



Contact: See individual reports

Members' briefing pack

Tuesday, 13 September 2022

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Spelthorne Borough Council, Council Offices, Knowle Green

Staines-upon-Thames TW18 1XB

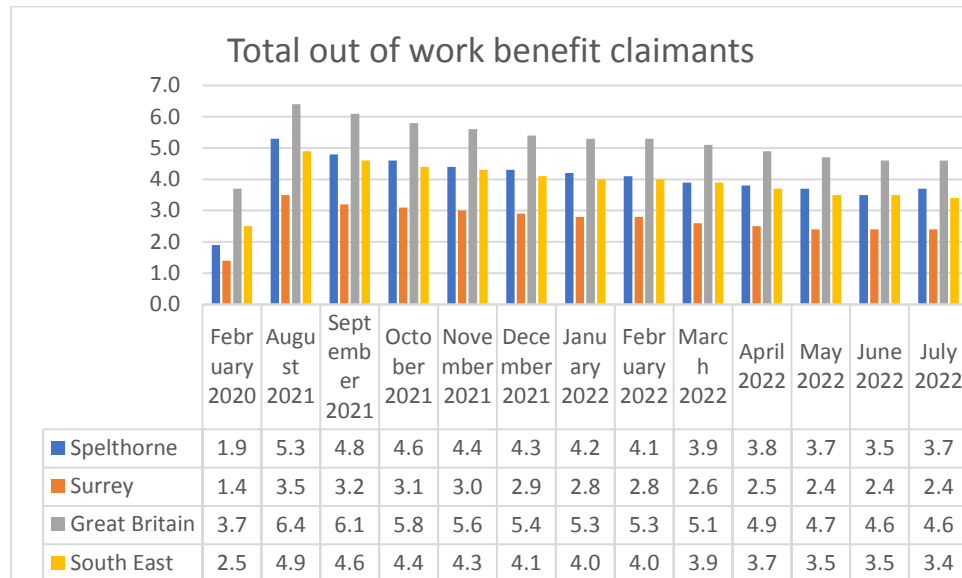
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Spelthorne Economic Dashboard

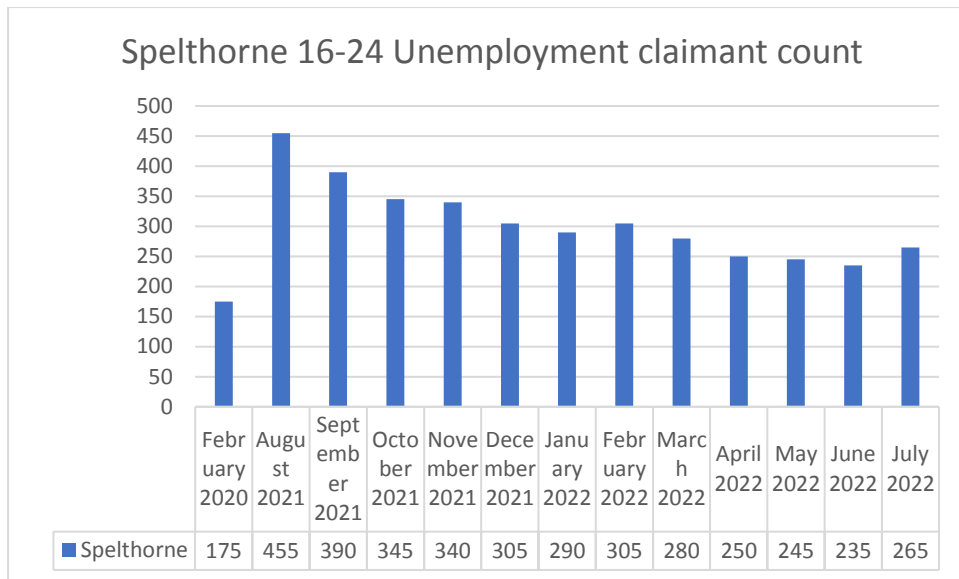
To July 2022

Produced September 2022



I have provided pre-Covid claimant figures at the beginning of the above chart so it is now clear where Spelthorne was pre-pandemic compared to now, and how far we need to travel before we get back to where we started. It also illustrates where we are in the context of Surrey, the south east and GB.

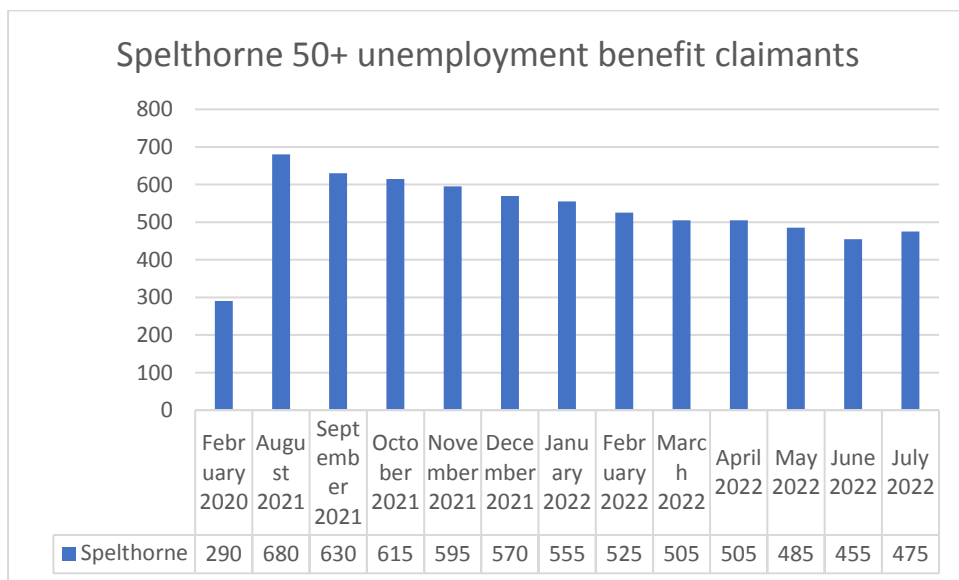
As can be seen in the context of change, Spelthorne still have almost 100% more claimants in July 2022 compared to February 2020, whereas other areas have not fared as badly. This is likely to be attributed to the dependency upon Heathrow for jobs where we had over 3,500 residents directly reliant upon jobs at the airport and many others working within the supply chain. There were significant redundancies at the airport brought about by the impact of Covid and associated restrictions.



The overall claimant count is broken down into two key areas of particular vulnerability, the very young and the old, so a picture of this demographic can be clearly seen. The data is presented in numbers rather than percentages as the data is not available in that format.

Starting with the very young, the above chart shows that the number of claimants for unemployment benefits are recovering quicker in this group with 50% more claimants compared to pre-Covid.

