



Housing Performance Panel

Quarterly Meeting

14 September 2023 – 1pm to 4pm

Agenda Pack

Housing Performance Panel Agenda

Date: **Thursday, 14 September 2023**

Time: **1pm – 4pm**

Venue: **Zoom (Virtual Meeting)**

			Page no.
1.	Welcome and Apologies	Chair	1
2.	Quorum	Chair	1
3.	Minutes of previous Meeting – 15 June 2023	Chair	1 – 9
4.	Matters Arising from previous Minutes		10
	Item 4.1 – Mears Group (Item 5.1)	Eddie Spicer	10
	Item 5.4 – Review of Quarter 4 Complaints Data	Dave Armitage	10
	Item 5.5 – Estate Inspections	Geoff Clark	10
5.	Standing Items		11
5.1	Mears Group – Review of Quarter 1 Data	Elaine Phillips	11 – 12
5.2	Repairs Contract – Performance Review Joint Working Group	Eddie Spicer	13
5.3	SCDC – Review of Quarter 1 Performance Data	Grace Andrews	13 – 23
5.4	SCDC – Review of Quarter 1 Complaints Data	Grace Andrews	24 – 29
5.5	Estate Inspections	Bronwen Taylor	30 – 37
6.	New Matters		38
6.1	Tpas National Tenants Conference – Report	Chair	38 – 41
7.	Any Other Business	All	42
8.	Dates of next meetings	Chair	42
9.	Closing	Chair	42

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 15 June 2023

The minutes of the meeting held on 15 June 2023 are included for approval.

Housing Performance Panel

Minutes of the Quarterly Meeting

held on Thursday, 15 June 2023
from 1pm to 4pm via Zoom

Attendees: Cllr John Batchelor
Les Rolfe
Patricia Hall
Paul Bowman

By Invitation: Geoff Clark (SCDC – Service Manager – Tenancy and Estates)
Grace Andrews (SCDC – Data Quality and Improvement Team Leader)
Dave Armitage (SCDC – Resident Involvement Officer Team Leader)
Bronwen Taylor (SCDC – Resident Involvement Officer) – Minute taker

Apologies: Peter Campbell (Head of Housing) – Chair
Brian Burton
Eleni Koutso
Elaine Phillips (Mears)
Eddie Spicer (SCDC – Service Manager – Housing Assets)

1. Welcome and Apologies

As Peter Campbell had tendered his apologies, he asked Geoff Clark to Chair the meeting. Geoff Clark welcomed everyone to the meeting at 1.01pm.

Apologies were received from Peter Campbell, Brian Burton, Eleni Koutso, Elaine Phillips and Eddie Spicer.

2. Quorum

The meeting was quorate.

3. Minutes of previous meeting – 2 March 2023

The Chair referred to the minutes of the meeting held on 2 March 2023, which were approved by the panel.

4. Matters Arising from previous Meeting – 2 March 2023

4.1 Mears Group (Item 5.1)

1. Eddie Spicer advised that Mears had confirmed that when opting out of a survey, this prevented the tenant from ever receiving a survey again. He also advised that Mears were trying to obtain the data from the 3rd party company that they use.

Bronwen Taylor explained that as per the email from Mears, when a survey was sent to a tenant, they should just rather ignore it instead of opting out and this would ensure that they received future surveys.

Les Rolfe said that his understanding was that the opt-out function would be removed from surveys and should tenants not wish to participate, they simply ignored the text message which would not prevent future surveys from being triggered.

Paul Bowman said that it was an interesting email which had taken close to 13 weeks for Mears to respond to and that since the implementation of the contract, they did still not know how many tenants had opted out of the survey which was worrying and meant that we still did not know what the database was. He added that the tone of the third party provider's email to Mears was basically saying "tough luck mate, it was only a little contract and it was too difficult for us to pull the data". He added that that was not the basis on which we said to Mears to collect our data on our contract with them. He said that we should push Mears to provide the database.

Geoff Clark asked Paul Bowman to revert back to Eddie Spicer.

Paul Bowman asked for this item to remain as unresolved on the agenda and that he would contact Eddie Spicer.

2. Eddie Spicer advised that about 15 packs were distributed from the Mears supply, as they were late arriving, and prior to that SCDC were supplying from our stock. About 100 of those were distributed, which means that there were a number still available for distribution as we enter the colder months this year.

Action by: Eddie Spicer

4.2 Proposed Meeting Dates for 2023 / 2024 (Item 8)

Bronwen Taylor sent out the meeting invitations for 2023 / 2024.

For noting.

5. Standing Items

5.1 Mears Group – Review of Quarter 4

As Elaine Phillips, from Mears, had tendered her apologies due to problems logging into Zoom, Geoff Clark asked if there were any questions arising from the enclosed report.

Geoff Clark referred to the Voids and said that they had seen a significant number of empty properties that required full refurbishments being new kitchens and bathrooms, heating and plastering, decorating and structural works in some, and this had an impact on the performance.

Paul Bowman asked why there had been an increase.

Geoff Clark said there was a programme to renew elements of those properties as they come to the end of their life by renewing heating systems, kitchens, bathrooms, etcetera with tenants in situ, however, some tenants did not want kitchens or bathrooms to be updated as they did not want the disruptions.

Paul Bowman said that this could have been an argument that could have occurred with anybody that it was interesting that there was a blip now.

Geoff Clark said that we had always had a number of properties in that condition that come back to us and we would have to analyse the data to see if it was increasing or if it was a blip that we had with a significant number over a short period of time. He added that if that were the case, it would affect performance as Mears only had a limited number of resources and they were using additional contractors to support them at the moment.

Paul Bowman said that conversations he had had with other tenants over the years were that the standard of repairs was not done to the standard that a home owner would expect and therefore at the end of a tenancy, one would see the bad repairs. He asked if Mears were putting right things that they had not done correctly in the first place.

Geoff Clark said that a great deal of council stock was old, although they were being updated internally. He referred to the Stock Condition Survey which would give us more information about the individual condition of the properties and where we would need to invest and spend our resources. He added that we were trying to work through voids as quickly as possible.

A discussion on advertising and refurbishing properties was held.

5.2 Repairs Contract – Performance Review Joint Working Group

Geoff Clark referred to the report included in the pack for noting.

Les Rolfe said that it was a standard meeting and the only problem was that the meeting in May 2023 was cancelled at very short notice. He added that both he and Patti Hall had raised queries with Eddie Spicer, to which they had not had answers yet.

Geoff Clark referred to some of the previous thoughts about the Mears contract and asked if this working group was an opportunity to raise these issues.

Patti Hall said that she felt it was important to raise issues with them because as she said before, they would soon relapse back to how they used to be.

Les Rolfe agreed with Patti Hall and said that the working group was a separate meeting to the performance panel, as it was just Mears and it gave them the chance to question things that did not make sense.

Geoff Clark asked if another meeting date had been set.

Les Rolfe said they were set for the first Thursday of every month.

