



Housing Performance Panel

Quarterly Meeting

7 December 2023 – 1pm to 4pm

Agenda Pack

Housing Performance Panel Agenda

Date: **Thursday, 7 December 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 14 September 2023

The minutes of the meeting held on 14 September 2023 are included for approval.

Housing Performance Panel

Minutes of the Quarterly Meeting

held on Thursday, 14 September 2023

from 1pm to 4pm via Zoom

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

By Invitation: Elaine Phillips (Mears)
Geoff Clark (SCDC – Service Manager – Tenancy and Estates)
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: Paul Bowman
Eddie Spicer (SCDC – Service Manager – Housing Assets)

1. Welcome and Apologies

The Chair welcomed everyone to the meeting at 1.02pm.

Apologies were received from Paul Bowman and Eddie Spicer.

2. Quorum

The meeting was quorate.

3. Minutes of previous meeting – 15 June 2023

The Chair referred to the minutes of the meeting held on 15 June 2023, which were approved by the panel.

4. Matters Arising from previous Meeting – 15 June 2023

4.1 Mears Group (Item 5.1)

Elaine Phillips confirmed that she had received the database of tenants who had opted out of the surveys and had sent it to Eddie Spicer. She confirmed that between October 2022 and June 2023, 302 tenants had opted out of the surveys.

4.2 Review of Quarter 4 Complaints Data (Item 5.4)

Dave Armitage advised that he still had to set up a meeting with Eddie Spicer to look at the current arrangement that was in place for monitoring the contract and for ways to get more tenant involvement, and would provide feedback at the next meeting.

Action by: Eddie Spicer and Dave Armitage

4.3 Estate Inspections (Item 5.5)

Geoff Clark advised that we received schedules of completed work from SP Landscapes, however, Bronwen Taylor had requested schedules of future works from Debbie Barrett.

5. Standing Items

5.1 Mears Group – Review of Quarter 1

Elaine Phillips, from Mears, referred to the report in the pack and said that “KPI Q1 – % Overall Job completions within target” was 93%, which was 5% below target, because in April 2023 they realised that the KPI for the “W” priority which was the “30-day non-standard repairs” was missing. She said that included in these jobs were the “20-day repairs” and they were also included in the “KPI R3 – % Routine repairs exceeding 20 working days for completion”. She added that by quarter 2, these would be separated and there should be an improvement in the KPIs.

Cllr Batchelor said that the government were currently taking a close interest in KPIs and asked for an explanation on the “30-day” issue.

Elaine Phillips said that the normal routine was 20 working days and if a repair was not classed as routine, it would have a priority of 30 working days, for example a re-roof which was classed as a major repair.

Cllr Batchelor asked if the 30 days KPI was the same as major repair.

Elaine Phillips said that it was a major repair unless it was classed as a capital component, for example, if a kitchen needed a full new installation, and it would be included in the “KPI O1 – % Overall Job completions within target”.

Cllr Batchelor said that he thought that these were left out.

Elaine Phillips said they were included in the KPIs “R1” to R10”. She added that KPI “O1 – % Overall Job completions within target” included everything in the contract, including planned works. She went through the Void KPIs and said that Mears were recruiting more sub-contractors to help with the volume of work.

Eleni Koutso said that she thought it was a bad idea to have sub-contractors as it lowered the standards and there was no control over their performance.

Elaine Phillips said that they have monthly meetings with all sub-contractors for performance reviews.

Eleni Koutso said that tenants should be asked about the performance as the sub-contractors would always say that they did a good job.

The Chair said that if the demand was greater, then it was entirely appropriate that Mears involved sub-contractors. He added that empty properties were signed off by a member of the housing staff and the views of the incoming tenant were reflected with a post occupation survey.

Eleni Koutso said that she was referring to repairs before Elaine Phillips disappeared from the call.

The Chair referred to KPI O4 and said that if the “36 blank survey responses” received were removed as if they did not exist, it would improve the KPIs and he suggested removing them.

Elaine Phillips said that she would remove these from the report for the next quarter and would include a side note explaining the blank responses received.

Cllr Batchelor said that they needed to be careful of not being accused of fiddling the numbers.

The Chair agreed and said that this was a contract with the council, and what we were asking for was information with an explanation of the numbers. He added that we would not do anything to manipulate the figures without an explanation.

Eleni Koutso referred to KPI “R6 – % Urgent and Routine Repairs completed on first visit” and asked if there was any data for big jobs, for example mould on walls, which may take several hours or days to complete.

Elaine Phillips said that that was reflected in the missing 15% of the KPI.

The Chair said to remember that this was Mear’s and their sub-contractor’s data and that we appoint other contractors for specialist jobs such as mould.

Eleni Koutso asked for an explanation on the Cumulative Call Data graph.

Elaine Phillips explained that it was the performance of the Call Centre, showing the number of calls answered and how quickly there were answered. She said that there was a slight dip in May 2023 as they had two new starters which the team were training.

Action by: Elaine Phillips

5.2 Repairs Contract – Performance Review Joint Working Group

As Eddie Spicer had tendered his apologies, Elaine Phillips agreed to report on his behalf. She said that the request for the “opt out” report was made at one of these meetings.

Les Rolfe said that it was disappointing that they had not had a meeting for 2 months and that someone should be able to take over if Eddie Spicer was not available.

The Chair said that moving forward, we could make sure that we had an abled deputy to take over if Eddie Spicer was unavailable.

Patti Hall said that the reason for one of the meetings being cancelled was that there were too many bank holidays and it seemed as if the meetings were always being cancelled.

The Chair said that perhaps the way forward was that if meetings were booked, we should try and have them and not be dependent on one person. He added that one of the issues that we want to talk about in the future was having more formal agreements with tenants to make sure that we have our own monitoring systems and targets for the percentage of meetings that were arranged and kept.

Les Rolfe said that nobody was advised that the last meeting was cancelled and only he, Elaine Phillips and Dave Armitage dialled into the meeting. He added that not even management of SCDC knew that it had been cancelled and he felt that that was wrong.

Peter Campbell agreed and said that someone should be able to take over these meetings. He added that should meetings be cancelled, they should be only under

exceptional circumstances and we would work on a plan to make sure that this did not happen again.

Les Rolfe said that he had a few queries for Elaine Phillips.

The Chair asked him to email the details to her.

5.3 SCDC – Review of Quarter 1 Performance Data

Grace Andrews gave an overview on the Performance Data for Quarter 1. She said that 13 KPIs had either shown an improvement or had maintained performance and two had shown a decline, however one of the two was still in target.

Les Rolfe asked if this slide show could be included in the pack.

Grace Andrews said that due to the timeline of sending out the pack, this was not ready to be included, however, she could send it to Bronwen Taylor to send out a couple of days before the meeting.

Cllr Batchelor asked what the Damp and Mould KPI of 1.3% meant.

Grace Andrews said that this was a new KPI and reflected 1.3% of the entire housing stock of 5,401.

The Chair said that this was a new indicator to show that we were tackling this issue. He said the reason that it was higher than the target was because the stock condition survey had identified a number of cases that we were not previously aware of as they had not been reported to us.

Cllr Batchelor asked about the information for AH224 – Number of new build council house completions and AH225 – Number of new build council houses currently started on site.

Grace Andrews said that at the time of putting the report together she did not have the information.

The Chair said that we did have the information and it would be sent to Bronwen Taylor to send out with the draft minutes.

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

- Housing Options and Advice – maintained
- Average relet times – average of 31 – declined
- Satisfaction with response repairs – improved

Eleni Koutso asked for an explanation if the blank response were included in these percentages.

Grace Andrews said that the explanation could be found in Annexure 1 of the full report, which was included in the agenda pack, however, she would add a reference to where the information could be found.

- Rent Arrears – improved

Eleni Koutso asked if people who received benefits and did not pay rent were included in this data.

The Chair said that it was expressed as a percentage of the overall rent due by tenants in the year and was not our interpretation, but a HouseMark definition, to allow for this comparison.

Geoff Clark explained that Universal Credit was paid directly to tenants and they were responsible for making rent payments from this benefit.

- Proportion of homes with a valid Gas Safety Certificate – top performing = 100%

5.4 SCDC – Review of Quarter 1 Complaints Data

Grace Andrews went through the Complaints and Compliments Data for Quarter 1 as follows:

- 29 complaints received – less than in quarter 3
- 91% complaints were received digitally, with 57% via the portal
- Complaints responded to within deadline = 85% – decline on last quarter
- Year to Date complaints – 56% related to repairs and maintenance
- 21 compliments received – year to date – improvement from last year

Eleni Koutso said it was easier for people to give complaints and compliments as they were done digitally, however, there were a lot more complaints than compliments.

Grace Andrews said that we always received more complaints than compliments, however sometimes it evened out by the end of the year. She said that people did not always go out of their way to give a compliment but would do with a complaint. She added that not many compliments were received through the portal but were emailed directly to the officers.

Eleni Koutso said she would like to see a comparison of previous years complaints.

Grace Andrews said that the information was in the report included in the agenda pack. She added that the Regulator had introduced Tenant Satisfaction Measures (TSMs), which was something that all local authorities were looking at, and there were 22 measures – 12 of the measures would be collated by conducting surveys and the balance would be from performance indicators.

Eleni Koutso asked if an update on the TSMs could be included in the report for the next meeting.

Grace Andrews said that as we were still getting answers back from the Regulator on some of the calculations, she would report back on what progress had been made at the next meeting.

Action by: Grace Andrews

5.5 Estate Inspections

Bronwen Taylor referred to the Estate Inspection summaries for May, June and July 2023, included in the pack, for noting.

Geoff Clark thanked the tenant volunteers for their time attending the estate inspections and said that the feedback that he had received was that they had gone well. He said he had checked the Estate Inspections Issues and Actions worksheet and he would ask the Housing Service Officers (HSOs) to update it as soon as possible. He also thanked Andrew Cole, one of the HSOs, for standing in for colleagues when the team had been short staffed.

6. New Matters

6.1 Tpas National Tenants Conference, Coventry – Feedback Report

The Chair referred to the feedback report from Jim Watson included in the pack for noting. He added that Paul Bowman's report had been recently emailed to the panel.

7. Any Other Business (AOB)

None

8. Meeting Dates for 2023 / 2024

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

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

9. Closing

There being no further business to discuss, the meeting ended at 2.30pm.

4. Matters Arising from previous Meeting – 14 September 2023

4.1 Item 4 – Matters Arising from previous Meeting – 15 June 2023

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

Action: Dave Armitage advised that he still had to set up a meeting with Eddie Spicer to look at the current arrangement that was in place for monitoring the contract and for ways to get more tenant involvement.

Report back: Dave Armitage to report.

4.2 Item 5.1 – Mears Group – Review of Quarter 1

Action: Elaine Phillips said that she would remove the data for the blank responses from the report for the next quarter and would include a side note explaining the ones received.

Report back: The data for the blank responses has been removed from the report.

4.3 5.4 – SCDC – Review of Quarter 1 Complaints Data

Action: Grace Andrews said that as we were still getting answers back from the Regulator on some of the Tenant Satisfaction Measure calculations, she would report back on the progress at the next meeting.

Report back: Grace Andrews has included a report under item 5.5 of the agenda.

5. Standing Items

5.1 Mears Group – Review of Quarter 2 Data

Elaine Phillips to report.

