

HOUSING STRATEGY CONTRACT PERFORMANCE SUMMARY 2022-23

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 Client Satisfaction Survey for Spelthorne area for 4 areas of service – Ease of Access, Way Forward Found, Problem Resolved, and whether clients would 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:

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).

1. & 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.

Note that the additional “simple queries” are straightforward queries which are resolved when the initial call is made without needing to create a full case (e.g., providing basic information on local services, signposting to other services, etc.).

	2022 – 2023 Q1	2022 – 2023 Q2	2022 – 2023 Q3	2022 – 2023 Q4	Total
Clients	548	485	545	656	2,234
Issues (e.g., benefits, housing, debt, legal etc.)	1,808	1,803	1,867	2,209	7,687
Activities	2,268	2,333	2,511	2,692	9,804
Cases	523	436	470	615	2,044
Financial Outcomes (e.g., debt relief, benefit / UC gain etc.)	£348,909	£370,152	£327,841	£528,788	£1,575,690
Simple Queries					816
Total Clients					3,050

3. Annual Client Satisfaction Survey:

CAR&S are below their 80% target for “Ease of Access” and “Problem Solved”, which is in line with the general national figures for CA due to the ongoing unprecedented demand for their services and increasing complexity of cases resulting from the cost of living crisis. CAR&S are above the CA national average for “Way Forward Found” and whether clients would “Recommend the Service”, achieving well above 80% in both these categories, and they have not fallen too far short of the 80% targets for the other categories despite the upsurge in demand and increasingly complex issues faced by clients:

	Ease of Access	Way Forward Found	Problem Solved	Recommend the Service
CAR&S	74%	90%	73%	89%
National CA	72%	83%	74%	85%

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):

	2022 – 2023 Q1	2022 – 2023 Q2	2022 – 2023 Q3	2022 – 2023 Q4
CAR&S Volunteer Numbers	36	36	36	36
Volunteer SBC Client Contact Hours*	270	284	284	295
Volunteer SBC Client Casework & Follow-Up Hours*	530	566	566	590

*Estimated based on average; Does not include supervisor direct client contact time – variable by week and need, no current way of easily recording this.

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:

1. & 2. The KPI targets for the numbers of clients and issues supported have been exceeded for each quarter.
3. CAR&S achieved well above the 80% target for the Annual Client Satisfaction Survey for 2 of the categories, and, although they did not meet this target for the other categories they have not fallen too far short of the target despite the upsurge in demand and increasingly complex issues faced by their clients due to the cost of living crisis, and they are in line with the CA national average for these categories.
4. 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.
5. There have been no serious complaints or issues to report.
6. Citizens' Advice provide advice to the recognised accredited Advice Quality Standard, which includes legal advice and further help with progressing issues.

LOOK AHEAD CARE & SUPPORT – FLOATING SUPPORT PERFORMANCE SUMMARY:

Look Ahead Care & Support – Floating Support KPIs:

1. Acknowledgement of referral within 24 hours: Target 100%
2. Support provided to a minimum of 25 clients every month (including ongoing cases): Target 95%
3. % of clients achieving a minimum of 12 months tenancy sustainment: Target 90%
4. % of clients achieving improvements in independent living skills, mental and physical health after 12 months: Target 80%
5. % of applicable clients with reduced re-offending and anti-social behaviour after 12 months: Target 85%
6. % of applicable clients who have a support plan and are engaging meaningfully with identified support services (including a move from use of emergency services to planned appointments) after 12 months: Target 90%
7. % of clients with improved financial awareness and budgeting skills after 6 months: Target – 90% of clients have attended at least one financial awareness and budgeting skills training session
8. Safeguarding concerns reported to the correct social care team within 24 hours: Target 100%
9. Health & Safety performance reporting: Target – 100% of accidents and incidents recorded in Health & Safety log

Overall Look Ahead Care & Support – Floating Support Service Provision:

1. 100% – All initial responses to referrals have been within 24 hours.
 2. This target has not been possible to meet yet, as Look Ahead have only received a total of 37 referrals from Spelthorne BC (of which 19 were actively receiving support from Look Ahead at the end of the financial year, representing 76% of the target of 25).
 3. – 6. These are 12-month targets, and because the service has only been operating since 1st September 2022 these cannot be measured yet.
 7. Some clients were referred more than 6 months ago, but Look Ahead have suggested that the current target KPI is unrealistic for their client group; however, the KPI could be measured using targets such as support and advice provided to clients be in receipt of the correct benefits (maximising income), budgeting, better debt management (including referral to specialist organisations), etc.
 8. There has been 1 safeguarding concern, which was reported within 24 hours of Look Ahead becoming aware.
 9. No accidents and incidents to date.
- In addition to the quarterly contract review meetings, there are regular meetings and discussions between Look Ahead representatives and our Housing Options team.

