

Delivering for Stevenage

Quarter 1 2022/23 Corporate Performance
Update

FTFC Performance Highlights Quarter 1

Transforming Our Town

- ❖ Stevenage Bus Interchange opened on 26th June
- ❖ Former Bus Station to become a Multi-purpose Events Space for the Community
- ❖ Schools competition for name & logo for the Events Space
- ❖ Demolition of Former Police Station & Towers Garages (Plot K)
- ❖ Multi-storey car park and cycle hub

More Social and Affordable Housing

- ❖ Dunn Close Scheme (27 units)
- ❖ Consultation – Shephall View & Brent court
- ❖ Kenilworth Close Scheme (200 units overall)
- ❖ North Road De-Havilland House Scheme expected to complete imminently
- ❖ Work progressing at Symonds Green – Helston House (29 Social Rented Homes)

FTFC Performance Highlights Quarter 1

Co-operative Neighbourhoods

- ❖ Secured £125,000 from the Government Proptech Engagement Fund
- ❖ Social Inclusion Partnership to become a Co-operative
- ❖ Stevenage Equalities Commission (SEC) report due in autumn

Making Your Money Count

- ❖ Events and Filming Brochure launched
- ❖ Online bulky waste service launched May 2022
- ❖ Phase 1 of the Transformation Programme progressing

FTFC Performance Highlights Quarter 1

A Clean Green, Safe and Thriving Town

- ❖ Fly-tipping DEFRA bid
- ❖ Friends of Survivors Against Domestic Abuse (SADA) Charity Formed
- ❖ Nightlife Crisis Café launched
- ❖ Arts Council England/Lottery Cultural Programme
- ❖ Climate Change Annual Update Report
- ❖ Digital Neighbourhoods Newsletter
- ❖ 8th Annual Walking Festival

Corporate Performance Q1 2022/23 Overview

Overall Q1 Performance	Total number of measures reported	Meeting or exceeding target	Amber Status (within a manageable tolerance)	Red Status (urgent improvement action required)	Outstanding Measures
	63	38 (60%)	4 (6.3%)	9 (14.2%)	12 (19%)

Outstanding Measures

Voids (Repairs and Lettings) – delay due to new automated reporting arrangements

Household Waste – reported from an external source and not due till September 22

Tenant satisfaction with Decent Homes – tenant surveys to be sent out once works have been completed

RED TO GREEN STATUS in Quarter 1

Emergency & Temporary Accommodation

- ❖ Number of households in E/TA reduced from 203 to 174
- ❖ Swift action taken with regards to serious breaches
- ❖ Additional support provided for residents who are owed a housing duty
- ❖ Additional Housing First units
- ❖ TA Assistant post appointed
- ❖ Purpose built accommodation in Dunn Close secured Planning Consent

Q1 Spotlights & Improvement Focus

Comp HRA1: % of housing service customer complaints responded to within deadline – <i>page 6 para 5.4.1 to 5.4.2</i>	CSC12: % of calls abandoned in the CSC – <i>page 7 para 5.4.3 to 5.4.11</i>	Pe2: % of Agency Work assignments exceeding 12 weeks – <i>page 7 para 5.4.12 to 5.4.13</i>	Pe4a: Sickness Absence Rate for the current workforce – page 8 para 5.4.14 to 5.4.16
HDD1e: Number of affordable homes delivered by the Council – page 10 para 6.6.1	BTC1a: New jobs created through BTC – page 11 para 6.6.2 to 6.6.4	BTC1b: New business start-up in BTC – page 11 para 6.6.2 to 6.6.4	VED1: % of dwellings with a valid EICR Electrical Certificate – page 11 para 6.6.5
BV66a: Rent collection rate – page 14 para 7.6.1 to 7.6.2			
VEC1: % of communal areas with a valid EICR Electrical Certificate	ECHFL5: % of Repairs service customers satisfied (telephone survey)	EAA1: Customer satisfaction with CSC customer service	
BV9: Percentage of council tax collected			

Customer Service Improvement Activities Quarter 1

% of housing complaints responded in deadline

- ❖ 3 Housing & Investment Strategic Complaints Managers recruited
- ❖ Strategic Complaints Manager recruited for Repairs

% of calls abandoned

- ❖ CSC calls resolved first time increased from 67% in Qtr 4 to 73% in Qtr 1
- ❖ A quarter of service requests were made online
- ❖ A new set of phone options went live to help prioritise calls
- ❖ Rolling recruitment campaign in place to fill vacancies
- ❖ Coaching undertaken to improve call handling, unlock capacity increase availability of advisors
- ❖ Revised opening hours and overlapping shifts introduced

Managing Homes (Rent Collection) Improvement Activities Quarter 1

Rent collection

- ❖ Providing support through referrals to Citizens Advice and our internal welfare and debt advice scheme
- ❖ Cost of Living Working Group – exploring options to offer Tenants a full financial MOT
- ❖ Supporting tenants to arrange direct debits and with payment arrangements
- ❖ Income Recovery Action Plan in place
- ❖ Promoting downsizing for those eligible through the Under Occupation Policy

Other Red Indicators Quarter 1

Number of affordable homes delivered by the Council

- ❖ Handover of 6 units from the Kenilworth Scheme now due to take place in September 2022

% of dwellings with Electrical Certificates (Domestic)

- ❖ Electrical contractor recruited to assist with outstanding work. Significant performance improvement achieved during Quarter 2 (87.76% compliant as at 1st September). On target to achieve 100% compliance in Q3

Business Technology Centre (New Jobs and Business Start Ups)

- ❖ Wenta has increased its social media presence and promotion of courses, webinars and advice session alongside the offer of office space

Other Red Indicators Quarter 1

Human Resources (Agency Staff exceeding 12 weeks)

- ❖ Ongoing difficulty in recruiting to some permanent roles
- ❖ HR Business Partners continue to work with Assistant Directors to review the use of agency staff

Human Resources (Sickness Absence)

- ❖ Short-term (33%) can be attributed to COVID
- ❖ Long-term (67%) number of employees with complex and serious medical conditions
- ❖ HR Business Partners and AD's are supporting staff through the employee assistance programme and signposting to relevant services