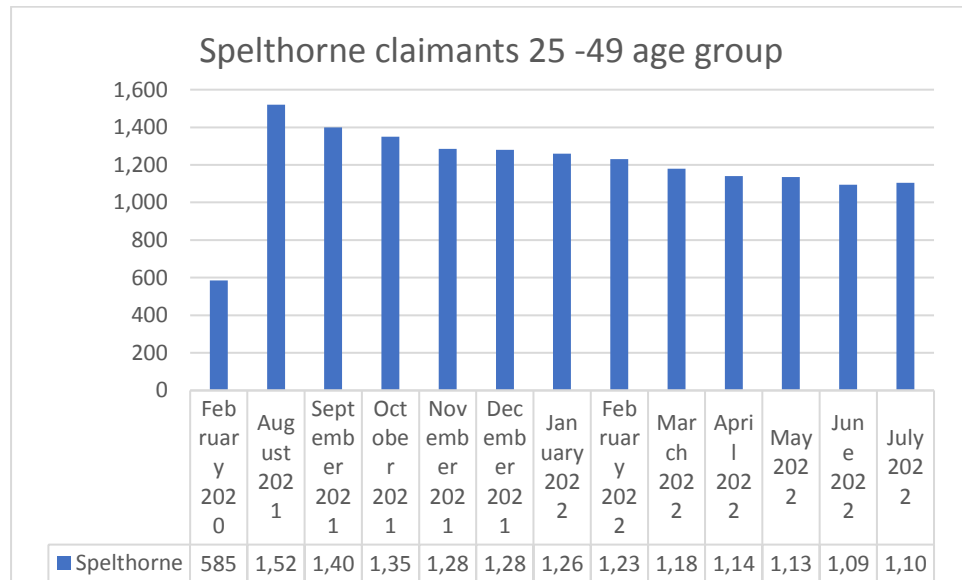
There is a lot of work ongoing in the borough with young people, in particular the Youth Hub which opened in November 2021 and now operating out of the old Decathlon store within the council owned Elmsleigh Centre.



With the 50+ age group the level of claimants compared to pre-pandemic figures show a difference of just over a 60% increase. It is anticipated that this age group will be the one most likely to take job opportunities that are being offered by Heathrow, many returning to their own jobs.

Heathrow are currently recruiting heavily for vacant posts that are needed to be filled in order to meet the demand for flights and cargo. This is not an immediate solution though as the recruitment process takes at least 3 months in order for the necessary security checks to be completed.

Communications are taking place with Heathrow and SBC, one of the outputs is a presentation to the Economic Development Committee at the meeting on 29.9.22



This is the first time these figures have been included in the dashboard but given that the level of overall unemployment has risen by almost 100% and youth unemployment by just 50% it seemed a logical step to these figures.

Numerically, this is the largest cohort and shows a 47% increase compared to the 2020 figure of 585, so the smallest percentage increase in claimants out of the 3 groups

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Community Wellbeing & Housing Committee

20 September 2022

Title	Housing Strategy External Contract Performance Summary - 2021-22
Purpose of the report	To provide a summary of housing contract performance for 2021/22
Report Author	Gareth Richards, Housing Data and Contract Officer
Ward(s) Affected	All Wards
Exempt	No
Exemption Reason	N/A
Corporate Priority	Community, Affordable Housing, and Service Delivery
Recommendations	Committee is asked to: To note
Reason for Recommendation	To note

1. Summary of the Report

- 1.1. The report summarises the Key Performance indicators and other specified contract requirements for each of the Housing Strategy contracts for 2021-22, and the performance of each of the contractors against those KPIs and other requirements in line with the Council's procurement policies and procedures relating to Contract Management. The report seeks to assess current contract performance to inform future contract management, renewal, and procurement.

2. Key Findings

2.1. Citizens' Advice Runnymede & Spelthorne (CAR&S):

- 2.1. a) The local Citizens' Advice office have exceeded their KPI targets for the numbers of clients and issues supported for each quarter for 2021-22, and their reports detailing the number of volunteers and hours of client contact spent for Spelthorne clients have been delivered in a timely fashion ahead of the planned meeting dates. They provide advice to the recognised accredited Advice Quality Standard, and there have been no serious complaints or issues to report.

- 2.1. b) However there have been decreases in the satisfaction levels for the client experience across all 4 reporting areas in Q4 of 2021/22. But this is a national trend for Citizens' Advice due to the recent unprecedented demand as a result of the cost-of-living crisis, and CAR&S have met or not fallen far short of the 80% KPI satisfaction targets despite this upsurge in demand.

- 2.1. c) CAR&S receives a maximum of £60,000 annually from Housing capital grant, plus a further £40,000 from the Housing budget, and a further £46,000 to fund a Spelthorne-specific advisor.

2.2. Metropolitan Thames Valley Housing (MTVH) – White House & Harper House:

- 2.2. a) MTVH have met or exceeded all of their KPIs and other priorities for their management of White House and Harper House, apart from the resident sign-ups completed within one working day of void completion date (but this was primarily because of the initial difficulties in completing large numbers of sign-ups when each site first opened) and rent and service charge collection.
- 2.2. b) Rent and service charge collection is only at 68.75%. However, given the client group arrears issues were expected, and it is also worth noting that Housing Benefit payments are made 4 weeks in arrears so that this figure will always be lower than the true rate.
- 2.2. c) The client experience has seen a 100% satisfaction rate from those leaving the accommodation (who have completed a satisfaction survey), which is an excellent result. And all other occupancy, resident, property condition and staff KPIs and reporting targets have been met or exceeded, and MTVH also report on SBC repair response times and feedback, neighbour and community relations, safeguarding concerns, and any complaints received and how these were addressed.
- 2.2. d) In addition to the quarterly contract review meetings, there are regular meetings with MTVH to discuss management matters and raise any issues. The MTVH managers work closely with our Housing Strategy, Housing Options, Assets / Facilities and Housing Benefit teams to deal with any issues and to support the clients.

2.3. Proof Facilities Management (Proof FM) – Cleaning Services at White House & Harper House:

- 2.3. a) The MTVH managers confirmed that all daily, weekly, and quarterly cleaning is being completed by Proof FM in line with the KPIs, and they have also confirmed that all other KPIs are being met. Where there have been any issues raised with Proof FM these have been resolved satisfactorily.
- 2.3. b) There has been concern in relation to reporting, as up to June 2022 we did not receive any monthly reports from Proof FM (although we were otherwise satisfied that the KPIs were being met). However, they recently provided reports for the periods from when the buildings were opened, detailing the frequencies of visits and KPI checks by month, plus figures for April, May, and June 2022. And they have since also provided the monthly report for July 2022.

2.4. Spelthorne Rentstart:

- 2.4. a) Spelthorne Rentstart help support single people and couples in Spelthorne who are homeless or threatened with homelessness to move into privately rented rooms.

