



Housing Performance Panel

Quarterly Meeting

2 March 2023 – 1pm to 4pm

Agenda Pack

Housing Performance Panel Agenda

Date: **Thursday, 2 March 2023**

Time: **1pm – 4pm**

Venue: **Zoom (Virtual Meeting)**

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1. Welcome and Apologies

The Chair will welcome all present and apologies will be noted.

2. Quorum

A quorum shall consist of 50% of members.

3. Minutes of the Meeting held on 1 December 2022

The minutes of the meeting held on 1 December 2022 are included for approval.

Housing Performance Panel
Minutes of the Quarterly Meeting
held on Thursday, 1 December 2022
from 1pm to 4pm via Zoom

Attendees: Peter Campbell (Head of Housing) – Chair
Cllr John Batchelor
Brian Burton
Les Rolfe
Patricia Hall

By Invitation: Elaine Phillips (Mears)
Geoff Clark (SCDC – Service Manager – Tenancy and Estates)
Eddie Spicer (SCDC – Service Manager – Housing Assets)
Bronwen Taylor (SCDC – Resident Involvement Officer) – Minute taker
Gina Manderson (SCDC – Communications Officer) – Admin support

Apologies: Eleni Koutso
Paul Bowman
Grace Andrews (SCDC – Data Quality and Improvement Team Leader)

1. Welcome and Apologies

The Chair welcomed everyone to the meeting at 1.03pm.

Apologies were received from Eleni Koutso, Paul Bowman and Grace Andrews.

2. Quorum

The meeting was quorate.

3. Minutes of previous meeting – 8 September 2022

The Chair referred to the minutes of the meeting held on 8 September 2022 which were approved by the panel.

4. Matters Arising from previous Meeting – 8 September 2022

4.1 Estate Inspections (item 5.4)

Geoff Clark advised that the tenant volunteers had requested for the meeting scheduled on 29 November 2022 be postponed to January 2023.

Les Rolfe explained that as there were a lot of gaps in the Records and Actions worksheet and before meeting with Geoff Clark, the tenant volunteers wanted to check that some of the issues raised had been actioned and resolved.

Bronwen Taylor said that she would re-schedule a meeting for the middle of January 2023.

Action: Bronwen Taylor

5. Standing Items

5.1 Mears Group – Review of Quarter 2

Elaine Phillips, from Mears, referred to the report in the pack and advised that there had been an increase in the number of repairs before the implementation of the new contract and that there had been a hard drive to get the aged jobs completed. She added there was a lot of plastering and extensive roofing works that were outstanding and that a new roofing company, CFR, had been contracted to take on a large portion of work in January 2023.

5.2 SCDC – Review of Quarter 2 Performance Data

As Grace Andrews was not at the meeting, Geoff Clark went through a presentation on the Performance Data for Quarter 2, highlighting the key indicators that had either improved or declined, as follows:

- Housing Options and Advice – declined
- Empty Homes – improved – although there was a knock on effect from COVID-19, the numbers had improved
- Satisfaction with response repairs – declined, however it was still in the top quartile

Eddie Spicer advised that since the implementation of the new contract, it had improved and should start to even out, and show signs of increasing.

- Non-emergency (routine) repairs – improved
- Rent Arrears – declined, however, the performance was good

- Proportion of homes with a valid Gas Safety Certificate – although there was a slight dip in July 2022 due to no access to properties, the performance was good

Eddie Spicer advised that although it was only one or two properties, the graph showed that it that it was in one month only and that the properties were accessed the following month.

Councillor Batchelor said that these figures were looking back and now that we were well into the new Mears contract with an increase in staff, there should be a significant improvement. He added that the key indicator would be the next quarter and that the new arrangement with Mears was working.

5.3 SCDC – Review of Quarter 2 Complaints Data

Geoff Clark went through the Complaints and Compliments Data for Quarter 2. He referred to the “Percentage of complaints resolved within timescale” and said that we had measured just below the median.

Eddie Spicer reported that they had received positive comments in relation to the new contract, however, the results should gradually increase over time. He added that the contract was still in the transition period, however, he had looked at some of the October 2022 figures which looked encouraging and they had also received a lot more positive comments.

5.4 Estate Inspections

Bronwen Taylor referred to the Estate Inspection Summaries for August, September and October 2022 for noting.

Geoff Clark asked the volunteer inspectors for feedback.

Brian Burton said that most of the issues raised did not create any problems for the Housing Services Officer (HSO) and that both estates were well kept and tidy.

Bronwen Taylor added that as there was sheltered accommodation in Arrington, the Sheltered Estate Officer (SEO) had joined the inspection as she would attend to any issues raised. She said that in future, SEOs would attend all estates with sheltered accommodation.

Les Rolfe advised that he and Paul Bowman would be visiting those estates, who scored low on the report, to see if issues had been actioned, as when they were reported, it would appear that there was no follow up.

Bronwen Taylor explained that some of the issues reported had not been recorded properly on the worksheet, that is, from the date of reporting the issue to the date of completion, including any actions in between, and she gave some examples.

Les Rolfe said that he did not expect HSOs to be chasing all parties all the time, but to include notes or give updates on the worksheet after four weeks. He added that if nothing was being done, they would have to assume that they were wasting their time reporting issues.

Geoff Clark said that we need to keep on top of issues, however, some issues were not always straightforward although they appeared to be.

Les Rolfe said that if there was a problem, it should be noted on the worksheet.

Patti Hall said that when she called about her estate being inspected, she was told that they were not done.

Bronwen Taylor advised that Sheltered Housing Officers were now attending the inspections where there was sheltered accommodation in order to attend to any issues and that these were also being reported on.

Patti Hall referred to an issue at the communal hall on her estate, that had been there for five years, and said that every time she called to report it, she was told that the council did not attend to sheltered housing.

Geoff Clark asked Patti Hall to email the details to Eddie Spicer who would look into the issue.

Action by: Patti Hall

5.5 Update on Repairs Contract

Eddie Spicer referred to the updated report included in the pack and said that there had been delays with the online repairs portal, however, this was now active and the KPIs were showing encouraging results. He reported that the shared gas contract that we had with Cambridge City Council, where Mears were doing gas servicing for both, ceased on 24 November 2022 and had gone over to a new contractor, which had improved the call handling capacity at Mears. He said the biggest improvement was with communication and reminded the panel that the new Heating contract telephone number was 0800 085 1313.

6. New Matters

6.1 New Repairs Contract – Performance Review Joint Working Group

Eddie Spicer referred to the updated report included in the pack. He reported that a meeting with Mears and SCDC officers was held the previous week, and a second meeting with the group, which included Les Rolfe, Paul Bowman and Patti Hall and SCDC officers, was scheduled for the next day. He added that they were still monitoring works on the old contract and were down to 200 outstanding jobs, which had reduced from an initial figure of approximately 750.

6.2 New Resident Involvement Team Leader

The Chair advised that interviews for the new Resident Involvement Team Leader role were held on 3 November 2022 and that the interview panel consisted of Julie Fletcher, Margaret Wilson, Les Rolfe, Paul Bowman and himself. He said that the position had been offered to David Armitage who had accepted pending all HR checks, and he would be joining the team early in January 2023. He thanked Jennifer Perry for her work during her time with the council.

Patti Hall asked if the tenant volunteers would meet David Armitage in person as she thought it was more polite to meet him face to face.

The Chair said that his induction programme had not been planned, however, there would be an opportunity to meet him.

7. Any Other Business (AOB)

7.1 Essential winter items for vulnerable tenants

Eddie Spicer said that together with Mears, they had some warm packs which included items such as blankets and flasks for vulnerable tenants to help them through the cold winter. He added that SCDC were also offering electric blankets and slow cookers for people who were referred and if the panel knew of any vulnerable tenant who would benefit from any of these items, to let their Sheltered Officer know.

7.2 Damp and mould

The Chair referred to the case of the young boy who passed away due to damp and mould, and said that the council was taking this issue very seriously. He said that tenants needed to report any issues to us through Mears and should they get no response, to contact either Eddie Spicer or himself to investigate further.

Eddie Spicer said that specialist contractors were used and currently they were struggling with appointments as there were a large number of cases being reported. He added that if there were urgent cases, the council would send out one of our surveyors.

8. Meeting Date

The Chair referred to the next meeting date as follows:

- 2 March 2023

9. Closing

There being no further business to discuss, the meeting ended at 1.54pm. The Chair wished everyone a happy Christmas.

4. Matters Arising from previous Minutes

4.1 Estate Inspections (Item 5.4) (Item 4.1)

Action: Bronwen Taylor to re-schedule the meeting with Geoff Clark and the tenant volunteers to discuss the issue of properly recording issues on the Records and Actions worksheet.

Report back: Geoff Clark met with the tenant volunteers on 19 January 2023 and the Housing Service Officers on 15 February 2023.

Geoff Clark to report.

4.2 Estate Inspections (Item 5.4)

Action: Patti Hall to email the details of the communal hall issue on her estate to Eddie Spicer who would look into the issue.

Report back: The details were emailed to Eddie Spicer who requested Mears to carry out the repair. There was a delay with carpentry works due to a vacant post, however, this would be booked in as soon as possible.

Patti Hall also advised that there was a damaged pathway which was investigated by SCDC and the responsibility fell with Cambridge County Council. Eddie Spicer advised that we would be making the repair in the interim as there was a delay with County Council.

For noting.

5. Standing Items

5.1 Mears Group – Review of Quarter 3 Data

Elaine Phillips to report.

KPI			number of jobs complete		KPI %
RESPONSIVE REPAIRS (inc heating)					
% Emergencies Within Target (4hours)	R1	Contractual	100%	26./26	100%
Urgent Within Target (24 Hours)	R2	Contractual	100%	2127./2127	100%
Routine within target (20 days)	R3	Contractual	<5%	2155./2293	<6%
Follow on within target (2 days)	R1a	Contractual	100%	40./40	100%
Average calendar days to complete a Routine Repair	R4	Contractual	<10 working days		<13 days
Average number of calendar days taken to complete Routine, Urgent and Emergency jobs	R5	Benchmarking	6.5 days		6.3 days
% urgent and Routine Repairs completed on first visit (operative does not leave until job completed)	R6	Contractual	85%	2730./3121	87.47%
% of appointments made and kept	R7	Contractual	95%	4057./4619	87.88%
% Customer Satisfaction (all repairs)	R8	Contractual	95%		79%
% urgent and Routine repairs completed on first visit (Housemark Definition)	R9	Benchmarking	97%		
Number of Repairs appointments made	R10	Benchmarking	100%	4486./4486	100%
VOID REPAIRS					
% Standard voids completed within target time (5 working days)	V1	Contractual	97%	8./8	100%
Average number of calander days to complete 5day void repairs	V1a				4 days
% of 10 calander day voids completed within agreed timescale	V2	Contractual	97%	0./4	0%
Average number of calander days to complete 10day void repairs	V2a				29 days
% of 25 calander day voids completed within agreed timescale	V3	Contractual	97%	58./59	98%
Average number of calander days to complete 25day void repairs	V3a				47 days
Average number of calander days to complete void repairs	V4	Benchmarking	18 days		41 days
% Post inspections completed as satisfactory: Void repairs	V5	Contractual	98%		100%
Post Inspection Defects - Void Repairs	V6	Contractual	2%	0	0%

2 weeks worth of routine cancelled and rebooked due to service demand on emergencies

new 2hour appointment slots a challenge operationally
pre Oct average responses were 122, av response for Q3 went down to 90

1 void awaiting new electric meter over 9 months

5.2 Repairs Contract – Performance Review Joint Working Group

An update on the Performance Review Joint Working Group and a document with the meeting dates for 2023 / 2024 are enclosed for noting.



