

Housing Performance Panel

Minutes of the Quarterly Meeting held on Wednesday, 1 December 2021 from 13:00 to 16:00 via Zoom

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

Item	Subject	Action
1.	<p>Welcome and Apologies</p> <p>As Peter Campbell was attending another meeting and Jennifer Perry was on sick leave, Geoff Clark chaired the meeting.</p> <p>Geoff Clark welcomed the panel to the meeting, at 13:00.</p> <p>Apologies were received from Ffion Daniels, Patricia Hall, Peter Campbell and Jennifer Perry.</p>	-
2.	<p>Quorum</p> <p>The meeting was quorate.</p>	-

Item	Subject	Action
3.	<p>Minutes of previous meeting – 9 September 2021</p> <p>Geoff Clark referred to the minutes of the meeting held on 9 September 2021.</p> <p>They were proposed by Paul Bowman and seconded by Les Rolfe and Cllr John Batchelor as a true reflection of the meeting.</p>	-
4.	<p>Matters Arising</p>	-
4.1	<p>SCDC Review of Quarter 1 Performance Data (Item 5.2)</p> <p>Grace Andrews confirmed that she had queried the number of text messages with Diane Keay of Mears, who had advised that she was working with the team to ensure mobile numbers were captured and recorded correctly.</p>	
4.2.	<p>Estate Inspections Report (Item 5.6)</p> <p>Geoff Clark confirmed that he had raised the issue of dealing with abandoned cars with the Housing Officers. He said that they did take proactive action when they came across abandoned vehicles on formal or informal estate walkabouts or when the matter was brought to their attention by residents.</p>	-
5.	<p>Standing Items</p>	-
5.1.	<p>Mears Group – Review of Quarter 2 Data</p> <p>Elaine Phillips, from Mears, presented the Mears Group Quarter 2 Data report and said that she was still monitoring the repair jobs. She added that there was a delay in receiving materials due to a shortage with suppliers and asked if the panel would like her to re-run the relets report.</p> <p>Geoff Clark asked the panel if the statistics should be revisited.</p>	

Item	Subject	Action
	<p>Eddie Spicer said it would be good to see them but questioned if they would add any value.</p> <p>Geoff Clark agreed and asked for the correct figures to be included for the next meeting. He thanked Elaine Phillips for presenting the Mears report.</p>	E Phillips
5.2	<p>SCDC – Review of Quarter 2 Performance 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. She referred to the B&B core spend, and the Housing Benefit money received, which would reduce the core spend. She also explained that there would be further monies allocated from the covid grant at year end. She asked the board if they would still like to see the B&B Spend updates quarterly, even though the true spend was not available until year end?</p> <p>Cllr Batchelor said that he would prefer to see the true figures at the end of the financial year, however, he and Geoff Clark agreed that it would also be good to see the quarterly update in order to keep track.</p> <p>Grace Andrews went through the Re-let of Housing Stock and said that we were getting back to where we were before the pandemic started, which was in line with what the HouseMark Benchmarking had seen and reported on.</p> <p>Geoff Clark agreed that we were heading in the right direction.</p> <p>Cllr Batchelor asked if we had national figures to which Grace Andrews replied that we did with the HouseMark Benchmarking reports.</p> <p>Elaine Phillips said that Mears had employed six new contractors and therefore the re-let numbers should improve.</p> <p>Grace Andrews went through the Satisfaction with Response Repairs and highlighted that the Quarter 1 SMS's sent out was much higher, and when</p>	

Item	Subject	Action
	<p>said that the HouseMark Benchmarking reports had shown that while the sector was still dealing with outstanding repair complaints due to factors of covid and material delays, we should expect to start seeing complaints increase resulting from the changes brought in by the white paper and the Housing Ombudsman, which were promoting easier routes to complain as well as seeing them as a positive learning experience.</p> <p>Eddie Spicer said that not all issues coming through were complaints, as some service requests were being logged incorrectly as complaints.</p> <p>Grace Andrews explained that all feedback received was reviewed and if they were not official complaints (that is, not complaints about the council actions) they were recorded as Service Requests.</p> <p>Geoff Clark said that the timescales would be extended due to the complexity of some issues, although we would need to ensure we were giving realistic extensions.</p> <p>Les Rolfe reported that some residents said that issues were trivial, so they did not report them, however, he had advised them to log the complaints as often more than one resident had the same issue.</p> <p>Paul Bowman asked what definition was being used as a complaint.</p> <p>Grace Andrews explained that the Housing and Corporate policies were to be combined and it had been agreed that it would follow the Local Ombudsman which was similar to the Housing Ombudsman. She said she would send through the definitions of both for the group to review.</p> <p>Cllr Batchelor said he was concerned by the response rate of 52% and asked for an explanation.</p> <p>Geoff Clark advised that it was due to the timescales and complaints needing to be responded to within 10 working days, however, in some instance's extensions had not been agreed.</p>	<p>G Andrews</p>