- 2.4. b) Rentstart have met or exceed all of their KPIs for referrals and client numbers. They have met their satisfaction rate target (when the service recommendation scores for “Extremely Likely” (at 55%) and “Likely” (at 22%) in their satisfaction survey are added together for a total of 77%).
- 2.4. c) They have provided detailed quarterly and annual reports on all KPIs where there are no targets, apart from the protected characteristics breakdown of their clients (however, this data should be available in future following completion of their database system being upgraded).
- 2.4. d) Spelthorne Rentstart currently receive 2 capital grants totalling £50,000 per year from Spelthorne Borough Council (£25,000 in April and a further £25,000 in October). But they have also secured additional funding from a variety of sources, including the National Lottery and Surrey County Council.
- 2.5. Spelthorne BC Neighbourhood Services – Grounds Maintenance at White House and Harper House:
- 2.5. a) The grounds maintenance at White House and Harper House is done by our own Neighbourhood Services team according to an agreed specification of works detailing the frequency of the various tasks (e.g., grass cutting, planting, weeding etc.).
- 2.5. b) Their attendance and performance has been satisfactory and as agreed, but due to issues with the original soil provision, lack of membranes, choice of planting, and watering regimes prior to the handovers at White House and Harper House there are unfortunately some issues which have required the specifications to be altered for additional works and visits (e.g., additional weeding, replanting/re-turfing etc.)
- 2.5. c) These issues are being addressed, at additional cost where required. None of the problems because of the Neighbourhood Services team, and their performance has been highly satisfactory.
- 2.6. Other Services:
- 2.6. a) A2 Dominion Advice Plus:
The contract performance was monitored, but whilst there was positive feedback from clients there were not clear KPIs and so it was not possible to measure the level of intervention and support to determine whether A2D had delivered. Due to the high cost of the service and many of the clients being A2D’s own tenants, Spelthorne BC were not getting value for money and the contract was not renewed. But A2D have secured funding to continue the 18-30s support in Spelthorne for another 3 years, and they are also looking at further funding for the over 50s support.
- 2.6. b) Housing First:
The A2D contract performance was monitored, but again there were not clear KPIs and it was unclear whether the service was providing value for money so that contract

was also not renewed. However, it was clear that the service was providing support and benefit to the clients they had.

3. Financial Implications

- 4.1. All contracts are to be delivered within existing agreed budgets.

4. Risk Considerations

- 5.1. There are risk assessments completed by the service providers and/or Spelthorne Borough Council for all services. The ongoing contract performance management alleviates any risk of poor service provision (of KPIs are not being met, for example).

5. Legal Considerations

- 6.1. Contracts are in place with defined KPIs and other requirements that performance is being measured against, and where the Council has recourse to take appropriate action should performance not be satisfactory.

6. Other Considerations

- 7.1. n/a

7. Equality and Diversity

- 8.1. An Equality and Diversity Impact Assessment has been carried out and is attached.

8. Sustainability/Climate Change Implications

- 9.1. There are sustainability and climate/change concerns with some contracts, such as for grounds maintenance. However, the contract performance management process itself does not have any impact on the Council's sustainability / climate change position.

9. Timetable for Implementation

- 10.1. Contract performance management is ongoing. This report is for the financial year 2021/22, and there will be subsequent reports for future years.

10. Contact

- 11.1. Housing Strategy and Policy Team: HousingStrategy@spelthorne.gov.uk.

Background Papers: Spelthorne Borough Council Procurement Policies & Procedures – 06_Managing Contracts

Appendices: Equality and Diversity Impact Assessment

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HOUSING STRATEGY CONTRACT PERFORMANCE SUMMARY 2021-22

CITIZENS' ADVICE RUNNYMEDE & SPELTHORNE PERFORMANCE SUMMARY:

Citizens' Advice Runnymede & Spelthorne KPIs:

1. Number of Spelthorne clients per quarter: Target 125 clients
2. Number of issues in Spelthorne effectively supported per quarter: Target 250 matters
3. Annual Satisfaction Survey for Spelthorne area for 4 areas of service – Access, Way Forward found, Problem solved, Recommend the service: Target 80% for each area
4. Timely delivery of quarterly reports to SBC to show Spelthorne statistics to include details of number of volunteers and hours of client contact for Spelthorne clients
5. Reporting serious complaints/issues to SBC immediately: Target 100%
6. To maintain Advice Quality Standard accreditation

Citizens' Advice Runnymede & Spelthorne – Stats for SBC Clients, Issues & Outcomes:

1. Capital Grant:
Maximum of £60,000 annually from Housing capital grant, plus a further £40,000 from the Housing budget, and a further £46,000 to fund a Spelthorne-specific advisor.
Plus the rental costs for Sunbury library (but please note that they are due to move to Staines library, and to also have a presence in the Cavell Centre and/or the Health & Wellbeing Centre).
2. Overall Spelthorne BC Clients, Issues & Caseload:
The KPI targets for the numbers of clients and issues supported have been exceeded for each quarter. Total numbers of clients, issues, activities, and cases for Spelthorne are shown below:

	2021 – 2022 Q1	2021 – 2022 Q2	2021 – 2022 Q3	2021 – 2022 Q4	Total
Clients	570	547	527	571	2,215
Issues (e.g., benefits, housing, debt, legal etc.)	1,797	1,747	1,672	1,919	7,135
Activities	2,099	2,078	2,077	2,109	8,363
Cases	557	512	489	602	2,160
Financial Outcomes (e.g., debt relief, benefit / UC gain etc.)	£207,164	£160,807	£137,342	£272,430	£777,743

3. Annual Satisfaction Survey:

Please note that the figures are for the whole of the 12-month period up to the end of each quarter, with the overall figures for all Local Citizens' Advice Offices in the SE of England also included for comparison. The figures for the financial year 2021/22 are shown in bold. There have been decreases across all four areas in Q4 in line with a general decrease in the South East as a whole, and this is a general national trend for CA due to the recent unprecedented demand on their services from the cost of living crisis. CAR&S are the same as or above the SE average in all four areas, and they have met or not fallen too far short of the 80% targets despite the upsurge in demand:

12-Month Period	Access		Way Forward Found		Problem Solved		Recommend the Service	
	CAR&S	All CA South East	CAR&S	All CA South East	CAR&S	All CA South East	CAR&S	All CA South East
Q2 2020/21 – Q1 2021/22	80%	81%	90%	85%	81%	76%	92%	89%
Q3 2020/21 – Q2 2021/22	79%	79%	92%	83%	81%	75%	94%	88%
Q4 2020/21 – Q3 2021/22	80%	79%	90%	84%	84%	75%	93%	88%
Q1 2021/22 – Q4 2021/22	76%	76%	89%	83%	79%	72%	92%	86%

4. Report Delivery:

The quarterly reports have been delivered in a timely fashion ahead of the planned meeting dates. The number of volunteers and hours of client contact spent for Spelthorne clients is show below (please note that there is not total column due to overlap):

	2021 – 2022 Q1	2021 – 2022 Q2	2021 – 2022 Q3	2021 – 2022 Q4
CAR&S Volunteer Numbers	31	31	32	35
Volunteer SBC Client Contact Hours*	220	200	210	250
Volunteer SBC Client Casework & Follow-Up Hours*	440	400	420	450

*Estimated based on average; Does not include separately funded Spelthorne caseworker hours for Q1 and Q2 (37 hours per week funded by one-off Coronavirus Response Fund until funding and contract ended in September 2021); Does not include supervisor direct client contact time – variable by week and need.

