

Housing Performance Panel Minutes

Date: Tuesday 1st December 2020

Time: 1:00 PM – 4:00 PM

Venue: ZOOM – Virtual Meeting

1	Welcome & Apologies	
Present: Councillors:	Eileen Wilson (EW) Hazel Smith (HS)	Action
SCDC:	Geoff Clark (GC) - Chair Peter Campbell (PC) – Head of Housing Jennifer Perry (JP) – Resident Involvement Team Leader Pam Cowles (PCs) – Resident Engagement Officer, Minute Taker	
Tenants:	Jackie Reape-Moore (JRM) Ffion Daniels (FD) Les Rolfe (LR) Paul Bowman (PB) Margaret Wilson (MW) Patricia Hall (PH)	
Apologies:	There were none	
	GC opened the meeting by welcoming the HPP. He said that the Council has come a long way in view of the difficult year and challenges having to work remotely. In review of tenant engagement and what we are trying to achieve with the HPP. He personally thanked JP and PCs in Resident Involvement for their work and the tenants and leaseholders in volunteering their time. By working together, the HPP can achieve great things. Given what the Government has said on one on the Green Papers on social housing it is an exciting time to be involved in Resident Involvement.	

2	Terms of Reference	Action
	<p>GC referred to the document and asked if anyone had any comments.</p> <p>PB referred to point 6.3 & 6.4 and asked to clarify what is meant by 'attendance' considering we are meeting virtually at present and will at some point return to meetings in person in office locations. Would there be technology in place for those that need to stay apart from others be able to join the meeting?</p> <ul style="list-style-type: none"> o GC confirmed technology is available at Cambourne. When Covid-19 is over, there will be a mixture of holding meetings in the office and remotely, so people can dial in if they cannot attend the office. <p>Cllr Smith said the Mears Board is still meeting and so the HPP does some of the same job and more. GC said the one of the agenda items at the Mears Board is assessing KPIs & performance. These meetings are represented by tenants as agreed by the Tenant Participation Group (TPG). Feedback was requested from the TPG if tenants should continue to attend Mears Board meetings. GC opened this up for discussion to the HPP for their thoughts. The Mears Board covers both the Gas and Heating contract.</p> <p>PB agreed tenants should attend the Mears Board meetings. Previously feedback has not been brought back to the TPG meetings.</p> <p>It was agreed that tenant representation should continue at the Mears Board meetings until the Housing Engagement Board (HEB) is officially elected in 2021.</p> <p>PC commented on point 4.4, this should be amended to 'members' and on point 4.5, this should read for normal term of office for 'other board members' and not just for Head of Housing and Lead Council Member.</p> <p>This was amended on 4.12.20. Revised doc sent to HPP/uploaded onto library link.</p>	<p>JP/ PCs</p>

	<p>MW raised point 5.3 – If Vice Chair will be appointed at the meeting of deferred till later?</p> <ul style="list-style-type: none"> ○ GC said he would Chair meetings going forward and if on occasion he is unable to then a Vice Chair would need to be appointed if anyone would like to nominate. JP was nominated and it was agreed she will stand as Vice Chair. 	
3	Code of Conduct for Members	Action
	<p>GC discussed this with the HPP and asked if they had any questions on the document that was sent to them.</p> <p>PC raised point 2 – should this not be changed to ‘We don’t expect any board member to’ and not just for involved tenants?</p> <ul style="list-style-type: none"> ○ This was amended on 4.12.20. Revised document sent to HPP / uploaded onto the library link. <p>Cllr Smith asked if either the Code of Conduct for meetings or membership supersede each other?</p> <ul style="list-style-type: none"> ○ JP said one is for when we start to have the local area meetings and working groups intended for non-members. <p>LH raised point 4 – Expenses and what this includes as he would like to claim expenses?</p> <ul style="list-style-type: none"> ○ GC replied this would be travelling expenses if we return to meetings at Cambourne or other locations. JP added this would be printing and paper expenses as previous filed by some volunteers. <p>LR asked for a form to be sent to him to claim expenses. PCs sent a form to LR on 2.12.20.</p>	<p>JP/ PCs</p> <p>JP/ PCs</p>

4	Code of Conduct for Meetings	Action
	<p>GC asked if we have a timeframe when the local area meetings will be set up?</p> <ul style="list-style-type: none"> ○ JP said these will be set up after the HEB elections and representatives are in place. These should start in summer of next year. <p>MW asked if any personal details (names and addresses) of those wanting to apply to join the HEB will be made available to the public?</p> <ul style="list-style-type: none"> ○ JP said we will have the name, picture and statement of the candidate. No name or address will be given out to the public. 	
5	Sharing Information	Action
	<p>GC mentioned the link has now been set up prior to the meeting for all Members.</p> <p>JP confirmed a file in google docs has been set up for everyone to access via the link that was sent to all Members by email that week. All the documents should now be in the library. If any Member has difficulty accessing any of the documents, they should contact the Resident Involvement Team.</p>	
6	Review 1 & 2 Quarter Data for SCDC	Action
	<p>GC discussed this data and said this had been looked at during the training and key performance sessions we just had. Focus was given on data where performance had changed this year and expenditure particularly on B&B & temporary accommodation in point AH212.</p> <p>These changes were due to Covid-19 and around SCDC supporting homeless persons. This has resulted in an increase in expenditure during the year.</p> <p>It is anticipated that this will fall next year as the organisation returns to business as normal and more properties become available through Home-Link.</p>	