Item	Subject	Action
	<p>Grace Andrews explained that the KPI looked at any complaint not responded to within the 10 working days timescale, which could be a complaint that was resolved on day 11 or longer. She said that therefore we may need to review more performance indicators that looked at how many complaints were still open and the likelihood of it being responded to within the targeted timescales.</p>	
<p>5.4</p>	<p>Update on the Repairs Contract</p> <p>Eddie Spicer referred to the document in the pack and advised that he was happy with the progress, although there was a slight delay in the process. He added that the current contract with Mears had been extended until the end of September 2022 and the new contract should be in place by 1 October 2022.</p>	<p>-</p>
<p>5.5</p>	<p>Estate Inspections Report</p> <p>Bronwen Taylor referred to the Estate Inspection report for noting.</p> <p>Les Rolfe said that the tenant volunteers never receive the results of the issues raised at the inspections and it would be helpful if the Housing Officers could advise when they had been resolved. He said it would appear that nobody updated the Housing Officers of the results of the issues that had been raised.</p> <p>Paul Bowman said that they had asked for feedback previously and although they had access to the report on the portal, once an issue had been raised with another team or outside agency, example County Council, there were no further updates and no mechanism for them to report back to that particular estate.</p> <p>Bronwen Taylor advised that the officers did check on the issues raised when they next visited the estates, however, due to their workload, they</p>	

Item	Subject	Action
	<p>could not check more often. She added that she had requested all the Housing Officers to update the EI records and actions worksheet by 17 December 2021.</p> <p>Les Rolfe said that when they requested work to be done, did they not ask for confirmation of completion of the work.</p> <p>Geoff Clark said that most of the issues were grounds maintenance and conditions of gardens, which the Housing Officers should take ownership of and ensure that the work had been completed in a timely manner.</p> <p>Les Rolfe said that the volunteers covered a lot of estates and did not have the time to go back to each one to check on the issues raised.</p> <p>Geoff Clark agreed that it was not the tenant volunteers responsibility to check on issues. He said that the Housing Officers should ensure that there was a resolution and they should report back with the outcome. He said he would look at the process and see what could be done to share the outcomes with the tenant volunteers.</p>	G Clark
6.	New Matters	-
6.1	<p>Priorities and vision going forward</p> <p>Eddie Spicer gave a presentation on his Priorities and vision going forward.</p> <p>A discussion on the software development and compatibility with the new contractor was held.</p> <p>Eddie Spicer said that the software standards had been sent to the new contractor. He added that this was a completely new contract and not just an old contract with a new name.</p>	-

Affordable Homes Performance April to September 2021 / 2022

Trend against target: **Red** = outside target; **Amber** = within Intervention **Green** = within 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	Q2 2021 / 2022 July – September	Trend	Comments & Benchmarking where available
AH212 – £s Spend on B&B Monthly (cumulative)	See targets Appendix 1	April – £15,181 May – £32,264 June – £48,988	July – £79,272 August – £102,751 September – £154,638	Red	See Appendix 1
Spend after Housing Benefit (HB)		= £32,202 (HB £16,786)	= £136,304 (HB £18,334)		
Actual Spend per quarter		= £32,202 (target £48,000)	= £104,102 (target £96,000, Intervention £105,600)		
AH215 – % Successful Homeless preventions as a proportion of all homelessness cases closed (year to date)	50%	60.8%	53%	Green Declined	See Appendix 1
SH375 – Average SAP (EPC) rating of self-contained general needs dwellings Quarterly	70.00	77.00 (EPC rating C)	77.00 (EPC rating C)	Green Maintained	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	July – 32.00 August – 43.00 September – 35.00	Red Improved	See Appendix 1
Numbers of re-lets Housing stock Quarterly (Linked to PI above AH211)	N / A	32	32	-	See Appendix 1

Affordable Homes Performance April to September 2021 / 2022

Key Performance Indicators (KPIs)	Target 2021 / 2022	Q1 2021 / 2022 April – June	Q2 2021 / 2022 July – September	Trend	Comments & Benchmarking where available
AH204 – % satisfaction with responsive repairs Quarterly	97% or above	85%	83%	Red Declined	See Appendix 1
SH332 – % Emergency repairs attended within 24 hours – Monthly	98% or above	April – 97.85 May – 95.13 June – 97.30	July – 88.75 August – 98.47 September – 99.01	Green Improved	See Appendix 1
AH224 – Number of new build council house completions – (year to date)	42 at year end	13	13	-	See Appendix 1
AH228 – Number of self-build sites sold – (year to date)	13 at year end	0	0	-	See Appendix 1

