

## **APPENDIX B: COMMUNITY MEASURES**

1. In July 2023, the Executive agreed to a focus on resident priorities as expressed through 12 ‘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 activities across the themes that matter to them most.

<b>ANTI-SOCIAL BEHAVIOUR</b>			
<b>Business Unit</b>	<b>Service Area</b>	<b>Measure</b>	<b>Quarter 4 Performance Key Facts</b>
Housing & Neighbourhoods	Community Safety	ASB cases overall and ASB associated with the Council’s landlord function	<p>In 2023/24 there were 108 cases associated with the landlord. There was one case that was in relation to Hate Crime</p> <p>To help tackle ASB, there is work underway through the SoSafe Partnership to build upon the success of the joint ‘Build a Better Bedwell’ police initiative. This includes the recruitment of 2 wardens, extra CCTV and design out crime initiatives. The council are also introducing a range of new measures to tackle graffiti in Stevenage, working in partnership with Police to carry out regular patrols and also Junction 7 Creatives to launch a new arts project. The arts project will commission artists to create a series of ‘mini murals’ on Openreach fibreoptic cabinets around Stevenage to brighten up the town and offer a more positive alternative to tagging. Work has already begun on the first cabinets, with artist Caroline Nelson creating beautiful designs on the theme of connection. The project is being called ‘Only Connect’, because the Openreach cabinets are filled with cables that help us all stay connected. It borrows the title of a famous sculpture by Angela Godfrey in St Nicholas, which itself draws on a line from ‘Howards End’ by E.M. Forster.</p>

Housing & Neighbourhoods	Community Safety	Percentage of ASB cases resulting in successful resolution	<p><b>In Quarter 4, 95% of ASB cases resulted in successful resolution this is a significant increase from Quarter 3 (77%).</b> This was an outcome of an internal review of enforcement processes and how performance is recorded and reported. The team worked with officers to clarify what represents successful enforcement activity. This means that in addition to formal resolution, the team also 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>
Housing & Neighbourhoods	Community Safety	Number of fly-tipping cases reported in Stevenage	<p><b>16 cases of fly tipping were reported to Enforcement Officers in Quarter 4,</b> this is a reduction of 30% since Qtr 3.</p> <p>To ensure that the council continue to build upon this record, the council works closely with the Hertfordshire Fly Tipping Group (FTG), which is a multi-agency taskforce including the boroughs, districts and county council as well as Hertfordshire Constabulary, Office of the Police and Crime Commissioner, Herts Fire &amp; Rescue, the Environment Agency and the National Farmers Union. The FTG's work programme is delivering improvements in enforcement capability across Hertfordshire as well as the rollout of new technology to identify and prosecute fly tippers. The FTG is behind the award-winning #SCRAPflytipping campaign, which is used across the county to educate residents and businesses.</p> <p>In addition, Members work closely with communities to help tidy-up areas, and in Qtr 4 a clean-up project was undertaken as part of the Community Payback Service along the walkway by Wellfield Wood in St Nicholas. This effort was part of our neighbourhood centre walkways cleansing programme around the town. Activities to deter fly-tipping range from installing mobile CCTV cameras at</p>

			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>			
Housing & Investment	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 a priority.</p> <p><b>In Quarter 4, 58% of Housing Stock had an Energy Performance Certificate (EPC) rating of C or above.</b></p> <p>Key priorities 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 the Council has been successful in obtaining £5.4 million grant finding to help meet these costs.</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 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	In Quarter 3 (this measure is via an external source and can only be provided in arrears) <b>36.9% of household waste was sent to for reuse and recycling.</b> It is marginally higher than the figure reported in the same period in 2022/23 (36.6%).