KPI No.	KPI	Target	Contractual or Benchmark	KPI %	Number of jobs completed
OVERALL					
O1	% Overall Job completions within target	97%	Contractual	94%	8123/8645
O2	% recall Order	0.50%	Contractual	0.17%	15/8645
O3	Emergency vs Urgent/Routine Repairs	15%/85%	Contractual (shared)	3%/97%	210/5669
O4	Overall Customer Satisfaction (all workstreams)	95%	Contractual	93%	569/612
RESPONSIVE REPAIRS (including heating repairs)					
R1	% Emergencies within target (4hrs)	100%	Contractual	100%	210/210
R2	% Urgent within target (24 hours)	100%	Contractual	100%	946/946
R3	% Routine repairs exceeding 20 working days for completion	<5%	Contractual	5%	4432/4686
R4	Average number of calendar days taken to complete Routine Repairs	<10 working days	Contractual	13 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	86%	5175/5979
R7	% Appointments Made and Kept (Urgent and Routine)	95%	Contractual	95%	7224/7568
R8	% Customer Satisfaction (all repairs)	95%	Contractual	95%	432/455
R9	% Urgent and Routine repairs completed on first visit (HouseMark definition)	97%	Benchmarking		
R10	Number of repairs appointments made	100%	Benchmarking	100%	7568/7568
VOIDS					
V1	% Standard voids completed within target time (5 working days)	97%	Contractual	100%	12/12.
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	69%	11/16.
V2a	Average number of calendar days to complete 10day void repairs			9 days	
V3	% of 25 calendar day voids completed within agreed timescale	97%	Contractual	65%	15/23.
V3a	Average number of calendar days to complete 25day void repairs			27 days	
V4	Average number of calendar days to complete void repairs	18 days	Benchmarking	16 days	37days with (39) 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%	
CYCLICAL DECORATIONS					
C1	% 5 - year programme delivered within 1 year	20%	Contractual	20%	completed in Sept
HEATING SERVICING					
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%	1127/1128
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%	244/244.

5.2 Repairs Performance Group

The Annual Report on the contract is included for noting.

Eddie Spicer to report.



Working together to care for your home



ANNUAL CONTRACT REVIEW REPORT

A YEAR OF PROGRESS 2023

EDDIE SPICER

SERVICE MANAGER - HOUSING ASSETS

November 2023

EXECUTIVE SUMMARY

Introduction:

This executive summary provides an overview of the annual contract review for the social housing repairs contract between South Cambridgeshire District Council and Mears. This contract, which commenced on 3rd October 2022, plays a crucial role in ensuring the quality and efficiency of maintenance and repair services for our social housing portfolio.

Key Objectives:

The primary objectives of this annual contract review are as follows:

- Assess the contractor's performance and adherence to the terms of the agreement.
- Identify areas of improvement and opportunities for enhancing service quality and efficiency.
- Ensure compliance with all applicable regulations and standards.
- Review financial aspects, including budget adherence and cost-effectiveness.
- Enhance communication and collaboration between both parties.
- Performance Evaluation:

Quality of Work:

Mears has demonstrated a commitment to delivering high-quality repair and maintenance services. This includes meeting the quality of work demanded by the Council.

Timeliness:

Mears has generally met the established timelines for repairs, addressing emergency situations promptly.

However, there were some minor delays in certain areas of work such as ground works, fencing and some LAS flooring, requiring improvement. To address this Mears have put in additional measures including operative upskilling and additional contractor support from central teams and sub-contractors.

Customer Satisfaction:

Overall tenant satisfaction remains high, with 93% of residents reporting satisfaction with the service. Complaints have been low minimal over the period. All complaints have been fully investigated and any lessons learnt have been used to improve the service further. Full details are shown further within this report.

Compliance and Regulatory Adherence:

Mears have shown a commitment to compliance with relevant laws and regulations, ensuring safety and quality standards are met.

Regular audits and inspections confirm that the contractor maintains a compliant approach in all operations.

Asset Management and improvement projects:

In addition, as acting as the repair's contractor for the Council the new contract places an obligation for Mears to be more involved in wider projects. Successes include the Social Housing Decarbonisation Fund (SHDF), where Mears have been fundamental in the successful award of funding from Department for Energy Security and Net Zero (DENZ) to help decarbonise our properties with funding value of £1.8m. The Mears central team are supporting the delivery of the project over the next 2 years. This will involve the installation of measures such as Insulation, Windows and Doors, Solar Water Heating and Photo Voltaic and in some cases upgrading heating systems.

Financial Performance:

Budgetary Control

The contract remains within budget for the year, demonstrating fiscal responsibility and cost control.

Cost-Efficiency:

The contract has returned a cost-effective impact for the Council. The structure of the contract has provided some buffer for the Council against the impact of material cost inflation and fuel costs. The Contract is based on general inflation based on RPI rather than inflations based off the Building Cost Index (BCI) which has been significantly higher.

The pricing structure of Price per Property for repairs, Gas servicing and Empty Property works has meant we have seen savings per property on all areas of works, this was a model used solely on repairs in the old contract terms and proved beneficial once implemented and has been the same during the first year of this contract.

Recommendations for Improvement:

Addressing Timeliness:

Mears should work to minimise delays, especially in flooring and roofing, by optimizing resource allocation and scheduling.

Handling Tenant Concerns:

Continue with the improvements that have been implemented over the year to improve the customer journey if things have not gone to plan, The new positions in Mears created to support the contract in customer service roles, have led to the creation of a very good system within Mears and the contact center which deal with issues rapidly and effectively. Issues raised by residents are directed to dedicated staff members with a suitable level of authority to act and resolve issues rapidly, This has led to a reduction in complaints, and the complaints that were received have been used through lessons learnt to influence change and ongoing improvements in the service and processes used. Full details of complaints performance are shown in detail within the report.

Continued Compliance:

Ensure ongoing compliance with regulatory standards and safety measures, with particular attention housing standards and customer perception along with ongoing regulatory compliance in all areas of building safety embedded within the day-to-day delivery.

Enhancing Efficiency, Sustainability and Cost Efficiencies:

Explore further opportunities for cost savings and resource Optimisation while maintaining service quality.

Maintain scheduling and delivery efficiency.

Continue to explore new products and materials for sustainability, energy efficiency cost effective delivery.

Conclusion:

The annual contract review highlights the positive performance of Mears in delivering quality repair and maintenance services to our social housing portfolio. However, there are areas where improvements are needed to ensure continued tenant satisfaction and operational excellence.

Moving forward, it is imperative for both parties to collaborate closely, addressing the identified areas of concern and building upon the strengths of the existing partnership to ensure the continued success of this essential social housing repairs contract.

South Cambridgeshire District Council remains committed to the collaborative pursuit of excellence in social housing maintenance and looks forward to working together with Mears to enhance our services in the coming year.

Carbon report

We are aiming to be able to report on the Carbon impact of the contract in its entirety, unfortunately at this time, Mears collate the information on a corporate level covering all clients. We have managed to extract the vehicle fuel usage data as shown below as this is a measurable impact at branch level, the wider report is being worked on at Mears.

The below report shows that there has been a reduction in vehicle emissions related to the contract by 13 Tonnes for the same period the previous year.

Summary of Organisation's Emissions									
GHG Emissions Source	2021/2022				2021/2023				
	Activity Data				Activity Data				
	123001.4	Litres	2.51233	309.0201073	120643.3	Litres	2.51233	303.0957819	
DIESEL 10PPM UK									
ULTIMATE DIESEL 10PP	3486.25	Litres	2.51233	8.8	2081.85	Litres	2.51233	5.2	
ULTIMATE UNLEADED 10	230.37	Litres	2.19352	0.5	44.63	Litres	2.19352	0.1	
Unleaded 10PPM	2718.29	Litres	2.19352	6.0	1615.54	Litres	2.19352	3.5	
Total Emissions (Tonnes CO2e)	324.2466624				311.9676922				

We are continually reviewing activities and lessons learnt from comments, complaints and service reviews.

Lessons Learned:

- Call wait times are too long:
 - Mears have employed additional Call Handlers and Planners to improve call wait times. They have also removed the options on the phones for heating and responsive repairs to streamline call handling and reduce waiting times.
- Poor communication is received, Lack of updates:
 - Following the increase in office staff Mears now have more resource available to contact customers with updates.
- It was difficult to report repairs outside of office opening hours:
 - Repairs can now be booked via the active housing portal at a time convenient to them. And this will be enhanced further by the end of 2023 with the introduction of the dedicated App with full tracking and communications functions.

Continuous Improvements:

- Communication - improvements made – having 1 telephone number for 1 point of contact
- Recalls – A dedicated SOR (Schedule of Rates) at zero cost has been created to monitor KPI (Key Performance Indicator) accurately, and evidence attendance.
- Asset management – stock surveys for PAS2035 decarbonisation works
- Mears have invested in TCW Certification validation software for improved accuracy of certification provided and the software delivers the certification directly into the SCDC system for review and compliance.
- Online repairs portal
 - Web based option to report repairs 24/7
 - Introduction of dedicated App M+Me for repairs

Delivering Bid Commitments:

Green Working practices

- Mears have amended operational processes and have zoned the district into 3 areas significantly reducing driving hours and fuel usage, reducing time and carbon output. This can be seen below in the carb on reporting figures.
- Fleet 50% EV in first year
 - Have not been able to implement due to lack of local infrastructure to support but still high on agenda for future implementation.
- Social Housing Decarbonisation Fund
 - Successful in the retrofit grants being awarded £1.8M which will see 250 properties brought up to a minimum C EPC rating, contract benefiting from the partnership with Mears Carbon Reduction Team who have provided a large amount of analytics and research work in the compilation of the grant bid and delivery project management.
- Sustainability
 - Have moved away from tiling and trialed wall boards,
 - Boilers specification change from Vaillant to Ideal which includes integrated smart controls further improving efficiency to the resident.
 - Mears Task Team fencing developing and provide opportunities for innovative renewable fencing.
- Subcontractors

- Mears have been proactive in a recruitment drive and have signed up 3 new contractors to support voids and in process of signing up a new pest control contractor to support SCDC pest control.
- Resilience
 - Task team Mears have introduced a national task team to support peak work flows in local contracts, these are currently being used to deliver a peak in fencing and groundworks, from November 2023 there will also be a decorating team working within the contract to deliver some peaks in this area.
 - Fencing team mobilised
- Resident involvement
 - Monthly meeting and Mears national scrutiny



PERFORMANCE

Performance of the contract as a whole has increased against targets, the contract targets set against the contract are particularly ambitious in comparison to national average achievements, the results proven from the contract have been close but not quite to the targets set, however the achieved performance figures against the national averages as provided by Housemark peer statistics we are performing well in the upper quartile of national performance with our sector peers.

All performance statistics are monitored by the
Operational Core Group monthly,
The Resident working Group for the Repairs contract Monthly,
HPP / HEB Quarterly
Strategic Core Group Quarterly
Members and Leadership Quarterly

Extract from Housemark Pulse survey

Housemark Pulse survey results from March 2023					L = Lower values are better Quartile 1 is top performing N = Neutral (no polarity) No quartile is top performing H = Higher values are better Quartile 3 is top performing			
Measure	Quartile 1	Median	Quartile 3	Polarity	SCDC average for the new contract year	Contract targets set	Commentry	Comparison to Pulse
Proportion of homes with a valid gas safety certificate	99.87%	99.99%	100%	H	100%	100%		Equal to top performing in the sector
Emergency repairs completed (per 1,000 units)	48.6	73.2	100	N	4.16	15%	Ratio emergency /routine 5%/95%	Emergency repairs fall considerably below national averages
Non-emergency repairs completed (per 1,000 units)	182.4	241.7	295.6	N	267	85%	Considerably exceeding the target	Non emergency repairs within the average per 1000 units
Percentage of non-emergency repairs completed within target	72.90%	83.20%	91.40%	H	92%	97%	Performing higher than top quartile but not reaching contract targets	Exceed national averages
Satisfaction with repairs (transactional)	79.40%	86.40%	93.00%	H	93%	95%	Independent average for July - October 93%	Equals the highest Quartile
*Electrical is not included as that is carried out with another contractor								

Empty Property Relet Performance

Empty Property Relet performance is an area where the contract is struggling to keep pace with demand, the numbers of Empty Properties returned to SCDC over the past year has increased by approximately 50 properties, in addition to the temporary let and shared equity properties that are not recorded in the standard figures.

The volumes of work required in these properties has increased, this is due to the age of some stock, the condition returned for many reasons, we suspect that the cost of living crisis has had a bearing on this but there are no definite trends on this but benchmarking information suggests that this is a national trend since Covid restrictions were lifted.

The target set for these within the contract is very ambitious, since the introduction of the contract we have worked hard on analysing the processes and reporting to be clearer and more transparent in the reporting process. Initially there was just the one target KPI for overall return times.

Although we still report this overall figure, we have split the targets into types to show a more accurate reporting process.

