

## Housing Performance Panel

Minutes of the Quarterly Meeting held on Wednesday, 2 March 2022 from 13:00 to 16:00 via Zoom

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

Item	Subject	Action
1.	<p><b>Welcome and Apologies</b></p> <p>Peter Campbell welcomed the panel to the meeting at 13:04 and asked everyone to re-introduce themselves.</p> <p>Apologies were received from Ffion Daniels and Jennifer Perry.</p>	-
2.	<p><b>Quorum</b></p> <p>The meeting was quorate.</p>	-

Item	Subject	Action																				
3.	<p><b>Minutes of previous meeting – 1 December 2021</b></p> <p>The Chair referred to the minutes of the meeting held on 1 December 2021. They were proposed by Geoff Clark and seconded by Les Rolfe as a true reflection of the meeting.</p>	-																				
4.	<b>Matters Arising</b>	-																				
4.1	<p><b>Mears Group – Review of Quarter 2 Data (Item 5.1)</b></p> <p>Elaine Phillips confirmed that the correct figures are reflected in the Quarter 3 report included in item 5.1 of the agenda pack.</p>	-																				
4.2.	<p><b>SCDC – Review of Quarter 2 Performance Data (Item 5.2)</b></p> <p>Elaine Phillips confirmed that she had provided the correct Response Repairs SMS figures and answers to the questions asked by Paul Bowman, as follows:</p> <p>1. The correct SMS figures, for Quarter 1:</p> <table border="1" data-bbox="224 1203 1279 1444"> <thead> <tr> <th>Month</th> <th>Sent</th> <th>Received</th> <th>Response Rate</th> <th>Overall Satisfaction</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>507</td> <td>103</td> <td>20%</td> <td>82%</td> </tr> <tr> <td>May</td> <td>487</td> <td>86</td> <td>17%</td> <td>91%</td> </tr> <tr> <td>June</td> <td>592</td> <td>112</td> <td>19%</td> <td>83%</td> </tr> </tbody> </table> <p>2. The answers to the questions asked:</p> <p>2.1 In response to Mears sending out email questionnaires:</p> <p><i>I assume this is in reference to Voice of Customer survey where we currently send out an SMS? We "can" send an email but the response rates are way lower than SMS and traditionally we don't hold many customer email addresses to be able to ask them for feedback. I would be interested to understand their reasoning for wanting an email survey? More than happy to have that conversation with client if that helps?</i></p>	Month	Sent	Received	Response Rate	Overall Satisfaction	April	507	103	20%	82%	May	487	86	17%	91%	June	592	112	19%	83%	-
Month	Sent	Received	Response Rate	Overall Satisfaction																		
April	507	103	20%	82%																		
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June	592	112	19%	83%																		

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	<p>2.2 List of Mears SMS satisfaction questions:</p> <ol style="list-style-type: none"> <li>1. <i>Overall, I was satisfied with the service I received from Mears?</i></li> <li>2. <i>Mears made it easy to handle my issue?</i></li> <li>3. <i>How likely are you to recommend me as to your friends and family?</i></li> </ol> <p><i>(Questions are scored 1 – 10 – and scores of 9 &amp; 10 are taken to create satisfaction scores as a percentage of total number of surveys)</i></p> <p>2.3 In response to what measures they had that there was overall satisfaction by the client:</p> <p><i>Not sure I understand what this question is asking?</i></p> <p>2.4 In response to if there had been an improvement between what Mear’s Head Office had expected and what was actually happening at Cottenham:</p> <p><i>Again, I am not exactly sure what this is referencing? What do they mean by "expected" and "actually happening"?</i></p> <p>Elaine Phillips advised that their Head of Customer Insight was happy to arrange a meeting if needed.</p>	
4.3	<p><b>SCDC – Comparison of Quarter 2 Complaints Data (Item 5.3)</b></p> <p>Grace Andrew’s advised that the definition of complaint as used by both the Local Ombudsman and Housing Ombudsman, was reflected below.</p> <p><b>Local Ombudsman</b></p> <p>“An expression of dissatisfaction about a council service (whether that service is provided directly by the council or by a contractor or partner) that requires a response.”</p> <p><b>Housing Ombudsman</b></p> <p>“A complaint shall be defined as an expression of dissatisfaction, however made , about the standard of service, actions or lack of actions by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.”</p>	-

