







Report On: Action Plans, Milestones & Indicators






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


Action Plans, Milestones & Indicators (30)

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
CW2.1	Deliver new affordable homes across the District, through planning policy and work with partners including community-led housing groups, housing associations and via our own New Homes Programme, which will deliver EPC-A rated properties in line with our Strategy for New Council Homes 2020-2024.	31/03/2024	Pippa Stroud	On Target 	12/07/2022: Quarter 1	12/07/2022: Quarter 1: New council homes programme progressing well with targets for this year achieved which included delivery of new homes at Ringfield Close, Nailsworth and Broadfield Road, Eastington. Current focus is on delivering the next tranche of sites. Due to inflation and material cost increases, the anticipated build costs for the next 4 sites is currently being reviewed again with an update due to be reported in the September Budget Monitoring report to Housing Committee
» CDP CW2.1 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.						
» CDP CW2.1 b	Number of new affordable homes completed p.a. by partners	N/A	Pippa Stroud	Target: 120 Actual: 245 		
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.						





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.	31/03/2026	Helen Scullard	On Target 	29/06/2022: 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 but we are yet to see the data on voids and turnaround on a monthly basis in order to accurately track if improvements are being made.						
» CW2.2.1	A rolling 5-year investment plan is agreed (as part of the MTFP) • Quarterly actual delivery tracks 5-year investment plan	31/03/2026	Joe Gordon	Completed 	N/A	The plan will need to be revisited in the light of budgetary pressures and skills and materials shortages
» CDP CW2.2a	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.						
» CDP CW2.2b	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.
CW2.3	Prioritise the prevention of homelessness by delivering the Next Steps Accommodation Programme and invest in temporary accommodation and specialist support, including working with partners countywide to develop the specialist housing and support needed.	31/03/2024	Pippa Stroud	On Target 	11/04/2022: Quarter 4	11/04/2022: Quarter 4: Investment in temporary accommodation: February Full Council gave consent for the grant funding of temporary accommodation in the form of the purchase and conversion of the former Ministers" House in Stroud by Gloucester City Homes. A grant agreement is currently being drawn up so that the funding can be transferred to Gloucester City Homes for the purchase. In the meantime, Gloucester City Homes has submitted a change of use planning application to allow the conversion works required.


» CW2.3.1	Financial investment in support and temporary accommodation (C)	31/03/2024	Pippa Stroud	On Target 		N/A	
» CDP CW2.3 a	Increase the number of homeless cases prevented by 25% p.a.	N/A	Pippa Stroud	Target: Actual: 13			
» CDP CW2.3 b	Reduce the number of households in temporary accommodation after 56 days by 25% pa	N/A	Pippa Stroud	Target: Actual: 24			
CW2.4	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 		21/04/2022: 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.							
» CW2.4.2	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							
» CDP CW2.4 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. We do feel the target should be closer to 100% - although appreciate that not everyone will be happy with training and quality of training.							
» CDP CW2.4 b	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							

» CDP CW2.4c	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.						
» CDP CW2.4d	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						
CW2.5	Continue to invest and deliver the programme to modernise our Independent Living homes for older people.	31/03/2026	Alison Fisk	On Target 	14/07/2022: Quarter 1	14/07/2022: Quarter 1: Work Started at Grange View and progressing well - estimated PC Oct.
» CDP CW2.5	Number of Independent Living Schemes modernised	N/A	Alison Fisk	Target: 2 Actual: 2	June	Two modernised during 2021/22

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
EC3.1	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 	29/06/2022: Quarter 1	26/08/2022: Works now commenced on site. Some supply chain and inflationary issues identified, and being monitored and reported to 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.						
» EC3.1.1	Agree an investment plan to retrofit council homes	31/03/2023	Joe Gordon	Completed 	N/A	22/08/22: For Wave 1 properties, surveys received have highlighted some areas where additional works may be required (such as PV Heating). All reports needed before impact of those additional works can be costed accurately. General increase in contracting and materials costs are being monitored and will be reviewed also on receipt of all reports.
» CDP EC3.1	Number of homes retrofitted each year (Average 470 / year)	N/A	Helen Scullard	Target: 470 Actual:		22/08/22: Survey work nearing completion to provide reports supporting the definition of works required at the 187 Wave 1 bid programme. Although reports have been delayed it is still expected to deliver in target. Works also underway to develop a Wave 2 bid which is also dependant on bringing costs and delivery up to date based on Wave 1 performance.

» CDP EC3.1(C)	Tonnes of carbon saved through council home retrofit i) cumulative since April 2019, ii) in previous quarter	N/A	Helen Scullard	Target: Actual:		We do not have pre- and post-retrofit emission information to make this comparison
EC3.3	Develop partnerships, provide advice, and support local action to help private home owners and businesses meet the retrofit challenge (CN2030 BE2, BE7 and BE8)	31/03/2023	Rachel Brain	On Target 	06/07/2022: Quarter 1	06/07/2022: Quarter 1: Warm and Well and Innovate to Renovate partnerships are operating to deliver and develop services to households across the county. At the moment the business service provision remains with third sector and this is being held as a watchpoint for CLG by the countywide coordination effort.
» EC3.3.1	Annual reporting on capacity to service the district's businesses and homes with support for retrofit. Baseline drawn from the first annual report due Feb 2022.	31/03/2022	Rachel Brain	On Target 	N/A	06/07/2022: The capacity at the council has increased by 1.75 fte under Innovate to Renovate funds.
» EC3.3.2	Establish a working group to consider Retrofit Centre for Excellence and establish aims, objectives and identified projects (working group in place Summer 2022, work plan identified by Jan 2023).	30/01/2023	Rachel Brain	On Target 	N/A	18/07/2022: As part of an assurance review process on all thing retrofit for SDC in partnership with Cotswold District Council. Local Partnerships have run group and individual interviews with officers. members and SLT. A full report following further research is expected In September to provide recommendations for progression.
» CDP EC3.3	Number of successful projects and schemes in the district to help private home owners and businesses meet the retrofit challenge	N/A	Rachel Brain	Target: Actual:		
» CDP EC3.3a(C)	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.						

» CDP EC3.3b (C)	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
Performance Members Comments: Comment as above CDPEC3.3b(C)							

EC6: Renewable energy: Increase the proportion of energy generated by renewable sources in the district and work on decarbonizing existing networks.

Code	Action Required / Description	Deadline	Lead Officer	Status	Last Monitored	Comments
EC6.4	Deliver key low carbon demonstrator projects, including a project for 7 homes in Draycott, Cam.	31/03/2023	Helen Scullard	On Target 	29/06/2022: Quarter 1	26/08/2022 tenders are being prepared to tender for this with the aim of starting on site in January 2023