5.3 SCDC – Review of Quarter 4 Performance Data

Grace Andrews went through a presentation on the Performance Data for Quarter 4, highlighting the key indicators that had either improved, declined or been maintained, as follows:

- Housing Options and Advice – maintained
- Homeless preventions – slight decline
- Average relet times – for the quarter was 26 days which was an improvement from quarter 3
- Best performing landlord (average = 31 days) – 45.9 days
- Satisfaction with response repairs – average = 92% for the quarter – improved from last quarter
- Rent Arrears – top performing = 2.04%
- Proportion of homes with a valid Gas Safety Certificate – top performing = 100%

5.4 SCDC – Review of Quarter 4 Complaints Data

Grace Andrews went through the Complaints and Compliments Data for Quarter 4 as follows:

- 29 complaints received – less than in quarter 3
- 91% digitally with 57% via the portal
- Responded within deadline = 85% – decline on last quarter
- Year to Date complaints – 56% related to repairs and maintenance
- 34 compliments received – year to date

Grace Andrews said that she believed that complaints had not increased due to the Ombudsman code, although there had been some effect.

Paul Bowman asked if the 91% digitally complaints were all received via email and the portal.

Grace Andrews said that they were either through the portal or various South Cambs email inboxes.

Paul Bowman then asked how the complaints received by Mears were treated.

Grace Andrews said that if Mears received an official complaint, they would send them through to her and she would log them.

Paul Bowman asked how many had been received to date since October 2022.

Grace Andrews said that there had not been many. She added that they had fortnightly internal meetings with SCDC officers and Mears where they looked at what complaints were still open and what progress had been made to ensure that we were on track with all open complaints.

Paul Bowman said that in respect of tenant involvement, he felt that there were some areas that they knew nothing about or were not involved in any way at all. He added that they did not have as much input or direct meetings with Mears, since the implementation of the new contract almost 9 months ago, as they did when they were on the TPG and he hoped that it would be looked at in future.

Geoff Clark suggested that Paul Bowman, Eddie Spicer and Dave Armitage get together to look at the current arrangement that was in place for monitoring the contract and for ways to get more tenant involvement.

Patti Hall said she agreed with Paul Bowman and if Mears were not watched, they would slip into their old ways.

Paul Bowman said that believed that there were frantic set of emails going backwards and forwards to get answers to 13 week old questions that were asked the day before the previous meeting. He added that it was not acceptable and he was not blaming Eddie Spicer, but this was exactly as it was 6 or 7 years ago with Mears, dragging their feet every time they were asked a question and it needed to change. He asked where they were today for this meeting.

Geoff Clark said that Elaine Phillips had problems with Zoom, however, he would provide this feedback to Eddie Spicer.

Les Rolfe said that Mears would regularly arrive at a TPG meeting with a written script, read it all out and ask that questions not be asked as they did not know the answers.

Patti Hall agreed with Les Rolfe.

Action by: Eddie Spicer and Dave Armitage

5.5 Estate Inspections

Bronwen Taylor referred to the Estate Inspection summaries for April 2023, included in the pack, for noting.

Geoff Clark said that in terms of what had been reported, they appear to be regular issues that keep cropping up of which we were aware. He added that there was a benefit from doing these inspections.

Les Rolfe said that common issues were raised at every inspection. He added that the tenant inspectors looked at areas where SP Landscapes may not have been to with their trimmers or areas that the Housing Service Officers (HSO) did not get to on a regular basis.

Geoff Clark said that with the resources that we had, officers were unable to be on every single estate in the District as they spent a great deal of the time with a limited number of tenants. He added that these estate inspections were helpful as we did pick up issues that we may not see on a regular basis and they helped to improve the outlook of the estate.

Les Rolfe referred to the inspection at Girton and said that the 3 landscaping issues should already be on SP Landscapes schedule.

Paul Bowman said that they should have sight of the Service Level Agreement with SP Landscapes so that we knew exactly what they should be doing.

Les Rolfe said that we went according to the Grounds Maintenance (GM) maps and if an area was on a map, it should be dealt with by SP Landscapes. He said we should not be asking them to quote on an issue that they were already being paid for.

Geoff Clark said that the frequency of works was also dependant on the weather.

Paul Bowman agreed and said that the effectiveness of weed spraying was also dependent upon when it was done, for example, it was not effective at the end of the growing season. He also agreed with Les Rolfe in that we should not be asking SP Landscapes to quote on jobs that they should have already done. He said that the tenant representatives had no idea of what work they were contracted to do and when, since despite asking on many occasions, no-one had produced a Service Level Agreement for SP Landscapes. He added that the HSO advised that they could not get a schedule of works from them. He said that as we did not have the information, it made it difficult to make an assessment whether or not SP Landscapes were doing their job by the time the tenant volunteers arrived at the estate inspection.

Geoff Clark said that he was surprised that the SHOs did not know when SP Landscapes were going to be doing work. He said that they were doing 12 cuts in the growing season, the first cut being done in March and then depending on weather conditions, they would do the last one in October.

Paul Bowman asked for SP Landscapes to provide a schedule of the cuts due in the next 2 weeks and added that this information should be readily available.

Geoff Clark said that we used to receive and publish the schedules before COVID and he would ask them to publicise them again.

Les Rolfe said that when the HSOs were asked when estates were either last cut or when they were due to be cut again, they did not always know the answer.

Geoff Clark said that if he were an officer, he would make sure that he had that information before going on the inspection in order to pre-empt those types of issues being raised.

Dave Armitage said that he had requested a schedule of the proposed work from SP Landscapes prior to an inspection and they said that they were unable to provide it. He added that they provided a schedule of work that had already been done as opposed to upcoming work. He said he told them that it would limit the number of enquiries they would get, as when we were at the inspections and were asked when work was going to be done, we would be able to provide it.

Paul Bowman said that this needed to be resolved before the new contract was implemented.

Les Rolfe referred to the GM maps and said that there were not accurate and up to date.

Geoff Clark said that we would be recruiting a Lands Officer shortly who would have overall responsibility for managing all our land assets and this was a task that he would be asking them to look at.

Action by: Geoff Clark

6. New Matters

There were no new matters.

7. Any Other Business (AOB)

7.1 Sheltered Estate Team Leader

Geoff Clark said that Marianne Crozier, the new Sheltered Estate Team Leader, had started with SCDC and going out on site visiting the schemes that she was responsible for, and had been meeting with the various team leaders.

Bronwen Taylor advised that she would be joining the group at the upcoming estate inspection in Over on 22 June 2023.

8. Meeting Dates for 2023 / 2024

The Chair referred to the meeting dates for 2023 / 2024 as follows:

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

9. Closing

There being no further business to discuss, the meeting ended at 2.15pm.

4. Matters Arising from previous Minutes

Item 4.1 – Mears Group (Item 5.1)

Action: Eddie Spicer to advise if the database of tenants who had opted out of the surveys had been provided by Mears.

Report back: Eddie Spicer to report.