Item	Subject	Action
4.4	<p><b>Estate Inspections Report (Item 5.5)</b></p> <p>Geoff Clark said that he met with the Housing Officers on 9 February 2022 to discuss the issues raised and he would report back under item 5.5.</p>	-
4.5	<p><b>Compliance Awareness Seminar for Residents Training (Item 6.2)</b></p> <p>Bronwen Taylor advised that hard copies of the training notes were posted to the delegates on 10 January 2022.</p>	-
5.	<p><b>Standing Items</b></p>	-
5.1.	<p><b>Mears Group – Review of Quarter 3 Data</b></p> <p>Elaine Phillips, from Mears, presented the Mears Group Quarter 3 Data report and said that the response repairs had decreased due to a shortage in scaffolding and in the sourcing of roof tiles. She said that there could be a further backlog of repairs due to damage caused by the recent storms.</p> <p>Cllr Batchelor asked for comments on the decline of completed relets as it was down to 60% which was not near the 95% target.</p> <p>Elaine Phillips said that there had been a slight dip due to a shortage of staff, however 6 staff had joined the team and they had seen an improvement.</p> <p>The Chair said that the Christmas figures were also reflected in the decrease in relets.</p> <p>Elaine Phillips added that there was a larger volume of relets due to properties being left in a worse condition.</p> <p>Paul Bowman asked how they arrived at that conclusion and was it bad decorating or damage to the properties.</p> <p>Elaine Phillips said that during lockdown, tenants were doing their own DIY or items were being left in properties. She added that the age of the property and the length of tenancy could also be a factor.</p>	

Item	Subject	Action
	<p>Paul Bowman asked how the risk of high relet costs could be reduced.</p> <p>Eddie Spicer said that it was difficult to determine as it was dependent on the state of each property.</p> <p>Geoff Clark said that SCDC determined what work needed to be done, however, all were different. He said that he had conducted some research which he would share with the board.</p>	G Clark
5.2	<p><b>SCDC – Review of Quarter 3 Performance Data</b></p> <p>Grace Andrews went through a presentation on the Performance Data for Quarter 3, highlighting the key indicators that had either increased or declined.</p> <p>Cllr Batchelor said that the negative figures that were highlighted in red were always raised in Cabinet. Grace Andrews said she would remove the RAG status from the report.</p> <p>Grace Andrews reported that the average relets and satisfaction in response repairs had reduced.</p> <p>Paul Bowman asked at what point was a repair satisfactorily dealt with.</p> <p>Grace Andrews said that this was collated by Mears, however, there were three core questions which were ranked. She added that SCDC do not conduct a survey.</p> <p>Les Rolfe referred to the Tenant Satisfaction Survey and said that the question about referring family or friends is irrelevant.</p> <p>Patti Hall said that she was involved in the survey project and said that the questions were set by MEL Research.</p> <p>Elaine Phillips said that their system was automated and a SMS was sent once a job had been completed, however only 50% of the jobs had a record of mobile numbers.</p>	G Andrews

Item	Subject	Action
	<p>Paul Bowman said that he recently had work done and had received SMSs' for every step of the process, however, he had still not received a satisfaction SMS.</p> <p>Elaine Phillips said she would investigate and advise.</p>	E Phillips
5.3	<p><b>SCDC – Comparison of Quarter 3 Complaints Data</b></p> <p>Grace Andrews went through the Complaints and Compliments Data for Quarter 3 and said there had been a decrease in complaints received. She added that although a total of 30 complaints had been received, the backlog was being cleared.</p> <p>Paul Bowman asked if there was evidence that there could be a doubling up between SCDCs and Mears complaints.</p> <p>Grace Andrews said that these were only complaints to SCDC and that there was very little crossover with Mears.</p> <p>Geoff Clark asked if it would be useful for tenant representatives to see the details of the complaints.</p> <p>Les Rolfe said it would be useful.</p> <p>Elaine Phillips said that as soon as her new Compliance Manager was in position, they would have regular meetings to compare data.</p>	<p>G Andrews</p> <p>E Phillips</p>
5.4	<p><b>Update on the Repairs Contract</b></p> <p>Eddie Spicer referred to the document in the pack and advised that there was a preferred contractor, however, this was subject to clarification, the Standstill process, Consultation via S20 notices, member approval and the final issue of the offer. He added that the successful candidate would be announced formally by the end of April 2022.</p> <p>The Chair said that this was a robust process which was enhanced by the input from the tenants. He thanked the tenants for their involvement.</p>	-

