



# STROUD DISTRICT COUNCIL

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## Performance Monitoring Report Q4: Housing Committee

<b>Date of Meeting</b>	<b>Performance Monitoring Meeting, Monday 15 May 2023</b>	
<b>Attendees</b>	<b>Members: Lindsey Green &amp; Katrina Davis Officers: Keith Gerrard, Rachel Brain, Andy Kefford, Alison Fisk, Maria Hickman, Steve Miles, Tara Skidmore</b>	
<b>Performance Update (See report below/attached)</b>		
<b>Council Plan Priorities (see performance management system)</b>	<b>Summary:</b>	<b>Progress &amp; RAG Status</b>
	<b>Action Plans:</b>	<b>7 On Target</b>
	<b>See detailed report below.</b>	<b>0 Not started</b>
	<b>Actions where no information has been provided will be highlighted</b>	<b>1 Overdue</b>
		<b>0 Completed</b>
<b>Council Plan Performance Indicators or Milestones (see performance management system where applicable)</b>	<b>Summary:</b>	<b>Progress &amp; RAG Status</b>
	<b>Milestones:</b>	<b>4 On Target</b>
		<b>0 Not started</b>
		<b>0 Overdue</b>
		<b>2 Completed</b>
	<b>Summary:</b>	<b>Progress &amp; RAG Status</b>
	<b>Performance Indicators:</b>	<b>16 On Target</b>
		<b>0 Not Started</b>
		<b>0 Overdue</b>
<b>Reports being presented to this Committee associated with Council Plan:</b>		
<b>Service Area Indicators (not covered in Council Plan)</b>		
<b>Risks</b>	<b>Corporate Risk Register presented to Audit &amp; Standards Committee. List any relevant Service specific risks.</b>	
<b>Relevant finance issues</b>		
<b>Any other service issues considered at the meeting (eg staffing / resources)</b>		
<b>Follow up (any issues for consideration at the next meeting)</b>		

**Any issues of significant concern to be reported to Audit and Standards**

No issues of concern to report to Audit and Standards	
<b>Any actions/recommendations for the Committee</b>	
Any issues will be raised at Committee by the Performance Monitors.	
<b>Report submitted by</b>	<b>Cllr Davis &amp; Cllr Green</b>
<b>Date of report</b>	




Please complete and return to the Democratic Services ASAP for circulation to the Committee.



**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
<a href="#">CW2.1</a>	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 		<p>New Council Homes Delivery – targets achieved for this financial year. Soft stripping and demolition has started on the next set of sites at Gloucester Street/Bradley Street, Cambridge House &amp; Glebelands with this work due to finish in July 2023.</p> <p>We work with a wide variety of housing providers in order to maximise the delivery of affordable homes, as well as having our own in-house development team.</p> <p>The new Stroud Local Plan is currently in the Examination in Public (EIP) process; as part of this, officers will be called to explain the drafted affordable housing policies. The EIP is expected to conclude in early autumn with the Plan fully adopted in 2024.</p>
» <a href="#">CDPCW2.1a</a>	Number of new affordable Council homes completed p.a.	N/A	Kimberley Read	Target: 24 Actual: 24 	25/04/2023	Annual figure achieved in June 2022 of 24 new homes.
Performance Members Comments:						
» <a href="#">CDPCW2.1b</a>	Number of new affordable homes completed p.a. by partners	N/A	Pippa Stroud	Target: 120 Actual: 245 	28/04/2023	This is the 21/22 figure. The 22/23 figure will be available in July 23 when we receive Homes England figures.
Performance Members Comments:						

<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	Tara Skidmore	On Target 	02/05/2023	<p>The overall 5 year delivery plan is on track.</p> <p>Some works planned for 2022/23 have not been delivered. Contributory factors to this has been the award of grant funding to support our retrofit decarbonisation programme which required the anticipated schedule to be revised and alongside this the unprecedented increases in the cost and availability of materials and labour. As a consequence, the programme has been reprofiled with some works now moved and scheduled for delivery in 2023/24.</p> <p>The actual spend for 2022/23 was £7.8m against a planned programmes of £11.1m. The budget for 2023/24 for Investment Programmes is £11.3m</p>
Performance Members Comments:						
» <a href="#">CW2.2.1</a>	A rolling 5-year investment plan is agreed (as part of the MTFP) • Quarterly actual delivery tracks 5-year investment plan	31/03/2026	Andrew Kefford	Completed 	N/A	See 2.2 above
» <a href="#">CDPCW2.2a</a>	Spend per council property in upper quartile compared with peers	N/A	Adrian Erwood	Target: £145 Actual: £172.49	02/05/2023	<p>The average spend on repairs per council property is above target.</p> <p>This figure is based on internal quarterly performance monitoring and for 22/23 is not fully peer grouped benchmarked. (As of 1 April 2023 we do have peer benchmarking information and so this will be included in future reports).</p>
Performance Members Comments:						