Affordable Homes Performance April to September 2021 / 2022

Trend against target: **Red** = outside target; **Amber** = within Intervention **Green** = within 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	Q2 2021 / 2022 July – September	Trend	Comments & Benchmarking where available
AH216 – Number of households assisted through Shire Homes Lettings – Cumulative – Quarterly (year to date)	40	6 Self-contained 3 HMO = 9	Awaiting data	-	-
SH336 – Uncompliant gas installations Monthly	0.00	April – 3.00 May – 3.00 June – 1.00	July – 2.00 August – 1.00 September – 2.00	Red Declined	See Appendix 2
SH352 – % traveller pitch fee collected Monthly	90%	April – 80.10 May – 77.50 June – 80.70	July – 90.10 August – 89.70 September – 90.10	Green Improved	See Appendix 2
SH363 – % vacant but available to let Quarterly	0.50%	1.47	1.32	Red Improved	See Appendix 2
Number of vacant but available to let Quarterly (linked to PI above SH363)	-	78	70	-	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%	2.06%	Green Declined	-
SH369 – % rent loss from empty houses (cumulative)	3.00%	Awaiting Data	1.9%	Green Declined	See Appendix 2

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Local Performance Indicators (LPIs)	Target 2021 / 2022	Q1 2021 / 2022 April – June	Q2 2021 / 2022 July – September	Trend	Comments & Benchmarking where available
£ spent on rent loss from empty houses (cumulative) (Linked to PI above SH369)	Estimated Annual Debit £ to be confirmed	Awaiting Data	£383,707	-	See Appendix 2
SH376 – % tenants satisfied with the re-let service (year to date) Quarterly	85% or above	93%	93%	Green Maintained	See Appendix 2
SH374 – % non-decent council homes Quarterly	5.00%	5.7%	4.9%	Green Declined	See Appendix 2
SH344 – % Customer satisfaction with the condition of new home (year to date) Quarterly	85% or above	93%	93%	Green Maintained	See Appendix 2
SH327 – % of repair appointments kept Monthly	95% or above	April – 95.41 May – 94.54 June – 95.65	July – 95.48 August – 95.26 September – 95.53	Green Maintained	-
SH330 – % routine repairs within target timescales – Monthly	95% or above	April – 90.87 May – 88.68 June – 86.62	July – 86.49 August – 83.83 September – 88.69	Red Improved	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 comments	-	See Appendix 2

Affordable Homes Performance April to September 2021 / 2022

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

Management Info	Frequency	Q1 2021 / 2022 April – June	Q2 2021 / 2022 July – September	Comment
AH210 – Total number of presentations including advice only cases	Quarterly	362	355	See Appendix 3
AH213 – Number of Homeless applications	Quarterly	115	124	-
AH208 – Number of Homeless preventions	Quarterly	62	34	-
AH214 – Number of Homeless acceptances	Quarterly	17	27	-
AH203 – Numbers in temporary accommodation	Quarterly	68	64	See Appendix 3
AH219 – Number of properties within Shire Homes – Cumulative	Quarterly	2 Self-contained 0 HMO = 2	Awaiting data	-
AH217 – Number of cases where Universal Credit is a factor	Quarterly	4	1	-
AH218 – Numbers on the housing register	Quarterly	1,803	1,765	-
AH220 – Number of lettings to Band A	Quarterly	34	55	-
AH221 – Number of lettings to Band B	Quarterly	48	68	-
AH223 – Number of HRA properties that have been empty for over 4 months	Quarterly	33	32	See Appendix 3
HS1 Number of homes granted planning permission for essential local workers	Quarterly	0	0	-
HS2 Number of homes granted funding via Combined Authority	Quarterly	15	0	See Appendix 3
HS4 Number of new affordable homes on rural exception sites given planning permission each year	Annually	0	0	-
HS5 Number of new affordable homes built on rural exception sites each year	Annually	0	0	-

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Management Info	Frequency	Q1 2021 / 2022 April – June	Q2 2021 / 2022 July – September	Comment
HS6 Percentage of planning consultations responded to within 21 days	Quarterly	100%	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	Awaiting data	See Appendix 3
HS8 Number of tenant hours volunteered for tenancy engagement	Quarterly	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	See comments	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 Appendix 3
AH229 – Number of self-build planning permissions granted on HRA land (available to purchase) (year to date)	Quarterly	1	1	-
AH225 – Number of new build council houses currently started on site (year to date)	Quarterly	4	0	-

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Appendix 1

Comments & Benchmarking where available

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

Commentary for Q1

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.

