

SERVICE UPDATE

This is a joint report prepared by Heads of Service. The report provides Operational Board Members with a general overview and update on current issues.

Head of Finance & Income

Accountancy

Efforts have been concentrating on compiling the draft financial statements for the March 2020 year. We completed this within our target deadline of April 24th and supplied a copy to Derby City Council. We are currently liaising with the Auditors and planning for their two week audit which is due to commence on May 18th for two weeks. For the first time, this is planned to be done fully remotely away from the office.

We completed recruitment to our team with two Principal Accountants in March. Within a week or so they have been transferred into other teams to assist with resourcing in those teams to meet minimum service levels during the COVID restrictions, along with our Apprentice.

Essential works still to be covered

- Emergency payments made direct from DH bank account
- Statutory filings to HMRC (PAYE, VAT) and pension returns
- Payroll related tasks
- Assisting the Accounts Payable team to ensure suppliers continue to be paid promptly

Services to put on hold

- The majority of budget monitoring meetings with managers
- Project reviews, such as service charges eligibility for Housing Benefit and Universal Credit

Rental Control

The annual "Rent Variation", where we update over 12,500 tenancy rent details on Open Housing was completed on time and without any problems at the start of April.

This year we also amended all properties into revised "Rent Groups"; this will assist with our future management reporting out of Open Housing. There were a few minor hitches but in the main went well due to both the amount of testing carried out and the specialist knowledge of the Rental Control team.

All the team are now working from home and service levels are continuing. We are providing support to any staff members that are finding the isolation of working from home an issue.

Leasehold

The team are working from home and all coping well.

At the start of April the 2020/21 estimated service charges were issued on time and the rent group change went well again due to testing and specialist knowledge.

There has been an understandable decline in major works notifications due to a reduce number being carried out during the restrictions.

We have been “safe and well” phoning elderly and vulnerable leaseholders, the calls have been well received by the leaseholders with many of them saying how they have appreciated the contact.

Essential works still to be covered

- We are able to still do virtually all roles remotely whilst working from home

Services to put on hold

- Cheque refunds for tenants can't be collected from the Council House, so we are looking at alternative options

Derby Advice

We have implemented a new customer feedback survey from January. We have seen a big increase in responses-we had 68 surveys returned in the first quarter. 100% of customers were satisfied with the service they received. Comments about the service include:

- “my mental health can affect my judgment so I am profoundly grateful for the patience and understanding and support to help me sort matters of importance out”
- “Continue as you are as you are extremely friendly and put me at ease, thank you”
- “understanding an approachable staff that help in any way they can without judging or discrimination”

Money Advice Team – money and debt advice for tenants

To give an indication on how there has been a reduction in referrals to this service to tenants, the referral figures to date are:

- Rent in advance requests- January 30, February 20, March 10 and April 2
- Referrals to Money Advice (via team inbox)- January 140, February 101, March 91 and April 36
- 2nd tier referrals- February 30, March 22 and April 11

Our referrals have dropped. This is expected for the following reasons:

- The income/tenancy support teams are not seeing as many tenants and they are the main source of referrals
- Tenants are not getting chased as much by their creditors (most are holding enforcement until the end of June) and they therefore do not see it as a priority

We would expect our referrals to increase significantly once the creditors start enforcement action again

Essential works still to be covered

We are still able to provide most services; however, things take a bit longer to progress for the following reasons:

- We need to get signed documents (e.g. the form of authority) and other information (e.g. creditor letters/proof of ID/proof of income) from the client in order to progress the case. This relies on them either taking photos and emailing the documents to us or going out to post documents- which they are not always engaging in.
- It is harder to get information from the client over the phone (you can't look through their letters/documents to find out the situation)
- We can't negotiate with all creditors over the phone (.e.g. because the creditors aren't manning their phones like DCC re Council Tax or because we don't have the client's authority) and have to email instead which takes longer.

Services to put on hold

We have had to put face to face appointments with clients on hold.

Welfare Rights Team – benefits and welfare rights advice to all Derby residents

The service to the wider public is continuing, even though all staff are working from home. We have supplied the team with new work phones, which have proved a success.

Our areas of support have shifted – away from tribunal hearings to COVID related benefits.

The welfare rights team have been able to manage an increase of calls to the specialist advice line about Universal Credit and the government's new covid 19 related schemes. We can divert time and resource from face to face advice to telephone advice as we are not offering face to face appointments relating to tribunal hearings.

See update on the Tribunal Service below. We anticipate a high volume of appeal tribunals will be listed once the lockdown ends. We may experience capacity problems depending on the timescale of these hearings, but the Tribunal Service will have capacity issues of their own in tackling the backlog.

