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Contact:democracy@welhat.gov.uk

\* Reporting to Cabinet

30 July 2024

You are requested to attend a meeting of the WELWYN HATFIELD BOROUGH COUNCIL CABINET HOUSING PANEL to be held on Wednesday 7 August 2024 at 7.30 pm in the Council Chamber, Council Offices, The Campus, Welwyn Garden City, Herts, AL8 6AE.

**AGENDA**  
**PART 1**

1. **APOLOGIES & SUBSTITUTIONS**

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

2. **MINUTES**

To confirm as a correct record the Minutes of the meeting held on 11 June 2024 (previously circulated).

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

4. **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.

5. **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.

6. **PRESENTATION ON HOMELESSNESS AND ROUGH SLEEPING**

7. **QUARTER 1 2024/25 PERFORMANCE REPORT (Pages 3 - 8)**

8. HOUSING COMPLIANCE UPDATE (Pages 9 - 12)
9. TENANT SATISFACTION MEASURES SURVEY 2023/24 ACTION PLAN - UPDATE (Pages 13 - 20)
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

<u>Circulation:</u>	Councillors	M.Birleson J.Cragg R.Lass T.Rowse (Vice-Chairman) A.Scott (Chair) R.Trigg	J.Weston L.Chesterman J.Otumunye A.Nix S.Khan P.Zukowskyj
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Co-opted Members:-  
Tenants' Panel Representatives

Chris Andrews  
Ardita McHugh

Independent Representatives

R.Paris

Senior Leadership Team  
Press and Public (except Part II Items)

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

## Part I

Main author: Chris Barnes

Executive Member: Cllr Gemma Moore

All Wards

WELWYN HATFIELD BOROUGH COUNCIL  
CABINET HOUSING PANEL - 7 AUGUST 2024  
REPORT OF THE EXECUTIVE DIRECTOR (PLACE)

## HOUSING PERFORMANCE REPORT – QUARTER 1 2024/25

### **1 Executive Summary**

- 1.1 The attached report (Appendix A) provides a summary of the Key Performance Indicators (KPIs), and commentary on performance across the Council's housing services. The KPIs are monitored quarterly by the Senior Management Team and Cabinet at the Council's performance clinic meetings.
- 1.2 The report is for the quarter one performance for the year 2024/25.

### **2 Recommendation**

- 2.1 That Cabinet Housing Panel note the contents of the report.

### **3. Explanation**

- 3.1 The KPIs being reported, as shown in Appendix A, are the corporate KPIs published in the Council's Corporate Business Plan for 2024/25.
- 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 commentary for all of the KPIs, to provide a rationale for any changes in performance.

### **4. Legal Implications**

- 4.1 All controls are in place to manage legal implications across the services.

### **5. Financial Implications**

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

### **6. Risk Management Implications**

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

### **7. Security and Terrorism Implications**

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

**8. Procurement Implications**

8.1 There are no procurement implications arising from this report.

**9. Climate Change Implications**

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 resource implications arising from this report.

**11. Health and Wellbeing Implications**

11.1 Several of the KPIs impact on the wellbeing of housing applicants, Lifeline customers and tenants.

**12. Communication and Engagement Implications**

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 includes 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(s): Chris Barnes  
Title(s) Executive Director (Place)  
Date July 2024

**Appendices:**

Appendix A – CHP Performance Report – Q1 2024/25



# **Cabinet Housing Panel**

## Quarter One 2024-25

### Performance KPIs



## Key Performance Indicators

Red - Out of target    Amber - Within tolerance    Green - On target

Title	Description	Commentary	Target	Q1	Q2	Q3	Q4	YTD	Last Year
<ul style="list-style-type: none"> <li>[-] Housing Repairs               <ul style="list-style-type: none"> <li>[-] Service Manager (Housing Repairs And Building Safety)</li> </ul> </li> </ul>									
BPI 113	Percentage of communal blocks with a current FRA	100% Complete	100.00	100.00				100.00	100.00
BPI 115	Percentage of communal blocks with a current LOLER	100% compliant	100.00	100.00				100.00	100.00
BPI 110	The percentage of communal blocks with a current EICR	100% with no remedial actions required	100.00	100.00				100.00	99.83
BPI 111	The percentage of communal blocks with an asbestos survey/re-inspection	100% with no remedial actions required	100.00	100.00				100.00	100.00
BPI 114	Percentage of communal blocks with a current LRA	100% with no remedial actions required	100.00	100.00				100.00	100.00
BPI 133	The number of disrepair cases open for every 1,000 council properties	Disrepair cases are currently high at 90 cases we have a dedicated team working on these to bring the numbers down.	1.10	10.10				10.10	9.20
BPI 151	The percentage of non-emergency repairs completed in target*	Performance for Qrt1 remains under target and urgent improvement needed. This is being addressed with the contractor.	95.00	73.95				73.95	
BPI 131	The percentage of repair appointments kept*	Performance for quarter one remains within target.	95.00	97.82				97.82	98.77
BPI 33	The percentage of council tenants satisfied overall with the responsive repairs service	Performance is showing within target for the target. A total of 187 customer surveys have been returned.	85.00	85.56				85.56	84.81
BPI 130	Percentage of responsive repairs completed in time - Emergency*	Q1 performance is within tolerance of target, at 97.97%. This underperformance is being addressed with the contractor.	99.00	97.97				97.97	100.00
BPI 34	The percentage of council properties with a valid gas safety certificate	some properties going through legal process due to access issues.	100.00	99.87				99.87	99.89
BPI 112	The percentage of domestic properties with a current EICR	There are some properties going through the legal process due to no access issues	100.00	98.72				98.72	99.15
BPI 152	Percentage of repairs not completed due to no access*	Within the period there were 256 no access cases across all priorities of repairs. This information is reviewed weekly with the contractor		6.76				6.76	



