



# Housing Performance Panel

Quarterly Meeting

14 March 2024 – 1pm to 4pm

Agenda Pack

# Housing Performance Panel Agenda

Date: **Thursday, 14 March 2024**

Time: **1pm – 4pm**

Venue: **Zoom (Virtual Meeting)**

			Page no.
<b>1.</b>	<b>Welcome and Apologies</b>	<b>Chair</b>	<b>1</b>
<b>2.</b>	<b>Quorum</b>	<b>Chair</b>	<b>1</b>
<b>3.</b>	<b>Minutes of previous Meeting – 7 December 2023</b>	<b>Chair</b>	<b>1 – 11</b>
<b>4.</b>	<b>Matters Arising from previous Meeting</b>		<b>12</b>
4.1	Item 5.2 – Repairs Performance Group	Eddie Spicer	12
4.2	Item 5.3 – SCDC – Review of Quarter 2 Performance Data	Chair	12
4.3	Item 5.6 – Estate Inspection Reports	Chair	12
<b>5.</b>	<b>Standing Items</b>		<b>13</b>
5.1	Mears Group – Review of Quarter 3 Data	Elaine Phillips	13 – 14
5.2	Repairs Performance Group	Eddie Spicer	15
5.3	SCDC – Review of Quarter 3 Performance Data	Grace Andrews	15 – 33
5.4	SCDC – Review of Quarter 3 Complaints Data	Grace Andrews	34 – 38
5.5	Tenant Satisfaction Measures	Grace Andrews	39 – 45
<b>6.</b>	<b>New Matters</b>		<b>46</b>
6.1	Resident Involvement Framework Review Update	Dave Armitage	46
6.2	Tpas Webinar – Housing Ombudsman – Annual Complaints Review	Chair	46 – 48
6.3	HQN Residents Network Annual Conference	Chair	49 – 51
<b>7.</b>	<b>Any Other Business</b>	<b>All</b>	<b>52</b>
<b>8.</b>	<b>Closing</b>	<b>Chair</b>	<b>52</b>

## **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 7 December 2023**

The minutes of the meeting held on 7 December 2023 are included for approval.

**Housing Performance Panel**  
**Minutes of the Quarterly Meeting**  
**held on Thursday, 7 December 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 1.01pm.

Apologies were received from Eleni Koutso.

**2. Quorum**

The meeting was quorate.

**3. Minutes of previous meeting – 14 September 2023**

The Chair referred to the minutes of the meeting held on 14 September 2023, which were approved by the panel.

#### **4. Matters Arising from previous Meeting – 14 September 2023**

##### **4.1 Matters Arising from previous Meeting – 15 June 2023**

###### **Item 4.2 – Review of Quarter 4 Complaints Data (Item 5.4)**

Dave Armitage advised that this was discussed at the meeting held the day before and that he would arrange a meeting with the tenant volunteers who were not there to update them on the new structure. He added that the monthly repairs meetings with Mears and Eddie Spicer would not be held in future due to this new structure.

##### **4.2 Mears Group – Review of Quarter 1 (Item 5.1)**

Elaine Phillips confirmed that the data for the blank responses had been removed from the report and she would include a side note explaining the ones received.

##### **4.3 SCDC – Review of Quarter 1 Complaints Data (Item 5.4)**

Grace Andrews said a report on the answers received from the Regulator on some of the Tenant Satisfaction Measure calculations was included under item 5.5 of the agenda.

#### **5. Standing Items**

##### **5.1 Mears Group – Review of Quarter 2**

Elaine Phillips, from Mears, referred to the report in the pack and said that due to the cold weather, they were focussing on heating and emergency repairs but it had not affected their KPIs for “R1 – % Emergencies within target (4hrs)” and “R2 – % Urgent within target (24 hours)” which were still achieving 100%. She said that they were slowly getting closer to their target of 10 days or less for KPI “R4 – Average number of calendar days taken to complete Routine Repairs” and were on 13 days, where previously they were on 17 or 18 days. She added that they had employed two new staff members which had helped with their work in progress.

Elaine Phillips said there was a focus on voids as there had been a failure on KPIs “V2 – % of 10 calendar day voids completed within agreed timescale” and “V3 – % of 25 calendar day voids completed within agreed timescale” which was due to the volume as well as working on major repairs.

The Chair said that it was good to see that the majority of the KPIs were in “green”.

Cllr Batchelor asked why the number of jobs completed for KPI “V2 – % of 10 calendar day voids completed within agreed timescale” was 69% which equated to 11 out of 16 days, however, the average was only nine days.

Elaine Phillips explained that the five that had failed would have been considerably over the 10 days but the 11 that had passed were well within the target, which had helped with the averaging out.

Cllr Batchelor said that KPI “V3 – % of 25 calendar day voids completed within agreed timescale” was only 65%, which was down from the previous quarters and this was a key area that government were looking at in terms of our 4-day work week trial, which we needed to be aware of.

## **5.2 Repairs Performance Group**

Eddie Spicer referred to the annual report included in the pack and said that over-all it had been a really good year in terms of progress, getting the results we wanted, constant improvement and a great deal had been learnt. He said that improvements had been put in place in terms of communication, for example, the contact centre at Mears, changing the call routing so that there were no delays, only one phone number and employing additional staff at Mears. He said that this had improved customer satisfaction, the volume of complaints and the service that we gave.

Eddie Spicer said that an added feature to the contract was the Asset management and improvement projects which had been really useful, with additional funding of £1.8m from the Department for Energy Security and Net Zero (DENZ) to help decarbonise our properties. He added that Elaine Phillips was working on this project.

Eddie Spicer said that the repairs had been very good, however, there had been fluctuations in the voids due to the markets and the number of voids we had. He added that the number of jobs / calls had increased as the new contract was now a heating and repairs contract, and previously we were looking at data which was for repairs only. He referred to the social value elements by Mears and said this was a new addition to the contract which provided an innovative structure within the contract to deliver additional benefits for our residents. He said there were some exciting projects planned for the next year.

Eddie Spicer referred to the Complaints on page 31 of the pack and said that this gave a good breakdown of what areas the complaints were in. He said that out of the 27,218 jobs completed, there had been 87 complaints of which 57 had been upheld.

Les Rolfe referred to the measure for “Emergency repairs completed (per 1,000 units)” in the table on page 21 of the pack and said that the figure of 4.16 did not look right as the median was 73.2 which was very different figure.

The Chair said that he thought the figures for emergency and non-emergency repairs in the “blue” section was a mistake and that the figures should read as a percentage.

Eddie Spicer said that he would check the figures and amend the table.

Pattie Hall said well done to Elaine Phillips and her team, and to Eddie Spicer on the improvement on the last contract.

Paul Bowman agreed and said that they had a good working relationship. He added that he still had one question about the promise in the contract regarding the 50% electric vehicles in the fleet and that the reason given for not having them was that there were not enough charging points. He asked for a commitment on time and for a plan on how Mear’s were going to catch up on the commitment made in the contract.

Elaine Phillips said that they were in the process of drawing up extensive plans which would be shared shortly.

The Chair said that this was a well written and clear report, and asked what the next step was.

Eddie Spicer said that it had been circulated to Liz Watts, Chief Executive Officer of SCDC, and she had shared it with Cabinet. He added that going forward it would be a part of the ongoing contract file as a reference and it would be used as a benchmark on what we had achieved and where we were going with the contract.

The Chair referred to page 26 of the pack and said the name of the tenant in the first speech bubble was to be removed. He asked Bronwen Taylor to upload the report to the website once it was amended.

**Action: Eddie Spicer and Bronwen Taylor**

### 5.3 SCDC – Review of Quarter 2 Performance Data

Grace Andrews referred to the slides on the Performance Data for Quarter 2, which were emailed to the panel, and said that they were an overview of the report that was included in the pack. She said that 11 Key Performance Indicators (KPIs) had either improved or maintained performance from the last quarter and five had shown a decline, however two of the five were still in target.

Grace Andrews highlighted the key indicators that had either improved, declined or been maintained, as follows:

- Housing Options and Advice ('Number of households with family commitments who have been accommodated in B&B for longer than 6 weeks') – maintained

The Chair said that this was the national trend and that many authorities were experiencing a massive increase in bed and breakfast usage. He reported that there was one authority who had issued a Section 141 notice and they were saying that the prime reason for this was due to the spend on temporary accommodation. He said that we were doing really well.

Paul Bowman asked which authority it was.

The Chair said he would send the details to Paul Bowman.

- Average relet times – average of 28 – improved
- Satisfaction with response repairs – declined

Grace Andrews referred to the HouseMark findings diagram showing the different types of surveys and said that although less face-to-face surveys was the lowest form of survey, they had the highest satisfaction scores. She added that there was a discussion on whether there should be more face-to-face surveys, however, they cost more to conduct due to employing additional staff and that this may not give a true score as tenants would feel pressured into completing them on the spot.

A discussion on surveys was held.

Paul Bowman asked if in future a slide could be included with a note to show that there was a 12% difference in the transactional and perception.

Grace Andrews said that she did not normally include information on surveys but did this time as she thought it would be interesting, however, she would add it.

Eddie Spicer said that MEL Research were also conducting monthly telephonic repairs satisfaction surveys and the results were within 1% of the Mears survey results.



- Rent Arrears – top performing
- Proportion of homes with a valid Gas Safety Certificate – top performing = 100% – although as of November 2023 we were chasing three properties
- Housing Options and Advice – maintained

Paul Bowman referred to the first slide, “LPIs Red and Declined” and the “% Customer satisfaction with the condition of new home” and asked if there was a correlation between the time it was taking to sort out empty properties or was it about the way the house was being presented and historic repairs not being put right.

Grace Andrews said there was not enough data that related to those issues to get a true picture, however, it was a performance indicator that we were looking at.

Geoff Clark said that it would not be in relation to empty properties or the level of repairs, but in relation to what tenants anticipated a property to be like when they were completed, for example flooring or furnishings.