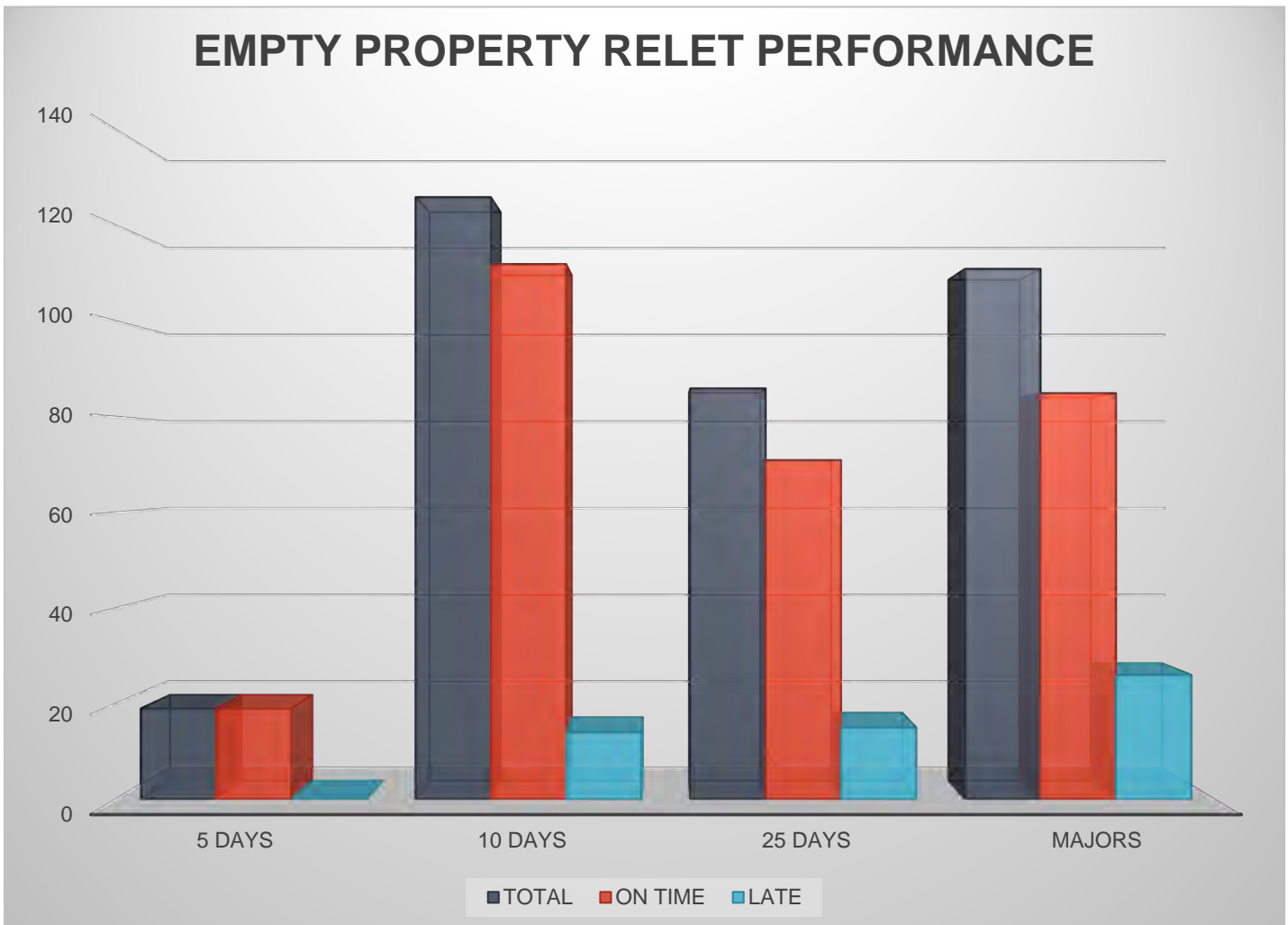
We now report on KPI' as per type.

- 5 Day,
- 10 Day,
- 25 Day
- Major (which are in excess of 25 days)

VOIDS					
V1	% Standard voids completed within target time (5 working days)	97%	Contractual	100%	19/19
V1a	Average number of calendar days to complete 5day void repairs			3 days	
V2	% of 10 calendar day voids completed within agreed timescale	97%	Contractual	89%	112/126
V2a	Average number of calendar days to complete 10day void repairs			12 days	
V3	% of 25 calendar day voids completed within agreed timescale	97%	Contractual	83%	71/86
V3a	Average number of calendar days to complete 25day void repairs			46 days	
V4	Average number of calendar days to complete void repairs	18 days	Benchmarking	33 days	111 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%	

Relet performance comparison to previous year.

KPI No.	KPI	Target	Contractual or Benchmark	KPI %	Number of jobs completed	KPI %	Number of jobs completed
VOIDS				22/23		21/22	
V1	% Standard voids completed within target time (5 working days)	97%	Contractual	100%	19/19	98%	48/49
V1a	Average number of calander days to complete 5day void repairs			3 days		18 days	
V2	% of 10 calander day voids completed within agreed timescale	97%	Contractual	89%	112/126	41%	41/100
V2a	Average number of calander days to complete 10day void repairs			12 days		33 days	
V3	% of 25 calander day voids completed within agreed timescale	97%	Contractual	83%	71/86	18%	15/84
V3a	Average number of calander days to complete 25day void repairs			46 days		45	
V4	Average number of calander days to complete void repairs	18 days	Benchmarking	26 days	33 with 111 majors	32	44 with 59 majors



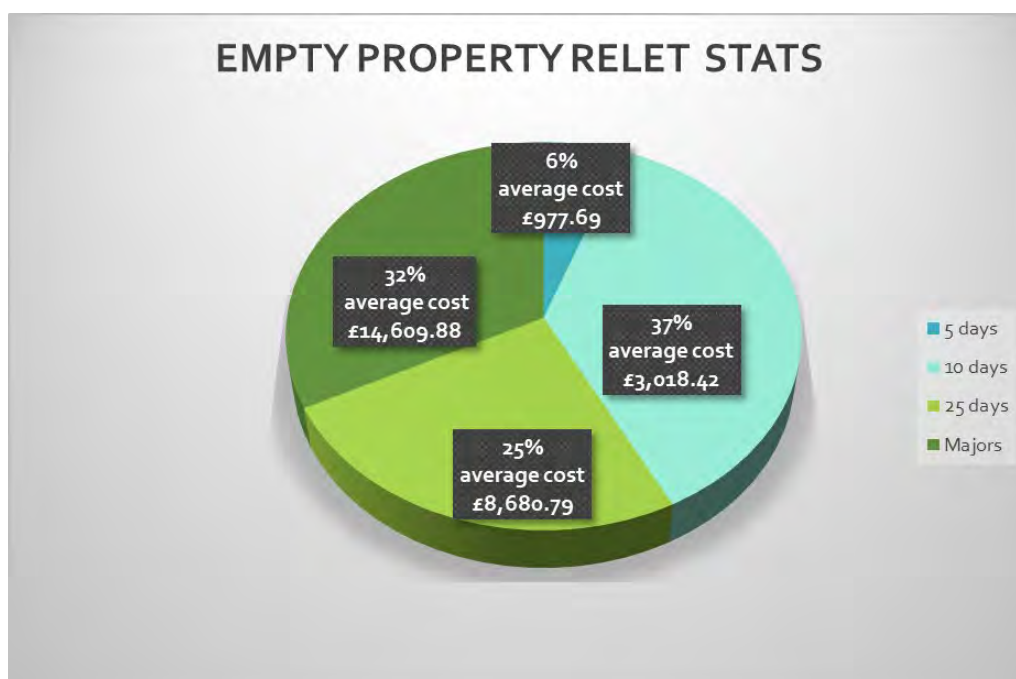
Financials:

There have been some delays with the IT integration of the new pricing system due to some incompatibility issues which Mears worked quickly to resolve with our software provider.

Overall, the financial benefits to us have shown that it is worthwhile to continue the PPV Model. The figures below show the performance and averages.

There is an overall higher costs which reflects the increased in costs, materials and tendered values within the new contract against the previous, however the primary reason for the overall increase is the condition of properties needing substantial works and renovations due to the age of the property where there may have been no improvements carried out recently for various reasons such as refusals by the outgoing resident.

Quantity	Quantity	Value of Works Average per property	Costs to SCDC	Savings provided by using Price per Void
2021/2022 Old Contract	292	£6135.68	£6135.68	
2023/2024 New Contract	342	£9591.05	£8091.05	£1499.95



REPAIRS

The repairs side of the contract covering, Emergencies (new 4-hour response), Urgent (24-hour response), Routine (20 Day) and Planned Responsive Work (40 days).

We have changed within the new contract terms the response times and appointment provisions from Emergencies being 24-hour responses to 4-hour responses but with a more limited scope of work.

This has proved to be very successful, the delivery to the customer has been excellent for actual emergencies and we have maintained a 100% record of attending within the timescale, allowing better use of resource for less urgent responses.

The appointment structure has also changed from either an AM or PM slot to a 2-hour slot, this has been one of the biggest fundamental changes the contract has brought to the service delivery, The scheduling and management of operatives into areas has allowed this to be possible and has reduced mileage and fuel use.

We identified early on that there was an issue within more major works, these would be works that were larger than a routine repair and would previously have been moved to a planned program to be picked up over the following year, in some cases this is still the case but there were also jobs which fell in this category but were more urgent, for example a roof that needed replacing and had had a temporary repair carried out under response. We created a new priority of Planned Response Work to be completed within 40 days, this allows for the larger works to be scheduled and materials acquired, this has proved very successful and has improved the service delivery to customers who would otherwise have had to wait for the planned program to reach them. This in turn will help to reduce ongoing responsive repairs while waiting for planned works.

Mears have recruited additional operatives within the responsive delivery team and have also upskilled some of them to cover more specialist works such as flooring to deliver more services from direct labour.

Overall KPI

OVERALL					
O1	% Overall Job completions within target	97%	Contractual	92%	24929/27218
O2	% recall Order	0.50%	Contractual	0.12%	33/2718
O3	Emergency vs Urgent/Routine Repairs	15%/85%	Contractual (shared)	5% / 95%	817/17073
O4	Overall Customer Satisfaction (all workstreams)	95%	Contractual	92%	1643/1796

RESPONSIVE REPAIRS (including heating repairs)					
R1	% Emergencies within target (4hrs)	100%	Contractual	100%	817/817
R2	% Urgent within target (24 hours)	100%	Contractual	100%	4906/4906
R3	% Routine repairs exceeding 20 working days for completion	<5%	Contractual	16%	1920/11727
R4	Average number of calendar days taken to complete Routine Repairs	<10 working days	Contractual	17 days	
R5	Average number of calendar days taken to complete Routine, Urgent and Emergency Repairs	6.5 days	Benchmarking	11 days	
R6	% Urgent and Routine Repairs completed on first visit (i.e. operative does not leave property until repair completed)	85%	Contractual	86%	19209/22304
R7	% Appointments Made and Kept (Urgent and Routine)	95%	Contractual	95%	16267/17352
R8	% Customer Satisfaction (all repairs)	95%	Contractual	93%	1201/1298
R9	% Urgent and Routine repairs completed on first visit (HouseMark definition)	97%	Benchmarking		
R10	Number of repairs appointments made	100%	Benchmarking	100%	22304/22304

Financials

The cost model for responsive repairs remained on the PPP (Price Per Property) model, this has allowed us to pay a fixed price for inclusive works, there are a number of items outside the scope of PPP and classed as exclusions due to the value of work, or they are a specific request which falls outside standard response repairs scope, the vast majority of jobs are included within the PPP value.

Over the last year or so the costs within the industry have risen dramatically, in some cases by 60-70% on materials and 20-25% on labour, the PPP model has protected us from these increases and created a more stable budgetary balance.

For Responsive Repairs only

Actual Spend 2021/22	£2,428,475.75
Actual spend 2022/23	£3,365,450.00
Actual spend 2023/24 to date October	£1,616,876.00
Projected annual spend 2023/24	£2,793,000.00

Showing a projected saving of £572,450.00 on the previous financial year (50% was within the new contract terms.)

There is an expected RPI annual increase to be added to the contract.