Performance Review Joint Working Group Update – February 2023

Since the start of the new contract we have formed the Resident Working Group for the new contract with Mears. We meet on a monthly basis with representation from stakeholders, 3 Tenant volunteers (including 1 leaseholder) 3 representatives from Mears and 3 from SCDC.

The main topics of these meetings are:

1. KPI review
2. Complaints Overview
3. Feedback From Residents
4. Feedback and comments from Core Groups
5. H&S concerns
6. Customer Satisfaction
7. Job response times and volumes
8. Social Value activities
9. Contract Commitments

There have only been 2 full meetings of the group in November 2022 and January 2023 as the contract was getting going, and will now settle into a regular monthly meeting with the next due on the 2nd March 2023.

The involvement of the tenants is invaluable to me and our service, as it provides a voice and opinions from our service users. The tenant representatives are encouraged to communicate with the wider tenants and obtain genuine feedback and comments which can be digested at these meetings and put to constructive use.

There is a high level of commitment and enthusiasm from the representatives in being involved in the process and providing input into decision making conversations and providing an independent voice.

Eddie Spicer.

Mears Repairs Contract

Performance Review Joint Working Group

Meeting Dates

All meetings are held on Thursdays at 11am to 12pm, unless otherwise stated.

1 February 2023 at 1pm to 2pm (Wednesday)

2 March 2023

6 April 2023

4 May 2023

1 June 2023

6 July 2023

3 August 2023

7 September 2023

5 October 2023

2 November 2023

7 December 2023

4 January 2024

1 February 2024

7 March 2024

5.3 SCDC – Review of Quarter 3 Performance Data

Grace Andrews to report.

Affordable Homes Performance April to December 2022 / 2023

Trend against target: **Red** = outside target; **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	Q1 Performance April – June	Q2 Performance July – September	Q3 Performance October – December	Trend	Comments & Benchmarking where available
New – Number of households with family commitments who have been accommodated in B&B for longer than 6 weeks – Cumulative	Target = 0 Intervention = 1	0	0	0	Maintained	-
AH215 – % Successful Homeless preventions as a proportion of all homelessness cases closed – Year to date	Target = 50% Intervention = 45%	57.9%	47.4%	47.7%	Improved	See Appendix 1
SH375 – Average SAP (EPC) rating of self-contained general needs dwellings – Quarterly	Target = 70.00 Intervention = 65.00	77.65 (EPC rating C)	77.65 (EPC rating C)	77.65 (EPC rating C)	Maintained	-
AH211 – Average days to re-let Housing stock Monthly	Target = 17 days or less Intervention = 25 days	April – 28 days May – 34 days June – 33 days (average for the quarter 32 days)	July – 22 days August – 29 days September – 26 days (average for the quarter 26 days)	October – 26 days November – 26 days December – 32 days (average for the quarter 28 days)	Declined	See Appendix 1

Affordable Homes Performance April to December 2022 / 2023

Key Performance Indicators (KPIs)	Targets	Q1 Performance April – June	Q2 Performance July – September	Q3 Performance October – December	Trend	Comments & Benchmarking where available
Numbers of re-lets Housing stock (Linked to PI above AH211) Quarterly	N / A	April – 13 May – 11 June – 8 (average for the quarter 11)	July – 13 August – 6 September – 8 (average for the quarter 9)	October – 2 November – 4 December – 8 (average for the quarter 5)	-	-
AH204 – % satisfaction with responsive repairs Quarterly	Target = 97% or above Intervention = 92%	April – 91% May – 92% June – 96% (average for the quarter 93%)	July – 93% August – 89% September – 92% (average for the quarter 91%)	October – 91% November – 84% December – 91% (average for the quarter 89%)	Declined	See Appendix 1
SH332 – % Emergency repairs attended within 24 hours – Monthly	Target = 98% or above Intervention = 95%	April – 100% May – 99.15% June – 98.6% (average for the quarter 99.25%)	July – 99.26% August – 98.61% September – 98.46% (average for the quarter 98.7%)	October – 100% November – 100% December – 100% (average for the quarter 100%)	Improved	-
AH224 – Number of new build council house completions Year to date	74 at year end	15	32	53	-	-

Affordable Homes Performance April to December 2022 / 2023

Trend against target: **Red** = outside target; **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	Q1 Performance April – June	Q2 Performance July – September	Q3 Performance October – December	Trend	Comments & Benchmarking where available
AH216 – Number of households assisted through Shire Homes Lettings Cumulative Quarterly	40	4 Self-contained 1 HMO = 5	8 Self-contained 2 HMO = 10	17 Self-contained 4 HMO = 21	-	-
SH336 – Uncompliant gas installations Monthly	100%	April – 100% May – 100% June – 100%	July – 99.94% August – 100% September – 100%	October – 99.97% November – 100% December – 100%	Maintained	-
SH352 – % traveller pitch fee collected Monthly	Target = 90% or above Intervention = 80%	April – 82.6% May – 81.8% June – 86.5% (average for the quarter 83.63%)	July – 96% August – 82.7% September – 86.5% (average for the quarter 88.4%)	October – 86.3% November – 87.05% December – 86.9% (average for the quarter 86.75%)	Declined	-
SH363 – % vacant but available to let Quarterly	Target = 0.5% Intervention = 0.75%	0.97%	1.00%	0.61%	Improved	See Appendix 2
Number of vacant but available to let (linked to PI above SH363) Quarterly	-	52	54	33	-	-

Affordable Homes Performance April to December 2022 / 2023

Local Performance Indicators (LPis)	Targets	Q1 Performance April – June	Q2 Performance July – September	Q3 Performance October – December	Trend	Comments & Benchmarking where available
SH364 – % vacant but unavailable – Annual	Target = 0.5% Intervention = 1.00%	-	-	-	-	-
Number of vacant but unavailable (Linked to above PI SH364) Annual	-	-	-	-	-	-
SH368 – % rent arrears Quarterly	Target = 2.00% Intervention = 2.5%	1.96%	2.17%	2.13%	Improved	-
SH369 – % rent loss from empty houses – Quarterly	Target = 4.00% Intervention = 5.00%	1.77%	1.67%	1.72%	Declined	-
£ spent on rent loss from empty houses (Linked to PI above SH369) Cumulative Quarterly	Estimated Annual Debit £ to be confirmed	£140,291	£265,878	£410,222	-	-
SH376 – % tenants satisfied with the re-let service Cumulative Quarterly	Target = 85% Intervention = 80%	100%	95%	97%	Improved	See Appendix 2
SH374 – % non-decent council homes – Quarterly	Target = 5.00% Intervention = 8.00%	4.87%	4.80%	6.06%	Declined	See Appendix 2
SH344 – % Customer satisfaction with the condition of new home Cumulative – Quarterly	Target = 85% Intervention = 80%	100%	82%	89%	Improved	See Appendix 2

Affordable Homes Performance April to December 2022 / 2023

Local Performance Indicators (LPis)	Targets	Q1 Performance April – June	Q2 Performance July – September	Q3 Performance October – December	Trend	Comments & Benchmarking where available
SH327 – % of repair appointments kept Monthly	Target = 95% Intervention = 90%	April – 94.47% May – 94.74% June – 95.52% (average for the quarter 94.91%)	July – 95.71% August – 96.4% September – 93.81 (average for the quarter 95%)	October – 93.8% November – 88.39% December – 86.54% (average for the quarter 89.57%)	Declined	See Appendix 2
SH330 – % routine repairs within target timescales Monthly	Target = 95% Intervention = 90%	April – 87.98% May – 86.75% June – 89.73% (average for the quarter 88.15%)	July – 78.24% August – 84.27% September – 90.78% (average for the quarter 84.43%)	October – 100% November – 93.93% December – 90.43% (average for the quarter 94.78%)	Improved	See Appendix 2
HS3 Number of parishes exploring the potential for delivering affordable housing on exception site Quarterly	Target = 10 Intervention = 6	See comment	See comment	See comment	-	See Appendix 2

Affordable Homes Performance April to December 2022 / 2023

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

Management Info	Frequency	Q1 Performance April – June	Q2 Performance July – September	Q3 Performance October – December	Comment
AH212 – £s Spend on B&B Year to Date	Monthly	April – £8,969 (HB £5,240) May – £21,133 (HB £12,357) June – £45,980 (HB £13,380)	July – £76,973 (HB £17,973) August – £111,000 (HB £21,373) September – £123,774 (HB £22,096)	October – £136,493 (HB £24,560) November – £149,743 (HB £26,623) (costs invoiced £3,453) December – £166,363 (£27,113) (costs invoiced £11,213)	See Appendix 3
AH210 – Total number of presentations including advice only cases	Quarterly	307	377	441	-
AH213 – Number of Homeless applications	Quarterly	115	95	109	-
AH208 – Number of Homeless preventions	Quarterly	55	54	53	-
AH214 – Number of Homeless acceptances	Quarterly	22	27	28	-
AH203 – Numbers in temporary accommodation	Quarterly	65	50	48	-
AH219 – Number of properties within Shire Homes – Cumulative	Quarterly	2 Self-contained 0 HMO = 2	3 Self-contained 0 HMO = 3	10 Self-contained 0 HMO = 10	-
AH217 – Number of cases where Universal Credit is a factor	Quarterly	0	2	0	-
AH218 – Numbers on the housing register	Quarterly	1,816	1,858	1,857	-
AH220 – Number of lettings to Band A	Quarterly	53	63	68	-
AH221 – Number of lettings to Band B	Quarterly	55	70	77	-

Affordable Homes Performance April to December 2022 / 2023

Management Info	Frequency	Q1 Performance April – June	Q2 Performance July – September	Q3 Performance October – December	Comment
AH223 – Number of HRA properties that have been empty for over 4 months	Quarterly	6	11	8	See Appendix 3
HS4 Number of new affordable homes on rural exception sites given planning permission each year	Quarterly	22	34	0	See Appendix 3
HS5 Number of new affordable homes built on rural exception sites each year	Quarterly	0	0	0	-
HS6 Percentage of planning consultations responded to within 21 days	Quarterly	86%	90%	100%	See Appendix 3
HS7 Number of households supported to improve the energy efficiency of their home through Housing Repairs & Adaptation Grants Year to date	Quarterly	See comment	See comment	See comment	See Appendix 3
HS8 Number of tenant hours volunteered for tenancy engagement	Quarterly	See comment	See comment	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 comment	See comment	See Appendix 3
HS10 Number of residents / service users involved in formal / informal consultation groups (including digital)	Quarterly	See comment	See comment	See comment	See Appendix 3
AH225 – Number of new build council houses currently started on site Year to date	Quarterly	62	74	137	-

Affordable Homes Performance April to December 2022 / 2023

Appendix 1

Comments and Benchmarking where available

AH215 – % Successful Homeless preventions as a proportion of all homelessness cases closed (year to date)

Q2 – The drop in performance this quarter is likely to be attributed to the impact of the cost of living for families and finding suitably affordable privately rented accommodation. In addition, there were some staff absences during this quarter, which will impact on the assessments and successful outcomes being reported during the period.

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.
- 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

Q2 – Increase due to some properties having issues with electric meters which need to be resolved by a specialist contractor before re-letting.

Q3 – These results show the overall re-let time that involves different aspects, one of the main areas which brings the final figure above target is that some empty properties have a long refurbishment time of 25+ days, this is one of the service level agreement targets along with 5 and 10-day returns, these will be outside of the 17 day target.

Affordable Homes Performance April to December 2022 / 2023

The new contract will record these in service level agreement categories to show the repair times and we are monitoring the housing management re-let timeframe to enable us to propose a revised reporting methodology for Q1 2023 / 2024 which will provide a more reflective and accurate dataset for empty property returns.

We have always had examples where tenants leave possessions they no longer want behind and / or waste when they terminate a tenancy, however, incidents of this occurring have significantly increased in recent months. Communication around the termination of a tenancy is also becoming more difficult. This means that before we survey a property and agree works with a contractor about what repairs or maintenance is necessary so that it can be re-let, there are often lengthy and extremely complicated conversations that add to the length of time a property stands empty.

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	Failed	Received	Response rate	Overall Satisfaction Score 7 – 10
April	493	55	89	20%	91%
May	594	59	107	20%	92%
June	584	60	97	18%	96%
July	692	79	108	18%	93%
August	694	72	131	21%	89%
September	607	82	100	19%	92%
October	502	67	87	20%	91%
November	689	52	99	16%	84%
December	552	27	103	21%	91%

Affordable Homes Performance April to December 2022 / 2023

Appendix 2

Comments

SH363 – % vacant but available to let Quarterly

Q2 – Increase due to some properties having issues with electric meters which need to be resolved by a specialist contractor before re-letting – (as it is not a safety issue it is not technically a Major work to be recorded under vacant but not available).

Q3 – The new contract will record these in service level agreement categories to show the repair times and we are monitoring the housing management re-let timeframe to enable us to propose a revised reporting methodology for Q1 2023 / 2024 which will provide a more reflective and accurate dataset for empty property returns.

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.

Q2 – total of 22 completed surveys of which 21 were very or fairly satisfied.

Q3 – total of 38 completed surveys of which 37 were very or fairly satisfied.

SH374 – % non-decent council homes Quarterly

Increased a little due to the on-going problems we are having with the system which we are continuing to work on and hope to be resolved soon.

Affordable Homes Performance April to December 2022 / 2023

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.

Q2 – total of 22 completed surveys of which 18 were very or fairly satisfied.

Q3 – total of 38 completed surveys of which 34 were very or fairly satisfied.

SH327 % of repair appointments kept – Monthly

Q2 – Mears – housekeeping by subcontractors.

SH330 % routine repairs within target timescales – Monthly

Q2 – Mears – completion of aged WIP from roofing and plastering.

Q3 – In November, the Mears Branch had a Covid outbreak, 1/5th of workforce were off sick. In December, many appointments were cancelled and rebooked for January 2023 to make room for emergencies during the week freeze.

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)

Affordable Homes Performance April to December 2022 / 2023

Q2

- Actively working with Parish / RP = Nine villages (Bassingbourn, Cottenham, Eltisley, Fen Drayton, Histon & Impington, Girton, Haslingfield, Newton and Orwell)
- Undertaking Housing Needs Survey – Six villages (Bassingbourn, Cottenham, Histon & Impington, Girton, Haslingfield and Meldreth,)
- At Pre-App Stage = 0
- Awaiting Planning Decision = 0
- Received Planning Permission in Q2 = 1 (Cottenham)

Q3

- Actively working with Parish / RP = Nine villages (Bassingbourn, Cottenham, Eltisley, Fen Drayton, Histon & Impington, Girton, Great Chishill, Meldreth, Swavesey)
- Undertaking Housing Needs Survey – Five villages (Histon & Impington, Girton, Great Chishill, Meldreth, Swavesey). Two surveys completed in Quarter 3 – Bassingbourn, Haslingfield and Orwell.
- At Pre-App Stage = 0
- Awaiting Planning Decision = 0
- Received Planning Permission in Q3 = 0

Affordable Homes Performance April to December 2022 / 2023

Appendix 3

Comments

AH212 – £s Spend on B&B Year to Date

Q3 – From end of October, the team have begun sending invoices to those using B&B to try and recover the costs not covered by the benefit money, thus encouraging the submission of benefit claims where eligible to claim but have not yet done so.

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

Q1 – Seen reduction to a single figure of 6, which has not been the case since December 2019, last year was 33.

Q2 – Slight increase due to some properties having issues with electric meters which need to be resolved by a specialist contractor before re-letting.

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.)

Q2 – 34 homes (Land at rear of 38 Histon Road, Cottenham).

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.

Q2 – 90% Average time taken – 16 days

Affordable Homes Performance April to December 2022 / 2023

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

Q1

Boilers and heating:

2 completed

5 approved not completed

1 pipeline

Windows and doors:

0 completed

2 approved not completed

1 pipeline

Q2

Boilers and heating:

4 completed

5 approved not completed

3 pipeline

Windows and doors:

2 completed

1 approved not completed

3 pipeline

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Q3

Boilers and heating:

2 completed

6 approved not completed

1 pipeline

Windows and doors:

0 completed

5 approved not completed

1 Pipeline

HS8 – Number of tenant hours volunteered for tenancy engagement

Below are new ways we are measuring tenancy engagement:

Engagement via email & social media	Q1	Q2	Q3
Tenant email contact – successfully sent (out of approximately 7,500 tenants)	7,018	7,436	7,018
Online version of newsletter	'Viewed' = 727 'Deep read' = 194	'Viewed' = 941 'Deep read' = 219	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	715	618
Other engagement	Q1	Q2	Q3
Volunteer hours	72 hours 15 minutes	152 hours 30 minutes	89 hours
Meetings held	7	7	7
Estate visits completed	6	5	2

Affordable Homes Performance April to December 2022 / 2023

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 replaces the existing Tenant Participation Group, Sheltered Housing forums and Leaseholder forums.

There are 5 core tenants who attend the Housing Performance Panel (HPP) meetings and volunteer on groups, and there are 5 Housing Engagement Board (HEB) members who also volunteer on the groups. The same tenants do not all volunteer on the same group, but some may volunteer on more than one group.

5.4 SCDC – Review of Quarter 3 Complaints Data

Grace Andrews to report.

Affordable Homes Complaints Performance

Quarter 3 April – December

2022 / 2023

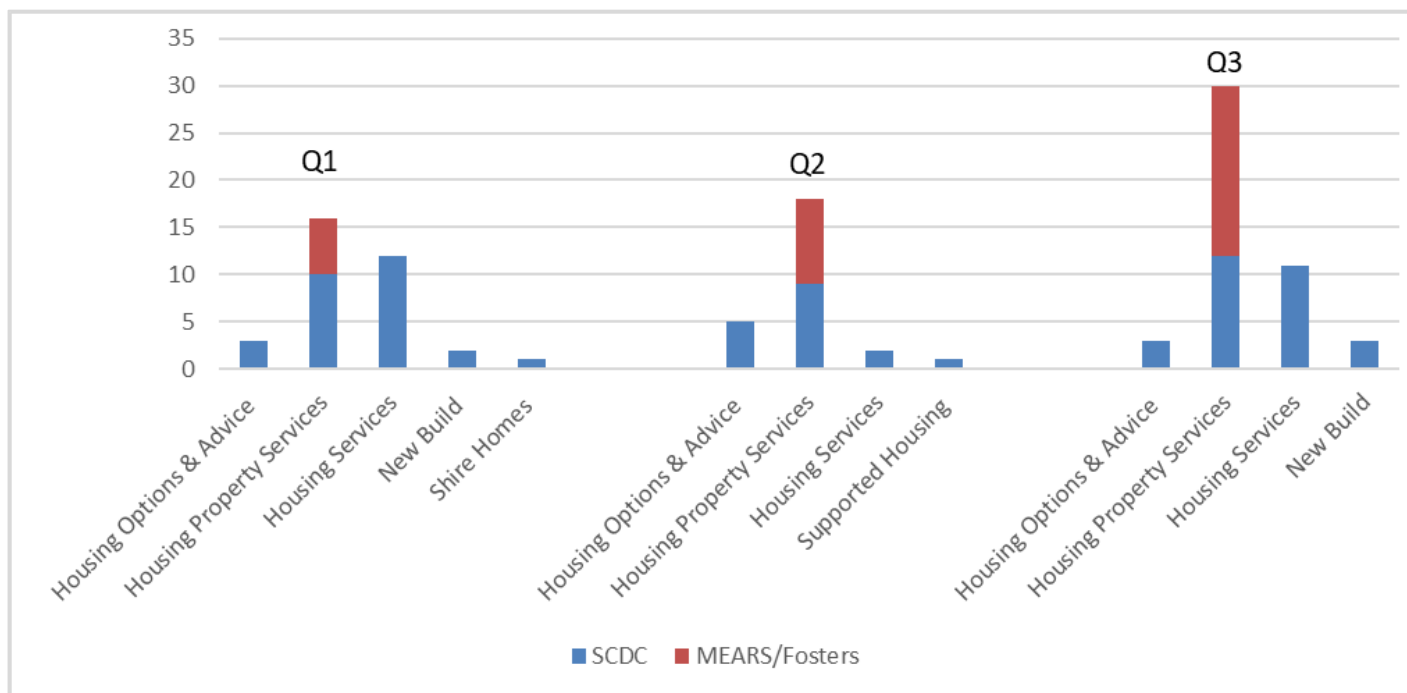
Looking back at previous years

Financial year	Total Number of stage 1 complaints	Total Number of stage 2 complaints	Total Number of stage 3 complaints	Total number of properties end of year General Needs and Housing for older people (GN & Hfop)	% of stage 1 complaints to properties
2021 / 2022	145	16	3	5,345	2.7%
2020 / 2021	100	11	1	5,287	1.9%
2019 / 2020	61	8	4	5,246	1.2%
2018 / 2019	81	7	4	5,244	1.5%
2017 / 2018	77	3	2	5,237	1.5%
2016 / 2017	64	2	0	5,265	1.2%
2015 / 2016	79	3	0	5,251	1.5%
2014 / 2015	91	7	1	5,286	1.7%
2013 / 2014	89	5	0	5,308	1.7%

Volume of Complaints

Complaints received during quarter, broken down by stage	Q1 April – June	Q2 July – September	Q3 October – December
Stage 1 = Expression of dissatisfaction that is not able to be resolved at first contact so requires investigation and response from Service Manager	30	20	39
Stage 2 = Unresolved at stage 1 so investigation required by Head of Service	4	6	7
Stage 3 = Housing Ombudsman	0	0	1
Total	34	26	47