5. Serious Complaints / Issues:

None to report.

6. Quality of Advice:

CAR&S advisors are trained to the standards for the national Advice Quality Standard (AQS), they have maintained this accreditation.

Overall Citizens' Advice Runnymede & Spelthorne Service Provision:

- The KPI targets for the numbers of clients and issues supported have been exceeded for each quarter.
- There have been decreases in the satisfaction levels for the client experience across all four areas in Q4 in line with a general decrease for CA in the South East as a whole, and this is a national trend due to the recent unprecedented demand. CAR&S are at the same level or above the SE average in all four areas, and have met or not fallen far short of the 80% targets despite the upsurge in demand.
- The quarterly reports have been delivered in a timely fashion ahead of the planned meeting dates, detailing the number of volunteers and hours of client contact spent for Spelthorne clients.
- There have been no serious complaints or issues to report.
- Citizens' Advice provide advice to the recognised accredited Advice Quality Standard, which includes legal advice and further help with progressing issues.

METROPOLITAN THAMES VALLEY HOUSING – WHITE HOUSE & HARPER HOUSE PERFORMANCE SUMMARY:

Metropolitan Thames Valley Housing – White House & Harper House KPIs:

1. New resident sign-ups held and completed within one working day of void completion date: Target 100%
2. Personalised Support Plans for individuals completed within 48 hours of moving in: Target 100%
3. Number of Personalised Report Plans reviewed at least every 28 days: Target 100%
4. Occupancy charges collected as a % of gross charges raised: Target 98%
5. Housing Benefit is paid 4 weeks in arrears; the Service Provider is to pass on collections of any Housing Benefit within the same 4-week delay: Target 100%
6. Complaints of anti-social behaviour, either from existing residents or neighbouring properties, are logged with an initial investigation carried out within 2 Working Days of the date that the initial complaint was received: Target 98%
7. Number of instances of Major Void works are required: Record only – no target
8. Void periods are kept to less than: 5 Working Days for Minor Voids; 10 Working Days for Major Voids: Harper House Target 100%; White House: Record only – no target
9. % of repair requests completed within the Service Provider's proposed response times: Target 100%
10. % of residents that move on to settled accommodation within 6 months of arrival, in agreement with the Authority, for Harper House, and within 12 months of arrival for White House: Target 100%
11. Achieve a 95% satisfaction rate from residents leaving the accommodation, who completed a satisfaction survey; where the satisfaction rate falls below 95%, improvement plans to be agreed as necessary with the Authority: Target 95%
12. White House Only: To achieve positive distance travelled on the Outcomes Star at the end of each placement: Target 100%

Metropolitan Thames Valley Housing – White House & Harper House Stats for Resident & Management Targets & Outcomes:

Please note that White House has only been open since October 2021 and Harper House since January 2022, so the figures exclude the periods prior to the services opening, and Q4 of 2021-22 was the first quarter where both services were in operation. Due to the comparatively short period of time that both sites have been open some outcomes will be 100% by default (as noted below) or are not applicable because there have not yet been any instances:

KPIs	Outcomes
Resident sign-ups completed within 1 working day of void completion date	90%
Personalised Support Plans for individuals completed within 48 hours of moving in	100%
Number of Personalised Report Plans reviewed at least every 28 days	100%
Rent and service charge collection	68.75%
Housing benefit passed in within 4-week payment period	Not recorded, but confirmed as all now in place
Complaints of ASB logged and investigated within 2 working days	N/A
Major voids	1
Void turnarounds within target periods	100%
Repairs completed in line with priority response times	100%
White House: Move-on rate within 12 months*	100%
Harper House: Move-on rate within 6 months*	100%
Satisfaction rate from residents leaving the accommodation (who completed a survey)	100%
White House Only: Support outcomes STAR Progress	100%
Other Priorities	Outcomes
Health and Safety Incidents Reported on SHE	No target, record number – N/A
Staff training	No target, record figure – N/A

*Based only on those clients who have moved-on, does not account for those who remain as residents; Neither site has been open for longer than the move-on target times, so the figures are 100% for all move-ons.

Overall Metropolitan Thames Valley Housing White House & Harper House Service Provision:

- MTVH have met or exceeded all of their KPIs and other priorities, apart from resident sign-ups completed within one working day of void completion date, and rent and service charge collection.
- Resident sign-ups completed within one working day of void completion date is at 90%, but that is primarily because of the initial difficulties in completing sign-ups when both sites first opened, as it was a far greater task to sign-up all of the initial residents for each of the sites at once than it has subsequently been to complete sign-ups as and when there is a change of occupancy now that both sites are fully occupied.
- Rent and service charge collection is only at 68.75%, compared to the target of 98%. However, given the client group arrears issues are to be expected, and client arrears are an issue for Housing Options for emergency accommodation provision generally. It is also worth noting that Housing Benefit payments are made 4 weeks in arrears so that this figure will always be lower than the true rate; but it is worth retaining the 98% target as an incentive to prioritise resolving any rent and service charge collection issues.
- The client experience has seen a 100% satisfaction rate from those leaving the accommodation (who have completed a satisfaction survey), which although this is based on a small sample it is an excellent result.
- In addition to the quarterly contract review meetings, there are regular meetings with MTVH and our Housing Strategy and Assets / Facilities teams to discuss management matters and raise any issues.
- The MTVH managers work closely with the Housing Strategy and Assets / Facilities teams to deal with all repairs and maintenance issues, including defects, and report back on how other contractors have performed (such as the cleaners, lift maintenance contractors etc.), and they work closely with our Housing Options team to support the clients.
- Where there have been any issues, such as the initial issues with Housing Benefit claims and concerns raised by some neighbours to the sites, MTVH have been proactive in resolving these issues, meeting and communicating with the relevant parties.

PROOF FACILITIES MANAGEMENT – CLEANING SERVICES AT WHITE HOUSE & HARPER HOUSE PERFORMANCE SUMMARY:

Cleaning Services at White House & Harper House KPIs:

1. Routine daily planned cleaning: Target 97% or above planned tasks executed in line with agreed process (measured monthly)
2. Routine weekly planned cleaning: Target 97% or above planned tasks executed in line with agreed process (measured monthly)
3. Periodic quarterly planned cleaning: Target 97% or above planned tasks executed in line with agreed process
4. All consumables are always available: Target 100% of the time available
5. All cleaning chemicals are stored correctly and conform to COSHH regulations: Target 100% of the time available
6. No justified notifications or adverse comments have been received concerning the quality of the Services: Target 97% or above planned tasks executed in line with agreed process
7. Any accidents or near misses reported? If any accidents occurred, were the correct procedures carried out in terms of reporting the accident and any remedial actions?: Target 100% of the time available (reported in incidence report records)
8. No complaints received relating to health and safety issues: Target 100% of the time available (reported in incidence report records)

Cleaning Services at White House & Harper House Contract Management and Review:

The Contractor will be required to report monthly on agreed KPIs as a single report, to be submitted to the Authority no later than 5 Working Days after the last calendar day of each month of the Contract Term.