Mears - Contact Center Performance and improvements

Following the improvements to the contact center processes and removal of the second number and hold streaming the call answering times halved, this was also improved by around 10% of repairs being reported via the online portal. It is expected that the M&Me app being launched for January 2024 will improve these further and allow for a better experience all round and more time available for those wishing to call in.

The national average time as provided by Housemark is Peer Median: 164 seconds and an average percentage of calls answered at 82.76%

The current call answer percentage for October 2023 is 97.25% for this contract. Average call answer time is 28 seconds.

	calls offered	calls handled	Average speed of answer (hh:mm:ss)
FEB	2420	2262	00:00:42
MARCH	2861	2744	00:00:42
APRIL	1925	1880	00:00:18
MAY	2419	2305	00:00:19
JUNE	2221	2163	00:00:15
JULY	2238	2178	00:00:26
AUGUST	2317	2191	00:00:36
SEPT	2233	2170	00:00:28
TOTAL	18634	17893	00:00:28
	96% answered		

Examples of Compliments received.

Mrs. Fordham has called to say she is very pleased with the job done by Mears to re surface the path from her door to the footpath, She has said Mears are a fantastic company and do a great job.!

"I'd just like to say thank you, to you and the team (and your operative) for being so responsive and assisting with these garages, and so late in the day as well. Both I, and I'm sure the tenants, really appreciated the swift action, great job all round.

'Good communication text to notify time of arrival. job carried out with respect to clients home.'

*"An overjoyed resident of ***** got in touch with me yesterday to say resurfacing work had started. I cannot convey how happy I am on their behalf".*

'Very friendly and listened to my concerns to which they went above and beyond to ease my fears.'

'The gentleman who attended has now fixed several problems for me and my neighbour and as always has done an excellent job and went the extra mile to make sure my problem was resolved. Feel really bad I can't remember his name.

"The Mears men have done both the slabs and the fence panel. Amazing job and such lovely chaps. I am well chuffed".

"Wanted to say how pleased she has been with the service and help she has received from Mears. She had 2 emergency call outs where they responded immediately with a great attitude. She wanted to say a big thanks."

"The real heroes are the MEARS engineers who are always out and about regardless of weather. Some real gentlemen who know their job inside out and are so efficient. Whoever has been training them is doing an outstanding job."

"The repair was completed on time, quick response and good job, the plumber was very polite and understanding.'

SOCIAL VALUE

Social value is a new addition to the contract terms and provides an innovative structure within the contract to deliver additional benefits for our residents.

The initial commitment was to install 16 free of charge, benches provided through our community fund at communal rooms across the district, these have all now been delivered and installed.

Mears Run; a monthly coffee morning at sheltered scheme communal rooms across the district which provides many added benefits for the residents, including, a digital inclusion session, energy efficiency session, support with repairs and maintenance of their homes, an operative is generally on site to assist with small repairs and jobs that residents may have locally and an opportunity for the residents to interact directly with Mears.

There will also be opportunities as available for third parties such as the CAB to have a presence.

- ***In January Mears donated the first batch of promised winter warmer packs for SCDC to distribute to those highlighted as most in need.***
- ***In April staff volunteered at local food banks***
- ***In May Mears partnered with other contractors for SCDC and refurbished derelict land to create a community garden at a sheltered scheme in Harston***
- ***In June the branch hosted work experience opportunity for students from Cottenham Village***
- ***In July staff volunteered at the job center and gave opportunities for mock interviews***
- ***In August the Mears foundation granted £2000 towards the St Vincent's Garden project which will see staff volunteering to deliver project.***
- ***October was the Mears Big Volunteer month, all staff litter picked in areas all across the district.***

ADDITIONAL BENEFITS

Since the new contract was implemented, we have had access to the wider Mears support services provided by Mears Corporately.

These have been the Asset management, Sustainability and Decarbonisation, and data analytics, supported by the central Mears Core.

SCDC have collaborated with Mears in these areas to facilitate the submission of a successful grant funding bid under SHDF Wave 2.1 (Social Housing Decarbonisation Fund) provided by DENZ (Department for the Environment and Net Zero) Government funding scheme. SCDC were successful in the award of £1.8m of funding for a £4m decarbonization project on our social housing stock over the next 2 years. This has already started in earnest with nearly 100 surveys and designs carried out in preparation for delivery on site in early 2024, the aim is to bring nearly 300 properties above an EPC band C.

Mears offer a community fund grant which was applied for by Elaine at the Cottenham branch to support the community garden initiative being built at Girton, this was awarded £2000 towards the project, this is a community growing garden for local residents to enjoy, come together and reap the harvests from the produce. This is an excellent scheme which will help to reduce loneliness and encourage a wider community feel in the local area.

Mear's commitment to staffing adequately within the delivery of the new contract has shown to be working well and is reflected in the structure below and is continually reviewed for suitability to deliver and wherever possible upskilling opportunities are employed within the team.

Operational Structure:

We have to date successfully recruited:

2 new Customer Service Advisors (Mears Call Centre)

1 new planner

1 planned/voids administrator.

4 new multiskilled operative

Current Vacancies:

2 multis (response)

1 voids surveyor

Still to recruit:

1 Resident Liaison Officer (expected 2024 when more planned works delivered)

2 multi and electrician to installed planned bathrooms from 2024.

3 Subcontractors to support Voids.

1 subcontractor to support Pest Control for 2024

Complaints

Category	Upheld	Not Upheld	Partly Upheld	Total
Charges	1	1	0	2
Communications	6	1	1	8
Failure to act	17	6	3	26
Other	11	6	0	17
Service Delivery	20	6	4	30
Processes	1	0	0	1
Staff Conduct	1	1	1	3
Total	57	21	9	87

	Trends
6	Damp and Mould complaint following increased media coverage
13	Missed or delayed appointments
11	Refused requests for replacements or additions
10	Lack of or quality of Communication
7	Workmanship quality or behaviour
8	Heating or hot water delays
34	Other non-trends

Percentage of Repairs		
	27,218	Total Jobs completed by Mears during the new contract period
0.32%	87	Total Complaints
0.21%	57	Upheld

From the identified trends within the complaints data (full redacted data, available on request) a number of lessons learnt have been identified and improvements implemented as stated above. These improvements have directly proved beneficial in reducing the volume of complaints and the noticeable reduction in complaint types over the contract duration.

Improvements made as a result of complaints received.

Missed or delayed appointments

- Additional resources available, Task team, additional direct operatives
- Additional call handling staff to aid communications of delays.

Lack of or quality of Communication

- Changes have been made to the call handling system to speed up responses and allow better communications.
- Additional Cal handling staff
- Addition of a dedicated Customer service champion
- Addition of a Call Center supervisor
- More Specialist training for call handlers
- Faster approval and resolution processes between Mears and SCDC

Workmanship quality or behaviour

- Closer monitoring of quality of work delivered either by direct staff or sub-contractors.
- A direct escalation and action by dedicated supervisors when poor quality or behavior are reported, this has led to direct and swift actions of additional training through to disciplinary actions to prevent future incidents.

Heating or hot water delays

- Changes to supplier of some heating products with better availability has shown some reduction in completion times.
- Processes developed to ensure where possible temp solutions are made available.
- Area split resources have produced faster response times.

5.3 SCDC – Review of Quarter 2 Performance Data

Grace Andrews to report.

Affordable Homes Performance April to September 2023 / 2024

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

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

Key Performance Indicators (KPIs)	Targets	Quarter 1 April – June	Quarter 2 July – September	Trend	Comments and 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	Maintained	-
AH215 – % Successful Homeless preventions as a proportion of all homelessness cases closed	Target = 50% Intervention = 45%	49%	60%	Improved	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)	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)	Improved	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)	-	-

Affordable Homes Performance April to September 2023 / 2024

Key Performance Indicators (KPIs)	Targets	Quarter 1 April – June	Quarter 2 July – September	Trend	Comments and Benchmarking where available
AH204 – % satisfaction with responsive repairs Quarterly	Target = 97% or above Intervention = 92%	April – 95.15% May – 97.18% June – 94.30% (average for the quarter = 95.54 (96%))	July – 93% August – 93% September – 94% (average for the quarter = 93%)	Improved	See Appendix 1
SH332 – % Emergency and Urgent repairs attended within timescale Monthly	Target = 98% or above Intervention = 95%	April – 100% May – 100% June – 100%	July – 100% August – 100% September – 100%	Maintained	-
HHSRS Hazard 1 – Damp and Mould Growth Cumulative Quarterly	Target = <1% Intervention = >1%	1.3%	0.93%	Improved	-
AH224 – Number of new build council house completions Year to date	74 at year end	2	6	-	-

Affordable Homes Performance April to September 2023 / 2024

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

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

Local Performance Indicators (LPIs)	Targets	Quarter 1 April – June	Quarter 2 July – September	Trend	Comments and Benchmarking where available
AH216 – Number of households assisted through Shire Homes Lettings Cumulative Quarterly	40	10 Self-contained 1 HMO = 11	13 Self-contained 4 HMO = 17	-	-
SH336 – % Compliant gas installations Monthly	100%	April – 100% May – 100% June – 100%	July – 99.97% August – 99.97% September – 100%	Maintained	-
% 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%	-	-
SH363 – % of properties vacant and available for letting at period end Quarterly	Target = 0.5% Intervention = 0.75%	0.74%	1.04%	Declined	-
Number of properties vacant and available for letting at period end (linked to PI above SH363) Quarterly	-	40	56	-	19 of the 56 were re-let in October
SH364 – % of properties vacant but unavailable for letting at period end Annual	Target = 0.5% Intervention = 1.00%	Collated Annually	Collated Annually	-	-

Affordable Homes Performance April to September 2023 / 2024

Local Performance Indicators (LPIs)	Targets	Quarter 1 April – June	Quarter 2 July – September	Trend	Comments and Benchmarking where available
Number of properties vacant but unavailable for letting at period end (Linked to above PI SH364) Annual	-	Collated Annually	Collated Annually	-	-
SH368 – % rent arrears Quarterly	Target = 2.00% Intervention = 2.5%	1.92%	1.96%	Declined	-
SH369 – % rent loss from empty houses Quarterly	Target = 4.00% Intervention = 5.00%	1.98%	2.03%	Declined	-
£ spent on rent loss from empty houses (Linked to PI above SH369) Cumulative Quarterly	Estimated Annual Debit £ to be confirmed	£171,349	£352,228	-	-
SH376 – % tenants satisfied with the re-let service Cumulative Quarterly	Target = 85% Intervention = 80%	100%	100%	Maintained	See Appendix 2
SH344 – % Customer satisfaction with the condition of new home Cumulative Quarterly	Target = 85% Intervention = 80%	100%	67%	Declined	See Appendix 2
SH374 – The proportion of homes which were non-decent (%) Annual	Target = 5.00% Intervention = 8.00%	Collated Annually	Collated Annually	-	-

Affordable Homes Performance April to September 2023 / 2024

Local Performance Indicators (LPIs)	Targets	Quarter 1 April – June	Quarter 2 July – September	Trend	Comments and Benchmarking where available
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%)	Maintained	-
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%)	Maintained	-
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%)	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 Appendix 2

Affordable Homes Performance April to September 2023 / 2024

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

Management Info	Frequency	Quarter 1 April – June	Quarter 2 July – September	Comment
AH212 – £s Spend on B&B Year to Date	Monthly	Total net spend = £29,412	Total net spend = £95,943	See Appendix 3
AH210 – Total number of presentations including advice only cases	Quarterly	487	480	-
AH213 – Number of Homeless applications	Quarterly	133	148	-
AH208 – Number of Homeless preventions	Quarterly	52	95	-
AH214 – Number of Homeless acceptances	Quarterly	34	33	-
AH203 – Numbers in temporary accommodation	Quarterly	61	67	-
AH219 – Number of properties within Shire Homes – Cumulative	Quarterly	10 Self-contained 0 HMO = 10	11 Self-contained 0 HMO = 11	-
AH217 – Number of cases where Universal Credit is a factor	Quarterly	1	2	-
AH218 – Numbers on the housing register	Quarterly	1,965	2,029	-
AH220 – Number of lettings to Band A	Quarterly	80	61	-
AH221 – Number of lettings to Band B	Quarterly	56	46	-
Number of lettings to Band C	Quarterly	20	14	See Appendix 3
Number of lettings to Band D	Quarterly	10	7	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	-
HS4 – Number of new affordable homes on rural exception sites given planning permission each year	Quarterly	0	0	-
HS5 – Number of new affordable homes built on rural exception sites each year	Quarterly	0	8	See Appendix 3

