

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.