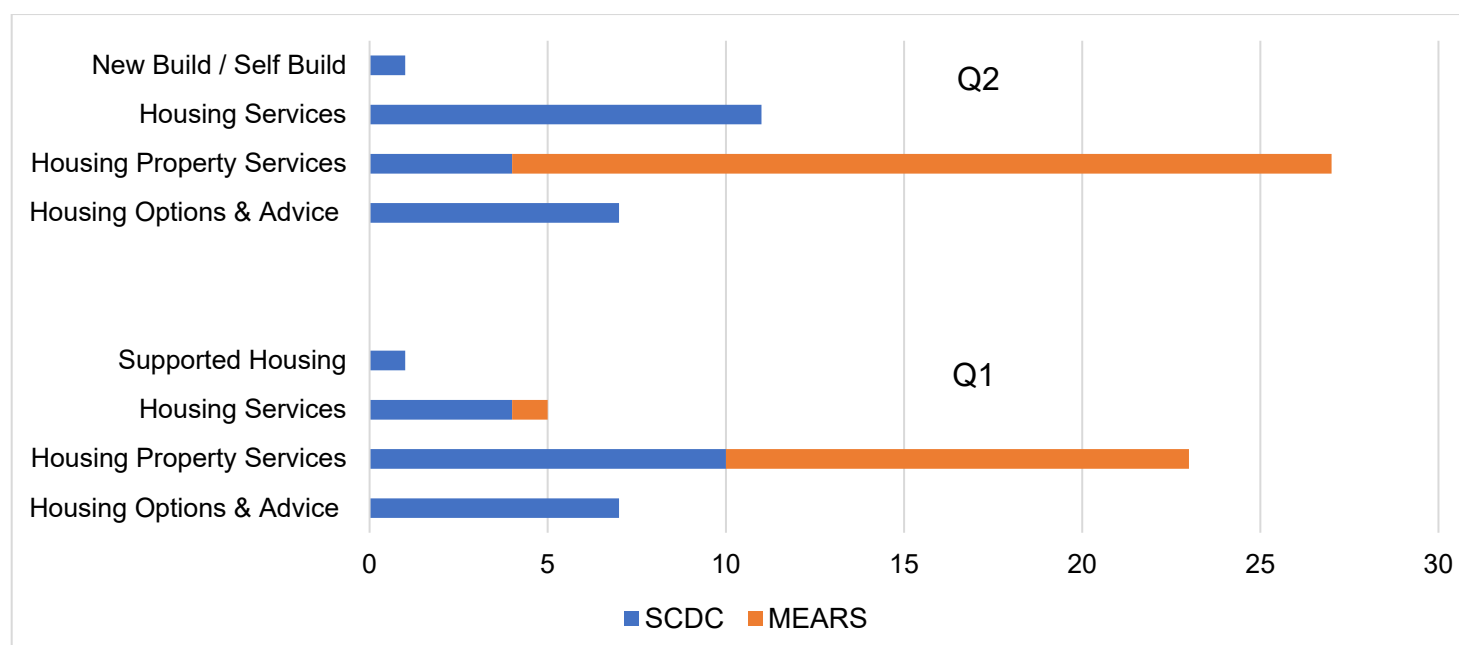
Looking back at previous years

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

Volume of Complaints

Complaint Stages	Q1 April – June	Q2 July – September
1 = Expression of dissatisfaction that is not able to be resolved at first contact so requires investigation and response from Service Manager	30	42
2 = Unresolved at stage 1 so investigation required by Head of Service	5	3
3 = Housing Ombudsman	1	1