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; collections to be passed on within the same 4-week delay: Target 100%
6. Complaints of anti-social behaviour logged with an initial investigation carried out within 2 Working Days of the complaint: 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, in agreement with the Authority, within 6 months of arrival 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: 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:

KPIs	Outcomes				
	Q1	Q2	Q3	Q4	2022/23
Resident sign-ups completed within 1 working day of void completion date	80% approx.	80% approx.	80% approx.	100%	85% approx.
Personalised Support Plans for individuals completed within 48 hours of moving in	100%	100%	100%	100%	100%
Number of Personalised Report Plans reviewed at least every 28 days	100%	95%	100%	100%	99%
Rent and service charge collection*	108%	88%	82%	82%	91%
Housing benefit passed on within 4-week payment period	Not recorded, but confirmed all is now in place				
Complaints of ASB logged and investigated within 2 working days	N/A	N/A	N/A	N/A	N/A
Major voids	N/A	N/A	3	0	3
Void turnarounds within target periods	85%	75%	50%	50%	63%
Repairs completed in line with priority response times	100%	100%	100%	100%	100%
White House: Move-on rate within 12 months**	100%	50%	72%	66%	89%
Harper House: Move-on rate within 6 months**	100%	100%	0%	100%	60%
Satisfaction rate from residents leaving the accommodation (who completed a survey)	100%	-	-	-	100%
White House Only: Support outcomes STAR Progress	-	100%	100%	100%	100%
Other Priorities (No targets, record figures)	Outcomes				
	Q1	Q2	Q3	Q4	2022/23
Health and Safety Incidents Reported on SHE	0	0	0	0	0
Staff training	98%	82%	68%	100%	100%

* This figure can be above 100% due to Housing Benefit claims being paid 4 weeks in arrears.

**Based only on those clients who have moved-on, does not account for those who remain as residents.

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

KPIs:

1. New resident sign-ups have typically been below target. This is partly because MTVH must follow the legal guidelines of up to 7 days to end the licenses, which delays some sign-ups where they may not have had a termination date. There is also an issue with staff availability for sign-ups done on MTVH systems, and they are looking to move to a more straightforward paper-based sign-up process.
2. & 3. The completion and review of Personalised Support Plans is on target, apart from a minor shortfall in Q2 for the reviews.
4. & 5. Occupancy charge collection is a concern. Some of the shortfall in Q2, Q3 and Q4 can be explained because of the delays in receiving Housing Benefit payments (this is paid 4 weeks in arrears, but it can also take 8 – 10 weeks to set-up for new residents). However, some of this shortfall is also due to arrears, although that is to be expected to an extent due to the nature of the client group.
6. There was only 1 serious complaint received during the year (in Q3) regarding a White House resident with PTSD unfortunately experiencing an episode in the community during the early hours, but this was not treated as ASB and support was provided for the resident. Another White House resident was evicted in Q4 after numerous general complaints about their behaviour when they had been drinking from other residents, but there was not a specific ASB incident to report.
7. The 3 Major Void works required in Q3 were for the disability adaptations for ground floor Pod A rooms in White House.
8. Void period turnarounds are not being met due to unplanned vacancies. There have been 8 evictions and 2 deaths during the year, as well as several abandonments, where deep cleaning was often required before new residents could be moved in.
9. 100% of repair requests were completed within the proposed response times. However, this does not include an outstanding external gutter repair at White House where the MTVH contractor requires scaffolding to complete the works.

