

Housing Performance Panel

Minutes of the Quarterly Meeting held on Thursday, 9 September 2021 from 13:00 to 16:00 via Zoom

Attendees:	<p>Cllr John Batchelor Brian Burton Les Rolfe Patricia Hall Paul Bowman Elaine Phillips (Mears) Geoff Clark (SCDC – Neighbourhood Services Manager) Grace Andrews (SCDC – Data Quality and Improvement Team Leader) Matt Wynn (SCDC – Rent and Recovery Manager) Bronwen Taylor (SCDC – Resident Engagement Officer) – Minute taker</p>
Apologies:	<p>Peter Campbell (Head of Housing) – Chair Jennifer Perry (Resident Involvement Team Leader) – Vice Chair Ffion Daniels</p>

Item	Subject	Action
1.	<p>Welcome and Apologies</p> <p>As Peter Campbell was attending a housing conference and Jennifer Perry was on leave, Geoff Clark chaired the meeting.</p> <p>Geoff Clark welcomed the panel to the meeting, at 13:00. He especially welcomed Brian Burton, the new Tenant representative to the panel.</p> <p>Apologies were received from Peter Campbell, Jennifer Perry and Ffion Daniel.</p>	-
2.	<p>Quorum</p> <p>The meeting was quorate.</p>	-

Item	Subject	Action
3.	<p>Minutes of previous meeting – 3 June 2021</p> <p>Geoff Clark referred to the minutes of the previous meeting.</p> <p>They were proposed by Les Rolfe and seconded by Cllr John Batchelor.</p>	-
4.	<p>Matters Arising</p>	-
4.1	<p>Empty Properties (Relets) (Item 5.2)</p> <p>Geoff Clark said that Peter Campbell had a meeting on 27 July 2021 with Les Rolfe, Paul Bowman, Patti Hall and Angela Lewell. He said that he would discuss this matter under item 5.4.</p>	-
4.2.	<p>Review Q3 data for affordable homes performance – Rents and Arrears presentation (Item 5.3)</p> <p>Matt Wynn conducted a presentation and explained the eviction process. He advised that Paula Rae was employed by Mears.</p> <p>Geoff Clark advised that it involved a great deal of work, which was a long process and could take years.</p> <p>Paul Bowman asked if Paula Rae would still be employed by Mears when the contract was renewed.</p> <p>Geoff Clark said that Paula Rae’s employment by Mears was for social value and her employment with them would be dependent on the outcome of the new contract. He added that it was a successful roll which assisted Matt Wynn’s team. He thanked Matt Wynn for his presentation.</p>	-
4.3.	<p>Minutes and Performance Reports (Item 8.3)</p> <p>Bronwen Taylor confirmed that the Minutes and Performance reports were uploaded to the website.</p>	-
4.4	<p>Equity Share Property (Item 8.4)</p> <p>Geoff Clark confirmed that he had spoken to Margaret Wilson regarding this query.</p>	-

Item	Subject	Action
5.	Standing Items	-
5.1.	<p>Mears Group – Review of Quarter 1 Data</p> <p>Elaine Phillips, from Mears, presented the Mears Group Quarter 1 Data report.</p> <p>Paul Bowman said that last year and earlier this year Mears had a limited number of staff and asked if this was still the case.</p> <p>Elaine Phillips said that staff numbers had been back to normal since 17 July 2021. She added that relets should now increase.</p> <p>Geoff Clark said that there was a system in place, however he would cover this later in the meeting. He thanked Elaine Phillips for going through the Mears report.</p>	-
5.2 5.3	<p>SCDC – Review of Quarter 1 Performance Data</p> <p>SCDC – Comparison of Quarter 1 Complaints Data</p> <p>Grace Andrews went through a presentation on the Review of Annual Performance Data and a Comparison of Previous Years Key Data highlighting the key indicators that had either increased or declined.</p> <p>Paul Bowman questioned the average number of SMS's, of 988, sent by Mears.</p> <p>Grace Andrews said that she would check the number with Mears.</p> <p>Patti Hall said that this report shows complaints, however, Mears do not have any recorded.</p> <p>Grace Andrews said that although Mears did have more, they would have been resolved immediately and were not recorded. The six recorded was due to them taking longer to resolve.</p> <p>Les Rolfe asked if Mears only record complaints received by them and not those sent to SCDC.</p> <p>Grace Andrews confirmed that they do not include SCDC's complaints in their numbers, although they should include them.</p>	G Andrews