Volume by service area



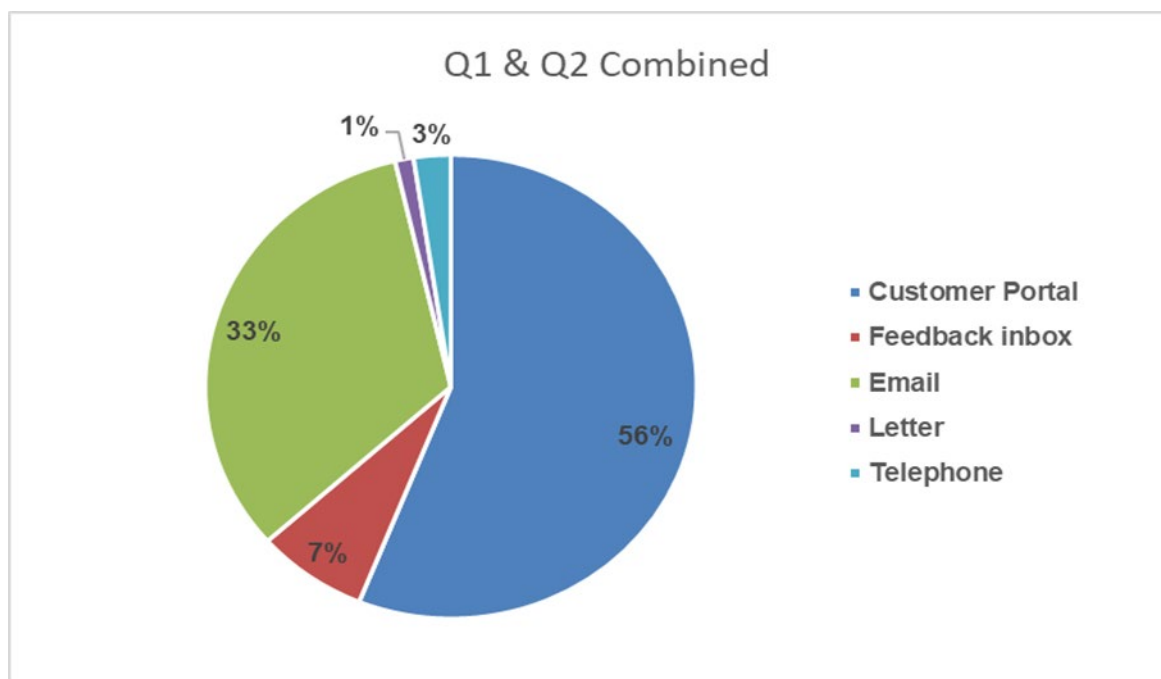
Complaints by SCDC Category

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

Complaints by HouseMark Category

Category	Q1 Total	%	Q2 Total	%
Allocations	7	19%	6	13%
ASB	1	3%	0	0
Estate Services	1	3%	3	7%
Rent & Services	0	0	0	0
Repair & Maintenance	19	53%	31	69%
Staff & Customer Service	3	8%	3	7%
Tenancy Management	2	6%	1	2%
Other	3	8%	4	9%

