

Housing Performance Panel

Minutes of the Quarterly Meeting held on Thursday, 3 June 2021 from 13:00 to 16:00
via Zoom

Attendees:	<p>Peter Campbell (Head of Housing) – Chair</p> <p>Jennifer Perry (Resident Involvement Team Leader) – Vice Chair</p> <p>Cllr John Batchelor</p> <p>Ffion Daniels</p> <p>Les Rolfe</p> <p>Margaret Wilson</p> <p>Patricia Hall</p> <p>Paul Bowman</p> <p>Geoff Clark</p> <p>Grace Andrews</p> <p>Bronwen Taylor (Resident Engagement Officer) – Minute taker</p>
Apologies:	<p>Jackie Reape-Moore (did not attend)</p>

Item	Subject	Action
1.	<p>Welcome and Apologies</p> <p>Peter Campbell welcomed the panel to the meeting, at 13:05.</p> <p>No apologies were received.</p>	-
2.	<p>Quorum</p> <p>The meeting was quorate.</p>	-
3.	<p>Housekeeping</p> <p>Peter Campbell referred to the document included in the pack and reminded the panel to keep their microphones on mute and raise their hands or put a message in the chat box if they wished to ask a question or comment on an issue.</p>	-

Item	Subject	Action
4.	<p>Minutes of previous meeting – 4 March 2021</p> <p>Peter Campbell referred to the minutes of the previous meeting.</p> <p>They were proposed by Les Rolfe and seconded by Margaret Wilson.</p>	-
5.	<p>Matters Arising</p>	-
5.1	<p>Minutes of the previous meeting – Invitations to Training (Item 2)</p> <p>Jennifer Perry sent the invitations on 16 March 2021, and training on Reviewing performance by Yvonne Davies, was held on 30 March 2021.</p>	-
5.2.	<p>Empty Properties – Various queries (Item 3)</p> <ol style="list-style-type: none"> 1. Debbie Barrett had a meeting with her team on 24 March 2021 and reiterated to the housing officers about being flexible for tenants' circumstances. 2. Debbie Barrett had a meeting with her team on 24 March 2021 and reiterated to the housing officers the importance of reminding tenants that they were able to change their utility contracts. The team advised that they always inform tenants that they had the option to change suppliers. 3. Debbie Barrett discussed the issue of Wickes vouchers and problems redeeming them remotely with her team. They advised that they had not found that this has presented a problem to too many people. 4. Geoff Clark has been unable to set up working groups for relets, fittings and furnishings removals due to current workload demands. He advised that empty properties came up in cabinet and that since last year, the figures were poor. He added that turnaround times were poor due to Covid-19. <p>Cllr Batchelor said that Mears have advised that only one or two people were allowed in empty properties and asked what they were doing about it.</p>	-

Item	Subject	Action
	<p>Geoff Clark said that Mark Flint advised that they had safety measures in place and there should be an improvement from 21 June 2021.</p> <p>Paul Bowman asked if Mears had a plan in place and Geoff Clark said they did, however it was a slow process.</p> <p>Ffion Daniels asked if Mears were building up their stock of materials. Geoff Clark said they did have some, however, it was difficult to predict what was needed.</p> <p>Jennifer Perry said that she had extracted some data and SCDC were in the middle of the range when it came to voids.</p> <p>Cllr Batchelor said that they need a contingency plan.</p> <p>Geoff Clark said it was difficult to plan with lockdown. He said they had measures in place. They were starting to plan ahead, and he could see improvements.</p> <p>Paul Bowman said that Mears should be working to get the work done and they should be apologising, not SCDC. He said that it appears that nothing was in place from Mears.</p> <p>Geoff Clark said that he acknowledges that Mears had not started work on some properties.</p> <p>Ffion Daniels said that the private industry had continued with work. A lengthy discussion on the inefficiency of Mears was held.</p> <p>Cllr Batchelor said that as a Mears representative was not at the meeting, it was difficult to get anywhere on this topic.</p> <p>Jennifer Perry said that Geoff Clark would be meeting with Mears.</p> <p>Peter Campbell suggested arranging an HPP internal meeting to understand the background and look at the wider issues, and then arrange a second meeting with Mears.</p> <p>Geoff Clark to organise a meeting with Cllr Batchelor, Patti Hall, Ffion Daniels and Paul Bowman.</p>	<p>G Clark</p>