» <a href="#">CDPCW2.2b</a>	Empty property (void) ready to let turnaround time in upper quartile compared with peers	N/A	Adrian Erwood	Target: ● 42 Actual: 106  <i>Minor Voids - 88 days</i>	02/05/2023	<p>Over the last quarter the number of homes which at any one time are empty and undergoing works has been stable at around 35-40.</p> <p>To maximize availability of homes, for those in need, work has been prioritized on those empty properties which can be returned to occupancy quickly (known as 'minor voids').</p> <p><i>There are more major than minor voids, with a ratio of 2:1. This impacts on the resources available and extends the overall turnaround times.</i></p> <p>The objective remains to try and target the quicker turnaround properties.</p> <p>This was considered by the voids working group which recognized and understood this approach.</p> <p>The impact of this is that properties requiring major and structural works take significantly longer to be completed. The overall effect is that the mean average time for all empty properties is extended.</p> <p>This figure is based on internal performance monitoring and is not peer grouped benchmarked.</p> <p><i>The benchmarking information that is available to us is so from 1 April 2023, this detail will be included in future reports.</i></p>
Performance Members Comments:						
<a href="#">CW2.3</a>	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 ●		<p>The Government's Next Steps Accommodation Programme has now concluded; we have purchased three properties through the Programme for vulnerable rough sleepers.</p> <p>We are looking to expand our 'Housing-Led' process which accommodates people with complex needs in ordinary tenancies with wrap-around support, in partnership with Tenant Services.</p>


» <a href="#">CW2.3.1</a>	Gloucester City Homes has now acquired the Minister's house and will be carrying out refurbishment works.	31/03/2024	Pippa Stroud	On Target 		This is the District Council's first commissioned temporary accommodation. It opened in March 2023, providing 5 pet-friendly rooms for people at risk of rough sleeping.
» <a href="#">CDPCW2.3a</a>	Increase the number of homeless cases prevented by 25% p.a.	N/A	Pippa Stroud	Target: 77  Actual: 83		The number of homeless preventions has risen, but not by 25%. This is largely because the local rented market is now inaccessible to those on low incomes, meaning that we are unable to prevent homelessness using private rented accommodation.
» <a href="#">CDPCW2.3b</a>	Reduce the number of households in temporary accommodation after 56 days by 25% pa	N/A	Pippa Stroud	Target: 33  Actual: 72		<p>This PI will be updated, as we are unable to meet it due to circumstances beyond our control.</p> <p>Unprecedented changing in the private rented housing market post pandemic has resulted in the local rented sector now being inaccessible to those on low incomes. This means that SDC has limited ability to reduce the length of time a household will spend in temporary accommodation. A move to a settled home is now reliant on a suitable social-sector tenancy becoming available.</p> <p>(The statutory timeframe for homeless relief is 56 days; during that time, we assist homeless households to source accommodation in the private rented sector)</p>