Affordable Homes Performance April to September 2023 / 2024

Management Info	Frequency	Quarter 1 April – June	Quarter 2 July – September	Comment
HS6 – Percentage of planning consultations responded to within 21 days	Quarterly	94%	95%	-
HS7 – Number of households supported to improve the energy efficiency of their home through Housing Repairs and Adaptation Grants Year to date	Quarterly	See comment	See comment	See Appendix 3
HS8 – Number of tenant hours volunteered for tenancy engagement	Quarterly	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	-
HS10 – Number of residents / service users involved in formal / informal consultation groups (including digital)	Annually	Collated Annually	Collated Annually	-
AH225 – Number of new build council houses currently started on site Year to date	Quarterly	18	18	-

Affordable Homes Performance April to September 2023 / 2024

Appendix 1

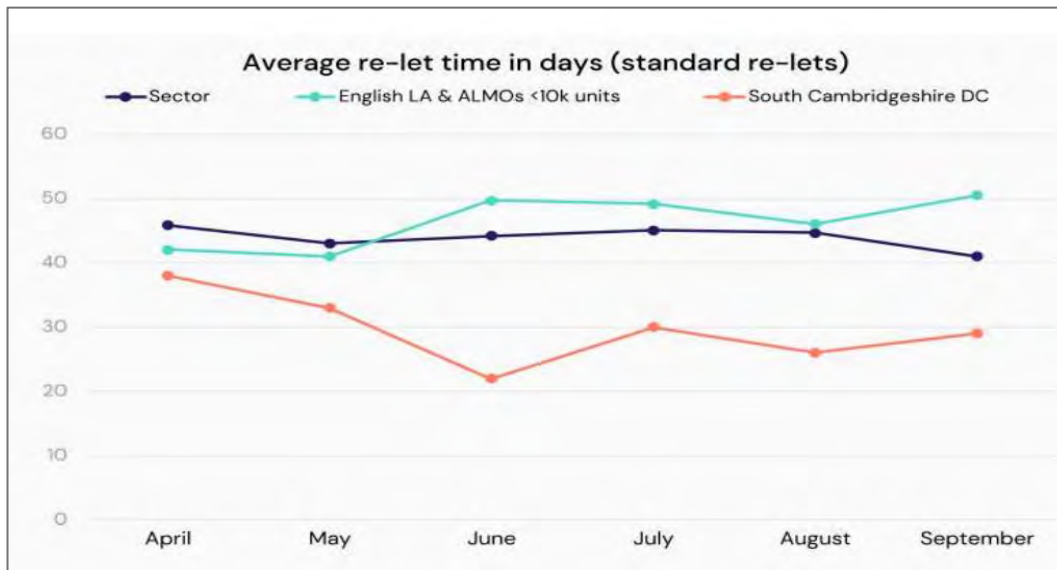
Comments and Benchmarking where available

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

The below HouseMark benchmarking as of September 2023 shows us to be in Quartile 1 (top performing) for the sector and England Local authorities.

September 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)	24.81	41.00	64.79	36.94	50.61	63.22	29.00

Lower values are better, so in this case Quartile 1 is top performing



Affordable Homes Performance April to September 2023 / 2024

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 September 2023 / 2024

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:

Month	Received / Sent	% Overall Satisfaction Core 7 – 10	Blank Responses	Revised Received / Sent	Revised % Overall Satisfaction Score 7 – 10
April 2023	157 / 165	95.15%	None received	No change 157 / 165	No change 95.15%
May 2023	138 / 145	95.17%	3	138 / 142	97.18%
June 2023	149 / 166	89.75%	8	149 / 158	94.30%
July 2023	177 / 192	92.18%	2	177 / 190	93.15%
August 2023	164 / 186	88.17%	9	164 / 177	92.65%
September 2023	225 / 242	92.97%	2	225 / 240	93.75%

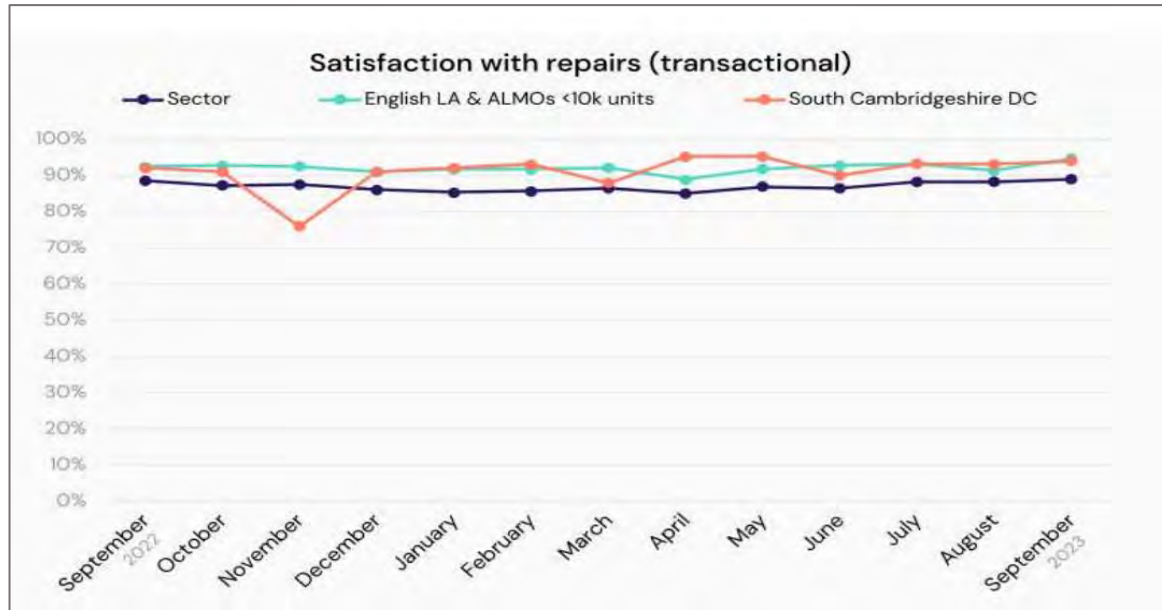
AH204 – % satisfaction with responsive repairs – Quarterly Continued

The below HouseMark benchmarking as of September 2023 shows us to be in 'Quartile 3' for the Sector and 'Median' for England Local authorities.



Higher values are better, so in this case Quartile 3 is top performing

Affordable Homes Performance April to September 2023 / 2024



Affordable Homes Performance April to September 2023 / 2024

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

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

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 and Impington, Girton, Swavesey, Great and Little Eversden, Harston, Littlington, Haslingfield, Great Chishill, Meldreth, Fowlmere) = 13

Affordable Homes Performance April to September 2023 / 2024

- Undertaking Housing Needs Survey – Girton and 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 and Impington, Girton, Swavesey, Great and Little Eversden, Meldreth (Private) Harston, Haslingfield, Great Chishill (Stalled) Litlington and Fowlmere) = 13
- Undertaking Housing Needs Survey – Girton, Great and Little Eversden, Harston and Meldreth = 4
- At Pre-App Stage = 1 (Cottenham site)
- Awaiting Planning Decision = 2
- Received Planning Permission in Q2 = 0

Affordable Homes Performance April to September 2023 / 2024

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 cost = £51,478

Received HB = £47,080

Total net spend = £95,943

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 and Adaptation Grants (Cumulatively)

Q1

Boilers and heating:

4 completed

1 approved not completed

4 pipeline

Affordable Homes Performance April to September 2023 / 2024

Windows and doors:

- 3 completed
- 6 approved not completed
- 5 pipeline

Q2

Boilers and heating:

- 0 Completed
- 2 approved not completed
- 2 pipeline

Windows and doors:

- 2 Completed
- 6 approved not completed
- 1 Pipeline

HS8 – Number of tenant hours volunteered for tenancy engagement

Below are new ways we are measuring tenancy engagement:

Engagement via Email and social media	Q1	Q2
Tenant email contact – successfully sent	8,530 Sent 4,080 Opened	8,805 Sent 4,075 Opened
Online version of newsletter	624 Viewed 166 Deep read	959 Viewed 150 Deep read

Affordable Homes Performance April to September 2023 / 2024

Other engagement	Q1	Q2
Volunteer hours	103 hours 45 minutes	149 hours
Meetings held	10	6
Estate visits completed	6	6

Quarter	No. page follows	Total page reach*	Page / Profile visits
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

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 core 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 group, but some may volunteer on more than one group.

Management Info – Number of lettings to Band C and Band D

Added following Cllr J Batchelor enquiry.

5.4 SCDC – Review of Quarter 2 Complaints Data

Grace Andrews to report.

Affordable Homes Complaints Performance

April – September

2023 / 2024

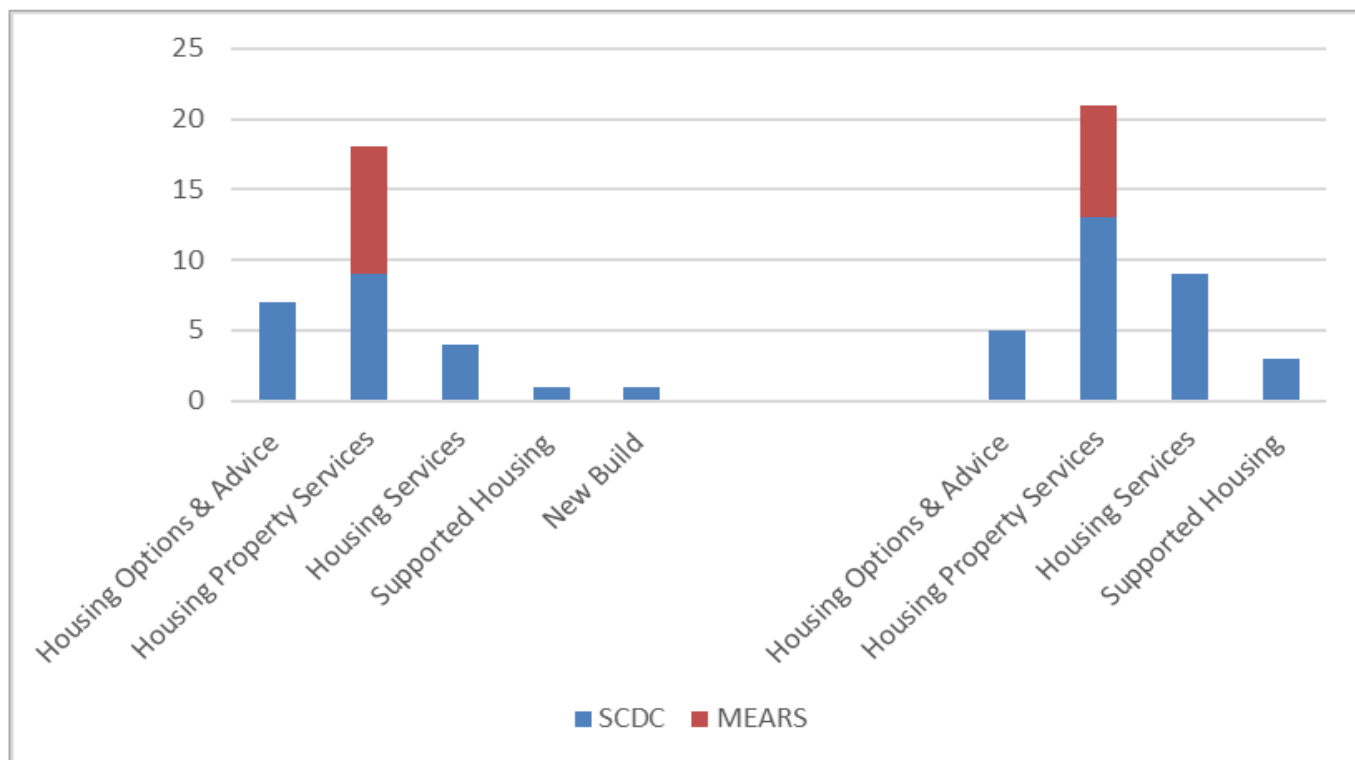
Looking back at previous years

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
Stage 1 = Expression of dissatisfaction that is not able to be resolved at first contact so requires investigation and response from Service Manager	27	35
Stage 2 = Unresolved at stage 1 so investigation required by Head of Service	4	3
Stage 3 = Housing Ombudsman	0	0
Total	31	38