Item	Subject	Action
	<ol style="list-style-type: none"> 5. Debbie Barrett did not provide a FAQ document as no questions on relets were received from the panel. 6. Debbie Barrett had a meeting with her team on 24 March 2021 and reiterated to the housing officers the importance of clearly explaining the rules and conditions of tenancy to tenants. The officers said that they always go through the important elements of the Tenancy Agreement. She is holding refresher session meetings with Estate Officers to ensure that they were confident as to what needed to be explained to new tenants. 7. Debbie Barrett has sent an email to Margaret Wilson to arrange a phone call to discuss the attitude issues of the housing officers. Margaret Wilson said that she had not received the email, however, she did have a new email account and would check the new inbox. Jennifer Perry asked her to provide us with her new details. 8. Debbie Barrett advised that she was currently reviewing the draft Top 10 checklist document, which is for tenants when moving into a new property. 9. Wayne Newman visited Ffion Daniels' home to investigate the issues with the damp and mould. Improvement works are to be carried out to the kitchen and bathroom to remedy the issues. 	M Wilson
5.3.	<p>Review Q3 data for affordable homes performance (Item 4)</p> <ol style="list-style-type: none"> 1. Geoff Clark investigated the report of unprofessionalism from a Mears contractor. He advised that the contractor was Clearview and the employee in question had left the business. 2. Peter Campbell set up a working group, who met on 13 May 2021 to discuss the responsive repairs and Mears contract. Paul Bowman said the meeting was informative. 3. Geoff Clark said a member of the Revenues and Benefits team would be invited to the meeting in September 2021. 	G Clark

Item	Subject	Action
6.	Standing Items	-
6.1.	<p>Mears Group – Review of Annual Data</p> <p>Geoff Clark presented the Mears Group report as Mark Flint was unable to attend the meeting due to technical problems with Zoom.</p> <p>Paul Bowman asked if their recordings on “% of repairs completed at the first visit” were correct?</p> <p>Jennifer Perry said that we had asked Mears to provide data for properties revisited and there were no duplications.</p> <p>Cllr Batchelor asked about the 10 to 20 days priority for “% of all re-lets completed on time”. Geoff Clark said that the contract was being reviewed. A discussion on re-lets and turnaround times was held.</p> <p>Peter Campbell thanked Geoff Clark for going through the Mears report at short notice.</p>	-
6.2 6.3	<p>SCDC – Review of Annual Performance Data</p> <p>SCDC – Comparison of Previous Years Key Data</p> <p>Grace Andrews went through a presentation of the Review of Annual Performance Data and a Comparison of Previous Years Key Data. The following questions were raised.</p> <ul style="list-style-type: none"> • Margaret Wilson said that Mears’ method of satisfaction by hand-held devices was not effective, and therefore it was changed to SMS. She asked if progress had been made about comments received from Mears, being collated by SCDC staff. <p>Jennifer Perry said that it had been discussed for the new contract and SCDC were looking at conducting a satisfaction survey for tenants, which should be available in the Autumn of 2021.</p> <ul style="list-style-type: none"> • Paul Bowman thanked Grace Andrews for the data and asked how the data collection from Mears reached SCDC. <p>Grace Andrews advised that SCDC wait for Mears to send the data and that their complaints were recorded separately.</p>	-