#### **Action: The Chair**

#### **5.4 SCDC – Review of Quarter 2 Complaints Data**

Grace Andrews went through the Complaints and Compliments Data for Quarter 2 as follows:

- 38 complaints received – slightly higher than in quarter 1
- 88% complaints were received digitally, which was lower, with 48% via the portal
- Responded within deadline – 72% (target is 80%) – decline
- 47% of all complaints received related to repairs and maintenance, with the top category being service delivery
- 39 compliments received – year to date – improvement from last year

Paul Bowman asked who was responsible for responses.

Grace Andrews said that it was the Service Manager.

Paul Bowman asked if the resolution to a complaint was also in target.

Grace Andrews gave an example and said that if the complaint was in respect of a roof repair, then the response would be the outcome of the investigation, outlining what work would be to put in place to repair to the roof, and the complaint would be closed. She said that once the complaint was closed, we still followed it through until it was completely

finished. She added if during that time, the tenant was not happy with what was going on, then that was where the complaint could get escalated to perhaps a stage two.

Paul Bowman referred to the 47% of all complaints received and asked if the Service Delivery of 32% was 32% of all complaints received or were they 32% of the 47%.

Grace Andrews said that it was 32% of all complaints relating to Service Delivery.

Paul Bowman asked if all the complaints were received directly by SCDC or were they including complaints received by Mears.

Grace Andrews said that all Mears complaints came through to SCDC and if a tenant did complain to Mears, they would forward it to us.

Eddie Spicer there was a full audit trail as Mears did have a system in place to record everything, whether it be a service request or a complaint.

Grace Andrews said that the landlord was always responsible for complaints. She added that Mears did have a record on their system of all service calls taken and how many complaints had been passed over to SCDC.

Paul Bowman asked if the system had been updated to comply with what the Ombudsman needed.

Grace Andrews said that it had and that Eddie Spicer and Elaine Phillips had been working on a process map.

Eddie Spicer referred to the process map which had been running for about three months and said it had been working really well. He added that the process would be documented over the next month or two.

## **5.5 Tenant Satisfaction Measures**

Grace Andrews said that starting in the summer of 2024 the government were putting new measures in place and they had given guidance on what performance indicators (PIs) to measure. She said they had been having workshops with other local authorities and that different organisations were looking at how to review them. She said the report included in the pack was being looked at locally and was a way for us to understand what measures we needed to collate, and how they were being calculated. She added that HouseMark had done some benchmarking on the some of the PIs to give us an idea of where we were against our peers. She said that in the next couple of months we would get notification on how to submit them.

Grace Andrews said that these PIs were calculated differently to how we calculate our other PIs and reported as follows:

- CH01 – Complaints data was only landlord complaints broken down per 1,000 homes and that this report showed the months in quarter 2, however, when submitting the real-time data, it would be for one year's data
- CH02 – Complaints responded to within Complaint Handling Code timescales period – this slide may change as the data was not meaningful
- NM 01 – Anti-social behaviour cases relative to the size of the landlord
- RP01 – Homes that do not meet the Decent Homes Standard Collated Annually and RP02 – Repairs completed within target timescale – both top performing
- BS01 – Gas safety checks Number carried out and required to be carried out – top performing

Grace Andrews reported that the following measures were all 100%, however, they were still confusing to Local Authorities (LA) as there were different ways of reporting. She said the Regulator would provide clarity to all LAs.

- BS02 – Fire safety checks Number carried out and required to be carried out
- BS03 – Asbestos safety checks Homes required asbestos management surveys or re-inspections have been carried out
- BS04 – Water safety checks Homes required legionella risk assessments have been carried out
- BS05 – Lift safety checks Homes required communal passenger lift safety checks have been carried out

## 5.6 Estate Inspection Reports

Bronwen Taylor referred to the Estate Inspection summaries for August, September and October 2023 included in the pack, for noting. She said a field, Electric Vehicle Charging Points, was added to the Estate Inspection Questionnaire form in order to identify any accessible, communal parking areas that could be utilised for EV charging points.

Les Rolfe referred to the updated Issues and Actions worksheet and said that there were a number of issues dating back to April 2023 that were still showing as “In Progress”, which

should have been completed by now. He referred to an issue of an overgrown hedge that was reported in April 2023 which was still not showing as being resolved.

Geoff Clark said that it was possibly an administration matter however he would follow up with the Housing Service Officers (HSOs) and ask them to ensure that the worksheet was updated by the end of the year.

Les Rolfe agreed that it probably was only administrative but asked what the point of the worksheet was if it was not being updated properly. He added that there were quite a number of “In progress” issues throughout the worksheet and two issues that had “Not started”, which by now should have been actioned. He asked if the issues were followed up.

Paul Bowman said that last month the tenant volunteer inspectors had a meeting with Geoff Clark and in future they should not have as many landscaping issues as they would be covered in the new contract.

Geoff Clark said that the HSOs would check on issues either when they were at the estate on other business or they would go out on ad-hoc visits. He added that it was the officer’s responsibility to ensure that the issues were resolved.

**Action: Geoff Clark**

## **6. New Matters**

### **6.1 Tpas National Scrutiny Conference, Loughborough – Feedback Report**

The Chair referred to the feedback report from Paul Bowman included in the pack for noting.

Paul Bowman said the conference was very informative and went through the report. He added that some tenant representatives were not clear on the difference between the Housing Ombudsman and the Housing Regulator so he took the opportunity to add the difference in his report.

Bronwen Taylor said that as soon as she received Margaret Wilson’s report, she would send it to the panel.

The Chair thanked Paul Bowman and said that he thought that SCDC were compliant.

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

### **7.1 New Resident Involvement Structure**

Paul Bowman asked that when the Repairs Performance reports were sent directly to the tenant volunteers and not included in this pack, was there a deadline for when their comments on the data was required in order to include in this meeting.

The Chair said that the basis of it would be that this meeting would cease to exist in its current format and would be replaced with three different sub-groups, which were one dealing with performance, one dealing with contracts and one dealing with policy, and they would report directly to the Housing Engagement Board. He added that one of the things we would need to do was work on the timings of the sub-groups and the dissemination of the information.

Paul Bowman asked if we could still have another HPP quarterly meeting as the new structure would not be in place.

The Chair said that the new structure would only come into effect in April 2024 so we would still be holding the March 2024 meeting.

Eddie Spicer said that the repairs performance reports would be sent to the tenant volunteers by the 10<sup>th</sup> of each month.

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

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

- 14 March 2024 (Zoom / venue to be confirmed)

The Chair gave his apologies as he would be away and he asked Eddie Spicer to chair the meeting. He wished everyone a great Christmas and New Year.

## **9. Closing**

There being no further business to discuss, the meeting ended at 2.32pm.

## **4. Matters Arising from previous Meeting – 7 December 2023**

### **4.1 Item 5.2 – Repairs Performance Group**

**Action:**

- 1.) Eddie Spicer to check the figures of the “Emergency repairs completed (per 1,000 units)” in the table on page 21 of the pack and amend if necessary.
- 2.) Bronwen Taylor to upload the document to the website once the above has been checked.

**Report back:**

- 1.) Eddie Spicer to report.
- 2.) The document will be uploaded to the website once confirmation is received that the amendments have been made.

### **4.2 Item 5.3 – SCDC – Review of Quarter 2 Performance Data**

**Action:** The Chair to send the details of the Section 141 notice that had been issued by another authority, to Paul Bowman.

**Report back:** The article was emailed to Paul Bowman on 30 January 2024.

For noting.

### **4.3 Item 5.6 – Estate Inspection Reports**

**Action:** Geoff Clark to ask the Housing Service Officers to update the Estate Inspection Worksheet.

**Report back:** The worksheet has been updated where possible.

For noting.

## **5. Standing Items**

### **5.1 Mears Group – Review of Quarter 3 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	95%	6833/7197	
O2	% recall Order	0.50%	Contractual	0.45%	33/7197	
O3	Emergency vs Urgent/Routine Repairs	15%/85%	Contractual (shared)	6%/94%	315/4850	
O4	Overall Customer Satisfaction (all workstreams)	95%	Contractual	93%	471/506	heating season and lots of burst pipes
<b>RESPONSIVE REPAIRS (including heating repairs)</b>						
R1	% Emergencies within target (4hrs)	100%	Contractual	100%	315/315	
R2	% Urgent within target (24 hours)	100%	Contractual	100%	1545/1545	
R3	% Routine repairs exceeding 20 working days for completion	<5%	Contractual	3%	113/3305	
R4	Average number of calendar days taken to complete Routine Repairs	<10 working days	Contractual	10days		
R5	Average number of calendar days taken to complete Routine, Urgent and Emergency Repairs	6.5 days	Benchmarking	6.15 days		
R6	% Urgent and Routine Repairs completed on first visit (i.e. operative does not leave property until repair completed)	85%	Contractual	87%	4939/5613	
R7	% Appointments Made and Kept (Urgent and Routine)	95%	Contractual	96%	5712/5942	
R8	% Customer Satisfaction (all repairs)	95%	Contractual	93%	371/400	
R9	% Urgent and Routine repairs completed on first visit (HouseMark definition)	97%	Benchmarking			
R10	Number of repairs appointments made	100%	Benchmarking	100%		
<b>VOIDS</b>						
V1	% Standard voids completed within target time (5 working days)	97%	Contractual	100%	13/13	74 completed
V1a	Average number of calendar days to complete 5day void repairs			4 days		
V2	% of 10 calendar day voids completed within agreed timescale	97%	Contractual	66%	10/.15.	
V2a	Average number of calendar days to complete 10day void repairs			15 days		
V3	% of 25 calendar day voids completed within agreed timescale	97%	Contractual	100%	11/.16	5 voids awaiting another contractor to complete kitchen / bathroom
V3a	Average number of calendar days to complete 25day void repairs			37 days		
V4	Average number of calendar days to complete void repairs	18 days	Benchmarking	18 days	43 days incl Majors	
V5	% Post inspections completed as satisfactory: Void repairs	98%	Contractual	99%		
V6	Post Inspection Defects - Void Repairs	2%	Contractual	1%		30 major voids completed equates to 40% of all voids
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	20%	completed in Sept	
<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%	794/794	
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%	122/122	



## **5.2 Repairs Performance Group**

Eddie Spicer to report.

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

Grace Andrews to report.

