

## Housing Performance Panel

Minutes of the Quarterly Meeting held on Wednesday, 8 June 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>Elaine Phillips (Mears)</p> <p>Geoff Clark (SCDC – Service Manager – Tenancy and Estates)</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>Paul Bowman</p> <p>Jennifer Perry (Resident Involvement Team Leader) – Vice Chair</p>

Item	Subject	Action
1.	<p><b>Welcome and Apologies</b></p> <p>The Chair welcomed everyone to the meeting at 13:00.</p> <p>Apologies were received from Paul Bowman and Jennifer Perry.</p>	-
2.	<p><b>Quorum</b></p> <p>The meeting was quorate.</p> <p>Bronwen Taylor advised that there were two vacancies on the panel. She explained that Margaret Wilson had resigned in June 2021 and Ffion Daniel had resigned after the last meeting. She said she had sent emails to potential tenant representatives asking if they would like to join the panel and had received interest from two tenants. She added that she</p>	B Taylor

Item	Subject	Action
	had asked each of them for a short statement as to why they were interested in joining the panel, which she would circulate to the panel.	
3.	<p><b>Minutes of previous meeting – 2 March 2022</b></p> <p>The Chair referred to the minutes of the meeting held on 2 March 2022. They were approved by the panel as a true reflection of the meeting.</p>	-
4.	<b>Matters Arising</b>	-
4.1	<p><b>Mears Group – Review of Quarter 3 Data (Item 5.1)</b></p> <p>Geoff Clark included a report in the agenda pack showing the research SCDC had conducted on the work that was done in empty properties.</p>	-
4.2.	<p><b>SCDC – Review of Quarter 3 Performance Data (Item 5.2)</b></p> <ol style="list-style-type: none"> <li>1. Grace Andrews removed the RAG status from the B&amp;B spend on the performance reports as requested.</li> <li>2. Elaine Phillips advised that they had raised a “Service now” ticket with Mears IT to look into the issue, as there was no obvious reason as to why Paul Bowman did not receive survey texts as his details were on the system.</li> </ol>	-
4.3	<p><b>SCDC – Comparison of Quarter 3 Complaints Data (Item 5.3)</b></p> <ol style="list-style-type: none"> <li>1. Grace Andrews provided a document with examples of complaints received.</li> <li>2. Elaine Phillips advised that an introduction meeting had been held with Jade Slater and Grace Andrews, and fortnightly meetings had been arranged with Grace Andrews, Eddie Spicer and Liam Flatters.</li> </ol>	-

Item	Subject	Action
4.4	<p><b>Data Collection (Item 7.1)</b></p> <ol style="list-style-type: none"> <li>1. Eddie Spicer had requested the panel to provide meaningful questions which he would discuss under item 5.4.</li> <li>2. Grace Andrews sent a list of the questions from the STAR survey to Eddie Spicer.</li> <li>3. Geoff Clark advised that we have been looking at Orchard to ensure we capture and record any communication difficulties our tenants and leaseholders may have. He reported that we then shared this data with Mears and other approved contractors with a monthly update so that the information can be recorded onto their mutual systems.</li> </ol>	-
4.5	<p><b>Proposed Meeting Dates (Item 8)</b></p> <p>Bronwen Taylor re-scheduled the 2 June 2022 meeting, as it was a bank holiday, to 8 June 2022.</p>	-
5.	<p><b>Standing Items</b></p>	-
5.1.	<p><b>Mears Group – Review of Quarter 4 Data</b></p> <p>Elaine Phillips, from Mears, presented the Mears Group Quarter 4 Data report and said that she was disappointed that there were not more “green” Key Performance Indicators (KPIs), but this was due to an outbreak of covid in their branch which affected their delivery.</p> <p>Cllr Batchelor asked what was being done about the KPIs, given that we would be mobilising shortly and transitioning to the new contract, and how that would happen.</p> <p>The Chair said that Eddie Spicer would cover this in item 5.4 of the agenda.</p> <p>Brian Burton asked if a review from the Progress meeting would be given at the next HPP meeting.</p> <p>Elaine Phillips said that it would be shared at the next HPP meeting.</p>	-