## Key Performance Indicators

Red - Out of target    Amber - Within tolerance    Green - On target

Title	Description	Commentary	Target	Q1	Q2	Q3	Q4	YTD	Last Year
<input type="checkbox"/> <b>Housing Planned Maintenance</b>									
<input type="checkbox"/> <b>Investment &amp; Planned Delivery Service Manager</b>									
BPI 129	Overall customer satisfaction percentage with planned works	During the quarter a total of 294 customer satisfaction surveys were issued to residents who received a planned works refurbishment. out of the 294 surveys issued only 46 were returned.	85.00	43.48				43.48	100.00
BPI 157	The percentage of tenants satisfied overall with cyclical decorations completed	The Cyclical decs programme has not yet commenced. Morgan Sindall are developing the site specific surveys and costing for each property. We anticipate the programme to commence shortly.	0.00	0.00				0.00	
<input type="checkbox"/> <b>Housing Allocations</b>									
<input type="checkbox"/> <b>Housing Allocations Manager</b>									
BPI 65	The percentage of Housing Needs Register applications assessed within 35 days	The team continue to remain busy with significant numbers of newbuilds advertised this month, however they continue to work efficiently to stay on top of their workload and remain up to date with the processing of applications. As previously mentioned, applications received in June are lower than we have previously seen at this time of year, however the nominations and advertisement of new builds have kept the team busy.	90.00	100.00				100.00	93.26
<input type="checkbox"/> <b>Housing Tenancy</b>									
<input type="checkbox"/> <b>Neighbourhood Team Leader</b>									
BPI 37	The Average void property re-let time for standard council homes in days	The team are continuing to try and improve the void process, including additional contractor resource.	18.00	121.81				121.81	60.00
BPI 88	Average void relet time (days) for 'Major' voids (SH & GN)	When a property is void we are taking the opportunity to undertake any major works, such as kitchen and bathroom replacement, rewiring and damp and mould repair works. This means it is taking longer to complete works, but is more beneficial to do this when the property is unoccupied.  We continue to monitor performance on a weekly basis and looking for ways to reduce void time.	35.00	203.33				203.33	257.00

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# Agenda Item 8

Main author: Elliott Manzie  
Executive Members: Cllr Gemma Moore  
All Wards

WELWYN HATFIELD BOROUGH COUNCIL  
CABINET HOUSING PANEL – 7 AUGUST 2024  
REPORT OF THE EXECUTIVE DIRECTOR (RESIDENT SERVICES AND CLIMATE  
CHANGE)

## HOUSING COMPLIANCE UPDATE

### **1 Executive Summary**

The purpose of this report is to provide an update to Members of the Cabinet Housing Panel on the Housing Compliance position.

### **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 12<sup>th</sup> June 2024 and this report sets out the Compliance Position as at 26<sup>th</sup> July 2024.

3.2 Fire – The completion of fire risk assessments is 100% compliant. We have completed a rolling programme of Fire Risk Assessments (FRAs) to ensure this area stays compliant.

As new FRAs are being conducted, we are currently reviewing actions and the majority of actions are in relation to surveys being required. In response to this have completed compartmentation surveys and fire door surveys across all of our blocks.

3.3 Water – This area is 100% compliant and we have completed a rolling programme of reviews to be completed. There are no outstanding actions.

3.4 Asbestos – This area is 100% compliant. The programme is well underway and moving forward smoothly. There are no outstanding actions.

3.5 Electricity – The communal blocks programme is 100% compliant. The 5-year rolling programme is being followed.

The domestic testing is 98.5% compliant and there are still several 'no access' to properties. We will continue to attempt to gain access to these properties to ensure they are completed. There are currently long delays in the court process which is slowing down gaining access where court action is needed. However, we have now started to get dates for these issues.

