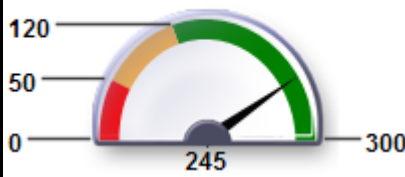


Performance Monitoring Report
Housing Committee
Q3 2023/24

Date of Housing Committee meeting	19 March 2024	
Date of Performance Monitoring meeting	14 February 2024	
In attendance	Members: Cllr Lindsey Green Youth Council Members: Officers: Andy Kefford, Pippa Stroud, Kirsty Hussain, Jen O'Grady, Hannah Barton	
Housing Ideagen dashboards	Main Housing Committee dashboard Housing Committee Performance Indicator dashboard	
Items on Housing agenda relevant to the Council Plan	CW2: Housing Renewal Enforcement Policy CW2: New Homes Programme CW2: Swedish Timber Homes – Redevelopment Sites EC3: Gloucestershire and South Gloucestershire Warm and Well Scheme	
Risks	Strategic Risk Register presented to Audits & Standards Committee	
Council Plan Actions Traffic Light Status	Red (Overdue)	0
	Amber (Overdue Milestone/s)	1
	Green (On Target)	10
	Cancelled	0
	Completed	1
Any issues of concern to be reported to Housing Committee		
Any actions or recommendations for Housing Committee		
Report submitted by	Hannah Barton	
Date of report	7 March 2024	

**Council Plan Performance Monitoring Report – Housing
Quarter 3 2023/24**

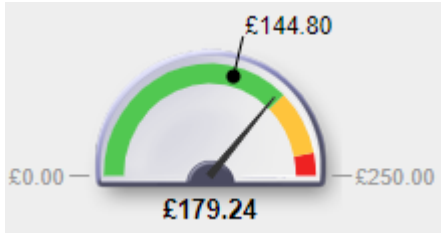
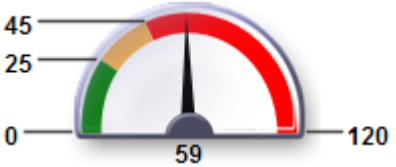
CW2.1a	Deliver new affordable homes across the District, through planning policy and work with partners including community-led housing groups and housing associations		75%
Assigned To	Pippa Stroud		
Latest Note	Q3 2023/24: Delivery of affordable homes via partners may slow over the coming months as market housing build rates slow. There are some market signals that developers are losing confidence but, conversely, this may create opportunities for additional property purchases by housing associations if prices fall.		
Performance Indicator Linked	CW2.1a Number of new affordable homes completed p.a. by partners	<p>2022/23 result</p> 	The average number of Affordable Housing Completions per year between 2013/14 and 2022/23 is 167 .

CW2.1b	Design, build and deliver new affordable homes across the District via our own New Homes Programme which will deliver EPC-A rated properties		37%
Assigned To	Ali Fisk; Kimberley Read		
Sub Action	CW2.1.1 Deliver 8 new affordable homes at Gloucester St/Bradley St, Wotton-under-Edge achieving a minimum ECP-A rating	33%	Demolition of existing structures complete
	CW2.1.2 Deliver 13 new affordable homes at Cambridge House, Dursley achieving a minimum EPC-A rating	33%	Demolition of existing structures complete
	CW2.1.3 Deliver 23 new affordable homes at Glebelands, Cam achieving a minimum EPC-A rating	33%	Demolition of existing structures complete
	CW2.1.4 Secure planning permission and delivery 7 new affordable homes at Queens Drive, Cashes Green achieving a minimum	50%	Completed: Planning application submitted Milestone Overdue: Planning application approved

