






**Filter By:** Cross Cutting Plans, **Plan Name:** Housing Committee Monitoring Report Housing Quarterly 22/23



**CW2: Affordable homes: Build affordable, energy efficient homes and deliver high quality services for all tenants by investing in the renovation of existing council homes and meet a range of housing needs for those who experience disadvantage and creating a culture of tenant engagement and empowerment.**

Code	Action Required / Description	Deadline	Lead Officer	Status	Last Monitored	Comments
» <a href="#">CDP CW2.1a</a>	Number of new affordable Council homes completed p.a.	N/A	Alison Fisk	Target: 15 Actual: 15		
Performance Members Comments: We are pleased to see that they target for new Council homes has been completed prior to the deadline of March 2024. We note that there are 4 further sites due to start soon with a total of 43 affordable rental properties. This is great news especially with the increased need for affordable housing. With the number of new homes expected the developments that have been within the Council Homes Programme, a higher target number should be considered especially considering the deadline to complete the targets. With the rise in build costs and inflation it would be good to know if there are likely to be delays in delivering the housing on the 4 new sites and how this will affect the number of affordable homes built.						
» <a href="#">CDP CW2.1b</a>	Number of new affordable homes completed p.a. by partners	N/A	Pippa Stroud	Target: 120 Actual: 245		
Performance Members Comments: Again, brilliant to see that 245 affordable homes were completed by partners to date. Its noted that 108 of these properties are affordable rented and are put on Homeseekers. With the deadline date a higher target should be considered.						
<a href="#">CW2.2</a>	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.	31/03/2026	Helen Scullard	On Target 	29/06/22: Quarter 1	26/08/2022: Performance on voids is improving, with fewer voids at any one time and reduced turn round times.
Performance Members Comments: If voids are reducing and turnaround improving, this is always a welcome sight and we look forward to seeing the data on voids on voids and turnaround on a monthly basis in order to accurately track improvements being made.						
» <a href="#">CDP CW2.2a</a>	Spend per council property in upper quartile compared with peers	N/A	Helen Scullard	Target: £145 Actual: £217.89		Although above target, the actual cost is falling. We are currently confirming benchmarking information
Performance Members Comments: It would be great to when we have those benchmarks to see along targets.						

» <a href="#">CDP CW2.2 b</a>	Empty property (void) ready to let turnaround time in upper quartile compared with peers	N/A	Helen Scullard	Target: Minor voids: 10 days Actual:		We currently have limited benchmarking information but will have this for the next quarterly report. While data quality on void turnaround times is being reviewed we know that performance is improving. The new IT system will in future resolve these data issues.
<a href="#">CW2.4</a>	Provide more opportunities for resident involvement in housing decisions through delivery of the Charter for Social Housing Residents and our continuing commitment to build on resident involvement opportunities.	31/03/2023	Helen Scullard	On Target 	21/04/22: Quarter 4	21/04/2022: Quarter 4: We have held several participation events for tenants which have attracted new people interested in becoming involved. When we send out our STAR tenant satisfaction survey, we will include information encouraging tenants to become involved in a variety of ways to improve our services
Performance Members Comments: Really great work getting tenants involved. It is important that the communication between tenants and the council continues. Hopefully it will be possible to have more engagement from younger tenants.						
» <a href="#">CW2.4.2</a>	Cross service tenants' scrutiny panel established with half yearly report to HC on work programme delivery.	30/12/2022	Helen Scullard	On Target 	N/A	
Performance Members Comments: Comments as above CW2.4						
» <a href="#">CDP CW2.4 a</a>	80% of tenants are satisfied with the training they receive	N/A	Helen Scullard	Target: 80 Actual: two recent events achieved 80% and 95%		We are receiving positive feedback on the training
Performance Members Comments: As above where tenants have training and information they will have a better understanding of processes and are able to highlight when things are not working. I do feel the target should be closer to 100% - although appreciate that not everyone will be happy with training and quality of training.						
» CDPC W2.4b	80% of tenants are satisfied with the quality and relevance of SDC tenant events they attend	N/A	Helen Scullard	Target: 80 Actual: two recent events achieved 80% and 95%		
Performance Members Comments: Comments as above CDP2.4b						

» <a href="#">CDP CW2.4c</a>	10% increase in the overall number of tenants engaged, including all consultation events, scrutiny panels and performance management activity. Baselines to be confirmed	N/A	Helen Scullard	Target: 10% increase annually Actual: the new officer is establishing the baseline so we can track improvements		A new Tenant Engagement Officer started at the end of August and will be prioritising this. Over the past year we have held 7 events and each has attracted tenants who had not previously attended.
Performance Members Comments: Fantastic to see so many events taking place. It would be great to see where they are and that more events like this can take place all over the District. Await the Target and Actual figures.						
» <a href="#">CDP CW2.4d</a>	Increase the number of tenants engaged who are under 30 years old, including all consultation events, scrutiny panels and performance management activity. Baselines to be confirmed	N/A	Helen Scullard	Target: 5 Actual: the new officer will establish the baseline and prioritise getting younger tenants involved		Our new Tenant Engagement Officer will be prioritising this and establishing baselines. The majority of involved tenants are over 60, this is usual as retired people have the time and experience to be involved. We will be liaising with our Youth Council to encourage younger people to become involved.
Performance Members Comments: Comments as above CDPC2.4d						

### EC3: Sustainable Construction and Retrofit: Work with partners to retrofit our council housing stock and other public sector buildings, and investing in the skills and capacity in the local economy so all buildings across the district can become energy efficient

Code	Action Required / Description	Deadline	Lead Officer	Status	Last Monitored	Comments
<a href="#">EC3.1</a>	Agree a costed plan to retrofit all council homes as necessary and begin the first phase of delivery to realise optimum emission reductions and achieve an average Energy Performance Certificate (EPC) rating C across all council homes by 2030.	31/03/2024	Helen Scullard	On Target 	29/06/22: Quarter 1	26/08/2022: Works now commenced on sites. Some supply chain and inflationary issues have been identified, and are being closely monitored and reported to the core group
Performance Members Comments: In light of the issues identified although this looks set to be on target, it would be too early to really know if this can be realistically achieved.						
» <a href="#">CDP EC3.3a (C)</a>	Number of enquiries to Warm & Well Advice line	N/A	Maria Hickman	Target: 100 Actual: 464 	June	464 enquiries, as the cost of living crisis rises we are seeing more enquiries for help

Performance Members Comments: It is great to see the scheme being used and there are more enquiries coming in. Its appreciated that there may be a higher demand in the coming months.

» <a href="#">CDP EC3.3b (C)</a>	Number of measures installed through Warm & Well Scheme	N/A	Maria Hickman	Target: 18 Actual: 11		June	ii measures installed this quarter, which is slightly lower than expected due to changes to ECO 4 and the start of new funding streams through the sustainable warmth bids
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Performance Members Comments: Comment as above CDPEC3.3b(C)