

**Please note that by law this meeting can be filmed, audio-recorded, photographed or reported electronically by the use of social media by anyone attending. This does not apply to any part of the meeting that is held in private session.**

Please ask for:  
Vanisha Mistry

\* Reporting to Cabinet

14 October 2022

Dear Councillor

You are requested to attend a meeting of the WELWYN HATFIELD BOROUGH COUNCIL CABINET HOUSING PANEL to be held on Monday 24 October 2022 at 7.30 pm in the Council Chamber, Campus East, Welwyn Garden City, Herts, AL8 6AE.

Yours faithfully



Governance Services Manager

**AGENDA**  
**PART 1**

1. **SUBSTITUTIONS**

To note any substitution of Panel Members in accordance with Council Procedure Rules.

2. **APOLOGIES**

3. **MINUTES**

To confirm as a correct record the Minutes of the meeting held on 18 July 2022 (previously circulated).

4. **NOTIFICATION OF URGENT BUSINESS TO BE CONSIDERED UNDER ITEM 10**

5. **DECLARATIONS OF INTEREST**

To note declarations of Members' disclosable pecuniary interests, non-disclosable pecuniary interests and non-pecuniary interests in respect of items on this Agenda.

6. **PUBLIC QUESTION TIME AND PETITIONS**

Up to thirty minutes will be made available for questions from members of the public on issues relating to the work of the Committee and to receive any petitions.

7. SOCIAL HOUSING WHITE PAPER UPDATE

To receive a presentation on the Social Housing White Paper Update.

8. PERFORMANCE REPORT FOR HOUSING PERIOD QUARTER ONE 2022/23  
(Pages 5 - 10)

Report of the Executive Director (Finance and Transformation) on the Performance Report for Quarter One for the year 2022/23.

9. HOUSING COMPLIANCE UPDATE (Pages 11 - 14)

Report of the Service Director (Property Maintenance and Climate Change) on the Housing Compliance position and progress on the Improvement Plan.

10. SUCH OTHER BUSINESS AS, IN THE OPINION OF THE CHAIRMAN, IS OF SUFFICIENT URGENCY TO WARRANT IMMEDIATE CONSIDERATION

11. EXCLUSION OF THE PRESS AND PUBLIC

The Panel is asked to resolve:

That under Section 100(A)(2) and (4) of the Local Government Act 1972, the press and public be now excluded from the meeting for item 12 (if any) on the grounds that it involves the likely disclosure of confidential or exempt information as defined in Section 100A(3) and Paragraph 4 (consultations or negotiations relating to labour relations) of Part 1 of Schedule 12A of the said Act (as amended).

In resolving to exclude the public in respect of the exempt information, it is considered that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

**PART II**

12. ANY OTHER BUSINESS OF AN EXEMPT NATURE AT THE DISCRETION OF THE CHAIRMAN

Circulation: Councillors J.Cragg (Chairman) G.Moore  
F.Thomson (Vice-Chairman) T.Rowse  
M.Birleson T.Travell  
L.Crofton S.Tunstall  
D.Jones R.Trigg  
R.Lass

Co-opted Members:-  
Tenants' Panel Representatives

Chris Andrews  
Ardita McHugh

Independent Representatives

R.Paris

Corporate Management Team  
Press and Public (except Part II Items)

**If you require any further information about this Agenda please contact Vanisha Mistry, Governance Services by email – [democracy@welhat.gov.uk](mailto:democracy@welhat.gov.uk)**

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# Agenda Item 8

Main author: Richard Baker

Executive Member: Cllr Fiona Thomson

Wards: All

WELWYN HATFIELD BOROUGH COUNCIL  
CABINET HOUSING PANEL – 24 OCTOBER 2022  
REPORT OF THE EXECUTIVE DIRECTOR (FINANCE & TRANSFORMATION)

## **PERFORMANCE REPORT FOR HOUSING PERIOD QUARTER ONE 2022/23**

### **1 Executive Summary**

1.1 The attached report provides a summary of the strategic Key Performance Indicators (KPIs), and comments about performance by exception. The KPIs are monitored quarterly by the Strategic Management Team and Cabinet members at the council's performance clinic meetings.

1.2 The report is the quarter one performance report for the year 2022/23.

### **2 Recommendation(s)**

2.1 It is recommended that the Panel note the contents of the attached report.

### **3 Explanation**

3.1 The KPIs being reported, as shown in Appendix A, are the corporate KPI's published in the council's Action Plan for 2022/23.