		Waste sent for reuse, recycling and composting	<p>The council is frequently asked what happens to recycling once its crews have collected it, along with where it goes and why it is collected separately.</p> <p>Collecting recycling separately allows the council to independently source recycling reprocessors for each material. This means we can get the best value for the recycling produced and generate an income, which helps offset the costs of running the service. We aim to keep as much of the recycling as possible within the UK for reprocessing.</p> <p>To help spread the message about recycling and reduce the amount of refuse across the town, in Qtr 4 the council put together a video which shows residents how recycling is collected from the kerbside and sorted in the recycling vehicle, and what happens at the depot. This communication went out to all residents signed up to the Neighbour eNewsletter and through social media.</p> <p>In addition, around 65% of our fleet-related emissions come from our refuse and recycling collection vehicles. To help reduce emissions in 2023/24 solar panels were installed on the vehicles to boost the energy supplement used to lift the bins. The council anticipates that in addition to solar panels, the switch to HVO (Hydro Vegetable Oil) fuel consumption for fleet vehicles in 2024/25 will see a reduction of CO2 emissions of 61% by 2025, compared to the 2018 baseline.</p>
<b>PROVISION AND MAINTENANCE OF HOMES</b>			
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 495 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><b>100% of major planning applications determined within 13 weeks</b></p> <p><b>100% of minor applications determined within 8 weeks</b></p> <p><b>100% of other applications determined within 8 weeks</b></p>
Housing Development	Housing Development	Number of affordable homes delivered by the Council (current quarter)	<b>94 new homes</b> were delivered by the Council in Quarter 4. The scheme at Kenilworth Close delivered 88 homes, and the remaining 6 were delivered through the completion of property purchases under the Local Authority Housing Fund.
Housing & Investment	Investment	Percentage of homes maintained as decent against national minimum Decent Homes standard	<p><b>In Quarter 4, 94% of Council homes have fulfilled the national Decent Homes standard.</b> This is an increase on the target for Quarter 4 (83.47%) 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>
<b>GOOD LOCAL SERVICES</b>			
Housing & Neighbourhoods	Culture, Wellbeing & Leisure Services	Everyone Active - Number of children (under 16)	<p>Under its new leisure arrangement with Everyone Active, the Council are keen to see young people participating in outreach programmes. <b>In Quarter 4 the footfall for under 16's using Everyone Active facilities and programmes was 20,094.</b></p> <p>Footfall included:</p>

		<p>participating in facilities and outreach programmes once per week</p>	<ul style="list-style-type: none"> <li>- 4,750 school swimming</li> <li>- 4,406 swimming lessons</li> <li>- 4,358 casual swim sessions</li> <li>- 1,499 theatre activity</li> <li>- 70 golf driving range</li> </ul> <p>The Council also worked with partners to promote Health Action Day, and this provided an opportunity for health professionals, charities, and voluntary groups to promote the comprehensive services available in Stevenage. The event was in partnership with Connected Communities; Herts and West Essex Integrated Care Board, Stevenage World Forum, Community Development Action Herts and Hertfordshire County Council (HCC) to improve the health and wellbeing of the diverse communities in Stevenage.</p> <p>Through the event the Young People’s Healthy Hub were able to promote the Inclusive Minds project which consists of 6 sessions around 6 themes including social media and its impact on mental health and body image. The sessions were aimed to be thought provoking while empowering young people to have the voices heard on each topic &amp; take action toward self-discovery and self-improvement.</p>
Digital & Transformation	Customer Service Centre	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 4, 87.6% 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 to ensure that the Local Government and Social Care Ombudsman and Housing Ombudsman requirements of the revised Complaint Handling Code are embedded.</p>
Digital & Transformation	Customer Service Centre	Customer satisfaction with	<p><b>In Quarter 4, 91% of respondents indicated they were satisfied with CSC</b> via a GovMetric Survey.</p>

		Customer Service Centre (CSC)	The recent move of the CSC to the ground floor of Daneshill House is anticipated to help improve customer satisfactions by providing a 'one front door' approach, ensuring residents who are seeking advice or support are signposted efficiently and effectively.
Stevenage Direct Services	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 important to them.</p> <p>The Council continue to deliver an effective waste collection service, and in Quarter 4, <b>99.67% of bins were collected</b>, this is an improvement on Quarter 1 where 99.65% of bins were collected.</p>