## Affordable Homes Performance – April to December 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	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	Maintained	-
AH215 – % Successful Homeless preventions as a proportion of all homelessness cases closed	Target = 50% Intervention = 45%	49%	60%	60%	Maintained	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)	Maintained	-
AH211 – Average re-let time in days (standard re-lets) Monthly	Target = 17 days or less Intervention = 25 days	April – 38 May – 33 June – 22 (average for the quarter = 31 days)	July – 30 August – 26 September – 29 (average for the quarter = 28 days)	October – 24 November – 39 December – 30 (average for the quarter = 31 days)	Declined	See Appendix 1
Numbers of re-lets Housing stock (Linked to PI above AH211) Quarterly	N / A	April – 1 May – 5 June – 5 (average for the quarter = 4)	July – 4 August – 3 September – 7 (average for the quarter = 5)	October – 5 November – 5 December – 4 (average for the quarter = 5)	-	-

## Affordable Homes Performance – April to December 2023

Key Performance Indicators (KPIs)	Targets	Quarter 1 April – June	Quarter 2 July – September	Quarter 3 October – December	Trend	Comments & Benchmarking where available
AH204 – % satisfaction with responsive repairs Quarterly	Target = 95% or above Intervention = 92%	April – 95.15% May – 97.18% June – 94.30% (average for the quarter = 95.54 (96%))	July – 93.15% August – 92.65% September – 93.75% (average for the quarter = 93.18%)	October – 94.94% November – 88.88% December – 96.00% (average for the quarter = 93.27%)	Improved	See Appendix 1
SH332 – % Emergency & Urgent repairs attended within timescale Monthly	Target = 100% Intervention = 99%	April – 100% May – 100% June – 100%	July – 100% August – 100% September – 100%	October – 100% November – 100% December – 100%	Maintained	-
HHSRS Hazard 1 – Damp & Mould Growth Cumulative Quarterly	Target = <1% Intervention = >1%	1.3%	0.93%	0.39%	Improved	-
AH224 – Number of new build council house completions Year to date	74 at year end	2	6	16	-	-

## Affordable Homes Performance – April to December 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	Trend	Comments & Benchmarking where available
AH216 – Number of households assisted through Shire Homes Lettings Cumulative Quarterly	40	16 Self-contained 1 HMO = 17	21 Self-contained 4 HMO = 25	31 Self-contained 7 HMO = 38	-	-
SH336 – % Compliant gas installations Monthly	100%	April – 100% May – 100% June – 100%	July – 99.97% August – 99.97% September – 100%	October – 99.97% November – 99.91% December – 99.97%	Declined	-
% Domestic properties with EICR certificate up to five years old Monthly Snapshot	-	April – 86.76% May – 85.54% June – 85.32%	July – 84.67% August – 85.83% September – 85.07%	October – 87.59% November – 89.70% December – 91.30%	Improved	-
SH363 – % of properties vacant and available for letting at period end Quarterly	Target = 0.5% Intervention = 0.75%	0.74%	1.04%	0.60%	Improved	-
Number of properties vacant and available for letting at period end (linked to PI above SH363) Quarterly	-	40	56	33	-	-

## Affordable Homes Performance – April to December 2023

Local Performance Indicators (LPis)	Targets	Quarter 1 April – June	Quarter 2 July – September	Quarter 3 October – December	Trend	Comments & Benchmarking where available
SH364 – % of properties vacant but unavailable for letting at period end <b>Annual</b>	Target = 0.5% Intervention = 1.00%	Collated Annually	Collated Annually	Collated Annually	-	-
Number of properties vacant but unavailable for letting at period end (Linked to above PI SH364) <b>Annual</b>	-	Collated Annually	Collated Annually	Collated Annually	-	-
SH368 – % rent arrears Quarterly	Target = 2.00% Intervention = 2.5%	1.92%	1.96%	2.31%	Declined	-
SH369 – % rent loss from empty houses Quarterly	Target = 4.00% Intervention = 5.00%	1.98%	2.03%	2.03%	Maintained	-
£ spent on rent loss from empty houses (Linked to PI above SH369) Cumulative Quarterly	Estimated Annual Debit £ to be confirmed	£171,349	£352,228	£529,014	-	-
SH376 – % tenants satisfied with the re-let service Cumulative Quarterly	Target = 85% Intervention = 80%	100%	100%	100%	Maintained	See Appendix 2
SH344 – % Customer satisfaction with the condition of new home Cumulative Quarterly	Target = 85% Intervention = 80%	100%	67%	67%	Maintained	See Appendix 2

## Affordable Homes Performance – April to December 2023

Local Performance Indicators (LPIs)	Targets	Quarter 1 April – June	Quarter 2 July – September	Quarter 3 October – December	Trend	Comments & Benchmarking where available
SH374 – The proportion of homes which were non-decent (%) <b>Annual</b>	Target = 5.00% Intervention = 8.00%	Collated Annually	Collated Annually	Collated Annually	-	-
SH327 – % of repair appointments kept Monthly	Target = 95% Intervention = 90%	April – 95% May – 95% June – 96% (average for the quarter = 95%)	July – 95% August – 95% September – 95% (average for the quarter = 95%)	October – 95% November – 97% December – 95% (average for the quarter = 96%)	Improved	-
SH330 – % routine repairs within target timescales Monthly	Target = 95% Intervention = 90%	April – 94% May – 93% June – 93% (average for the quarter = 93%)	July – 90% August – 93% September – 96% (average for the quarter = 93%)	October – 95% November – 96% December – 96% (average for the quarter = 96%)	Improved	-
SH352 – % traveller pitch fee collected Monthly	Target = 90% or above Intervention = 80%	April – 84.1% May – 83.4% June – 88.9% (average for the quarter 85.4 %)	July – 85.5% August – 86.6% September – 83.8% (average for the quarter 85.3%)	October – 85.5% November – 87.5% December – 89.5% (average for the quarter 87.5%)	Improved	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 Appendix 2

## Affordable Homes Performance – April to December 2023

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

Management Information	Frequency	Quarter 1 April – June	Quarter 2 July – September	Quarter 3 October – December	Comment
AH212 – £s Spend on B&B Year to Date	Monthly	Total net spend = £29,412	Total net spend = £95,943	Total net spend = £225,890	See Appendix 3
AH210 – Total number of presentations including advice only cases	Quarterly	487	480	379	-
AH213 – Number of Homeless applications	Quarterly	133	148	170	-
AH208 – Number of Homeless preventions	Quarterly	52	95	99	-
AH214 – Number of Homeless acceptances	Quarterly	34	33	33	-
AH203 – Numbers in temporary accommodation	Quarterly	61	67	70	-
AH219 – Number of properties within Shire Homes – Cumulative	Quarterly	10 Self-contained 0 HMO = 10	11 Self-contained 0 HMO = 11	15 Self-contained 0 HMO = 15	-
AH217 – Number of cases where Universal Credit is a factor	Quarterly	1	2	2	-
AH218 – Numbers on the housing register	Quarterly	1,965	2,029	1,989	-
AH220 – Number of lettings to Band A	Quarterly	80	61	82	-
AH221 – Number of lettings to Band B	Quarterly	56	46	63	-
Number of lettings to Band C	Quarterly	20	14	19	See Appendix 3
Number of lettings to Band D	Quarterly	10	7	3	See Appendix 3
AH223 – Number of HRA properties that have been empty for over 4 months (includes properties that require Redevelopment, Refurbishments and Major Works)	Quarterly	19	18	15	-
HS4 Number of new affordable homes on rural exception sites given planning permission each year	Quarterly	0	0	0	-
HS5 Number of new affordable homes built on rural exception sites each year	Quarterly	0	8	8	See Appendix 3

## Affordable Homes Performance – April to December 2023

Management Information	Frequency	Quarter 1 April – June	Quarter 2 July – September	Quarter 3 October – December	Comment
HS6 Percentage of planning consultations responded to within 21 days	Quarterly	94%	95%	100%	-
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 Appendix 3
HS8 Number of tenant hours volunteered for tenancy engagement	Quarterly	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	Collated Annually	Collated Annually	Collated Annually	-
HS10 Number of residents / service users involved in formal / informal consultation groups (including digital)	Annually	Collated Annually	Collated Annually	Collated Annually	-
AH225 – Number of new build council houses currently started on site Year to date	Quarterly	18	18	78	-



# Affordable Homes Performance – April to December 2023

## Appendix 1

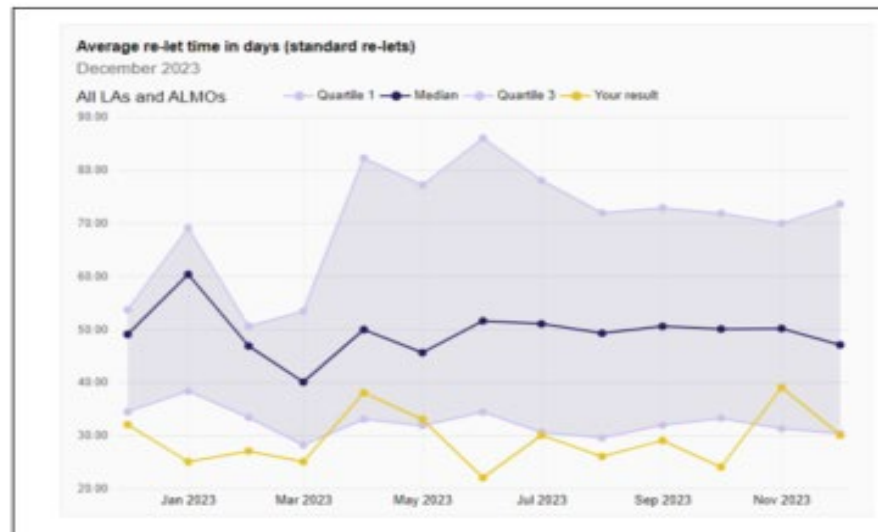
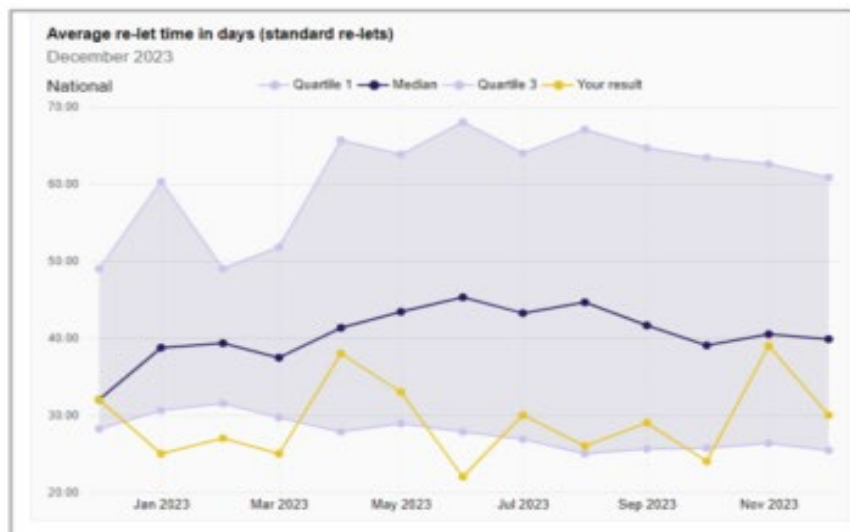
### Comments and Benchmarking where available

AH211 – Average re-let time in days (standard re-lets)

The below HouseMark benchmarking as of December 2023 shows us to be in \*Quartile 1 for the sector and England Local authorities.