Method Complaints Received

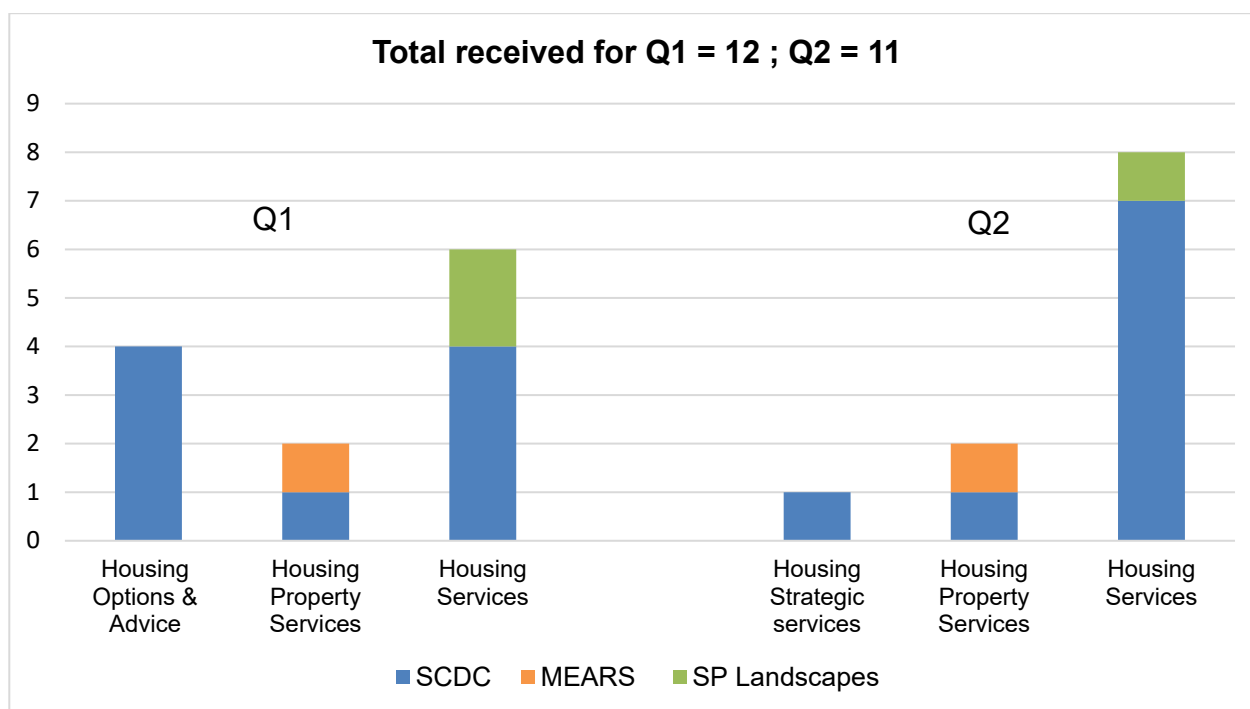


Complaints response times / targets

Response times / targets	Q1 April – June	Q2 July – September
Number of complaint responses sent within quarter (Includes roll-over from previous quarters)	35	48
Number of complaint responses that were sent within target timescale (Includes stage 1 & stage 2)	22	25
% of complaints responded within deadline (non – YTD includes stages 1 & 2) (SX121) (Target 80%)	63%	*52%
How many upheld = closed in favour of complainant	18	33
Not upheld = closed not in favour of complainant	13	13
Partly upheld = closed partly in favour of complainant	4	2

*The majority of the complaints that have seen a drop in performance for quarter two are related to Housing Property Services. Each of these complaints have been analysed in detail and regular review meetings with relevant colleagues have been put in place. Unfortunately, extensions of time had not been agreed and in some cases the standard response letters were not used, and complaints were not closed down when they should have been. Some complaints were resolved in Q3, so we anticipate a drop in performance in Q3. The regular review meetings to monitor complaints outstanding and response times should see an improvement in Q4 performance.

Compliments by Service Area



Below are just some of the compliments received: –

- **Email received** – “ I’m immensely grateful for all the support of those in the team”
- **Feedback form received** – ‘I’d like to say a BIG thank-you to these two individuals **** was efficient, polite, helpful and very clear in her expectations and suggestions”
- **Letter received re. Mears** – “I don’t often take the time to write this kind of letter, but I think the professional workmanship of the man who recently put in my bath deserves a mention. He undertook the work with complete efficiency and ‘can do’ attitude, being polite at all times with a pleasant manner & smile”
- **Email received** – ‘I’d like to take the opportunity to thank you so much for help over the past seven month and for always responding to my enquiries so promptly – it really has made all the difference in what has been a really traumatic time”

5.4 Update on the Repairs Contract

Eddie Spicer to provide an update on the Repairs Contract.



Repairs and Maintenance Contract Renewal 2021 / 2022

The Repairs and Maintenance Contract is in the mid stages of retendering at the moment. Back in August / September 2021 an initial notice of interest was issued and we had 13 respondents. From this initial response, the contractors, based on the initial responses to questions, have been scored and shortlisted (with the help of tenants) down to 5 contractors who have been invited to officially provide a full tender return to be evaluated.

There have been several questions within the tender returns process which have unfortunately delayed the process by several weeks.

The queries centred around Pension liability and TUPE of staff. These areas will inevitably be a risk area for the contractors, but it has been limited to a small number of staff where any concerns appear. As specialist legal advice was sought on these, causing the response date for returns to be moved back by 6 weeks to the 10 December 2021, evaluations are intended to take place from 22 December 2021 through to early January 2022.

The existing Mears contract has been extended until the 30 September 2022 to compensate for the delays, and the new contract should be mobilised and in place by 1 October 2022.

There has been a good level of contact from prospective contractors with many questions asked, which is a very promising sign as they are fully engaging in the process.

Between now and the initiation of the new contract we will be discussing with the resident groups certain refinements in specifications, which will help us provide a better service within the new contract. We intend to discuss:

- Void Relet Standard
- Bathroom and Kitchen specifications
- We are also open to hearing ideas from residents where we can be constructive with the new contractors and gain extra value from the contract.

Overall, we are happy with the progress of the tender so far, and we are looking forward to the submissions shortly, and the evaluation process.

Eddie Spicer

Service Manager – Housing Assets

5.5 Estate Inspections Report

A summary of the Estate Inspections for August, September and October 2021 is included for noting.