Volume by service area



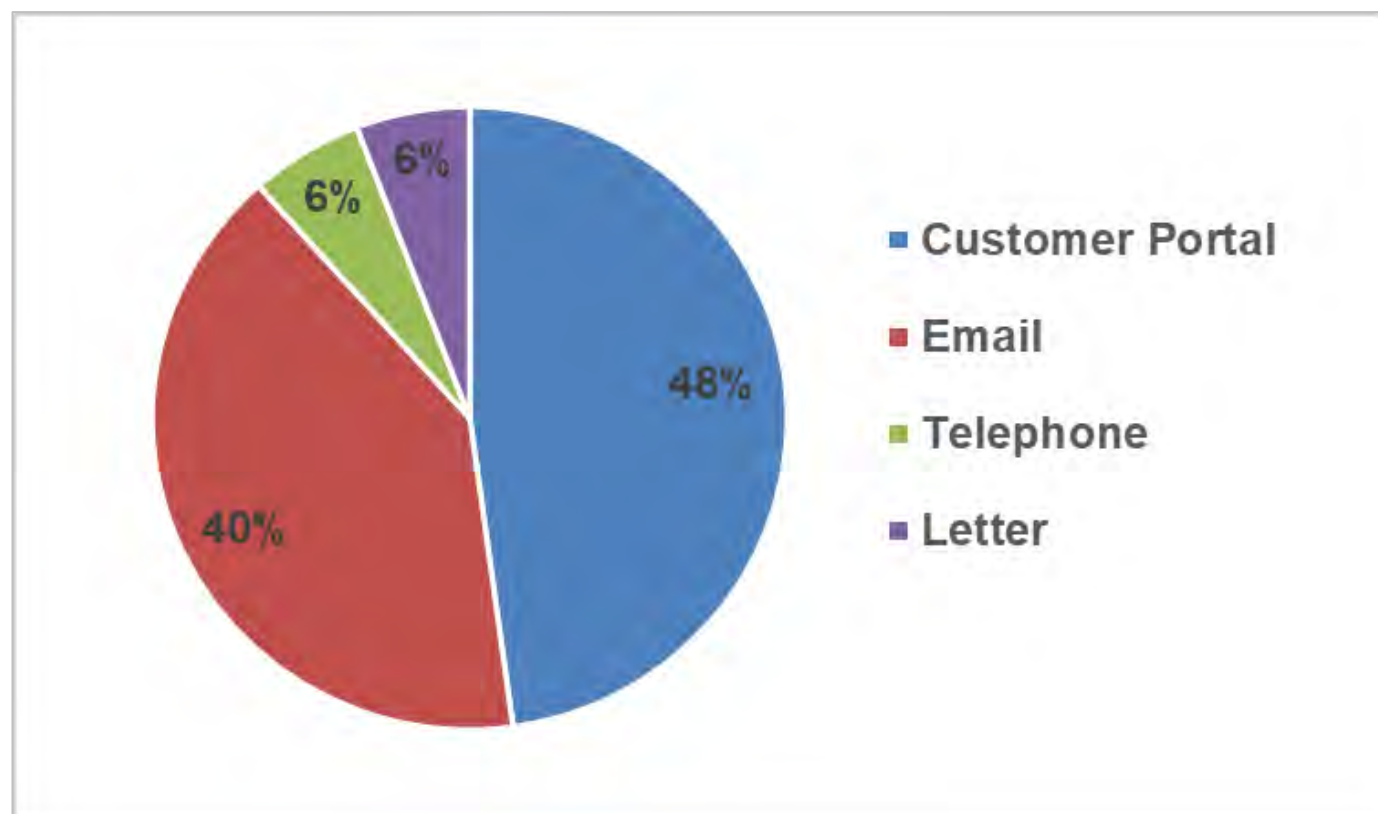
Complaints received falling within the SCDC Theme

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

Complaints received falling within the HouseMark Theme

Theme	Q1 Total	%	Q2 Total	%
Allocations	5	16%	3	8%
ASB	0	0	0	0
Estate Services	0	0	3	8%
Rent & Services	1	3%	0	0
Repair & Maintenance	20	65%	18	47%
Staff & Customer Service	5	16%	6	16%
Tenancy Management	0	0	0	0
Other	0	0	8	21%

Method Complaints Received

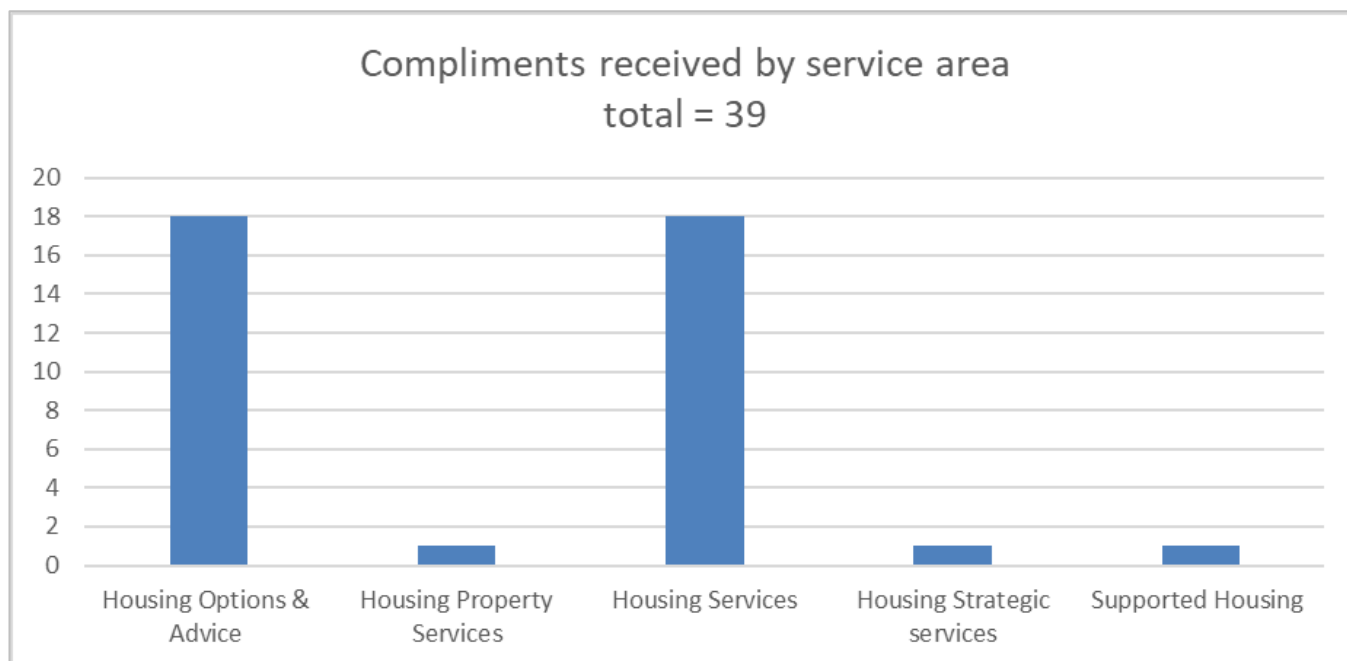


Complaints response times / targets

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

Caseload

Number of open complaints at end of the quarter	12
Number of open complaints that have exceeded target timescale at the end of the quarter	10
Receipt date of oldest open complaint at end of quarter	<p>Same as last quarter – 13/02/2023 (stage 2) this is not a straightforward complaint which also relates to an allegation that happened in 2019. Our Operations Manager and Mears General Manger have had several meetings with the tenant to look to a resolution and closure of the matter.</p> <p>Second oldest – 25/05/2023 (stage1) dispute regarding recharges, a holding response with extension of time was sent 15/06/2023, but a final response is yet to be sent by the Service Manager.</p>
Number of days oldest complaint has been open for at end of quarter	<p>159 days</p> <p>89 days</p>



Below are some of the compliments received:–

- *Thank you is rather inadequate to express my gratitude to you. Sensible manners and superb help. Brilliantly done. I feel privileged by your service.*
- *I just wanted to say thank you for being so helpful and dealing with my issues and helping me with things I was quite confused about. Thank you for all your help and understanding*
- *The team have done a lovely job. I have sent them my thanks, and thank you for following through*
- *Thank you so much this is absolutely fantastic I cannot tell you how grateful we are*
- *Please pass my remarks on to your management as you are an incredible asset for them in my opinion and without doubt have gone above and beyond. You have continually provided genuine care and support and I cannot stress enough the massive difference that makes*
- *I can't thank you enough for all of the help you have given us, and the time you have spent looking for suitable properties. I really appreciate how understanding; informative and helpful you have been – you have made a very confusing and stressful situation so much easier to navigate.*
- *There are no words to express my deepest gratitude for your amazing help.*

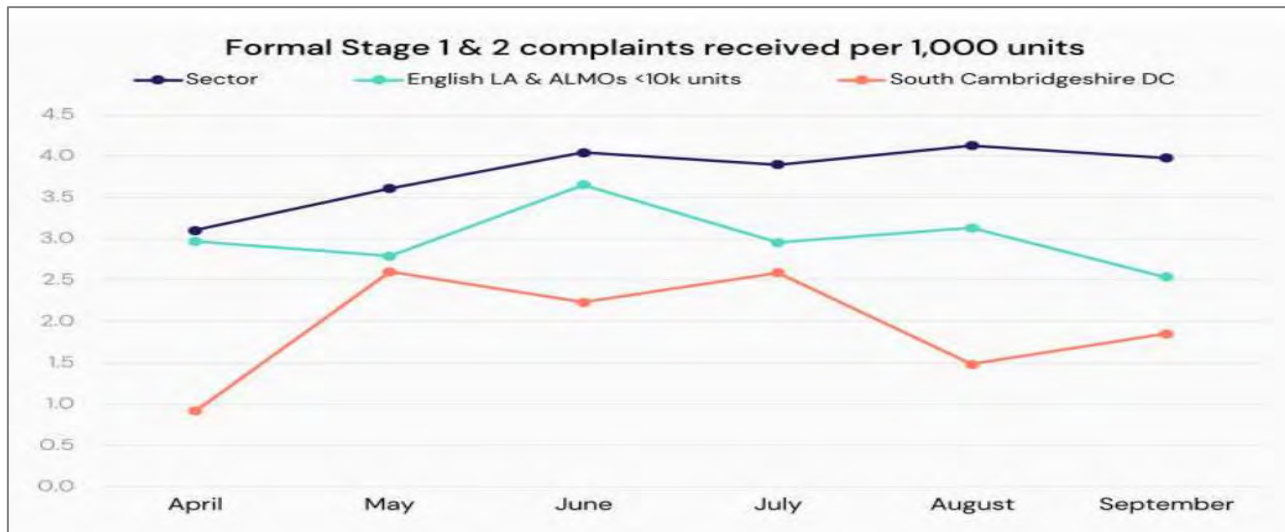
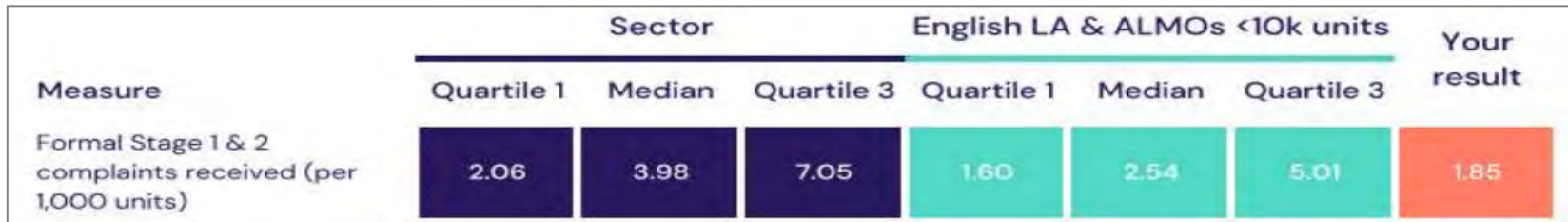
5.5 Tenant Satisfaction Measures

Grace Andrews to report.