3.2 The report shows the results for each KPI and how performance compares against target and tolerance. Each result is assessed and highlighted either as red, amber or green.

3.3 The report also includes comments for all KPIs.

### **Implications**

### **4 Legal Implication(s)**

4.1 All controls are in place to manage legal implications.

### **5 Financial Implication(s)**

5.1 There are no new financial implications as a result of this report.

### **6 Risk Management Implication(s)**

6.1 No new risks identified. All controls are in place.

### **7 Security and Terrorism Implication(s)**

7.1 There are no security and terrorism implications arising from this report

### **8 Procurement Implication(s)**

8.1 There are no procurement implications arising from this report.

**9 Climate Change Implication(s)**

9.1 The Decent Homes standard for council housing stock and private sector housing directly affect climate change and are monitored within these KPIs.

**10 Human Resources Implication(s)**

10.1 There are no human resources implications arising from this report

**11 Health and Wellbeing Implication(s)**

11.1 Several of the KPI's impact on the wellbeing of housing applicants, Lifeline customers and tenants.

**12 Communication and Engagement Implication(s)**

12.1 Performance information is available to the Tenants Panel to be used to identify areas of scrutiny by the Panel.

**13 Link to Corporate Priorities**

13.1 Each of the KPIs is a corporate published KPI and include the corresponding reference used for performance clinic reports.

**14 Equality and Diversity**

14.1 An Equality Impact Assessment (EIA) has not been carried out in connection with the proposals that are set out in this report as the recommendation does not require a policy or service change.

Name of author: Richard Baker  
Title: Executive Director (Finance & Transformation)  
Date: 14 October 2022

**Appendices:**

Appendix A – CHP Performance Report – Q1, 2022/23

Team / KPI	KPI Description	Q1 Note	Target	Q1	YTD	Last Year
<b>Housing Needs / Options</b>						
BPI 29	Total number of households living in temporary accommodation	There are currently 146 households in TA, which is a large increase on previous numbers. The ability to move households on into other accommodation and the difficulty in securing private sector accommodation has contributed to this number. We are also experiencing an increase in the amount of reviews that are requested, increasing the length of time in accommodation. Measures are being implemented which should improve all of these issues and reduce TA numbers in future months.	100.0	146.0	146.0	94.0
BPI 63	The percentage of customers who have a Housing Support Plan agreed	Targets were not achieved in the period, as they were impacted by staff turnover in the quarter, compounded by increases in caseload. 94% of cases were on target, and recruitment has taken place to fill the vacant roles.	95.0	94.0	94.0	96.1
BPI 65	The percentage of Housing Needs Register applications assessed within 35 days	A reasonably high number of applications were received in quarter one (493). In April and May a total of 8 applications took over 35 days to process. For June, of the 130 processed so far, none are over target. It is hoped that performance will continue to improve in quarter two as the team are now fully staffed again following a long term sickness and a new starter in May following a retirement in mid-March.	95.0	91.9	91.9	93.0

Appendix 1

Team / KPI	KPI Description	Q1 Note	Target	Q1	YTD	Last Year
BPI 80	The number of households with children who are living in hotel accommodation for more than six weeks	No households with dependent children (families) in hotels beyond 6 weeks	0.0	0.0	0.0	0.0
BPI 89	The number of rough sleepers	The number of rough sleepers at the end of June 2022 was 3, however both have been offered and refused accommodation. The effective number of known rough sleepers is zero, and the ReStart project workers continue to try and encourage those who have refused assistance to work with the project. We are exploring more options in terms of self contained accommodation, so that the offer is not only shared accommodation.	0.0	0.0	0.0	0.0



Team / KPI	KPI Description	Q1 Note	Target	Q1	YTD	Last Year
<b>Neighbourhood &amp; Enforcement</b>						
BPI 37	The average void property relet time in days for normal general needs housing (YTD)	There are some challenges to normal void turnaround times linked to demobilisation of the contract and resourcing. Sustainable improvement is anticipated in Q3/Q4 once the new contract is embedded.	18.0	22.0	22.0	24.6
BPI 69	Percentage of customers satisfied with the way their anti-social behaviour case was handled	We achieved 100% satisfaction with respondents surveyed during Q1, which continues the positive trend.	80.0	100.0	100.0	100.0
BPI 88	Average void relet time (days) for 'Major' voids	We have seen a positive improvement in the turnaround time for major voids, well within target as we continue to refine the key to key process and mapping continues.	45.0	36.9	36.9	54.7
<b>Private Sector Housing</b>						
BPI 30	Number of private sector homes significantly improved following an intervention	118 out of 200 homes made decent for Q1. shortfall due to number of cases reported in to the Authority being less than expected.	200.0	118.0	118.0	154.0