Item	Subject	Action
5.5	<p><b>Estate Inspections Report</b></p> <p>Bronwen Taylor referred to the estate inspection schedule for 2022 included in the pack and advised that it had been sent to Jim Watson to allocate tenant volunteers to inspections. She added that she had updated the website with the details.</p> <p>Geoff Clark advised that the actions worksheet, where all issues raised at estate inspections were recorded, had not been kept up to date by the housing officers and he had had a meeting with them to stress the importance of keeping it up to date. He added that some issues were not always straightforward.</p> <p>Les Rolfe said that the tenants saw issues from a different point of view.</p> <p>Geoff Clark said it was important to keep the tenant volunteers updated and offered his assistance should issues not be resolved.</p> <p>Paul Bowman said that estate inspections were a learning curve for both tenant volunteers as well as housing officers. He suggested including the details of inspections in newsletters.</p> <p>Bronwen Taylor confirmed that all inspections were advertised in newsletters and posted on Facebook ahead of the inspections, and issues raised were also reported.</p>	-
5.6	<p><b>Update on Tenant Satisfaction Survey Project (STAR)</b></p> <p>Bronwen Taylor referred to the document included in the pack and said that the survey would be sent out by Friday, 4 March 2022. She said that at the December 2021 HEB meeting the cost of the survey was questioned and that the quote from M E L Research was included for information.</p> <p>Patti Hall said that the project team had gone through the questions and removed those that were not relevant.</p> <p>The Chair said that the advantage of the survey was that it used prescribed wording and allowed comparisons of value.</p>	-

Item	Subject	Action
6.	<b>New Matters</b>	-
6.1	<p><b>Update on Evaluation of Tenant Engagement Project</b></p> <p>Bronwen Taylor referred to the Project Initiation document and Project Evaluation form included in the pack and said that they were sent to Brian Burton and Peter Tye, the two tenant volunteers working on this project, on 19 January 2022 for their comments and input. She added that the document had been trialed by the team working on the Tenant Satisfaction Survey project and these documents would be used for all future projects.</p>	-
6.2	<p><b>Update on Doubling Nature Project</b></p> <p>Geoff Clark advised that he had a meeting with Margaret Wilson and Les Rolfe on Friday, 25 February 2022, to discuss ideas for this project. He said that they focused mainly on trees, however, also discussed wild-flower areas and allotments. He advised that SCDC were currently conducting a tree audit and surgery, and he would provide a report on the findings as well as feedback on his meeting with the tenant volunteers.</p> <p>Geoff Clark said that Les Rolfe had advised that he could source free trees from the Woodland Trust. He added that Margaret Wilson said she would liaise with media outlets and tenants, and that she had a proposal for the sheltered estate she lived on.</p> <p>Geoff Clark said he would send the completed Project Initiation document to Bronwen Taylor.</p>	-
7.	<b>Any other Business</b>	-
7.1	<p><b>Data Collection</b></p> <p>Paul Bowman said if data collection was going to be used to decide if a contractor was performing to standard, then the questions should be meaningful, however, he had noticed that Mears' questions were generic</p>	



Item	Subject	Action
	<p>and did not give an option to identify the issue, which could explain why their performance appeared to be poor. He added that there was no opportunity to explain why the service was either good or bad.</p> <p>Eddie Spicer said that he had taken this up with Mears. He asked for the board to provide meaningful suggestions which he would put forward to Mears. He added that they should be comparable to use with national benchmarks.</p> <p>Grace Andrews said there were a set questions on repairs and maintenance in the STAR survey and she would send them to Eddie Spicer.</p> <p>Patti Hall advised that a tenant who was deaf and had Alzheimer's had received 2 letters from Mears saying that they were going to take her to court as they could not get into her house to look at her boiler. She said she spoke to Chris Brown who said that the wardens were supposed to make a note on the system about getting access to the house, however, the warden was not aware of this. She said there were 4 tenants who were deaf who were not reflected with a disability on SCDC's systems.</p> <p>Geoff Clark said that the information would be recorded in the background but that it should also be reflected on the note system on Orchard. He said he would check that this type of information was reflected on the note system.</p> <p>Eddie Spicer said that he was aware of this issue, however, we should have a system in place where the warden of the sheltered estate with a vulnerable resident was contacted and could advise Mears before any legal action was taken.</p>	<p>Board members</p> <p>G Andrews</p> <p>G Clark</p>

