

Housing Performance Panel
Minutes of the Quarterly Meeting
held on Wednesday, 8 September 2022
from 13:00 to 16:00 via Zoom

Attendees: Peter Campbell (Head of Housing) – Chair
Cllr John Batchelor
Brian Burton
Denise Bach
Eleni Koutso
Les Rolfe
Patricia Hall
Paul Bowman

By Invitation: Geoff Clark (SCDC – Service Manager – Tenancy and Estates)
Eddie Spicer (SCDC – Service Manager – Housing Assets)
Grace Andrews (SCDC – Data Quality and Improvement Team Leader)
Bronwen Taylor (SCDC – Resident Engagement Officer) – Minute taker

Apologies: Elaine Phillips (Mears)
Jennifer Perry (Resident Involvement Team Leader) – Vice Chair

1. Welcome and Apologies

The Chair welcomed everyone to the meeting at 13:01 and especially welcomed Denise Bach and Eleni Koutso, the new members, to the panel. He invited all members and officers to introduce themselves. He advised that Jennifer Perry had taken an ill-health early retirement, adding that the recruitment process would start shortly.

Apologies were received from Elaine Phillips and Jennifer Perry.

2. Quorum

The meeting was quorate.

3. Minutes of previous meeting – 8 June 2022

The Chair referred to the minutes of the meeting held on 8 June 2022.

They were proposed by Eddie Spicer and seconded by Brian Burton as a true reflection of the meeting.

4. Matters Arising from previous Meeting – 8 June 2022

4.1 Quorum (item 2)

Bronwen Taylor circulated the statements of the two new members to the panel on 28 June 2022. She had an introductory meeting with them on 5 August 2022.

4.2 SCDC – Review of Quarter 4 Performance Data (Item 5.2)

The Empty Properties Statistics – November 2021 to October 2022 report was emailed to the panel on 3 August 2022.

5. Standing Items

5.1 Mears Group – Review of Quarter 1

As Elaine Phillips, from Mears, had tendered her apology, Eddie Spicer presented the report included in the pack and advised the following:

- % of response repair jobs completed within their timescales – Routine = 88.09%. This was reflective of leavers, however, 3 operatives had since been recruited.
- % of appointments kept = 94.89%. This was reflective of 1 operative away without leave and the planners unable to contact customer to rebook. It was allocated to another operative who was late.

Geoff Clark asked if the percent of all re-lets completed on time was measured from “date started” or from “the date the keys were received”?

Eddie Spicer said that he believed that this was from the date issued to Mears. He added that this was only Mears performance and not the overall re-let performance.

Paul Bowman asked how “% repairs completed at the first visit” were measured if they were not repaired at the first visit and if they were called back for the same problem in another quarter.

Eddie Spicer advised that it would be recorded as a recall. He added that this would be monitored in the new contract with a recall code.

Eleni Koutso said she did not see the quality of service measured in the KPI and asked how it would be measured, as the quality of the repair was not always obvious immediately after the repair was done.

The Chair explained that we were finishing this contract and starting the new contract in 3 weeks' time and new indicators would be used.

Eddie Spicer said that there were a good number of operational KPIs and benchmarking KPIs within the new contract, plus post inspection KPIs for a certain number of jobs, however, it was not practical or efficient to conduct a post inspection with responsive repairs. He added the quality of the jobs were currently recorded although they did not report on them, however, there would be an increase in the number of quality questions, as well as more personal questions, relating to after a job had been completed, which would be reported on.

Eleni Koutso said that she would raise this question again as she felt that it was very important.

The Chair said that there should not be the need to as there would be a measurement of satisfaction and quality in the new contract.

Eddie Spicer said that the contract was structured as a price per property, therefore it was in Mears own interest to get the quality right and attend as few recalls as possible, as it would cost them money as we were not paying for a second visit.

Paul Bowman said that Mears had reported that they were going to employ more operatives who could "multi-task".

Eddie Spicer said that there would be more operatives who were able to perform more than one type of task.

5.2 SCDC – Review of Quarter 1 Performance Data

Grace Andrews went through a presentation on the Performance Data for Quarter 1, highlighting the key indicators that had either increased or declined.

Cllr Batchelor asked if B&B and Temporary Accommodation were two different categories.

Grace Andrews said that they could be different as Temporary Accommodation was not just B&B spend and we would use other methods if we could. She added that B&B was a

last resort and that we used our own stock if we could. She said that these figures were purely B&B spend.

Grace Andrews reported that the Average Days to Re-let was higher than the target, however, it had improved from the same quarter last year. She added that the target needed to be reviewed as it was extremely low at 17 days.

Paul Bowman asked what the single cause of the backlog was.