**Council Plan Performance Monitoring Report – Housing
Quarter 3 2023/24**

	EPC-A rating		This milestone has been delayed due to ecological surveys being required and these cannot take place until April or after the last frost.
Performance Indicator Linked	CW2.1b Number of new affordable Council homes completed p.a.	2023/24: 0	
	CW2.1b.i Number of affordable starts on site per annum	There are 54 homes left to deliver in the current new homes programme. The programme has encountered a number of delays over the past 12-18 months, firstly due to the cost of construction and labour soaring which resulted in new budgets being requested and approved. Secondly, procurement of a contractor to deliver the next 44 units has been delayed due to an abandoned tender process. Please refer to the December 2023 Officer Report on the New Homes & Regeneration Programme for more information. A new framework has been identified and expressions of interest are currently being sought with a view to securing a contractor in Spring. Queens Drive has been submitted to planning and is currently in the consultation stage - we are seeking planning permission to deliver 7 new homes on this site. Acquisition of the three S106 units at Symn Lane is underway with exchange of contracts due in the near future.	
	CW2.1b.ii Number of new affordable homes completed which are EPC-A rated	2023/24: 0 This figure is baseline data and will increase when the next phase of the New Homes Programme is rolled out.	
	CW2.1b.iii Number of units with planning applications approved per annum	Q3 2023/24: 0	


**Council Plan Performance Monitoring Report – Housing
Quarter 3 2023/24**

CW2.2	Invest £30m over the next 5 years to repair, maintain and invest in current council housing stock and bring empty council homes back into use as soon as possible.			40%
Assigned To	Andy Kefford; Tara Skidmore			
Milestones	Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note
	£6m spent in 2022/23	Yes	31-Mar-2023	The actual spend for 2022/23 was £7.8m against a planned programme of £11.1m
	£6m spent in 2023/24	No	31-Mar-2024	Q3 2023/24: On track The focus of Q3 continues to be the wave 1 retrofit programme due to the match funding requirement need for completion by the revised deadline of 31 March 2024. The actual spend for Q3 was 6million against a planned Investment budget of £11.3million for 2023/24.
	£6m spent in 2024/25	No	31-Mar-2025	
	£6m spent in 2025/26	No	31-Mar-2026	
Performance Indicator Linked	CW2.2a Average cost of a responsive repair in upper quartile compared with peers	<p>Q2 2023/24 result</p> 		<p>Benchmarking average cost of a responsive repair – 2022/23:</p> <ul style="list-style-type: none"> • Upper quartile = £144.80 • Median = £185.87 • Lower quartile = £233.61
	CW2.2c Empty property (minor void) ready to let turnaround time in upper quartile compared with peers	<p>Q3 2023/24 result</p> 		<p>The average turnaround time is currently higher due to completing long standing voids.</p> <p>Note: Performance reporting previously reported the time the void was with Property Care. As benchmarking in the sector is</p>

**Council Plan Performance Monitoring Report – Housing
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			<p>based on “key to key” i.e. the total time the property is void, this data is based on the key to key metric. The average turnaround time from keys to available to let i.e. the time with Property Care that was previously reported on is 40 days.</p>
	<p>CW2.2d Empty property (major void) ready to let turnaround time in upper quartile compared with peers</p>	<p>Q3 2023/24 result</p> <p>The gauge chart displays a needle pointing to 94. The scale has markers at 0, 64, 98, and 170. The background is divided into three segments: green from 0 to 64, yellow from 64 to 98, and red from 98 to 170.</p>	<p>The average turnaround time is currently higher due to completing long standing voids.</p> <p>Note: Performance reporting previously reported the time the void was with Property Care. As benchmarking in the sector is based on “key to key” i.e. the total time the property is void, this data is based on the key to key metric. The average turnaround time from keys in to available to let i.e. the time with Property Care that was previously reported on is 74 days.</p>

**Council Plan Performance Monitoring Report – Housing
Quarter 3 2023/24**

CW2.3	Prioritise the prevention of homelessness and invest in temporary accommodation and specialist support, including working with partners to develop the specialist housing and support		75%
Assigned To	Pippa Stroud		
Latest Note	Q3 2023/24: A temporary accommodation strategy is now in the process of being drafted. The Strategy will evaluate the need for alternative forms of temporary accommodation and set out proposals for delivering additional options		
Performance Indicator Linked	CW2.3c Number of homeless applications that are successfully prevented	Q3 2023/24: 18	
	CW2.3d Number of B&B placements per quarter	<p>Q3 2023/24 result</p>  <p>We are looking to minimise B&B placements; figures below target are a positive achievement.</p>	