Overall Cleaning Services at White House & Harper House Service Provision:

- The MTVH managers have confirmed that all routine daily and weekly planned cleaning and all periodic quarterly planned cleaning is being completed in line with the KPIs, and they have also confirmed that all other KPIs are being met by Proof Facilities Management.
- Where there have been any issues raised with Proof FM in relation to the cleaning and other KPIs these have been resolved satisfactorily.
- Up to June 2022 we did not receive any monthly reports from Proof FM, despite repeated requests and assurances that these would be provided, although we were otherwise satisfied with the service being provided and that the KPIs are being met.
- The below annual reports detailing the frequencies of visits were then provided by Proof FM for the periods in 2021/22 from when the buildings were opened, plus figures for April, May and June 2022, and they have since also provided the monthly report for July 2022.

KPI Overview for White House							
	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	TOTAL
KPI 1: Routine Daily Planned Cleaning							
KPI 2: Routine Weekly Planned Cleaning							
KPI 4: All Consumables are Always Available							
Visual Inspections (Daily)	15	30	31	31	28	31	166
Supervisor Visits (Weekly)	2	4	5	4	4	5	24
KPI 3: Periodic Quarterly Planned Cleaning							
Kitchen Deep Clean (Ovens)	6	6	6	6	6	6	36
External Window Cleaning*	0	0	0	0	1	0	1*
KPI 5: Cleaning Chemicals Stored Correctly & Conform to COSHH Regulations							
Supervisor Visits (Weekly)	2	4	5	4	4	5	24
KPI 6: Notifications/Adverse Comments Concerning the Quality of Services							
Concerns/Complaints Received	0	0	0	0	0	0	0
Discussed at Contract Management Meetings	0	0	0	0	0	0	0
KPI 7: Accidents/Near Misses Reported/Remedied							
Reported in Incidence Report Records	0	0	0	0	0	0	0
Discussed at Contract Management Meetings	0	0	0	0	0	0	0
KPI 8: Health & Safety Complaints							
Reported in Incidence Report Records	0	0	0	0	0	0	0
Discussed at Contract Management Meetings	0	0	0	0	0	0	0

*Initial quarterly window cleaning visit was not done in October 2021 because the previous window cleaning arrangements were still in place from when the building was handed over to Assets; the window cleaning has since been done again in June 2022.

KPI Overview for Harper House				
	Jan 22	Feb 22	Mar 22	TOTAL
KPI 1: Routine Daily Planned Cleaning				
KPI 2: Routine Weekly Planned Cleaning				
KPI 4: All Consumables are Always Available				
Visual Inspections (Daily)	8	28	31	67
Supervisor Visits (Weekly)	1	4	5	10
KPI 3: Periodic Quarterly Planned Cleaning				
External Window Cleaning*	0	0	0	0*
KPI 5: Cleaning Chemicals Stored Correctly & Conform to COSHH Regulations				
Supervisor Visits (Weekly)	1	4	5	10
KPI 6: Notifications/Adverse Comments Concerning the Quality of Services				
Concerns/Complaints Received	0	0	0	0
Discussed at Contract Management Meetings	0	0	0	0
KPI 7: Accidents/Near Misses Reported/Remedied				
Reported in Incidence Report Records	0	0	0	0
Discussed at Contract Management Meetings	0	0	0	0
KPI 8: Health & Safety Complaints				
Reported in Incidence Report Records	0	0	0	0
Discussed at Contract Management Meetings	0	0	0	0

*Initial quarterly window cleaning visit was not done in February 2022 because the previous window cleaning arrangements were still in place from when the building was handed over to Assets; the window cleaning has since been done again in June 2022.

SPELTHORNE RENTSTART PERFORMANCE SUMMARY:

Spelthorne Rentstart KPIs:

1. Number of referrals assessed within five working days (which starts when all the agreed documents as part of the referral form are received): Target 95%
2. Number of referrals received by referral route: No target – reporting only
3. Number of referrals accepted by referral route: Target 99%
4. Number of referrals rejected by referral route and reason: Target 1% (no target around the reasons)
5. Number of clients housed by referral route and case type at the point of referral: Target 80 clients
6. Number of clients offered advice and guidance: No target – reporting only
7. Number of tenancies / placements ending by reason (acknowledging that some of this data may come from third parties): No target – reporting only
8. % of landlords retained year on year (based on tenancy renewals): No target – reporting only
9. % of tenancies sustained year on year: No target – reporting only
10. Amount of funding sourced from external sources: No target – reporting only
11. Amount of deposits issued: No target – reporting only
12. Amount of deposits claimed: No target – reporting only
13. Customer satisfaction measurement to include complaints policy and monitoring of customer feeling: Target 75% positive response rate based on minimum of 25 clients across the year
14. Breakdown of client data base by protected characteristics in respect of Age, Disability, Gender Reassignment, Marriage or Civil Partnership, Race, Sex, Sexual Orientation as defined by the Equality Act 2010: No target – reporting only

Spelthorne Rentstart – Stats for Spelthorne BC Clients, Targets & Outcomes:

No. of referrals assessed within 5 working days	194 referrals (100%)					
No. of referrals received by referral route	Spelthorne BC	Self	Family/Friend	Probation	Job Centre	Other
	194	55	18	3	4	8
No. of referrals accepted by referral route	46 referrals (100%)					
No. of referrals rejected by referral route and reason	0					
No. of clients housed by referral route and case type at the point of referral	Spelthorne BC	Self	Family/Friend	Probation	Transform	Job Centre
	Prevention	19	–	–	–	–
	Relief	3	–	–	–	–
	Not Stated	19	28	7	1	1
No. of clients offered advice and guidance	New clients – 46 Number of follow up actions – 722 (involving 144 clients)					
No. of tenancies / placements ending by reason (acknowledging that some of this data may come from third parties)	Abandoned – 1; Planned move – 2; Died – 1					
% of landlords retained year on year (tenancy renewals)	29% increase – 27 renewals (21 last year)					
% of tenancies sustained year on year	10% increase – 138 current tenancies (125 last year)					
Amount of funding sourced from external sources	See table below					
Amount of deposits issued	£7,045					
Amount of deposits claimed	0					
Customer satisfaction measurement to include complaints policy and monitoring of customer feeling Completed annually – Last year’s results were: “How likely are you to recommend Spelthorne Rentstart?”	How likely are you to recommend?	Extremely Likely	Likely	Unlikely	Extremely Unlikely	Don’t Know
		55%	22%	4%	13%	6%
Breakdown of client data base by protected characteristics as defined by Equality Act 2010	No target – reporting only					