Volume by service area



Complaints received falling within the SCDC Theme

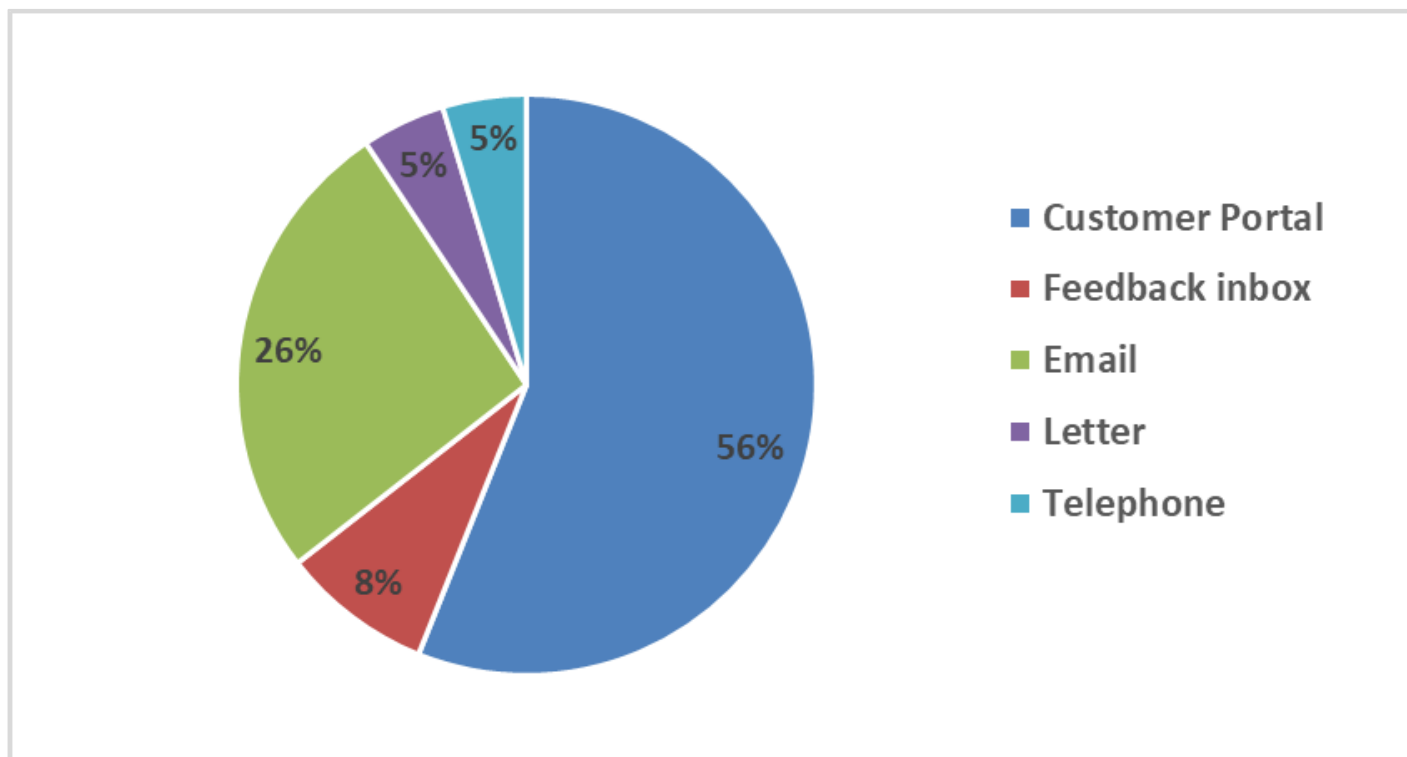
Theme	Q1 Total	%	Q2 Total	%	Q3 Total	%
Lack of communication	3	9%	1	4%	8	17%
Failure to act	11	32%	7	27%	14	30%
Service Delivery	2	6%	5	19%	13	28%
Not understanding processes	2	6%	5	19%	0	0
Staff Conduct	7	21%	5	19%	2	4%
Misinformation	0	0	0	0	0	0
Charges	2	6%	0	0	2	4%
Other	7	21%	3	12%	8	17%

Complaints received falling within the HouseMark Theme

Theme	Q1 Total	%	Q2 Total	%	Q3 Total	%
Allocations	1	3%	2	8%	3	6%
ASB	2	6%	0	0	0	0
Estate Services	2	6%	2	8%	0	0
Rent & Services	1	3%	0	0	0	0
Repair & Maintenance	15	44%	14	54%	32	68%
Staff & Customer Service	7	21%	6	23%	2	4%
Tenancy Management	3	9%	0	0	5	11%
Other	3	9%	2	8%	5	11%