New Tenant Satisfaction Measures (TSMs) July – September 2023 / 2024

Since April 2023 HouseMark has updated their Monthly Pulse measures to reflect what was most important to the sector, which currently includes six out of the 10 measures that will be included in the TSMs. Over two hundred landlords take part in the Monthly pulse in this period across two peer groups.

Regulators Code	Measure / Performance Indicator	July 2023	August 2023	September 2023
TSMs generated from Management Information				
CH01	Complaints relative to the size of the landlord Stage 1 & 2 per 1,000 homes Only include landlord-related complaints	2.59% 14 / 5,396 x 1,000	1.48% 8 / 5,401 x 1,000	1.85% 10 / 5,407 x 1,000

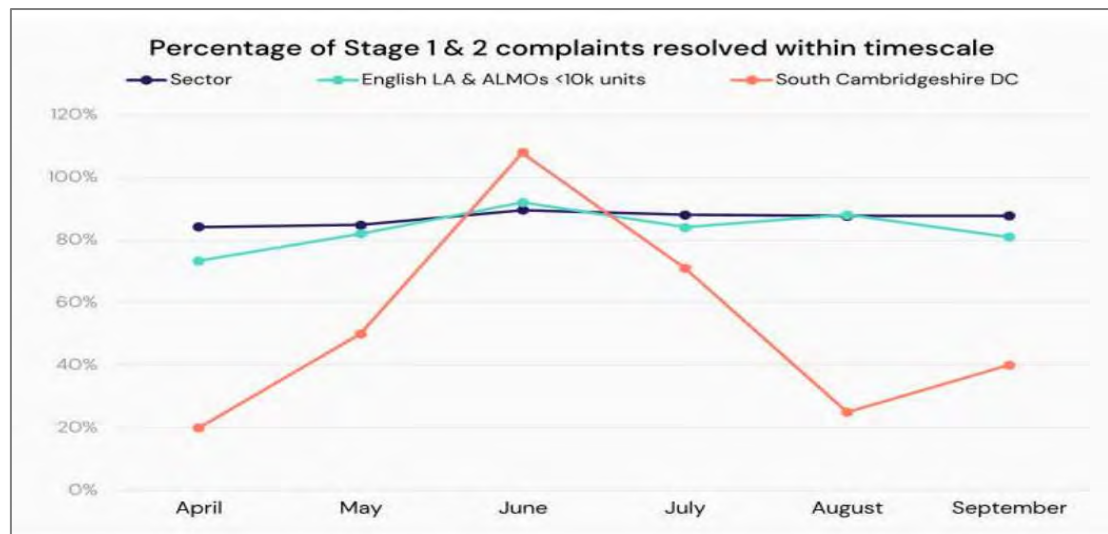


New Tenant Satisfaction Measures (TSMs) July – September 2023 / 2024

Regulators Code	Measure / Performance Indicator	July 2023	August 2023	September 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>	71% 10 / 14 x 100 (14)	25% 2 / 8 x 100 (3)	40% 4 / 10 x 100 (8)

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	72.1%	87.8%	100.0%	53.0%	81.0%	93.8%	40.0%

Higher values are better so in this case Quartile 3 is top performing



New Tenant Satisfaction Measures (TSMs) July – September 2023 / 2024

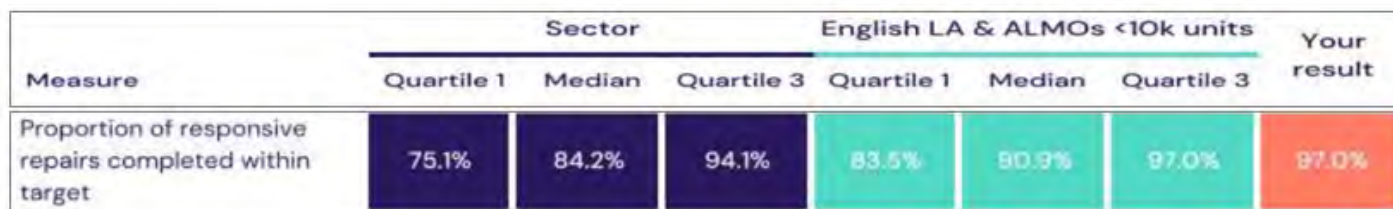
Regulators Code	Measure / Performance Indicator	July 2023	August 2023	September 2023
NM01	Anti-social behaviour cases relative to the size of the landlord Total opened including hate incidents per 1,000 homes	4.07% 22 / 5,396 x 1,000	2.40% 13 / 5,401 x 1,000	2.96% 16 / 5,407 x 1,000

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)	1.67	3.25	5.27	2.01	3.32	4.96	2.96

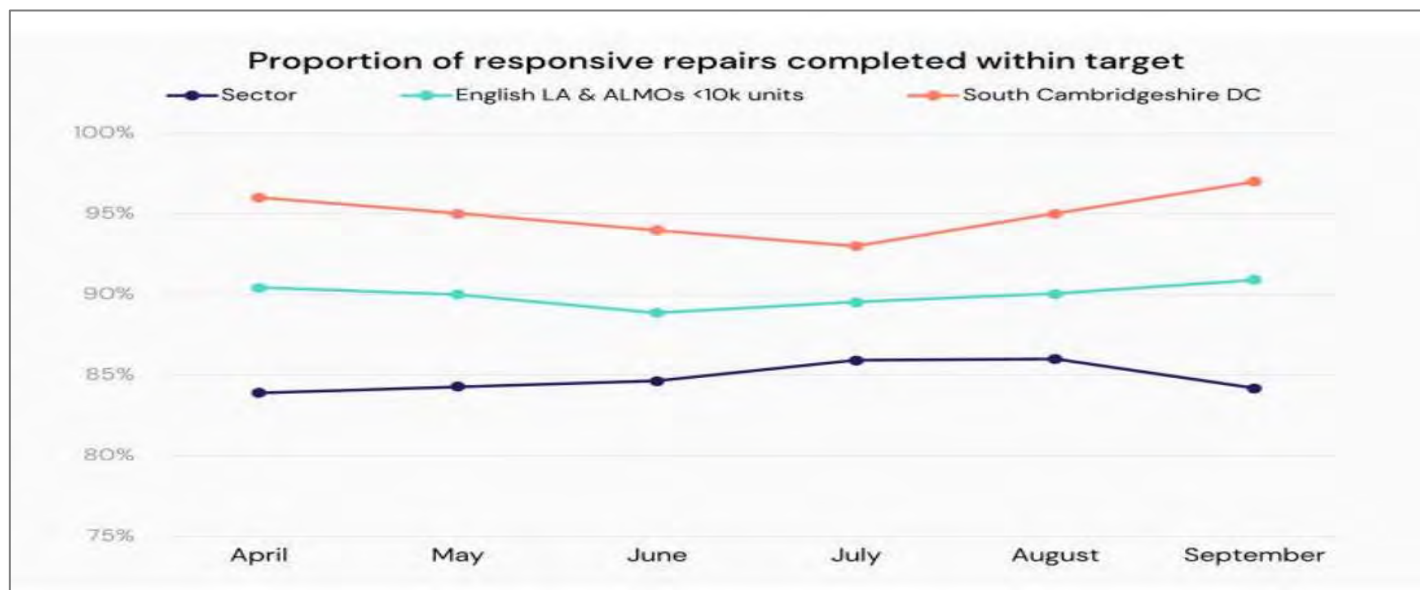


New Tenant Satisfaction Measures (TSMs) July – September 2023 / 2024

Regulators Code	Measure / Performance Indicator	July 2023	August 2023	September 2023
RP01	Homes that do not meet the Decent Homes Standard Collated Annually	-	-	-
RP02	Repairs completed within target timescale Responsive repairs include non-emergency & emergency	93% 1,124 / 1,206 x 100	95% 1,403 / 1,477 x 100	97% 1,157 / 1,190 x 100



Higher values are better so in this case Quartile 3 is top performing

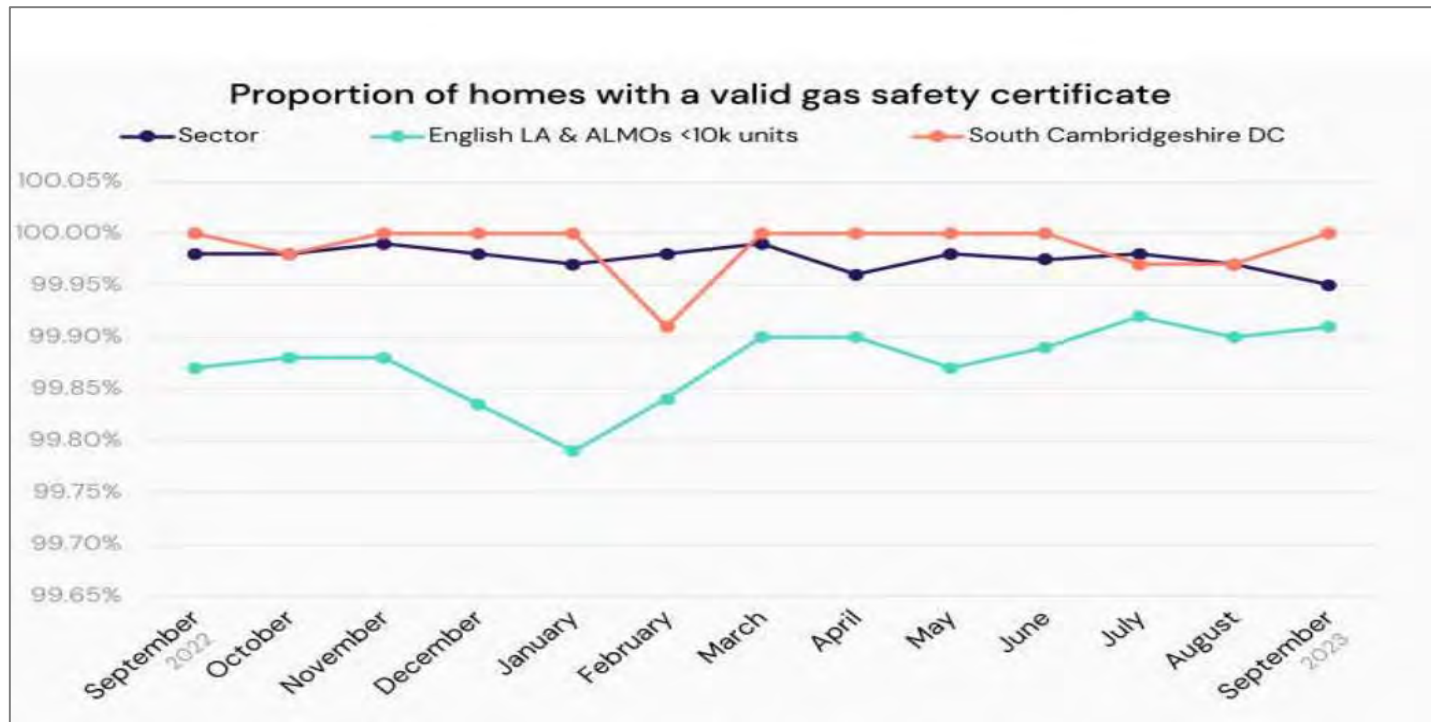


New Tenant Satisfaction Measures (TSMs) July – September 2023 / 2024

Regulators Code	Measure / Performance Indicator	July 2023	August 2023	September 2023
BS01	Gas safety checks Number carried out and required to be carried out	99.97% 3,234 / 3,235 x 100	99.97% 3,234 / 3,235 x 100	99.94% 3,233 / 3,235 x 100

Measure	Sector			English LA & ALMOs <10k units			Your result
	Quartile 1	Median	Quartile 3	Quartile 1	Median	Quartile 3	
Proportion of homes with a valid gas safety certificate	99.77%	99.95%	100.00%	99.44%	99.91%	99.98%	99.94%

Higher values are better so in this case Quartile 3 is top performing



New Tenant Satisfaction Measures (TSMs) July – September 2023 / 2024

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

5.6 Estate Inspections Report

Summaries of the Estate Inspections held in August, September and October 2023 are included for noting.