Spelthorne Rentstart – Fundraising Activities:

Funding Source	Amount Applied For	Outcome of Application
National Lottery continuation funding	£TBC – 5-year project	Through 1st stage
Surrey County Council-Contain Outbreak Management Fund – Core Funding	£12,000	Awarded
Community Foundation for Surrey – Core Funding EOI	£5,000	Invited to apply
Staines Parochial Grant	£2,000	4 x £500 grants awarded on behalf of 4 clients
Tech to Connect	2 Tablets for clients	Awarded

Overall Spelthorne Rentstart Service Provision:

- Spelthorne Rentstart have met or exceed all of their KPIs for referrals and client numbers.
- They have met their satisfaction rate target when the service recommendation scores for “Extremely Likely” (at 55%) and “Likely” (at 22%) are added together (total 77%).
- They have secured additional funding from a variety of sources.
- They have reported quarterly, and annually overall, on all KPIs where there are no targets, apart from the protected characteristics breakdown of their clients (this data should be available in future following completion of their database system being upgraded).

SPELTHORNE BOROUGH COUNCIL NEIGHBOURHOOD SERVICES – GROUNDS MAINTENANCE SERVICES AT WHITE HOUSE AND HARPER HOUSE
PERFORMANCE SUMMARY:

The grounds maintenance at White House and Harper House is done by our own Neighbourhood Services team, and there is a specification of works detailing the frequency of the various tasks (e.g., grass cutting, planting, weeding etc.).

The attendance and performance has been satisfactory and as agreed, but due to issues with the original soil provision and planting there are unfortunately some problems which have required the specifications to be changed for additional works and visits:

For both sites:

- There was no membrane laid when the soil was put in and this has led to a need for more frequent weeding and weedkilling visits than what had been agreed in the original specifications*
- Comparatively small and/or immature shrubs were planted in the beds and borders which are prone to dying off because they do not always take, and allowing growth of weeds*

*Apart from the border areas at Harper House around the main lawn area (which were done by the Neighbourhood Services team rather than by the building contractors as instructed by our Assets team), where membrane was laid and larger more mature shrubs were planted, and there are no significant issues with weeds.

For White House:

- The soil quality is very poor and the beds are not very deep, exacerbating the issue with the smaller shrubs not taking
- The Neighbourhood Services team advised that the artificial grass has not been laid as well as would be expected (although there is no additional maintenance work as a result of this)

For Harper House:

- There was no watering regime in place prior to the handover so that much of the grass and/or turf has not taken or has died, and this will require re-seeding and some re-turfing later in the year (once the weather conditions are more suitable; that is, not hot and dry)

These issues have been discussed with the Neighbourhood Services team and are being addressed, at additional cost where required. None of these problems are a result of the service from the Neighbourhood Services team, and their performance has been highly satisfactory.

OTHER SERVICES PERFORMANCE SUMMARY:

A2 Dominion Advice Plus:

- The A2D contract performance was monitored, but there were not clear KPIs so could we not determine whether they had delivered.
- There was some concern that the majority of clients they helped were their own tenants, and whilst it was to be expected that social tenants would be more likely to be in need of the service the purpose of the service was to reach a wider range of Spelthorne residents who would not have otherwise been able to access the advice they needed.
- There was positive feedback from service users, including testimonials showing that there had been successful interventions, but it was unclear how much advice was just signposting, and it was not possible to measure the level of intervention and support.
- But due to the high cost of the service Spelthorne BC were not getting value for money and the contract was not renewed.
- However, A2D have secured £155,000 to continue the 18-30s support in Spelthorne for another 3 years, and they are also looking at further funding for the over 50s support.
- The general service has ended, so they have merged e-mail addresses and continue to support A2D tenants, and they will signpost any external referrals to other organisations for the appropriate advice.

Housing First:

- The A2D contract performance was monitored, but again there were not clear KPIs and it was unclear whether the service was providing value for money so that contract was also not renewed.
- However, it was clear that the service was providing support and benefit to the clients they had.
- The contract is being re-procured at present

OTHER SERVICES – UPCOMING:

Look Ahead Care and Support – Floating Support:

- The Floating Support service is to support those placed by the Housing Options Team into privately rented accommodation and prison leavers to settle in their new home and maintain their tenancy through the provision of housing-related support.
- The housing-related support services will enable service users to live independently without housing-related support as soon as practicable in the interests of the service user. The service provided to individuals will be personalised, flexible, based on identified need and risk and evidence full engagement with people using the service.
- Look Ahead will report on 9 agreed KPIs at the required frequencies and submit a report to the Authority no later than 5 Working Days after the last calendar day of each quarter of the Contract Term for the quarterly contract review meetings.
- The Contract with Lookahead shall be for a 3-year main term with options to extend for a further 3 x 1-year extension periods, in the Authority's sole discretion, to be reviewed in light of future funding available, and the Service Provider's contract performance.

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Equality Analysis

Directorate: Community Wellbeing Service Area: Housing Strategy & Policy	Lead Officer: Marta Imig Date completed: 11th August 2022
Service / Function / Policy / Procedure to be assessed: Housing Strategy Contract Performance Summary 2021-22	
Is this: New / Proposed <input type="checkbox"/> Existing/Review <input checked="" type="checkbox"/> Changing <input type="checkbox"/>	Review date: Contract terms vary, but performance for all Housing Strategy contracts is reviewed quarterly, and this overall performance evaluation will be undertaken annually.

Part A – Initial Equality Analysis to determine if a full Equality Analysis is required.

What are the aims and objectives/purpose of this service, function, policy or procedure?

The purpose of contract performance management is to monitor the performance of service providers against Key Performance indicators and other specified contract requirements for each of the Housing Strategy contracts, in line with the Council's procurement policies and procedures relating to Contract Management.

Please indicate its relevance to any of the equality duties (below) by selecting Yes or No?

	Yes	No
Eliminating unlawful discrimination, victimisation and harassment	✓	
Advancing equality of opportunity	✓	
Fostering good community relations	✓	

If not relevant to any of the three equality duties and this is agreed by your Head of Service, the Equality Analysis is now complete - please send a copy to **NAMED OFFICER**. **If relevant**, a Full Equality Analysis will need to be undertaken (PART B below).