Item	Subject	Action
	<p>Paul Bowman said that this was an opportunity to put controls in place from the outset, including recording all data, for the new contract.</p> <p>Grace Andrews said that the data from Mears was the same as our data and that Elaine Phillips had commented on it.</p> <p>Geoff Clark said that some of the complaints he had looked at could have been resolved quicker had SCDC staff looked at them first.</p> <p>Paul Bowman referred to SH352 and SH369 on the Performance Report and queried the revenue lost.</p> <p>Geoff Clark said that he was waiting for the data from Matt Wynn. He added that they were looking at the rent loss for the year.</p> <p>Paul Bowman said that it was due to Mears not responding.</p> <p>Geoff Clark said that Mears can not be blamed as the has looked at what has influenced the loss and SCDC could have done things better.</p> <p>Geoff Clark thanked Grace Andrews for her report back.</p>	
5.4	<p>Relets Report</p> <p>Geoff Clark said that the influences of the past eighteen months had affected the relets and he had reported this to a scrutiny team. He went through the figures and said that due to Covid-19, supporting vulnerable tenants was our first priority and not relets. He said that during the first lock down we could not relet properties due to various reasons, and therefore we had more properties in the system. We were also unable to perform pre-termination inspections. He added that going forward we have a process in place.</p> <p>Les Rolfe said that he understood that at the beginning of Covid-19 a lot of things were sidelined.</p> <p>Paul Bowman asked if SCDC would be prepared for a similar event in the future. Geoff Clark said that we were prepared, however, could have done things better. He said that we were better placed now and we have an extra resource in Eddie Spicer who will be joining SCDC from 11 October 2021, which would allow him to concentrate on the relets.</p>	-

Item	Subject	Action
5.5	<p>Update on the Repairs Contract</p> <p>Geoff Clark advised that some of the tenants had been involved in the pre-tender stage of the Repairs Contract process which was insightful. He said that 11 submissions had been assessed, and that 5 of those submissions were advised that they had been successful and would be invited to the full tender stage. He added that the tenant representatives would play a part in the selection.</p> <p>Les Rolfe said that it was very interesting and that he was very pleased that their views mattered, and that they were similar to the views of the SCDC staff.</p>	-
5.6	<p>Estate Inspections Report</p> <p>Bronwen Taylor went through the Estate Inspection report and advised that when the Housing Officer updates the Actions worksheet, it was also uploaded to the Google drive.</p> <p>Les Rolfe said that on the most recent inspection, we found an abandoned car in a car park which had not been taxed for 9 years, had never had a MOT and was not SORN. He asked why nothing had been done about it and suggested that some Housing Officers could not be bothered to do extra work.</p> <p>Geoff Clark said that he was disappointed to hear this and would raise this issue at the next team meeting. He thanked Les Rolfe for his feedback.</p> <p>Cllr Batchelor referred to the report on communal areas in Linton and said that at the Planning Away Day this was also discussed, and he asked where we were in regards to changing the rules and who was responsible.</p> <p>Geoff Clark said that pre-Covid-19, we had a project in place where we looked at blocks of flats and got tenants to remove items that were either causing an obstruction or were being stored in communal areas. He added that there was a block of flats in Teversham where we did a refurbishment project. He said we were looking at introducing service charges to</p>	G Clark

Item	Subject	Action
	<p>introduce regular cleaning services, which we do not have at the moment, and it was a project that he would be focusing on in the coming months.</p> <p>Bronwen Taylor confirmed that communal areas was one of the projects that we would be working on with tenants.</p> <p>Geoff Clark thanked Bronwen Taylor and said that he was pleased to see that the inspections were successful and that the tenants involvement was adding value.</p>	
6.	New Matters	-
6.1	<p>Feedback from Away Day held on 2 September 2021</p> <p>Bronwen Taylor advised that the Planning Away Day was a huge success and that she was in the process of collating the project choice preferences. She said some of the feedback she had received from tenants was:</p> <p>“that it was informative and helpful, and that it was good to meet everyone”</p> <p>“a big thank you to all on the Council who organised this informative and great event yesterday.”</p> <p>“Thank you again for the excellent organisation involved in the Away Day.”</p> <p>“Well organised and very interesting. Nice to see everyone in person.”</p> <p>Geoff Clark said that he found the day useful and well structured, that all the topics discussed were very relevant and it was good to see everyone face to face. He added that Heather Wood said that she found the day informative and useful.</p> <p>Les Rolfe said it was well organised and very interesting, and it was good to see everyone.</p> <p>Brian Burton said that as a new member of the team he received a very warm welcome and he enjoyed the day, which was extremely informative. He thanked Bronwen Taylor for the hard work she had put in to organise it.</p>	-