Item	Subject	Action
	<p>Paul Bowman said that it was difficult to check if Mears data was accurate.</p> <p>Grace Andrews advised that the Ombudsman had given standards which had to be followed.</p> <ul style="list-style-type: none"> • Paul Bowman asked about the increase in rent arrears. Grace Andrews said that it was due to SCDC not sending out rent arrear letters or eviction notices during lockdown. • Paul Bowman asked about the new builds. Geoff Clark explained that SCDC took over private homes to rent and then managed them as the landlord. He said that not all were with Mears. • Ffion Daniels said the new system for rentals did not reflect the correct information. Grace Andrews said that this was due to the change-over of systems. Ffion Daniels said that she is concerned that tenants were not aware that they were in arrears. • Margaret Wilson asked if universal credit could be paid directly to SCDC for rent, as often people do not budget properly and do not pay their rent, which could lead to them being evicted. Peter Campbell said that due to legislation by government, it could only be paid to the resident. Jennifer Perry said that a direct debit could be set up so that the rent could be paid as soon as a resident received their universal credit. 	-
6.4	<p>Relets</p> <p>This item was covered in items 5.2 (4) and 6.1 above.</p>	-
6.5	<p>SCDC – Review of annual Complaints Data</p> <p>This item was covered in item 6.2 above.</p>	-

Item	Subject	Action
7.	New Matters	-
7.1	<p>Training Dates</p> <p>Jennifer Perry referred to the training dates, which were as follows:</p> <ul style="list-style-type: none"> • 7 July 2021 • October 2021 – to be confirmed 	-
7.2	<p>Planning Away Day – 2 September 2021</p> <p>Jennifer Perry said that an agenda would be sent out closer to the date.</p>	-
7.3	<p>Estate Inspections Report</p> <p>Bronwen Taylor went through the Estate Inspection report and advised that the information would be uploaded to the Google drive.</p> <p>Les Rolfe was concerned that issues from the volunteers did not match those of the Housing Officers.</p> <p>Jennifer Perry said that Jim Watson emailed his reporting forms to us to be included in our reporting.</p>	-
8.	Any other Business	-
8.1 8.2	<p>Business Plan</p> <p>Service Plan</p> <p>Jennifer Perry explained that the reason for these plans was to get tenants involved. She said that we would go through the plans at the September away day. She added that this came from the White paper and was a new approach from the Council, which puts tenants at the forefront of our plans.</p> <p>Paul Bowman asked if tenants would get involved in the Mears contract.</p> <p>Peter Campbell said that the board would be made up of officers, members and tenants.</p>	-

Item	Subject	Action
8.3	<p>Minutes and Performance Reports</p> <p>Jennifer Perry advised that the minutes and performances reports would be uploaded to SCDC's website and asked if there were any objections from the panel.</p> <p>There were no objections.</p>	B Taylor
8.4	<p>Equity Share Property</p> <p>Margaret Wilson said she had received a question from a neighbour who said that someone had died some years ago and the deceased's house and property were going into disrepair. She said that apparently SCDC do not buy back the 75%. She asked if SCDC should be responsible for the upkeep?</p> <p>Geoff Clark explained the process and said that whoever owns the property should maintain it.</p> <p>Peter Campbell asked Margaret Wilson to send Geoff Clark an email with the details.</p>	M Wilson
8.5	<p>Mears Meeting</p> <p>Geoff Clark said that he had had a meeting with Mears regarding the board, what the representation should be and how the meetings should continue.</p> <p>Jennifer Perry said that previously information was not fed back to the other tenants by the tenant representatives.</p> <p>Cllr Batchelor said that more information was provided at this meeting than at the Mears board meeting. He said the Mears meeting should be consolidated into this meeting.</p> <p>Geoff Clark agreed and said that Mears would have to attend all HPP quarterly meetings.</p> <p>Peter Campbell also agreed and said that a time limit would need to be placed on each agenda item.</p> <p>Patti Hall said that they were never notified of the Mears board meeting.</p>	-

Item	Subject	Action
9.	Date of next meeting 9 September 2021 at 13.00 (Zoom / venue tbc)	-
10.	Closing There being no further business to discuss, the meeting ended at 15:50.	-