PART B: Full Equality Analysis

Step 1 – Identifying outcomes and delivery mechanisms (in relation to what you are assessing)

<p>What outcomes are sought and for whom?</p>	<p>The outcome is to ensure that the best value services are provided for the Housing Strategy contracts for Spelthorne.</p> <p>Affected groups will include (not exhaustive):</p> <ul style="list-style-type: none"> • All residents in the borough who benefit from the services, primarily households and individuals who are at risk of homelessness or threatened with homelessness, and those with complex support needs who are eligible to be housed in the borough; • Partners involved in the delivery of services, including service providers (advice services, property managers, cleaners, gardeners, housing support charities, etc.) Registered Social Landlords, Adult Social Care, Criminal Justice, and Health services, and internal Spelthorne Borough Council departments
<p>Are there any associated policies, functions, services or procedures?</p>	<p>Corporate Plan 2021-23 Health & Wellbeing Strategy 2022-2027 Housing Act 1996 (as amended by various) Housing Strategy 2020-2025 Homelessness and Rough Sleeping Strategy 2020-2025 Local Plan (and associated planning policies)</p>
<p>If partners (including external partners) are involved in delivering the service, who are they?</p>	<p>The key partners are the service providers for 2021/22:</p> <p>A2 Dominion Citizens' Advice Runnymede & Spelthorne Look Ahead Care and Support Metropolitan Thames Valley Housing Proof Facilities Management Spelthorne Borough Council Neighbourhood Services Spelthorne Rentstart</p>

Step 2 – What does the information you have collected, or that you have available, tell you?

What evidence/data already exists about the service and its users? (in terms of its impact on the ‘equality strands’, i.e. race, disability, gender, gender identity, age, religion or belief, sexual orientation, maternity/pregnancy, marriage/civil partnership and other socially excluded communities or groups) and **what does the data tell you?** e.g. are there any significant gaps?

General Spelthorne context

According to the Indices of Deprivation 2019, the most deprived borough in Surrey is Spelthorne. Spelthorne has the highest number of lone parent families and the highest level of child poverty in Surrey; it also has the highest under-18 conception rate in the county. That said, residents are largely healthy, with life expectancy for both males and females slightly above the national average.

Spelthorne has a low rate of unemployment: 1.4% of those economically active aged 16 to 64, compared to the South East (2.2%) and UK as a whole (3.5%). Heathrow Airport is a significant local employer, with 8.3% of Spelthorne’s working population employed there. Significantly, 21.5% of those in work in Stanwell North are in low level employment compared to an average of 11.6% in Surrey. Average wages are slightly above regional averages at £630 per week for full-time employees.

Whilst house prices remain well above the national average, most residents are owner-occupiers (73%), followed by private rented (13%) and social rented (12%).

We’re awaiting the full release of the 2021 census data so existing data is based on the 2011 census. First release of the new census data highlights a population increase in Spelthorne by 7.7%, from around 95,600 in 2011 to 103,000 in 2021. Spelthorne is the 14th most densely populated of the South East’s 64 local authority areas with 2,295 of residents per square kilometre. Initial data also provides updates to both categories of age and sex as outlined below.

Gender / gender identity

Census data from 2021 shows that 50.9% of residents in Spelthorne were female, with the remaining 49.1% being male. There is no data known to be held in relation of other gender identities.

Source: ONS Census, 2021 – Population and household estimates, England and Wales: Census 2021

A White Paper published in December 2018 (Help shape our future: the 2021 Census of population and housing in England and Wales) set out the ONS recommendation for what the census should contain and how it should operate. The White Paper recommended that the census in 2021 include a question about gender identity, asking respondents whether their gender is the same as the sex they were registered as at birth. The question is separate from the question about sex (i.e., whether the respondent is male or female), which is phrased in the same way as previous years. There is currently no official data about the size of the transgender population (the word ‘transgender’ is used here to describe people whose gender identity does not match the sex they were assigned at birth). The Government Equalities Office (GEO) has said that there may be 200,000 to 500,000 transgender people in the UK, but stresses that we don’t know the true population because of the lack of robust data. The ONS has identified user need for official estimates in order to support policy-making and monitor equality duties and has added a voluntary question on gender identity for people age 16 years and over. The 2021 data set has not yet been published by the ONS.

Source: <https://researchbriefings.parliament.uk/ResearchBriefing/Summary/CBP-8531>

Age

Spelthorne has a slightly lower population of under-30s (33%) compared to the rest of the country (36%), and a slightly higher population of 30-69 year olds (53%) compared with the national average of (51%), The number of 70+ is 14%, which is broadly in line with the rest of the nation. Source: ONCS Census, 2021 – Population and household estimates, England and Wales: Census 2021.

Ethnicity

The ethnic make-up of Spelthorne is largely in line with the UK average, although we have more residents who identify as Asian and fewer residents who identify as Black than the national average.

Ethnic group	Spelthorne		Region	UK
	Number	%	%	%
White	83,455	87.3%	90.7%	87.2%
Mixed	2,382	2.5%	1.9%	2.0%
Asian	7,295	7.6%	5.2%	6.9%
Black	1,545	1.6%	1.6%	3.0%
Other	921	1.0%	0.6%	0.9%
Total	95,598	100.0%	100.0%	100.0%

Source: <https://commonslibrary.parliament.uk/home-affairs/communities/demography/constituency-statistics-ethnicity/>

Disability

As of July 2019 there were around 2,020 PIP claimants in Spelthorne constituency. In comparison, there was an average of 2,500 claimants per constituency across the South East. Within Spelthorne, psychiatric disorders were the most common reason for claiming PIP. They accounted for 37% of awards, compared to 36% in Great Britain. ‘Psychiatric disorders’ include anxiety and depression, learning disabilities and autism. The second most common reason for awards was musculoskeletal disease (general), which accounted for 17% of awards within the constituency and 21% in Great Britain. Musculoskeletal disease (general) includes osteoarthritis, inflammatory arthritis and chronic pain syndromes.

Source:

<http://data.parliament.uk/resources/constituencystatistics/personal%20independence%20payment/PIP%20claimants%20in%20Spelthorne.pdf>

Religion

Residents of Spelthorne predominately identify themselves as either Christian or having no religion. There is a smaller Muslim population compared with the national average, but a larger Hindu and Sikh population.

	Constituency		Region	UK
	Number	%	%	%
Has religion	67,392	70.5%	65.0%	66.7%
of which				
Christian	60,954	63.8%	59.8%	58.8%
Muslim	1,808	1.9%	2.3%	4.5%

Hindu	2,332	2.4%	1.1%	1.4%
Buddhist	420	0.4%	0.5%	0.4%
Jewish	206	0.2%	0.2%	0.4%
Sikh	1,325	1.4%	0.6%	0.7%
Other	347	0.4%	0.5%	0.4%
No religion	21,511	22.5%	27.7%	26.1%
Not stated	6,695	7.0%	7.4%	7.2%

Source: <https://commonslibrary.parliament.uk/home-affairs/communities/constituency-data-religion/>

Sexual orientation

There is no accurate dataset which can be used to reflect solely Spelthorne. The White Paper recommends asking a new question about sexual orientation. The ONS has identified a user need for better data on sexual orientation – particularly for small areas – to inform policy-making and service provision, as well as monitoring equality duties. The ONS has previously used the Annual Population Survey (APS) to estimate the size of the lesbian, gay and bisexual (LGB) population in the UK. According to these estimates, just over 1 million people identified as LGB in 2016 (around 2% of the population). However, the sample population used in the APS isn't big enough to provide robust estimates of the LGB population in smaller areas.