Item	Subject	Action
8.	<p><b>Proposed Meeting Dates</b></p> <p>The Chair referred to the proposed meeting dates for 2022 / 2023, as follows:</p> <ul style="list-style-type: none"> <li>➤ 2 June 2022</li> <li>➤ 8 September 2022</li> <li>➤ 1 December 2022</li> <li>➤ 2 March 2023</li> </ul> <p>Geoff Clark said that the 2<sup>nd</sup> of June 2022 was a bank holiday.</p> <p>Bronwen Taylor said she would email an alternative date to the board.</p>	B Taylor
9.	<p><b>Closing</b></p> <p>There being no further business to discuss, the meeting ended at 14:50.</p>	-

# Affordable Homes Performance April to December 2021 / 2022

Trend against target: **Red** = outside target; **Amber** = within Intervention **Green** = within target

Trend on previous quarter: Improved; Declined; Maintained

Housing Options and Advice; Housing Management and 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	Q3 2021 / 2022 October – December	Trend	Comments and Benchmarking where available
AH212 – £s Spend on B&B Monthly ( <b>cumulative</b> )	See targets Appendix 1  Spend after Housing Benefit (HB)  Actual Spend per quarter	April – £15,181 May – £32,264 June – £48,988  = £32,202 (HB £16,786)  = £32,202	July – £79,272 August – £102,751 September – £154,638  = £136,304 (HB £18,334)  = £104,102	October – £180,506 November – £205,183 December – £233,555  = £200,830 (HB £32,725)  £168,790 offset from monies available via the Covid grant  = £32,040	Red	See Appendix 1
AH215 – % Successful Homeless preventions as a proportion of all homelessness cases closed ( <b>year to date</b> )	50%	60.8%	53%	51%	Green	See Appendix 1
SH375 – Average SAP (EPC) rating of self-contained general needs dwellings <b>Quarterly</b>	70.00	77.00 (EPC rating C)	77.00 (EPC rating C)	Awaiting data	-	See Appendix 1
AH211 – Average days to re-let Housing stock <b>Monthly</b>	17 days or less	April – 78.00 May – 48.00 June – 49.00	July – 32.00 August – 43.00 September – 35.00	October – 36.00 November – 41.50 December – 24.00	Amber Improved	See Appendix 1

# Affordable Homes Performance April to December 2021 / 2022

Key Performance Indicators (KPIs)	Target 2021 / 2022	Q1 2021 / 2022 April – June	Q2 2021 / 2022 July – September	Q3 2021 / 2022 October – December	Trend	Comments and Benchmarking where available
Numbers of re-lets Housing stock <b>Quarterly</b> (Linked to PI above AH211)	N / A	32	32	43	-	See Appendix 1
AH204 – % satisfaction with responsive repairs <b>Quarterly</b>	97% or above	85%	83%	82%	Red Declined	See Appendix 1
SH332 – % Emergency repairs attended within 24 hours – <b>Monthly</b>	98% or above	April – 97.85 May – 95.13 June – 97.30	July – 88.75 August – 98.47 September – 99.01	October – 97.29 November – 98.49 December – 98.87	Green Declined	See Appendix 1
AH224 – Number of new build council house completions – <b>(year to date)</b>	42 at year end	13	26	71	-	See Appendix 1
AH228 – Number of self-build sites sold – <b>(year to date)</b>	13 at year end	0	0	0	-	See Appendix 1