	<p>FD asked if those people housed due to Covid-19 will be made homeless again or will they be given priority to be housed by the Council?</p> <p>GC said from his understanding everyone in temporary accommodation will be picked up and provided permanent accommodation.</p> <p>PB queried how much of the shortfall of the figures in red, had been funded by the Government?</p> <ul style="list-style-type: none">○ GC replied, funding from Government was received for the increase duties around Homeless persons and expenditure for this item comes from the general fund and is not Housing Revenue Account (HRA). Not sure how much of Government funding will be covered here. <p>PC said the final return to Government has not yet been completed and his understanding is the excess (not all the costs) are covered by the Government grant, but the extra that was spent to be met by the Government should be met by them.</p> <p>PB asked if any shortfall would come from Council Tax payers?</p> <ul style="list-style-type: none">○ PC cannot guarantee this at present and it does not seem to be the intention of Government. <p>LR would like the B&B data to be shown by each month giving a breakdown of each month's expenditure, so the data can be easily understood. GC said we will try to have this data made more user friendly for next time.</p> <p>There is a concern, not criticism, from Members around voids and empty properties, however they accept the reasons for slow down recently, and not much we can do. Concern around increase in demand for properties by those in temporary accommodation and homeless persons.</p> <p>GC said it is not only our properties that people can bid for but properties belonging to other housing providers via Home-Link as well.</p>	
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	<p>GC commented on point AH211 noting the figures had improved for relets and we are down to 63 or 64 which should continue over the months due to Mears bringing in another contractor called Fosters.</p> <p>LR suggested if we could look at the comparison between Mears and Fosters and how well they are performing with our void properties, since Mears contract is due for renewal in 2022.</p> <p>It was agreed that it would be useful to have a breakdown of the data of how many properties are re-let in how many numbers of days. How many properties had been emptied since last year or between March to May this year that were re-let in September and the cost involved to re-let each property.</p> <p>PC suggested the Members may want to do a Task and Finish Group to discuss the voids process in depth at a later date. GC agreed and to have this as a separate agenda item.</p> <p>GC mentioned point AH224 and how exciting it is for SCDC to be building new properties which we own.</p> <p>AH228 – GC agreed that we will get a colleague to come and discuss the Self Build Sites data and information at Members request.</p> <p>SH336 – GC said these properties as at September are now gas compliant which is good.</p> <p>SH327 – PB said it needs to be made clearer when Mears stopped only the emergency repairs and it was moved back to LPI from KPI and when this happened. PC agreed we can make this clearer.</p> <p>AH217 – GC said these are the cases where Universal Credit is a factor and we have not been affected in the area as some have been in the country. However, these numbers may increase when we move completely onto Universal Credit.</p> <p>HS6 – LR asked for clarification on 99% of responses to planning consultations. PC said this is an internal technical request actioned between teams and not from the public.</p> <p>HS28 – JP commented on the work the Resident Involvement Team is doing with increased communication with both tenants and response we get back. The other is working with involved tenants which is reflected in the KPI's.</p>	<p>JP/ PCs</p> <p>JP/ PCs</p> <p>JP/ PCs</p>
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	<p>LR asked how we know if tenants read our online newsletters?</p> <ul style="list-style-type: none"> ○ JP said we get our data from Sway and cookies which tells us this. <p>PB asked is there has been any progress on getting feedback from Mears on contact details? This must affect our contact data.</p> <ul style="list-style-type: none"> ○ JP said we have not had any update from Mears. Only Housing Services Officers are asking for contact details. On average we get 20 more emails per month. <p>GC said we have some mobile solutions coming which will help when with the tenants to get details on the spot.</p>	
7	Review 1 & 2 Quarter Data for Mears Group	Action
	<p>Complaints & Compliments Data</p> <p>GC referred to data and types of complaints received.</p> <p>JP clarified these are complaints coming into SCDC and not ones that go to Mears.</p> <p>GC asked the Members if they had any comments on this data.</p> <p>PB asked why are we keeping figures of complaints about Mears when they submit figures for complaints they receive to SCDC?</p> <ul style="list-style-type: none"> ○ JP said Mears deal with complaints they receive and we deal with complaints we receive at SCDC. Other reasons why we receive complaints about Mears is because they do not have a process for complaints on their website. Tenants have not received a satisfactory response and come to us, instead of or in addition to Mears. It was suggested that complaints be discussed separately in more depth at a later date. GC agreed with this. <p>PH said another problem with Mears complaints system is that tenants cannot get through to them by phone, which is why they are coming to SCDC.</p>	

	<p>GC said the focus may need to be on developing a new maintenance contract that would solve some of the issues raised since Mears contract is ending in April 2022. This included suggestions from members to carry out tenant surveys. JP said she spoke with Mears about having an online complaints form on their website as part of the complaints process they are developing.</p> <p>Members said there is no email address for Mears complaints and customers struggle to complain by phone.</p> <p>PC commented the Mears contract is 12 years old and in place for 10 years and dated compared to how others operate now. Going forward there will need to be an up to date way of reporting complaints.</p> <p>Rent Arrears 2020/2021</p> <p>Cllr Wilson has been involved in the Cottenham Covid-19 support group. Some in sheltered are going to the post office to pay rent, since they do not have bank accounts and she asked if this was a reflection on the rent arrear figures?</p> <ul style="list-style-type: none"> o GC was aware of this and support was provided to help ones in sheltered accommodation to pay their rent. <p>GC discussed the performance data. There has been an increase across the weeks this year, partly due to Government introducing measures, so we could not go to court to seek possession for rent arrears. Or issue Notice of Seeking possession for those in serious rent arrears. Measures have been put in place to support tenants to engage with us.</p> <p>PC noted in 2016 (lowest point) it shows £300k and the highest point is £600k, showing rent arrears has doubled in 3 years. This is not all as a result of Covid-19.</p> <p>GC said the rent collection service is part of the Finance Team whereas most in the country have rent collection within Housing. GC and PC have discussed in moving forward how best to tackle rent arrears.</p> <p>GC suggested that we have someone from Revenue & Benefits attend the meeting to explain the data for the last few years further.</p>	<p>JP/ PCs</p>
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	<p>Mears Performance Data</p> <p>GC went through the data for emergency and routine repairs reported. Early in the year Mears only tasked to do emergency repairs and tougher to get to these properties due to Covid-19 restrictions. We have a price per property. First fix does not affect us financially for Mears having to complete a repair on multiple occasions. Number of appointments kept are fine.</p> <p>PB said Mears have had issues losing operatives and recruiting.</p> <p>GC agreed that this is something SCDC will need to speak to Mears about as it must be on their radar if they decide to bid for the new contract for 2022.</p> <p>JP said that it is not reflected in the data that Mears had problems with their phone network to take calls. This would have an impact.</p> <p>GC said from his understanding Mears office staff were issued mobile phones to take calls and this has improved call waiting time to report repairs.</p>	
8	A.O.B	Action
	<p>GC asked if Members had anything to raise.</p> <p>MW said going forward she noticed in the Green Paper to remove the stigma of people living in Council housing. Terminology such as 'void' for empty properties and if the standard of homes can be noted down as an agenda item.</p> <p>PC responded that SCDC use 're-let' and we can discuss capital works on a contract by contract basis at a later time.</p> <p>JP said we are conscious about the language we use, so it is positive and not saying to the tenant what they can and cannot do. The tenant handbook will also be reviewed in due course.</p> <p>The consensus from the Members is the state of repair of properties to include fencing and overgrown trees needs to be reviewed.</p> <p>PC agreed this should be for discussion at a future time, as this involves tenant's rent contribution and they should have a say in this.</p>	