Affordable Homes Performance April to March 2020 / 2021

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

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

Key Performance Indicators (KPIs)	Target 2020 / 2021	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comments & Benchmarking where available
AH212 – £s Spend on B&B Monthly (cumulative)	See targets Appendix 1 p14 Actual spend per quarter	April £8,320 May £26,873 June £40,327 = £40,327	July £63,646 August £77,389 September £106,155 = £65,828	October £132,289 November £159,026 December £191,135 = £84,980	January £217,965 February £233,316 March £259,262 = £68,127	Amber Declined	See Appendix 1
AH215 – % Successful Homeless preventions as a proportion of all homelessness cases closed (year to date)	50%	51.90%	53.45%	50.5%	57.1%	Green Improved	-
SH375 – Average SAP (EPC) rating of self-contained general needs dwellings Quarterly	70.00	See comment	77.2	77.7	Awaiting data	-	See Appendix 1
AH211 – Average days to re-let Housing stock Monthly	17 days or less	April - 12.00 May - 90.00 June - 98.50	July - 77.50 August - 79.00 September - 106.00	October - 65.00 November - 52.00 December - 58.00	January - 84.00 February - 56.00 March - 52.00	Amber Improved	See Appendix 1

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Key Performance Indicators (KPIs)	Target 2020 / 2021	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comments & Benchmarking where available
Numbers of re-lets Housing stock Quarterly (Linked to PI above AH211)	N / a	13	60	45	44	-	See Appendix 1
AH204 – % satisfaction with responsive repairs Quarterly	97% or above	See comment	See comment	87.95	86.66	Amber Declined	See Appendix 1
SH332 – % 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	January - 96.64 February - 98.53 March - 99.30	Green Improved	See Appendix 1
AH224 – Number of new build council house completions – Quarterly (year to date)	42 at year end	10	0	18	43	-	See Appendix 1
AH228 – Number of self-build sites sold – Quarterly (year to date)	13 at year end	0	0	1	0	-	See Appendix 1

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

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

Local Performance Indicators (LPis)	Target 2020 / 2021	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	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	23 Self-contained 11 HMO = 34	-	-
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	January – 0.00 February – 2.00 March – 2.00	Amber Maintained	See Appendix 2
SH352 – % traveller pitch fee collected Monthly	90%	April – 97.98 May – 88.65 Jun – 89.89	July – 90.50 August – 93.14 September – 92.97	October – 90.42 November – 84.30 December – 84.30	January – 86.30 February – 86.70 March – 94.70	Green Improved	See Appendix 2
SH363 – % vacant but available to let Quarterly	0.50%	1.26	1.37	1.27	1.25	Amber Improved	See Appendix 2
Number of vacant but available to let Quarterly (linked to PI above SH363)	-	66	72	67	66	-	See Appendix 2
SH364 – % vacant but unavailable (Annual)	0.50%	N / A	N / A	N / A	0.38	Amber Declined	See Appendix 2

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Local Performance Indicators (LPis)	Target 2020 / 2021	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comment
Number of vacant but unavailable (Annual) (Linked to above PI SH364)	-	N / A	N / A	N / A	20	-	See Appendix 2
SH368 – % rent arrears Quarterly	2.00%	1.89	2.03	See comment	2.19	Amber Declined	See Appendix 2
SH369 – % rent loss from empty houses (cumulative)	3.00%	0.32	0.75	Awaiting data	Awaiting data	-	See Appendix 2
£ spent on rent loss from empty houses (cumulative) (Linked to PI above SH369)	Estimated Annual Debit £27,000,000.00	£86,132	£203,270	See comment	Awaiting data	-	See Appendix 2
SH376 – % tenants satisfied with the re-let service (year to date) Quarterly	85% or above	See comment	83%	92%	91%	Green Declined	See Appendix 2
SH374 – % non-decent council homes Quarterly	5.00%	See comment	7.5%	7.99%	Awaiting data	-	See Appendix 2