# Affordable Homes Performance April to December 2021 / 2022

**Trend against target:** **Red** = outside target; **Amber** = within Intervention **Green** = within target

**Trend on previous quarter** = Improved; Declined; Maintained

**Housing Options and Advice;** **Housing Management and 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	Q3 2021 / 2022 October – December	Trend	Comments and Benchmarking where available
AH216 – Number of households assisted through Shire Homes Lettings – Cumulative – <b>Quarterly (year to date)</b>	40	6 Self-contained 3 HMO  = 9	11 Self-contained 9 HMO  = 20	13 Self-contained 15 HMO  = 28	-	-
SH336 – Uncompliant gas installations <b>Monthly</b>	0.00	April – 3.00 May – 3.00 June – 1.00	July – 2.00 August – 1.00 September – 2.00	October – 4.00 November – 0.00 December – 0.00	Green Improved	See Appendix 2
SH352 – % traveller pitch fee collected <b>Monthly</b>	90%	April – 80.10 May – 77.50 June – 80.70	July – 90.10 August – 89.70 September – 90.10	October – 92.40 November – 96.10 December – 95.70	Green Improved	See Appendix 2
SH363 – % vacant but available to let <b>Quarterly</b>	0.50%	1.47	1.32	0.90	Red Improved	See Appendix 2
<b>Number</b> of vacant but available to let <b>Quarterly</b> (linked to PI above SH363)	-	78	70	48	-	See Appendix 2
SH364 – % vacant but unavailable ( <b>Annual</b> )	0.50%	-	-	-	-	-
<b>Number</b> of vacant but unavailable ( <b>Annual</b> ) (Linked to above PI SH364)	-	-	-	-	-	-
SH368 – % rent arrears <b>Quarterly</b>	2.00%	2.01%	2.06%	2.31	Green Declined	-

# Affordable Homes Performance April to December 2021 / 2022

Local Performance Indicators (LPis)	Target 2021 / 2022	Q1 2021 / 2022 April – June	Q2 2021 / 2022 July – September	Q3 2021 / 2022 October – December	Trend	Comments and Benchmarking where available
SH369 – % rent loss from empty houses ( <b>cumulative</b> )	3.00%	Awaiting Data	2.00%	1.89%	Green Improvement	See Appendix 2
<b>£ spent</b> on rent loss from empty houses ( <b>cumulative</b> ) (Linked to PI above SH369)	Estimated Annual Debit £ to be confirmed	Awaiting Data	£292,399	£414,723	-	See Appendix 2
SH376 – % tenants satisfied with the re-let service ( <b>year to date</b> ) <b>Quarterly</b>	85% or above	93%	93%	93%	Green Maintained	See Appendix 2
SH374 – % non-decent council homes <b>Quarterly</b>	5.00%	5.7%	4.9%	Awaiting data	-	See Appendix 2
SH344 – % Customer satisfaction with the condition of new home ( <b>year to date</b> ) <b>Quarterly</b>	85% or above	93%	93%	91%	Green Declined	See Appendix 2
SH327 – % of repair appointments kept <b>Monthly</b>	95% or above	April – 95.41 May – 94.54 June – 95.65	July – 95.48 August – 95.26 September – 95.53	October – 95.34 November – 95.57 December – 95.77	Green Improvement	-
SH330 – % routine repairs within target timescales – <b>Monthly</b>	95% or above	April – 90.87 May – 88.68 June – 86.62	July – 86.49 August – 83.83 September – 88.69	October – 79.16 November – 78.86 December – 82.14	Red Declined	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 comments	-	See Appendix 2

# Affordable Homes Performance April to December 2021 / 2022

**Housing Options and Advice; Housing Management and Property Services; Housing Strategy Services; Housing New Build Developments**

Management Info	Frequency	Q1 2021 / 2022 April – June	Q2 2021 / 2022 July – September	Q3 2021 / 2022 October – December	Comment
AH210 – Total number of presentations including advice only cases	Quarterly	362	355	307	See Appendix 3
AH213 – Number of Homeless applications	Quarterly	115	124	105	-
AH208 – Number of Homeless preventions	Quarterly	62	34	59	-
AH214 – Number of Homeless acceptances	Quarterly	17	27	26	-
AH203 – Numbers in temporary accommodation	Quarterly	68	64	60	See Appendix 3
AH219 – Number of properties within Shire Homes – <b>Cumulative</b>	Quarterly	2 Self-contained 0 HMO = 2	4 Self-contained 0 HMO = 4	4 Self-contained 0 HMO = 4	-
AH217 – Number of cases where Universal Credit is a factor	Quarterly	4	1	2	-
AH218 – Numbers on the housing register	Quarterly	1,803	1,765	1,763	-
AH220 – Number of lettings to Band A	Quarterly	34	55	69	-
AH221 – Number of lettings to Band B	Quarterly	48	68	104	-
AH223 – Number of HRA properties that have been empty for over 4 months	Quarterly	33	32	16	See Appendix 3
HS1 Number of homes granted planning permission for essential local workers	Quarterly	0	0	0	-
HS2 Number of homes granted funding via Combined Authority	Quarterly	15	0	0	See Appendix 3
HS4 Number of new affordable homes on rural exception sites given planning permission each year	Annually	0	0	0	-