Item 5.4 – Review of Quarter 4 Complaints Data

Action: Eddie Spicer and Dave Armitage to get together to look at the current arrangement that is in place for monitoring the contract and for ways to get more tenant involvement.

Report back: Dave Armitage to report

Item 5.5 – Estate Inspections

Action: Geoff Clark said that we used to receive and publish the schedules before COVID and he would ask them to publicise them again.

Report back: Geoff Clark to report.

5. Standing Items

5.1 Mears Group – Review of Quarter 1 Data

Elaine Phillips to report.

KPI No.	KPI	Target	Contractual or Benchmark	KPI %	Number of jobs completed
OVERALL					
O1	% Overall Job completions within target	97%	Contractual	93%	7028/7321
O2	% recall Order	0.50%	Contractual	0.24%	18/7321
O3	Emergency vs Urgent/Routine Repairs	15%/85%	Contractual (shared)	10% / 90%	449/ 3944
O4	Overall Customer Satisfaction (all workstreams)	95%	Contractual	90%	438/484
RESPONSIVE REPAIRS (including heating repairs)					
R1	% Emergencies within target (4hrs)	100%	Contractual	100%	449/449
R2	% Urgent within target (24 hours)	100%	Contractual	100%	908/908
R3	% Routine repairs exceeding 20 working days for completion	<5%	Contractual	16%	494/3027
R4	Average number of calendar days taken to complete Routine Repairs	<10 working days	Contractual	15 days	
R5	Average number of calendar days taken to complete Routine, Urgent and Emergency Repairs	6.5 days	Benchmarking	9 days	
R6	% Urgent and Routine Repairs completed on first visit (i.e. operative does not leave property until repair completed)	85%	Contractual	91%	3946/4384
R7	% Appointments Made and Kept (Urgent and Routine)	95%	Contractual	95%	3738/3935
R8	% Customer Satisfaction (all repairs)	95%	Contractual	90%	324/357
R9	% Urgent and Routine repairs completed on first visit (HouseMark definition)	97%	Benchmarking		
R10	Number of repairs appointments made	100%	Benchmarking	100%	3935/3935
VOIDS					
V1	% Standard voids completed within target time (5 working days)	97%	Contractual	100%	20/20
V1a	Average number of calendar days to complete 5day void repairs				2 DAYS
V2	% of 10 calendar day voids completed within agreed timescale	97%	Contractual	50%	8./16
V2a	Average number of calendar days to complete 10day void repairs				20 DAYS
V3	% of 25 calendar day voids completed within agreed timescale	97%	Contractual	78%	11./14
V3a	Average number of calendar days to complete 25day void repairs				24 days
V4	Average number of calendar days to complete void repairs	18 days	Benchmarking	14 days	16 DAYS inc Majors
V5	% Post inspections completed as satisfactory; Void repairs	98%	Contractual	100%	
V6	Post Inspection Defects - Void Repairs	2%	Contractual	0%	
V7	% Gas check and test order for void properties completed within prescribed time limit	98%	Contractual	100%	
CYCLICAL DECORATIONS					
C1	% 5 - year programme delivered within 1 year	20%	Contractual		commence April 2023
HEATING SERVICING					
H1	Carry out all gas heating servicing within the target date as determined by the previous year safety check, including correct provision of documentation	100%	Contractual	100%	1117 services carried out 100% with process
H2	Carry out all non-gas heating servicing within the target date as determined by the previous year safety check, including correct provision of documentation	100%	Contractual	100%	156 services carried out 100% with process
H3	% of properties that require a gas safety record which had a safety check and record completed prior to referral to housing (Cumulative in Quarter)	98%	Contractual	98%	
H4	% of properties with Landlord Gas Safety Record outstanding at the end of the period (Monthly)	0	Benchmarking	0	
SOCIAL VALUE					
S1	Delivery against Providers Social Value Statement	TBC	Contractual		
CUSTOMER SATISFACTION					
CS1	A range of measures to be developed and agreed with the provider	TBC	Contractual		
HEALTH AND SAFETY					
H1	No. of RIDDOR reportable incidents (no.year to date)	Zero	Contractual	0	

407 gave scores of 9 and 10, 36 surveys returned blank if these were removed the % would be 97%

30% of all response jobs were emergency / Urgent

delay in electricals - environment fans e.g

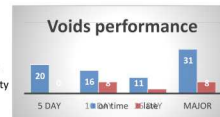
10 returned blank, if removed 94%

125 VOIDS ISSUED TO MEARS IN Q1

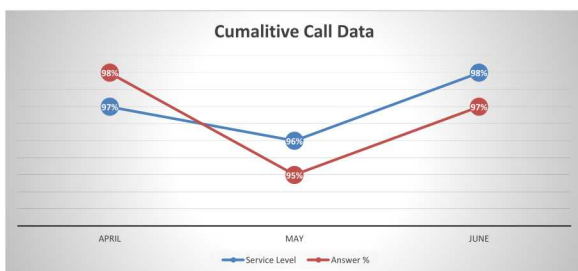
8 lates due to demand on temp lets and 5 day voids, 1 late due to awaiting third party CCS

lates all had full dec and new flooring for aesthetic reasons

average 18 days without full decs



39 Majors, av 41 days, 3 of which over 100 days awaiting third party for kitchen / bathroom
14 voids were assigned by SCDC to third party to complete major component e.g kitchen and bathroom



5.2 Repairs Contract – Performance Review Joint Working Group

Eddie Spicer to report.

5.3 SCDC – Review of Quarter 1 Performance Data

Grace Andrews to report.

Affordable Homes Performance April to June 2023 / 2024

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	Quarter 1 April – June	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	Maintained	-
AH215 – % Successful Homeless preventions as a proportion of all homelessness cases closed Year to date	Target = 50% Intervention = 45%	49%	Maintained	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)	Maintained	-
AH211 – Average re-let time in days (standard re-lets) Monthly	Target = 17 days or less Intervention = 25 days	April – 38 May – 33 June – 22 (average for the quarter = 31 days)	Improved	-
Numbers of re-lets Housing stock (Linked to PI above AH211) Quarterly	N 2022 A	April – 1 May – 5 June – 5 (average for the quarter = 4)	-	-
AH204 – % satisfaction with responsive repairs Quarterly	Target = 97% or above Intervention = 92%	April – 95% May – 97% June – 95% (average for the quarter = 96%)	Improved	See Appendix 1
SH332 – % Emergency & Urgent repairs attended within timescale Monthly	Target = 98% or above Intervention = 95%	April – 100% May – 100% June – 100%	Maintained	-

Affordable Homes Performance April to June 2023 / 2024

Key Performance Indicators (KPIs)	Targets	Quarter 1 April – June	Trend	Comments & Benchmarking where available
HHSRS Hazard 1 – Damp & Mould Growth Cumulative Quarterly	Target = <1% Intervention = >1%	1.3%	-	-
AH224 – Number of new build council house completions Year to date	74 at year end	Awaiting data	-	-