Grace Andrews said that it was difficult to pinpoint, however some contributing factors were Covid-19, Brexit, shortage of staff and supplies, Central Government putting a stop on relets, to name but a few. She added that August would hopefully be better as re-lets had taken longer than we wanted.

The Chair said that tenants aspirations had changed, as some people did not want to move during covid, as well as various different reasons why they did not like the village where a house was allocated.

Geoff Clark said that the KPI would be looked at differently by looking at the full journey from termination to re-let.

Eddie Spicer added that it would also be reflected in the set of KPIs in the new contract in that instead of one KPI for re-lets, it would be broken down into different categories.

Les Rolfe asked if the KPI would differentiate between general needs and sheltered.

Geoff Clark said that he had separated general needs from sheltered in terms of the figures around terminations.

A discussion on shared equity relets was held.

Grace Andrews reported that the Satisfaction with Response Repairs was on a par with our peers.

Cllr Batchelor asked if had become better in the last quarter to which Grace Andrews replied that it had not.

Cllr Batchelor said that the responses were low.

Eddie Spicer said that there was a minor issue with the contact details and that we were looking at other ways of communicating with tenants. He added that 20% was a reasonable response rate and was not too bad.

Grace Andrews reported that we were performing better than our peers in respect of our Rent Arrears.

Grace Andrews said that we always did well in respect of the Proportion of Homes with valid Gas Safety Certificates. She added that in July 2022 we could not access to properties due to covid.

5.3 SCDC – Review of Quarter 1 Complaints Data

Grace Andrews went through the Complaints and Compliments Data for Quarter 1. She referred to the “Formal complaints received in month per 1,000 units” graph and said that we had measured in the middle of the graph.

Paul Bowman asked if they were the only complaints received by SCDC.

Grace Andrews said that they were, however, we were having regular meetings with Mears to discuss a system to follow the complaints that were logged with them.

A discussion on changing the process of logging all calls with Mears was held.

Grace Andrews said that they would follow the same code from the Ombudsman.

A discussion on the definition of complaint was held.

Peter Campbell said that this was a conversation that was needed outside of this meeting and reported back at a future meeting.

5.4 Estate Inspections

Bronwen Taylor referred to the Estate Inspection Summaries for May, June and July 2022 for noting.

Paul Bowman said that the items raised at the inspection were only recorded properly on the EI Records and Actions worksheet by one HSO.

Bronwen Taylor said that she would set up a meeting with Geoff Clark and the tenant volunteers to discuss this issue.

Action by: Bronwen Taylor

5.5 Update on Repairs Contract

Eddie Spicer referred to the updated report and communication letters included in the pack, and said they had been sent to residents, members and staff. He added that Jade Slater, from Mears, was arranging “pop-up” sessions to be held during the week of

26 September 2022 at local village halls, within the 3 primary areas, to provide tenants with more information on the new contract.

5.6 Update on Tenant Satisfaction Survey Project (STAR)

The Chair advised that the Tenant Satisfaction Survey results had been published on our website and presentations on the results were given by M.E.L Research to officers and tenant volunteers at the end of July 2022. He said that a draft Improvement Plan had been developed by Julie Fletcher.

Bronwen Taylor added that the HEB and HPP had met on 24 August 2022 to discuss the draft Improvement Plan.

6. New Matters

6.1 Tpas National Tenant Conference Feedback Reports

The Chair advised that the Tpas National Tenant Conference held at the beginning of July 2022 was attended by Paul Bowman, Margaret Wilson (HEB) and Jim Watson (HEB). He added that Feedback Reports from the tenant volunteers, which would be discussed at the next HEB meeting, were included in the pack for noting.

Paul Bowman said that they got a good feel as to where all councils were and that SCDC was ahead of the curve. He added that some councils were where we were 3 years ago.

7. Any Other Business (AOB)

None.

8. Meeting Dates

The Chair referred to the meeting dates as follows:

- 1 December 2022
- 2 March 2023

9. Closing

There being no further business to discuss, the meeting ended at 14:32.

Affordable Homes Performance April to June 2022 / 2023

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

Trend on previous quarter: Improved; Declined; Maintained

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

Key Performance Indicators (KPIs)	Targets are 2021 / 2022 awaiting update for 2022 / 2023 targets	Q1 Performance April – June	Trend	Comments & Benchmarking where available
AH212 – £s Spend on B&B Monthly (cumulative)	See targets Appendix 1 Actual spend per quarter	April – £8,969 (HB £5,240) May – £21,133 (HB £12,357) June – £45,980 (HB £13,380) = £32,600 (target TBC)	-	See Appendix 1
New – Number of households with family commitments who have been accommodated in B&B for longer than 6 weeks	(Target = 0, Intervention = 1)	0	-	-
AH215 – % Successful Homeless preventions as a proportion of all homelessness cases closed (year to date)	50%	57.9%	-	-
SH375 – Average SAP (EPC) rating of self-contained general needs dwellings Quarterly	70.00	77.65 (EPC rating C)	-	See Appendix 1
AH211 – Average days to re-let Housing stock Monthly	17 days or less	April – 28 days May – 34 days June – 33 days (average for the quarter 32 days)	-	-