Item	Subject	Action
5.2	<p><b>SCDC – Review of Quarter 4 Performance Data</b></p> <p>Grace Andrews went through a presentation on the Performance Data for Quarter 4, highlighting the key indicators that had either increased or declined. She said they were trying to reduce the B&amp;B costs.</p> <p>The Chair said that the net indicator for B&amp;B was misleading during the period of covid and Heather Wood was looking for an alternative indicator, for example, the average length of time in a B&amp;B which may be more meaningful in the future.</p> <p>Grace Andrews said that the Re-let of Housing Stock had reduced in quarter 3 but increased in quarter 4 due to various reasons, such as Christmas, covid cases and the weather conditions.</p> <p>Les Rolfe asked if the 26 days average was for the quarter or for the month of March.</p> <p>Grace Andrews confirmed 26 days was the position we were at in March and that the average for the quarter would be higher.</p> <p>Cllr Batchelor said that we were looking at this in relevance of the target of 17 days and taking into account that there was a lot of work that went into relets, he said that he felt that the target was too low. He added that they were reviewing the target.</p> <p>Brian Burton asked where the 17 days target came from.</p> <p>Grace Andrews said that a previous manager had set the target. She added that after data cleansing, it was revealed that the targets had not been met.</p> <p>Geoff Clark reported that he had been looking at data over the past few months and said that our stock profile contained a lot of sheltered housing compared to other landlords. He said that due to this, and because of tenants either going into care or passing away, our turnover was very high. He said he would share the findings of his report.</p>	G Clark

Item	Subject	Action
	<p>Eddie Spicer said that there would be a much wider range of KPIs in the new contract and that they could be introduced to this meeting.</p> <p>Grace Andrews reported that the Satisfaction with Response Repairs was still not in target, but had improved in quarter 4. She said that this was another KPI that they were reviewing and they would be amending the way it was reported. She explained how Mears collated their responses when they changed to SMSs using a 1 – 10 scale system, which was the same scale that was used by House-Mark, and that SCDC would also be using this system going forward. She added that although it was not in target, it had improved in quarter 4, and we were on a par with other organisations.</p> <p>Eddie Spicer said that every month he gets a breakdown from Mears which reflects all the results, scoring and comments that were made. He added there were usually a few low number scores which people assumed was the top score, as there were really good comments, but they were reflected as unsatisfactory. He said Mears reported them as low scores, however, if they went through the data and amended the scores, the average would go up by about 1%.</p> <p>Cllr Batchelor said his concern was the sample size, as it was not 100% of jobs completed because we did not have the contact details of all tenants, and the returns were less than 20% which did undermine the value of the numbers.</p> <p>Eddie Spicer said the numbers going out were increasing month by month therefore the details were becoming more accurate and the return rate was increasing. He added that we would never achieve 100%, however we would be happy to reach a 25% return.</p> <p>Grace Andrews reported that we were within target for Rent Arrears and that we were 100% compliant for “Uncompliant Gas Installations”.</p>	

Item	Subject	Action
5.3	<p><b>SCDC – Comparison of Quarter 4 Complaints Data</b></p> <p>Grace Andrews went through the Complaints and Compliments Data for Quarter 34 and said that we were back on target for quarter 4. She said that last year the Housing Ombudsman introduced a code which SCDC had to complete each year.</p>	-
5.4	<p><b>Update on the Repairs Contract</b></p> <p>Eddie Spicer advised the report went to Informal Cabinet on 6 June 2022, and had done well, and although some comments had been made, there was nothing to worry about. He said that it would be going to Full Cabinet on 13 June 2022 when a decision would be made and he was confident that we would get the result that we wanted. He added that he was getting a mobilisation project team together for the background work and the KPIs would be one of the points they would be looking at.</p> <p>The Chair said that the report published on the website was split in two, and they were the report and an appendix. He explained that the appendix was not available as it contained extracts of the submissions from the contractors, however, the tenant representatives who were involved in the scoring process would have seen it.</p>	-
5.5	<p><b>Estate Inspections Report</b></p> <p>Bronwen Taylor advised that estate inspections had restarted and referred to the Estate Inspection report for April 2022 for noting.</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 results were currently being analysed and the draft report was expected shortly. She said that MEL Research would give a presentation of the results to both HPP and HEB members in July 2022.</p> <p>Les Rolfe commented that the response rate of 37% was very good.</p>	-

