

APPENDIX B: COMMUNITY MEASURES

1. In July 2023, the Executive agreed to a focus on resident priorities as expressed through 13 'Community Measures', specifically: climate change; anti-social behaviour; provision and maintenance of homes; and delivery of good local services.
2. The Novoville/Proptech (2022/23), Resident Survey (2021) and Tenants Survey (2021) analysis has been provided in the Key Facts section to help provide context to the quarterly data.
3. The 'Key Facts' section will be updated each quarter to provide Members and Residents with a clear oversight of performance in the areas that matter to them most. The intention is that these short statements will inform discussion and help drive improvement in these areas. Progress in these areas will then be shared more widely through engaging social media campaigns and promotion through the website and the Chronicle magazine.

ANTI-SOCIAL BEHAVIOUR			
Business Unit	Service Area	Measure	Key Facts
Communities & Neighbourhoods (C&N)	Community Safety	ASB cases overall and ASB associated with the Council's landlord function	<p>In 2022/23, a survey of 5,800 residents indicated that 23.7% were concerned about safety & crime with Anti-social Behaviour and drugs being the most reported concern.</p> <p>In Qtr 1 this year, Stevenage has seen 2,089 ASB reported compared to 2,567 incidents last year, which is a decrease in ASB cases of 18.6%.</p> <p>This decrease is in response to the strong joint working between the Council and partners as part of the SoSafe Partnership, specifically the proactive policing evidenced through the 'Clear, Hold, Build' initiative where Safer Neighbourhood Officers work with the Council and residents (most recently seen in Fishers Green) to establish a picture of life in the area and improve understanding of residents' concerns. Building strong relationships</p>

			<p>with communities and raising the police presence is central to ensuring that the causes of ASB can be tackled at source.</p> <p>In response to Regulator of Social Housing requirements, in 2023/24 the Council will record the number of ASB cases which are associated with tenants. In Qtr 1, 22 cases of ASB were reported by tenants. As a baseline measure this figure will be used as a starting point from which to monitor progress and compare outcomes with stock holding authorities of a similar size.</p>
C&N	Community Safety	Percentage of ASB cases resulting in successful enforcement action	<p>In 2021, reducing current levels of crime and anti-social behaviour was a priority amongst residents, with a third (35%) choosing this in their top three, with the most commonly reported concerns - drugs (71%), youth causing disruption (61%) and groups hanging around (60%).</p> <p>In Qtr 1, 16% of ASB cases resulted in successful enforcement. As a baseline measure this figure will be used as a starting point from which to monitor progress and compare outcomes with stock holding authorities of a similar size.</p>
C&N	Community Safety	Number of fly-tipping cases reported in Stevenage	<p>82 cases of fly tipping were reported in Stevenage in Qtr 1, a small decrease from the same period last year (84 cases reported). In 2022/23, 35% of residents indicated that maintenance and appeal of local areas (e.g., littering & cleanliness, pathways & pavements etc) was a priority.</p>
CLIMATE CHANGE			
Housing & Investment (H&I)	Investing in Homes/Climate Change	Percentage of Housing stock with	<p>In 2022/23, 21.4% of residents indicated that climate change investments were of priority.</p>

		an EPC measure rating above C	In Qtr 1, 55% of Housing Stock had an EPC rating of C or above . Nationally, it is reported that 57 per cent of socially rented homes have an EPC rating of C or above, the Council is working with SAVA (Software Development Company) to help ensure that the Council has the most accurate presentation of stock status, this will also help the Council identify additional stock decarbonization improvements.
Stevenage Direct Services	Environmental Services	Percentage of Household Waste sent for reuse, recycling and composting	<p>In 2021, 84% of respondents indicated that 'Council and town-wide efforts to achieve net-zero carbon emissions by 2030 to contribute to the fight against climate change' is of importance. Over three quarters (77%) of residents were concerned about climate change with over one third very concerned.</p> <p>In Qtr 4, 32% of household waste was sent to for reuse and recycling. This is compared with an average of 38.9% for local authorities of a similar size. The Council recognises that more can be done in this area and work is underway as part of the Household Waste Strategy to consider future options.</p>
PROVISION AND MAINTENANCE OF HOMES			
Housing Development	Housing Development	Number of homes delivered (gross) by the Council (since 2014)	<p>In 2021, provision of housing including affordable housing to buy or rent, was identified as a priority by 29% of residents surveyed.</p> <p>The Council continues to work proactively with stakeholders to bring forward and accelerate strategic sites allocated in the proposed Local Plan, and in total the Council has provided 339 new homes since 2014 with a target of 394 in place for Qtr 2.</p> <p>This proactive approach to building new homes is underpinned by the Council's ability to turnaround planning applications within</p>