Affordable Homes Performance April to June 2022 / 2023

Key Performance Indicators (KPIs)	Targets are 2021 / 2022 awaiting update for 2022 / 2023 targets	Q1 Performance April – June	Trend	Comments & Benchmarking where available
Numbers of re-lets Housing stock Quarterly (Linked to PI above AH211)	N / A	April – 13 May – 11 June – 8 (average for the quarter = 11)	-	-
AH204 – % satisfaction with responsive repairs Quarterly	97% or above	April – 91% May – 92% June – 96% (average for the quarter 93%)	-	See Appendix 1
SH332 – % Emergency repairs attended within 24 hours – Monthly	98% or above	April – 100% May – 99.15% June – 98.6% (average for the quarter 99.25%)	-	-
AH224 – Number of new build council house completions – (year to date)	42 at year end	15	-	-

Affordable Homes Performance April to June 2022 / 2023

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

Trend on previous quarter: Improved; Declined; Maintained

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

Local Performance Indicators (LPis)	Targets are 2021 / 2022 awaiting update for 2022 / 2023 targets	Q1 Performance April – June	Trend	Comment
AH216 – Number of households assisted through Shire Homes Lettings – Cumulative – Quarterly (year to date)	40	4 Self-contained 1 HMO = 5	-	-
SH336 – Uncompliant gas installations Monthly	100%	April – 100% May – 100% June – 100%	-	-
SH352 – % traveller pitch fee collected Monthly	90%	April – 82.6% May – 81.8% June – 86.5% (average for the quarter 83.63%)	-	-
SH363 – % vacant but available to let Quarterly	0.50%	0.97%	-	-
Number of vacant but available to let Quarterly (linked to PI above SH363)	-	52	-	-
SH364 – % vacant but unavailable (Annual)	0.50%	-	-	-
Number of vacant but unavailable (Annual) (Linked to above PI SH364)	-	-	-	-
SH368 – % rent arrears Quarterly	2.00%	1.96%	-	-

Affordable Homes Performance April to June 2022 / 2023

Local Performance Indicators (LPis)	Targets are 2021 / 2022 awaiting update for 2022 / 2023 targets	Q1 Performance April – June	Trend	Comment
SH369 – % rent loss from empty houses (cumulative)	3.00%	1.77%	-	-
£ spent on rent loss from empty houses (cumulative) (Linked to PI above SH369)	Estimated Annual Debit £ to be confirmed	£140,291	-	-
SH376 – % tenants satisfied with the re-let service (year to date) Quarterly	85% or above	100%	-	-
SH374 – % non-decent council homes Quarterly	5.00%	4.87%	-	-
SH344 – % Customer satisfaction with the condition of new home (year to date) Quarterly	85% or above	100%	-	-
SH327 – % of repair appointments kept Monthly	95% or above	April – 94.47% May – 94.74% June – 95.52% (average for the quarter 94.91%)	-	-
SH330 – % routine repairs within target timescales – Monthly	95% or above	April – 87.98% May – 86.75% June – 89.73% (average for the quarter 88.15%)	-	-
HS3 Number of parishes exploring the potential for delivering affordable housing on exception site	Quarterly T 10; I 6	See comment	-	See Appendix 2

Affordable Homes Performance April to June 2022 / 2023

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

Management Info	Frequency	Q1 2022 / 2023 April – June	Comment
AH210 – Total number of presentations including advice only cases	Quarterly	307	-
AH213 – Number of Homeless applications	Quarterly	115	-
AH208 – Number of Homeless preventions	Quarterly	55	-
AH214 – Number of Homeless acceptances	Quarterly	22	-
AH203 – Numbers in temporary accommodation	Quarterly	65	-
AH219 – Number of properties within Shire Homes – Cumulative	Quarterly	2 Self-contained 0 HMO = 2	-
AH217 – Number of cases where Universal Credit is a factor	Quarterly	0	-
AH218 – Numbers on the housing register	Quarterly	1,816	-
AH220 – Number of lettings to Band A	Quarterly	53	-
AH221 – Number of lettings to Band B	Quarterly	55	-
AH223 – Number of HRA properties that have been empty for over 4 months	Quarterly	6	See Appendix 3
HS1 Number of homes granted planning permission for essential local workers	Quarterly	0	-
HS2 Number of homes granted funding via Combined Authority	Quarterly	0	See Appendix 3
HS4 Number of new affordable homes on rural exception sites given planning permission each year	Annually	22	See Appendix 3