10. There will always be a percentage of abandonments, deaths, and evictions which are not accounted for in the KPIs. But the 0% move-on rate for Harper House in Q3 is atrocious, and the move-on rates for White House for Q2, Q3, and Q4 are also well below target. This is largely due to rising rental prices and a reduction of the number of private rented properties after many mortgage products were withdrawn in the autumn. There are also problems with move-ons to A2 Dominion, where some residents have had an offer of social housing within a couple of months of moving in, but this then falls through or there are long delays of 6 months or more, and MTVH are not able to exclude those residents who are under offer from their stats precisely because offers may fall through.
11. There is some difficulty persuading residents leaving the accommodation to complete the satisfaction survey (particularly where they may be in arrears), so there are no figures for Q2, Q3, or Q4 yet, and the 100% satisfaction rate for Q1 is based on very low numbers.
12. The STAR support plan is proving difficult for complex needs clients at the White House, so an alternative support plan is now being used which is better suited for the client needs at the White House.

Other Priorities:

- There have been no Health & Safety incidents to report.
- Staff training is based on the percentage of staff who have completed mandatory training, including: Assessment, Support Planning and Risk Assessment, Professional Boundaries, Managing Challenging Behaviour, Mental Health First Aid, and Drug & Alcohol training.

Contract Management and Joint Working:

- 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. They also work closely with our Housing Options team to support the clients, and there will be regular meetings with MTVH and the Housing Strategy and Housing Options managers going forwards.
- The MTVH managers work closely with the Housing Strategy and Assets / Facilities teams to deal with repairs and maintenance issues, including defects, and report back on how other contractors have performed (such as the cleaners, lift maintenance contractors etc.).
- Where there have been any issues, such as the delays with Housing Benefit claims, or concerns raised by some neighbours and councillors, 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.
- Proof FM provide monthly reports to show whether the KPIs are being met, and to give reasons for any issues (e.g., any absences etc.). These reports are shown below for information.

KPI Overview for White House	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	TOTAL
KPI 1: Routine Daily Planned Cleaning													
KPI 2: Routine Weekly Planned Cleaning													
KPI 4: All Consumables are Always Available													
Visual Inspections (Daily)*	30	31	30	30*	29*	29*	29*	30	30*	31	28	31	358
Supervisor Visits (Weekly)	4	4	5	4	5	4	4	5	4	5	4	5	53
KPI 3: Periodic Planned Cleaning													
Kitchen Deep Clean – Ovens (Monthly)	6	6	6	6	6	6	6	6	6	6	6	6	72
External Window Cleaning (Quarterly)	0	0	1	0	0	1	0	0	1	0	0	1	4
KPI 5: Cleaning Chemicals Stored Correctly & Conform to COSHH Regulations													
Supervisor Visits (Weekly)	4	4	5	4	5	4	4	5	4	5	4	5	53
KPI 6: Notifications/Adverse Comments Concerning the Quality of Services													
Concerns/Complaints Received**	0	0	0	0	0	0	0	0	0	0	0	1	1
Discussed at Contract Management Meetings	0	0	0	0	0	0	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	0	0	0	0	0	0
Discussed at Contract Management Meetings	0	0	0	0	0	0	0	0	0	0	0	0	0
KPI 8: Health & Safety Complaints													
Reported in Incidence Report Records	0	0	0	0	0	0	0	0	0	0	0	0	0
Discussed at Contract Management Meetings	0	0	0	0	0	0	0	0	0	0	0	0	0

*Absences:

31/07/2022 & 19/10/2022 – childcare issues; 28/08/2022 & 29/08/2022 – bus strikes; 25/09/2022 & 15/10/2022 – staffing issues; 25/12/2022 – Christmas Day.

**Complaints:

20/03/2023 – Weekend staff changed due to poor performance and timekeeping of previous cleaning operative.

KPI Overview for Harper House	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	TOTAL
KPI 1: Routine Daily Planned Cleaning													
KPI 2: Routine Weekly Planned Cleaning													
KPI 4: All Consumables are Always Available													
Visual Inspections (Daily)*	30	31	30	30*	29*	29*	30*	30	30*	31	28	31	358
Supervisor Visits (Weekly)	4	4	5	4	5	4	4	5	4	5	4	5	53
KPI 3: Periodic Quarterly Planned Cleaning													
External Window Cleaning	0	0	1	0	0	1	0	0	1	0	0	1	4
KPI 5: Cleaning Chemicals Stored Correctly & Conform to COSHH Regulations													
Supervisor Visits (Weekly)	4	4	5	4	5	4	4	5	4	5	4	5	53
KPI 6: Notifications/Adverse Comments Concerning the Quality of Services													
Concerns/Complaints Received	0	0	0	0	0	0	0	0	0	0	0	0	0
Discussed at Contract Management Meetings	0	0	0	0	0	0	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	0	0	0	0	0	0
Discussed at Contract Management Meetings	0	0	0	0	0	0	0	0	0	0	0	0	0
KPI 8: Health & Safety Complaints													
Reported in Incidence Report Records	0	0	0	0	0	0	0	0	0	0	0	0	0
Discussed at Contract Management Meetings	0	0	0	0	0	0	0	0	0	0	0	0	0

*Absences:

31/07/2022 – childcare issues; 28/08/2022 & 29/08/2022 – bus strikes; 25/09/2022 & 15/10/2022 – staffing issues; 25/12/2022 – Christmas Day.