Estate Inspections Summaries – August, September and October 2021

August 2021

Great Shelford – 5 August 2021

- 10 issues raised, as follows:
 - 1 issue (various potholes) has been reported to Cambridge County Council
 - 9 issues have been raised with tenants requesting either hedges to be cut back, gardens to be tidied or household items to be removed

Gamlingay – 27 August 2021

- 10 issues raised, as follows:
 - 6 are landscaping issues, which have been raised with SP
 - 4 issues have been reported to Cambridge County Council

Teversham – 7 September 2021

- 17 issues raised, as follows:
 - 7 are landscaping issues, which have been raised with SP
 - 1 issue has been raised with Cambridge County Council (paths need re-surfacing)
 - 3 issues have been reported to SCDC Operations team (1 requesting a fence to be repaired and the other 2 are loose paving slabs that need to be stabilised)
 - 4 issues have been raised with tenants requesting overgrown gardens to be tidied or household items to be removed from outside the front of their properties
 - 1 issue raised SCDC Environmental Health (an abandoned car to be removed)
 - 1 issue to be raised with Parish Council regarding the possibility of re-using a children's park area that is not used

September 2021

Bourn – 22 September 2021

- 14 issues raised, as follows:
 - 6 are landscaping issues, which have been raised with SP Landscapes
 - 1 issue has been raised with Cambridge County Council about a blocked drain
 - 1 issue has been reported to SCDC Operations team requesting lines to be drawn on parking bays
 - 3 issues have been raised with tenants. 1 is requesting an overgrown hedge to be cut back, 1 is requesting rubbish to be removed from carpark bay and 1 is asking about 2 sheds that have been placed on council property

- 1 issue raised SCDC Environmental Health (an abandoned car to be removed)
- 1 issue to be raised with SCDC Housing Property Services regarding the possibility of using the land next to number 2 Hall Close as community orchard
- 1 issue has been raised with a local school as parents are parking in private parking areas when collecting children from school

Comberton – 29 September 2021

- 10 issues raised, as follows:
 - 5 are landscaping issues, which have been raised with SP
 - 1 issue has been raised with Cambridge County Council (large holes on pavement outside block 21 – 27 and needs repaving)
 - 1 issue has been reported to SCDC Operations team (dumped washing machine and fridges in communal area rusted and not usable)
 - 1 issue has been raised with tenants – letters have been sent to the tenants as the area around sheds in the parking area has become a dumping ground for overspill and there are a lot of unused / dumped items in communal gardens
 - 2 issues have been raised SCDC 's Leasehold team as 2 properties have fenced off areas of communal gardens

October 2021

Swavesey – 21 October 2021

- 6 issues raised, as follows:
 - All 6 are landscaping issues, which have been raised with SP

Willingham – 28 October 2021

- 25 issues raised, as follows:
 - 9 are landscaping issues, which have been raised with SP
 - 1 issue have been raised with gardening assistance scheme as elderly tenant unable to maintain garden
 - 1 issue has been raised with SCDC Housing Property Services
 - 4 issues have been reported to Highways
 - 6 issues have been raised with tenants
 - 3 issue has been raised with Mears
 - 1 issue to be raised with a private landlord

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
5 August	Great Shelford	Macauley Avenue & Macauley Square	4	3	Done by Parish Council	N / A	N / A	2 – 3
27 August	Gamlingay	Avenells Way	4	2	3	1	3	3
		Murfitt Way	4	3	3	3	3	2
7 September	Teversham	Sheppard Way	3	3	4	N / A	3	3
22 September	Bourn	Hall Close	3	3	3	4	N / A	3
29 September	Comberton	Wootens Close	2	1	1	N / A	1	4
21 October	Swavesey	Whittons Close	4	1	1	N / A	1	3
28 October	Willingham	Brickhills	3	2	2	N / A	N / A	2
		Wilford Furlong	4	3	4	N / A	3	3

6. New Matters

6.1 Priorities and vision going forward – Presentation

Eddie Spicer, SCDC Service Manager – Housing Assets, to give a presentation on his priorities and vision going forward.

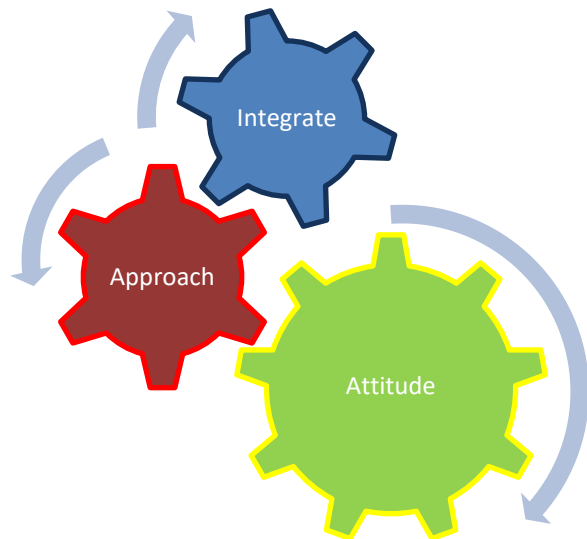
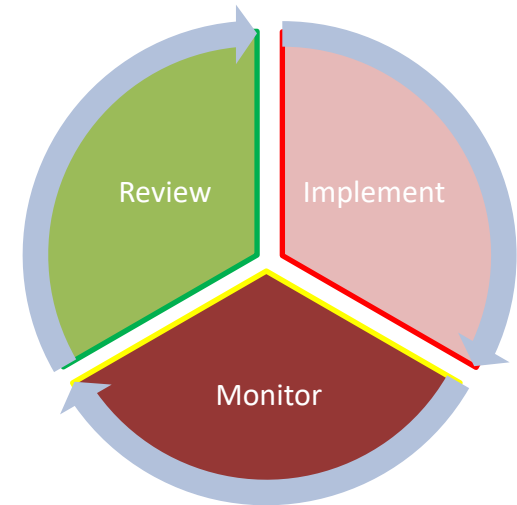
Housing Assets and beyond