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Management Info	Frequency	Q1 2022 / 2023 April – June	Comment
HS5 Number of new affordable homes built on rural exception sites each year	Annually	0	-
HS6 Percentage of planning consultations responded to within 21 days	Quarterly	86%	See Appendix 3
HS7 Number of households supported to improve the energy efficiency of their home through Housing Repairs & Adaptation Grants (Cumulatively)	Quarterly	See comment	See Appendix 3
HS8 Number of tenant hours volunteered for tenancy engagement	Quarterly	See comment	See Appendix 3
HS9 Number of services changed, implemented, or withdrawn during the year as a result of resident involvement	Annually	See comment	See Appendix 3
HS10 Number of residents / service users involved in formal / informal consultation groups (including digital)	Quarterly	See comment	See Appendix 3
AH225 – Number of new build council houses currently started on site (year to date)	Quarterly	62	-

Affordable Homes Performance April to June 2022 / 2023

Appendix 1

Comments & Benchmarking where available

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

Awaiting confirmation of targets – anticipated mid-August

Month	Target	Intervention
April	-	-
May	-	-
June	-	-
July	-	-
August	-	-
September	-	-
October	-	-
November	-	-
December	-	-
January	-	-
February	-	-
March	-	-

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

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.

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- 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

Awaiting Commentary for Q1

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

Added due to feedback received from the Housing Performance Panel

AH204 – % satisfaction with responsive repairs – Quarterly

Month	Sent	Received	Response rate	Overall Satisfaction score 7 – 10
April	498	89	20%	91%
May	594	107	20%	92%
June	584	97	18%	96%

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Appendix 2

Comments

Number of vacant but available to let Quarterly (linked to PI above SH363)

Added due to feedback received from the Housing Performance Panel

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

Added due to feedback received from the Housing Performance Panel

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

Q1 – total of 6 completed surveys of which 6 were very or fairly satisfied

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

Q1 – total of 6 completed surveys of which 6 were good or satisfied

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

Q1 –

- Actively working with Parish / RP = Ten villages (Bassingbourn, Cottenham, Eltisley, Fen Drayton, Fowlmere, Haslingfield, Histon & Impington, Orwell Great Shelford, Stapleford)
- Undertaking Housing Needs Survey = Three villages (Bassingbourn, Cottenham and Histon & Impington, Haslingfield, Guilden Morden)
- At Pre-App Stage = 0
- Awaiting Planning Decision = 2 villages (Cottenham and Great Eversden)
- Received Planning Permission in Q4 = 2 villages (Fen Drayton & Newton)

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Appendix 3

Comments

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

Now reduced to a single figure of 6 which has not been the case since December 2019, last year was 33

HS2 Number of homes granted funding via Combined Authority

Q1 Note: Funding is no longer available through the Combined Authority Affordable Housing Programme and this PI will be deleted

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

Q1 – 22 (Cootes Lane, Fen Drayton – 14 no.) & (Land adjacent to 28 Harston Rd, Newton – 8 no.)

HS6 Percentage of planning consultations responded to within 21 days

Q1 – 86% (Three applications went over target 1 x 1 day, 1 x 1 x 6 days and 1 x 7days). Average time to respond = 18 days against a general target of 21 days.

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

Boilers and heating:

2 completed

5 approved not completed

1 pipeline

Windows and doors:

0 completed

2 approved not completed

1 pipeline

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HS8 – Number of tenant hours volunteered for tenancy engagement

Below are new ways we are measuring tenancy engagement:

Engagement via email & social media	Q1
Tenant email contact – successfully sent (out of approximately 7,500 tenants)	7,018
Online version of newsletter	'Viewed' = 727 'Deep read' = 194
Face book – total engagement (someone who has clicked read more, followed a link, shared, or reacted to a post)	618
Other engagement	Q1
Volunteer hours	72 hours 15 minutes
Meetings held	7
Estate visits completed	6

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

Tenant volunteer's involvement on the following

- New Repairs contract
- Tenancy Policy
- Small Land Sales HRA Policy
- Estate Inspection Policy
- Tenant Satisfaction Survey

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 developed a new framework – a new way of working which replaced the existing Tenant Participation Group, Sheltered Housing and Leaseholder forums.

There are 6 tenants who are members of the Housing Performance Panel (HPP) and there are 6 tenants who are members of the Housing Engagement Board (HEB) who attend quarterly meetings and also volunteer on project groups. The same tenants do not all volunteer on the same group, but some may volunteer on more than one group.