

## Community Wellbeing & Housing Committee

**20 September 2022**

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

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

**Appendices:** Equality and Diversity Impact Assessment