\*When performance is ranked against the comparator organisations, and we are in the top (best performing) 25% of organisations

December 2023							
Measure	Sector			English LA & ALMOs <10k units			Your result
	Quartile 1	Median	Quartile 3	Quartile 1	Median	Quartile 3	
Average re-let time in days (standard re-lets)	25.43	39.87	60.84	30.31	47.02	73.57	30.00



## Affordable Homes Performance – April to December 2023

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

Whilst AH215 is not quite at the target of 50%, the actual number of cases prevented are consistent with previous quarters. 52 cases were prevented in Q1 (compared to between 51 and 54 per quarter during 2022 / 2023).

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)

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

Added due to feedback received from the Housing Performance Panel

AH204 – % satisfaction with responsive repairs – Quarterly

Satisfaction surveys returned blank (no response) are currently being included in the total surveys received, and as a negative score. The below table shows the numbers received for each month with and without the blank responses, showing how this has an effect on the overall satisfaction score.

## Affordable Homes Performance – April to December 2023

It has been agreed at a local and corporate level that going forward that blank (no response) surveys are to be discounted from total scores, but we will provide and report on the full details as we have done so in the table below:

<b>Month</b>	<b>Received / Sent</b>	<b>% Overall Satisfaction Score 7 – 10</b>	<b>Blank Responses</b>	<b>Revised Received / Sent</b>	<b>Revised % Overall Satisfaction Score 7 – 10</b>
April	157 / 165	95.15%	None received	No change 157 / 165	No change 95.15%
May	138 / 145	95.17%	3	138 / 142	97.18%
June	149 / 166	89.75%	8	149 / 158	94.30%
July	177 / 192	92.18%	2	177 / 190	93.15%
August	164 / 186	88.17%	9	164 / 177	92.65%
September	225 / 242	92.97%	2	225 / 240	93.75%
October	-	-	3	150 / 158	94.94%
November	-	-	0	176 / 198	88.88%  Trend: increase in dissatisfaction with no heating no hot water, workmanship and communication
December	-	-	0	144 / 150	96.00%

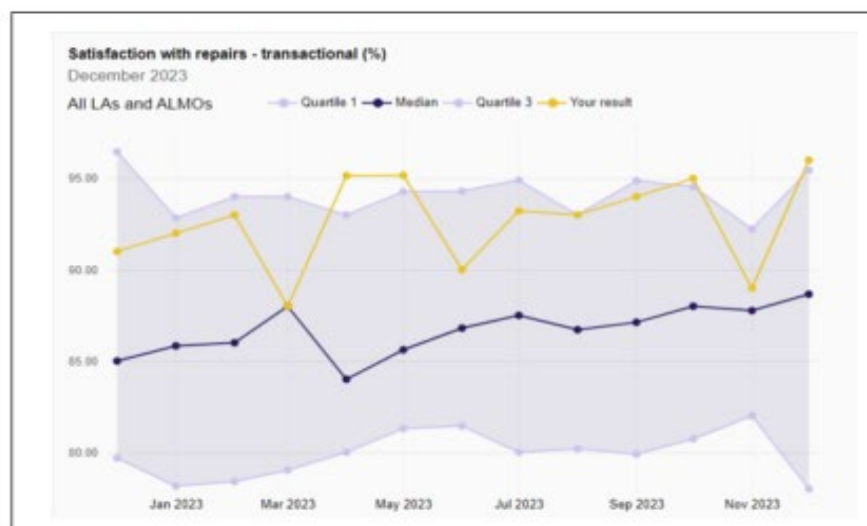
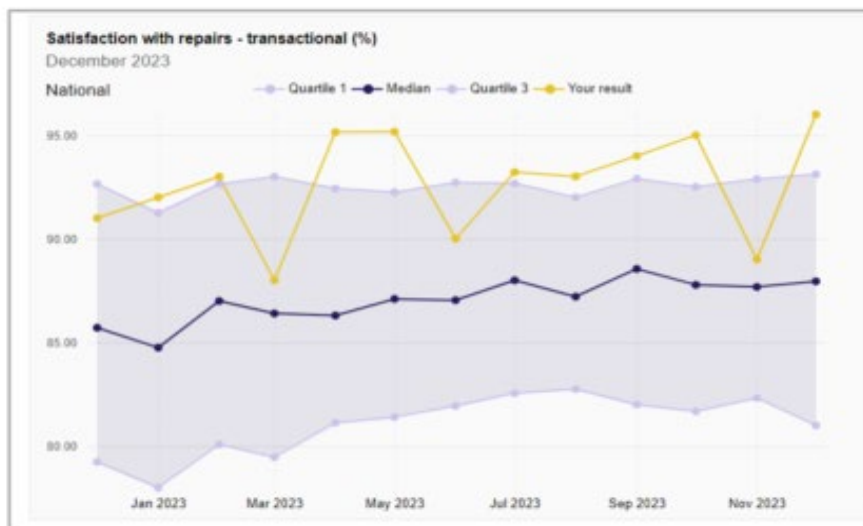
# Affordable Homes Performance – April to December 2023

AH204 – % satisfaction with responsive repairs – Quarterly Continued

The below HouseMark benchmarking as of September 2023 shows us to be in \*Quartile 1 for the Sector and ‘Median’ for England Local authorities.

\*When performance is ranked against the comparator organisations, and we are in the top (best performing) 25% of organisations.

December 2023							
Measure	Sector			English LA & ALMOs <10k units			Your result
	Quartile 1	Median	Quartile 3	Quartile 1	Median	Quartile 3	
Satisfaction with repairs (transactional)	93.11%	87.95%	81.00%	95.45%	88.66%	78.00%	96.00%



# Affordable Homes Performance – April to December 2023

## Appendix 2

### Comments

SH352 – % traveller pitch fee collected Monthly

**Q1** – A couple of tenants are awaiting Universal Credit payments

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

Added due to feedback received from the Housing Performance Panel

£ 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 2 completed surveys of which 2 were very or fairly satisfied

**Q2** – total of 3 completed surveys of which 3 were very or fairly satisfied

**Q3** – No change from Q2. We are going to revisit the new tenancy questionnaire process and look at refreshing the form with a view to altering some of the questions asked

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

**Q1** – total of 2 completed surveys of which 2 were good or satisfied

**Q2** – total of 3 completed surveys of which 2 were good or satisfied

**Q3** – No change from Q2. We are going to revisit the new tenancy questionnaire process and look at refreshing the form with a view to altering some of the questions asked

# Affordable Homes Performance – April to December 2023

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

## Q1

- Actively working with Parish / RP – (Cottenham, Eltisley, Fen Drayton, Histon & Impington, Girton, Swavesey, Great & Little Eversden, Harston, Littlington, Haslingfield, Great Chishill, Meldreth, Fowlmere) = 13
- Undertaking Housing Needs Survey – Girton & Great Eversden, Harston and Great Chishill = 4
- At Pre-App Stage – (Cottenham Scheme with Cross keys) = 1
- Awaiting Planning Decision – Fowlmere (32-unit exception site, although no favourable development) = 1
- Received Planning Permission in Q1 = 0

## Q2

- Actively working with Parish / RP – (Cottenham, Eltisley, Fen Drayton, Histon & Impington, Girton, Swavesey, Great & Little Eversden, Meldreth (Private) Harston, Haslingfield, Great Chishill (Stalled) Litlington and Fowlmere) = 13
- Undertaking Housing Needs Survey – Girton, Great & Little Eversden, Harston and Meldreth = 4
- At Pre-App Stage = 1 (Cottenham site)
- Awaiting Planning Decision = 2
- Received Planning Permission in Q2 = 0

## Q3

- Actively working with Parish / RP – (Cottenham, Eltisley, Fen Drayton, Histon & Impington, Girton, Swavesey, Great & Little Eversden, Meldreth (Private) Harston, Haslingfield, Great Chishill, Litlington and Fowlmere, Melbourn, Thriplow = 15
- Undertaking Housing Needs Survey – Girton, Great & Little Eversden, Harston and Meldreth = 4
- At Pre-App Stage = 1 (Cottenham site)
- Awaiting Planning Decision = 0
- Received Planning Permission in Q3 = 0

# Affordable Homes Performance – April to December 2023

## Appendix 3

### Comments

#### AH212 – £s Spend on B&B Year to Date

**Q1** – Total spend for the quarter = £76,980

Invoices to recover costs = £25,728

Received HB = £21,840

Total net spend = £29,412

**Q2** – Total spend on B&B = £194,501

Invoices to recover costs = £51,478

Received HB = £47,080

Total net spend = £95,943

**Q3** – Total spend on B&B = £351,660

Invoices to recover costs = £41,520

Received HB = £84,250

Total net spend = £225,890

**Q3 Continued** – Nationally councils are seeing in a rapid increase in the number of people in need of temporary accommodation. It is estimated that, at the current time, there are over 105,750 households in temporary accommodation, and this is more than double the number of households in temporary accommodation in 2011.