			<p>timescale targets. The Council continues to demonstrate good performance in this area.</p> <p>80% of major planning applications determined within 13 weeks</p> <p>100% of minor applications determined within 8 weeks</p> <p>98.3% of other applications determined within 8 weeks</p>
Housing Development	Housing Development	Number of affordable homes delivered by the Council (current quarter)	<p>3 new homes were delivered by the Council in Qtr 1. The scheme at Helston House in Symonds Green was due to deliver a total of 29 new homes but this has been delayed pending highway works by Herts County Council. These have now taken place and handover is therefore forecast for Q2 delivery meaning performance will be back on schedule by Q2.</p>
H&I	Investment	Percentage of homes maintained as decent against national minimum DH standard	<p>In 2021, two thirds (65%) of tenants reported that they were satisfied with the overall quality of the home, this represented a drop from three-quarters (74%) in 2018, Of those who had a repair, two thirds (66%) expressed satisfaction with the repair they received on this occasion, which represented a fall in satisfaction since 2018 (77%).</p> <p>Since then, to address this the Council has sought to maintain a high percentage of homes that meet the national minimum Decent Homes standard. In Qtr 1 82.44% fulfilled the national DH standard. This figure is taken from Housing quality assessments which are built within the Keystone system.</p>

GOOD LOCAL SERVICES

C&N	Culture, Wellbeing & Leisure Services	Everyone Active - Number of children (under 16) participating in facilities and outreach programmes once per week	<p>In 2021, More residents placed these areas in their top three priorities than in 2017:</p> <ul style="list-style-type: none"> • ‘Good local shops and facilities in neighbourhood areas’ • ‘Good sports & leisure facilities as well as activities to support health & wellbeing’ • ‘Activities and support for children and younger people’ <p>Under its new leisure arrangement with Everyone Active, the Council are keen to see young people participating in outreach programmes. In Qtr 1, 22,139 children used Everyone Active facilities and participated in programmes.</p>
C&N	Culture, Wellbeing & Leisure Services	Everyone Active - Number of BAME adults (aged 16+) participating in facilities and outreach programmes once per week	<p>As part of its EDI Action Plan and Healthy Stevenage Partnership programme, work is underway to encourage BAME adults to utilise Everyone Active facilities and outreach programmes. Due to the early stages of the contract, an update on this measure is due to be provided in Qtr 2.</p>
Digital & Transformation (D&T)	CSC	Percentage of council service customer complaints responded to within deadline	<p>Complaints responsive is a good indicator of how well the Council is able to listen and respond to residents. In Qtr 1, 85.5% of complaints were responded to within deadline.</p>
D&T	CSC	Customer satisfaction with CSC customer service	<p>In Qtr 1 88% of respondents indicated they were satisfied with CSC via a GovMetric Survey. Historically, long wait times are the most common theme from customers rating their experience as poor or average. This is being addressed through the</p>

			implementation and ongoing maintenance of an online Knowledge Base for call handlers, ensuring that enquires can be dealt with swiftly and accurately, avoiding the need to escalate to more experienced members of staff.
Stevenage Direct Services (SDS)	Environmental Services	Percentage of residential bins collected	In 2022/23, 21.4% of residents indicated that access to Services (e.g., council house maintenance, customer services, waste collection etc) was of importance. In Qtr 1 99.45% of bins were collected.