	<p>Q1 and Q2 Data enclosed JP emailed documents to the HPP on 2/12/20 and filed them in the google drive folder under 1st December meeting</p> <p>The Chair concluded the meeting at 4:10pm</p>	
	<p>Date of Next Meeting</p>	
	<p>Thursday 4th March 2021 1:00 PM – 4:00 PM ZOOM – Virtual Meeting</p>	

Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

Key Performance Indicators – Key:

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

Key Performance Indicators (KPIs)	Target 2020 / 2021	Q4 2019 / 2020 January to March	Q1 April to June	Q2 July to September	Trend	Comments & Benchmarking
AH212 – Monthly spend on Bed & Breakfast (cumulative) Year to Date	See Appendix 1 with a table of targets	January: £43,291 February: £43,140 March: £49,345	April: £8,320 May: £26,873 June: £40,327	July: £63,646 August: £77,389 September: £106,155	Outside target, declined	See Appendix 1
AH215 – percentage of Successful Homeless preventions as a proportion of all homelessness cases closed (year to date)	50%	51.00%	51.90%	53.45%	Within target, improved	Quarter 2 was 55.00%
SH375 – Average SAP (EPC) rating of self-contained general needs dwellings – Quarterly	70.00	77.07	See comment	77.2	Within target	See Appendix 2
AH211 – Average days to re-let Housing stock – Monthly	17 days or less	January: 36.00 February: 32.00 March: 30.00	April: 12.00 May: 90.00 June: 98.50	July: 77.50 August: 79.00 September: 106.00	Outside target, declined	See Appendix 3
AH204 – % satisfaction with responsive repairs – Quarterly	97% or above	98.98%	See Appendix 4	See Appendix 4	-	See Appendix 4

Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

Key Performance Indicators (KPIs)	Target 2020 / 2021	Q4 2019 / 2020 January to March	Q1 April to June	Q2 July to September	Trend	Comments & Benchmarking
SH332 – % Emergency repairs attended within 24 hours – Monthly	98% or above	January: 95.74 February: 98.40 March: 97.90	April: 97.32 May: 99.80 June: 86.50	July: 96.28 August: 99.29 September: 98.59	Within target, declined	See Appendix 5
AH224 – Number of new build council house completions – Quarterly (year to date)	42 at year end	33	10	0	-	See Appendix 6.
AH228 – Number of self- build sites sold – Quarterly (year to date)	13 at year end	3	0	0	-	See Appendix 7

Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

Local Performance Indicators – Key:

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

Local Performance Indicators (LPis)	Target 2020 / 2021	Q4 2019 / 2020 January to March	Q1 April to June	Q2 July to September	Trend	Comment
AH216 – Number of households assisted through Shire Homes Lettings – Cumulative – Quarterly (year to date)	40	61.00	11	18	-	Total of 79 households to date
SH336 – Uncompliant gas installations – Monthly	0.00	January: 0.00 February: 0.00 March: 1.00	April: 2.00 May: 12.00 June: 17.00	July: 4.00 August: 1.00 September: 0.00	Within target, improved	See Appendix 8
SH352 – % traveller pitch fee collected – Monthly	90%	January: 85.60 February: 85.40 March: 83.70	April: 97.98 May: 88.65 June: 89.89	July: 90.50 August: 93.14 September: 92.97	Within target, improved	See Appendix 9
SH363 – % vacant but available to let – Quarterly	0.50%	0.80%	1.19	1.48	Outside target, declined	See Appendix 10
SH364 – % vacant but unavailable (Annual)	0.50%	0.21%	-	-	Within target, declined	See Appendix 11
SH368 – % rent arrears – Quarterly	2.00%	1.68%	1.89	2.03	Within target, declined	See Appendix 12
SH369 – % rent loss from empty houses (cumulative)	3.00%	0.82%	0.24	0.75	Within target, declined	See Appendix 13

Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

Local Performance Indicators (LPis)	Target 2020 / 2021	Q4 2019 / 2020 January to March	Q1 April to June	Q2 July to September	Trend	Comment
SH376 – % tenants satisfied with the re-let service (year to date) – Quarterly	85% or above	94.00%	See Appendix 14	83.00	Outside target, declined	See Appendix 14
SH374 – % non-decent council homes – Quarterly	5.00%	5.36%	See Appendix 15	7.5%	Outside target, declined	See Appendix 15
SH344 – % Customer satisfaction with the condition of new home (year to date) – Quarterly	85% or above	92.00%	See Appendix 16	92.00	Within target, maintained	See Appendix 16
SH327 – % of repair appointments kept – Monthly	95% or above	January: 96.05 February: 96.15 March: 95.90	April: 93.52 May: 92.68 June: 93.30	July: 96.72 August: 96.32 September: 97.04	Within target, improved	See Appendix 17
SH330 – % routine repairs within target timescales – (Monthly)	95% or above	January: 92.41 February: 95.68 March: 94.20	April: 96.80 May: 97.40 June: 51.67	July: 71.38 August: 81.76 September: 83.27	Outside target, improved	See Appendix 18
HS3 Number of parishes exploring the potential for delivering affordable housing on exception site	Quarterly T 10; I 6	21	20	Information not currently available due to change in staffing – to be reported in Q.3	-	See Appendix 19

Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

Management Information – Key:

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

Management Information	Frequency	Q4 2019 / 2020 January to March	Q1 April to June	Q2 July to September	Comment
AH210 – Total number of presentations including advice only cases	Quarterly	Not applicable: added 2020 / 2021	165	200	-
AH213 – Number of Homeless applications	Quarterly	189.00	106	101	-
AH208 – Number of Homeless preventions	Quarterly	60.00	41	51	-
AH214 – Number of Homeless acceptances	Quarterly	29.00	15	26	Q1 amended
AH203 – Numbers in temporary accommodation	Quarterly	50.00	61	62	See Appendix 20
AH219 – Number of properties within Shire Homes – Cumulative	Quarterly	43.00	5 4 S-C & 1 Home in Multiple Occupation (HMO)	11 (Q1+6)	54 in total to date (51 + 3 HMOs)
AH217 – Number of cases where Universal Credit is a factor	Quarterly	3.00	0	3	-
AH218 – Numbers on the housing register	Quarterly	1,330	1,441	1,497	-
AH220 – Number of lettings to Band A	Quarterly	23.00	16	53	See Appendix 21
AH221 – Number of lettings to Band B	Quarterly	52.00	24	54	See Appendix 22
AH223 – Number of HRA properties that have been empty for over 4 months	Quarterly	11	31	31	See Appendix 23

Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

Management Information	Frequency	Q4 2019 / 2020 January to March	Q1 April to June	Q2 July to September	Comment
HS1 Number of homes granted planning permission for essential local workers	Quarterly	0	0	0	See Appendix 24
HS2 Number of homes granted funding via Combined Authority	Quarterly	0	0	0	-
HS4 Number of new affordable homes on rural exception sites given planning permission each year	Annually	0	26	0	See Appendix 25
HS5 Number of new affordable homes built on rural exception sites each year	Annually	40	0	0	See Appendix 26
HS6 Percentage of planning consultations responded to within 21 days	Quarterly	64%	65%	99%	See Appendix 27

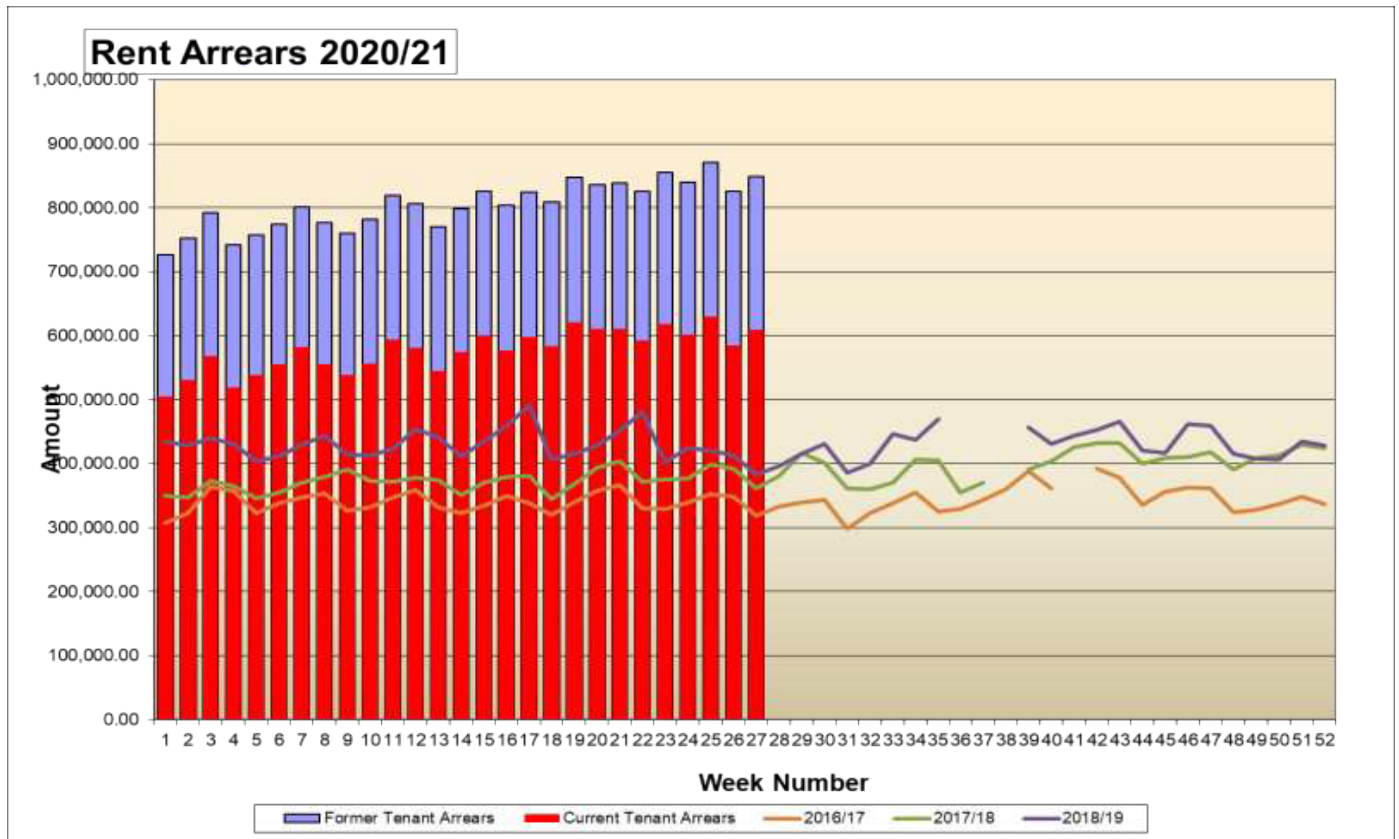
Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

