

Housing Performance Panel

Minutes of the Quarterly Meeting held on Wednesday, 8 June 2022 from 1pm to 4pm via Zoom

Attendees:	<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>
Apologies:	<p>Paul Bowman</p> <p>Jennifer Perry (Resident Involvement Team Leader) – Vice Chair</p>

Item	Subject	Action
1.	<p>Welcome and Apologies</p> <p>The Chair welcomed everyone to the meeting at 1pm.</p> <p>Apologies were received from Paul Bowman and Jennifer Perry.</p>	-
2.	<p>Quorum</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 2 tenants. She added that she</p>	B Taylor

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	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>Minutes of previous meeting – 2 March 2022</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.	Matters Arising	-
4.1	<p>Mears Group – Review of Quarter 3 Data (Item 5.1)</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>SCDC – Review of Quarter 3 Performance Data (Item 5.2)</p> <ol style="list-style-type: none"> 1. Grace Andrews removed the RAG status from the B&B spend on the performance reports as requested. 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. 	-
4.3	<p>SCDC – Comparison of Quarter 3 Complaints Data (Item 5.3)</p> <ol style="list-style-type: none"> 1. Grace Andrews provided a document with examples of complaints received. 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. 	-

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4.4	<p>Data Collection (Item 7.1)</p> <ol style="list-style-type: none"> 1. Eddie Spicer had requested the panel to provide meaningful questions which he would discuss under item 5.4. 2. Grace Andrews sent a list of the questions from the STAR survey to Eddie Spicer. 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. 	-
4.5	<p>Proposed Meeting Dates (Item 8)</p> <p>Bronwen Taylor re-scheduled the 2 June 2022 meeting, as it was a Bank Holiday, to 8 June 2022.</p>	-
5.	<p>Standing Items</p>	-
5.1.	<p>Mears Group – Review of Quarter 4 Data</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>SCDC – Review of Quarter 4 Performance Data</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&B costs.</p> <p>The Chair said that the net indicator for B&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&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

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	<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 to 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>	

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5.3	<p>SCDC – Comparison of Quarter 4 Complaints Data</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>Update on the Repairs Contract</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>Estate Inspections Report</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>Update on Tenant Satisfaction Survey Project (STAR)</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>	-

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6.	New Matters	-
6.1	<p>Forward Plan</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>Projects for 2022</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>Any other Business</p> <p>None</p>	-
8.	<p>Proposed Meeting Dates</p> <p>The Chair referred to the proposed meeting dates for 2022 / 2023, as follows:</p> <ul style="list-style-type: none"> ➤ 8 September 2022 ➤ 1 December 2022 ➤ 2 March 2023 	-
9.	<p>Closing</p> <p>There being no further business to discuss, the meeting ended at 1.58pm.</p>	-