Commentary for Q2

The Housing Advice service have continued to see a high demand for its homelessness services, particularly from those requiring emergency accommodations. We have also seen blockages in temporary accommodation due to limited move on for existing occupants. Most of those in B&B have been single people, with a few families accommodated in nightly paid self-contained accommodation until an alternative is available.

AH212 – £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

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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 & Q2 – 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.

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Commentary for Q2

Overall, we are starting to see significant improvements with our void turn-around times compared with the performance earlier this year and last year. The addition of 2 additional contractors who have supported Mears by picking up some of our empty properties that have required extensive improvement works has allowed Mears to focus on properties that can be turn around more quickly. Mears have also taken on more resources in recent weeks which has also helped and will allow us to continue to make improvements. We are still experiencing high refusal rates and there are some examples of multiple refusals on the same property. We will look at this more closely in the next quarter. The easing of lockdown restrictions has also helped us control and manage the letting process more easily, but we are still mindful of protecting officers working on site and the customers we come into contact with.

Numbers of re-lets Housing stock Quarterly (Linked to PI above AH211)

Added due to feedback received from the Housing Performance Panel

Q1	April – 15	May – 6	June – 11	Total = 32
Q2	July – 8	August – 16	September – 8	Total = 32

AH204 – % satisfaction with responsive repairs – Quarterly

Q1 & 2 – 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%
July	211	34	16%	88%
August	190	42	22%	71%
September	223	46	21%	89%

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Commentary for Q2

A text message with a survey link is sent as soon as the job is marked as complete by Mears operative. Mears are working with the branch team to ensure mobile numbers are captured and recorded correctly which from initial investigations Mears confirm this is happening. We can see that the number of text messages sent out is very low in comparison to the number of jobs completed and Mears will continue to work with the branch and their central insight team to establish the reasons for this and keep us updated on this matter.

Mears was asked the reason for the volume of SMS sent in Q1 was much higher than in Q2, they confirmed that they had included the gas contract with CCC, but this has now been separated out so there will now be two separate reports, with one that will only show SCDC SMS results.

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

Q2 12 Affordable Rented & 1 Shared Ownership = Bennell Farm, Toft = 3 x 1 Bed Flats & 3 x 2 Bed Flats A / R;

= Grace Crescent, Hardwick = 3 x 2 Bed House A / R;

= Bartlow Road, Castle Camps = 2 x 1 Bed Houses A / R, 1 x 2 Bed House A / R and
1 x 2 Bed House S / O

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

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

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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

July – 1 requires enforcement to gain access, 1 unable to access isolating

August – 1 requires enforcement to gain access

September – 1 to be rebooked, 1 requires enforcement to gain 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.

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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

[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

Q2 Increase on this time last year by 76% – Q2 2020 / 2021 = 0.75%

[£ 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

Q2 – total of 27 completed surveys of which 25 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 good or satisfied

Q2 – total of 27 completed surveys of which 25 were good or satisfied

[SH330 – % routine repairs within target timescales – Monthly](#)

Commentary for Q2

Issues regarding jobs being closed down and handled correctly by the operations team. These have been addressed by the Mears General Manager and training given. These will be monitored.

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

Commentary for Q1

- Actively working with Parish / RP = Two villages (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

Commentary for Q2

- Actively working with Parish / RP = Three village (Haslingfield & Guilden Morden and Willingham)
- Undertaking Housing Needs Survey = Three villages (Haslingfield, Guilden Morden and Willingham)
- At Pre-App Stage = 0
- Awaiting Planning Decision = 3 villages (Great Eversden, Fen Drayton and Newton)
- Received Planning Permission = 0

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Appendix 3

Comments

AH210 – Total number of presentations including advice only cases

Q1 This includes 247 triage cases, and the total has seen an increase last quarter (299)

Q2 This includes 231 triage cases

AH203 – Numbers in temporary accommodation

Q1 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

Commentary for Q1

Only a slight reduction shown as at the end of September, 33 down to 32, however 7 of the 32 were relet in October

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

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HS6 Percentage of planning consultations responded to within 21 days

Q1 (27 consultation responses – average time taken 10 days)

Q2 (27 consultation responses – average time taken 11 days)

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

Q1 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	Q2
Tenant email contact – successfully sent (out of approximately 7,500 tenants)	5,248	5,825
Online version of newsletter	'Viewed' = 601 'Deep read' = 104	'Viewed' = 478 'Deep read' = 103
Face book – total engagement (someone who has clicked read more, followed a link, shared, or reacted to a post)	1,173	1,539
Other engagement	Q1	Q2
Volunteer hours	112.5	173.5
Meetings held	8	11
Estate visits completed	5	7
New Feedback forum members gained	15	24

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

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- 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.