

## Housing Performance Panel Minutes

**Date:** Thursday, 4 March 2021

**Time:** 1:00 pm – 4:00 pm

<b>Attendees:</b>	<p>GC – Geoff Clark (Chair)</p> <p>JP – Jennifer Perry (Vice Chair, Resident Involvement Team Leader)</p> <p>PC – Peter Campbell (Head of Housing)</p> <p>EW – Cllr Eileen Wilson</p> <p>LR – Les Rolfe</p> <p>PB – Paul Bowman</p> <p>PH – Patricia Hall</p> <p>FD – Ffion Daniels</p> <p>JRM – Jackie Reape-Moore</p> <p>MW – Margaret Wilson</p> <p>TH – Thomas Horseman (Resident Engagement Support Officer, minute taker)</p> <p>WN – Wayne Newman</p> <p>DB – Debbie Barrett</p> <p>BT – Bronwen Taylor (Observer)</p>
<b>Apologies:</b>	<p>HS – Cllr Hazel Smith</p>

Item	Subject	Action
1.	<p><b>Apologies</b></p> <p>Apologies were received from Cllr Hazel Smith (HS)</p>	-
2.	<p><b>Minutes of the previous meeting</b></p> <p>Amendments made to terms of reference, and code of conduct. (training, Jennifer sending out invites to all relevant)</p> <p>Last month minutes agreed by all attendees.</p>	<p>JP – send out invites to training sessions</p>

Item	Subject	Action
3.	<p><b>Empty Properties</b></p> <p>DB explained empty homes (relets) process, both for a tenant moving out of their home and introducing a tenant to their new home, including both the tenant’s perspective and the housing officer perspective.</p> <p>FD – Suggests a clear set time be given for when tenants can move to prevent causing extra moving costs. DB agrees, Housing Officers do try to be flexible, will relay to team.</p> <p>FD –standard utility deal with SSE poor value, is renegotiation possible? DB responds that SSE agreement is with SCDC only, and tenants can negotiate a better deal with SSE or a new supplier. SSE contract being reviewed. Will talk to team about making this clear on sign up.</p> <p>FD – When being allocated a new property, does the housing officer bear in mind potential neighbourhood issues? DB: housing allocation based solely on need. when showing properties potential issues should be made clear, so the viewer can make an informed decision on whether to accept or refuse.</p> <p>FD – Wickes vouchers for decoration can only be used in store, can be difficult to redeem during lockdown. DB agrees this is a problem need an alternative in case of another pandemic.</p> <p>GC – Shall set up a working group to discuss these issues in more detail (supported by PC)</p>	<p>DB – reiterate to housing officers about being flexible for tenants’ circumstances</p> <p>DB – reiterate to housing officers the importance of reminding tenants that they are able to change their own utility contract</p> <p>DB – to return to the issue of Wickes vouchers and redeeming remotely.</p> <p>GC – organise working groups for relets, fittings and furnishings removal.</p>

Item	Subject	Action
	<p>EW – Can tenants set their rent payment frequency? (example, calendar month). DB confirms can choose monthly, fortnightly, or weekly.</p> <p>MW – is gas supply capped when a tenant moves out? DB confirms, and new tenant (or a housing officer) arranges uncapping.</p> <p>MW – some staff assume new tenants know more than they do (example, permission for alterations). DB agrees, will reiterate to team to make rules / expectations clear at sign-ups.</p> <p>MW – Feedback from other tenants that housing officer attitude is a common issue. DB to discuss with MW later.</p> <p>MW – Is there a service that could provide furniture for those in hardship? DB agrees that some thought should be given to this.</p> <p>PH – Praised new key-safe measure for returning keys.</p> <p>LR – Is it possible for fixtures and fittings to be kept from previous tenants? PC suggests a working group out of this.</p> <p>JP – could top 10's for moving in be written up for new tenants? DB confirms this already exists for Housing Officers (checklist) but will put together a checklist for tenants.</p> <p>WN explains the process of preparing a newly void home before it is reallocated.</p>	<p>Everyone to send DB questions on relets to be answered in a FAQ.</p> <p>DB – Reiterate to housing officers that tenants need the rules and conditions of tenancy clearly explained. DB – pick up attitude issues of housing officers with MW.</p> <p>DB – create top 10 checklist for tenants moving in.</p>

Item	Subject	Action
	<p>FD – There are problems of long-term issues in older homes causing continuous maintenance (example, mold). MW concurs. WN to investigate FD’s personal issue. PC comments: a new maintenance management strategy in the works, working with tenants to establish standard for all South Cambs homes to be brought up to and maintained to.</p> <p>PB – complimented operations team on listening to tenant suggestions and requests. Asked what is done to charge tenants that leave homes in poor condition. GC asked anyone interested to get involved with discussions on methods to prevent these situations. PB thinks lack of resources could be a cause.</p> <p>JP – New framework and activities could help educate less knowledgeable tenants and give them tools to help neighbours.</p> <p>MW – A clear interior standard could lessen work needed for relets. PC disagrees, council tenancies should be secure and give an opportunity for a family to grow. The council cannot / should not legislate lifestyle choices.</p> <p>FD – could Mears notify of maintenance issues spotted during visits? GC confirms Mears do this already. FD suggests reviewing data on this area from Mears. PB concerned it comes across as Mears creating more work for themselves. JP suggests inspection guide to help tenants themselves check.</p>	<p>WN – investigate damp and mold problems at FD’s home</p>
4.	<p><b>Review Q3 data for affordable homes performance</b></p> <p>PC said the B&amp;B spend was a legal requirement due to covid-19 and had received extra funding. Is not a failure sign.</p>	

