

Written Answers from Overview and Scrutiny Committee Meeting – 16 June 2022

Minute 6

Quarter 4 Performance Report 2021/22

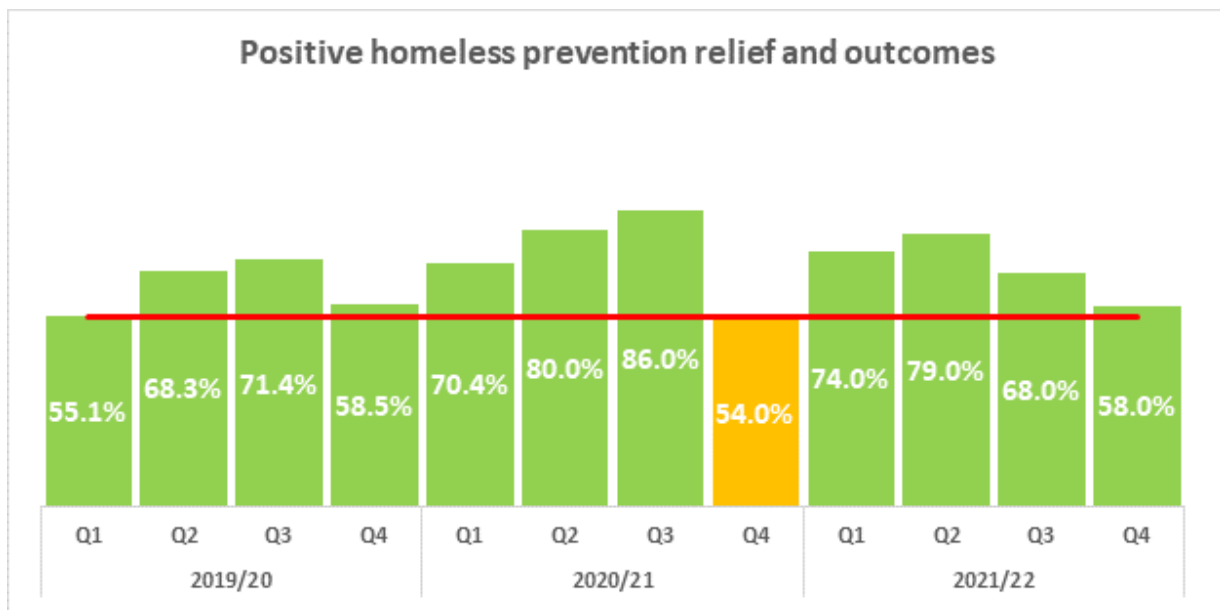
Question 1 – Homelessness

Members asked whether the figures for homelessness could be compared to the previous year in order to predict a final figure for the end of this year. (Taking into account fluctuations).

Written Answer

The current KPI on Homelessness (Homelessness Positive Outcomes) has been in place for the last three years.

At the O&S Committee in June 2022, members noted that although in Q4 the indicator is above target, there has been a downward trend in the % of positive outcomes received over the course of the year. Members therefore asked if year on year comparisons were available to help understand if they should be concerned about this. Data from the past three years is included below.



Question 2 - Affordable Housing and affordable housing completions

Members asked how many of the affordable housing completions are socially rented and how many are affordable rented. Members also asked whether the KPI was green rated based on over delivering on the number of homes in one particular year, which might cause other problems in the medium to long term.

Written Answer

At the O&S Committee in June 2022, members requested information about the split between social rent and affordable rent housing provided over the past year. This is provided below:

	Social Rent	Affordable Rent	Private Affordable Rent
Q1 2021/22	1	0	0
Q2 2021/22	2	0	7
Q3 2021/22	6	32	0
Q4 2021/22	3	0	0
Total	12	32	7

Question 3 – Street Cleansing

Members enquired why street cleansing had incurred a £6k additional spend on postage. The Head of Finance would investigate and provide a written answer after the meeting.

Written Answer

This expenditure relates to the 2021/22 variance against budget for all postage charges incurred by teams within Neighbourhood Services.

Minute 8

Companies Performance Update Spring 2022

Question 1 – Greensand - Point 19 on page 5 states “the loan and accrued interest are impaired in the Council’s accounts to reflect the risk of credit loss.” Members asked for the amount of the loan and accrued interest.

Written Answer

Balances as at 31 March 2022:

Loan 1 (Crown House)

Principal - 2,269,628.77

Loan 2 (Fishers Farm)

Principal - £10,988,471.00

Accrued Interest - £1,964,919.25

Question 2 – Horley Business Park - An update on the progress of Horley Business Park including a timeline was requested by Members.

Written Answer

The Council is currently working to resolve a number of matters regarding its relationship with the partners to the LLP which may affect the Business Park Development. In order to ensure we do not prejudice the current discussions we cannot publish additional information, but an update will be provided once it is possible to do so.

Minute 9

Reigate & Banstead 2025 Annual Report 2021/22

Question 1 – Clear and Effective Communication

Members asked whether communication from residents was received via email, phone calls or letters. It was confirmed that communication from residents was received via all three mediums and that the Contact Centre would be able to provide a breakdown following the meeting.

Written Answer

Resident contact comes through a variety of ways, and we aim to provide a range of channels to meet their needs. We are currently concluding an exercise to map all our customer contact and the table below shows the main channels and provisional volumes of resident contact from 1 April 2021 – 30 March 2022.

Missing from this contact data are any in-person visits to our Town Hall Reception, as this was closed for much of the period in question. Pre-pandemic these had run at around 80 visitors a day (20k a year) and included meeting attendees, taxi licence applicants, and other tenants as well as residents; visitor numbers are significantly lower since Reception re-opened but a year's comparison data is not yet available.

This information has been gathered to inform the update of our customer contact strategy, work on which starts shortly.

Resident contact 1 April 2021 – 30 March 2022		
Channel	Volume	Comment
Phone		
Customer Contact Helpline	38,819	Calls to our main Helpline number – 01737 276000
Customer Contact (specialist) Helpline	18,714	Calls taken by CCT on behalf of certain Services where customers need more detailed advice e.g. Housing, Elections, Benefits
Calls direct to Services	61,990	Calls managed through our Interactive Voice Recognition (IVR) system
SMS (text)	22	Contact facility available for the deaf or hard of hearing
Social media		
Facebook messages	3,363	
Twitter messages	5,788	
Instagram interactions	725	

Website		
Page visits	4,134,256	
Webforms	2,639	Relating to the 'report it' function (allowing residents to report a range of things from fly tipping to anti-social behaviour) and other online reporting forms
Sign-ups for My Account	9,319	
Miscellaneous		
FOIs, EIAs	615	Received mainly online via our website FOI system
Post (letters etc.)	232 kg	Incoming post assessed on weight rather than per item. (Royal mail weight guide indicates a maximum weight of 100g for standard letters.)
Email		
Although a channel available to residents, this is not currently tracked		