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Local Performance Indicators (LPis)	Target 2020 / 2021	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comment
SH344 – % Customer satisfaction with the condition of new home (year to date) Quarterly	85% or above	See comment	92%	96%	94%	Green Declined	See Appendix 2
SH327 – % 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	January – 94.40 February – 96.14 March – 96.38	Green Improved	See Appendix 2
SH330 – % 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	January – 85.74 February – 88.95 March – 80.27	Amber Decline	See Appendix 2
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 Q.3	13 villages	Awaiting data	-	See Appendix 2

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

Management Info	Frequency	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Comment
AH210 – Total number of presentations including advice only cases	Quarterly	165	200	203	299	-
AH213 – Number of Homeless applications	Quarterly	106	101	102	122	-
AH208 – Number of Homeless preventions	Quarterly	41	51	54	52	-
AH214 – Number of Homeless acceptances	Quarterly	15	26	30	23	-
AH203 – Numbers in temporary accommodation	Quarterly	61	62	64	59	See Appendix 3
AH219 – Number of properties within Shire Homes – Cumulative	Quarterly	5 Self-contained 6 HMO = 11	11 Self-contained 7 HMO = 18	16 Self-contained 7 HMO = 23	19 Self-contained 11 HMO = 30	-
AH217 – Number of cases where Universal Credit is a factor	Quarterly	0	3	5	4	-
AH218 – Numbers on the housing register	Quarterly	1,441	1,497	1,663	1,667	-
AH220 – Number of lettings to Band A	Quarterly	16	53	56	63	See Appendix 3
AH221 – Number of lettings to Band B	Quarterly	24	54	62	53	See Appendix 3

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Management Info	Frequency	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Comment
AH223 – Number of HRA properties that have been empty for over 4 months	Quarterly	12	28	22	30	See Appendix 3
HS1 Number of homes granted planning permission for essential local workers	Quarterly	0	0	1,500	Awaiting data	See Appendix 3
HS2 Number of homes granted funding via Combined Authority	Quarterly	0	0	40	Awaiting data	-
HS4 Number of new affordable homes on rural exception sites given planning permission each year	Annually	26	0	30	Awaiting data	See Appendix 3
HS5 Number of new affordable homes built on rural exception sites each year	Annually	0	0	28	Awaiting data	See Appendix 3
HS6 Percentage of planning consultations responded to within 21 days	Quarterly	65%	99%	100%	Awaiting data	See Appendix 3

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Management Info	Frequency	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Comment
HS7 Number of households supported to improve the energy efficiency of their home through Housing Repairs & Adaptation Grants (Cumulatively)	Quarterly	Completed 1 Heating grant Approved 3 Heating & 3 Windows Pipeline 1 Heating & 1 Windows	Completed 5 heating grants 1 window grant 1 Insulation grant Approved 3 Heating 2 Windows Pipeline 5 heating (pre-approval) 4 windows	Completed 11 heating grants 2 window grants 1 Insulation grant Approved 4 Heating 3 Windows Pipeline 5 heating (pre-approval) 2 windows	Completed 12 heating grants 3 window grants 1 Insulation grant Approved 4 Heating (awaiting start) 3 Windows Pipeline 4 heating (pre-approval) 8 windows	Changing systems from Flare to Tascomi
HS8 Number of tenant hours volunteered for tenancy engagement	Quarterly	See comments	See comments	See comments	See comments	See Appendix 3
HS9 Number of services changed, implemented, or withdrawn during the year as a result of resident involvement	Annually	N / a	N / a	N / a	See comments	See Appendix 3
HS10 Number of residents / service users involved in formal / informal consultation groups (including digital)	Quarterly	See comments	See comments	See comments	See comments	See Appendix 3

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Management Info	Frequency	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Comment
AH229 – Number of self-build planning permissions granted on HRA land (available to purchase) (year to date)	Quarterly	0	0	0	0	See Appendix 3
AH225 – Number of new build council houses currently started on site (year to date)	Quarterly	0	3	0	9	See Appendix 3

Appendix 1

Comments & Benchmarking where available

AH212 – £s Spend on B&B Monthly (cumulative)

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'. 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 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." Housing Advice and Options staff continue to explore options to increase the accommodation and support available to rough sleepers, including the submission of funding bids to MHCHLG where appropriate.