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Main author: Elliott Manzie  
Executive Members: Cllr Fiona Thomson  
All Wards

WELWYN HATFIELD BOROUGH COUNCIL  
CABINET HOUSING PANEL – 24 OCTOBER 2022  
REPORT OF THE SERVICE DIRECTOR (PROPERTY MAINTENANCE AND CLIMATE CHANGE)

## HOUSING COMPLIANCE UPDATE

### **1 Executive Summary**

- 1.1 The purpose of this report is to provide an update to Members of the Cabinet Housing Panel on the Housing Compliance position and progress on the Improvement Plan.

### **2 Recommendation(s)**

- 2.1 Members of Cabinet Housing Panel are asked to note the content of this report.

### **3 Explanation**

- 3.1 This report follows on from the update given to the Cabinet Housing Panel on 18<sup>th</sup> July 2022 and this report sets out the Compliance Position as at 23 September 2022.
- 3.2 The Improvement Plan stating the timeframe in which we expect to reach full compliance in all areas (except for potential access issues) has been followed and completed.
- 3.3 Fire – This area is 100% compliant. We have completed a rolling programme of Fire Risk Assessments (FRAs) to ensure this area stays compliant.

There was a total of 239 high risk actions resulting from the FRA's. 219 have been completed. The remaining 18 are fire doors which have been surveyed and ordered and 2 are surveys in loft spaces where access is required. There has been some no access cases in this area, for which we are following the access process.

There were 1581 medium risk actions. 1051 have been completed and there is a programme in place for the remaining.

- 3.4 Water – This area is 100% compliant and we have completed a rolling programme of reviews.
- 3.5 Asbestos – This area is 100% compliant. The 2022/2023 programme is well underway and moving forward smoothly.
- 3.6 Electricity – The communal blocks programme is now 100% compliant. The 5-year rolling programme is being followed.

The domestic testing is 99.1% compliant but we still had a significant amount of 'no access' to properties. We have managed to bring the initial no access numbers down to 83 properties. We will continue to attempt to gain access to these properties to ensure they are completed.

- 3.7 Gas – This area has two parts; domestic (dwellings) and communal (blocks). The communal blocks are 100% compliant and the domestic is 99.98% compliant with two properties outstanding due to access issues which we are following the process to complete.
- 3.8 Lift – This area continues to be 100% compliant.
- 3.9 We have completed rolling programmes for all areas of compliance which means we will complete some assessments, surveys and tests slightly earlier than required over the next year to ensure we have a smooth programme each year.

### **Implications**

#### **4. Legal Implication(s)**

- 4.1 There is potential for further regulatory action if the Council does not evidence compliance.

#### **5. Financial Implication(s)**

- 5.1 This report is for information only and there are no direct financial implications arising from the recommendations.

#### **6. Risk Management Implication(s)**

- 6.1 There is potential for reputational damage if the Council does not remain in a compliant position.

#### **7. Communication**

- 7.1 We have regular communications and engagement meetings with the Regulator of Social Housing to ensure the progress required is completed.
- 7.2 We have continued to update the website with information on the compliance position and we are actively communicating with residents when works are being completed within their home or communal block.
- 7.3 We have a dedicated email address for tenants to contact if they have any questions or concerns relating to any of the compliance areas.

#### **8. Security & Terrorism Implication(s)**

- 8.1 There are no security and terrorism implications arising from this report.

#### **9. Procurement Implication(s)**

- 9.1 There are no procurement implications arising from this report.

**10 Climate Change Implication(s)**

10.1 There are no Climate Change implications arising from this report.

**11. Human Resources Implication(s)**

11.1 There are no HR implications arising from this report.

**12. Health and Wellbeing Implication(s)**

12.1 There are no Health and Wellbeing implications arising from this report.

**13. Link to Corporate Priorities**

13.1 The subject of this report is linked to the following Council's Corporate Priorities 'Our Housing' specifically to Improving Housing Need in the Borough.

**14. Equalities and Diversity**

14.1 An EqIA was not completed because this report does not propose changes to existing service-related policies or the development of new service-related policies.

**Name of author:** Elliott Manzie  
**Title:** Compliance Manager, Property Services (Housing)  
**Date:** 23<sup>rd</sup> September 2022

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