Item	Subject	Action
	<p><b>Average days to re-let housing stock.</b> PB – how much of time increase is from lack of steering by Mears management? GC thinks drop is from loss of Mears workers leaving or having to self-isolate, Covid-19, and material shortages. A new contractor was trialed for relets but did not work out. Another contractor being trialed currently.</p> <p><b>Satisfaction with responsive repairs.</b> GC – below target due to Covid-19’s impact on services.</p> <p>PB – concern of Mears sharing incorrect info on complaint quantity (all data recording issues seem to come from Mears). PH agreed, citing personal experiences. Suggested renegotiation of Mears contract. GC replies could be problem with Mears record protocol (service requests vs complaints). Contract will be revisited shortly. PC thinks contract will be difficult to renegotiate.</p> <p>FD – Mears good at responding if told to by council, poor response if contacted by tenants. Experienced unprofessionalism and negative council rhetoric from contractors. GC asked for the contractor’s name and will investigate.</p> <p>MW – not knowing whether Mears or SCDC authorise a job can lead to confusion. Are the jobs counted as a complete job or not? FD and PB concur. GC suggests contacting WN to send a surveyor. JP suggests making a complaint.</p> <p>JP – consistent reporting of unanswered Mears calls since October and no info from Mears. GC thought that situation had been resolved. Data need to be explicitly requested, not yet a KPI.</p> <p>FD – Job summaries should be sent to customer once complete. PB concurs.</p>	<p>GC – investigate reports of unprofessionalism from Mears contractors.</p>

Item	Subject	Action
	<p>MW – Disagreements on responsibilities between organisations (example, pathways) a problem, those who report not given updates.</p> <p>PC to give update on responsive repairs at the next meeting.</p> <p><b>Emergency repairs</b></p> <p>GC – performance not bad considering Covid-19</p> <p><b>Other comments</b></p> <p>PB – disappointed by Mears data recording, impact on figures understandable due to Covid-19. GC agrees, but does not want Covid-19 to be used as a recurring excuse for missed targets.</p> <p>MW – rent arrears. Is rent arrears data for former tenants broken down into the nature, and is it pursued by council? GC yes, former tenant arrears is pursued. Funds spent investigating debt is greater than the arrears recovered. PC concurs, it is low value and easy to spend more than is recovered when chasing. Chasing arrears is more about sending a message.</p> <p>MW – is debt and arrears being worsened due to Covid-19? GC thinks not, hasn't heard of any cases of tenants not being able to get welfare support in time. MW thinks it is a problem being caused by DWP.</p> <p>FD – is rent arrears impacted by problems with Universal Credit overlap due to payments not being backdated? GC stated there are emergency funds that are paid back that can be claimed. Is a matter of completing an application and putting a claim in as soon as possible. LR said correct that with Universal Credit you can get an advance to prevent arrears.</p>	<p>PC – update on responsive repairs and contract</p>

Item	Subject	Action
	<p>LR – website rent system consistently giving incorrect figures on rent arrears, in some cases more than £8,000. PB concurs.</p> <p>GC states revenues team working on revamping online self-service. Transition of rents system onto orchard may have caused some issues.</p> <p>PB – consistent yearly arrears rise noted. GC concurs, panel would benefit from inviting a member of revenues &amp; benefits team to ask questions about this.</p> <p>GC – number of SCDC received complaints in Q3 increased compared to Q2 &amp; Q1, which does not reflect data from Mears.</p> <p>PB – are Mears sending all data / complaints to a single point at SCDC? Is a filter applied at SCDC to prevent duplicate complaints? JP investigated with Grace Andrews and no complaints from previous quarters have been ‘duplicated’. Core problem appears to be that Mears are unclear as to when to register a complaint. This has been fed back to Mears Corporate who are more understanding. Reporting issues appear to be a local issue within Mears. Mears have answered this with more training and have reassured that the January / February figures reflect more complaints being recorded (more accurate complaint recording).</p> <p>Meeting time lapsed before all data reviewed – will need to be continued later.</p> <p>MW – suggests leave reviewing of data until Housing Engagement Board is up and running. JP disagrees, the HEB is not relevant to performance reviewing.</p>	<p>GC – invite member of revenues and benefits team to future meeting.</p>

Item	Subject	Action
5.	<b>Review Q3 complaints data Mears</b> – not reviewed in meeting	-
6.	<b>Review Q3 data for Mears Group</b> – not reviewed in meeting	-
7.	<b>New Heating Report data for SCDC</b> – not reviewed in meeting	-
8.	<b>Housing News</b> – not discussed in meeting	-
9.	<p><b>A.O.B</b></p> <p>PH – suggests focusing on any areas that are not improving. GC concurs.</p> <p>PB – how much input will be given from tenants for the renewal of Mears contract? PC replied that the plan is to share a roadmap to putting contracts in place and give tenants an opportunity to be involved in the process.</p>	-

**Date, time, and venue of the next meeting:**

Thursday 3 June 2021, 1:00 pm – 4:00 pm.