In terms of the picture in South Cambridgeshire, on 31 January 2024 there were 77 households in temporary accommodation compared to 58 households on 31 January 2023. Of these 77 households, 21 were accommodated in Bed and Breakfast (compared to just six households in B&B on 31 January 2023). Of the 21 households in B&B in January 2024, 19 of these households were single people.

## Affordable Homes Performance – April to December 2023

The overall increase in demand for temporary accommodation, particularly the rise in B&B usage, mirrors the national picture. The high number of single households in B&B in the district relates to the relatively limited supply of single person accommodation in relation to the level of demand. In a significant number of cases, the complexity of an individual's needs means it is not appropriate for them to be placed in shared accommodation.

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

**Q2** = 8 units (6 rented and 2 SO) in Newton

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

**Q1**

Boilers and heating:

4 completed

1 approved not completed

4 pipeline

Windows and doors:

3 completed

6 approved not completed

5 pipeline



# Affordable Homes Performance – April to December 2023

## Q2

### Boilers and heating:

0 Completed

2 approved not completed

2 pipeline

### Windows and doors:

2 Completed

6 approved not completed

1 Pipeline

## Q3

### Boilers and heating:

2 Completed

1 approved not completed

4 pipeline

### Windows and doors:

2 Completed

4 approved not completed

6 Pipeline

## Affordable Homes Performance – April to December 2023

HS8 – Number of tenant hours volunteered for tenancy engagement

Below are new ways we are measuring tenancy engagement:

<b>Engagement via email and online</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>
Tenant email contact – successfully sent	8,530 Sent 4,080 Opened	8,805 Sent 4,075 Opened	9,254 Sent 4,054 Opened
Online version of newsletter	624 Viewed 166 Deep read	959 Viewed 150 Deep read	698 Viewed 144 Deep read
<b>Other engagement</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>
Volunteer hours	103 hours 45 minutes	149 hours	108 hours 45 minutes
Meetings held	10	8	12
Estate visits completed	6	6	1

<b>Social media</b>	<b>No. page follows</b>	<b>Total page reach*</b>	<b>Page / Profile visits</b>
Facebook Quarter 1	579	12,490	304
Instagram Quarter 1	55	142	109
Facebook Quarter 2	583	6,310	221
Instagram Quarter 2	58	235	21
Facebook Quarter 3	590	5,695	300
Instagram Quarter 3	60	89	7

## Affordable Homes Performance – April to December 2023

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

Management Information – Number of lettings to Band C & B and D

Added following Cllr J Batchelor enquiry

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

Grace Andrews to report.

## Affordable Homes Complaints Performance

April – December 2023

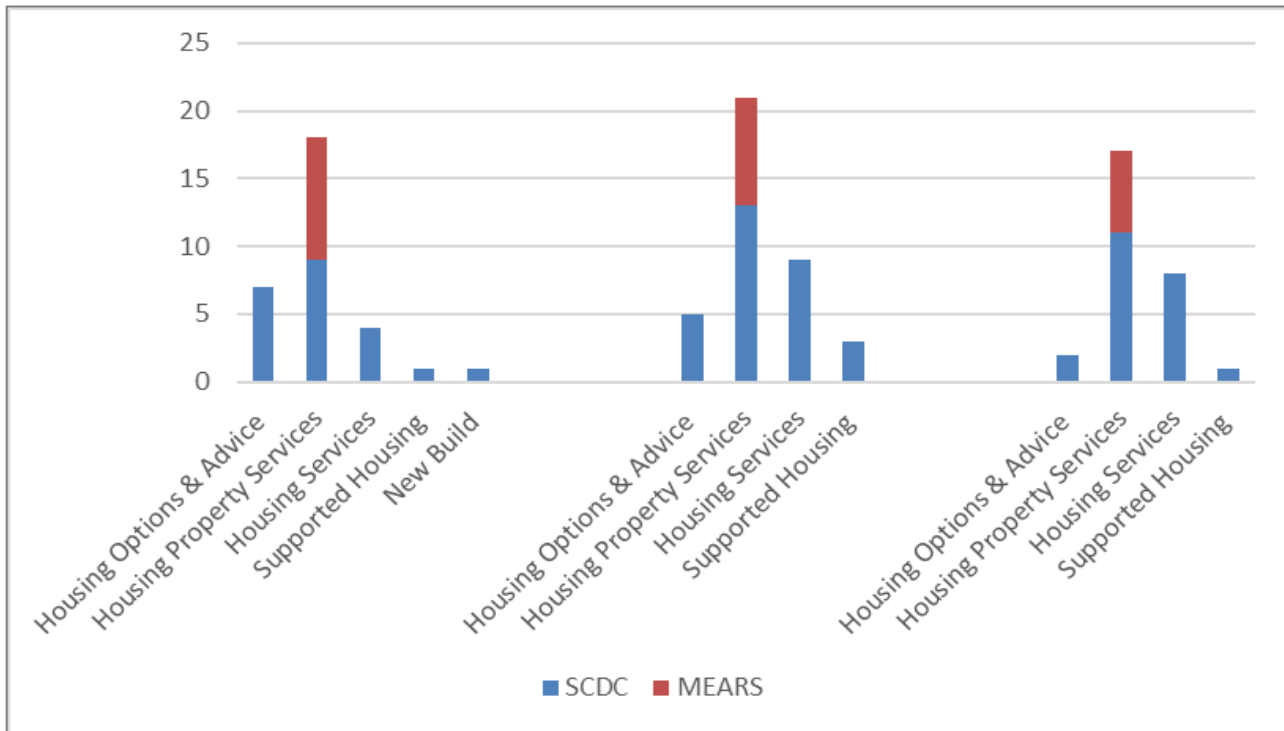
Looking back at previous years

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
<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	27	35	23
<b>Stage 2</b> = Unresolved at Stage 1 so investigation required by Head of Service	4	3	5
<b>Stage 3</b> = Housing Ombudsman	0	0	0
<b>Total</b>	<b>31</b>	<b>38</b>	<b>28</b>

## Volume by Service Area



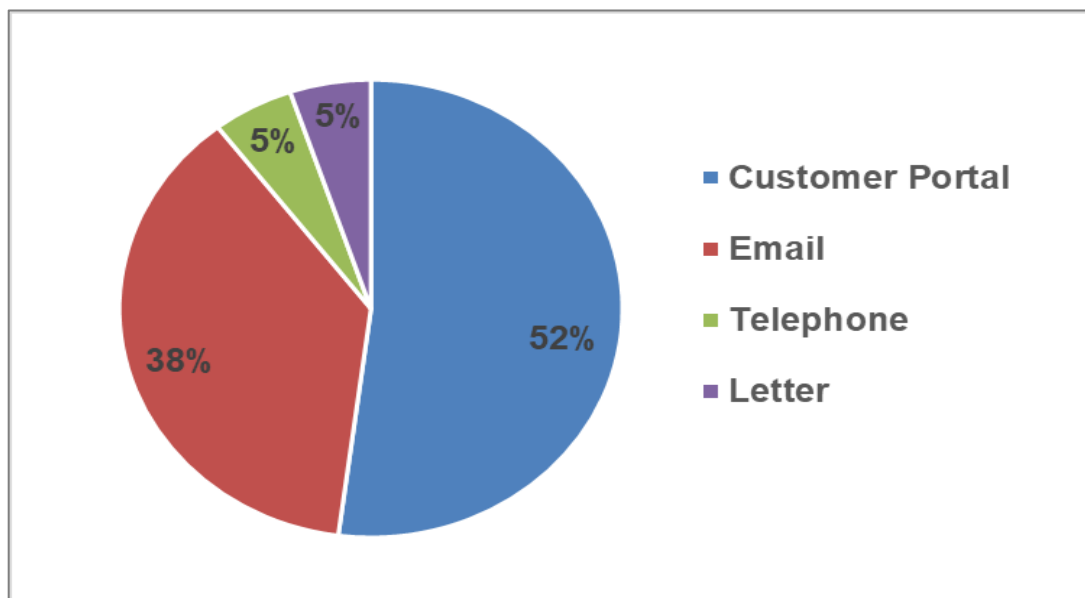
## Complaints received falling within the SCDC Theme

Theme	Q1 Total	%	Q2 Total	%	Q3 Total	%
Lack of communication	1	3%	5	13%	8	29%
Failure to act	10	32%	4	11%	9	32%
Service Delivery	10	32%	12	32%	4	14%
Not understanding processes	1	3%	2	5%	1	4%
Staff Conduct	4	13%	4	11%	3	11%
Misinformation	2	7%	1	1%	1	4%
Charges	2	7%	1	1%	1	4%
Other	1	3%	9	24%	1	4%

## Complaints received falling within the HouseMark Theme

Theme	Q1 Total	%	Q2 Total	%	Q3 Total	%
Allocations	5	16%	3	8%	0	0
ASB	0	0	0	0	2	7%
Estate Services	0	0	3	8%	0	0
Rent and Services	1	3%	0	0	0	0
Repair and Maintenance	20	65%	18	47%	15	54%
Staff and Customer Service	5	16%	6	16%	5	18%
Tenancy Management	0	0	0	0	4	14%
Other	0	0	8	21%	2	7%

