

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.

ANTI-SOCIAL BEHAVIOUR			
Business Unit	Service Area	Measure	Key Facts
C&N	Community Safety	ASB cases overall and ASB associated with the Council’s landlord function	<p>In Quarter 3, 16 ASB cases associated with the Councils landlord function have been reported since Quarter 2. This represents a 22.9% decrease in ASB cases when comparing with the same period last year.</p> <p>The above figures are reported as part of the data collection for the Housing Regulation requirements, and will be used to shape targets for 2024/25</p> <p>To help tackle ASB, there is work underway with residents and Members to build upon the success of the joint ‘Clear Hold Build’ police initiative with the recruitment of 2 wardens, extra CCTV and design out crime initiatives.</p>
C&N	Community Safety	Percentage of ASB cases resulting in	In Quarter 3, 77% of ASB cases resulted in successful enforcement. In Quarter 2, 26% of ASB cases resulted in

		successful resolution	<p>successful enforcement. This indicates that more cases are resulting in successful enforcement.</p> <p>The increase in successful enforcement in Qtr 3 is as an outcome of an internal review of enforcement processes and how performance in this area is recorded and reported. The team have worked with officers to clarify and set out what represents successful enforcement activity. This means that in addition to any cases which result in Acceptable Behaviour Agreement (ABA), Notice Seeking Possession Notice Warning (NSPW), Notice Seeking Possession (NSP), Community Protection Notice Warning (CPNW), Community Protection Notice (CPN), Absolute Possession Notice, Property Closure Order, Eviction, or Noise Abatement Notice, the team will now record as 'successful resolution' all cases where there is a change in behaviour by the perpetrator i.e. resolution through prevention. An example of prevention may be a conversation with a tenant prior to Notice being issued for breach of tenancy. This preventative approach is a key part of the Council's response to tackling ASB.</p> <p>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>24 cases of fly tipping were reported to Enforcement Officers in Quarter 3, a decrease from the same period last year (99 cases reported).</p> <p>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.</p>

CLIMATE CHANGE			
H&I	Investing in Homes/Climate Change	Percentage of Housing stock with an EPC measure rating above C	<p>In 2022/23, 21.4% of residents indicated that climate change investments were of priority.</p> <p>In Quarter 3, 57% of Housing Stock had an EPC rating of C or above.</p> <p>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 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 Governments 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 SAVA (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,	In Quarter 2 (this measure is via an external source and can only be provided in arrears) 42.7% of household waste was sent to for reuse and recycling. It is higher than the figure reported in

		recycling and composting	<p>the same period in 2022/23 (39%). A key area of focus to help improve how we respond to waste management is to reduce the amount of waste in the first place. During 2023 the Council's communications have included messages around reducing waste –including food, use of real nappies, plastic free period products, home composting and donating or selling unwanted household items.</p> <p>Figures in the Herts Waste Partnership Annual Report 2022/23 indicates that Stevenage households produced 7% less residual waste in 2022/23 compared to 2015/16. However, when compared with other Hertfordshire authorities Stevenage produces around 20% more than the Hertfordshire average.</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 401 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>Timely turnaround of housing applications helps the Council meet this target and fulfil housing need. The Council continues to demonstrate good performance in this area.</p> <p>66.7% of major planning applications determined within 13 weeks</p> <p>100% of minor applications determined within 8 weeks</p> <p>97.4% of other applications determined within 8 weeks</p>

Housing Development	Housing Development	Number of affordable homes delivered by the Council (current quarter)	5 new homes were delivered by the Council in Quarter 3. These 5 homes were all purchased by the Council through Open Market Acquisitions, enabling the Council to increase the supply of affordable homes and ensure that suitable property can be provided.
H&I	Investment	Percentage of homes maintained as decent against national minimum DH standard	<p>In Quarter 3, 84.77% of Council homes have fulfilled the national Decent Homes standard. This figure is taken from Housing quality assessments which are built within the Keystone system. This is a slight increase on Quarter 2 (84.39%) and represents the Council's commitment to improving the quality of homes for its tenants.</p> <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.</p> <p>Please refer to section 3.9 of the Quarter 3 Exec report for more information.</p>
GOOD LOCAL SERVICES			
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. In Quarter 3 the footfall for under 16's using Everyone Active facilities and programmes was 15,141.</p> <p>Footfall included:</p> <ul style="list-style-type: none"> - 4,127 swimming lessons - 3,338 casual swim sessions - 900 martial art sessions - 900 dance fitness classes

Communities & Neighbourhoods	Culture, Wellbeing & Leisure Services	Everyone Active - Number of BAME adults (aged 16+) participating in facilities and outreach programmes once per week	In an effort to improve insight into unique visitor numbers and footfall, the Council are in talks with Everyone Active to ensure that an accurate picture of data can be presented. A review of available data will help provide a meaningful insight into participation in outreach and leisure activities and this will inform the Council's approach to performance monitoring in 2024/25.
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. In Quarter 3, 91.9% of complaints were responded to within deadline.</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 to ensure that forthcoming proposals by the Local Government and Social Care Ombudsman and Housing Ombudsman regarding a joint Handling Code are considered and implemented.</p>
D&T	CSC	Customer satisfaction with CSC customer service	<p>In Quarter 3, 91.6% of respondents indicated they were satisfied with CSC via a GovMetric Survey. This is the highest satisfaction level since Q3 2021/22</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 area of work and the recent introduction of automated telephony (see Executive Report para 4.2.1) is a key tool to improve the service and make it more efficient for residents. 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.</p>

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>The Council continue to deliver an effective waste collection service, and in Quarter 3, 99.67% of bins were collected, this is an improvement on Quarter 1 where 99.65% of bins were collected.</p>
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