AH212 – £s Spend on B&B Monthly (cumulative) – Table shows Targets and Interventions

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

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

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 WC 16 / 11, 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 and Q4 – 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.

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

Commentary for March / year end: In January Mears lost the services of 2 multi trade employees who were working on empty properties at short notice, at the same time they also lost the services of a sub-contractor. This has significantly affected Mears ability to complete specified

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works to our empty properties in the time frames we have agreed. These reduced physical resources and the Covid safety measures that were in place for the first 3 months of the year have contributed to increased average re-let times.

We have employed the services of an additional contractor and Mears have now completed the recruitment of new tradespersons to replace those that left the business. We therefore expect to see average re-let times reduce over the next few months.

For 2020 / 2021 Quarterly commentary see below:

Commentary for Q4:

February 2021

We are still experiencing a high number of empty properties being returned to us that need a clean, waste and possessions removing and decoration as part of the work required before we can re-let the property. We have implemented some temporary measures to help deal with this whilst we are in Lockdown and our normal pre-termination process is not possible. We are also working with tenant groups to look at ways of strengthening our pre-termination process which will be implemented when working practices return to normal.

Mears are still struggling with physical resources following the departure of a couple of team members before Christmas and also, a sub contractor where their main focus of work was maintenance to our empty properties. As an interim measure we have agreed to move some of our properties onto a separate contractor.

January 2021

In addition to the difficult conditions ourselves and our contractors are continuing to work under due to the Covid-19 restrictions placed upon us, all of the properties let in this month became void before Christmas. This means they would of all had additional time in the void period due to our contractors not working for the best part of 2 weeks over Xmas / New Year.

Further analysis has shown that a great number of properties being returned to us at the present time need a clearance and clean before void works can start. Then as part of the works that are required before they can be re-let, we are also having to decorate many rooms. All of which causes delay to the length of time a property remains empty.

We are still continuing to complete pre-termination inspections where practical, but it appears the messages we are delivering around making sure a property is returned to us in the same condition it was let, are not getting through. The fact we are seeing unwanted possessions and

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waste left in properties when keys are being handed back, may well be influenced again by the current Lockdown restrictions we have in place. Access to support from friends / family, not being able to travel to dispose of items, limited access to household waste centres, and access to essential cleaning and decorating materials, may well be having a negative effect on what we are seeing.

To help mitigate against this we are reviewing our pre-termination process and thinking about the wording and content around what we say. We have also spoken with tenant and leaseholder representatives on our Housing Performance Panel and asked them to think about how we can bring about positive change to what we are experiencing.

Commentary for Q3:

We have seen a steady improvement in void turn around times in this quarter. The figure for December increased slightly compared to November 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.

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.

Commentary for Q1 & Q2:

- 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.

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- From the end of March to the 12 June, no general needs properties were advertised and for sheltered accommodation it was from the end of March until 1 August.
- This means that some properties let in September 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.
- 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.

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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.

[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](#)

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

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Q3 and Q4 - satisfaction pre covid-19 was collected via handheld devices. 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 (22% average response rate):

October – 197 / 222

November – 210 / 235

December – 178 / 207

January – 239 / 261

February – 255 / 294

March – 216 / 254

SH332 – % Emergency repairs attended within 24 hours – Monthly

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

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

AH224 – Number of new build council house completions – Quarterly (year to date)

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.

12 April 2021 – properties have been completed in Q4. The number of new build council house completions for the year end 2020 / 2021 is 71 which exceeds the target of 42.

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AH228 – Number of self-build sites sold – Quarterly – (year to date)

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 Q2 but Fowlmere site sold early October so will appear in Q3. Expected sale of Ickleton site fallen through.