**Council Plan Performance Monitoring Report – Housing
Quarter 3 2023/24**

CW2.4	Implement robust engagement principles to ensure structured and consistent mechanisms for tenants to be involved in decision making affecting their homes and the places they live			0%
Assigned To	Andy Kefford			
Milestones	Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note
	Develop engagement principles	No	31-Dec-2023	The Social Housing (Regulation) Act received royal ascent in July 2023, this legislation changes the landscape of "meaningful resident engagement". The service have been undergoing a review and subsequent restructure. Consultation with staff took place at the end of 2023 and the new structure is due to commence 04 March 2024. The restructure has created a "Principal Resident Engagement Officer" role. This role will lead on our resident engagement actions, including developing and implementing the engagement principals. This vacant role is due to be advertised WC 29.01.24 which is on track with the restructure timeframe. This milestone has been delayed as a result, however, we are engaged with an external consultant to aid and support the development of our engagement offer as we move forward.
	Obtain benchmarking data from comparable peers	No	31-Mar-2024	
	Cross-service Tenant Scrutiny Panel established with half yearly report on work programme delivery	No	31-Mar-2024	
	Consult on engagement principles	No	31-Aug-24	
	Implement engagement principles	No	30-Sep-24	

**Council Plan Performance Monitoring Report – Housing
Quarter 3 2023/24**

Performance Indicator Linked	CW2.4c Percentage of tenants satisfied that the landlord listens to tenants' views and acts upon them	<p>2022/23 result</p> <p>49.25% 57.1% 0% 100% 57.4%</p>	
	CW2.4d Percentage of tenants satisfied that the landlord keeps tenants informed about things that matter to them	<p>2022/23 result</p> <p>60.68% 62% 0% 100% 59.1%</p>	
	CW2.4e Percentage of tenants satisfied that the landlord makes a positive contribution to neighbourhoods	<p>2022/23 result</p> <p>49% 55.65% 0% 100% 59%</p>	
	CW2.4f Complaints responded to within Complaint Handling Code timescales	Q3 2023/24: 94.83%	58 complaints received, 55 of which responded to within time and 3 that were not. 3 of 58 is 5.17% so Q3 result is 94.83% responded to within time. Of the 3 out of time, these were an average of 2 days outside of the timescale.

**Council Plan Performance Monitoring Report – Housing
Quarter 3 2023/24**

<p>CW2.5</p>	<p>Continue to invest and deliver the programme to modernise our Independent Living homes for older people.</p>		<p>100% Completed and replaced with action CW2.5a</p>																																																				
<p>Assigned To</p>	<p>Ali Fisk; Kimberley Read</p>																																																						
<p>Performance Indicator Linked</p>	<p>CW2.5 Number of Independent Living Schemes modernised</p>	<p>Q3 2023/24: 0</p> <p>Annual Trend Chart</p> <table border="1"> <caption>Annual Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>2022/23</th> <th>2023/24</th> <th>2024/25</th> </tr> </thead> <tbody> <tr><td>April</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>May</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>June</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>July</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>August</td><td>0</td><td>1</td><td>0</td></tr> <tr><td>September</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>October</td><td>1</td><td>0</td><td>0</td></tr> <tr><td>November</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>December</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>January</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>February</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>March</td><td>1</td><td>0</td><td>0</td></tr> </tbody> </table>		Month	2022/23	2023/24	2024/25	April	0	0	0	May	0	0	0	June	0	0	0	July	0	0	0	August	0	1	0	September	0	0	0	October	1	0	0	November	0	0	0	December	0	0	0	January	0	0	0	February	0	0	0	March	1	0	0
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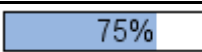
**Council Plan Performance Monitoring Report – Housing
Quarter 3 2023/24**

CW2.5a		Provide high quality, fit for purpose Independent Living Provision in line with the 2023-2027 Independent Living Strategy				16%
Assigned To		Chris Horwood; Kimberley Read				
Sub Action		Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note	
CW2.5.1 Progress modernisation improvements to the approved schemes for 2023/24	66%	Start on site for Hamfallow Court	Yes	30-Apr-2023	Hamfallow Court started on site in April 2023	
		Completion on site for Hamfallow Court	Yes	30-Jun-2023	Hamfallow Court completed in June 2023	
		Start on site for Walter Preston Court	Yes	09-Oct-2023	Start on site as per target	
		Completion on site for Walter Preston Court	No	08-Mar-2024		
		Start on site for Archway Gardens	Yes	15-Jan-2024	Start on site as per target	
		Completion on site for Archway Gardens	No	31-Mar-2024		
CW2.5.2 Progress modernisation improvements to the approved schemes for 2024/25	0%	Completion on site for each conversion	No	31-Mar-2025		
		Start on site for each modernisation scheme	No	31-Mar-2025		
CW2.5.3 Progress modernisation improvements to the approved schemes for 2025/26	0%	Completion on site for each conversion	No	31-Mar-2026		
		Start on site for each modernisation scheme	No	31-Mar-2026		
CW2.5.4 Progress conversion of communal areas where	0%	Completion on site for each conversion	No	31-Mar-2026		

