

## **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. These themes were informed by the analysis of the Novoville/Proptech (2022/23), Resident Survey (2021) and Tenants Survey (2021) data, which indicated what mattered to residents the most.

2. 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.

<b>ANTI-SOCIAL BEHAVIOUR</b>			
<b>Business Unit</b>	<b>Service Area</b>	<b>Measure</b>	<b>Key Facts</b>
C&N	Community Safety	ASB cases overall and ASB associated with the Council’s landlord function	<p><b>In Quarter 2, there has been a 15.7% decrease in ASB cases when comparing with the same period last year.</b> This follows a reduction in cases in Quarter 1 of 18.6% of ASB cases compared with the same period last year.</p> <p>This decrease is in response to strong partnership working through proactive partner initiatives such as ‘Clear, Hold, Build’ where Safer Neighbourhood Officers work with the Council and residents to establish a picture of life in the area and improve understanding of residents’ concerns.</p> <p>Further work with residents and Members to build on the success of this campaign and design and implement strong locally led plans to tackle ASB is currently under discussion with plans to roll-out the campaign more widely.</p>

C&N	Community Safety	Percentage of ASB cases resulting in successful enforcement action	<b>In Quarter 2, 26% of ASB cases resulted in successful enforcement.</b> In Quarter 1, 16% of ASB cases resulted in successful enforcement. This indicates that more cases are resulting 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.
C&N	Community Safety	Number of fly-tipping cases reported in Stevenage	<b>138 cases of fly tipping were reported in Stevenage in Quarter 2, a small increase from the same period last year</b> (117 cases reported). <b>82 cases of fly tipping were reported in Stevenage in Qtr 1, a small decrease from the same period last year</b> (84 cases reported).  Activities to deter fly-tipping range from installing mobile CCTV cameras at known fly-tipping hotspots, and putting up signage that warns potential offenders of the fines related to fly-tipping around town. The Council continues to work with partners to enforce against perpetrators, and in 2022/23 there were 196 cases where the perpetrator was identified and removed the waste themselves.
<b>CLIMATE CHANGE</b>			
H&I	Investing in Homes/Climate Change	Percentage of Housing stock with an EPC measure rating above C	In 2022/23, 21.4% of residents indicated that climate change investments were of priority.  <b>In Quarter 2, 55% of Housing Stock had an EPC rating of C or above.</b>  A key priority within the Council's Climate Change Strategy action plan is the planning policy for zero carbon homes, exploring opportunities for renewable technologies across council buildings, and provision of energy efficient housing (including retrofitting of

			<p>current council housing stock). Delivery of the EPC rating C programme will cost on average £5,000 per property to fund and these costs have been included in the recent Housing Revenue Account (HRA) 30 year Business Plan review</p> <p>Ongoing fulfilment of climate change ambitions is reliant on grant or central government funding, and it is unclear what the impact of the Government's decision to revise its position on climate change will be on the Council's ability to finance future work. However, the Council continues to explore other options (such as its work with SAVVA (Software Development Company) to help explore additional stock improvements to improve the fabric of housing assets.</p>
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 Quarter 1 (this measure is via an external source and can only be provided in arrears) <b>42% of household waste was sent to for reuse and recycling</b>. It is consistent with the figure reported in the same period in 2022/23 (40%). Officers are currently working with WRAP and their partners to consider solutions to increase our household recycling rate and complying with the government's "Simpler Recycling" initiative.</p>