3.6 Gas – This area has two parts: domestic (dwellings) and communal (blocks). The communal blocks are 100% compliant and the domestic is 99.8% compliant with

the only properties outstanding due to access issues which we are following the process to complete. There are currently long delays in the court process which is slowing down gaining access where court action is needed.

3.7 Lift – This area continues to be 100% compliant.

#### **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 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.

7.2 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:** Service Manager Housing Repairs and Building Safety  
**Date:** 26<sup>th</sup> July 2024

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# Agenda Item 9

## Part I

Main author: Sue McDaid

Executive Member: Cllr Gemma Moore

All Wards

WELWYN HATFIELD BOROUGH COUNCIL  
CABINET HOUSING PANEL - 7 AUGUST 2024  
REPORT OF THE EXECUTIVE DIRECTOR (RESIDENT SERVICES AND CLIMATE  
CHANGE)

## TENANT SATISFACTION MEASURES SURVEY 2023/24 ACTION PLAN - UPDATE

### **1 Executive Summary**

- 1.1 The attached report (Appendix A) provides an update on the progress with the action plan developed in response to the tenant satisfaction measures survey 2023/24.

### **2 Recommendation**

- 2.1 That Cabinet Housing Panel note the contents of the report.

### **3. Explanation**

- 3.1 The tenant satisfaction measures survey was undertaken between 22 January and 8 March 2024 and reported to Cabinet Housing Panel on 11 June 2024.
- 3.2 A themed action plan was developed to address the feedback from the tenant's satisfaction survey. Progress with the action plan is updated in Appendix A.
- 3.3 All actions are in progress or on track according to their timescales.

### **4. Legal Implications**

- 4.1 As a social housing landlord, we are required to meet the requirements of the Regulatory Standards set by the Regulator of Social Housing in accordance with the Social Housing (Regulation) Act 2023.
- 4.2 One of the Standards (Transparency, Influence and Accountability Standard) requires us to measure, report and publish 22 Tenant Satisfaction Measures for the period 1 April to 31 March on an annual basis.
- 4.3 Though not legally required, we have developed an action plan to address the feedback from the TSM survey 2023/2024 (Appendix A).

### **5. Financial Implications**

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

### **6. Risk Management Implications**

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

### **7. Security and Terrorism Implications**

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

**8. Procurement Implications**

8.1 There are no procurement implications arising from this report.

**9. Climate Change Implications**

9.1 There are no new climate change implications arising from this report. Part of the action plan is to undertake major and planned maintenance works and the decarbonisation works in the poorest performing energy efficiency council homes forms part of this.

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

10.1 There are no human resource implications arising from this report.

**11. Health and Wellbeing Implications**

11.1 Listening to tenants’ views and taking these into consideration when looking at service improvements can contribute positively to supporting their health, wellbeing and safety.

**12. Communication and Engagement Implications**

12.1 We have published and communicated the results of the TSM perception survey on the Council’s website and to tenants as mentioned in the action plan (Appendix A) and have an ongoing communications plan with tenants.

**13. Link to Corporate Priorities**

13.1 The subject of this report is linked to the Council’s Corporate Priorities: Homes to be proud of, Run an effective council and Together, create opportunities for our communities.

**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(s): Sue McDaid  
Title(s) Executive Director (Resident Services and Climate Change)  
Date 26 July 2024

**Appendices:**

Appendix A: WHBC Tenants Satisfaction Measures survey 2023/2024: Action Plan update

## Appendix A: WHBC Tenants Satisfaction Measures survey 2023/2024: Action Plan update

### Theme: Safe and well maintained homes

<b>TSM:</b>		<b>Lead</b>	<b>Timescale</b>	<b>Update at 26/7/24</b>
Action 1: Maintenance programmes	<p>Once the 100% House stock condition survey has been completed to analyse and prioritise findings and incorporate them into planned works programmes</p> <p>Communicate and publicise the works programmes and investment in homes: cyclical decoration, planned works and major works</p>	Planned Delivery team	April 2025	<p>In progress</p> <p>Stock condition surveys due to substantially completed at 31 July (may be some 'no access' properties to complete in August).</p> <p>Any urgent issues or category 1 hazards have been reviewed weekly and jobs raised during the survey period (issues are mostly carbon dioxide monitors and damp and mould issues)</p> <p>New Asset Data Manager commenced on 22 July 2024.</p> <p>Next Step: Validation process for the data and registering the EPC data – anticipated to be completed by the end of September.</p>
Action 2: Cleaning of Communal areas	<p>Review the cleaning arrangements for communal areas</p> <p>Publish the cleaning schedules on the website and communicate to tenants</p>	Neighbourhoods Team	December 2024	<p>In progress</p> <p>Have reviewed communal cleaning arrangements. Will commence a procurement exercise in August/September.</p>
Action 3: Grounds Maintenance of communal areas	<p>Review the grounds maintenance arrangements for communal areas</p> <p>Publish the grounds maintenance schedules on the website and communicate to tenants</p>	Neighbourhoods Team	November 2024	<p>In progress</p> <p>Have reviewed grounds maintenance arrangements. Considering how existing contract resources can be deployed to achieve better outcomes.</p>