**Council Plan Performance Monitoring Report – Housing
Quarter 3 2023/24**

possible at schemes which are converted to Independent Living	Possible conversion consultation completed	No	31-Mar-2026	
	Start on site for each conversion	No	31-Mar-2026	
Performance Indicator Linked	CW2.5.4a Consultations completed for conversion of communal areas at schemes converted to Independent Living	Q3 2023/24: 1 Consultation carried out with IL Service Delivery Manager at Malvern Gardens		
	CW2.5.4b Starts on site for conversion of communal areas at schemes converted to Independent Living	Q3 2023/24: 0		
	CW2.5.4c Completions on site for conversion of communal areas at schemes converted to Independent Living	Q3 2023/24: 0		
	CW2.5a Modernisation scheme starts on site	Q3 2023/24: 1		
	CW2.5b Modernisation scheme completions on site	Q3 2023/24: 0		

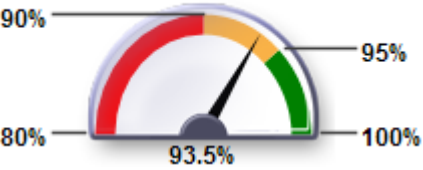
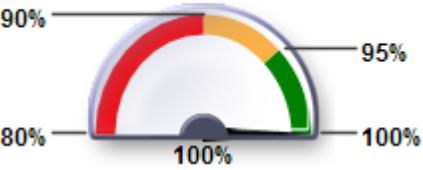
**Council Plan Performance Monitoring Report – Housing
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CW2.6	Co-ordinate accommodation and support services for migrants arriving in the district and link to other statutory and voluntary services to support the health and wellbeing of migrant households		
Assigned To	Pippa Stroud		
Sub Action	CW2.6.1 Homes for Ukraine: provide planned moves where hosting arrangements are ending via rematches to new hosts, supporting moves into the private sector or moves into properties purchased under the Local Authority Housing Fund programme	75%	
	CW2.6.2 Support the health and wellbeing of asylum seekers placed into the district by linking health services, specialist support agencies to address safeguarding or other problems when they arise	75%	Q3 2023/24: The Asylum Seeker hotel in the district has now closed and the residents relocated to London. There is currently one asylum seeking household resident in 'dispersed' (self-contained) accommodation in the district.
Performance Indicator Linked	CW2.6 Number of properties bought under the Local Authority Housing Scheme	Q3 2023/24: 16 properties out of 19 have been purchased to date. A further bid has been submitted for 1 additional property.	

**Council Plan Performance Monitoring Report – Housing
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CW2.7	Ensure our council homes meet legislative and regulatory compliance standards		38%	
Assigned To	Andy Kefford			
Sub Action	CW2.7.1 Review the electrical safety testing time period and commence a programme of works to reduce the time period from 10 years to 5 years. Programme to start by March 2025	30%	Q3 2023/24: This remains on track, proposals will be included at budget setting for a start in 2025. The initial options put forward within the draft business case are currently being reviewed along with any movement on the legislation requirements	
Milestones	Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note
	Project group set up to prepare for Social Housing Regulatory changes	Yes	31-Oct-2023	Project group and housing oversight board established
	Draft Action Plan developed	Yes	17-Nov-2023	Draft action plan developed against the social housing regulators consumer standards.
	Draft Action Plan implemented	No	31-Mar-2024	
	Submit Tenant Satisfaction measures to Social Housing Regulator	No	01-Apr-2024	
	Conduct mock inspection	No	30-Jun-2024	At the time of the regulatory changes being announced we included a milestone to conduct a mock inspection by January. The work undertaken by completing the self assessment and setting the action plan shows that there would be little added value to conduct an inspection at this stage as we know our strengths and weaknesses. Once work has progressed on the action plan, a mock inspection should be considered at a later point.
Performance Indicator Linked	CW2.7a Percentage of homes for which all gas safety checks have been carried out	<p>Q3 2023/24 result</p> <p>90% 95% 80% 100% 99.7%</p>		100% communal areas, 99.7% residential properties