Management Information	Frequency	Q4 2019 / 2020 January to March	Q1 April to June	Q2 July to September	Comment
HS7 Number of households supported to improve the energy efficiency of their home through Housing Repairs & Adaptation Grants (Cumulatively)	Quarterly	<p><u>Completed:</u> 5 boiler replacements / central heating works. Year to Date (YTD) = 11</p> <p>replacement of windows / doors. (YTD 7)</p> <p><u>Approved but not completed:</u> boiler replacements / central heating works 2 replacement of windows / doors</p> <p><u>Enquiries not yet approved:</u> 2 heating grants 1 replacement glazing grant</p>	<p><u>Completed:</u> 1 Heating grant</p> <p><u>Approved:</u> 3 Heating & 3 Windows</p> <p><u>Pipeline:</u> 1 Heating & 1 Window</p>	<p><u>Completed:</u> 5 heating grants 1 window grant Insulation grant</p> <p><u>Approved:</u> 3 Heating 2 Windows</p> <p><u>Pipeline:</u> 5 heating (pre-approval) 4 windows</p>	-

Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

Management Information	Frequency	Q4 2019 / 2020 January to March	Q1 April to June	Q2 July to September	Comment
HS8 Number of tenant hours volunteered for tenancy engagement	Quarterly	182.55 hours TPG = 47 hours Sheltered = 61 hours Leaseholder = 37.15 hours Editorial panel = 12.25 hours Training = 25.15 hours	See Appendix 28	See Appendix 28	See Appendix 28
HS9 Number of services changed, implemented, or withdrawn during the year as a result of resident involvement	Annually	1 – New framework as result of TPG members not being satisfied	-	-	See Appendix 29
HS10 Number of residents / service users involved in formal / informal consultation groups (including digital)	Quarterly	165 – Based on attending TPG, sheltered forum, training, and Facebook members	-	-	See Appendix 30
AH229 – Number of self-build planning permissions granted on HRA land (available to purchase) (year to date)	Quarterly	8	0	0	See Appendix 31
AH225 – Number of new build council houses currently started on site (year to date)	Quarterly	174	0	3	See Appendix 32

Rent arrears



Complaints and Compliments

Volume of Complaints

Stage	Q4 2019 / 2020	Q1 2020 / 2021	Q2 2020 / 2021
Stage 1	12	13	15
Stage 2	0	3	2
Stage 3	1	0	1
Total (Year to Date 73)	13	16	18
% of responses sent within timescale (including those received in previous quarters)	78% Number of responses: 9 Within target: 7	91% Number of responses: 11 Within target: 10	71% Number of responses: 24 Within target: 17
Outcomes	2 upheld 6 not upheld 1 partly upheld	4 upheld 7 not upheld 1 partly upheld	5 upheld 15 not upheld 4 partly upheld