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. Tenancy sustainment for 12 months or more: No target – reporting only
11. Average length of stay: No target, reporting only
12. Average waiting time: No target, reporting only
13. Amount of funding sourced from external sources: No target – reporting only
14. Amount of deposits issued: No target – reporting only
15. Amount of deposits claimed: No target – reporting only
16. 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
17. 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	White House	Other	
	194	73	17	1	7	3	8	
No. of referrals accepted by referral route	288 referrals (95%)							
No. of referrals rejected by referral route and reason	16 referrals (5%): 15 – Unable to contact; 1 – Rejected due to previous claim							
No. of clients housed by referral route and case type at the point of referral		Spelthorne BC	Self	Family/Friend	Probation	Job Centre	White House	Other
	Prevention	38	–	–	–	–	–	–
	Relief	7	–	–	–	–	–	–
	Not Stated	1	18	4	0	1	1	1
No. of clients offered advice and guidance	New clients – 299 Number of follow up actions – 3,803 (involving* 195 clients in Q1, 148 clients in Q2, 283 clients in Q3, and 306 clients in Q4)							
No. of tenancies / placements ending by reason (acknowledging that some of this data may come from third parties)	Planned Move – 5; Claim – 1; Other PRS tenancies – 4; Sheltered accommodation – 1; Moved to be near to mother who became unwell – 1; Overbearing landlord – 1; Returned to rough sleeping (due to noisy housemate, since been re-housed) – 1; Suicide – 1; Unknown – 5							
% of landlords retained year on year (tenancy renewals)	9% increase – 37 renewals (34 last year)							
% of tenancies sustained year on year	1% increase – 143 current tenancies (142 last year)							
Tenancy sustainment for 12 months or more	182 tenancies – 1,045 days average							
Average length of stay	655 days							
Average waiting time	41 days							
Amount of funding sourced from external sources	See table below							
Amount of deposits issued	24 with a total value of £19,267							
Amount of deposits claimed	4 totalling £2,691 (1 x £600 for arrears, 1 x £841 for damage, 2 x £625 for arrears and damage)							
Customer satisfaction based on at least 25 responses across the year Completed annually: – based on 31 responses for 2022-23:	How likely are you to recommend Rentstart?	Extremely Likely	Likely	Unlikely	Extremely Unlikely	Don't Know		
		58%	20%	4%	9%	8%		
Breakdown of client data base by protected characteristics as defined by Equality Act 2010	No target – reporting only; shown in separate tables below for information							

* Total annual number of clients involved not available – quarterly numbers are not mutually exclusive.

Spelthorne Rentstart – Fundraising Activities:

Spelthorne BC Funding:

Maximum of £50,000 annually, paid in 2 instalments of £25,000 on 1st April and 1st October 2022.

Additional Funding Source	Amount Applied For	Outcome of Application
National Lottery continuation funding	£466,513	Awarded – 5-year project
Staines Parochial Grant	£3,000	2 x £500 grants awarded on behalf of 2 clients 1 x £1,000 grant awarded on behalf of 1 client 1 x £1,000 grant awarded to Spelthorne Rentstart
Halloween Grotto	£265.72	Collected
Quiz Night	£339.47	Collected
Rotary Christmas Collection	£157	Collected
Better Neighbourhood grant – Cllrs John & Sue Doran	£300 – Rent in Advance	Received
Better Neighbourhood grant – Cllr Button	£300 – Rent in Advance	Received
Better Neighbourhood grant – Cllrs Dunn, Dunn & Spoor	£1,000 – Rent in Advance	Received
Better Neighbourhood grant – Cllr Grant	£1,000 – Rent in Advance	Received

Overall Spelthorne Rentstart Service Provision:

1. & 2. Spelthorne Rentstart have exceeded their target for referrals assessed within 5 working days, and recorded the total number of referrals received through the referral route.
3. & 4. They have not met their target rates for referral acceptances and rejections, but this was due to 15 clients who they were unable to contact. Despite this, they have not fallen far short of the 99% target for acceptances, at 95%.
5. They have only housed 71 clients, falling short of their target of 80%. They have reported significant difficulties in housing clients due to the current lack of affordable private rented accommodation following the withdrawal of many mortgage products in the autumn and rises in interest rates, with many private sector landlords selling up or raising room rents to unaffordable levels for their client group.
6. – 15. They have recorded the figures for all those KPIs for reporting only where there is no target. In the contract review meetings, they have also reported that they are seeing more clients coming to them with complex needs, such as mental health or addiction issues, who may not be able to live independently and are very challenging for their landlords, which is illustrated by the high numbers of clients being offered advice and guidance, and by the claims against their deposits for damage.
16. They have achieved their customer satisfaction survey response rate of at least 25 responses for the year, and when the service recommendation scores for “Extremely Likely” (at 58%) and “Likely” (at 20%) are added together (for a total of 78%) they had met their customer satisfaction target.
17. The equality data is provided in the separate tables below for information.
- Rentstart have secured significant additional funding from a variety of sources, which they have proactively sought out and applied for. This has helped to ensure that the Council is getting value for money for the contract.

Equality Data:

	Q1 2022-23	Q2 2022-23	Q3 2022-23	Q4 2022-23
Clients:				
Total	62	83	64	77
Gender:				
Male	43	58	44	48
Female	19	25	19	29
Non-Conforming	–	–	1	–
Age Group:				
Under 25	7	18	11	12
25-34	21	12	15	17
35-55	25	44	29	33
55+	9	8	9	12
Gender Reassignment:				
Gender Reassignment	1	1	–	–
Marital Status:				
Single	39	48	49	53
Married	1	5	1	9
Cohabiting	6	5	2	3
Divorced	6	5	5	6
Separated	8	18	6	4
Other	2	1	1	2

Equality Data (Continued):

	Q1 2022-23	Q2 2022-23	Q3 2022-23	Q4 2022-23
Ethnicity:				
Arab	–	–	1	–
Asian / British Bangladeshi	1	1	–	–
Asian / British Indian	1	1	3	3
Asian / British Pakistani	2	2	–	–
Asian / British Other	1	–	4	3
Black / British African	2	6	4	4
Black / British Caribbean	–	1	–	–
Black / British Other	2	2	1	3
Kurdish	–	1	–	–
Mixed White Black African	–	1	1	–
Mixed White Black Caribbean	–	1	1	–
Mixed Other	1	1	2	–
White British	52	55	41	54
White Irish	–	1	–	–
White Other	–	9	4	6
Did not wish to disclose	–	–	2	4
Sexuality:				
Heterosexual	55	78	53	67
Gay Man	–	–	2	2
Gay Woman / Lesbian	2	2	–	2
Bisexual	–	–	3	2
Asexual	–	–	1	–
Pansexual	–	1	–	–
Other	1	–	–	–
Did not wish to disclose	4	1	5	4

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.
- There were some issues with the original soil provision and planting by the developers at both sites, and subsequently with fast-growing weeds and planting in the sunny weather, where additional work or extra visits have been required at additional cost.
- These issues have been discussed with the Neighbourhood Services team and are being addressed, with some amendments and additions to the original specifications 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:

Intensive Floating Housing Support:

- Spelthorne BC does not provide a Housing First service due to the current lack of affordable private rented accommodation and concerns around property purchases following the withdrawal of many mortgage products in the autumn and subsequent rises in interest rates, which has seen a significant rise in the cost of borrowing, with many private sector landlords selling up or raising rents to unaffordable levels for our client group.
- Instead, to be able to make use of government funding for Housing First schemes, SBC replaced Housing First with Intensive Floating Support (as agreed with the government) to our most vulnerable clients.
- This Intensive Floating Support service is provided in-house, led by our own dedicated Intensive Support Housing Officer, with out of hours, weekend, and absence support provided externally by Browns Community Services.
- Browns Community Services also provide support to 2 allocated clients to maximise the capacity of the service.
- The service began on 2nd January 2023, and so has not yet been running for long enough to objectively measure the performance of Browns Community Services, but regular quarterly performance review meetings are taking place to ensure the quality of the service.