**Council Plan Performance Monitoring Report – Housing
Quarter 3 2023/24**

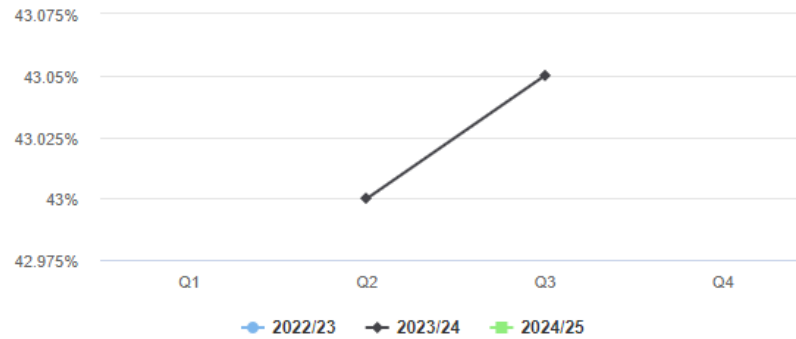
	<p>CW2.7b Percentage of homes with an in-date 10-year electrical safety certificate</p>	<p>Q3: 98.1%</p>
	<p>CW2.7c Percentage of communal areas with an in-date 5-year electrical safety certificate</p>	<p>Q3 2023/24 result</p>  <p>90% 95% 100% 80% 93.5%</p>
	<p>CW2.7d Percentage of homes for which all required legionella risk assessments are in date</p>	<p>Q3: 100%</p>
	<p>CW2.7e Percentage of residential homes and communal areas for which all required asbestos management surveys have been carried out</p>	<p>Q3 2023/24 result</p>  <p>90% 95% 100% 80% 100%</p>
	<p>CW2.7f Percentage of homes for which all required fire risk assessments are in date</p>	<p>Q3: 0%</p> <ul style="list-style-type: none"> • The most recent set of FRAs expired on the 31st October 2023, meaning SDC is currently technically non-compliant with its statutory obligation for having in-date FRAs in communal areas. • There have been unexpected difficulties with procuring a suitably qualified provider to carry out this work. We have now procured a provider to carry out FRAs on all communal areas. The provider commenced work on 12th January and the required communal area FRAs will be completed by 31st March 2024. • We continue to inspect our communal areas on a weekly (Independent Living) and quarterly (General Needs) specifically for fire related risks and actions / mitigations are processed in line with the standard repairs and fly tipping policies. We conduct quarterly fire door inspections for which we have trained our housing officers.

**Council Plan Performance Monitoring Report – Housing
Quarter 3 2023/24**

EC3.1	Invest in Council homes to realise optimum emission reductions and achieve an EPC-C rating or above across all council homes by 2030			33%
Assigned To	Andy Kefford; Tara Skidmore			
Milestones	Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note
	Agree an investment plan to retrofit council homes	Yes	31-Mar-2023	
	Commence Wave 2 Retrofit programme	Yes		Q2 2023/24: The Retrofit Assessments are underway, with works on site set to commence in January 2024.
	Complete Wave 1 Retrofit programme	No	29-Feb-2024	Q3 2023/24: Wave 1 project set to complete 29 February 2024
	Complete Wave 2 Retrofit programme	No	31-Mar-2025	Q3 2023/24: On track for delivery.
	Research funding opportunities for further programmes	No	31-Mar-2026	Q3 2023/24: We are continuing to explore further funding opportunities and attend regular industry specific webinars to get firsthand information and knowledge on any possible upcoming opportunities.
	Review housing stock data to establish prioritised need for future retrofit programmes	No	31-Mar-2026	Q3 2023/24: Our future programmes will look to tackle our worst performing homes and our SAVA Intelligent Energy Software will be able to aid us in prioritising future programmes
Performance Indicator Linked	EC3.1a Percentage of housing stock that has achieved an EPC-C rating or above	Q3 2023/24: 43.05%		

**Council Plan Performance Monitoring Report – Housing
Quarter 3 2023/24**

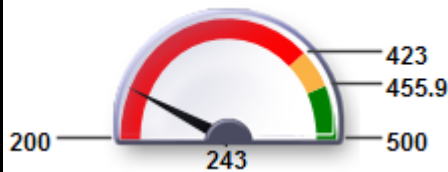
Annual Trend Chart



In addition, our current average SAP score is 63.34, and our 2030 target is to achieve an average of EPC SAP C (69 and above).