## Method of Complaints Received

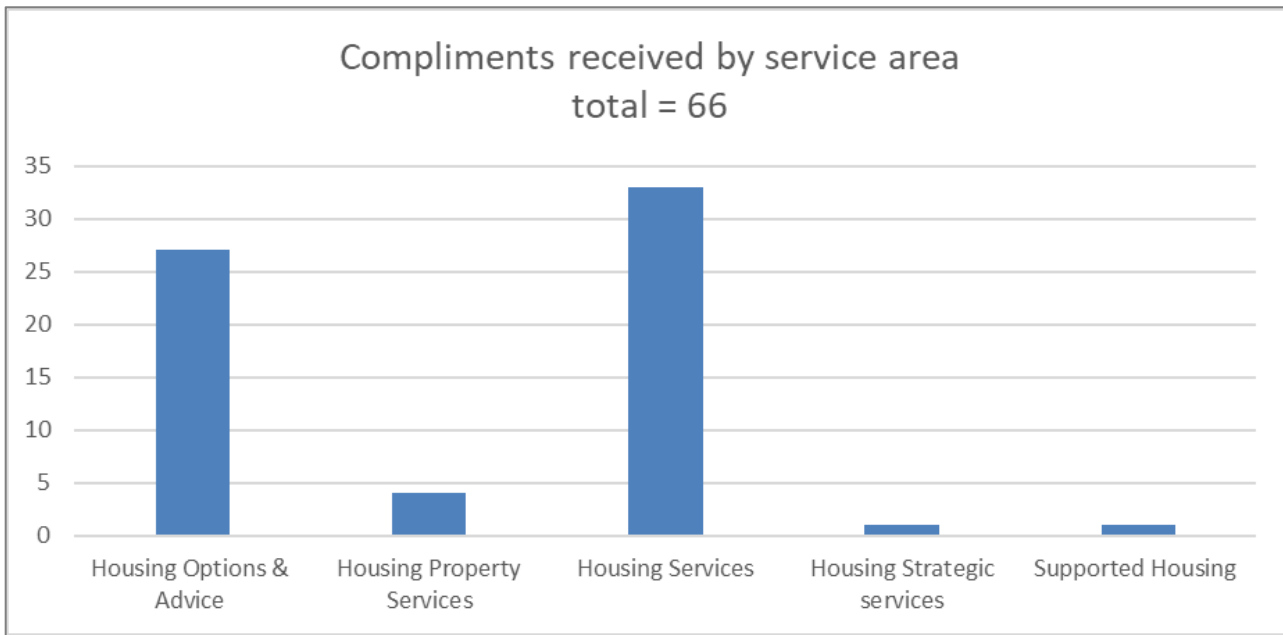


## Complaints response times / targets

Response times / targets	Q1	Q2	Q3
<b>Number of complaint responses sent within quarter</b> (Includes roll-over from previous quarters)	27	32	30
<b>Number of complaint responses that were sent within target timescale</b> (Includes stage 1 & stage 2)	21	23	17
<b>% Of complaints responded within deadline</b> (Non – YTD includes stages 1 & 2) (SX121) (Target 80%)	78%	72%	57%
<b>How many upheld</b> = closed in favour of complainant	9	16	16
<b>Not upheld</b> = closed not in favour of complainant	12	10	9
<b>Partly upheld</b> = closed partly in favour of complainant	6	6	4

## 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	1
Receipt date of oldest open complaint at end of quarter	Same as last quarter – 13 February 2023 (Stage 2) this is not a straightforward complaint which also relates to an allegation that happened in 2019. Our Operations Manager and Mears General Manager have had several meetings with the tenant to look to a resolution and closure of the matter
Number of days oldest complaint has been open for at end of quarter	Over 100 days



Below are some of the compliments received: –

- *This is to say a huge thank you for the fact that my family had the wonderful good fortune of being granted a tenancy*
- *\*\*\*\* has changed my life and given me a way to resume life as normal in a time when I had nothing and no one. I can't praise them enough, truly. \*\*\*\* deserves praise and recognition for everything they have done for me.*
- *I've been treated by you all so lovely, and everyone has been so helpful and kind! So, a really massive Thank you!*
- *Mears came round identified what needs to be done and a future date has been set to get it sorted. They were brilliant. I'm really grateful to you for organising this, and to them for their help.*
- *SCDC is really on the ball thinking outside of the box with innovate ideas and support*
- *I am so very grateful for their consideration and kind assistance. You are truly the 8th Natural Wonder of the World*
- *The support from South Cambs has been fantastic. I am a bit of a whinger, so I don't say that lightly*
- *I am, as you know, extremely happy with the service I've received from you in particular, but your team overall for what you have done for me in the last 3 weeks or so. SCDC clearly care about their constituents and the areas they live in.*



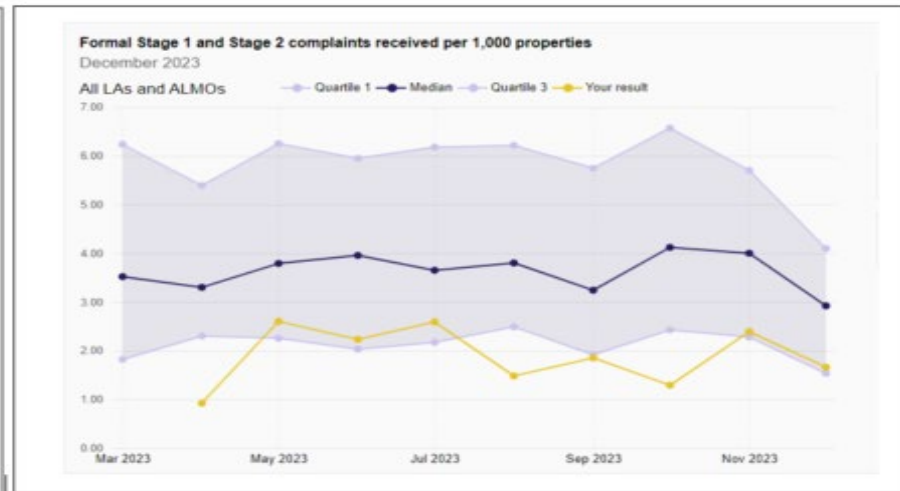
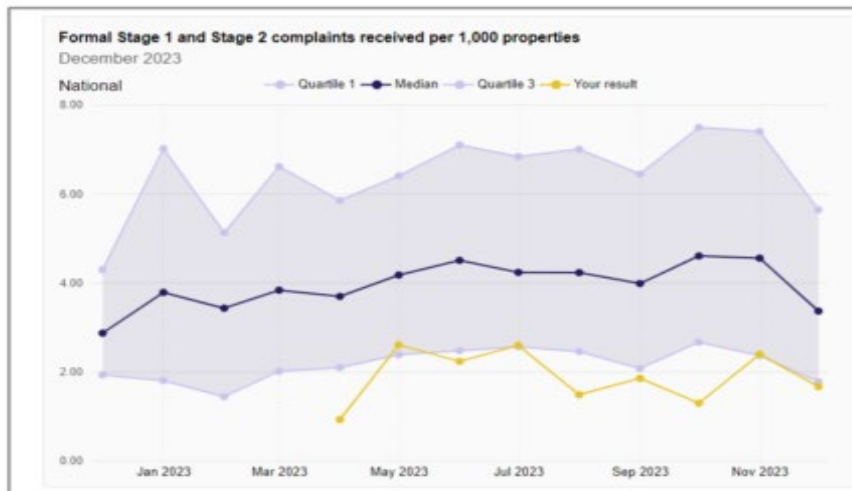
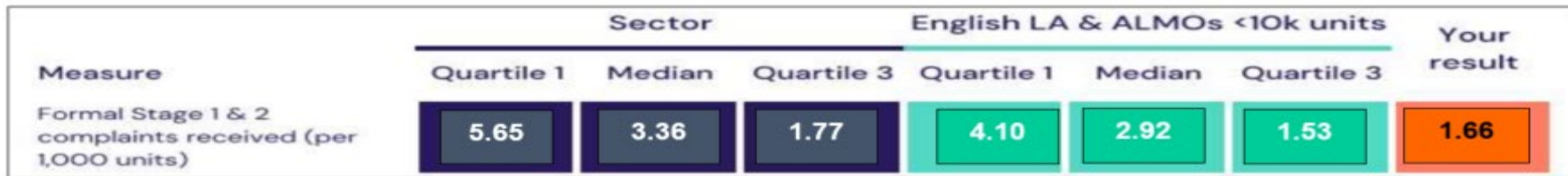
## **5.5 Tenant Satisfaction Measures**

Grace Andrews to report.

# New Tenant Satisfaction Measures (TSMs) October to December 2023

Since April 2023 HouseMark has updated their Monthly Pulse measures to reflect what was most important to the sector, which currently includes 6 out of the 10 measures that will be included in the TSMs. Over 200 landlords take part in the Monthly pulse in this period across two peer groups. TSM is due to go live on 1 April 2024 with submission deadline 28 June 2024.

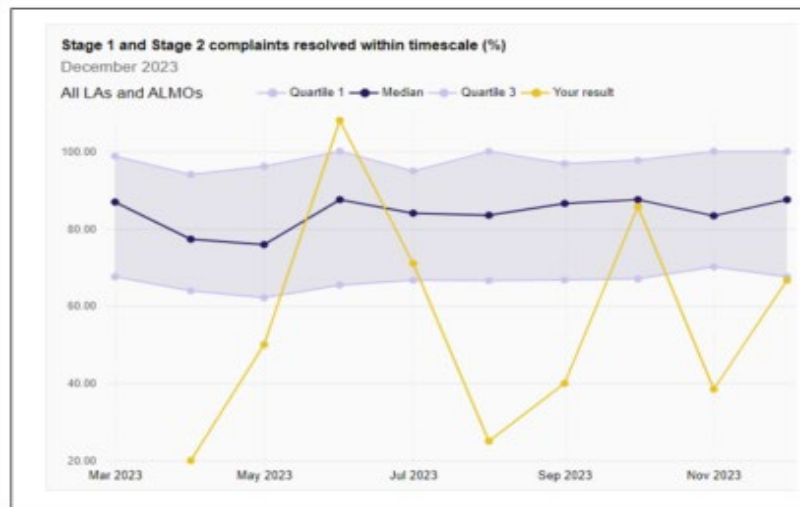
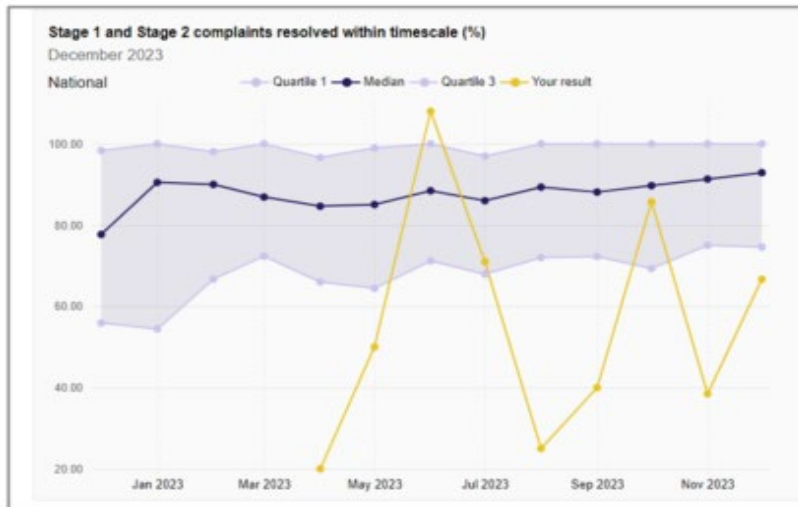
Regulators Code	Measure / Performance Indicator	October 2023	November 2023	December 2023
<b>TSMs generated from Management Information</b>				
CH01	Complaints relative to the size of the landlord Stage 1 and 2 per 1,000 homes Only include landlord-related complaints	1.29 7 / 5,424 x 1,000	2.39 13 / 5,434 x 1,000	1.66 9 / 5,437 x 1,000