<p><a href="#">CW2.4</a></p>	<p>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.</p>	<p>31/03/2023</p>	<p>Michelle Elliott</p>	<p>On Target </p>	<p><i>Staff vacancies and sickness have delayed increasing the number of tenant engagement events. A similar number have been held this year as last year. However, those which have been held have been generally better attended than last year. (in 21/22 attendance numbers were not recorded)</i></p> <p><i>One Café Conversation held in March 2023. 35 Tenants attended. The themes for café conversations have been taken from the STAR survey and in March we shared the Q3 complaints data with tenants and also presented on how ASB is investigated and how the legal process in implemented.</i></p> <p><i>12 Estate Walkabouts took place in March in the following areas Berkeley,Cam, Stonehouse, Cashes Green, Dursley, Wotton, Hardwicke, Top of Stroud, Paganhill, Thrupp Minchinhampton, Chapel Street. Councillors have attended the majority of the walkabouts as have PCSO's and Neighbourhood Wardens. The Housing Officers promote the walkabouts on social media but we are still trying to increase the number of tenants who attend with us.</i></p> <p><i>6 Play area consultations took place across the district. Housing Officers met with 20 plus residents and children attending each one.</i></p> <p><i>140 tenants replied to the STAR survey advising they were struggling with financial or wellbeing difficulties – the Housing Officers, Income Management Officers and Independent Living Enablers will be contacting these people during this quarter to signpost and refer to agencies who can assist them with their particular issues.</i></p> <p><i>We have Housing Hubs in Stonehouse, Wotton Under Edge, Nailsworth, Cam, Dursley, Paganhill, most of these take place monthly, with the exception of Stonehouse which is a weekly visit. We are working hard to promote the Housing Hubs and to engage with tenants in their community. During Q4 we held 25 Housing Hub Sessions( Nailworth is a new Housing Hub started in March 2023). Numbers are still low , but we continue to promote on social media. During Q4 we spoke with 30 tenants across the Housing Hubs around a variety of subjects including pets, parking, bus routes, ASB, garden refuse, bulky goods, support and advice, repairs, homeseeker plus, overcrowding, domestic abuse, financial concerns, wellbeing concerns damp &amp; mould. The Housing Hubs will also be promoted in the forthcoming Keynotes Magazine</i></p> <p><i>The Independent Living Community HUBS continue to thrive across the five sites and during Q4 interacted with 60 residents attending activities.</i></p> <p><i>During Q1 there will also be Site meetings across the 26 sites, these generally attract 80 tenants across all sites.</i></p>
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Performance Members Comments:					
» <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	Michelle Elliott	On Target 	<p><i>An active cross service tenancy service panel of eight tenants is established which met for a series of six sessions in the last six months to interrogate the voids process. It reported to Housing Committee on its finding in October is scheduled to meet in Q1 to discuss arising issues.</i></p>
Performance Members Comments:					









» <a href="#">CDPCW2.4a</a>	80% of tenants are satisfied with the training they receive	N/A	Michelle Elliott	Target: 80 Actual: 80 	<p>Tenants appear to have little appetite for training as take-up is often patchy. Efforts are therefore made to offer focused training appropriate to tenant involvement roles. Independent mentoring sessions are arranged TV reps to support their participation at Housing Committee meetings.</p> <p>TV reps and the tenant participant on National Social Housing Quality Panel have been offered places at the forthcoming TPAS Tenants' Conference.</p> <p>TV reps have told us they are satisfied with the mentoring (and training) they receive.</p>
Performance Members Comments:					
» <a href="#">CDPCW2.4b</a>	80% of tenants are satisfied with the quality and relevance of SDC tenant events they attend	N/A	Michelle Elliott	Target: 80 Actual: 80 	<p>24 tenants attended the Café Conversation event this quarter. Those who gave us feedback were very positive and said they liked the interaction and discussion with other tenants from across the district. They also found it reassuring that staff could respond to their questions satisfactorily.</p> <p>People who interacted with Housing Officers at Drop-Ins often had tenancy-related or Housing Advice queries.</p> <p>Housing Officer attendance at Community Hub Forums is appreciated and enhances partnership working.</p> <p>The vast majority of tenants that attend events are satisfied with the support and mentoring they receive. Café Conversations usually engage with between 30 &amp; 50 tenants.</p>
Performance Members Comments:					



» <a href="#">CDPCW2.4c</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	Michelle Elliott	Target: Actual:		<p>During Q4 we engaged with 372 tenants at the various events <i>however, in 2021/22 attendance numbers were not recorded so benchmarking has not been possible. In general attendance at events has been good and, anecdotally, increased from the previous year.</i></p> <p>Analysis of the General Needs STAR survey results suggest our efforts should focus much more on promoting awareness and understanding of tenant participation to increase tenant engagement. A sizeable proportion of respondents (25%) chose the middle 'neither' option in the survey. We therefore recognise the need to review our processes (see para below).</p> <p>We also discovered that 22% of GN respondents are interested in having their say about services with the most popular method of doing so being through participation in short online/social media polls. Indeed, 35% of under 35s favoured online polls while 18% favour discussion groups.</p> <p>The introduction of annual tenant satisfaction measures (by the Social Housing Regulator) includes tenants' perceptions around "listening to tenants' views and acting upon them" + "...keeps tenant informed about things that matter to them". These annual measures will help to inform our work in enhancing performance.</p>
Performance Members Comments:						
» <a href="#">CDPCW2.4d</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	Michelle Elliott	Target: Actual: These figures are not available at the moment (see text)		We have not confirmed a baseline for this work. We are working alongside TPAS as engaging with tenants under 30 is priority for us. Currently our systems have not allowed us to identify tenants ages, but we will be able to with the new housing management system.
Performance Members Comments:						
<a href="#">CW2.5</a>	Continue to invest and deliver the programme to modernise our Independent Living homes for older people.	31/03/2026	Alison Fisk	Completed 		