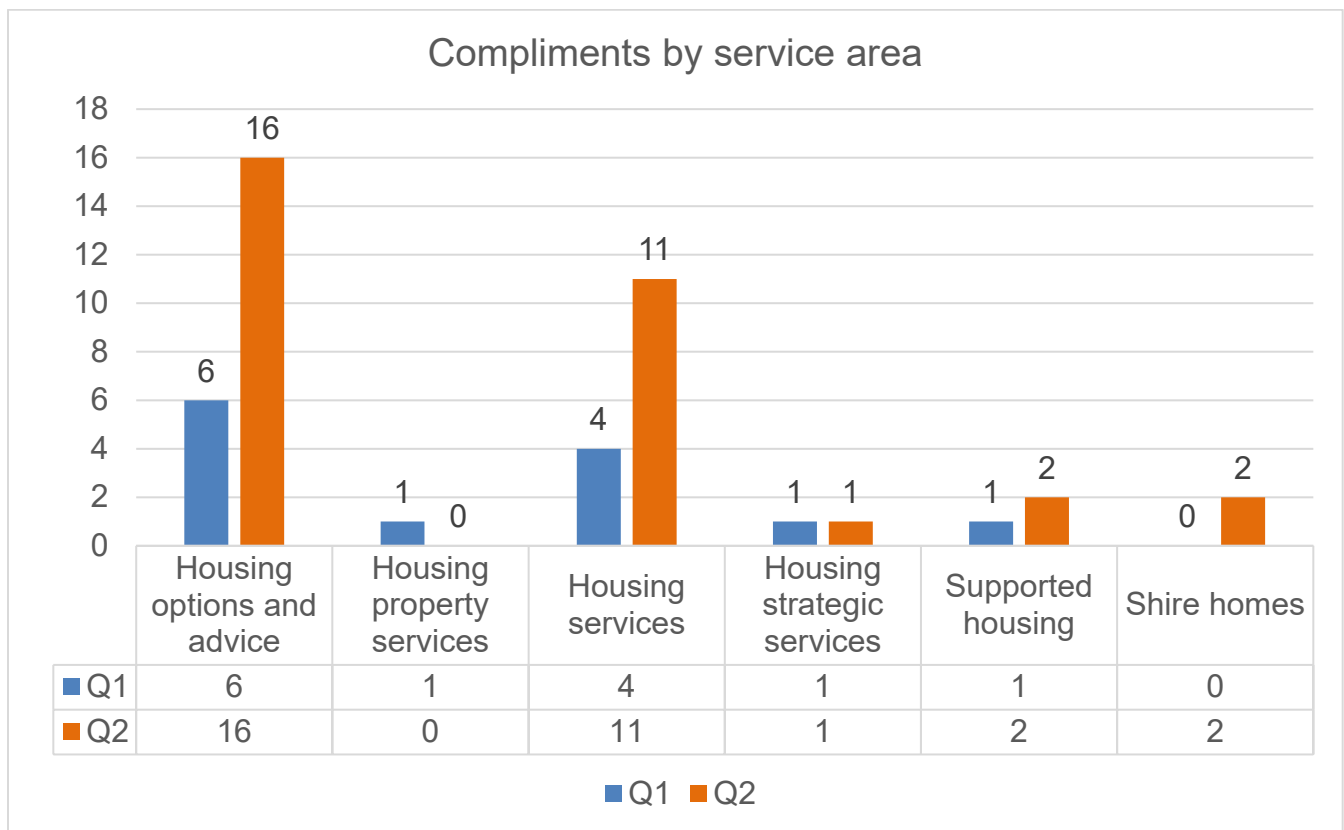
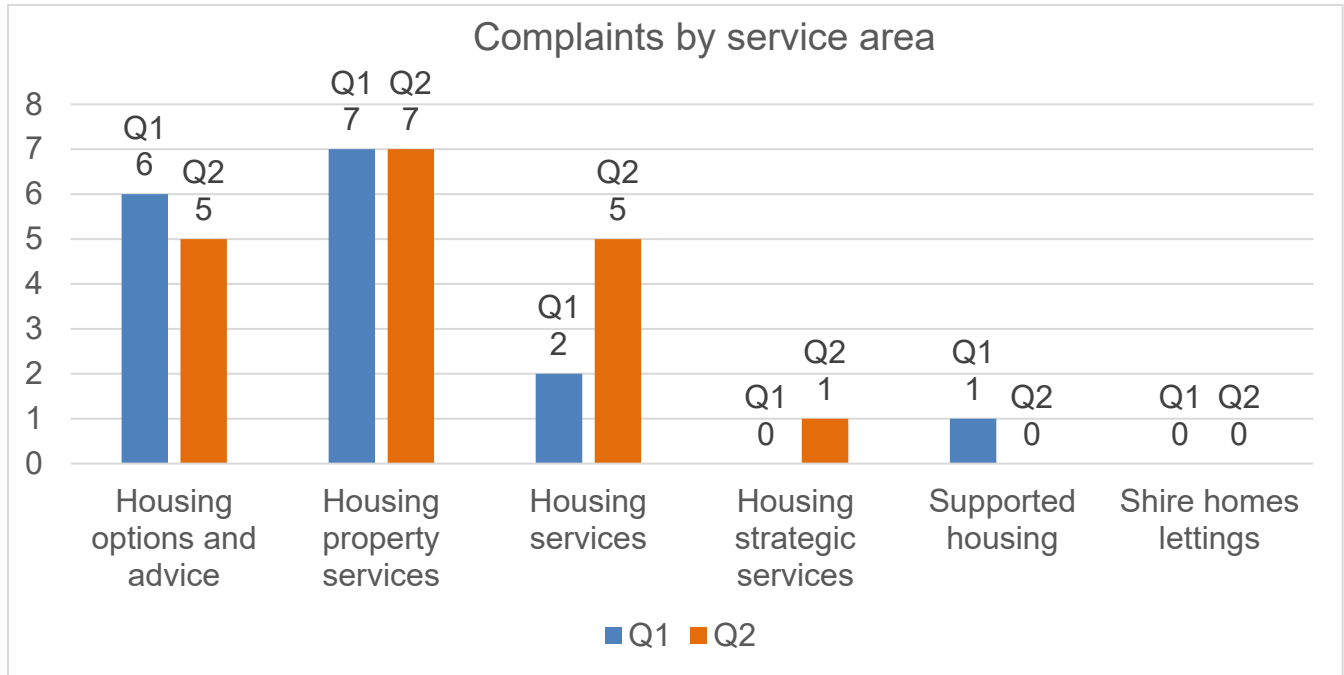
Complaints by SCDC Category

Category	2019 / 2020 Q4 Total	%	Q1 Total	%	Q2 Total	%
Lack of communication	2	15%	0	0	2	11%
Failure to act	5	38%	3	19%	3	17%
Service Delivery	6	46%	4	25%	2	11%
Not understanding processes	0	0	4	25%	1	5%
Staff Conduct	0	0	0	0	5	28%
Misinformation	0	0	2	13%	0	0
Charges	0	0	1	6%	1	5%
Other	0	0	2	13%	4	23%

Complaints by HouseMark Category

Category	2019 / 2020 Q4 Total	%	Q1 Total	%	Q2 Total	%
Allocations	1	8%	6	37%	1	5%
ASB	0	0	0	0	1	5%
Estate Services	0	0	0	0	1	5%
Rent & Services	0	0	0	0	0	0
Repair & Maintenance	10	77%	6	37%	6	34%
Staff & Customer Service	0	0	0	0	5	28%
Tenancy Management	2	15%	2	13%	2	11%
Other	0	0	2	13%	2	11%

Complaints and compliments by Service Area



Appendix

Appendix 1

AH212:

Target 2020 / 2021

Month	Target £	Intervention £
April	12,230	13,453
May	20,102	22,112
June	28,368	31,205
July	37,047	40,752
August	46,160	50,776
September	55,729	61,302
October	65,776	72,354
November	76,325	83,958
December	87,401	96,141
January	99,031	108,934
February	111,243	122,367
March	124,066	136,473

The trend reflects actual spend per quarter:

April to May – £18,553

May to June – £13,454

June to July – £23,319

July to August – £13,743

August to September – £28,766

Affordable Homes Performance – Quarter 2 – April – September 2020 / 2021

The council's B&B expenditure targets have been revised for 2020 / 2021 in light of the additional responsibilities to accommodate homeless households during the height of the Covid-19 lockdown. However, the figures have continued to exceed estimates due to the backlog of households accumulating in temporary accommodation but unable to move-on. The majority of those in B&B are single people either with complex needs or who would normally be able to stay short term with friends and family, but this is not available due to Covid-19 related restrictions. Property allocations through the housing register are now increasing as housing providers start to return to 'business as usual'. Throughout the lockdown period the council attempted to minimise B&B pressure by asking all registered housing providers to offer any void accommodation for use as direct lets and / or temporary accommodation to reduce the pressure on B&B, when there were no lettings through HomeLink. In addition, the supply of accommodation for single people has continued to grow via the HMO pilot managed by Shire Homes. Without this option the number accommodated in B&B would be higher.