12 April 2021 – The Duxford site will be marketed soon.

Appendix 2

Comments

SH336 – Uncompliant gas installations – Monthly

- **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.
- **February** – due to COVID related matters
- **March** – due to COVID -19 Shielding

SH352 – % traveller pitch fee collected – Monthly

- **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

SH363 – % vacant but available to let Quarterly

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.

SH364 – % vacant but unavailable (Annual)

Trend has declined on comparison on same time last year (April – March 2019 / 2020 = 0.21%)

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[Number of vacant but available to let Quarterly \(linked to PI above SH363\)](#)

Added due to feedback received from the Housing Performance Panel

[Number of vacant but unavailable \(Annual\) \(Linked to above PI SH364\)](#)

Added due to feedback received from the Housing Performance Panel

[SH368 – % rent arrears – Quarterly](#)

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

[SH369 – % rent loss from empty houses \(cumulative\)](#)

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 and Q4 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

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

Added due to feedback received from the Housing Performance Panel

Q3 and Q4 data unavailable due to the migration to the new Orchard system, reports were removed and 3C / ICT are still currently still working on reinstating them

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

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

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SH374 – % non-decent council homes Quarterly

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 and Q4 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.

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

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

SH327 – % of repair appointments kept Monthly

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.

SH330 – % routine repairs within target timescales – Monthly

Impact due to 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.

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

- Actively working with Parish / RP = 3 villages
- Undertaking Housing Needs Survey – 4 villages
- At Pre-App Stage = 3 villages
- Awaiting Planning Decision = 2 villages
- Received Planning Permission = 1

Appendix 3

Comments

AH203 – Numbers in temporary accommodation

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

AH220 – Number of lettings to Band A

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

AH221 – Number of lettings to Band B

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

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

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

HS1 Number of homes granted planning permission for essential local workers

S.106 completed securing 1500 homes for the Wellcome Trust Campus workers.

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

- Eltisbury – adjacent Pond, Potten End – 9 affordable and 3 private
- Great Shelford – Mores Meadow – 21 affordable

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

- Hurdleditch Road, Orwell – 20 homes
- Sawston, John Huntingdons Charity – 4 homes
- Burton End, West Wickham – 4 homes

HS6 Percentage of planning consultations responded to within 21 days

Q2. – 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

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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.

HS8 – Number of tenant hours volunteered for tenancy engagement

Below are new ways we are measuring tenancy engagement:

Engagement via email & social media	Q1	Q2	Q3	Q4
Tenant email contact – successfully sent (out of approx. 7,500 tenants)	1,971	6,340	5,005	5,084
Online version of newsletter	Viewed = 926 'Deep read' = 243	Viewed = 545 'Deep read' = 211	Viewed = 652 'Deep read' = 128	Viewed = 2,518 'Deep read' = 131
Face book – total engagement (someone who has clicked read more, followed a link, shared, or reacted to a post)	5,613	5,613	4,007	773 We reduced the number of Facebook posts in the last quarter to focus on tenant specific posts – this has impacted on the numbers
Other engagement:	-	-	-	-
Volunteer hours	7 (due to Covid-19)	20	150	66
Meetings held	0	0	10	suspend tenant meetings due to covid-19
Estate visits completed	2	5	0	-

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

- Implemented a new Resident Involvement Framework
- Established Housing Performance Panel to scrutinise the service performance
- Held elections for a new Housing Engagement Board
- Dissolved the Tenant Participation Group, the leaseholder forum and sheltered housing
- Re-started formal estate inspections
- Created a Tenant Facebook page

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- Created monthly e-newsletters
- Created printed monthly newsletters for Sheltered Housing tenants

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

AH229 – Number of self-build planning permissions granted on HRA land (available to purchase) (year to date)

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.

12 April 2021 – No planning approvals in Q4, there are, a number of outline planning application which are, awaiting decision but suffering delays by Planning

AH225 – Number of new build council houses currently started on site (year to date)

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.

12 April 2021 – The Melbourn scheme for 9 dwellings started on site in Q4. And a scheme for 12 dwellings in Swavesey was added to the development pipeline when it was approved by Cabinet in March 2021.