» <a href="#">CDPCW2.5</a>	Number of Independent Living Schemes modernised	N/A	Alison Fisk	Target: 3 Actual: 3	25/04/2023	Broadfield Road, Eastington completed April 2022. Grange View Uplands completed Oct 2022. Burdett House completed March 2023. Hamfallow Court was been pushed back to allow for retrofit and planned maintenance works to complete first. Works due to start in early May.
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
**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	Tara Skidmore	On Target 	02/05/2023	A costed plan has been agreed. First Phase: A Council House decarbonisation Wave 1 project will carry out 167 retrofit installations. This project is well underway with Cavity Wall Installations nearing completion and External Wall installations currently being carried out. As of Quarter 4: Hamfallow Court decarbonisation project is completed, 26 are rated A and 2 are rated as a high B in EPC Sap Rating. Phase 2: Our Social Housing Decarbonisation bid has been successful under Wave 2, which encompasses 250 properties. Alongside these projects, our standard work programmes are also being undertaken. All of these projects contribute to achieving an EPC C Sap rating across our housing stock.
Performance Members Comments:						
» <a href="#">EC3.1.1</a>	Agree an investment plan to retrofit council homes	31/03/2023	Tara Skidmore	Completed 		
» <a href="#">CDPEC3.1</a>	Number of homes retrofitted each year (Average 470 / year)	N/A	Tara Skidmore	Target: 470 Actual: 207 	02/05/2023	This year we have undertaken retrofit works to 327 homes, including 88 cavity wall insulations, 129 loft insulations, 2 heating upgrades, 14 External wall insulations and 178 window replacements (NB some homes had more than one item carried out). The shortfall against the target is due to material shortage across the industry and staff resourcing issues experienced by Contractors.
» <a href="#">CDPEC3.1(C)</a>	Tonnes of carbon saved through council home retrofit i) cumulative since April 2019, ii) in previous quarter	N/A	Tara Skidmore	Target: Actual:  This information is not yet available (see text)		<b>Figures are for Hamfallow Court only. Performance measures will be assessed as Wave 1 and Wave 2 programmes are completed.</b>  Retrofit works at Hamfallow are completed, therefore we can provide the following data; 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.

<a href="#">EC3.3</a>	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 	25/04/2023	SDC are in set up phase for Low Carbon Communities to provide tech support and hand holding to 100 district homes that are committed to making investments
» <a href="#">EC3.3.1</a>	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 	25/04/2023	2030 Annual report, specifically Pages 19-27 submitted and approved
» <a href="#">EC3.3.2</a>	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 	25/04/2023	The Innovate to renovate partnership is working pan county on this issue and Low Carbon Communities is the latest live project
» <a href="#">CDPEC3.3</a>	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:  This information is not yet available. The measure is being reviewed	25/04/2023	We have one scheme in operation. It is Warm and Well. Although this has an affordable warmth focus it does offer advice and services for all householders. We are in set up phase of Low Carbon Communities

» <a href="#">CDPEC3.3a(C)</a>	Number of enquiries to Warm & Well Advice line	N/A	Maria Hickman	Target: 100  Actual: 493	02/05/2023	493 Enquires to helpline. As the cost of living crisis continues so the demand for help continues to increase. Full report available on website <a href="https://www.stroud.gov.uk/environment/energy-efficiency/affordable-warmth-strategy">https://www.stroud.gov.uk/environment/energy-efficiency/affordable-warmth-strategy</a>
Performance Members Comments:						
» <a href="#">CDPEC3.3b(C)</a>	Number of measures installed through Warm & Well Scheme	N/A	Maria Hickman	Target: 18  Actual: 18		18 measures installed this quarter. Lower install figures due to delay in ECO4 implementation. 2023/24 should increase now ECO4 is live. Sustainable Warmth project extended until end of June 2023 final installs under way. Final figures will be below target particularly on HUG1 but work on implementation of HUG2 underway. Full report available on website <a href="#">Affordable Warmth Strategy   Stroud District Council</a>
Performance Members Comments:						

**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
<a href="#">EC6.4</a>	Deliver key low carbon demonstrator projects, including a project for 7 homes in Draycott, Cam.	31/03/2023	Tara Skidmore	Not Started 	02/05/2023	Further feasibility studies are due to be carried out in quarter 1 of 23/24 prior to commencing procurement of this work.