Essential works still to be covered

We are able to do most of the normal tasks but they are taking longer for example:

- We can complete claim forms over the telephone for some clients that can cope with detailed phone calls
- For others we have to request extension which the DWP are automatically granting
- We can submit challenges to benefit decision by doing them with clients over the phone. However we have to send them out to clients for them to sign and send on. Some clients may not complete this action
- We have to wait for clients to return signed form of authority for us to act in some matters
- We are able to run the specialist welfare rights advice line as normal and triage are diverting enquiries to this that may normally have required a face to face appointment to see if we can resolve the query or progress it over the phone
- We are doing specialist advice for cancer patients for the Macmillan project over the phone.

Services to put on hold

These include:

- We have put face to face appointments on hold
- The Tribunal Service has put face to face appeal tribunals on hold. Most of the appeals have been postponed but the tribunal service has stated that they are sifting cases to see if they can make 'provisional decisions' on cases that look from the appeal bundle that they can be decided in favour of the client. We have not had any of these to date but in readiness all Welfare Rights Officers are completing their legal submissions on cases and sending them to the tribunal service to help a positive decision to be made on the papers. The lack of appeals will impact heavily on the financial value of benefits we raise on behalf of our clients
- We would be unable to easily sign on new participants to the D2N2 money sorted project.

Income Management

Arrears Update

As at week ending Sunday 3rd May 2020 (rent week 4). The current rent arrears position is £1.66m. Same time last year they were £1.32m. So a £340k increase from a year before. We were expecting a £100k increase, through natural increases linked to the switch from Housing Benefit to Universal Credit over a year. The resulting £240k we are attributing to the effects of COVID.

Current arrears are increasing as the Coronavirus lockdown takes effect having an impact on tenants employment and incomes. Many tenants have had to claim universal credit either because they have lost their job or been furloughed. These tenants have been waiting for income and therefore not in a position to pay the rent until wages are received or benefits claimed processed.

The impact from Coronavirus effect began to take effect in the middle of March and had a big say in how the yearend arrears ended up. At the end of the year the current arrears were just over £1.7m compared with the original target of £1.6m. Prior to March we were doing well on controlling rent arrears levels and forecasting an end of year outcome of 1.4m.

Other Information

Evictions were an area where we did do well over the year with only 23 evictions being carried out and the majority of these properties had already been abandoned by tenants prior to the eviction. This meant last year we carried out less than half of the evictions carried out in the previous year and this was a really good outcome. The continued promotion of Assisted Payment Arrangements (APA's) to eligible tenants (838 now on this) allows for their housing element of UC claims to be paid direct to the Landlord. This plus direct support from the Homelessness Team on certain cases has reduced the eviction numbers.

At the end of March, we also sent out over 2,000 letters providing information to our existing Universal Credit claimants on how to update their journals with the new rents following the rent increase. This was to minimise tenants input errors in the claims which potentially leads to delayed payments to them and extra journal referral queries from the DWP to our team. This appears to have been successful.

We are looking at the possibility of other ways to pay for our Pay Point payers as they have had the biggest drop in payments could be a consequence of the lockdown. But this is likely to be linked to a wider review with the Council on income payment sources options.

Currently the whole team are working from home.

Essential works still to be covered

We are providing support for tenants during this difficult period. The current position is no threatening letters, visits, notices are being sent until we understand the tenant's current circumstances.

During the last few weeks Income Recovery Officers have been contacting tenants who are not paying to try and understand their current position and advise them accordingly on claiming universal credit and other benefits as well as discussing when payments possibly could begin so we can have further conversations then.

Once furloughed tenants receive their wages and universal credit claimants get their benefit processed which we expect will start happening at the start of May then we will try and get reasonable pay agreements in place. Only if these fail will we consider notices to protect the income stream and we will have to see if the governments ruling on court and evictions is extended from the end of June.

Services put on hold

Current actions not being carried out due to current situation

- Enforcement/warning letters
- Serving Notices
- Applying for court hearings
- Applying for eviction warrants
- Home visits
- Office Appointments

Other areas of work such as looking at other arrears prioritisation systems such as Mobyssoft have been stalled by the crisis and will have to wait until things improve before recommencing looking further into the product.

Welfare Reform Team

The Coronavirus crisis has meant a dramatic increase (a tenfold increase) in universal credit claims around the end of March and start of April. For week commencing 6th April we had 235 actions on our Landlord Portal to verify for the DWP.

In order to deal with the additional claims we have had to streamline the service delivered and use staffing resources from other teams to get on top of the numbers.

All the team (bar one employee) is home working. We are not able to maintain our presence at the Job Centre based in the Council House.

We are still waiting for some feedback from the Harrogate pilot on the mass migration pilot, but we think Derby's migration of existing legacy benefit claimants to Universal Credit is likely to happen sometime during 2021.