EC3.1b Number of homes retrofitted each year (average 470/year)

Q3 2023/24 result



So far this year we have undertaken retrofit works to 243 homes, including 59 cavity wall insulations, 135 loft insulation upgrades, 85 External Wall Insulations, 79 window replacements and 30 heating upgrades. (NB some homes had more than one item carried out.) We envisage these figures to increase further in the next quarter, due to Wave 1 coming to a conclusion in February 2024 along with our standard work programmes.

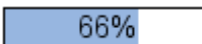
EC3.1c Tonnes of carbon saved through council home retrofit

Q3 2023/24: 2.4

Figures are for Hamfallow Court only. Performance measures will be assessed as Wave 1 and Wave 2 programmes are completed. Hamfallow; prior to retrofit works the 28 flats were producing 71 tonnes of carbon per annum. Post works, they are now producing negative 2.4 tonnes of carbon. This means the site is reducing the amount of carbon in the environment, due to the pv panels installed offsetting the carbon indirectly imported from the grid.

**Council Plan Performance Monitoring Report – Housing
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	<p>This was calculated by the Retrofit Coordinators for the project in undertaking a post works retrofit assessment. The methodology they used for the carbon calculations was as follows:</p> <p>An EPC was completed on each property using the RdSAP methodology. This was then converted to full SAP and further modifications in their modelling were made to account for ventilation and thermal bridges which are otherwise assumed in the RdSAP model. The carbon figures are produced using SAP Box 272, which is annual carbon emissions, which the SAP modelling accounts for the carbon that would be produced as a result of heating and lighting each property. These post-works figures were then compared and analysed against the same figures that were produced in the pre-works assessments, which showed that this project had an overall carbon saving impact of 73.4 tonnes, in addition to reducing carbon by 2.4 tonnes each year, due to the pv panels offsetting the carbon indirectly imported from the grid.</p>
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EC3.3	Develop partnerships, provide advice and support local action to help private home owners and businesses to meet retrofit challenge		
Assigned To	Amy Beckett; Brendan Cleere; Tom Ridley; Georgia Spooner; Jenny Youngs		
Latest Note	Q3 2023/24: Continued steering of the Low Carbon Communities project contracted out to Severn Wye Energy Agency. A total of 85 households in the district expressed an interest of support through a home assessment and bespoke retrofit plan, including Solar PV, batteries and air source heat pumps. 64 of these households are proceeding with the survey after initial contact and a total of 131 measures have been recommended so far.		
Sub Action	EC3.3.1 Full take up of Low Carbon Communities Project service to provide detailed advice to home owners on retrofit options for their home	0%	
Performance Indicator Linked	EC3.3a Number of enquiries to Warm & Well Advice line	Q2 2023/24: 263	
	EC3.3b Number of measures installed through Warm & Well Scheme	Q2 2023/24: 3	
	EC3.3c Number of households supported through Low Carbon Communities Project	Q2 2023/24: 72	

**Council Plan Performance Monitoring Report – Housing
Quarter 3 2023/24**

EC6.4	Deliver key low carbon exemplar projects			66%
Assigned To	Andy Kefford; Tara Skidmore			
Milestones	Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note
	Demonstrator project delivered (dependent on success of obtaining grant funding)	Yes	30-Apr-2022	The Demonstrator Project concluded in April 2022 in line with our Memorandum of Understanding with BEIS
	Wave 1 and 2 bids submitted for grants	Yes	30-Nov-2022	The Wave 2 bid was submitted in November 2022 and we were notified of the successful bid in April 2023
	Completion of feasibility studies	No	31-Mar-2025	Q3 2023/24: When funded projects become available, we establish our bid through studying the feasibility of our stock against the scheme funding criteria and eligibility. Those properties that do not meet the criteria will then be programmed in to our standard planned works programmes.