However, the number in B&B will also continue to be dependent on external factors, particularly in relation to any future lockdown scenario, and it is not possible to provide any guarantee when a reduction will occur.

Appendix 2

SH375:

- Q1. Due to moving to the new Orchard Asset system, the figures for SAP are not available, as there are still about 3,000 ratings that need to be put into the system to generate the new average SAP. That will take some time as there is no quick and easy method to load them
- Q2. This will change in the near future because there is a new version 9.94 which is being loaded Week Commencing 16 November, as well as a full version 10 coming later in the year. Usually, this results in a reduction in the rating. Going forward, it will need to be maintained and updated

Appendix 3

AH211 – The factors influencing this increased figure are described below.

Some of the properties we let in September became void (empty) in March and April this year.

When we went in lockdown in March, we decided to follow Government guidance which was to not let any vacant properties unless absolutely necessary. As a result of this we stopped advertising properties through our choice based letting system HomeLink.

From the end of March to 12 June, no general needs properties were advertised and for sheltered accommodation it was from the end of March until 1 August.

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This means that some properties let in September have a minimum of 3 months additional void period for general needs and for sheltered accommodation it's just over 4 months.

However, on the dates referred to, we didn't advertise every vacant property we had that was ready to let. We wanted to test the system to ensure applicants on the housing register were confident to make bids, happy to arrange a viewing and were in a position to accept an offer.

This meant that properties that were ready to let were advertised through HomeLink over several weeks.

As an example – A sheltered property where the tenancy was terminated on 15 March would not have been advertised until at least 1 August (this assumes void works were complete by that date – see below) following a week's bidding cycle the shortlist would have been reviewed to check eligibility by our lettings team. Once reviewed the details of the winning bidder would be passed onto our housing management team to arrange a viewing and possible letting. This takes us into the middle of August as the earliest date we may have got a property let, however there are further factors at play we need to consider.

In normal circumstances we would encourage applicants to make a decision to view a property and accept an offer as soon as possible. Given the situation we are currently in however we are being more sensitive to the circumstances of each applicant, and this is more prevalent for sheltered accommodation where we are potentially dealing with frail and elderly applicants.

If an offer is refused once a viewing is completed (and we are seeing this happen more frequently at the moment), we are back to looking at the original shortlist of applicants, identifying a further winning bidder and arranging a new viewing. If this happens you can see very quickly how properties that became vacant in March were not let until September.

Colleagues in our Housing Management Team are following guidelines on maintaining social distancing and adhering to relevant risk assessments when completing viewings and sign up's, adding to the length of time it normally takes to complete this process.

Our Repairs and Maintenance Contractor Mears who are responsible for completing all void works to our empty properties also had their own difficulties following Lockdown in March. Some essential parts and materials became scarce as supply chains were affected. There was a shortage of labour as they decided to furlough some operatives. Sub- contractors who often support Mears with void works had similar issues. This meant that void works took longer than normally would be expected.

As void times increased the number of void properties that Mears were having to process also increased. During August and September they were dealing with double the number of empty properties they would normally be expecting to see without any

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additional resources.

So what have we done to try and mitigate against some of these circumstances?

We have now moved some voids onto another contractor with the agreement of Mears which will help them manage their resources more effectively.

We have asked our Housing Management team to focus on letting vacant properties as their number one task – whilst adhering of course to current protocol's around social distancing.

We are having regular meetings with Mears to talk about which properties need to be treated as a priority.

It's likely that void turnaround times will continue to be above what we would normally expect to see until we have cleared the backlog of voids that became empty in March, April and June. I anticipate this will continue for the rest of the year and we will then see void turnaround times start to fall in the new year.

Appendix 4

AH204:

- Q1. There were two completed satisfaction surveys in May and three in June. However, because of the crossover with the new system, we cannot enter the correct survey dates because the jobs were not issued at the time that the work was completed. They will appear in July's figures.
- Q2. We have only been able to retrieve surveys for 9 jobs because of Covid-19 restrictions. New methods of collecting this data are being investigated, but this will take some time to resolve

Appendix 5

SH332:

- Q1. PI moved from LPI to KPI due to the current Covid-19 circumstances – Mears were only carrying out emergency repairs. A 'Covid return to site work protocol' was put in-place covering the following 4 phases:
1. Out-side works from June
 2. Internal max 2-hour period mid-June
 3. Internal works extended period early July
 4. Prolonged internal works / multiple trade September

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Appendix 6

AH224 – The delivery of these homes has been delayed owing to site closures in line with the Covid-19 crisis. The remaining 10 at Great Abington were handed over in June 2020. There are no completions this quarter (Q2), but 18 expected in Q3 and a further 36 properties scheduled for completion in Q4

Appendix 7

AH228 – Sites in Histon, Great Shelford and Babraham were sold in 2019. Revised Business Case submitted to EMT regarding target figures. A further two site sales were expected to complete before end of March, however these have been delayed, seemingly impacted by current market conditions owing to Covid-19 crisis. None in Q1& Q2 but Fowlmere site sold early October so will appear in Q3

Appendix 8

SH336 – April – 1 tenant living away from home and 1 tenant self-isolating
May – All Covid-19 no accesses to be rearranged
June – All but 1 Covid-19. Legal action to be taken on remaining property

Appendix 9

SH352 – April – because of the way the dates of the week fall we have two housing benefit payments for April and reasonably good rent collection despite Covid-19
June – Lower on Whaddon due to people starting to pick up work again after lowered Covid-19 restrictions and coming off Universal Credit

Appendix 10

SH363 – Impact due to Covid-19

It's likely that void turnaround times will continue to be above what we would normally expect to see until we have cleared the backlog of voids that became empty in March, April and June. We anticipate this will continue for the rest of the year and we will then see void turnaround times start to fall in the new year.