Item	Subject	Action
6.	<b>New Matters</b>	-
6.1	<p><b>Forward Plan</b></p> <p>Bronwen Taylor referred to the Housing Engagement Board Forward Plan for information purposes. She added that this was a working document.</p>	-
6.2	<p><b>Projects for 2022</b></p> <p>The Chair said that Eddie Spicer was setting up a number of project groups which had fallen out of the Asset Management Strategy and Stock Condition Survey, and would involve tenant representatives.</p> <p>Eddie Spicer advised that everyone concerned had been advised of the projects.</p>	-
7.	<p><b>Any other Business</b></p> <p>None</p>	-
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>➤ 8 September 2022</li> <li>➤ 1 December 2022</li> <li>➤ 2 March 2023</li> </ul>	-
9.	<p><b>Closing</b></p> <p>There being no further business to discuss, the meeting ended at 13:58.</p>	-

# Affordable Homes Performance April to March 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 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comments and 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	October – £180,506 November – £205,183 December – £233,555	January – £264,370 February – £282,166 March – £308,162	-	See Appendix 1
	Estimated Housing Benefit (HB) and Covid Grant monies	= £32,202 (HB £16,786)	= £136,304 (HB £18,334)	= £200,830 (HB £32,725)  £168,790 offset from monies available via the Covid grant	= £259,942 (HB £48,220)  £214,040 offset from monies available via the Covid grant		
	Estimated Spend per quarter	= £32,202	= £104,102	= £32,040	= £45,902		
AH215 – % Successful Homeless preventions as a proportion of all homelessness cases closed (year to date)	50%	60.8%	53%	51%	59%	-	See Appendix 1



## Affordable Homes Performance April to March 2021 / 2022

Key Performance Indicators (KPIs)	Target 2021 / 2022	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comments and Benchmarking where available
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)	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	January 40.00 February 34.00 March 26.00	Declined	See Appendix 1
Numbers of re-lets Housing stock <b>Quarterly</b> (Linked to PI above AH211)	N / A	32	32	43	28	-	See Appendix 1
AH204 – % satisfaction with responsive repairs <b>Quarterly</b>	97% or above	85%	83%	82%	93%	Improved	See Appendix 1

## Affordable Homes Performance April to March 2021 / 2022

Key Performance Indicators (KPIs)	Target 2021 / 2022	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comments and Benchmarking where available
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	January – 99.73 February – 99.38 March – 98.87	Improved	See Appendix 1
AH224 – Number of new build council house completions – <b>(year to date)</b>	62 at year end	13	26	71	89	-	See Appendix 1
AH228 – Number of self-build sites sold – <b>(year to date)</b>	13 at year end	0	0	0	See comments	-	See Appendix 1