# Affordable Homes Performance April to December 2021 / 2022

Management Info	Frequency	Q1 2021 / 2022 April – June	Q2 2021 / 2022 July – September	Q3 2021 / 2022 October – December	Comment
HS5 Number of new affordable homes built on rural exception sites each year	Annually	0	0	0	-
HS6 Percentage of planning consultations responded to within 21 days	Quarterly	100%	100%	100%	See Appendix 3
HS7 Number of households supported to improve the energy efficiency of their home through Housing Repairs and Adaptation Grants <b>(Cumulatively)</b>	Quarterly	See comments	See comments	See comments	See Appendix 3
HS8 Number of tenant hours volunteered for tenancy engagement	Quarterly	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	See comments	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 comments	See Appendix 3
AH229 – Number of self-build planning permissions granted on HRA land (available to purchase) <b>(year to date)</b>	Quarterly	1	1	1	See Appendix 3
AH225 – Number of new build council houses currently started on site <b>(year to date)</b>	Quarterly	4	4	4	See Appendix 3



# Affordable Homes Performance April to December 2021 / 2022

## Appendix 1

### Comments and 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.

##### Commentary for Q3

Total B&B spend to the end of Q3 is £233,555, although covid grant monies will be used to offset £168,790 of these costs. In addition, a further £32,725 (estimated) will be offset via housing benefit payments. This means that the anticipated total B&B spend after all deductions is an estimated £32,040.

The increase in B&B usage in recent years is because the Housing Advice service has 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. Demand for emergency accommodation increased as a result of Covid 19, particularly in relation to the request for councils to accommodate all rough sleepers for significant periods of time. However, B&B expenditure is offset via the covid grant money and the number of households requiring accommodation in B&B facilities is decreasing.

# Affordable Homes Performance April to December 2021 / 2022

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

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 and 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.

# Affordable Homes Performance April to December 2021 / 2022

## **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 relets 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 Q2**

Overall, we are starting to see significant improvements with our relet 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.

# Affordable Homes Performance April to December 2021 / 2022

## Commentary for Q3

The improvement in the December result is partly a result of having worked through the backlog of older properties. January's result is likely to see an increase as a result of downtime over the Christmas period, however beyond this we expect to see a continuation of the trend of improvement, assisted in part through a continuation of the relaxation of Covid restrictions. We are still experiencing higher refusal rates than was the case pre-Covid. This extends the amount of time properties are empty for and we will continue to monitor this closely as restrictions continue to be relaxed.

[Numbers of re-lets Housing stock Quarterly \(Linked to PI above AH211\)](#)

Added due to feedback received from the Housing Performance Panel

<b>Q1</b>	April – 15	May – 6	June – 11	Total = 32
<b>Q2</b>	July – 8	August – 16	September – 8	Total = 32
<b>Q3</b>	October – 10	November – 11	December – 22	Total = 43

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## AH204 – % satisfaction with responsive repairs – Quarterly

(Satisfaction scores via SMS since August 2020)

Month	Sent	Received	Response rate	Overall Satisfaction
<b>Q1</b> – 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 – figures in brackets show the incorrect combined figure for reference				
April	507 (1,012)	103 (171)	20% (17%)	82% (79%)
May	487 (1,038)	86 (170)	17% (16%)	91% (90%)
June	592 (914)	112 (148)	19% (16%)	83% (85%)
<b>Q2</b>				
July	211	34	16%	88%
August	190	42	22%	71%
September	223	46	21%	89%
<b>Q3</b>				
October	228	44	19%	73%
November	477	86	16%	87%
December	450	76	17%	85%

# Affordable Homes Performance April to December 2021 / 2022

## **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.

## **Commentary for Q3**

Over recent months, Mears have moved away from the use of PDAs for the gathering of satisfaction data by operatives on the doorstep and have adopted a new approach called Voice of the Customer (VOC). This change has resulted in a significant reduction in response rates and the timing of the change ties in with the start of the decline in results.

The latest return of 85% (December) is based on responses from those who received responsive repairs during the period. Following investigation, it has been found that while 856 customer-facing jobs were completed by Mears, only 450 text messages were sent seeking satisfaction responses, 30 of which failed (usually indicating an incorrect number) and only 76 completed surveys were returned.

Going forward the newly appointed Housing Assets Service Manager is prioritising working with Mears to identify and address the cause of the discrepancy between the number of repairs completed and the number of text messages sent, as well as requesting that non-responses are followed up with a call in an attempt to raise the return rate. As such, it is expected that next quarter's result will provide a more accurate reflection, based on a larger response rate.