Action 4: Inspections of blocks and housing land	Roll out revised Estates Inspection Programme	Neighbourhoods Team	September 2024	In progress.  To commence pilot inspections in September 2024.
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### Theme: Repairs Service

<b>TSM:</b>		<b>Lead</b>	<b>Timescale</b>	<b>Update at 26/7/24</b>
Action 5: Review repairs service processes	Review customer satisfaction surveys for the repairs service to identify areas for improvement	Repairs and Building Safety Team	September 2024	To commence September.
	Add additional questions regarding the repairs service into the TSM survey for 2024		June 2024	Have included ASB questions first in the 2024/25 quarterly surveys and will ask Repairs service questions in later quarterly surveys.
	Review repairs performance		May 2024	Have reviewed repairs performance and contractor has provided a plan to improve performance with milestones by September and November 2024.
	Review processes for communication and update of repairs works to tenants.		September 2024	To commence September.
	Communication of the appointment slots outside of weekends 9am-5pm (albeit limited numbers)		July 2024	We have been offering more weekend slots and will be communicating these limited evening and weekend appointment slots more widely.



**Theme: Communication**

<b>TSM:</b>		<b>Lead</b>	<b>Timescale</b>	<b>Update at 26/7/24</b>
Action 6: Communication with tenants	Prepare an annual communications plan for housing tenants.	Resident involvement Team	June 2024	Communication/engagement plan prepared. Includes activities such as Community Days, social media posts on specific topics, Community Edit publications and Resident Panel activities and feedback.
	Direct communication with tenants with information about programmes of works or projects in their areas	Planned Delivery Team and Neighbourhood Team	Ongoing	
	Ask Tenants Panel to consider this topic	Resident involvement Team	TBC	To be discussed and scoped with the tenants panel.  The Community Edit (newsletter to council homes) was issued w/c 22 July. The newsletter has a section titled 'You said, we're doing...' to provide feedback on matters raised by tenants. There was also a section on the TSM results and overview of the action plan.  Not yet commenced.
	Ensure feedback in Community Edit and other means with tenants (feedback on 'you said, we did')	Resident involvement Team	June 2024	
	Review processes for communications and updating of tenants regarding repairs works (as above) and ASB, nuisance and grounds maintenance to identify areas for improvement	Repairs, ASB, Environment and Neighbourhood Teams	September 2024	
	Publish the revised tenants handbook	Resident	September 2024	

	Roll out our revised Tenancy Audits (an opportunity to engage with tenants)	involvement Team  Neighbourhoods team	June 2024	Content completed but some further discussion with the residents panel to seek their views about how to present the information about tenancy agreements and asbestos surveys. To be discussed again at residents panel meeting on 31 July.  The mobile working tenancy audit form undergoing slight revisions and will now not be ready until Autumn 2024. Will commence tenancy audits in September using paper forms.
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**Theme: Neighbourhoods**

<b>TSM:</b>		<b>Lead</b>	<b>Timescale</b>	<b>Update at 26/7/24</b>
Action 7: Handling of ASB cases	Review customer satisfaction surveys for ASB cases	ASB Team	September 2024	Have reviewed and revised the content of survey and new surveys being sent to customers when their case is concluded.
	Review communications to ensure we are clear about what ASB is and what we can act on ( <i>it is likely that dissatisfaction is about matters the Council has no powers to deal with or unable to act on</i> )		September 2024	To be commenced.
	Promote what the council is doing to improve neighbourhoods	Neighbourhood Team, Planned delivery team and Resident involvement	Ongoing	

		Team		
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**Theme: Complaints**

<b>TSM:</b>		<b>Lead</b>	<b>Timescale</b>	<b>Update at 26/7/24</b>
Action 8: Handling of Tenant's complaints and Enquiries	Review of the formal complaints policy and letter templates	AD (Customer Service and Transformation)	July 2024	Revised complaints policy to be presented to Cabinet for approval on 6 August 2024. Templates currently under review.
	Refresher customer service training for housing staff	Executive Director (Resident Services and Climate Change)	October 2024	Training for relevant officers currently being scoped. Updated complaints training to be provided in September.
	Publish our housing complaints data performance and lessons learned	Customer Service and Transformation	TBC	2023-24 complaint data published in the council's Annual Report. More detailed complaints data, including lessons learned to be considered along with the annual Housing Ombudsman statement at OSC in Autumn.

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