**PROVISION AND MAINTENANCE OF HOMES**

Housing Development	Housing Development	Number of homes delivered (gross) by the Council (since 2014)	<p>The Council has continued the delivery of its ambitious new council housing development programme with 394 new homes provided since 2014. The programme is predicted to deliver a total of 2,237 new council homes over the next 30 years.</p> <p>This proactive approach to building new homes is underpinned by the Council's ability to turnaround planning applications within timescale targets. The Council continues to demonstrate good performance in this area.</p> <p><b>100% of major planning applications determined within 13 weeks</b></p> <p><b>80% of minor applications determined within 8 weeks</b></p> <p><b>81.1% of other applications determined within 8 weeks</b></p>
Housing Development	Housing Development	Number of affordable homes delivered by the Council (current quarter)	<p><b>55 new homes</b> were delivered by the Council in Quarter 2. The scheme at Helston House in Symonds Green delivered a total of <b>29 new homes</b> and the Chilham House scheme at Kenilworth Close delivered <b>26 new homes</b>.</p>
H&I	Investment	Percentage of homes maintained as decent against national minimum DH standard	<p><b>In Quarter 2, 84.39% of Council homes have fulfilled the national DH standard.</b> This figure is taken from Housing quality assessments which are built within the Keystone system. This is a slight increase on Quarter 1 (82.44%) and represents the Council's commitment to improving the quality of homes for its tenants.</p>

			The Council also welcomes the Regulator of Social Housing forthcoming review of the Decent Homes standard, which is due to be shared for consultation in the coming months.
<b>GOOD LOCAL SERVICES</b>			
Communities & Neighbourhoods	Culture, Wellbeing & Leisure Services	Everyone Active - Number of children (under 16) participating in facilities and outreach programmes once per week	<p>Under its new leisure arrangement with Everyone Active, the Council are keen to see young people participating in outreach programmes. <b>In Quarter 2, 19,804 children used Everyone Active facilities and participated in programmes.</b></p> <p>Everyone Active (EA) delivered a range of projects and activities aimed at under 16's between April and September. These include:</p> <ul style="list-style-type: none"> <li>- Home Education Programme at Stevenage Arts and Leisure Centre (44 children aged 5-16 and 13 SEN children aged 5-13)</li> <li>- Holiday Activities in August including; Multisport sessions, Junior golf and netball camp</li> <li>- After school activities including; Tennis, Dodgeball and Table Tennis</li> </ul>
Communities & Neighbourhoods	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 the Council is key to encourage BAME adults to utilise Everyone Active facilities and outreach programmes.</p> <p><b>In Quarter 2, 17,765 BAME adults used Everyone Active facilities and participated in programmes.</b></p> <p>Everyone Active (EA) have been working with the Integrated Care Board as part of the Innovation for Healthier Equalities Programme (InHiP) project to detect atrial fibrillation and hypertension in predominantly the BAME community. The tests</p>

			<p>have been offered through the mobile healthy hub to residents at community events. Since May they have performed 353 tests, 145 of these to BAME groups.</p> <p>EA have detected and referred five potential atrial fibrillation cases and 30 hypertensive cases which were referred via my NHS email to an NHS colleague who refers the patients details to their GP surgery.</p> <p>EA have provided 65 people with lifestyle advice who presented with moderate hypertension and 7-day diaries to 26 residents to record twice a day readings, and advised them to contact their GP if the reading were continually high.</p>
D&T	CSC	Percentage of council service customer complaints responded to within deadline	<p>Complaints response is a good indicator of how well the Council is able to listen and respond to residents. <b>In Quarter 2, 81.1% of complaints were responded to within deadline.</b></p> <p>Further work is ongoing within the Council to review its approach to corporate complaint handling, with a number of workshops currently taking place. The Council will also be providing a response to the recent joint Complaint Handling consultation which is being proposed by the Local Government &amp; Social Care Ombudsman and Housing Ombudsman, and which seeks to streamline the 2 approaches when handling either tenants or resident complaints.</p>
D&T	CSC	Customer satisfaction with CSC customer service	<p><b>In Quarter 2 88.2% of respondents indicated they were satisfied with CSC</b> via a GovMetric Survey.</p> <p>Long wait times are the most common theme from customers rating their experience as poor or average. The Council's push to introduce self-service through online web-based solutions is a key</p>

			area of work. This is supported by the timely update of the Customer Services Knowledge Base, and which means that CSC staff can quickly find a solution to issues without escalating to manager's dealing with complex cases.
SDS	Environmental Services	Percentage of residential bins collected	<p>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.</p> <p><b>In Quarter 2, 99.65% of bins were collected, this is a slight improvement on Quarter 1 where 99.45% of bins were collected.</b></p>