Venue – Zoom (Virtual meeting)

The meeting ended at 4pm.



## Affordable Homes Performance – Quarter 3 – 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	Q1 April – June	Q2 July – September	Q3 October – December	Trend	Comments & Benchmarking
AH212 – £s Spend on Bed and Breakfast (B&B) Monthly (cumulative)	<a href="#">See Appendix 1</a> – with a table of targets	April – <span style="background-color: #c8e6c9;">£8,320</span> May – <span style="background-color: #ffcdd2;">£26,873</span> June – <span style="background-color: #ffcdd2;">£40,327</span>	July – <span style="background-color: #ffcdd2;">£63,646</span> August – <span style="background-color: #ffcdd2;">£77,389</span> September – <span style="background-color: #ffcdd2;">£106,155</span>	October – <span style="background-color: #ffcdd2;">£132,289</span> November – <span style="background-color: #ffcdd2;">£159,026</span> December – <span style="background-color: #ffcdd2;">£191,135</span>	Outside target, Declined	<a href="#">See Appendix 1</a>
Actual spend per quarter		£40,327	£65,828	£84,980		
AH215 – percentage of successful Homeless preventions as a proportion of all homelessness cases closed (year to date)	50%	51.90%	53.45%	50.5%	Within target, Declined	No comment
SH375 – Average SAP (EPC) rating of self-contained general needs dwellings Quarterly	70.00	See comment	77.2	77.7	Within target, Improved	<a href="#">See Appendix 2</a>
AH211 – Average days to re-let Housing stock Monthly	17 days or less	April – <span style="background-color: #c8e6c9;">12.00</span> May – <span style="background-color: #ffcdd2;">90.00</span> June – <span style="background-color: #ffcdd2;">98.50</span>	July – <span style="background-color: #ffcdd2;">77.50</span> August – <span style="background-color: #ffcdd2;">79.00</span> September – <span style="background-color: #ffcdd2;">106.00</span>	October – <span style="background-color: #ffcdd2;">65.00</span> November – <span style="background-color: #ffcdd2;">52.00</span> December – <span style="background-color: #ffcdd2;">58.00</span>	Outside of target, Declined	<a href="#">See Appendix 3</a>

## Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Key Performance Indicators (KPIs)	Target 2020 / 2021	Q1 April – June	Q2 July – September	Q3 October – December	Trend	Comments & Benchmarking
Numbers of re-lets Housing stock Quarterly (Linked to PI above AH211)	N / A	13	60	45	N / A	<a href="#">See Appendix 4</a>
AH204 – percentage of satisfaction with responsive repairs – Quarterly	97% or above	See comment	See comment	87.95	Outside of target	<a href="#">See Appendix 5</a>
SH332 – percentage of Emergency repairs attended within 24 hours – Monthly	98% or above	April – 97.32 May – 99.80 June – 86.50	July – 96.28 August – 99.29 September – 98.59	October – 96.79 November – 97.06 December – 96.04	Outside of target, Declined	<a href="#">See Appendix 6</a>
AH224 – Number of new build council house completions – Quarterly – (year to date)	42 at year end	10	0	18	Within target	<a href="#">See Appendix 7</a>
AH228 – Number of self-build sites sold – Quarterly (year to date)	13 at year end	0	0	1	Outside of target	<a href="#">See Appendix 8</a>

## Affordable Homes Performance – Quarter 3 – 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	Q1 April – June	Q2 July – September	Q3 October – December	Trend	Comment
AH216 – Number of households assisted through Shire Homes Lettings – Cumulative – Quarterly (year to date)	40	5 Self-contained 6 HMO  = 11	10 Self-contained 7 HMO  = 17	19 Self-contained 7 HMO  = 26	N / A	<a href="#">See Appendix 9</a>
SH336 – Uncompliant gas installations – Monthly	0.00	April – 2.00 May – 12.00 June – 17.00	July – 4.00 August – 1.00 September – 0.00	October – 0.00 November – 1.00 December – 0.00	Inside target, Improved	<a href="#">See Appendix 10</a>
SH352 – % traveller pitch fee collected – Monthly	90%	April – 97.98 May – 88.65 June – 89.89	July – 90.50 August – 93.14 September – 92.97	October – 90.42 November – 84.30 December – 84.30	Outside of target, Declined	<a href="#">See Appendix 11</a>
SH363 – % vacant but available to let – Quarterly	0.50%	1.26	1.37	1.27	Outside of target, Improved	<a href="#">See Appendix 12</a>
Number of vacant but available to let Quarterly (linked to the Performance Indicator above: SH363)	N / A	66	72	67	N / A	<a href="#">See Appendix 13</a>
SH364 – percentage vacant but unavailable (Annual)	0.50%	N / A	N / A	N / A	N / A	N / A

## Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Local Performance Indicators (LPis)	Target 2020 / 2021	Q1 April – June	Q2 July – September	Q3 October – December	Trend	Comment
Number of vacant but unavailable (Annual) (Linked to above PI SH364)	N / A	N / A	N / A	N / A	N / A	<a href="#">See Appendix 14</a>
SH368 – percentage of rent arrears – Quarterly	2.00%	1.89	2.03	Awaiting Data	N / A	<a href="#">See Appendix 15</a>
SH369 – percentage of rent loss from empty houses (cumulative)	3.00%	0.32	0.75	Awaiting Data	N / A	<a href="#">See Appendix 16</a>
Amount in British Pounds Sterling spent on rent loss from empty houses (cumulative) (Linked to PI above SH369)	Estimated Annual Debit £27,000,000.00	£86,132	£203,270	Awaiting Data	N / A	<a href="#">See Appendix 17</a>
SH376 – percentage of tenants satisfied with the re-let service (year to date) Quarterly	85% or above	See comment	83%	92%	Inside target, Improved	<a href="#">See Appendix 18</a>
SH374 – percentage of non-decent council homes Quarterly	5.00%	See comment	7.5%	7.99%	Inside target, Improved	<a href="#">See Appendix 19</a>
SH344 – percentage of Customers satisfied with the condition of new home (year to date) Quarterly	85% or above	See comment	92%	96%	Inside target, Improved	<a href="#">See Appendix 20</a>

## Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Local Performance Indicators (LPis)	Target 2020 / 2021	Q1 April – June	Q2 July – September	Q3 October – December	Trend	Comment
SH327 – percentage of repair appointments kept Monthly	95% or above	April – 93.52 May – 92.68 June – 93.30	July – 96.72 August – 96.32 September – 97.04	October – 97.01 November – 93.87 December – 93.26	Outside target, Decline	<a href="#">See Appendix 21</a>
SH330 – percentage of routine repairs within target timescales (Monthly)	95% or above	April – 96.80 May – 97.40 June – 51.67	July – 71.38 August – 81.76 September – 83.27	October – 90.00 November – 84.40 December – 85.08	Outside of target, Decline	<a href="#">See Appendix 22</a>
HS3 – Number of parishes exploring the potential for delivering affordable housing on exception site	Quarterly T 10; I 6	20	Information not currently available due to change in staffing – to be reported in Q3	Awaiting Data	N / A	<a href="#">See Appendix 23</a>

## Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

### Management Information – Key:

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

Management Information	Frequency	Q1 April to June	Q2 July to September	Q3 October to December	Comment
AH210 – Total number of presentations including advice only cases	Quarterly	165	200	203	No comment
AH213 – Number of Homeless applications	Quarterly	106	101	102	No comment
AH208 – Number of Homeless preventions	Quarterly	41	51	54	No comment
AH214 – Number of Homeless acceptances	Quarterly	15	26	30	Q1 amended
AH203 – Numbers in temporary accommodation	Quarterly	61	62	64	<a href="#">See Appendix 24</a>
AH219 – Number of properties within Shire Homes – Cumulative	Quarterly	5 Self-contained 6 HMOs  Total = 11	11 Self-contained 7 HMOs  Total = 18	16 Self-contained 7 HMOs  Total = 23	AH219: 71 in total to date since Shire Homes started
AH217 – Number of cases where Universal Credit is a factor	Quarterly	0	3	Awaiting data	No comment
AH218 – Numbers on the housing register	Quarterly	1,441	1,497	1,663	No comment
AH220 – Number of lettings to Band A	Quarterly	16	53	56	<a href="#">See Appendix 25</a>
AH221 – Number of lettings to Band B	Quarterly	24	54	62	<a href="#">See Appendix 26</a>
AH223 – Number of Housing Rent Allowance properties that have been empty for over 4 months	Quarterly	12	28	22	<a href="#">See Appendix 27</a>

## Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Management Information	Frequency	Q1 April to June	Q2 July to September	Q3 October to December	Comment
HS1 Number of homes granted planning permission for essential local workers	Quarterly	0	0	Awaiting data	<a href="#">See Appendix 28</a>
HS2 Number of homes granted funding via Combined Authority	Quarterly	0	0	Awaiting data	No comment
HS4 Number of new affordable homes on rural exception sites given planning permission each year	Annually	26	0	Awaiting data	<a href="#">See Appendix 29</a>
HS5 Number of new affordable homes built on rural exception sites each year	Annually	0	0	Awaiting data	<a href="#">See Appendix 30</a>
HS6 Percentage of planning consultations responded to within 21 days	Quarterly	65%	99%	Awaiting data	<a href="#">See Appendix 31</a>
HS7 Number of households supported to improve the energy efficiency of their home through Housing Repairs & Adaptation Grants (Cumulatively)	Quarterly	<u>Completed</u> 1 Heating grant  <u>Approved</u> 3 Heating & 3 Windows  <u>Pipeline</u> 1 Heating & 1 Window	<u>Completed</u> 5 heating grants, 1 window grant 1 Insulation grant  <u>Approved</u> 3 Heating 2 Windows  <u>Pipeline</u> 5 heating (pre-approval) 4 windows	<u>Completed</u> 11 heating grants, 2 window grants 1 Insulation grant  <u>Approved</u> 4 Heating 3 Windows  <u>Pipeline</u> 5 heating (pre-approval) 2 windows	No comment

## Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

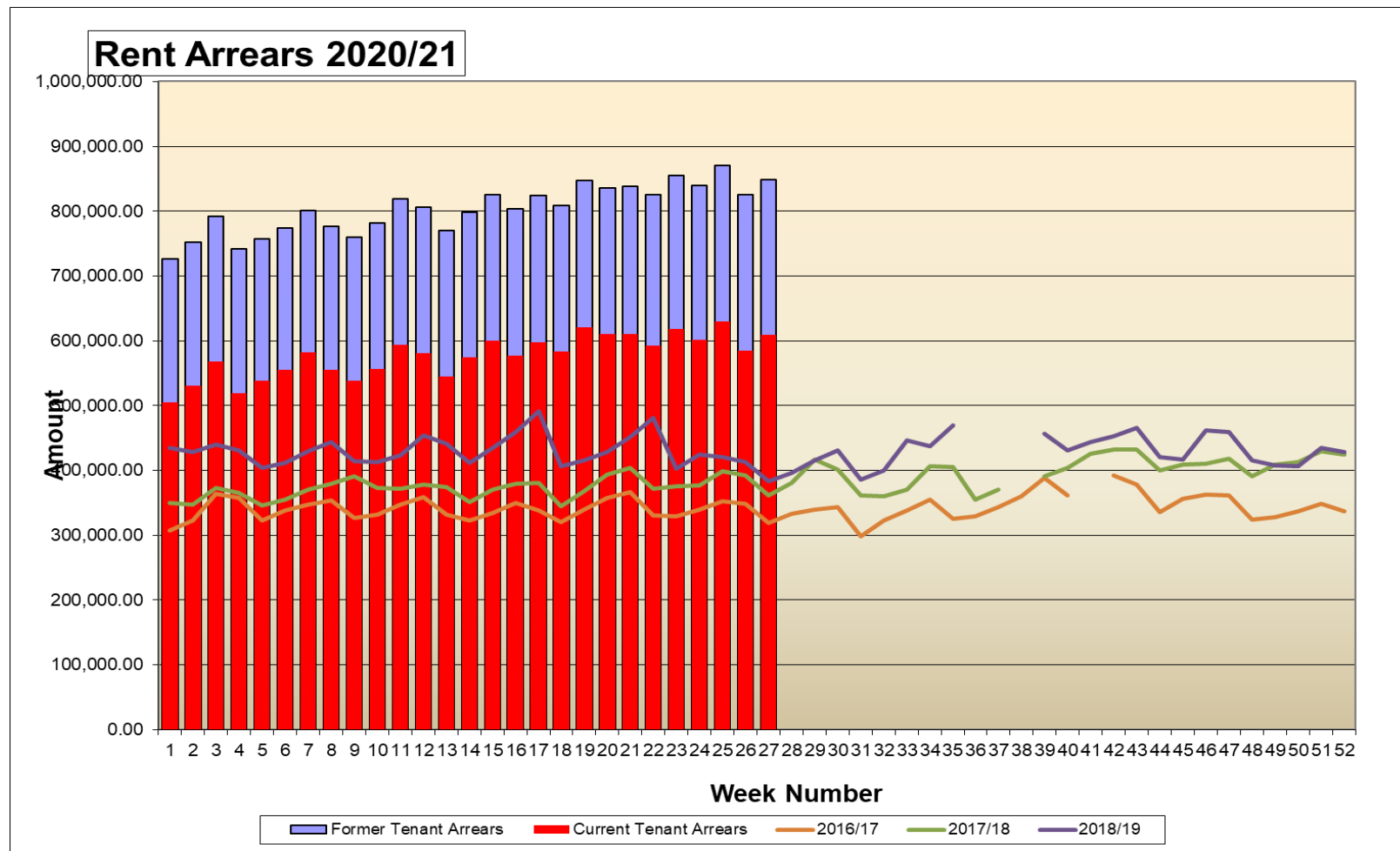
Management Information	Frequency	Q1 April to June	Q2 July to September	Q3 October to December	Comment
HS8 Number of tenant hours volunteered for tenancy engagement	Quarterly	See comments	See comments	See comments	<a href="#">See Appendix 32</a>
HS9 – Number of services changed, implemented, or withdrawn during the year as a result of resident involvement	Annually	N / A	N / A	N / A	<a href="#">See Appendix 33</a>
HS10 – Number of residents / service users involved in formal / informal consultation groups (including digital)	Quarterly	See comments	See comments	See comments	<a href="#">See Appendix 34</a>
AH229 – Number of self-build planning permissions granted on HRA land (available to purchase) (year to date)	Quarterly	0	0	0	<a href="#">See Appendix 35</a>
AH225 – Number of new build council houses currently started on site (year to date)	Quarterly	0	3	0	<a href="#">See Appendix 36</a>



# Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

## Rent arrears 2020 / 2021

The graph below shows weekly rent arrears figures as at the end of Q2 only as Q3 is currently unavailable:



## Complaints and Compliments

### Volume of Complaints

Stage	Q1	Q2	Q3
Stage 1	13	15	43
Stage 2	3	2	2
Stage 3	0	1	0
Total (Year to Date = 73)	16	18	45
Percentage of responses sent within timescale  (including those received in previous quarters)	91%  Number of responses: 11 Number within target: 10  4 upheld 7 not upheld 1 partly upheld	71%  Number of responses: 24 Number within target: 17  5 upheld 15 not upheld 4 partly upheld	85%  Number of responses: 26 Number within target: 22  10 upheld 13 not upheld 3 partly upheld

### Complaints by SCDC Category

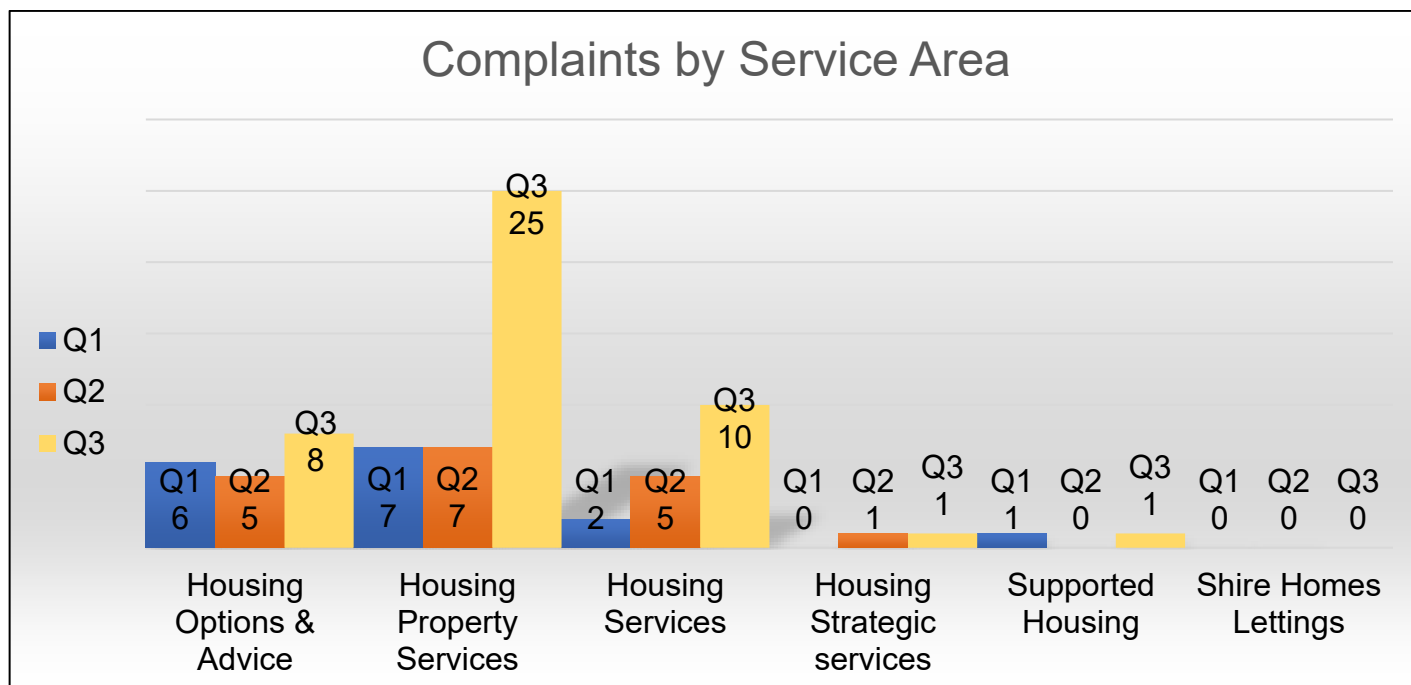
Category	Q1 Total	Percentage of Q1 complaints	Q2 Total	Percentage of Q2 complaints	Q3 Total	Percentage of Q3 complaints
Lack of communication	0	0%	2	11%	8	18%
Failure to act	3	19%	3	17%	15	33%
Service Delivery	4	25%	2	11%	7	16%
Not understanding processes	4	25%	1	5%	5	11%
Staff Conduct	0	0%	5	28%	3	7%
Misinformation	2	13%	0	0%	1	2%
Charges	1	6%	1	5%	0	0%
Other	2	13%	4	23%	6	13%

# Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

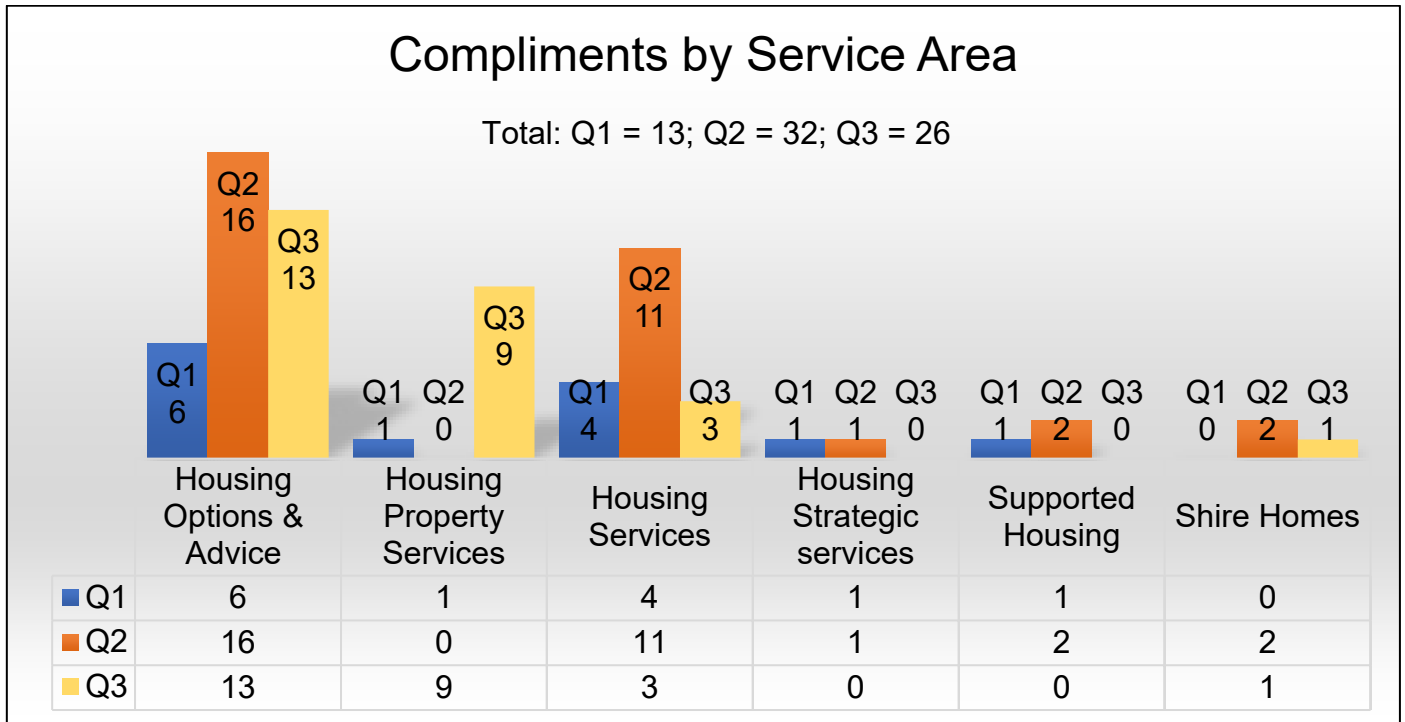
## Complaints by HouseMark Category

Category	Q1 Total	Percentage of Q1 complaints	Q2 Total	Percentage of Q2 complaints	Q3 Total	Percentage of Q1 complaints
Allocations	6	37%	1	5%	3	7%
ASB	0	0%	1	5%	4	9%
Estate Services	0	0%	1	5%	0	0%
Rent & Services	0	0%	0	0%	0	0%
Repair & Maintenance	6	37%	6	34%	24	53%
Staff & Customer Service	0	0%	5	28%	7	16%
Tenancy Management	2	13%	2	11%	3	7%
Other	2	13%	2	11%	4	9%

## Complaints by Service Area



Compliments by Service Area



## Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

### Appendix

#### Appendix 1

AH212 targets:

#### Targets 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.

The council's B&B expenditure targets were 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 continuing to increase as housing providers return to 'business as usual'.

## Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

Throughout the initial 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 Home-Link. In addition, the supply of accommodation for single people has continued to grow via the Houses in Multiple Occupation (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, including the current and any future lockdowns, accommodating rough sleepers and changes in household finances. It is not therefore 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 on the week commencing 16 November 2021, 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.
- Q3. Data is being pulled from reports generated from the New Orchard system, there have been some issues with implementation of the system which is still in progress and will continue to review the reports and Data to ensure it is generating the correct information.

### Appendix 3

AH211 – Commentary for Q3:

We have seen a steady improvement in void turn around times in this quarter. The figure for December 2020 increased slightly compared to November 2020 as this is a period of the year where we have to be sympathetic to the needs of the customer over the festive period. With some businesses closing down that would invariably support the customer by helping them move or fit flooring for example we show more leniency with tenancy start dates.

Properties let in this period would of included the last remaining few that had extended void times due to the first lockdown. This is when Government Guidance said that we should not let any properties for a period of time.

## Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

The figures for this period continue to be set against a backdrop of working in the Coronavirus pandemic, a new Tier system and a further Lockdown. This means processes that we follow to terminate a tenancy, complete maintenance work whilst it is empty, allocate the property and then let it to a new tenant are often done in challenging circumstances and sometimes with limited resources. These factors combined mean that the period of time one tenancy ends and another one starts is longer than we would normally see.