Affordable Homes Performance April to June 2023 / 2024

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	Quarter 1 April – June	Trend	Comments & Benchmarking where available
AH216 – Number of households assisted through Shire Homes Lettings Cumulative Quarterly	40	10 Self-contained 1 HMO = 11	-	-
SH336 – % Compliant gas installations Monthly	100%	April – 100% May – 100% June – 100%	Maintained	-
% Domestic properties with EICR certificate up to five years old Monthly Snapshot	-	April – 86.76% May – 85.54% June – 85.32%	-	-
SH352 – % traveller pitch fee collected Monthly	Target = 90% or above Intervention = 80%	April – 84.1% May – 83.4% June – 88.9% (average for the quarter 85.4%)	Declined	See Appendix 2
SH363 – % vacant but available to let Quarterly	Target = 0.5% Intervention = 0.75%	0.74%	Improved	-
Number of vacant but available to let (linked to PI above SH363) Quarterly	-	40	-	-
SH364 – % vacant but unavailable Annual	Target = 0.5% Intervention = 1.00%	-	-	-
Number of vacant but unavailable (Linked to above PI SH364) Annual	-	-	-	-

Affordable Homes Performance April to June 2023 / 2024

Local Performance Indicators (LPis)	Targets	Quarter 1 April – June	Trend	Comments & Benchmarking where available
SH368 – % rent arrears Quarterly	Target = 2.00% Intervention = 2.5%	1.92%	Improved	-
SH369 – % rent loss from empty houses Quarterly	Target = 4.00% Intervention = 5.00%	1.98%	Declined	-
£ spent on rent loss from empty houses (Linked to PI above SH369) Cumulative Quarterly	Estimated Annual Debit £ to be confirmed	£171,349	-	-
SH376 – % tenants satisfied with the re-let service Cumulative Quarterly	Target = 85% Intervention = 80%	100%	Improved	See Appendix 2
SH344 – % Customer satisfaction with the condition of new home Cumulative Quarterly	Target = 85% Intervention = 80%	100%	Improved	See Appendix 2
SH374 – % non-decent council homes Quarterly	Target = 5.00% Intervention = 8.00%	Awaiting data	-	-
SH327 – % of repair appointments kept Monthly	Target = 95% Intervention = 90%	April – 95% May – 95% June – 96% (average for the quarter = 95%)	Improved	-
SH330 – % routine repairs within target timescales Monthly	Target = 95% Intervention = 90%	April – 94% May – 93% June – 93% (average for the quarter = 93%)	Improved	-
HS3 Number of parishes exploring the potential for delivering affordable housing on exception site Quarterly	Target = 10 Intervention = 6	See comment	-	See Appendix 2

Affordable Homes Performance April to June 2023 / 2024

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

Management Info	Frequency	Quarter 1 April – June	Comment
AH212 – £s Spend on B&B Year to Date	Monthly	Total net spend = £29,412	See Appendix 3
AH210 – Total number of presentations including advice only cases	Quarterly	487	-
AH213 – Number of Homeless applications	Quarterly	133	-
AH208 – Number of Homeless preventions	Quarterly	52	-
AH214 – Number of Homeless acceptances	Quarterly	34	-
AH203 – Numbers in temporary accommodation	Quarterly	61	-
AH219 – Number of properties within Shire Homes – Cumulative	Quarterly	10 Self-contained 0 HMO = 10	-
AH217 – Number of cases where Universal Credit is a factor	Quarterly	1	-
AH218 – Numbers on the housing register	Quarterly	1,965	-
AH220 – Number of lettings to Band A	Quarterly	80	-
AH221 – Number of lettings to Band B	Quarterly	56	-
AH223 – Number of HRA properties that have been empty for over 4 months	Quarterly	19	See Appendix 3
HS4 Number of new affordable homes on rural exception sites given planning permission each year	Quarterly	0	-
HS5 Number of new affordable homes built on rural exception sites each year	Quarterly	0	-
HS6 Percentage of planning consultations responded to within 21 days	Quarterly	94%	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 Appendix 3
HS8 Number of tenant hours volunteered for tenancy engagement	Quarterly	See comment	See Appendix 3

Affordable Homes Performance April to June 2023 / 2024

Management Info	Frequency	Quarter 1 April – June	Comment
HS9 Number of services changed, implemented, or withdrawn during the year as a result of resident involvement	Annually	Awaiting data	-
HS10 Number of residents / service users involved in formal / informal consultation groups (including digital)	Quarterly	Awaiting data	-
AH225 – Number of new build council houses currently started on site Year to date	Quarterly	Awaiting data	-

Affordable Homes Performance April to June 2023 / 2024

Appendix 1

Comments & Benchmarking where available

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

Whilst AH215 is not quite at the target of 50%, the actual number of cases prevented are consistent with previous quarters. 52 cases were prevented in Q1 (compared to between 51 and 54 per quarter during 2022 / 2023).

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)

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	Received / Sent	% Overall Satisfaction Score 7 – 10	Blank responses	Revised Received / Sent	Revised % Overall Satisfaction Score 7 – 10
April 2023	157 / 165	95%	None	No change	No change 95%
May 2023	138 / 145	95%	3 blanks / no scores	141 / 145	97%
June 2023	149 / 166	90%	8 blanks / no scores	157 / 166	95%

Affordable Homes Performance April to June 2023 / 2024

Appendix 2

Comments

SH352 – % traveller pitch fee collected Monthly

Q1 – A couple of tenants are awaiting Universal Credit payments

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 2 completed surveys of which 2 were very or fairly satisfied

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

Q1 – total of 2 completed surveys of which 2 were good or satisfied

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

- Actively working with Parish / RP = (Cottenham, Eltisley, Fen Drayton)
- Histon & Impington, Girton, Swavesey, Great & Little Eversden, Harston, Littleington, Haslingfield, Great Chishill, Meldreth, Fowlmere) = 13
- Undertaking Housing Needs Survey – Girton & Great Eversden, Harston and Great Chishill = 4
- At Pre-App Stage = (Cottenham Scheme with Cross keys) = 1
- Awaiting Planning Decision = Fowlmere (32-unit exception site, although no favourable development) = 1
- Received Planning Permission in Q1 = 0

Affordable Homes Performance April to June 2023 / 2024

Appendix 3

Comments

AH212 – £s Spend on B&B Year to Date

Q1 – Total spend for the quarter = £76,980

Invoices to recover costs = £25,728

Received HB £21,840

Total net spend = £29,412

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

Q1

Boilers and heating:

4 completed

1 approved not completed

4 pipeline

Windows and doors:

3 completed

6 approved not completed

5 pipeline

Affordable Homes Performance April to June 2023 / 2024

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	8,530 Sent 4,080 Opened
Online version of newsletter	624 Viewed 166 Deep read
Other engagement	Q1
Volunteer hours	103 hours 45 minutes
Meetings held	10
Estate visits completed	6

Quarter 4	No. of page follows	Total page reach*	Page / Profile visits
Facebook	579	12,490	304
Instagram	55	142	109

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 replace 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 6 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 1 Complaints Data

Grace Andrews to report.