The following field was added to the Estate Inspection questionnaire form and was first used at the inspection on 19 October 2023.

Electric Vehicle Charging Points – to identify any accessible, communal parking areas that could be utilised for EV charging points (NOT to include disabled bays, allocated parking bays or tenants off street parking).

Estate Inspection – Summary – August 2023

17 August 2023

Little Abington

Church Close and Church Lane

8 issues raised, which are as follows:

Church Close – 3 issues

- Quote requests have been sent to SP Landscapes for work to be done on 2 landscaping issues which are an overgrown shrub bed outside number 20 and the path behind number 14 is overgrown with weeds.
- 1 issue is the trees behind numbers 20 to 24 need cutting back but they do not belong to SCDC. The HSO will write to the owners asking them to cut back.

Church Lane – 3 issues

- Quote requests have been sent to SP Landscapes for work to be done on 2 landscaping issues which are the path behind the garage numbered 21 to 25 is overgrown with weeds and nettles, and the shrub bed on the corner with Church Close is overgrown.
- Number 7 has repairs issues. The operations team will contact the tenant to discuss the issue.

Great Abington

Larkfield – 2 issues

- 1 issue is that the shrubs are slightly overgrown. A quote request to cut them back has been sent SP Landscapes.
- The HSO to check the accuracy of the grounds maintenance map.

24 August 2023

Great Shelford – de Freville Road

8 issues raised, which are as follows:

- Quote requests have been sent to SP Landscapes for work to be done on 5 landscaping issues which are overgrown shrub beds, trees obscuring lamp post, bushes growing up to window height at block of flats and overgrown weeds and foliage.
- The hedge outside number 27 is overgrown. A letter will be sent to the tenant requesting it to be cut back.

- The gardens of numbers 67 to 72 are overgrown. Letters will be sent to the tenants to clear.
- The ownership of land is to be established as land has been fenced off by the owner of the property near the East parking area. This has been referred to the surveyor to investigate.

Little Shelford – Beech Close

5 issues raised, which are as follows:

- Quote requests have been sent to SP Landscapes for work to be done on 2 landscaping issues. 1 being trees on the green need cutting back around the bases and both sides of the road leading to the garages need a cut back to get rid of the weeds and overgrowth.
- There is hedge covering the whole pavement outside number 5 and needs cutting back. As the property is empty, and not covered by the empty property process, an email was sent to SP for a quote.
- Tenants at number 6 are parking on a parking space in their garden but there is no dropped kerb. A letter has been sent to the tenants.
- The hardstanding area near the green is cracked and uneven. Asked the surveyor who is responsible for this area.

Ratings

The ratings are as follows:

Date of inspection	Village	Street / Area	Litter	Weeds	Regular grass cutting	Roughly cut grass	Communal area shrubs	Tenant's gardens
17 August	Little Abington	Church Close & Church Lane	3	3	4	3	3	4
		Larkfield	3	3	4	3	4	N / A
24 August	Great Shelford	de Freville Road	3	1	DUE	1	1	2
	Little Shelford	Beech Close	4	2	4	2	2	3

Estate Inspection – Summaries – September 2023

13 September 2023

Papworth Everard – The Close (Sheltered Housing)

1 issue raised, which is as follows:

- An email has been sent to SP Landscapes to add the piece of land outside number 13 to the regular grass cutting schedule as it does not belong to anybody.

Eltisley – Greenfields

4 issues raised, which are as follows:

- Quote requests have been sent to SP Landscapes to attend to the following 4 issues:
 - 4x Trees to the front of numbers 17 and 19, in the green area, need to be cut back.
 - The tree hanging over the footpath behind number 15 needs to be trimmed back.
 - The trees at the entrance to Greenfields, by the garages, to be cut back away from the parking bays.
 - The area behind the garages, at the entrance to Greenfields, to be sprayed with weed killer in order to create a clear space.

21 September 2023

Little Wilbraham

Orchard Close

4 issues raised, which are as follows:

- Quote requests have been sent to SP Landscapes for work to be done on 2 landscaping issues which are:
 - The corner of the carpark near number 9 needs cutting back.
 - The alleyway behind numbers 1 to 3 need clearing.
- The fence of 15 Manor Close is broken and hanging over our path. A letter has been sent to the owner to repair it.
- The trees opposite numbers 7, 8 and 9 are quite large, however, do not appear to be causing a problem at the moment. The Housing Service Officer (HSO) will monitor this.

Manor Close

1 issue raised, which is as follows:

- Cars parked on the grass. Letter have been sent to all residents reminding them that they should only park in allocated spaces. This issue will be monitored.

Great Wilbraham – Church Close

6 issues raised, which are as follows:

- Quote requests have been sent to SP Landscapes for work to be done on 3 landscaping issues which are:
 - Nettles to the side of number 6 need cutting back.
 - The trees on the green area, approaching number 26, are hanging low.
 - The hedge on the road is very overhung. SP Landscapes has been asked if this includes both sides of the hedge.
- 2 issues are items that have been dumped to the rear of properties. Letters have been sent to the residents of numbers 5 and 6, and number 13 asking them to remove the items.
- 1 issue was the ownership of the path next to the garden of number 23. The HSO has checked and it belongs to number 23.

Ratings

The ratings are as follows:

Date of inspection	Village	Street / Area	Litter	Weeds	Regular grass cutting	Roughly cut grass	Communal area shrubs	Tenant's gardens
13 September	Eltisley	Greenfields	4	2	4	N / A	N / A	4
	Papworth Everard	The Close	4	4	4	N / A	4	3
21 September	Little Wilbraham	Orchard Close	4	2	3	2	N / A	4
		Manor Close	4	3	3	N / A	N / A	4
	Great Wilbraham	Church Close	2	2	3	2	4	3

Estate Inspection – Summaries

19 October 2023

Fulbourn

Fromont Close

11 issues raised, which are as follows:

- Letters have been sent to 5 tenants for issues, as follows:
 - Number 1 – Old fencing and other items to be cleared from the front garden.
 - Number 3 – Old tyres, wood and other items to be cleared from the front garden.
 - Number 7 (not SCDC tenant) – The fence adjoining number 6 needs to be repaired or replaced.
 - Number 9 – A trailer and other items to be cleared from the front garden.
 - Numbers 15 (not SCDC tenant) and 19 – The front hedges need cutting back.
- Quote requests have been sent to SP Landscapes for work to be done on 4 landscaping issues as follows:
 - Number 6 – a very large tree in the rear garden to be trimmed back / removed to allow light in the property and the garden is untidy. The work was carried out on 10 November 2023.
 - Numbers 10 and 12 – the alleyway to the rear of these properties needs cutting back and weeding.
 - The communal car park next to no. 14 needs weeding and tidying. The work will be done in the first week of January 2024.
 - The shrubs on the pathway alongside the right-hand side to the entry to Fromont Close are to be cut back. The work will be done in the first week of January 2024.
- There is a skip in the communal car park to the rear of numbers 19 to 25 which appears to be hired by 71 Cambridge Road, without our permission to place it in the car park. The HSO to contact the residents as it is occupying a parking bay.
- A Nissan vehicle, with a flat tyre, was parked inconsiderately (one wheel on the kerb) in the communal layby. A note was left on the car. The car has since been removed.

Electric Vehicle Charging Points – in either of the communal car parks or opposite number 17 using a parking bay.

Hollmans Close (Sheltered Housing)

2 issues raised, which are as follows:

- 1 issue is that the pathway to the rear of numbers 3 and 4 needs weeding. SP has been asked to weed the area. The access gates are also always locked due to wheelie bins being set on fire in the past. The Sheltered Estate Officer (SEO) is to meet with the fire department on site to discuss access to this area.
- The fence to the rear of number 4 is damaged, the shed is in poor condition and a fire hazard and a caravan is parked in the rear garden. The SEO to discuss these issues with the tenant and find out their intentions, and if necessary, advise the HSO.

Electric Vehicle Charging Points – opposite number 4, occupying a parking bay.

26 October 2023

Meldreth – Bell Close and Gable Close

Cancelled due to bad weather.

Ratings

The ratings are as follows:

Street / Area	Litter	Weeds	Regular grass cutting	Roughly cut grass	Communal area shrubs	Tenant's gardens
Fromont Close	4	2	4	N / A	2	3
Hollmans Close	4	3	4	N / A	4	3

6. New Matters

6.1 Tpas National Scrutiny Conference Report

Paul Bowman and Margaret Wilson attended the Tpas National Scrutiny Conference, together with SCDC officers, in Loughborough on 4 October 2023.

Included in the pack is Paul Bowman's feedback report for noting.

TPAS

Scrutiny Conference 4th October 2023

Loughborough

With eight workshops to choose from, across the two sessions, we each attended different workshops in order to cover the widest range of subject matter.

The Keynote Speaker this year was Mila Simpson, Strategy Manager for the Housing Regulator.

- The Regulator of Social Housing (RSH) is being given new powers to help improve the quality of housing and services for social housing tenants in a way that lasts.
- To help make this happen, 4 revised consumer standards have been drafted

Proposed consumer standards



- The standards set expectations that social housing landlords have to meet
- A Code of Practice has been drafted to make sure Landlords meet the standards

As Scrutineers (Tenants, Officers and Councillors alike) we should be familiar with the standards and the code of practice.

Data from the TSMs should inform scrutiny work.

RSH publications include judgments on providers.

Note: The RSH creates (and monitors) the standards, but it is the Housing Ombudsman (HO) who enforces them when investigating complaints. However, recently, the HO has been accused of 'parking its tank on the RSH's lawn'. This could create problems in the future if reporting processes and procedures for tenants are not agreed between these two bodies.

Essential Skills for Scrutiny

Presented by TPAS staff, this workshop gave pointers on what to avoid as well as what we need in our scrutineering toolbox.



So, the more the merrier.... Total skillsets required are unlikely to be found in small groups.

However, recruitment challenges often mean potential scrutineers are unable to commit to attending meetings, resulting in skills deficits.

Barriers to overcome?

- Conflict between scrutiny and landlord organisation
- Poor communication skills (for e.g., interviewing skills, effective challenge)
- Rigid processes that may be a turn-off for potential new scrutineers

Questions to ask yourself as a scrutineer

- Are you getting the right data/performance information for what you are scrutinising?
 - Is scrutiny led by residents or the organisation?
- How do you plan on being transparent and keeping residents informed?
- How do you plan on keeping a track of the recommendations made?
 - Do you have an open mind from the start?

Takeaway 1: Scrutiny must be Tenant led

Takeaway 2: The most essential skill for scrutiny? Being nose....

Being a Tenant Scrutineer – What's it really like?

This workshop gave an insight into the challenges, successes (and otherwise) of Kai Jackson, Chair of the Residents Panel at the Black Country Housing Group.

The list of her challenges was daunting. Most of those attending related to more than a few of the following:

- *Very time consuming*
- *Getting to know all the jargon and how your organisation works.*
- *Being stigmatised and having to prove yourself.*
- *Being discriminated against and seeing/hearing the discrimination*
- *Being confrontational without being combative.*
- *Fighting to change your organisations culture.*
- *Access to information and not having information sugar coated.*
- *Dealing with disappointment.*

On the plus side, Kai listed her following achievements:

- *Increased panel members and retention of all but 1 original member.*
- *Learnt so much about the work my organisation does; the good and the complaints.*
- *Increased my personal development, e.g. doing interviews, stage 2 complaints, additional training.*
- *Meet loads of new and interesting people, staff and tenants*
- *Learned about the housing sector*
- *Doing something I truly love*

Takeaway Quote:

“Never before has there been this level of scrutiny within the housing sector which is regulated and put into law. Customers are now given a voice and it’s important that it is used in the right way to help and benefit ALL people”

Paul Bowman 22 Nov. 23

7. Any other Business

Any additional issues to be raised.

8. Meeting Date for 2023 / 2024

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

9. Closing