The factors influencing the increased figures regarding Q1 & Q2 are described below:

- Some of the properties we let in September 2019 became void (empty) in March and April 2020.
- When we went in lockdown in March 2020 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 2020 to the 12 June 2020, no general needs properties were advertised and for sheltered accommodation it was from the end of March 2020 until 1 August 2020.
- This means that some properties let in September 2020 have a minimum of 3 months additional void period for general needs and for sheltered accommodation its 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 makes 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 past 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.

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- 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 effected. 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 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.

Its likely that void turn around 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 turn around times start to fall in the new year.



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### Appendix 4

Added due to feedback received from the Housing Performance Panel

### Appendix 5

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
- Q3. satisfaction pre Covid-19 was collected via handheld devises. Mears have been trialling satisfaction via SMS since August 2020. Data now available and entered for Q3. Below shows number of satisfied surveys received back / total number of surveys sent out per month stated:

October: 197 / 222

November: 210 / 235

December 178 / 207

### Appendix 6

SH332:

- Q1. Performance Indicator 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
- Q3. Due to further lock-downs and staff shortages, emergency repairs have been the main works being carried out.

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### Appendix 7

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.

Q3. There are a further 45 properties scheduled for completion in Quarter 4. We will exceed the target of 42 and will have completed 73 new build council houses in 2020 / 2021.

### Appendix 8

AH228 – Sites in Histon, Great Shelford and Babraham were sold in 2019. Revised Business Case submitted to EMT re: 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 Q2 but Fowlmere site sold early October so will appear in Q3. Expected sale of Ickleton site fallen through.

### Appendix 9

AH216 – Total of 88 households have been assisted to date since Shire Homes started

### Appendix 10

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

September – Back on track following Covid-19 no accesses / and legal action

November – We had 1 property go out of compliance for a few days during November but it was compliant before month end.

### Appendix 11

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 UC.

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### Appendix 12

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.

### Appendix 13

Number of vacant but available to let Quarterly (linked to the Performance Indicator above: SH363): Added due to feedback received from the Housing Performance Panel.

### Appendix 14

Number of vacant but unavailable (Annual) (Linked to PI SH364): Added due to feedback received from the Housing Performance Panel.

### Appendix 15

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 and percentage. 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 Notices of Seeking Possession (NOSP) over the coming weeks we will see these figures start to reduce or at least stabilise.

Q3. data currently unavailable due to the migration to the new Orchard system, reports were removed and 3C / ICT are still currently still working on reinstating them

### Appendix 16

SH369 – Trend based on comparison on same time last year (July – September 2019 / 2020 = 0.40%)  
(Q1 amended from 0.24 to 0.32 – Q2 remains the same)

Q3. data currently unavailable due to the migration to the new Orchard system, reports were removed and 3C / ICT are still currently still working on reinstating them

## Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

### Appendix 17

Added due to feedback received from the Housing Performance Panel.

Q3 data currently unavailable due to the migration to the new Orchard system, reports were removed and 3C / ICT are still currently still working on reinstating them

### Appendix 18

SH376:

- Q1. percentage 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 satisfied

### Appendix 19

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 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.
- Q3. Data is being pulled from reports generated from the New Orchard system, there have been some issues with implementation of the system which is still in progress and will continue to review the reports and Data to ensure it is generating the correct information.

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### Appendix 20

SH344:

- Q1. Percent 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 21

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)

- Q3. Due to further lockdowns and staff shortages, emergency repairs have been the main works being carried out.

### Appendix 22

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

- Q3 – Due to further lockdowns and staff shortages, emergency repairs have been the main works being carried out.

### Appendix 23

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

## Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

### Appendix 24

AH203 – This increase will largely be due to Covid-19 including more use of Bed and Breakfast and more Temporary Accommodation due to lack of move on

### Appendix 25

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

### Appendix 26

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

### Appendix 27

AH223 – Please note this has been updated as calculated on empty over 3 months instead of over 4 months in error

### Appendix 28

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

### Appendix 29

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

### Appendix 30

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 31

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.

## Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

### Appendix 32

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

Q1. Tenant Email Contact = 1,971 (out of 23 approximately 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

Q3. Tenant Email Contact = 5,005 (successfully sent)

Online version of newsletter – Total viewed 652 of which there were 211 who ‘Deep read’

Facebook activity 4,007 total engagement

Other – Volunteer hours = 150

Meetings held = 10

Estate visits completed = 0

### Appendix 33

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.

## Affordable Homes Performance – Quarter 3 – April – September 2020 / 2021

### Appendix 34

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.

### Appendix 35

AH229 – Sale of Ickleton site fallen through and will need to re-submit outline planning application before re-advertising. Three sites being prepared for sale in Duxford, Sawston and Bassingbourn. None granted in Q3 but four sites actively going through pre-app and 3 currently with planning for Outline. Ongoing delays with obtaining pre-app advice from Planning causing further delays. Other sites still being prepared and pushed through planning process. Expecting next outline decisions on Weston Colville (re-application), Linton and Lt Gransden – all currently with planning.

### Appendix 36

AH225 – Two new affordable housing schemes have been added to the pipeline of delivery these are in Meldreth and Melbourn. These schemes are expected to start on site in Q1 2021 / 2022.