## **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".

# Affordable Homes Performance April to December 2021 / 2022

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

**Q1.** – 12 Shared ownership (S / O) properties were completed this quarter – 6 at Toft and 6 at Hardwick

**Q2.** – 12 Affordable Rented (A / R) and 1 Shared Ownership =

Bennell Farm, Toft = 3 x 1 Bed Flats and 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

**Q3.** – In Quarter 3 SCDC New Build Team delivered 45 New homes. New homes were completed in Hardwick, Impington, Toft, Sawston and Melbourn. Year to date total = 71 (We have now met / exceeded our 5year Business Plan target 5quarters ahead of schedule).

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

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

# Affordable Homes Performance April to December 2021 / 2022

## Appendix 2

### Comments

#### SH336 – Uncompliant gas installations – Monthly

##### **April and May –**

- 1 With legal seeking Court injunction for access
- 1 Covid and 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

**October –** All 4 are New Build properties that had not been logged on our Orchard system for gas service

#### SH352 – % traveller pitch fee collected – Monthly

- **April and 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 relets process. Additional commentary has been



# Affordable Homes Performance April to December 2021 / 2022

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.

**Q2.** – 1.9% was reported however the correct Q2 percentage for rent loss on empty homes was 2.0%, rent loss on garages was included in error.

**Q3.** – 1.89%, an improvement on the Q2 position. We had some long-term relet properties at the start of the year, which needed extensive works before they could be re-let. As these works have been completed and the properties have been made available for re-let, our performance has improved during the year.

[£ 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.

**Q2.** – £383,707 was reported however the correct Q2 figure for rent loss on empty homes was £292,399, rent loss on garages was included in error.

**Q3.** – Year to date 1.89% / £414,723 is an improvement on the Q2 position. We had some long-term relet properties at the start of the year, which needed extensive works before they could be re-let. As these works have been completed and the properties have been made available for re-let, our performance has improved during the year.

# Affordable Homes Performance April to December 2021 / 2022

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

**Q3.** – total of 44 completed surveys of which 41 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

**Q3.** – total of 44 completed surveys of which 40 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.

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

## **Commentary for Q1**

- 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

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## Commentary for Q2

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

## Commentary for Q3

- Actively working with Parish / RP = Eight villages (Eltisley, Gamlingay, Histon and Impington, Haslingfield, Guilden Morden, Meldreth, Little Shelford and Willingham)
- Undertaking Housing Needs Survey – Three villages (Histon and Impington, Haslingfield, Guilden Morden)
- At Pre-App Stage = 0
- Awaiting Planning Decision = 4 villages (Cottenham, Fen Drayton, Great Eversden and Newton)
- Received Planning Permission in = 0

# Affordable Homes Performance April to December 2021 / 2022

## 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

**Q3.** – This includes 202 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 relets 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.

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## 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

**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 and Adaptation Grants (Cumulatively)

**Q1.** – Changing systems from Flare to Tascomi

**Q2.** – There are still some areas to iron out with the change over of systems below are a combined outcome for Q1 and Q2

### Completed

Boilers and heating 5

Windows and doors 4

### Approved but not completed

Boilers and heating 2

Windows and doors 1

### Enquiries not approved

Boilers and heating 3

Windows and doors 0

Nil for all for insulation works

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## Q3.

### Completed

Boilers and heating 6

Windows and doors 4

### Approved but not completed

Boilers and heating 5

Windows and doors 1

### Enquiries not approved

Boilers and heating 4

Windows and doors 0

## HS8 – Number of tenant hours volunteered for tenancy engagement

Below are new ways we are measuring tenancy engagement:

<b>Engagement via email and social media</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>
Tenant email contact – successfully sent (out of approximately 7,500 tenants)	5,248	5,825	6,405
Online version of newsletter	'Viewed' = 601 'Deep read' = 104	'Viewed' = 478 'Deep read' = 103	'Viewed' = 621 'Deep read' = 157
Face book – total engagement (someone who has clicked read more, followed a link, shared or reacted to a post)	1,173	1,539	1,549
<b>Other engagement</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>
Volunteer hours	109	173.5	99
Meetings held	8	11	6
Estate visits completed	2	7	2
New Feedback forum members gained	15	24	-

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## 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.