# Affordable Homes Performance April to March 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 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comments and Benchmarking where available
AH216 – Number of households assisted through Shire Homes Lettings – Cumulative – Quarterly ( <b>year to date</b> )	40	6 Self-contained 3 HMO  = 9	11 Self-contained 9 HMO  = 20	13 Self-contained 15 HMO  = 28	14 Self-contained 23 HMO  = 37	-	-
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 – 0.00 November – 0.00 December – 0.00	January – 0.00 February – 0.00 March – 0.00	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	January – 96.00 February – 95.80 March – 92.60	Declined	See Appendix 2
SH363 – % vacant but available to let <b>Quarterly</b>	0.50%	1.47	1.32	0.90	0.88	Improved	See Appendix 2
<b>Number</b> of vacant but available to let <b>Quarterly</b> (linked to PI above SH363)	-	78	70	48	47	-	See Appendix 2
SH364 – % vacant but unavailable ( <b>Annual</b> )	0.50%	-	-	-	0.43	Declined	See Appendix 2 Trend on previous year

## Affordable Homes Performance April to March 2021 / 2022

Local Performance Indicators (LPIs)	Target 2021 / 2022	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comments and Benchmarking where available
<b>Number</b> of vacant but unavailable ( <b>Annual</b> ) (Linked to above PI SH364)	-	-	-	-	23	-	-
SH368 – % rent arrears ( <b>Quarterly</b> )	2.00%	2.01%	2.06%	2.31	2.05	Improved	-
SH369 – % rent loss from empty houses ( <b>cumulative</b> )	3.00%	Awaiting Data	2.00%	1.89%	1.80%	Improved	See Appendix 2 Trend on previous year
<b>£ spent</b> on rent loss from empty houses ( <b>cumulative</b> ) (Linked to PI above SH369)	Estimated Annual Debit £29,560,000	Awaiting Data	£292,399	£414,723	£529,465	Improved	See Appendix 2 Trend on previous year
SH376 – % tenants satisfied with the re-let service ( <b>year to date</b> ) Quarterly	85% or above	93%	93%	93%	100%	Improved	See Appendix 2
SH374 – % non-decent council homes <b>Quarterly</b>	5.00%	5.7%	4.9%	5.7%	Awaiting data	-	See Appendix 2
SH344 – % Customer satisfaction with the condition of new home ( <b>year to date</b> ) Quarterly	85% or above	93%	93%	91%	93%	Improved	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	January – 94.64 February – 93.77 March – 94.91	Declined	-

## Affordable Homes Performance April to March 2021 / 2022

Local Performance Indicators (LPIs)	Target 2021 / 2022	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Trend	Comments and Benchmarking where available
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	January – 80.10 February – 95.05 March – 90.15	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 comments	See comments	-	See Appendix 2

# Affordable Homes Performance April to March 2021 / 2022

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

Management Info	Frequency	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Comment
AH210 – Total number of presentations including advice only cases	Quarterly	362	355	307	334	See Appendix 3
AH213 – Number of Homeless applications	Quarterly	115	124	105	86	-
AH208 – Number of Homeless preventions	Quarterly	62	34	59	59	-
AH214 – Number of Homeless acceptances	Quarterly	17	27	26	24	-
AH203 – Numbers in temporary accommodation	Quarterly	68	64	60	59	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	5 Self-contained 4 HMO = 9	-
AH217 – Number of cases where Universal Credit is a factor	Quarterly	4	1	2	1	-
AH218 – Numbers on the housing register	Quarterly	1,803	1,765	1,763	1,759	-
AH220 – Number of lettings to Band A	Quarterly	34	55	69	51	-
AH221 – Number of lettings to Band B	Quarterly	48	68	104	46	-
AH223 – Number of HRA properties that have been empty for over 4 months	Quarterly	33	32	16	13	See Appendix 3
HS1 Number of homes granted planning permission for essential local workers	Quarterly	0	0	0	0	-
HS2 Number of homes granted funding via Combined Authority	Quarterly	15	0	0	0	See Appendix 3
HS4 Number of new affordable homes on rural exception sites given planning permission each year	Annually	0	0	0	0	-