Method Complaints Received

Both quarters combined

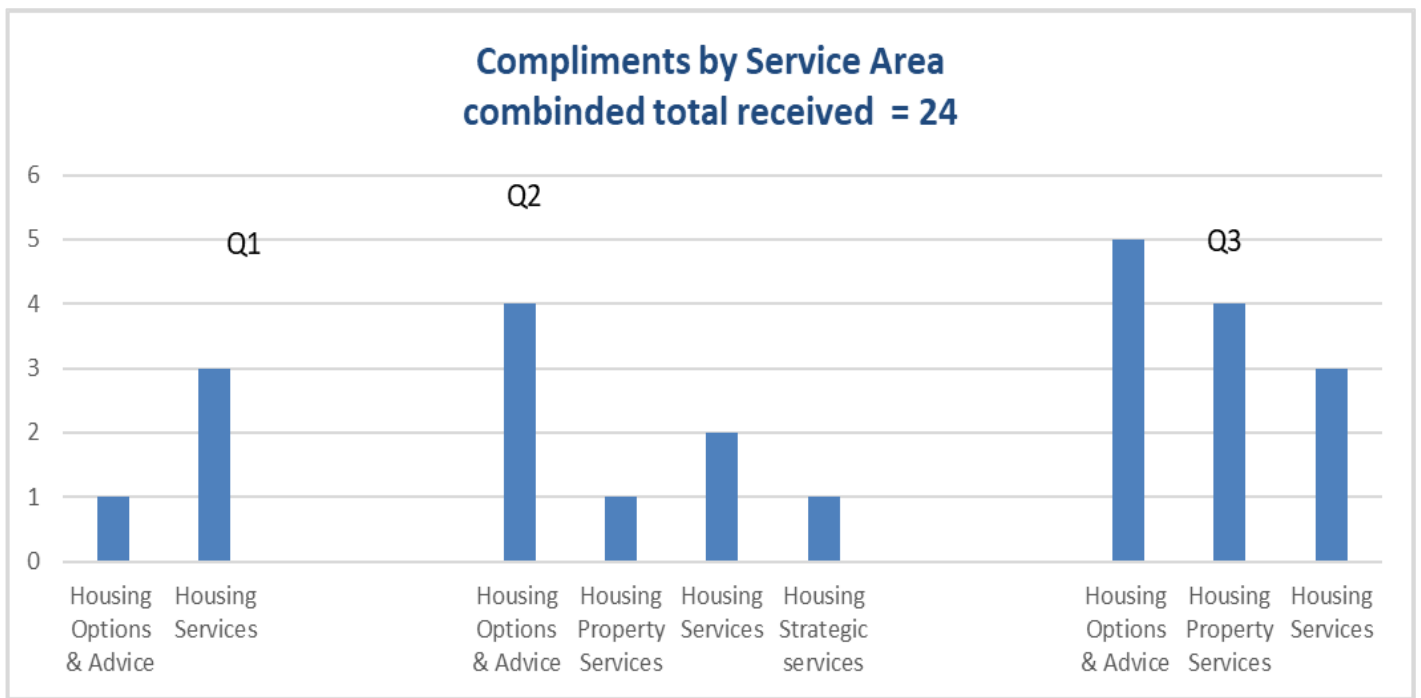


Complaints response times / targets

Response times / targets	Q1	Q2	Q3
Number of complaint responses sent within quarter (Includes roll-over from previous quarters)	29	28	38
Number of complaint responses that were sent within target timescale (Includes stage 1 & stage2)	27	23	33
% of complaints responded within deadline (non – YTD includes stages 1 & 2) (SX121) (Target 80%)	93%	82%	87%
How many upheld = closed in favour of complainant	17	12	23
Not upheld = closed not in favour of complainant	11	13	11
Partly upheld = closed partly in favour of complainant	1	3	4

Caseload

Number of open complaints at end of the quarter	6
Number of open complaints that have exceeded target timescale at the end of the quarter	0
Receipt date of oldest open complaint at end of quarter	19 December 2022 stage 2
Number of days oldest complaint has been open for at end of quarter	14 (still within timescales)



Below are some of the compliments received:

- *“I write to thank you both most sincerely for the help you have given me over the last four years. I have really appreciated your professional help, kindly given”*
- *“I’d just like to thank you for the quality of your fitters, they were tidy didn’t make much mess what mess they did make they cleared up straight away, they hoovered their work area and left it as clean as it was before they started. I wouldn’t have any hesitation in recommending them 2 fitters to other people”*
- *“Some real gentlemen who know their job inside out and are so efficient. Whoever has been training them is doing an outstanding job”.*
- *“I can’t thank you enough for your help, support you may not think you have done much but you have been a god send for me and my family. You have been so helpful always getting back to me with support and advice, support, I truly appreciate this kindness, when I have no received this anywhere else”.*
- *“From bottom of my heart thank you so much I have tears in my eyes from how happy I am I’m so grateful thank you and all the team it means more then you know”.*

5.5 Estate Inspections Report

Estate Inspections will commence in April 2023. A copy of the draft schedule is enclosed for noting.

Estate Inspections – 2023

Date	Housing Officer	Estate/s to Inspect	Roads, etcetera
20 April 2023	Andrew Cole	Sawston	Park Road / Maple Avenue / Saffron Road / Huntingdon Road
25 April 2023 Tuesday 10am to 12pm	Amy Lovat	Girton	Orchard Close
18 May 2023	Bola Onafuye	Longstanton	Rampton Drift and Brookside
25 May 2023	Debbie Bailey	Haslingfield	Chestnut Close
22 June 2023	Adele Light	Waterbeach	Waddelow Road and Pieces Terrace
27 June 2023 Tuesday 10am to 12pm	Amy Lovat	Girton	St Vincent's Close
20 July 2023	Adele Light	Impington	St Andrews Way and Hereward Close (part)
27 July 2023	Carly Freed	Guilden Morden	Fox Corner / Fox Hill / Cannons Close
17 August 2023	Andrew Cole	Little Abington	Church Close / Church Lane / Larkfield
24 August 2023	Rose Woods	Little Shelford	Beech Close
21 September 2023	Victoria Laxton	Little Wilbraham Great Wilbraham (time permitting)	Orchard Close, Manor Close and Fen Lane Church Close
28 September 2023	Bola Onafuye	Eltisley	Greenfields + tbc
19 October 2023	Victoria Laxton	Fulbourn	Fromont Close and Hollmans Close
26 October 2023	Carly Freed	Whaddon	Ridgeway Close and Bridge Street

6. New Matters

6.1 Community Activities

Dave Armitage to report.

6.2 Key Amnesty Campaign

The Chair to provide an update on the Key Amnesty Campaign.

7. Any other Business

Any additional issues to be raised.

8. Proposed Meeting Dates for 2023 / 2024

- 14 June 2023 (Zoom / venue to be confirmed)
- 13 September 2023 (Zoom / venue to be confirmed)
- 7 December 2023 (Zoom / venue to be confirmed)
- 14 March 2024 (Zoom / venue to be confirmed)

The above dates have been set to be held after the Performance Review Joint Working Group meetings as per item 5.5 above.

9. Closing