Affordable Homes Complaints Performance

Quarter 1 – 2023 / 2024

April – June

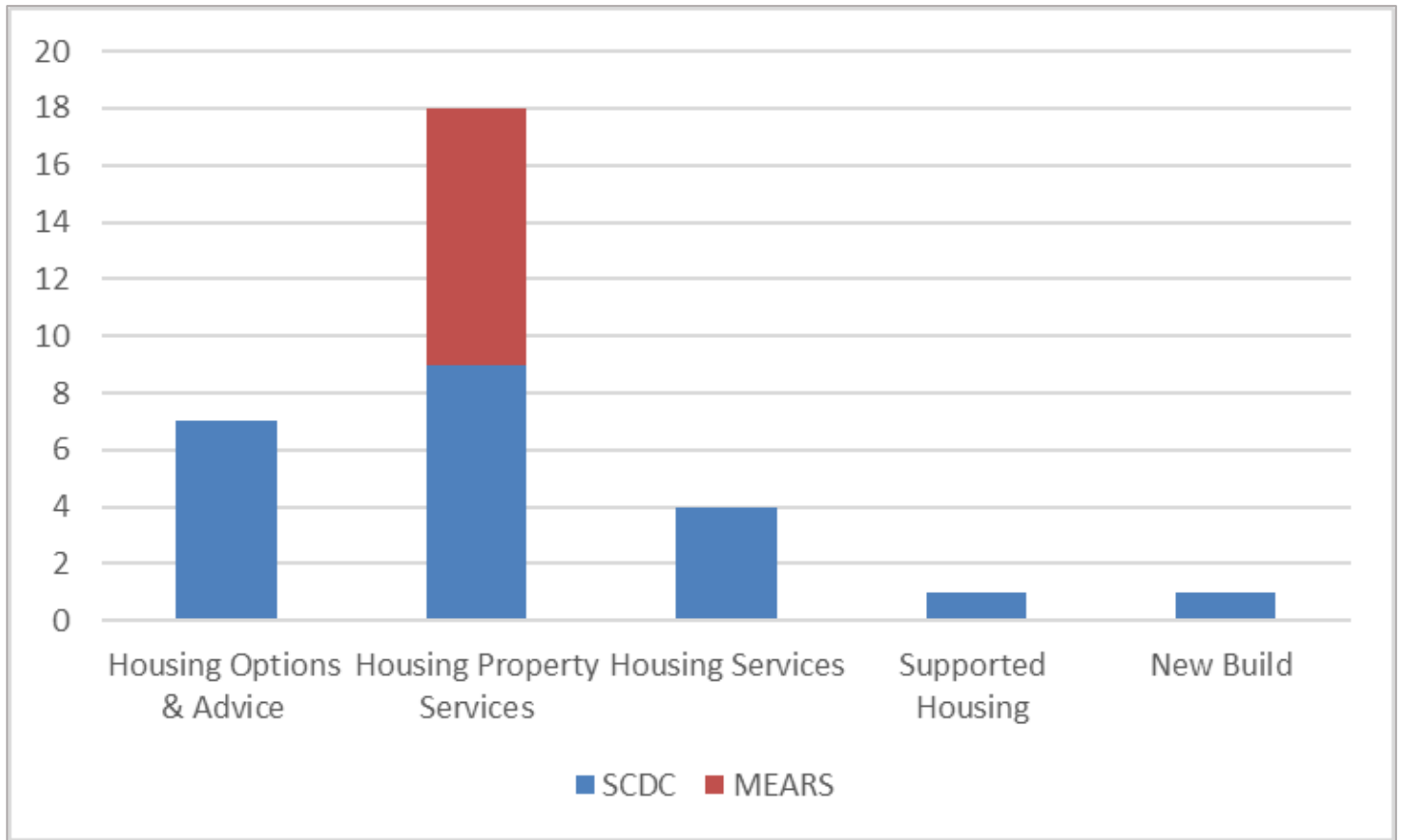
Looking back at previous years

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
2022 / 2023	112	23	1	5,378	2.08%
2021 / 2022	145	16	3	5,345	2.71%
2020 / 2021	100	11	1	5,281	1.89%
2019 / 2020	61	8	4	5,279	1.15%
2018 / 2019	81	7	4	5,259	1.54%
2017 / 2018	77	3	2	5,243	1.46%
2016 / 2017	64	2	0	5,241	1.22%
2015 / 2016	79	3	0	5,274	1.49%
2014 / 2015	91	7	1	5,286	1.72%
2013 / 2014	89	5	0	5,307	1.67%

Volume of Complaints

Complaints received during quarter, broken down by stage	Q1 April – June
Stage 1 = Expression of dissatisfaction that is not able to be resolved at first contact so requires investigation and response from Service Manager	27
Stage 2 = Unresolved at stage 1 so investigation required by Head of Service	4
Stage 3 = Housing Ombudsman	0
Total	31

Volume by service area



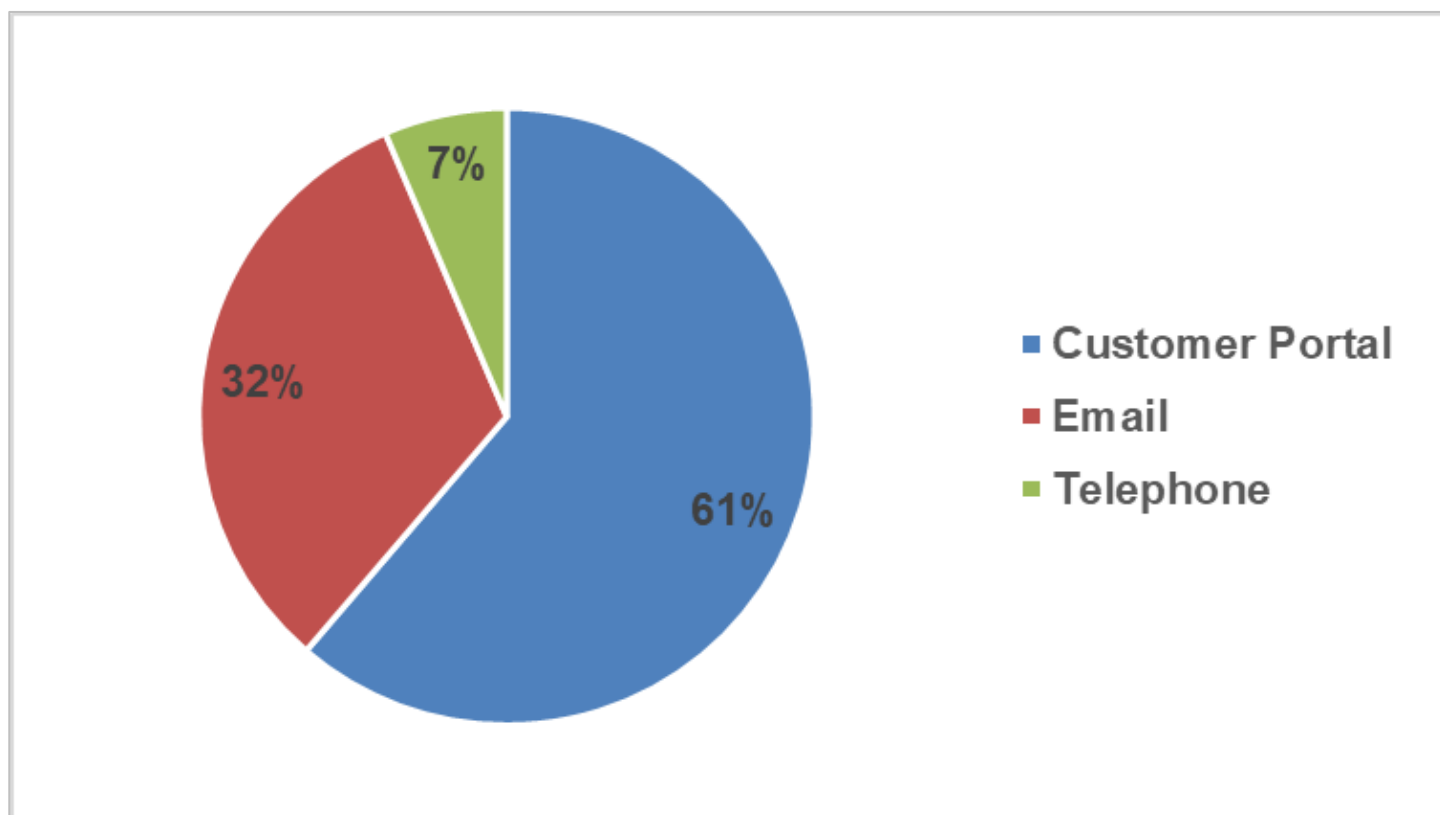
Complaints received falling within the SCDC Theme

Theme	Q1 Total	%
Lack of communication	1	3%
Failure to act	10	32%
Service Delivery	10	32%
Not understanding processes	1	3%
Staff Conduct	4	13%
Misinformation	2	7%
Charges	2	7%
Other	1	3%

Complaints received falling within the HouseMark Theme

Theme	Q1 Total	%
Allocations	5	16%
ASB	0	0
Estate Services	0	0
Rent & Services	1	3%
Repair & Maintenance	20	65%
Staff & Customer Service	5	16%
Tenancy Management	0	0
Other	0	0

Method Complaints Received

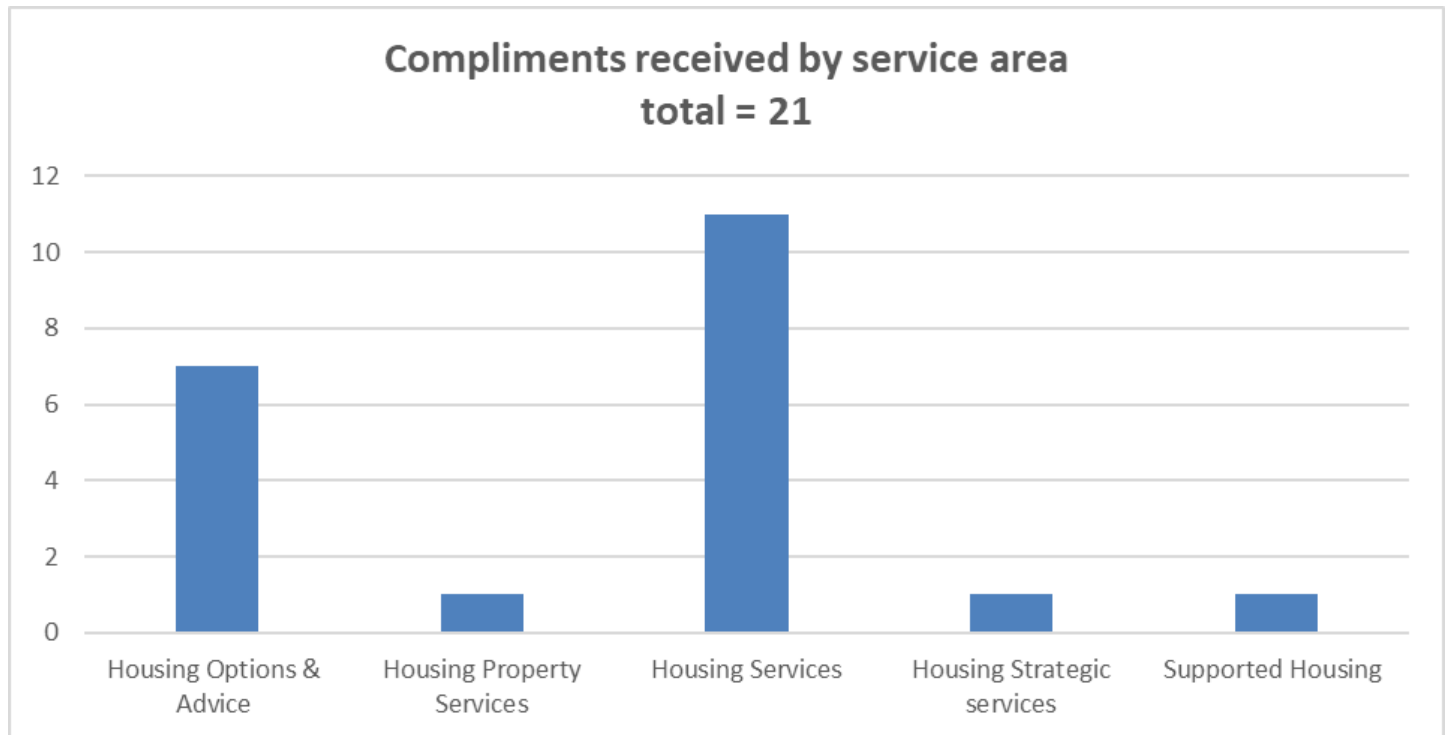


Complaints response times / targets

Response times / targets	Q1
Number of complaint responses sent within quarter (Includes roll-over from previous quarters)	27
Number of complaint responses that were sent within timescale (Includes stage 1 & stage 2)	21
% Of complaints responded within deadline (Non – YTD includes stages 1 & 2) (SX121) (Target 80%)	78%
How many upheld = closed in favour of complainant	9
Not upheld = closed not in favour of complainant	12
Partly upheld = closed partly in favour of complainant	6

Caseload

Number of open complaints at end of the quarter	7
Number of open complaints that have exceeded target timescale at the end of the quarter	3
Receipt date of oldest open complaint at end of quarter	13/02/2023 (stage 2) this is not a straightforward complaint which also relates to an allegation that happened in 2019
Number of days oldest complaint has been open for at end of quarter	95