Where to start? At the beginning!

At the core of any service is the beating heart, this relies on a strong attitude, a fair and appropriate approach and integration between all involved.

I like to manage in a very ethical and open way, building strength in the foundations of the service and supporting the ongoing development.



The foundations are what supports the entire service, valued and happy team, supported and encouraged to be the best they can be, providing a safe and inherently active approach to delivering each and every day.

A happy and supported team will deliver beyond expectations with care, understanding and be invested in the service they provide.



Priorities for Housing Assets

The three main priorities for Housing Assets over the next 6 – 8 months

- 1. Strengthen the Team and build stronger foundations.*
- 2. Implement the new Repairs contract and support Software*
- 3. Embed an ethos of safety and compliance within the core of the service.*



So what does that mean?

1. Strengthen the team and create stronger foundations.

Identify areas that need support, training, encouragement and where other can learn from each other.

Encourage close working with resident teams, create opportunities to facilitate coordinated working, develop relationships with resident teams.

Create an attitude of safety first, provide a safe environment to work in with a feeling of being part of something special, encourage development, work towards an award winning service.

Create a service where everyone wants to work and those who do, want to stay.



2. Implement the new Repairs contract and support software

Work with the senior team and resident board to evaluate the tender returns to determine the best fit contractor for SCDC, this does not mean the cheapest, shiniest or the best promise of perfection, it will be a truly best fit option, looking for the right attitude, ethics and one that shows commitment to real partnering to provide the best service for SCDC.

Work collaboratively with all stakeholders to mobilise in a timely manner ensuring that all aspects are in place and ready to operate on the given day, to provide a seamless service to our residents. Manage the overlap of jobs to ensure that no delays are encountered.

Fully implement our software system, renewed recently the Housing and Asset Management System is being refined to our exact requirements and the extent of the data held is being increased to meet the future regulation changes around building management.

Review items of the specification with the resident groups to ensure we are providing a modern and efficient service that is cost effective with a view to making it award winning.



3. Embed an ethos of safety and compliance within the core of the service.

Create a real feeling of worth with our team and residents knowing that with everything we do as a service, safety and compliance with regulations and legislation will be paramount.

Properties will be safe to live in

Communal areas, gardens and pathways will be safe to use

Our team, resident groups, support staff etc will receive the right level of training and knowledge to ensure this is maintained.

An effective regime of inspection and repair for all communal areas, gardens and pathways.

Resident information in regard to keeping safe, fire safety, housekeeping, reporting known issues and so on. Raise awareness of peripheral services offered by SCDC.

6.2 Training – Compliance Awareness Seminar held on 16 November 2021

The panel attended a Compliance Awareness Seminar for Residents on 16 November 2021.

6.3 Update on Projects – Tenant Satisfaction Survey (STAR)

A document on the Tenant Satisfaction Survey Project (STAR) is included for noting.

Update on the Tenant and Leaseholder Satisfaction Survey

We are in the process of commissioning a contractor to carry out the satisfaction survey.

The bids closed on 18 October 2021 and we had two expressions of interest.

Unfortunately, one of the contractors did not meet the brief specification and we will therefore be offering the contract to the remaining bidder. Final checks and references are currently being undertaken with the aim of entering into a contract in the week commencing 15 November 2021. The contract value is in the region of £16k.

Wendy Head and Patti Hall are the tenant representatives who will be working on this project. The first project meeting will be held in early December 2021 to go through the scoping of the project and to agree on the survey questions and design.

In the first instance the survey will be sent to all those that we have email addresses for or through a text message. All other contact will be by way of a postal survey. We are aiming for the survey work to be completed by the end of January 2022, with a presentation of the findings in February / March 2022.

7. Any other Business (AOB)

Any additional issues to be raised.

8. Date of Next Meeting

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

9. Closing