

**Housing Performance Panel**  
**Minutes of the Quarterly Meeting**  
**held on Wednesday, 8 September**  
**2022 from 1pm to 4pm 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)

**1. Welcome and Apologies**

The Chair welcomed everyone to the meeting at 1:01pm 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.

**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-19 (Lockdown), 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-19.

### **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 2:32pm.