Item	Subject	Action
	<p>Geoff Clark asked Brian Burton how he found this meeting. Brian Burton said that it was important for him to understand what different subjects were covered and going through the previous minutes was fascinating. He said that he would progress through further meetings.</p>	
7.	<p>Any other Business None</p>	-
8.	<p>Date of next meeting 1 December 2021 at 13.00 (Zoom / venue tbc)</p>	-
9.	<p>Closing There being no further business to discuss, the meeting ended at 15:19.</p>	-

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 2021 / 2022	Q1 2021 / 2022 April – June	Trend	Comments & Benchmarking where available
AH212 – £s Spend on B&B Monthly (cumulative)	See targets Appendix 1 page 6 Actual spend per quarter	April – £15,181 May – £32,264 June – £48,988 = £48,988 (target £48,000)	Amber	See Appendix 1
AH215 – % Successful Homeless preventions as a proportion of all homelessness cases closed (year to date)	50%	60.8%	Green	See Appendix 1
SH375 – Average SAP (EPC) rating of self-contained general needs dwellings Quarterly	70.00	77.00 (EPC rating C)	Green	See Appendix 1
AH211 – Average days to re-let Housing stock – Monthly	17 days or less	April – 78.00 May – 48.00 June – 49.00	Amber	See Appendix 1
Numbers of re-lets Housing stock Quarterly (Linked to PI above AH211)	N / A	32	-	See Appendix 1
AH204 – % satisfaction with responsive repairs – Quarterly	97% or above	85%	Amber	See Appendix 1
SH332 – % Emergency repairs attended within 24 hours – Monthly	98% or above	April – 97.85 May – 95.13 June – 97.30	Amber	See Appendix 1
AH224 – Number of new build council house completions – (year to date)	42 at year end	13	-	See Appendix 1
AH228 – Number of self-build sites sold – (year to date)	13 at year end	0	-	See Appendix 1

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 2021 / 2022	Q1 2021 / 2022 April – June	Trend	Comment
AH216 – Number of households assisted through Shire Homes Lettings – Cumulative – Quarterly (year to date)	40	6 Self-contained 3 HMO = 9	-	-
SH336 – Uncompliant gas installations Monthly	0.00	April – 3.00 May – 3.00 June – 1.00	Amber	See Appendix 2
SH352 – % traveller pitch fee collected Monthly	90%	April – 80.10 May – 77.50 June – 80.70	Amber	See Appendix 2
SH363 – % vacant but available to let Quarterly	0.50%	1.47	Amber	See Appendix 2
Number of vacant but available to let Quarterly (linked to PI above SH363)	-	78	-	See Appendix 2
SH364 – % vacant but unavailable (Annual)	0.50%	-	-	-
Number of vacant but unavailable (Annual) (Linked to above PI SH364)	-	-	-	-
SH368 – % rent arrears Quarterly	2.00%	2.01%	Green	-
SH369 – % rent loss from empty houses (cumulative)	3.00%	Awaiting Data	-	See Appendix 2
£ spent on rent loss from empty houses (cumulative) (Linked to PI above SH369)	Estimated Annual Debit £ to be confirmed	Awaiting Data	-	See Appendix 2

Affordable Homes Performance April to March 2021 / 2022

Local Performance Indicators (LPIs)	Target 2021 / 2022	Q1 2021 / 2022 April – June	Trend	Comment
SH376 – % tenants satisfied with the re-let service – (year to date) Quarterly	85% or above	93%	Green	See Appendix 2
SH374 - % non-decent council homes Quarterly	5.00%	5.7%	Green	-
SH344 – % Customer satisfaction with the condition of new home (year to date) Quarterly	85% or above	93%	Green	See Appendix 2
SH327 – % of repair appointments kept Monthly	95% or above	April – 95.41 May – 94.54 June – 95.65	Green	-
SH330 – % routine repairs within target timescales – Monthly	95% or above	April – 90.87 May – 88.68 June – 86.62	Amber	See Appendix 2
HS3 Number of parishes exploring the potential for delivering affordable housing on exception site	Quarterly T 10; I 6	9 villages	-	See Appendix 2