## Affordable Homes Performance April to March 2021 / 2022

Management Info	Frequency	Q1 April – June	Q2 July – September	Q3 October – December	Q4 January – March	Comment
HS5 Number of new affordable homes built on rural exception sites each year	Annually	0	0	0	5	(Meldreth)
HS6 Percentage of planning consultations responded to within 21 days	Quarterly	100%	100%	100%	92%	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 comments	See Appendix 3
HS8 Number of tenant hours volunteered for tenancy engagement	Quarterly	See comments	See comments	See comments	See comments	See Appendix 3
HS9 Number of services changed, implemented, or withdrawn during the year as a result of resident involvement	Annually	See comments	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 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 comment	See Appendix 3
AH225 – Number of new build council houses currently started on site <b>(year to date)</b>	Quarterly	4	4	4	69	See Appendix 3

# Affordable Homes Performance April to March 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 March 2021 / 2022

## Commentary for Q4

Total B&B spend for 2021 / 2022 has continued to be high. To the end of the year this is £308,162, although Covid grant monies will be used to offset £214,040 of these costs. In addition, a further £48,220 (estimated) will be offset via housing benefit payments. This means that the anticipated total B&B spend after all deductions is an estimated £45,902.

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 accommodation. 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. We will continue to look for alternative options to try to minimise the use of B&B, such as preventing homelessness wherever possible through advice, Home-Link and privately rented accommodation as well as increasing the supply of properties available within Shire Homes Lettings, including HMO's for single people.

## 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

## Affordable Homes Performance April to March 2021 / 2022

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.

**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.

# Affordable Homes Performance April to March 2021 / 2022

## **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.

## **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.

## **Commentary for Q4**

January and February figures were affected by the Christmas / New Year shut down period for our repairs and maintenance contractor which sees us lose about 8 – 10 working days. Also, properties that need decorating are delayed by the colder weather in winter months.

The figure for March shows improvement but we are still seeing examples of Covid infection rates effecting bidding behaviour, the ability of applicants to arrange a viewing at short notice and the agreement to accept an offer. Our main contractor and sub- contractors have also lost operatives to Covid infections at short notice over the last few months. There also continues to be issues with the supply of some essential materials. We are also starting to see greater numbers of properties come back to us with electrical meter issues (large debts and faulty meters) We are looking at how we can mitigate against this. Taking all these factors into consideration the performance is reasonable.

# Affordable Homes Performance April to March 2021 / 2022

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
Q3	October – 10	November – 11	December – 22	Total = 43
Q4	January – 8	February – 9	March – 11	Total = 28

# Affordable Homes Performance April to March 2021 / 2022

## 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 – % for quarter are using scores 9 – 10 – see Q4 commentary below				
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> – % for quarter are using scores 9 – 10 – see Q4 commentary below				
July	211	34	16%	88%
August	190	42	22%	71%
September	223	46	21%	89%
<b>Q3</b> – % In brakes are revised using scores 7 – 10 – see Q4 commentary below				
October	228	44	19%	73% (90%)
November	477	86	16%	87% (92%)
December	450	76	17%	85% (92%)
<b>Q4</b> – % for quarter are using scores 7 – 10 – see Q4 commentary below				
January	579	96	17%	96%
February	660	128	21%	88%
March	727	120	18%	93%

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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.

## **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.

## **Commentary for Q4**

Over recent months Mears have moved away from using Handheld devices to capture Satisfaction data by operatives on the doorstep and moved to Voice of the customer (VOC), this seems to have been implemented rapidly as a result of Covid and the need to monitor performance. Following the previous very poor returns, the system has been fully investigated to identify the causes of such a drop.

This investigation has highlighted some flaws in the process, and we have worked closely with Mears to address this.

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In summary, the monitoring make up standard nationally for this is measured on 3 levels Satisfied, neither or unsatisfied, this is how the handheld units captured the data. VOC uses a 1 – 10 scale, we have discussed this with a consultant and HouseMark who agree that the comparative results should be 1 – 4 unsatisfied 5 – 6 Neither, and 7 – 10 Satisfied.

In the change to VOC, these scales were not set correctly, and Mears have been reporting ONLY on 9 and 10 scores which have returned a low rate over the last few Quarters. For comparison, January 2022 at 9 and 10 only returns 83% and at 7 – 10 returns 96% this I feel is a far more accurate return.

Secondly, during these investigations, it has been found that an IT issue has stopped updating contact numbers on the Mears system so if numbers change which they do frequently with mobiles Mears have been trying to contact using out of date numbers, this is in the process of being resolved and expect this to increase the number of returns in Q1. The Service Manager will continue to monitor this for improvements.

### 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 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 5 year Business Plan target 5 quarters 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.

**Q4.** Removed as no longer doing / reporting on this PI

# Affordable Homes Performance April to March 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 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



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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 Q4**

Over the quarters we have seen an improvement, and as at the end of quarter 4 there were 47 properties vacant but available to be re-let. Of these 47, 24 were re-let in April and May

### [SH346 % Vacant but unavailable Annually](#)

Trend on previous year which has seen a decline / increase in the percentage

$$2019 / 2020 = 0.21$$

$$2020 / 2021 = 0.38$$

### [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 void 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

**Q4.** Improvement seen this year as last year 2020 / 2021 of 2.10% was due to the lockdowns and difficulty managing the necessary maintenance between lets

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[£ 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 void 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
- Q4.** Improvement seen this year as last year 2020 / 2021 of £585,709 was due to the lockdowns and difficulty managing the necessary maintenance between lets

[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

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## 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 = 2 villages (Gamlingay and Meldreth)
- Undertaking Housing Needs Survey = 4 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 = 3 villages (Haslingfield, Guilden Morden and Willingham)
- Undertaking Housing Needs Survey = 3 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 = 8 villages (Eltisley, Gamlingay, Histon and Impington, Haslingfield, Guilden Morden, Meldreth, Little Shelford and Willingham)
- Undertaking Housing Needs Survey = 3 villages (Histon and Impington, Haslingfield, Guilden Morden)
- At Pre-App Stage = 0

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- Awaiting Planning Decision = 4 villages (Cottenham, Fen Drayton, Great Eversden and Newton)
- Received Planning Permission in = 0

### **Commentary for Q4**

- Actively working with Parish / RP = 8 villages (Bassingbourn, Eltisley, Fen Drayton, Histon and Impington, Haslingfield, Orwell, Guilden Morden, Little Shelford)
- Undertaking Housing Needs Survey = 3 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 = 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

**Q3.** This includes 202 triage cases

**Q4.** This includes 248 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 Q2

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

### Commentary for Q4

Total of 13 properties empty for over 4 months at the end of the quarter however 3 were relet in April 2022

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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)

**Q4.** One application went one day over target. Average time to respond = 16 days against a general target of 21 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

### Q4.

#### Completed

Boilers and heating = 3

Windows and doors = 0

#### Approved but not completed

Boilers and heating = 4

Windows and doors = 2

#### Enquiries not approved

Boilers and heating = 0

Windows and doors = 1

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### 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>	<b>Q4</b>
Tenant email contact – successfully sent (out of approximately 7,500 tenants)	5,248	5,825	6,405	6,707
Online version of newsletter	'Viewed' = 601 'Deep read' = 104	'Viewed' = 478 'Deep read' = 103	'Viewed' = 621 'Deep read' = 157	'Viewed' = 596 'Deep read' = 116
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	How information is collated has changed, see below new section for Face Book
<b>Other engagement</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Volunteer hours	112.5	224.5	68.35	76
Meetings held	6	11	5	7
Estate visits completed	5	7	2	0
New Feedback forum members gained	15	24	-	-

<b>Face Book</b>	<b>No. page follows</b>	<b>No of people reached</b>	<b>Engagement</b>
Quarter 4	523	9,184	620

### 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



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### 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

**Q4.** Removed as no longer doing / reporting on this PI

### 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

**Q3.** Castle Camps dwellings completed

**Q4.** No. of homes that have started on site but not completed is currently 69