Source: <https://researchbriefings.parliament.uk/ResearchBriefing/Summary/CBP-8531>

Marriage / Civil Partnership

More people in Spelthorne are married compared to the rest of England and Wales, and fewer people identify as single.

Marital Status	Spelthorne		England and Wales	
	Count	%	Count	%
All usual residents aged 16+	78,089		45,496,780	
Single (never married or never registered a same-sex civil partnership)	24,562	31%	15,730,275	35%
Married	38,984	50%	21,196,684	47%
In a registered same-sex civil partnership	153	0%	104,942	0%
Separated (but still legally married or still legally in a same-sex civil partnership)	2,042	3%	1,195,882	3%
Divorced or formerly in a same-sex civil partnership which is now legally dissolved	6,870	9%	4,099,330	9%
Widowed or surviving partner from a same-sex civil partnership	5,478	7%	3,169,667	7%

Has there been any consultation with, or input from, customers / service users or other stakeholders? If so, with whom, how were they consulted and what did they say? If you haven't consulted yet and are intending to do so, please list which specific groups or communities you are going to consult with and when.

Yes, there is ongoing input with service users through satisfaction surveys for contracts for client-facing services. And for the management of White House and Harper House, local residents were informed prior to the openings and neighbours were invited to visit and participate.

Are there any complaints, compliments, satisfaction surveys or customer feedback that could help inform this assessment? If yes, what do these tell you?

Yes, there are quarterly contract review meetings and performance reports, plus additional meetings and reports for some contracts depending on the contract and service requirements. Details are included in the Housing Strategy Contract Performance Summary 2021-2022 report.

Step 3 – Identifying the negative impact.

a. Is there any negative impact on individuals or groups in the community?

Barriers:

What are the potential or known barriers/impacts for the different 'equality strands' set out below? Consider:

- **Where** you provide your service, e.g. the facilities/premises;
- **Who** provides it, e.g. are staff trained and representative of the local population/users?
- **How** it is provided, e.g. do people come to you or do you go to them? Do any rules or requirements prevent certain people accessing the service?
- **When** it is provided, e.g. opening hours?
- **What** is provided, e.g. does the service meet everyone's needs? How do you know?

* Some barriers are justified, e.g. for health or safety reasons, or might actually be designed to promote equality, e.g. single sex swimming/exercise sessions, or cannot be removed without excessive cost. If you believe any of the barriers identified to be justified then please indicate which they are and why.

Solutions:

What can be done to minimise or remove these barriers to make sure everyone has equal access to the service or to reduce adverse impact? Consider:

- Other arrangements that can be made to ensure people's diverse needs are met;
- How your actions might help to promote good relations between communities;
- How you might prevent any unintentional future discrimination.

Equality Themes	Barriers/Impacts identified	Solutions (ways in which you could mitigate the impact)
Age (including children, young people and older people)	<p>Young people aged 16-17 cannot hold tenancies and so housing options are severely limited.</p> <p>Families are excluded from Floating Support, Housing First and Spelthorne Rentstart, these services are only for single people and childless couples, and White House is only for single people.</p>	<p>Young people aged 16-17 receive enhanced services via the Surrey Joint Protocol. They have access to specialist young peoples' homelessness accommodation.</p> <p>Families facing homelessness receive advice and assistance via the Council's Housing Options team who will assess their needs and offer support to find and secure alternative accommodation. Families that require additional help are referred to North East Surrey Family Support Team who work with the family as a unit and the children individually to understand and address support needs. Safeguarding of children is a priority.</p>
Disability (including carers)	<p>Anecdotally we know that physically disabled people accessing settled accommodation in Spelthorne have much more limited options available to them due to potential property adaption requirements.</p> <p>Harper House and White House have some specifically-designed disabled accommodation units and communal kitchens, but the provision remains limited.</p>	<p>The Council offers Disabled Facilities Grants which can be used to enable property aids and adaptations to ensure independence is retained.</p> <p>Spelthorne Personal Alarm Network enables residents to live at home independently with the confidence to know that if they fall or have a medical emergency that help is at hand.</p> <p>The Council has also recently reviewed the availability of accessible accommodation options for this affected group and are working with Knowle Green Estates on future developments to ensure future homes meet resident needs.</p>
Gender (men and women)	No negative impacts have been identified.	Please note data collection through monitoring of outcomes (as mentioned below) for the Council to better understand if there are any differences in success rates between different genders.

		The service should aim to be wholly inclusive for people who identify as non-binary or gender fluid.
Race (including Gypsies & Travellers and Asylum Seekers)	No negative impacts have been identified.	For contracts which provide a service directly to residents (for example, Citizens' Advice or Spelthorne Rentstart, rather than general services such as cleaning or grounds maintenance) outcomes should be monitored by the service provider and shared with Spelthorne Borough Council on a regular basis, data returns should be completed by the service provider detailing both the outcomes and information relating to equality and diversity. The Council aims to use this data to inform future policy improvements and will be able to determine success rates between different groups, e.g. genders, people of different ethnic origins, etc.
Religion or belief (including people of no religion or belief)	No negative impacts have been identified.	Please note data collection through monitoring of outcomes (as mentioned below) for the Council to better understand if there are any differences in success rates between different groups.
Gender Reassignment (those that are going through transition: male to female or female to male)	No negative impacts have been identified.	Please note data collection through monitoring of outcomes (as mentioned below) for the Council to better understand if there are any differences in success rates between different groups.
Pregnancy and Maternity	Families are excluded from Floating Support, Housing First and Spelthorne Rentstart, these services are only for single people and childless couples, and White House is only for single people.	Families facing homelessness receive advice and assistance via the Council's Housing Options team who will assess their needs and offer support to find and secure alternative accommodation. Families that require additional help are referred to North East Surrey Family Support Team who work with the family as a unit and the children individually to understand and address support needs. Safeguarding of children is a priority.
Sexual orientation (including gay, lesbian, bisexual and heterosexual)	No negative impacts have been identified.	Please note data collection through monitoring of outcomes (as mentioned below) for the Council to better understand if there are any differences in success rates between different groups.

Step 4 – Changes or mitigating actions proposed or adopted

Having undertaken the assessment are there any changes necessary to the existing service, policy, function or procedure? What changes or mitigating actions are proposed?

No changes required.

Step 5 – Monitoring

How are you going to monitor the existing service, function, policy or procedure ?

Contract performance will continue to be monitored through quarterly contract review meetings and performance reports, plus additional meetings and reports for some contracts depending on the contract and service requirements.

Part C - Action Plan

Barrier/s or improvement/s identified	Action Required	Lead Officer	Timescale
N/A	N/A	N/A	N/A

Equality Analysis approved by:

Group Head:

Date: