



# Housing Performance Panel

Quarterly Meeting

15 June 2023 – 1pm to 4pm

Agenda Pack

# Housing Performance Panel Agenda

Date: **Thursday, 15 June 2023**

Time: **1pm – 4pm**

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 the Meeting held on 2 March 2023**

The minutes of the meeting held on 2 March 2023 are included for approval.

**Housing Performance Panel**  
**Minutes of the Quarterly Meeting**  
**held on Thursday, 2 March 2023**  
**from 1pm to 4pm via Zoom**

**Attendees:** Peter Campbell (Head of Housing) – Chair  
Cllr John Batchelor  
Brian Burton  
Les Rolfe  
Patricia Hall  
Paul Bowman

**By Invitation:** Elaine Phillips (Mears)  
Geoff Clark (SCDC – Service Manager – Tenancy and Estates)  
Eddie Spicer (SCDC – Service Manager – Housing Assets)  
Grace Andrews (SCDC – Data Quality and Improvement Team Leader)  
Dave Armitage (SCDC – Resident Involvement Officer Team Leader)  
Bronwen Taylor (SCDC – Resident Involvement Officer) – Minute taker

**Apologies:** Eleni Koutso

**1. Welcome and Apologies**

The Chair welcomed everyone to the meeting at 1.02pm, especially Dave Armitage, the new Resident Involvement Team Leader.

Apologies were received from Eleni Koutso.

**2. Quorum**

The meeting was quorate.

**3. Minutes of previous meeting – 1 December 2022**

The Chair referred to the minutes of the meeting held on 1 December 2022, which were approved by the panel.

## **4. Matters Arising from previous Meeting – 8 September 2022**

### **4.1 Estate Inspections (item 5.4) (Item 4.1)**

Geoff Clark advised that a meeting was held on 19 January 2023 with the tenant volunteers. He said that he had reviewed what had happened over the last few years and that the team had been slow at updating the Estate Inspections Records and Actions worksheet, however, he had met with the HSOs and had stressed the importance of keeping it up to date and recorded properly. He added that certain issues took longer to resolve.

Paul Bowman said that he was pleased to hear this and that he understood that certain issues were out of their remit, however, they did not know the outcome of these issues as they were not tracked properly. He added that an audit trail was needed by reporting when and to whom issues were reported.

### **4.2 Estate Inspections (item 5.4)**

Patti Hall emailed the details of the communal hall issue on her estate to Eddie Spicer who requested Mears to carry out the repair, and although there was a delay with carpentry works due to a vacant post, this would be booked in as soon as possible.

Patti Hall had also advised that there was a damaged pathway which was investigated by SCDC, however, the responsibility fell with Cambridge County Council.

Eddie Spicer advised that SCDC would be making the repair in the interim as there was a delay with County Council.

## **5. Standing Items**

### **5.1 Mears Group – Review of Quarter 3**

Elaine Phillips, from Mears, referred to the report in the pack and advised that she had looked at and discussed the KPIs highlighted in red with Eddie Spicer, and would be discussing these at the monthly Performance Review Joint Working Group meeting. She highlighted the following KPIs:

- V3a – 1 void awaiting new electric meter over 9 months
- R3 – 2 weeks' worth of routine cancelled and rebooked due to service demand on emergencies
- R7 – new 2 hour appointment slots a challenge operationally

- R8 – pre-October 2022 average responses were 122 – average response for Q3 went down to 90 (ninety)

A lengthy discussion on the KPIs was held.

Les Rolfe said that when they saw a tenant move out, they assumed that that would be the start date of the void.

The Chair agreed and explained that in some cases, tenants moved out before their actual tenancy ended.

Eddie Spicer said that this report was only on work done by Mears and that in future the report would be in a new format.

Paul Bowman referred to an email he had sent to Eddie Spicer regarding the “opt out” option on Mears’ SMS survey and asked if this meant opting out for the one instance or for all future Mears visits. He asked for the data for the number of opt outs taken so far.

Eddie Spicer advised that it was part of GDPR to have the opt out option, however, we were still unsure if it was a once off opt out and were looking into this. He said he would reply to Paul Bowman’s email.

Les Rolfe referred to item 7.1 from the previous minutes, Essential winter items for vulnerable tenants, and said that it would appear that the Sheltered Estate Officers did not know what to do with the items.

Eddie Spicer said that there was ample provision and that he had met with the Sheltered Estate Officers in December 2022 to explain the reason for the warm packs, and that it was their judgement call as to how they were distributed.

The Chair said that that was not his understanding and that we would confirm how many packs had been distributed.

Cllr Batchelor said that he believed that all items had been distributed.

**Action by: Eddie Spicer**

## **5.2 Repairs contract – Performance Review Joint Working Group**

Eddie Spicer referred to the report included in the pack and advised that two meetings had been held. He said that they were looking at Key Performance Indicators and overall satisfaction. He added that the meetings were useful and that the tenants feedback was valued.

### 5.3 SCDC – Review of Quarter 3 Performance Data

Grace Andrews went through a presentation on the Performance Data for Quarter 3, highlighting the key indicators that had either improved or declined, as follows:

- Housing Options and Advice – maintained – this had moved from a KPI to a LPI
- Void Properties – declined
- Satisfaction with response repairs – declined
- Non-emergency (routine) repairs – improved – however, not in target

Eddie Spicer said that the reason the December 2022 figures had dropped was due to routine repairs being cancelled during the cold spell in order to deal with urgent boiler issues.

- Rent Arrears – top performing
- Proportion of homes with a valid Gas Safety Certificate – top performing

### 5.4 SCDC – Review of Quarter 3 Complaints Data

Grace Andrews went through the Complaints and Compliments Data for Quarter 3 and said there was an increase in complaints this quarter, however, less complaints were received this year compared to the same time last year. She said that approximately 5 (five) complaints were received on average and the total for this year was 16 (sixteen).

Eddie Spicer said that there had been an influx of complaints on damp and mould due to the fuel crisis. He explained that the nature of complaints had changed and that it was not a drop in service levels.

Geoff Clark said that there was a definite trend as when a topic was in the news, we saw an influx in those types of complaints.

### 5.5 Estate Inspections

Bronwen Taylor referred to the draft Estate Inspection schedule included in the pack and advised that estate inspections would start in April 2023. She said that she was awaiting confirmation on some of the areas and would send the final schedule to the tenant volunteers in due course. She added that she had allocated tenant volunteers to the inspections based on where they lived in relation to the distance to the estates being visited.

## **6. New Matters**

### **6.1 Community Activities**

Dave Armitage advised that he had met with all the tenant volunteers earlier in the week and said that he was planning to arrange community activities, for example, litter picking, together with tenant volunteers, in order to make ourselves visible and to encourage residents to find out more about what we do. He said he would send be sending out a schedule of planned events.

### **6.2 Key Amnesty Campaign**

Geoff Clark advised that the Key Amnesty Campaign had run during the month of February 2023. He said that letters were sent to all tenants explaining that it was an opportunity for them to either return keys anonymously or report tenants, who they thought were committing tenancy fraud, without consequences. He said that he was not aware of any keys being returned, however, it was a good way of raising awareness of tenancy fraud.

The Chair said that a review of the process was currently being conducted and would be presented at a future meeting.

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

### **7.1 Stock Condition Survey**

The Chair advised that SCDC were in the process of appointing Michael Dyson Associates (MDA) to conduct a survey on the stock condition over the next year. He said that he had written to both the HPP and HEB advising them of the survey and that they would be included in the analysis of the figures. He added that MDA did offer social value projects and that tenants would be involved. He said that as this was a lengthy project, SCDC were being careful with the communication that went out and the plan was to advise tenants that the survey was taking place just before they moved to their properties or areas.

### **7.2 Tenant Satisfaction Survey**

The Chair referred to the previous Tenant Satisfaction Survey and said that SCDC were planning to conduct this survey annually which reflected the requirements of the Housing Regulator. He said that an external provider would be used and that we would be going



out for tender. He added that as part of this process, an independent contractor would be used to gather satisfaction levels from the Mears contract.

Eddie Spicer said that third party satisfaction surveys would be conducted on all works, whether it was done by Mears or other contractors, and would give us a better overall view of the repairs side of housing.

Cllr Batchelor asked if this would apply to every job.

The Chair advised that it was not for every job. He said that the survey company would provide a report that was statistically accurate, giving an accuracy figure within 3% which was the government requirement. He added that we had requested them to inform us of the methodology used.

## **8. Proposed Meeting Dates for 2023 / 2024**

The Chair referred to the proposed meeting dates for 2023 / 2024 as follows:

- 15 June 2023 (Zoom / venue to be confirmed)
- 14 September 2023 (Zoom / venue to be confirmed)
- 7 December 2023 (Zoom / venue to be confirmed)
- 14 March 2024 (Zoom / venue to be confirmed)

Bronwen Taylor said she would send out meeting invitations.

**Action by: Bronwen Taylor**

## **9. Closing**

There being no further business to discuss, the meeting ended at 2.28pm.

## **4. Matters Arising from previous Minutes**

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

#### **Actions:**

1. Eddie Spicer to respond to Paul Bowman's email confirming if the opt-out option on the Mears SMS survey was for the one instance or for all future Mears visits, and to provide the data for the number of opt outs taken to date.
2. Eddie Spicer to confirm the number of warm packs distributed to tenants.

#### **Report back:**

1. Eddie Spicer advised that Mears are trying to obtain the data from the 3<sup>rd</sup> party company that they use.
2. Eddie Spicer advised that about 15 packs were distributed from the Mears supply, as they were late arriving, and prior to that SCDC were supplying from our stock. About 100 of those were distributed, which means that there are a number still available for distribution as we enter the colder months this year.

For noting.

### **4.2 Proposed Meeting Dates for 2023 / 2024 (item 8)**

**Action:** Bronwen Taylor to send out meeting invitations for meetings for 2023 / 2024.

**Report back:** The meeting invitations have been sent out.

For noting.

## **5. Standing Items**

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

Elaine Phillips to report.

KPI No.	KPI	Target	Contractual or Benchmark	KPI %	Number of jobs completed
<b>OVERALL</b>					
O1	% Overall Job completions within target	97%	Contractual	97%	7530 / 7763
O2	% recall Order	0.50%	Contractual	0.37%	29 / 7763
O3	Emergency vs Urgent/Routine Repairs	15% / 85%	Contractual (shared)	8% / 82%	381 / 4756
O4	Overall Customer Satisfaction (all workstreams)	95%	Contractual	92%	406 / 501
<b>RESPONSIVE REPAIRS (including heating repairs)</b>					
R1	% Emergencies within target (4hrs)	100%	Contractual	100%	381 / 381
R2	% Urgent within target (24 hours)	100%	Contractual	100%	1603 / 1603
R3	% Routine repairs exceeding 20 working days for completion	<5%	Contractual	5%	420 / 3153
R4	Average number of calendar days taken to complete Routine Repairs	<10 working days	Contractual	14 days	
R5	Average number of calendar days taken to complete Routine, Urgent and Emergency Repairs	6.5 days	Benchmarking	9 days	
R6	% Urgent and Routine Repairs completed on first visit (i.e. operative does not leave property until repair completed)	85%	Contractual	91%	7323 / 8041
R7	% Appointments Made and Kept (Urgent and Routine)	95%	Contractual	95%	7846 / 8304
R8	% Customer Satisfaction (all repairs)	95%	Contractual	92%	314 / 343
R9	% Urgent and Routine repairs completed on first visit (HouseMark definition)	97%	Benchmarking		
R10	Number of repairs appointments made	100%	Benchmarking	100%	8304 / 8304
<b>VOIDS</b>					
V1	% Standard voids completed within target time (5 working days)	97%	Contractual	100%	6/6
V1a	Average number of calendar days to complete 5day void repairs				2 DAYS
V2	% of 10 calendar day voids completed within agreed timescale	97%	Contractual	66%	12/18
V2a	Average number of calendar days to complete 10day void repairs				13 DAYS

401 gave scores of 9 and 10, 11 scored neutral and 30 scored below 6

62% of all response jobs were emergency / Urgent

drive through aged wip in Q4, fencing and roofing subcontractors commenced works

70 voids completed, 9% 5 days, 26% 10 days, 17% 25 days and 48% of all voids were Majors

all 6 lates were completed in Jan following Christmas break disturbance

V3	% of 25 calander day voids completed within agreed timescale	97%	Contractual	66%	8/12
V3a	Average number of calander days to complete 25day void repairs				37 days
V4	Average number of calander days to complete void repairs	18 days	Benchmarking	15 days	33 DAYS inc Majors
V5	% Post inspections completed as satisfactory: Void repairs	98%	Contractual	100%	
V6	Post Inspection Defects - Void Repairs	2%	Contractual	0%	
V7	% Gas check and test order for void properties completed within prescribed time limit	98%	Contractual	100%	
<b>CYCLICAL DECORATIONS</b>					
C1	% 5 - year programme delivered within 1 year	20%	Contractual		commence April 2023
<b>HEATING SERVICING</b>					
H1	Carry out all gas heating servicing within the target date as determined by the previous year safety check, including correct provision of documentation	100%	Contractual	100%	100% with process
H2	Carry out all non-gas heating servicing within the target date as determined by the previous year safety check, including correct provision of documentation	100%	Contractual	100%	100% with process
H3	% of properties that require a gas safety record which had a safty check and record completed prior to referral to housing (Cumalitive in Quarter)	98%	Contractual	98%	
H4	% of properties with Landlord Gas Safety Record outstanding at the end of the period (Monthly)	0	Benchmarking	0	
<b>SOCIAL VALUE</b>					
S1	Delivery against Providers Social Value Statement	TBC	Contractual		
<b>CUSTOMER SATISFACTION</b>					
CS1	A range of measures to be developed and agreed with the provider	TBC	Contractual		
<b>HEALTH AND SAFETY</b>					
H1	No. of RIDDOR reportable incidents (no.year to date)	Zero	Contractual	0	

lates all had full dec  
average 18 days  
withour full decs

34 Majors, av 44 days, 2 of which over 100 days awaiting third party for electrics

11 voids were assigned by SCDC to third party to complete major component e.g kitchen and bathroom

70 VOIDS COMPLETED = average £7,422 (TRIPLE THE PPV VALUE)  
100 VOIDS ISSUED TO MEARS IN Q4

15 new builds were late as details not given to Mears to add to servcing schedule

## **5.2 Repairs Contract – Performance Review Joint Working Group**

An update on the Performance Review Joint Working Group is enclosed for noting.



## Resident Working Group

### Update – June 2023

The Resident Working Group for the new contract with Mears, meet on a monthly basis with representation from stakeholders, 3 Residents (including 1 leaseholder) 3 representatives from Mears, and 3 from SCDC.

The main topics of these meetings are:

1. KPI review
2. Complaints Overview
3. Feedback From Residents
4. Feedback and comments from Core Groups
5. H&S concerns
6. Customer Satisfaction
7. Job response times and volumes
8. Social Value activities
9. Contract Commitments

The May meeting was postponed due to bank holidays and other leave.

The involvement of the residents is invaluable to me and our service as it provides a voice and opinions from our service users. The resident representatives are encouraged to communicate with the wider residents and obtain genuine feedback and comments which can be digested at these meetings and put to constructive use.

There is a high level of commitment and enthusiasm from the reps in being involved in the process and providing input into decision-making conversations and providing an independent voice.

It has been identified that there is a certain level of overlap between this group and the wider HEB / HPP, this has shown as apparent following a recent item of discussion on the complaints policy and procedures within SCDC and Mears, this has now been escalated to a more corporate level as the complaints policies and procedures can not be isolated to the contract group alone.

As part of the current HEB / HPP review, the activities of this group will be included and the integration with the HPP be improved.

Overall the group is serving its purpose very well, the energy and enthusiasm shown is a real testament to the resident's desire to be involved.

Eddie Spicer



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

Grace Andrews to report.

# Affordable Homes Performance April to March 2022 / 2023

Trend against target: **Red** = outside target; **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)	Targets	Quarter 1 April – June	Quarter 2 July – September	Quarter 3 October – December	Quarter 4 January – March	Trend	Comments & Benchmarking where available
New – Number of households with family commitments who have been accommodated in B&B for longer than 6 weeks – Cumulative	Target = 0 Intervention = 1	0	0	0	0	Maintained	-
AH215 – % Successful Homeless preventions as a proportion of all homelessness cases closed – Year to date	Target = 50% Intervention = 45%	57.9%	52%	51%	49.4%	Declined	See Appendix 1
SH375 – Average SAP (EPC) rating of self-contained general needs dwellings – Quarterly	Target = 70.00 Intervention = 65.00	77.65 (EPC rating C)	77.65 (EPC rating C)	77.65 (EPC rating C)	Awaiting data	-	-

## Affordable Homes Performance April to March 2022 / 2023

Key Performance Indicators (KPIs)	Targets	Quarter 1 April – June	Quarter 2 July – September	Quarter 3 October – December	Quarter 4 January – March	Trend	Comments & Benchmarking where available
AH211 – Average days to re-let Housing stock – Monthly	Target = 17 days or less Intervention = 25 days	April – 28 May – 34 June – 33 (average for the quarter – 32 days)	July – 22 August – 29 September – 26 (average for the quarter – 26 days)	October – 26 November – 26 December – 32 (average for the quarter – 28 days)	January – 25 February – 27 March – 25 (average for the quarter – 26 days)	Improved	See Appendix 1
Numbers of re-lets Housing stock (Linked to PI above AH211) – Quarterly	N / A	April – 13 May – 11 June – 8 (average for the quarter 11)	July – 13 August – 6 September – 8 (average for the quarter 9)	October – 2 November – 4 December – 8 (average for the quarter 5)	January – 3 February – 3 March – 13 (average for the quarter 6)	-	-
AH204 – % satisfaction with responsive repairs – Quarterly	Target = 97% or above Intervention = 92%	April – 91% May – 92% June – 96% (average for the quarter 93%)	July – 93% August – 89% September – 92% (average for the quarter 91%)	October – 91% November – 84% December – 91% (average for the quarter 89%)	January – 92% February – 92% March – 92% (average for the quarter 92%)	Improved	See Appendix 1
SH332 – % Emergency repairs attended within 24 hours – Monthly	Target = 98% or above Intervention = 95%	April – 100% May – 99.15% June – 98.6% (average for the quarter 99.25%)	July – 99.26% August – 98.61% September – 98.46% (average for the quarter 98.7%)	October – 100% November – 100% December – 100% (average for the quarter 100%)	January – 100% February – 100% March – 100% (average for the quarter 100%)	Maintained	-
AH224 – Number of new build council house completions – Year to date	74 at year end	15	32	53	91	-	-

# Affordable Homes Performance April to March 2022 / 2023

Trend against target: **Red** = outside target; **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)	Targets	Quarter 1 April – June	Quarter 2 July – September	Quarter 3 October – December	Quarter 4 January – March	Trend	Comments & Benchmarking where available
AH216 – Number of households assisted through Shire Homes Lettings Cumulative – Quarterly	40	4 Self-contained 1 HMO  = 5	8 Self-contained 2 HMO  = 10	17 Self-contained 4 HMO  = 21	25 Self-contained 5 HMO  = 30	-	-
SH336 – % Compliant gas installations – Monthly	100%	April – 100% May – 100% June – 100%	July – 99.94% August – 100% September – 100%	October – 99.97% November – 100% December – 100%	January – 100% February – 99.91% March – 100%	Maintained	-
SH352 – % traveller pitch fee collected – Monthly	Target = 90% or above Intervention = 80%	April – 82.6% May – 81.8% June – 86.5% (average for the quarter 83.63%)	July – 96% August – 82.7% September – 86.5% (average for the quarter 88.4%)	October – 86.3% November – 87.05% December – 86.9% (average for the quarter 86.75%)	January – 96.6% February – 90.3% March – 85.8% (average for the quarter 90.9%)	Declined	-
SH363 – % vacant but available to let – Quarterly	Target = 0.5% Intervention = 0.75%	0.97%	1.00%	0.61%	1.15%	Declined	See Appendix 2

## Affordable Homes Performance April to March 2022 / 2023

Local Performance Indicators (LPis)	Targets	Quarter 1 April – June	Quarter 2 July – September	Quarter 3 October – December	Quarter 4 January – March	Trend	Comments & Benchmarking where available
Number of vacant but available to let (linked to PI above SH363) – Quarterly	-	52	54	33	62	-	-
SH364 – % vacant but unavailable – Annual	Target = 0.5% Intervention = 1.00%	-	-	-	0.30%	Improved	See Appendix 2 Trend on previous year
Number of vacant but unavailable (Linked to above PI SH364) – Annual	-	-	-	-	16	-	-
SH368 – % rent arrears – Quarterly	Target = 2.00% Intervention = 2.5%	1.96%	2.17%	2.13%	2.04%	Improved	-
SH369 – % rent loss from empty houses – Quarterly	Target = 4.00% Intervention = 5.00%	1.77%	1.67%	1.72%	1.75%	Declined	-

## Affordable Homes Performance April to March 2022 / 2023

Local Performance Indicators (LPis)	Targets	Quarter 1 April – June	Quarter 2 July – September	Quarter 3 October – December	Quarter 4 January – March	Trend	Comments & Benchmarking where available
£ spent on rent loss from empty houses (Linked to PI above SH369) – Cumulative Quarterly	Estimated Annual Debit £ to be confirmed	£140,291	£265,878	£410,222	£560,098	-	-
SH376 – % tenants satisfied with the re-let service Cumulative – Quarterly	Target = 85% Intervention = 80%	100%	95%	97%	98%	Improved	See Appendix 2
SH374 – % non-decent council homes – Quarterly	Target = 5.00% Intervention = 8.00%	4.87%	4.80%	6.06%	Data unavailable	-	See Appendix 2
SH344 – % Customer satisfaction with the condition of new home Cumulative – Quarterly	Target = 85% Intervention = 80%	100%	82%	89%	88%	Declined	See Appendix 2

## Affordable Homes Performance April to March 2022 / 2023

Local Performance Indicators (LPis)	Targets	Quarter 1 April – June	Quarter 2 July – September	Quarter 3 October – December	Quarter 4 January – March	Trend	Comments & Benchmarking where available
SH327 – % of repair appointments kept – Monthly	Target = 95% Intervention = 90%	April – 94% May – 95% June – 96% (average for the quarter 95%)	July – 96% August – 96% September – 94% (average for the quarter 95%)	October – 94% November – 88% December – 87% (average for the quarter 90%)	January – 84% February – 72% March – 95% (average for the quarter 84%)	Improved	See Appendix 2
SH330 – % routine repairs within target timescales – Monthly	Target = 95% Intervention = 90%	April – 88% May – 87% June – 90% (average for the quarter 88%)	July – 78% August – 84% September – 91% (average for the quarter 84%)	October – 100% November – 94% December – 90% (average for the quarter 95%)	January – 81% February – 96% March – 88% (average for the quarter 88%)	Declined	See Appendix 2
HS3 Number of parishes exploring the potential for delivering affordable housing on exception site – Quarterly	Target = 10 Intervention = 6	See comment	See comment	See comment	See comment	-	See Appendix 2

# Affordable Homes Performance April to March 2022 / 2023

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

Management Info	Frequency	Quarter 1 April – June	Quarter 2 July – September	Quarter 3 October – December	Quarter 4 January – March	Comment
AH212 – £s Spend on B&B Year to Date	Monthly	April – £8,969 (HB £5,240)  May – £21,133 (HB £12,357)  June – £45,980 (HB £13,380)	July – £76,973 (HB £17,973)  August – £111,000 (HB £21,373)  September – £123,774 (HB £22,096)	October – £136,493 (HB £24,560)  November – £149,743 (HB £26,623) (costs Invoiced £3,453)  December – £166,363 (£27,113) (costs Invoiced £11,213)	January – £176,227 (HB £27,500) (costs Invoiced £15,257)  February – £186,261 (HB £28,335) (costs Invoiced £17,297)  March – £205,590 (HB £30,979) (costs Invoiced £17,297)	See Appendix 3
AH210 – Total number of presentations including advice only cases	Quarterly	307	377	441	561	-
AH213 – Number of Homeless applications	Quarterly	115	95	109	124	-
AH208 – Number of Homeless preventions	Quarterly	55	54	53	51	-
AH214 – Number of Homeless acceptances	Quarterly	22	27	28	32	-



## Affordable Homes Performance April to March 2022 / 2023

Management Info	Frequency	Quarter 1 April – June	Quarter 2 July – September	Quarter 3 October – December	Quarter 4 January – March	Comment
AH203 – Numbers in temporary accommodation	Quarterly	65	50	48	63	-
AH219 – Number of properties within Shire Homes – Cumulative	Quarterly	2 Self-contained 0 HMO  = 2	3 Self-contained 0 HMO  = 3	10 Self-contained 0 HMO  = 10	14 Self-contained 0 HMO  = 14	-
AH217 – Number of cases where Universal Credit is a factor	Quarterly	0	2	0	2	-
AH218 – Numbers on the housing register	Quarterly	1,816	1,858	1,857	1,906	-
AH220 – Number of lettings to Band A	Quarterly	53	63	68	60	-
AH221 – Number of lettings to Band B	Quarterly	55	70	77	48	-
AH223 – Number of HRA properties that have been empty for over 4 months	Quarterly	6	11	8	16	See Appendix 3
HS4 Number of new affordable homes on rural exception sites given planning permission each year	Quarterly	22	34	0	0	See Appendix 3

## Affordable Homes Performance April to March 2022 / 2023

Management Info	Frequency	Quarter 1 April – June	Quarter 2 July – September	Quarter 3 October – December	Quarter 4 January – March	Comment
HS5 Number of new affordable homes built on rural exception sites each year	Quarterly	0	0	0	21 Social Rented	See Appendix 3
HS6 Percentage of planning consultations responded to within 21 days	Quarterly	86%	90%	100%	58%	See Appendix 3
HS7 Number of households supported to improve the energy efficiency of their home through Housing Repairs & Adaptation Grants Year to date	Quarterly	See comment	See comment	See comment	See comment	See Appendix 3
HS8 Number of tenant hours volunteered for tenancy engagement	Quarterly	See comment	See comment	See comment	See comment	See Appendix 3
HS9 Number of services changed, implemented, or withdrawn during the year as a result of resident involvement	Annually	See comment	See comment	See comment	See comment	See Appendix 3

## Affordable Homes Performance April to March 2022 / 2023

<b>Management Info</b>	<b>Frequency</b>	<b>Quarter 1 April – June</b>	<b>Quarter 2 July – September</b>	<b>Quarter 3 October – December</b>	<b>Quarter 4 January – March</b>	<b>Comment</b>
HS10 Number of residents / service users involved in formal / informal consultation groups (including digital)	Quarterly	See comment	See comment	See comment	See comment	See Appendix 3
AH225 – Number of new build council houses currently started on site Year to date	Quarterly	62	74	137	Awaiting data	-

# Affordable Homes Performance April to March 2022 / 2023

## Appendix 1

### Comments & Benchmarking where available

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

**Q2** – The drop in performance this quarter is likely to be attributed to the impact of the cost of living for families and finding suitably affordable privately rented accommodation. In addition, there were some staff absences during this quarter, which will impact on the assessments and successful outcomes being reported during the period.

**Q4** – We are slightly below our YTD target of 50%, however, the number of actual cases remains fairly consistent at 51 compared to an average of 54 cases per quarter for the rest of the year. Whilst actual prevention figures have not reduced substantially it is difficult to access affordable privately rented accommodation for families on a low income. As part of the work to improve this we are continuing to try to grow Shire Homes Lettings, our private sector leasing company, and promote the services it offers.

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

### 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)

## Affordable Homes Performance April to March 2022 / 2023

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

**Q2** – Increase due to some properties having issues with electric meters which need to be resolved by a specialist contractor before re-letting

**Q3** – These results show the overall re-let time that involves different aspects, one of the main areas which brings the final figure above target is that some empty properties have a long refurbishment time of 25+ days, this is one of the service level agreement targets along with 5 and 10-day returns, these will be outside of the 17-day target.

The new contract will record these in service level agreement categories to show the repair times and we are monitoring the housing management re-let timeframe to enable us to propose a revised reporting methodology for Q1 2023 / 2024 which will provide a more reflective and accurate dataset for empty property returns.

We have always had examples where tenants leave possessions they no longer want behind and / or waste when they terminate a tenancy, however, incidents of this occurring have significantly increased in recent months. Communication around the termination of a tenancy is also becoming more difficult. This means that before we survey a property and agree works with a contractor about what repairs or maintenance is necessary so that it can be re-let, there are often lengthy and extremely complicated conversations that add to the length of time a property stands empty.

**Q4** – Although there has been a slight drop in this figure for March there has been a consistently high volume of empty properties returned in poor condition since late 2022, this has in turn created an extended re-let period.

We are currently analysing the process in its entirety to identify where efficiencies can be achieved, this is involving all areas of the housing team and the parts each plays in the relet process, we aim to complete the review and implement changes for improved service by July 2023.

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

Added due to feedback received from the Housing Performance Panel

## Affordable Homes Performance April to March 2022 / 2023

AH204 – % satisfaction with responsive repairs – Quarterly

<b>Month</b>	<b>Sent</b>	<b>Failed</b>	<b>Received</b>	<b>Response Rate</b>	<b>Overall Satisfaction Score 7 – 10</b>
April	493	55	89	20%	91%
May	594	59	107	20%	92%
June	584	60	97	18%	96%
July	692	79	108	18%	93%
August	694	72	131	21%	89%
September	607	82	100	19%	92%
October	502	67	87	20%	91%
November	689	52	99	16%	84%
December	552	27	103	21%	91%

# Affordable Homes Performance April to March 2022 / 2023

## Appendix 2

### Comments

SH363 – % vacant but available to let Quarterly

**Q2** – Increase due to some properties having issues with electric meters which need to be resolved by a specialist contractor before re-letting – (as it is not a safety issue it is not technically a Major work to be recorded under vacant but not available)

**Q3** – The new contract will record these in service level agreement categories to show the repair times and we are monitoring the housing management re-let timeframe to enable us to propose a revised reporting methodology for Q1 2023 / 2024 which will provide a more reflective and accurate dataset for empty property returns.

**Q4** – We are currently analysing the process in its entirety to identify where efficiencies can be achieved, this is involving all areas of the housing team and the parts each plays in the relet process, we aim to complete the review and implement changes for improved service by July 2023.

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

Added due to feedback received from the Housing Performance Panel

SH346 % Vacant but unavailable Annually

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

2019 / 2020 = 0.21

2020 / 2021 = 0.38

2021 / 2022 = 0.43

2022 / 2023 = 0.30

## Affordable Homes Performance April to March 2022 / 2023

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

Added due to feedback received from the Housing Performance Panel

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

**Q1** – total of 6 completed surveys of which 6 were very or fairly satisfied

**Q2** – total of 22 completed surveys of which 21 were very or fairly satisfied

**Q3** – total of 38 completed surveys of which 37 were very or fairly satisfied

**Q4** – total of 43 completed surveys of which 42 were very or fairly satisfied

SH374 – % non-decent council homes Quarterly

Increased a little due to the on-going problems we are having with the system which we are continuing to work on and hope to be resolved soon

**Q4** – Data error with our reporting, we are currently meeting with our system provider to investigate further and looking at how we resolve the matter

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

**Q1** – total of 6 completed surveys of which 6 were good or satisfied

**Q2** – total of 22 completed surveys of which 18 were very or fairly satisfied

**Q3** – total of 38 completed surveys of which 34 were very or fairly satisfied

**Q4** – total of 43 completed surveys of which 38 were very or fairly satisfied

SH327 % of repair appointments kept Monthly

**Q2** – Mears – housekeeping by subcontractors



# Affordable Homes Performance April to March 2022 / 2023

SH330 % routine repairs within target timescales – Monthly

**Q2** – Mears – completion of aged WIP from roofing and plastering

**Q3** – In November, the Mears Branch had a Covid outbreak, 1/5th of workforce were off sick. In December, many appointments were cancelled and rebooked for January 2023 to make room for emergencies during the week freeze

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

## Q1

- Actively working with Parish / RP = Ten villages (Bassingbourn, Cottenham, Eltisley, Fen Drayton, Fowlmere, Haslingfield, Histon & Impington, Orwell Great Shelford, Stapleford)
- Undertaking Housing Needs Survey – Three villages (Bassingbourn, Cottenham and Histon & Impington, Haslingfield, Guilden Morden)
- At Pre-App Stage = 0
- Awaiting Planning Decision = 2 villages (Cottenham and Great Eversden)
- Received Planning Permission in Q4 = 2 villages (Fen Drayton & Newton)

## Q2

- Actively working with Parish / RP = Nine villages (Bassingbourn, Cottenham, Eltisley, Fen Drayton, Histon & Impington, Girton, Haslingfield, Newton and Orwell)
- Undertaking Housing Needs Survey – Six villages (Bassingbourn, Cottenham, Histon & Impington, Girton, Haslingfield and Meldreth,)
- At Pre-App Stage = 0
- Awaiting Planning Decision = 0
- Received Planning Permission in Q2 = 1 (Cottenham)

## Affordable Homes Performance April to March 2022 / 2023

### Q3

- Actively working with Parish / RP = Nine villages (Bassingbourn, Cottenham, Eltisley, Fen Drayton, Histon & Impington, Girton, Great Chishill, Meldreth, Swavesey)
- Undertaking Housing Needs Survey – Five villages (Histon & Impington, Girton, Great Chishill, Meldreth, Swavesey). Two surveys completed in Quarter 3 – Bassingbourn, Haslingfield and Orwell.
- At Pre-App Stage = 0
- Awaiting Planning Decision = 0
- Received Planning Permission in Q3 = 0

### Q4

- Actively working with Parish / RP = Ten villages (Bassingbourn, Great & Little Chishill Cottenham, Eltisley, Fen Drayton, Gamlingay, Girton, Haslingfield, Histon & Impington, Meldreth, Swavesey)
- Undertaking Housing Needs Survey – Girton. (Bassingbourn & Swavesey completed in March 2023)
- At Pre-App Stage = 1 (Cottenham Scheme with Cross keys)
- Awaiting Planning Decision = 0
- Received Planning Permission in Q4 = 0

# Affordable Homes Performance April to March 2022 / 2023

## Appendix 3

### Comments

AH212 – £s Spend on B&B Year to Date

**Q3** – From end of October, the team have begun sending invoices to those using B&B to try and recover the costs not covered by the benefit money, thus encouraging the submission of benefit claims where eligible to claim but have not yet done so.

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

**Q1** – Seen reduction to a single figure of 6, which has not been the case since December 2019, last year was 33.

**Q2** – Slight increase due to some properties having issues with electric meters which need to be resolved by a specialist contractor before re-letting.

**Q4** – We are currently analysing the process in its entirety to identify where efficiencies can be achieved, this is involving all areas of the housing team and the parts each plays in the relet process, we aim to complete the review and implement changes for improved service by July 2023.

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

**Q1** – 22 (Cootes Lane, Fen Drayton – 14 no.) & (Land adjacent to 28 Harston Rd, Newton – 8 no.)

**Q2** – 34 homes (Land at rear of 38 Histon Road, Cottenham)

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

**Q4** – 21 Social Rented (Great Shelford (S/4279/19/FL)

# Affordable Homes Performance April to March 2022 / 2023

HS6 Percentage of planning consultations responded to within 21 days

**Q1** – 86% (Three applications went over target 1 x 1 day, 1 x 1 x 6 days and 1 x 7days). Average time to respond = 18 days against a general target of 21 days.

**Q2** – 90% Average time taken – 16 days

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

**Q1**

Boilers and heating:

2 completed

5 approved not completed

1 pipeline

Windows and doors:

0 completed

2 approved not completed

1 pipeline

**Q2**

Boilers and heating:

4 completed

5 approved not completed

3 pipeline

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## Windows and doors:

2 completed

1 approved not completed

3 pipeline

## **Q3**

## Boilers and heating:

2 completed

6 approved not completed

1 pipeline

## Windows and doors:

0 completed

5 approved not completed

1 Pipeline

## **Q4**

## Boilers and heating

6 completed

3 approved not completed

3 pipeline

# Affordable Homes Performance April to March 2022 / 2023

## Windows and doors

1 completed

7 approved not completed

2 Pipeline

HS8 – Number of tenant hours volunteered for tenancy engagement

Below are new ways we are measuring tenancy engagement:

<b>Engagement via email &amp; social media</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Tenant email contact – successfully sent (out of approximately 7,500 tenants)	7,018	7,436	7,018	8,209
Online version of newsletter	'Viewed' = 727 'Deep read' = 194	'Viewed' = 941 'Deep read' = 219	Viewed' = 727 'Deep read' = 194	Viewed' = 611 'Deep read' = 143
Face book – total engagement (Someone who has clicked read more, followed a link, shared, or reacted to a post)	618	715	618	See below table
<b>Other engagement</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Volunteer hours	72 hours 15 minutes	152 hours 30 minutes	89 hours	88 hours 30 minutes
Meetings held	7	7	7	9
Estate visits completed	6	5	2	0

<b>Quarter 4</b>	<b>No. of page follows</b>	<b>Total page reach*</b>	<b>Page / Profile visits</b>
Facebook	525	3,612	347
Instagram	22	34	49

## Affordable Homes Performance April to March 2022 / 2023

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

Tenant volunteer's involvement on the following:

- New Repairs contract
- Tenancy Policy
- Small Land Sales HRA Policy
- Estate Inspection Policy
- Tenant Satisfaction Survey

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 developed a new framework – a new way of working. Which replace the existing Tenant Participation Group, Sheltered Housing forums, and Leaseholder forums

There are 5 core tenants who attend the Housing Performance Panel (HPP) meetings and volunteer on groups, and there are 5 Housing Engagement Board (HEB) members who also volunteer on the groups. The same tenants do not all volunteer on the same group, but some may volunteer on more than one group.

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

Grace Andrews to report.



## Affordable Homes Complaints Performance

April – March

2022 / 2023

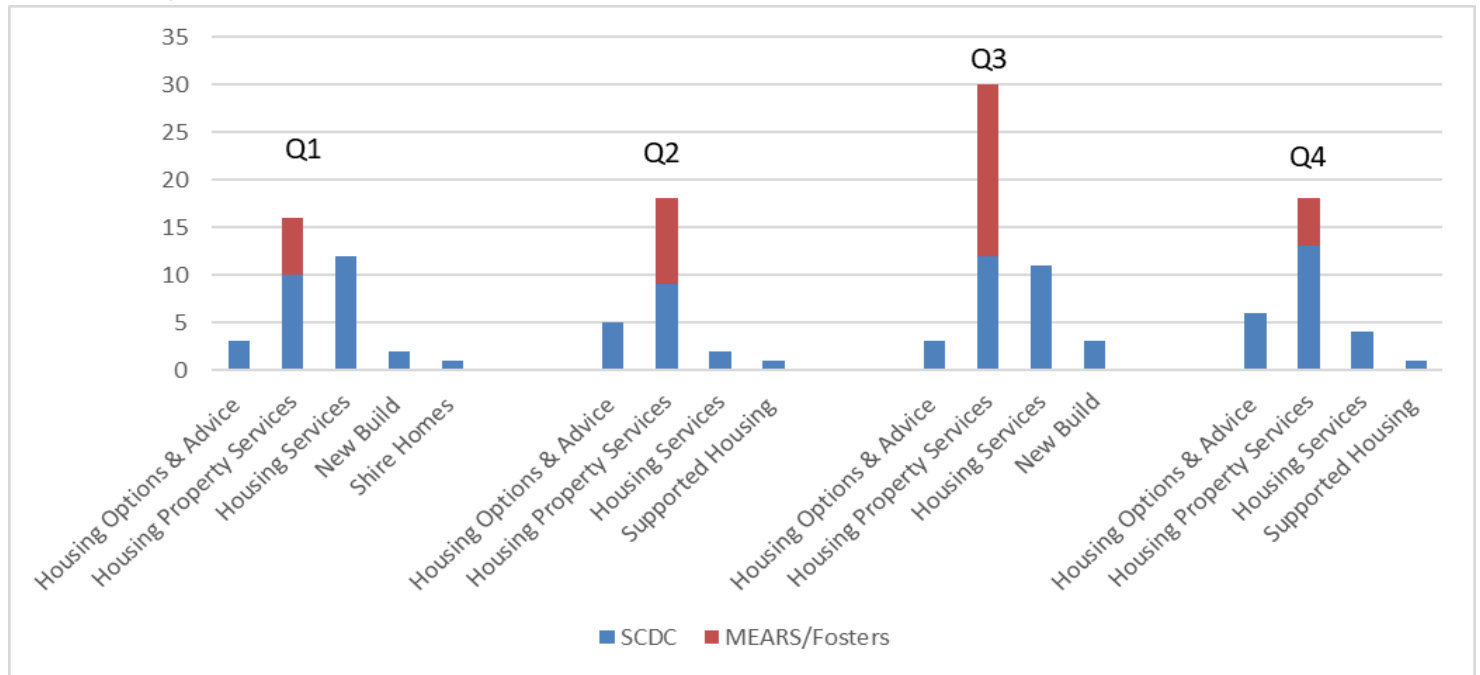
Looking back at previous years

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
2022 / 2023	112	23	1	5,378	2.08%
2021 / 2022	145	16	3	5,345	2.71%
2020 / 2021	100	11	1	5,281	1.89%
2019 / 2020	61	8	4	5,279	1.15%
2018 / 2019	81	7	4	5,259	1.54%
2017 / 2018	77	3	2	5,243	1.46%
2016 / 2017	64	2	0	5,241	1.22%
2015 / 2016	79	3	0	5,274	1.49%
2014 / 2015	91	7	1	5,286	1.72%
2013 / 2014	89	5	0	5,307	1.67%

## Volume of Complaints

Complaints received during quarter, broken down by stage	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Year-end totals
<b>Stage 1</b> = Expression of dissatisfaction that is not able to be resolved at first contact so requires investigation and response from Service Manager	30	20	39	23	112
<b>Stage 2</b> = Unresolved at stage 1 so investigation required by Head of Service	4	6	7	6	23
<b>Stage 3</b> = Housing Ombudsman	0	0	1	0	1
<b>Total</b>	<b>34</b>	<b>26</b>	<b>47</b>	<b>29</b>	<b>136</b>

## Volume by Service Area



## Complaints received falling within the SCDC Theme

Theme	Q1 Total	%	Q2 Total	%	Q3 Total	%	Q4 Total	%
Lack of communication	3	9%	1	4%	8	17%	1	3%
Failure to act	11	32%	7	27%	14	30%	8	28%
Service Delivery	2	6%	5	19%	13	28%	4	14%
Not understanding processes	2	6%	5	19%	0	0	4	14%
Staff Conduct	7	21%	5	19%	2	4%	4	14%
Misinformation	0	0	0	0	0	0	0	0
Charges	2	6%	0	0	2	4%	0	0
Other	7	21%	3	12%	8	17%	8	28%

## Year-end SCDC Theme totals by Service Area

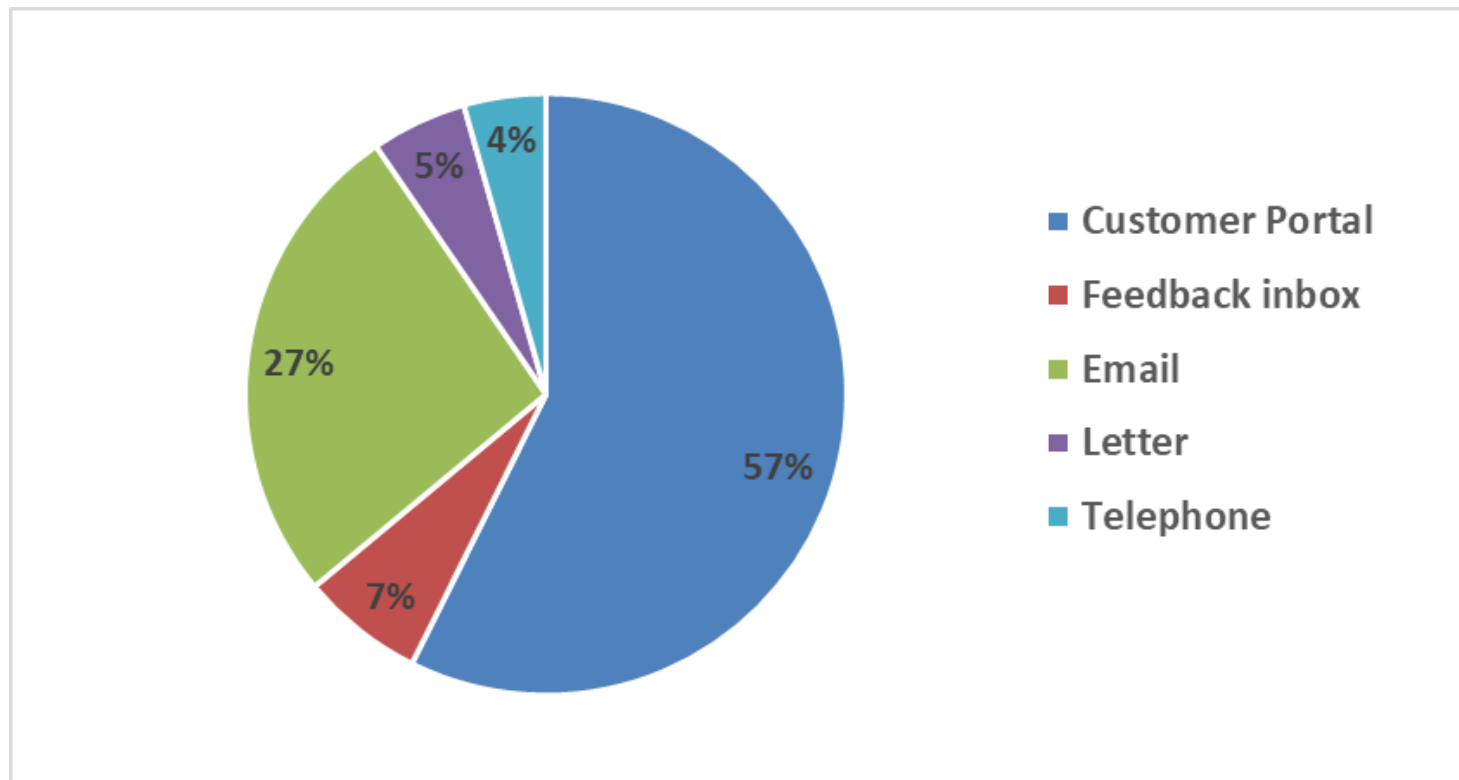
SCDC Theme	Year-end totals	%	Housing Options & Advice	Housing Property Services	Housing Services	New Build	Supported Housing	Shire Homes
Lack of communication	13	10%	2	7	4	0	0	0
Failure to act	40	30%	0	28	7	3	0	0
Service Delivery	24	18%	3	21	0	0	0	
Not understanding processes	11	8%	5	3	3	0	0	0
Staff Conduct	18	13%	7	6	2	0	1	1
Misinformation	0	0	0	0	0	0	0	0
Charges	4	3%	0	2	3	0	0	0
Other	26	19%	0	16	9	1	1	0

## Complaints received falling within the HouseMark Theme

Theme	Q1 Total	%	Q2 Total	%	Q3 Total	%	Q4 Total	%	Year-end totals
Allocations	1	3%	2	8%	3	6%	1	3%	7 (5%)
ASB	2	6%	0	0	0	0	2	7%	4 (3%)
Estate Services	2	6%	2	8%	0	0	0	0	4 (3%)
Rent & Services	1	3%	0	0	0	0	2	7%	3 (2%)
Repair & Maintenance	15	44%	14	54%	32	68%	15	52%	76 (56%)
Staff & Customer Service	7	21%	6	23%	2	4%	4	14%	19 (14%)
Tenancy Management	3	9%	0	0	5	11%	1	3%	9 (7%)
Other	3	9%	2	8%	5	11%	4	14%	14 (10%)

## Method Complaints Received

All quarters combined

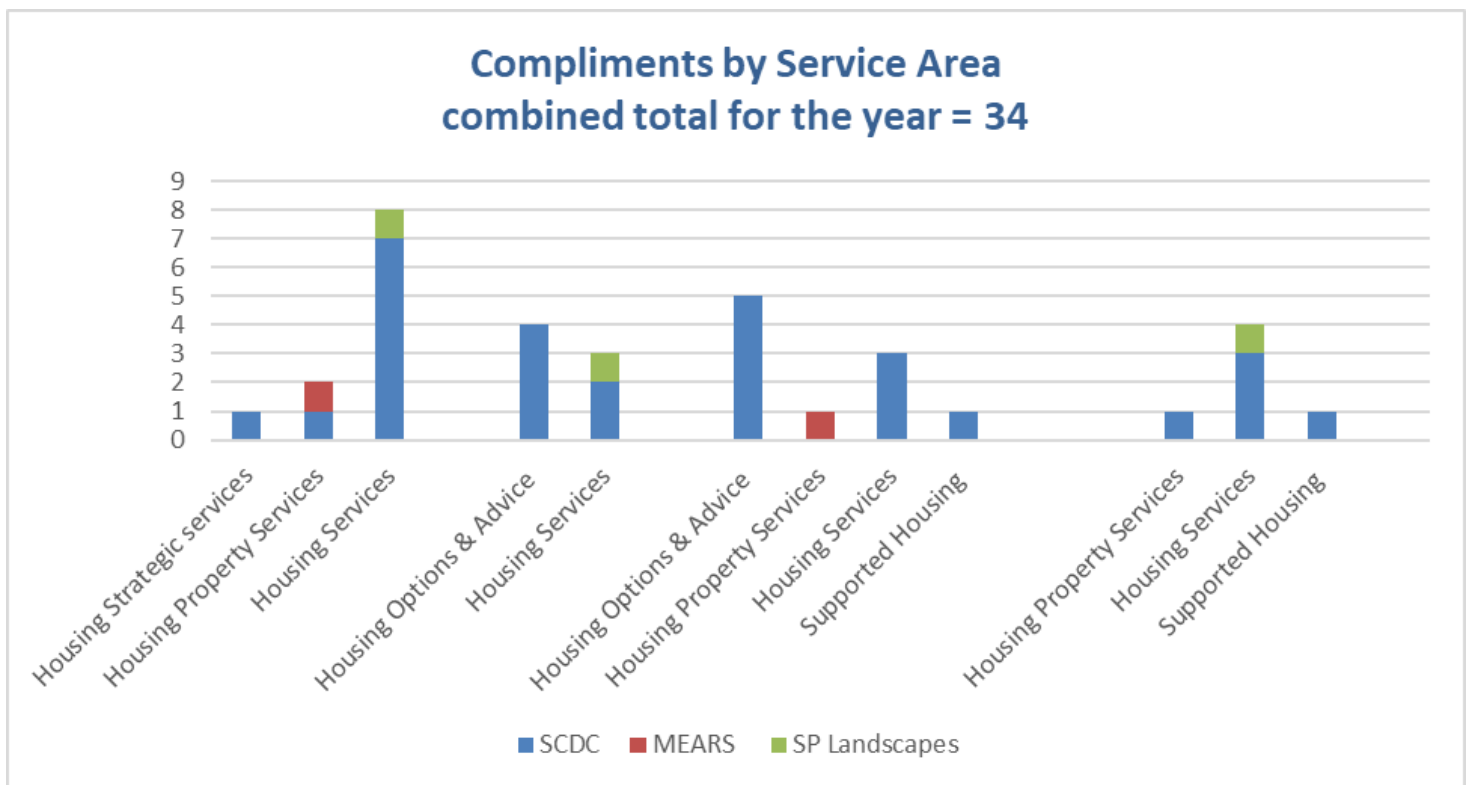


## Complaints response times / targets

Response times / targets	Q1	Q2	Q3	Q4	Year-end totals
<b>Number of complaint responses sent within quarter</b> (Includes roll-over from previous quarters)	29	28	38	33	128
<b>Number of complaint responses that were sent within target timescale</b> (Includes stage 1 & stage2)	27	23	33	28	111
<b>% of complaints responded within deadline</b> (non – YTD includes stages 1 & 2) (SX121) (Target 80%)	93%	82%	87%	85%	87%
<b>How many upheld</b> = closed in favour of complainant	17	12	23	18	70 (55%)
<b>Not upheld</b> = closed not in favour of complainant	11	13	11	12	47 (37%)
<b>Partly upheld</b> = closed partly in favour of complainant	1	3	4	3	11 (9%)

## Caseload

Number of open complaints at end of the quarter	4
Number of open complaints that have exceeded target timescale at the end of the quarter	3
Receipt date of oldest open complaint at end of quarter	13 February 2023 (stage 2) relates to an allegation that happened in 2019
Number of days oldest complaint has been open for at end of quarter	46



Below are some of the compliments received: -

- *“ I am writing to say how much I have appreciated the work you all do. I want you to know that what you do is acknowledged to be so valuable.”*
- *“Thank you is rather inadequate term to explain how I am grateful”*
- *“I am writing to commend the team which undertook the task. The gentlemen worked consistently hard, neatly, considerately, and with good humour. Their teamwork was excellent and their skills first-rate. The job was completed within a week and the area was left tidy afterwards”*
- *“ I cannot convey how happy I am, thank you so much for seeing this project to this stage”*
- *‘Thank you \*\*\*\*\* and your team for the help that you gave me and children when we needed support. We have come a long way since then and that’s mainly down to you’*

## **5.5 Estate Inspections Report**

Summaries of the Estate Inspections held in April 2023 are included for noting.

## Estate Inspection – Summaries – April 2023

### Sawston – 20 April 2023

Park Road, Maple Avenue, Saffron Road and Huntingdon Road

10 issues raised, which are as follows:

#### Park Road

- No issues to report.

#### Maple Avenue

- 1 is that of a tenant parking on the front lawn with no dropped kerb. A letter has been sent to the tenant.
- 1 issue is that the pathway behind properties are uneven and are trip hazards. This has been reported to Operations to resurface the pathways.

#### Saffron Road

- 2 are landscaping issues where pathways are overgrown. A request for a quote to clear has been sent to SP Landscapes.

#### Huntingdon Road

- 1 issue is that the pathway behind a few properties is uneven and is a trip hazard. It has been reported to Operations to resurface the pathway.
- 1 is landscaping issue where the pathway is overgrown or full of moss. A request for a quote to clear has been sent to SP Landscapes.
- 1 issue is an abandoned truck in the garage area. A request to identify the owner has been submitted and when received, a letter will be sent to the owner.
- 3 issues are telephone cables going through overgrown trees. A quote request has been sent to SP Landscapes to remove the branches.

### Girton – 25 April 2023

Orchard Close (sheltered housing)

8 issues raised, which are as follows:

- 1 is a bin that is damaged and off its bracket. A request has been sent to the Waste team to replace the bin.
- 1 is a drain that has a concrete block covering it and it appears to have wires inside. This has been reported to SCDC Operations to investigate.

- 3 are landscaping issues with overgrown shrubs. A request for a quote to clear has been sent to SP Landscapes.
- 1 issue is that rubbish has been dumped in the communal area behind number 26. A letter has been sent to the tenant to enquire if it is their rubbish.
- 1 issues is that communal bins have not been emptied. The Waste team will be contacted to confirm that this is on a regular schedule.
- 1 issue is a loose drain cover on the pathway in front of numbers 31 and 32. A request has been sent to Operations to get this secured.

## Ratings

The ratings are as follows:

Village	Street / Area	Litter	Weeds	Regular grass cutting	Roughly cut grass	Communal area shrubs	Tenant's gardens
Sawston	Park Road	4	3	3	3	4	4
	Maple Avenue	4	3	3	3	4	4
	Saffron Road	3	3	4	N / A	N / A	4
	Huntingdon Road	3	3	4	N / A	N / A	4
Girton	Orchard Close	4	4	4	N / A	4	4



## **6. New Matters**

None

## **7. Any other Business**

Any additional issues to be raised.

## **8. Meeting Dates for 2023 / 2024**

- 14 September 2023 (Zoom / venue to be confirmed)
- 7 December 2023 (Zoom / venue to be confirmed)
- 14 March 2024 (Zoom / venue to be confirmed)

## **9. Closing**