Below are some of the compliments received:–

- *Thank you so much for all the help you have given me. I couldn't have asked for a better support worker.*
- *I should like to record my personal gratitude for the helpful and professional approach of those members of SCDC that I have dealt with throughout the process all of whom have helped to make a less than easy (to my mind!) process reach such a happy conclusion.*
- *Once again you have gone the extra mile. A mile I can't thank you enough for either.*
- *Once again thank you so much for all the help you have provided. We truly cannot thank you enough for all you have done for our family.*
- *I just wanted to say a huge thank you for all the help and support you have given. You have absolutely gone above and beyond in your efforts and kindness to help through a difficult process, and you are a credit and asset to your organisation.*

- *I don't have enough words to thank everyone who helped me, they were by my side with advice and guidance every time. But above all I want to give special thanks to ***** who did everything she could to support me and help me. Now my daughter and I have a house. They are great! Thank you very much to everyone!*
- *I just wanted to say thank you ever so much to you for all of your time and patience you have given me throughout, and I am truly grateful for everything you have done you have gone above and beyond to help in any way you can, which sadly isn't something you come across in people these days. but you really are an amazing person and I want to wish you all the best.*

5.5 Estate Inspections Report

Summaries of the Estate Inspections held in May, June and July 2023 are included for noting.

Estate Inspection – Summaries – May 2023

Gamlingay – 18 May 2023

Avenells Way and Blythe Way (both have sheltered housing)

9 issues raised, which are as follows:

Avenells Way – 6 issues

- 2 issues are trees in the courtyards near numbers 5 and 16 that need to be crowned. The SEO to report to SP Landscapes as part of programmed works.
- 1 issue is a lot of moss behind the communal hall needs clearing. The SEO to report to SP Landscapes.
- The first bay in the car park pathway opposite number 12 is uneven and has been reported to SCDC Operations.
- 1 issue is an overgrown tree in front of number 26. It was reported to SP Landscapes and work will be carried out on 27 June 2023.
- 1 issue is of 2 drains that need clearing. Dave Armitage to report and follow up with County Council.

Blythe Way – 3 issues

- 1 issue is a shrub cut is needed throughout the scheme. The SEO to check with SP Landscapes when this will be done.
- Trees outside number 25 need pruning. A quote request for the work to be done has been sent to SP Landscapes.
- 1 issue is of a raised kerb outside number 13. Dave Armitage to report to County Council.

Haslingfield – 25 May 2023

Wisbey's Yard and Chestnut Close

17 issues raised, which are as follows:

Wisbey's Yard (sheltered housing) – 7 issues

- 1 issue is that weeds need clearing from paving in the communal parking area. SP Landscapes to confirm when this will be done.
- 1 issue is that there is evidence that water may be sitting around drain covers. Operations to confirm when the drains were last cleaned.
- Slabs are cracked and broken on the pathway around the communal room. This will be reported to Operations to replace.

- Bins are blocking communal room meter cupboards. A tenant visit has been booked with number 10 to discuss that bins are being left in the wrong position and blocking access to the communal room meter cupboards.
- A drain across a footpath need lifting and resetting as it is possibly a trip hazard. This was reported to Operations to attend to.
- The area near the pond at the rear of some properties needs weeding and spraying. SP Landscapes have this on their list to do however due to birds / ducks nesting, this is on hold.
- A report from a tenant that the gravelled area at the front of the communal room is unkempt and that there is dog / cat poo in the gravel. No evidence of any of this was found while on the inspection and the tenant will be contacted to discuss her concerns.

Chestnut Close – 10 issues

- The trees on the public footpath in front of number 72 High Street needs cutting back. A letter will be sent to the tenant requesting it to be cut.
- 1 issues is that 2 wooden gates have been replaced and the old gates have been dumped on the communal grass area next to number 66 High Street. A request to remove them will be sent to the Refuse Removal team.
- 4 issues are overgrown hedges in tenants gardens and messy gardens need to be cleared. Letters will be sent to the tenants to clear.
- Wooden edging on the verge next to a footpath is loose. A letter will be sent to the tenant repair or remove.
- The grass verges at the entrance to the garage area needs cutting back and the whole area needs weeding. SP Landscapes will be asked to cut back and sprayed.
- The bins in front of numbers 37 and 39 have been left out on the pathway which are blocking access. Letters will be sent to the tenants to remove.
- The footpath between the High Street and Chestnut Close is overgrown and full of weeds. As it is not SCDC property, Dave Armitage will report this to the relevant authority.

Ratings

The ratings are as follows:

Date of inspection	Village	Street / Area	Litter	Weeds	Regular grass cutting	Roughly cut grass	Communal area shrubs	Tenant's gardens
18 May	Gamlingay	Avenells Way	4	2	2	2	3	3
		Blythe Way	4	2	2	2	1	2
25 May	Haslingfield	Wisbey's Yard	4	3	3	N / A	4	4
		Chestnut Close	4	2	2	N / A	N / A	3

Estate Inspection – Summary – June 2023

Over – 22 June 2023

The Doles, Metcalf Lane, Drings Lane and Queens Close

14 issues raised, which are as follows:

The Doles – 3 issues

- 2 issues are an overgrown hedgerows encroaching the footpath, 1 in front of the GP surgery and the other in front of number 13. Ownership to be ascertained and then request will be sent to cut it right back.
- 1 issue is the pathways as they have large crack and are a Health and Safety issue. A site visit with the Lands Surveyor is being arranged.

Metcalf Lane – 0 issues

Drings Lane – 0 issues

Queens Close – 11 issues

- 2 issues are the overgrown ivy and shrubs at the rear of flats 3 – 6 and flats 7 – 10. Quote requests to clear have been sent SP Landscapes.
- A letter will be sent to the tenant of flat number 10 to remove a dishwasher and tyres from the landing.
- A caravan is parked in one of the communal car parks. Once the owner is identified, a letter will be sent requesting them to remove it.
- In another communal car park, a skip is being used without permission for it to be there and a bin store has been erected. The residents of numbers 19 and 20 will be sent letter to remove the items.
- There is an issue with the front and rear entrance doors to all the blocks of flats being propped open. This will be reported to Debbie Barrett as she is looking at issues at all communal areas.
- The following 5 issues have been raised with Mears to carry out work.
 - Soffits in all the flat blocks at Queens Close to be cleaned and the guttering to be cleared if necessary.
 - A down pipe in the rear garden to flat number 7 is broken.
 - The loft hatch in block of flats 7 – 10 is loose.
 - The skirting near the communal rear door of the block of flats 11 – 14 is missing.
 - A dumped armchair to the right-hand side of the block of flats 15 – 18 is to be removed.

Girton – 27 June 2023

St Vincent's Close

8 issues raised, which are as follows:

- 1 issue is a dropped curb at number 72, but there is no driveway. No action to be taken at the moment as when the tenant moved in 15 years ago, this was already in place. The HSO has made a note to speak to Operations when the property becomes empty.
- 4 issues are overgrown hedges and gardens which need cutting back. Letters have been sent to the tenants to clear.
- SP Landscapes have been requested to quote on 2 issues, which are to clear an overgrown area between numbers 66 and 68, and to clear a ditch.
- 1 issue which is a fence within a fence is not being maintained by number 79. The SEO is attending to this issue.