Universal Credit Statistics

As at 15 th April 2020	Number	Gross Arrears
UC singles	906	£253,262
UC couples *(includes 2 mac)	156	£34,392
UC families *(includes 5 mac)	1,309	£396,812
Total	2,371	£684,466
Gross UC arrears	1,292	£684,466
Cases with no arrears/credits	1,079	£255,401
Net UC arrears	2,371	£429,065
Average arrears per UC Case (£684,466/2371)	2,371	£289
Alternative Payment Arrangements (APA)	838	£283,117
Direct Deduction (DD)	617	£22,378
Total	1455	£305,495

*mac (mixed age couples)

Highlights of tenants on UC

- 2,371 tenants on UC
- 35% on APA's (where DWP pay directly to Landlord the housing claim for weekly rent costs)
- 26% on Direct Deduction (where a deduction from the UC claim is paid direct to Landlord to cover rent arrears)
- 1,079 tenants (45%) with no arrears or in credit on their rent account
- £305k plus income claimed "automatically" from DWP each month via APA's & Direct Payments

Head of Housing Management

Since writing my last report no one could have predicted what was on the horizon and the impact that it would have on the country, Derby Homes, our staff and residents. Things have had to change dramatically as a result of the Coronavirus pandemic. We have had to react and adapt to very new ways of living and working. It has been hard for us all, I hope that this report finds you well and that you have found ways to cope in this difficult environment.

In order to update you, I have focussed my report on the changes that we have had to make within Housing Management. All decisions take into account Government guidelines and have been made with the intention of maintaining and delivering the best service possible in the circumstances. Things can change quickly, however at the time of writing this report the following changes have been made:

On 18th March government asked the country to work from home, where they were able to. Over the following few days, we transitioned most of the Housing Management service to work remotely. The three local housing offices were closed to the public and staff,

however we maintained a small staff on-call rota at Stockbrook Street local housing office to deal with emergency sign ups, which have been operated from the reception area, providing enough space to socially distance.

The Housing Management service has remained open to respond to the public, through telephone/email communication channels, with customers without access to a telephone or the internet able to access Housing Management services through public telephony and web access within the Council House reception area. A newsletter was produced and delivered to all Derby Homes tenants giving them an update about our services and providing them with numbers they can call for support. A number of posters were also produced and put up in our lifts and communal areas of buildings to remind people how to keep safe. Whilst the service has remained open, home visits have been by exception and have related to serious safeguarding concerns, where Head of Service approval has been sought and obtained.

Housing management teams have embarked on a substantial programme of welfare calls to tenants with known vulnerabilities, living in supported housing, and/or over 70 years of age. At the time of writing this report nearly 4000 calls have been made, with advice given on how to access the Derby Covid Response Community Hub programme, run by Voluntary Action Derby, for those requiring ongoing support and assistance during this period. Direct referrals have been made where tenants have been unable to contact the community hub directly.

The anti-social behaviour service continues to operate, albeit with a significantly reduced onsite presence. Calls into the anti-social behaviour service have increased but this increase is largely attributable to calls regarding social distancing. These callers have been advised to contact the Police to report individuals who are not following the social distancing instruction from government.

Whilst the vast majority of anti-social behaviour cases are resolved without the need for eviction, all possession action is currently impacted due to coronavirus with an extension to notice periods to seek possession extended to 3 months, and a suspension of all housing possessions since 27th March.

There has been an increase in the number of tenants seeking support due to domestic abuse during this period. Referrals to the complex needs team doubled in March from an average 9 a month to 18, with the same pattern in April. There is evidence of good joined up partnership working across the city regarding supporting survivors of domestic abuse, with the increased use of non-molestation orders helping to keep victims in their homes.

Safeguarding updates and briefings continue within Derby Homes, with statistics confirming that staff are continuing to identify and make referrals to both adults and children's safeguarding teams. Child protection and vulnerable adult meetings are happening remotely. We continue to work in partnership with all relevant agencies to address ongoing safeguarding concerns.

We continue to support residents at the Extra Care facility Parkland View. Carers remain on site whilst the Housing Management service is largely being delivered remotely. Visitors to the building are limited to those delivering essential services to protect this vulnerable cohort. Regular welfare and reassurance calls are being carried out with residents by housing management teams, who are also supporting with shopping where necessary. Garden furniture on the outdoor patio has been positioned to comply with

social distancing rules. Building health and safety checks continue to be completed each week. The shared reading group who deliver activities at Parkland View are now producing a weekly newsletter for residents with reading suggestions, uplifting poetry and funny anecdotes. Housing Management staff are printing these and delivering to flats whilst carrying out the weekly checks of the building.

We will continue to review the ways in which we are working and will look to develop a recovery plan in line with any updated Government guidance. I hope that by the time I write the next report, the situation will have improved significantly.