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

Management Info	Frequency	Q1 2021 / 2022 April – June	Comment
AH210 – Total number of presentations including advice only cases	Quarterly	362	See Appendix 3
AH213 – Number of Homeless applications	Quarterly	115	-
AH208 – Number of Homeless preventions	Quarterly	62	-
AH214 – Number of Homeless acceptances	Quarterly	17	-
AH203 – Numbers in temporary accommodation	Quarterly	68	See Appendix 3
AH219 – Number of properties within Shire Homes – Cumulative	Quarterly	2 Self-contained 0 HMO = 2	-
AH217 – Number of cases where Universal Credit is a factor	Quarterly	4	-
AH218 – Numbers on the housing register	Quarterly	1,803	-
AH220 – Number of lettings to Band A	Quarterly	34	-
AH221 – Number of lettings to Band B	Quarterly	48	-
AH223 – Number of HRA properties that have been empty for over 4 months	Quarterly	33	See Appendix 3
HS1 Number of homes granted planning permission for essential local workers	Quarterly	0	-
HS2 Number of homes granted funding via Combined Authority	Quarterly	15	See Appendix 3
HS4 Number of new affordable homes on rural exception sites given planning permission each year	Annually	0	-
HS5 Number of new affordable homes built on rural exception sites each year	Annually	0	-
HS6 Percentage of planning consultations responded to within 21 days	Quarterly	100%	See Appendix 3
HS7 Number of households supported to improve the energy efficiency of their home through Housing Repairs & Adaptation Grants (Cumulatively)	Quarterly	Awaiting data	See Appendix 3
HS8 Number of tenant hours volunteered for tenancy engagement	Quarterly	See comments	See Appendix 3
HS9 Number of services changed, implemented, or withdrawn during the year as a result of resident involvement	Annually	See comments	See Appendix 3

Management Info	Frequency	Q1 2021 / 2022 April – June	Comment
HS10 Number of residents / service users involved in formal / informal consultation groups (including digital)	Quarterly	See comments	See Appendix 3
AH229 – Number of self-build planning permissions granted on HRA land (available to purchase) (year to date)	Quarterly	1	See Appendix 3
AH225 – Number of new build council houses currently started on site (year to date)	Quarterly	4	See Appendix 3

Appendix 1

Comments & Benchmarking where available

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

The use of B&B continues to be high, following the impact of the pandemic. Whilst homeless prevention levels have still been on target, through the pandemic, more people require emergency accommodation at short notice. As a result, the anticipated expenditure targets have increased for this year. There are still high levels of single households requiring emergency accommodation, and the majority of those placed in B&B accommodation are single people, however, there is the potential for this to change as the lifting of the eviction ban progresses.

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

Month	Target	Intervention
April	16,000	17,600
May	32,000	35,200
June	48,000	52,800
July	64,000	70,400
August	80,000	88,000
September	96,000	105,600
October	112,000	123,200
November	128,000	140,800
December	144,000	158,400
January	160,000	176,000
February	176,000	193,600
March	192,000	211,200

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

Q1. – 60.8% is the highest % we have seen / recorded. For the same period last year, it was 51.9%.

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

Q1. – 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.

EPC scores are divided into bands as follows:

- EPC rating A = 92 – 100 SAP points (most efficient)
- EPC rating B = 81 – 91 SAP points.
- EPC rating C = 69 – 80 SAP points.
- EPC rating D = 55 – 68 SAP points.
- EPC rating E = 39 – 54 SAP points.
- EPC rating F = 21 – 38 SAP points.
- EPC rating G = 1 – 20 SAP points (least efficient)

[AH211 – Average days to re-let Housing stock – Monthly](#)

Commentary for Q1

Over the last 18 months we have seen the length of time it has taken us to let our empty properties increase as a result of the challenges presented by the Covid pandemic. These challenges have affected each stage of our voids process. Additional commentary has been provided at various times throughout this journey to explain the individual factors that has influenced performance. And there is a briefing paper that is available which brings all that information together and talks about what measures we have introduced to deal with the challenges and how we intend to improve the current position.