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Appendix 11

SH364 – Total of 11 properties – stock as at 31 March 2020 – 5,248

Trend based on same time last year – Covid-19 has had an additional impact

Appendix 12

SH368 – See below a graph that shows weekly rent arrears figures to date for this financial year. From this you can see that the trend shows a steady increase and will show a much clearer view of the position rather than just looking at month end figures & %. While the overall arrears are showing an increase, which we would expect during such unprecedented times, we have not seen a big change in the number of tenancies that are in arrears, which sits around 1,100, or 1/5 of all tenancies. This suggests that rather than having lots of new arrears cases, instead there has been an increase in debt for those that were already in arrears. Hopefully as we start to send NOSP's over the coming weeks we will see these figures start to reduce or at least stabilise

Appendix 13

SH369 – Trend based on comparison on same time last year (July – September 2019 / 2020 = 0.40%)

Appendix 14

SH376:

- Q1. % entered the same as Q4 as no data currently available due to current Covid-19 situation and due to the method in which it is normally collected
- Q2. total of 12 completed surveys of which 10 were very or fairly satisfied

Appendix 15

SH374:

- Q1. Current Decent Homes figures are not finalised due to the change over to the New Orchard systems, although the figure is likely to be around 8% non-decent as we have taken the opportunity to update the information.
- Q2. The non-decent percentage remains at 7.5% and will change as properties are added to programmes and the information in the Survey module is updated on completion of works. It will however increase from 1 January as the new year turns, and elements become a year older. This is totally reliant on Survey data being maintained and updated. There is 'some cleansing work' to do on the data but this

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should not affect the percentage. With regards to Covid-19 the planned maintenance work is proceeding but is behind schedule. The properties which make up the planned works programme are those which would be falling into the non-decent category and the work would be being done to maintain their decent standard.

Appendix 16

SH344:

- Q1. % entered the same as Q4 as no data currently available due to current Covid-19 situation and due to the method in which it is normally collected
- Q2. total of 12 completed surveys of which 11 were very or fairly satisfied

Appendix 17

SH327 – Moved to LPI from KPI due to the current circumstances Covid-19 – Mears were only carrying out emergency repairs. (See comment under KPI SH332 % emergency repairs)

Appendix 18

SH330 – Impact due to Covid-19 – Mears were only carrying out emergency repairs (See comment under KPI SH332 % emergency repairs)

Appendix 19

HS3:

Actively working with 20 Parishes:

Croydon, Meldreth, Fowlmere, Little Shelford, Stow Cum Quy, Comberton, Bartlow, Horseheath, Little Wilbraham & Six Mile Bottom, Cottenham, Duxford, Thriplow, Great Shelford, Pampisford, Barton

Housing Needs Surveys completed:

Comberton (June)

Pre-App Stage:

Linton

Planning Applications:

Great Eversden, Eltisley, Fen Drayton, Newton

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Appendix 20

AH203 – This increase will largely be due to Covid-19 including more use of B&B and more TA due to lack of move on

Appendix 21

AH220 – Increase on last quarter due to including the backlog of properties that were put on hold at the beginning of the pandemic

Appendix 22

AH221 – Increase on last quarter due to including the backlog of properties that were put on hold at the beginning of the pandemic

Appendix 23

AH223 – Numbers increased due to Covid-19 situation – until we have cleared the backlog of voids that became empty in March, April and June. We anticipate this will continue for the rest of the year and we will then see void turnaround times start to fall in the new year

Appendix 24

HS1 – Work ongoing to finalise S.106 details for securing homes for the Wellcome Trust Campus workers

Appendix 25

HS4 – Target to be set at 30 homes based on two schemes gaining planning permission per year.

Appendix 26

HS5 – Station Road Willingham – 22 (June / July 2020)

Rockery Farm Bourn – 4 (February 2020)

Armistice Close Fulbourn – 14 (February 2020)

Please note: The Causeway Bassingbourn is now expected to be completed in July / August 2020

Appendix 27

HS6 – There has been an increase in the number of planning applications received in the last month, due to there being a backlog of planning applications waiting to be validated by Planning because of a system change this has led to an increased volume of applications coming to the team in a short space of time, which has resulted in increased workloads and therefore a drop in the number of applications being answered within the target.

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Appendix 28

HS8 – Below are new ways we are measuring engagement via email & social media:

Q1. Tenant Email Contact = 1,971 (out of approx. 7,500 tenants)

Online version of newsletter – Total viewed 926 of which there were 243 who ‘Deep read’

Facebook activity 5,613 total engagement (someone who has clicked read more, followed a link, shared, or reacted to a post)

Other – Volunteer hours = 7 (due to Covid-19)

Meetings held = 0

Estate visits completed = 2

Q2. Tenant Email Contact = 6,340 (successfully sent)

Online version of newsletter – Total viewed 545 of which there were 211 who ‘Deep read’

Facebook activity 5,613 total engagement

Other – Volunteer hours = 20

Meetings held = 0

Estate visits completed = 5

Appendix 29

HS9 – As well as a new Housing Engagement Board, we are proposing to hold local quarterly meetings in three areas of the district, for any tenant or leaseholder to attend and will be where services will be reviewed and potential discussions on improvements

Appendix 30

HS10 – We have been working with a group of tenants to make changes that will give tenants a voice in their housing service. Together we have developed a new framework – a new way of working. It will replace the existing Tenant Participation Group, Sheltered Housing forums, and Leaseholder forums

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Appendix 31

AH229 – Sales being processed for site in Ickleton, with a further three sites being prepared for sale in Duxford, Sawston and Bassingbourn.

None granted in Q2 but four sites actively going through pre-app. Ongoing delays with obtaining pre-app advice from Planning causing further delays.

Appendix 32

AH225 – Start on site mid-July for a new development at Emerson Park, Linton Road, Great Abington for 3 affordable rented. The first site meeting was mid-September, the groundwork has started for these, properties and foundations have been laid for some of the private dwellings on the site. There are 7 new build developments currently on site, with 18 properties expected to be completed in Q3.