# New Tenant Satisfaction Measures (TSMs) October to December 2023

Regulators Code	Measure / Performance Indicator	October 2023	November 2023	December 2023
CH02	<p>% Complaints responded to within Complaint Handling Code timescales period (Includes roll-over from previous month(s))</p> <p>Only includes landlord-related complaints – 10 working day Stage1 and 20 working days Stage 2</p> <p>*(Number in brackets is total resolved in the month and will show a difference if not all resolved within timeframe)</p>	<p>85.71%</p> <p><math>6 / 7 \times 100 \text{ *(11)}</math></p>	<p>38.46%</p> <p><math>5 / 13 \times 100 \text{ *(7)}</math></p>	<p>66.66%</p> <p><math>6 / 9 \times 100 \text{ *(12)}</math></p>

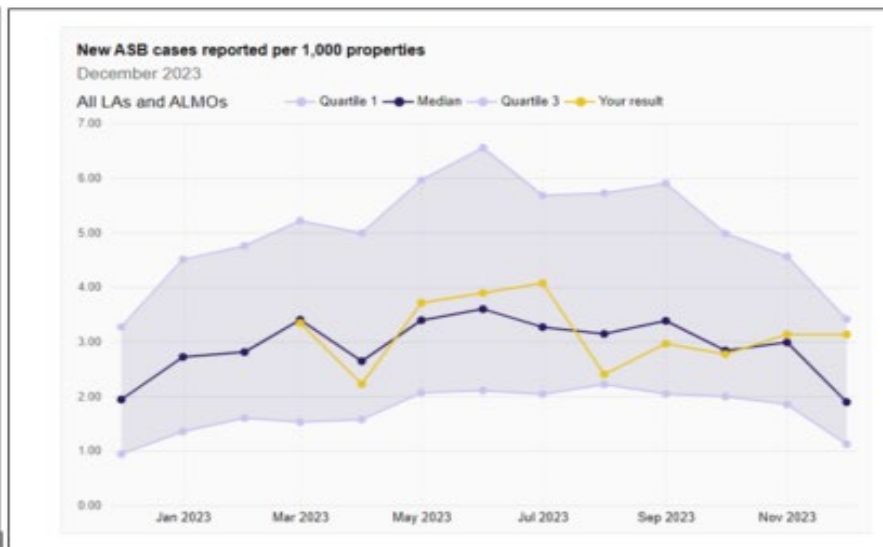
Measure	Sector			English LA & ALMOs <10k units			Your result
	Quartile 1	Median	Quartile 3	Quartile 1	Median	Quartile 3	
Percentage of Stage 1 & 2 complaints resolved within timescale	100%	92.90%	74.60%	100%	87.50%	67.54%	66.66%



# New Tenant Satisfaction Measures (TSMs) October to December 2023

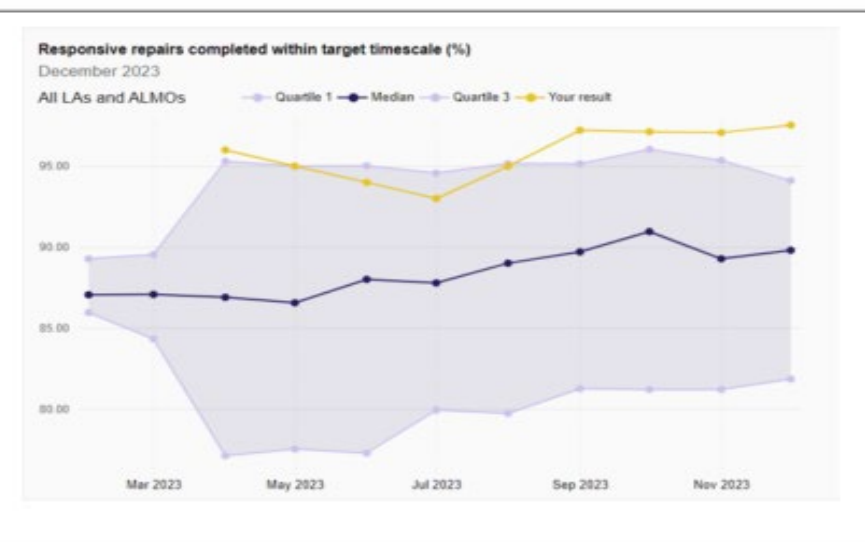
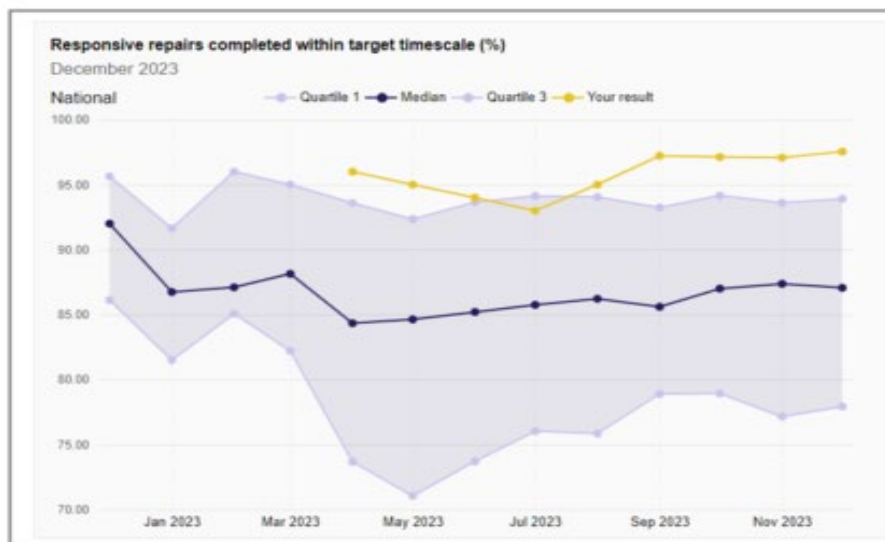
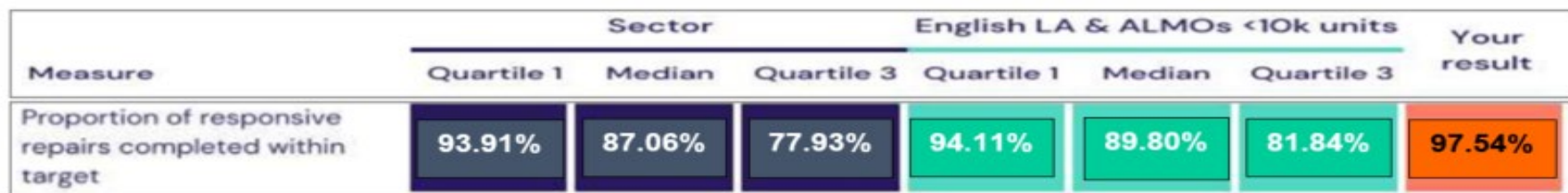
Regulators Code	Measure / Performance Indicator	October 2023	November 2023	December 2023
NM01	Anti-social behaviour cases relative to the size of the landlord Total opened including hate incidents per 1,000 homes	2.77 15 / 5,424 x 1,000	3.13 17 / 5,434 x 1,000	3.13 17 / 5,437 x 1,000

Measure	Sector			English LA & ALMOs <10k units			Your result
	Quartile 1	Median	Quartile 3	Quartile 1	Median	Quartile 3	
New ASB cases reported (per 1,000 units)	3.35	1.87	1.06	3.41	1.89	1.12	3.13