[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 – Satisfaction scores via SMS since August 2020

Month	Sent	Received	Response rate	Overall Satisfaction
April	1,012	171	17%	79%
May	1,038	170	16%	90%
June	914	148	16%	85%

SH332 – % Emergency repairs attended within 24 hours – Monthly

Mears New General Manager is doing some work with the team to address issues where jobs have been handled incorrectly which have affected "jobs completed on time" and the "average number of days".

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

Q1. 12 Shared ownership properties were completed this quarter 6 at Toft and 6 at Hardwick.

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

Q1. Sites have been marketed with new Estate Agent Browne & Co.

Appendix 2

Comments

[SH336 – Uncompliant gas installations – Monthly](#)

April & May –

- 1 With legal seeking Court injunction for access
- 1 Covid & Vulnerable person delays
- 1 Tenant assistance with Neighbourhood support team

June – 1 With legal seeking Court injunction for access

[SH352 – % traveller pitch fee collected – Monthly](#)

April & May – We have three plots waiting to hear back on rent payments from Universal credit (will be backdated) as well as a suspension of housing benefit on another plot.

June – Two plots on Blackwell awaiting debt management help and universal credit costs to help cover rent.

[SH363 – % vacant but available to let Quarterly](#)

Commentary for Q1

Over the last 18 months we have seen the length of time it has taken us to let our empty properties increase as a result of the challenges presented by the Covid pandemic. These challenges have affected each stage of our voids process. Additional commentary has been provided at various times throughout this journey to explain the individual factors that has influenced performance. And there is a briefing paper that is available which brings all that information together and talks about what measures we have introduced to deal with the challenges and how we intend to improve the current position.

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

Added due to feedback received from the Housing Performance Panel.

SH369 – % rent loss from empty houses (cumulative)

Q1 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

Q1 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

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

Q1 – total of 15 completed surveys of which 14 were very or fairly satisfied

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

Q1 – total of 15 completed surveys of which 14 were very or fairly satisfied

SH330 – % routine repairs within target timescales – Monthly

Mears New General Manager is doing some work with the team to address issues where jobs have been handled incorrectly which have affected "jobs completed on time" and the "average number of days".

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

- Actively working with Parish / RP = Two village (Gamlingay and Meldreth)
- Undertaking Housing Needs Survey – Four villages (Haslingfield, Guilden Morden, Willingham and Landbeach)
- At Pre-App Stage = 1 village (Great Eversden)
- Awaiting Planning Decision = 2 villages (Fen Drayton and Newton)
- Received Planning Permission = 0

Appendix 3

Comments

AH210 – Total number of presentations including advice only cases

This includes 247 triage cases, and the total has seen an increase last quarter (299)

AH203 – Numbers in temporary accommodation

Increase on last quarter (59)

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

Commentary for Q1

Over the last 18 months we have seen the length of time it has taken us to let our empty properties increase as a result of the challenges presented by the Covid pandemic. These challenges have affected each stage of our voids process. Additional commentary has been provided at various times throughout this journey to explain the individual factors that has influenced performance. And there is a briefing paper that is available which brings all that information together and talks about what measures we have introduced to deal with the challenges and how we intend to improve the current position

HS2 Number of homes granted funding via Combined Authority

(£675,000 for 15 affordable almshouses at Dovehouse Court, Girton)

- Sawston, John Huntingdons Charity – 4 homes
- Burton End, West Wickham – 4 homes

HS6 Percentage of planning consultations responded to within 21 days

(27 consultation responses – average time taken 10 days)

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

Changing systems from Flare to Tascomi

HS8 – Number of tenant hours volunteered for tenancy engagement

Below are new ways we are measuring tenancy engagement:

Engagement via email & social media	Q1
Tenant email contact – successfully sent (out of approximately 7,500 tenants)	5,248
Online version of newsletter	'Viewed' = 601 'Deep read' = 104
Face book – total engagement (someone who has clicked read more, followed a link, shared, or reacted to a post)	1,173
Other engagement	Q1
Volunteer hours	109 Meetings held = 8 Estate visits completed = 2
Meetings held	15
Estate visits completed	2

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
- 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)

Q1. Outline planning permission was granted for Linton Rd, Balsham

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

Q1. A scheme for 4 affordable dwellings in Castle Camps was added to the delivery pipeline.