Ratings

The ratings are as follows:

Date of inspection	Village	Street / Area	Litter	Weeds	Regular grass cutting	Roughly cut grass	Communal area shrubs	Tenant's gardens
22 June	Over	The Doles Metcalf Lane Drings Lane	3	3	4	3	3	4
		Queens Close	3	3	4	3	4	N / A
27 June	Girton	St Vincent's Close	4	1	4	N / A	N / A	3

Estate Inspections – Summary – July 2023

Impington – 20 July 2023

St Andrews Way and Hereward Close (part)

9 issues raised, which are as follows:

St Andrews Way – 7 issues

- 1 issue is the missing numbers from all garages. Requested the surveyor to re-instate the numbers so that they are easily identified.
- 1 issue is that 8 bungalows are keeping their bins on the public footpaths and they should be in their gardens. Letters have been sent to the tenants asking them to move them.
- 3 issues are landscaping issues and quote requests have been sent to SP Landscapes to clear.
- 1 issue is fly tipping in the garage areas on both sides of the road. A request has been sent to Mears to clear.
- 1 issue is that number 30 has a pile of bricks stored in his front garden. He is hoping to lay them in his front garden and has also offered to make "bin store" flooring around the communal lawned area for himself and neighbours as they have difficulty getting their bins out. HSO to check if this is allowed.

Hereward Close (part) – 2 issues

- 1 issue is a dead tree at the front of the property of number 153. A quote request has been sent SP Landscapes to remove the tree.
- A request to the owner of number 115 (non SCDC property) has been sent to cut back overgrown hedgerow from footpath.

Guilden Morden – 27 July 2023

Fox Hill, Fox Corner and Cannons Close

9 issues raised, which are as follows:

Fox Hill – 2 issues

- 1 issue is that the land to the side of number 11 needs cutting back, as well as the plants and shrubs. A quote request has been sent to SP Landscapes for the work to be done.
- 1 issue is that a car has been parked on ramps in front of a parking. A letter has been sent to the tenant.

Fox Corner – 3 issues

- The front gardens of 3 properties are overgrown and need weeding. Letters have been sent to the tenants.

Cannons Close – 4 issues

- SP Landscapes have been asked to quote on 2 issues which are for the footpath behind numbers 5 and 6 which is full of moss and the shrub bed around the parking area needs cutting back.
- 1 issue is an old trailer, with a missing wheel, has been left behind number 3. A letter has been sent to the tenant asking them to dispose of it.
- There are minor weeds around the kerbs in the parking area. The HSO has said that he will remove them when he is next in the area.

Ratings

The ratings are as follows:

Date	Village	Street / Area	Litter	Weeds	Regular grass cutting	Roughly cut grass	Communal area shrubs	Tenant's gardens
20 July	Impington	St Andrews Way	4	1	4	N / A	4	3
		Hereward Close (part)	2	2	4	N / A	3	4
27 July	Guilden	Fox Corner	4	4	3	N / A	N / A	2
	Morden	Fox Hill	4	3	3	N / A	N / A	3
		Cannons Close	4	3	3	N / A	2	2

6. New Matters

6.1 Tpas National Tenants Conference, Coventry – Feedback Reports

Paul Bowman and Jim Watson attended the Tpas National Tenants Conference in Coventry on 12 and 13 July 2023.

Included in the pack is Jim Watson's feedback report for noting.

Tpas Conference held at The Double Tree in Coventry – 12 and 13 July 2023

Report by Jim Watson

Consumer regulations was due for royal accent by the end of June.

Communication with tenants Landlords data on residents, I:E contact numbers phone and mobile if possible. Email for sending emails out do the council have a percentage of these on record to make contacts.

- (1) Residents get involved.
- (2) The cost and benefiting residents.
- (3) Culture needs changing.

Local Authority Change

- (1) Get used to be challenged by tenants.
- (2) Get used to change this may take a few years for local authority.
- (3) Regular visits by local authority may take longer. Service charging lease holders and sheltered housing what happens to the money charged and collected?
- (4) Question to slido = came up about tenants do not trust the council so don't talk to them.
- (5) I have suggested that I am a tenant the residents find it easier to talk to me I then pass those details on to the council.

Landlords Accreditations

Good practice workshop now happening at Stockport homes group.

7 themes 46 standards culture beats structures go beyond regulations and improve with wider community engagements by connecting communities together.

Social Media Engagement

All the figures relate to Ofcom adults media literacy tracker 2021.

Percentage of households in 2021 had internet access

2021 smart phone = 88%	tablet = 43%
laptop = 53%	smartphone only = 21%

UK adult internet users spend 4 hours online a day in September 2021, with 3 of those hours spent on smartphones.

Average daily time spent online (hours mins) in September 2021

15+ = 3.59 hrs

15 – 17 = 5.04 hrs

18 – 24 = 5.06 hrs

25 – 34 = 4.36 hrs

35 – 44 = 4.32 hrs

45 – 54 = 3.51 hrs

55+ = 2.58 hrs

Average daily time spent online by adults in September 2021

Smartphone = 02.54 hrs

Tablet = 00.34 mins

Computer = 00.31 mins

Total = 03.59 hours

Proportion of adults with home internet access by age gender and seg

	18+	18 – 24	25 – 34	35 – 44	45 – 54	55 – 64	65+	Average
Do not have internet access at home	6%	1%	<1%	3%	2%	35%	20%	-
Have access at home and go online	92%	99%	99%	97%	97%	96%	73%	73%

	AB	C1	C2	DE	England
Do not have internet access at home	2%	3%	5%	14%	6%
Have access at home and go online	97%	96%	91%	82%	-
Have access at home but do not use it	1%	1%	4%	3%	2%

Average 82%

Facebook and Messenger

Media	Parent Company	Total Adult	Online Adult	Average Daily Adult
Messenger FB	Meta	46.7m	94%	34.3m
You Tube	Alphabet	45.6m	92%	20.9m
Instagram	Meta	36.3m	73%	17.6m
Twitter	Twitter	30.8m	62%	11.4m
LinkedIn	Microsoft	18.8m	38%	4.6m
Pinterest	Pinterest	16.6m	33%	2.7m
Tiktok	Bytedance	15.4m	31%	5.4m
Reddit	Reddit Inc	14.1m	28%	2.9m
Snapchat	Snap	11.8m	24%	6.9m
Nextdoor	Nextdoor	9.2m	18%	2.4m

How can you use social media

Share what you are about

Reach new audiences

Generate a buzz around an activity or project

Get new ideas and suggestions

Generate feedback (include votes / polls)

Host discussions

7. Any other Business

Any additional issues to be raised.

8. Meeting Dates for 2023 / 2024

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

9. Closing