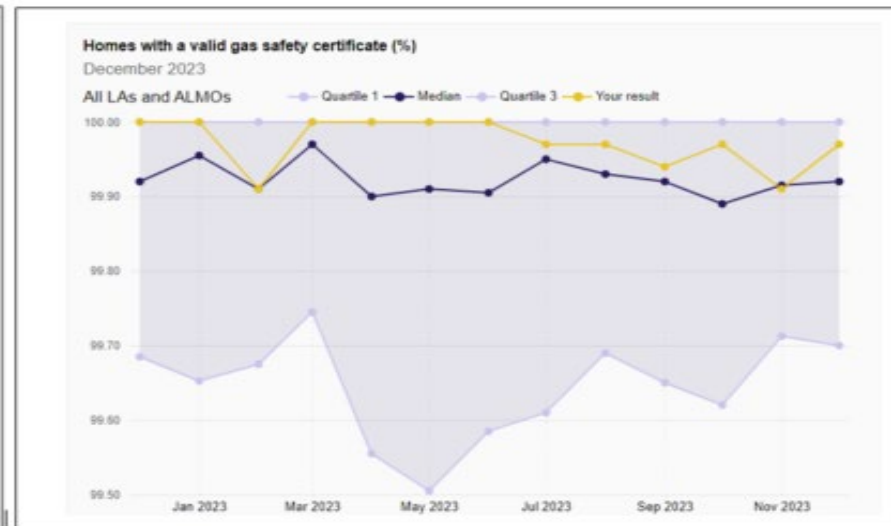
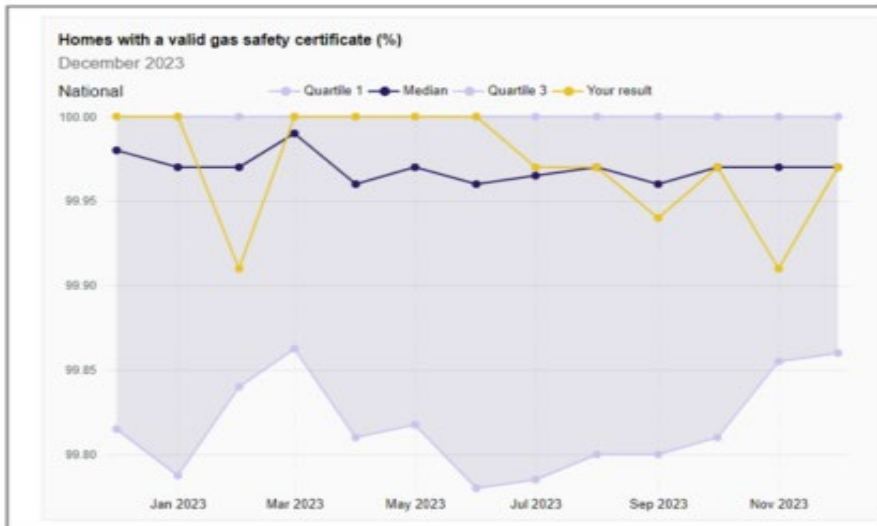
# New Tenant Satisfaction Measures (TSMs) October to December 2023

Regulators Code	Measure / Performance Indicator	October 2023	November 2023	December 2023
RP01	Homes that do not meet the Decent Homes Standard <b>Collated Annually</b>	-	-	-
RP02	% Repairs completed within target timescale Responsive repairs include non-emergency and emergency	97.13% 1,423 / 1,465 x 100	97.08% 1,665 / 1,715 x 100	97.54% 1,389 / 1,424 x 100



# New Tenant Satisfaction Measures (TSMs) October to December 2023

Regulators Code	Measure / Performance Indicator	October 2023	November 2023	December 2023
BS01	Gas safety checks Number carried out and required to be carried out	99.97% 3,234 / 3,235 x 100	99.91% 3,234 / 3,235 x 100	99.97% 3,233 / 3,235 x 100



## New Tenant Satisfaction Measures (TSMs) October to December 2023

Regulators Code	Measure / Performance Indicator	October 2023	November 2023	December 2023
BS02	Fire safety checks Number carried out and required to be carried out. Checks completed / total checks x 100	100%	100%	100%
BS03	Asbestos safety checks Homes required asbestos management surveys or re-inspections have been carried out. Checks completed / total checks x 100	100%	100%	100%
BS04	Water safety checks Homes required legionella risk assessments have been carried out. Checks completed / total checks x 100	100%	100%	100%
BS05	Lift safety checks Homes required communal passenger lift safety checks have been carried out. Checks completed / total checks x 100	100%	100%	100%

## **6. New Matters**

### **6.1 Resident Involvement Framework Review Update**

Dave Armitage to report.

### **6.2 Tpas Webinar – Housing Ombudsman – Annual Complaints Review**

Eleni Koutso attended the Tpas Webinar – Housing Ombudsman – Annual Complaints Review (online) on 7 February 2024.

Included in the pack is her feedback report for noting.



Eleni Koutsomitopoulou  
SCDC Housing Engagement (vol.)  
Monday 26/2/2024

What: Webinar Housing Ombudsman Services Annual Complaints Review 2023

Who: TPAS, HOS

Where: Online event

When: 7/2/2024

Material shared: slides, additional QA, recorded event

General impression:

Overall impression was very positive. The webinar was well-structured and covered the issue of the annual review of complains received by HOS (Housing Ombudsman Services) very well and in depth. Anthea was an experienced, engaging and knowledgeable presenter. I noticed that people jumped on the “scrutiny” wagon even when their questions were not directly related to the main topic of the webinar. This is all good and useful, but I think we're missing the point of the role of the Housing Ombudsman services, which is truly supportive of the community. I have (and still am) working (as an individual/consumer) on similar Ombudsman services (not on housing) and I can first-hand attest to how they work and what their point of view is. In short, the attitude they adopt is one of fairness, and if the complaining side has a well-documented valid point to complain about, the Ombudsman's office will timely deliver the best resolution between the involved parties. I expect the process is very similar when a tenant submits a complaint to the Housing Ombudsman. Once we realise what the HOS's role is in the resolution of the complaint, we can focus on perfecting the HOS services but mainly we ought to aim at gleaning the invaluable first-hand tenant satisfaction data submitted directly by tenants for the purpose of HOS's mediation and complaint resolution, and consider what these data tell us about housing services across the country.

Interesting Findings/Knowledge Gained:

Complaints are valuable in the management of regulatory, financial and reputational risk.

The condition of the property is as high in the number of complaints received as the handling of complaints. Anti-social behaviour comes third in the category of complaints received.

East of England makes the 'loudest' regional headlines along with London. Maladministration is highest in the complaint handling and data management categories, with the latter lending itself -as expected- to the highest numbers of severe mal rate.

Useful links:

[Tpas :: Meet the Ombudsman \(Free\)](#)

[Tpas :: The Housing Ombudsman Spotlight report - Relationships of Equals webinar \(Free\)](#)

[https://www.youtube.com/watch?v=m1tP\\_AABQD4&feature=youtu.be](https://www.youtube.com/watch?v=m1tP_AABQD4&feature=youtu.be)

[Complaints - South Cambs District Council \(scambs.gov.uk\)](#)

[Home | Housing Ombudsman Service \(housing-ombudsman.org.uk\)](#)

Relevance to SCDC Housing Engagement Framework:

Use the current tenant feedback channels (e.g. through the Council's website) as a deep dive to surveying tenant satisfaction, which SCDC already does, and go a step further towards the fair resolution of each group of categorised complaints as gleaned through this source. Consider ways to standardise online tenant feedback avenues, as well as ways to group similar complaints together so they can be addresses as more general issues within the community. Compare these data with the more global HOS complaints data.

Focus on regional HOS complaints data (pertaining to SCDC) and work towards issues of maladministration (handling of complaints and handling data). Tackle the top three categories of HOS complaints in our SCDC community (property condition, handling of complaints and anti-social behaviour). Focus any major improvement efforts on this direction with the goal to have made a difference to our regional HOS numbers by end of 2024.

### **6.3 HQN Residents Network Annual Conference**

Eleni Koutso and Oana Sutherland (HEB member) attended the HQN Residents Network Annual Conference (online) on 20 February 2024.

Included in the pack are their feedback reports for noting.

Eleni Koutsomitopoulou  
SCDC Housing Engagement (vol.)  
Monday 26/2/2024

What: Residents Network Annual Conference 2024 (evening session)

Who: ResNet

Where: Online event

When: 20/2/2024

Material shared: slides

General impression:

This evening session of the ResNet Annual Conference was a follow-up to December's (2023) conference, which I had also attended. It was meant as a deep dive to some of the topics discussed back then, that were related to the changes in social housing regulation. Specifically, the focus was on “proactive” regulation, tenant engagement models, and complaint handling. Although the focus was clear, the main sections of this Conference carried some unfortunate vague titles, which I personally found off-putting. This vagueness often obscures the shared values and goals of the residents' network, that would serve us better if they remained clear and unambiguous. For example, resident empowerment is not the same as resident engagement, and self-awareness of the needs of the community is not the same as understanding of the needs of the community. Beyond that criticism, Stockport houses modelled an interesting approach to tenant engagement with the purpose of preserving safety in the community. The Stockport houses speakers were quite engaging and their case showed how successful tenant engagement is possible when there are clearly outlined goals for the community to achieve and the right attitude by all.

Interesting Findings/Knowledge Gained:

Grassroots project panels guarantee strong direct community relationships and facilitate data gathering from various community activities (Stockport Houses).

Asset Based Community Development (ForHousing) approaches any engagement or work with the community based on their strengths and potential. Existing assets in the community are its resources (people), associations (voluntary), institutions (paid), digital space, physical space, exchanges (local economy, paid and unpaid) and culture (stories, history and connections).

Useful links:

<https://hqnetwork.co.uk/events/residents-network-annual-conference-2024-evening-session>

[Building safety residents booklets - Stockport Homes](#)

<http://forhousing.co.uk/>

Relevance to SCDC Housing Engagement Framework:

Consider stronger project panels to deliver both local community activities and community data gathering. Focus any community data on the specific community's advantages and resources. Be open to multi-channel dynamic ongoing communication with community.

## HQN Residents Network Annual Conference held online – 20 February 2024

### Report by Oana Sutherland

The conference itself was well organised, ran smoothly and all the speakers had a vast amount of knowledge and valuable information to share. I was touched and impressed by the deeply personal stories of resilience and strength that were shared with us on the day but also blown away by the sheer amount of work that has been done and is still being done for communities all over the UK.

They have robust strategies in place that leverage the strengths and assets that exist within the communities to drive positive change for the benefit of the same communities.

I was pleasantly surprised to learn about Eastlight which is a community led housing association that covers Essex and Suffolk and that funds a range of community projects that fall under the All In umbrella.

There are currently four initiatives that provide support for people within the community around mental health, financial literacy, social isolation and menstrual health education.

In addition to that there were two other ideas that stood out to me which, if implemented well, would be massively beneficial to all the tenants and house owners that live within South Cambs.

1. The creation and publication of ASSET MAPS created using the ABCD (Asset Based Community Development) Mapping model. This focuses on understanding what resources are available within the community and making them known and available to all the residents for them to use as and when they need.
2. There was an idea discussed very briefly about potentially empowering the tenants to have more control over their home repairs and maintenance by allocating a yearly budget per council house which would be used as and when the need arises. This approach would minimise the response times and would essentially remove the need for the council to manage the communication between the tenants and the repair and maintenance contractors.

## **7 Any other Business**

Any additional issues to be raised.

## **8 Closing**