Head of Housing Options and Homelessness

Derby Homes Offer for Rough Sleepers

Derby Homes responded to the outbreak of the Covid-19 pandemic, providing accommodation provision for up to 100 rough sleepers or people threatened with rough sleeping, with the sole occupancy of the Holiday Inn Express located on Pride Park. The Public Health crisis that presented this challenge resulted in all staff being told to work from home on the 23rd March and within 4 days of this directive the hotel welcomed its first guests on the 27th March.

The challenges that were presented were varied and included arranging food and a laundry service for our guests, which would otherwise not have been available. Support for the residents has been provided by Derby City Mission who redeployed their team from the Safe Space and have been assisted by the presence of two security guards on site at all times.

We can all identify with the difficulties and challenges of the lockdown and these have been true for the guests at the hotel. A strong effort has been made to provide on site entertainment with basketball, badminton, individual football challenges, table tennis, jigsaws, quizzes and much more made available to keep them all engaged and maintain a positive mental attitude.

To date we have not had a confirmed Coronavirus case at the hotel, although there have been guests who have needed to self-isolate at times. The homelessness paramedic has provided daily screening and health checks at the hotel and across the wider hostel provision in the city. In total and to date there have been 120 unique guests that have stayed at the hotel. The highest number of guests recorded as staying overnight was 56 with the present number of guests booked into the hotel standing at 50.

Derby Homefinder Rolling Review

During the period of lockdown Derby Homefinder team have been busy conducting a rolling review of households on the housing register identifying those that have not expressed an interest in any property within the previous 3 months. There were 3500 customers that were identified through this process with each household emailed by a member of the Derby Homefinder team, explaining that during these uncertain times we were using the time to review and update our records. To date there have been just over 500 responses received which are being verified and updated by the team with support from the allocations team.

Allocations Policy Consultation

In addition to the rolling review a further 10,000 emails and letters have been sent to all customers registered on Homefinder, notifying everyone that there is a consultation taking place on the proposed new allocations policy. This directs customers to the web site allowing them to become involved, providing their views and opinions and explains why we are doing it. To date we have received 127 responses with a further 4 weeks left of the consultation period.

Private Rented Access

The private rented sector access team continues to generate additional properties for our customers, enabling a greater number of homeless preventions and relief of homelessness, which is always a better outcome for all. At the end of March 2020, the team had assisted 160 households into private rented accommodation and achieved the target set of securing 160 new private rented tenancies. The success achieved in the last financial year will need to be repeated this year to help meet the housing needs of customers requiring Housing Options assistance.

Head of Repairs

Day to Day

Since the lockdown of the 23 March 2020.

The Responsive Repairs team initially were subjected to a high level of staff having to self-isolate with suspected COVID19 from both tradespersons and also back room support staff.

Despite the pandemics initial fears and apprehension the Plumbers, Electricians and Joiners trades have all excelled over the last eight weeks in continuing to provide essential and urgent repairs services to ensure our customers are Safe, Warm and Dry. We have also been supported on an ad hoc basis by the Roofers and Bricklayers also in carrying out making safe emergency situations.

To provide additional support and specialist services we have maintained the use of our specialist drainage contractor throughout this period so that all blockages to our drains, sanitary ware and pipes are removed to ensure we are providing normality in a very unusual and complex situation

The performance of the team has been brilliant in achieving 100% completion in line with the target timescale.

All of the above would not have been made possible without the continued support and partnership working with the suppliers and the team at the Buildbase hub.

We are currently working out a plan to arrange completion of the backlog of work, revising our Risk Assessments and Operating Procedures with a view to starting non-essential non-contact works such as Roofing, Fencing and Groundworks initially.

We are also working with all of our Sub Contractors to ensure their staff are working safely and protecting all of our customers and the general public. This will be achieved by reviewing, accepting and ultimately ensuring compliance with risk assessments provided.

Void Repairs

Since the closedown the voids team have been running a full voids service despite initial issues of staff having to self-isolate because of suspected Covid-19 symptoms.

The service was maintained to ensure that as much housing as possible was made available for vulnerable and homeless people particularly at risk during the pandemic. Working alongside members of the allocations team we have prioritised properties suitable for the risk groups mentioned above.

There has been a decrease in the number of voids coming through the system however this has meant that all voids are being worked on by the team. The team have also received additional support from other Repairs and Capital Team operatives which has enabled properties to be turned around in good time.

Electrical Servicing

Electrical Testing in properties was suspended on 23rd March. Over the last few weeks the team have assisted other departments with their Electrical requirements. We have also continued to attend Emergency Repairs when required following the guidance given.

Currently processes are being implemented to commence Electrical Testing in a non-tenanted environment such as communal areas and common rooms. The decision to start Electrical Testing in tenanted properties is being monitored and new procedures are also being prepared.

Gas Servicing

Since the 23 March the Gas team have continued a full gas breakdown service for our customers ensuring all tenants have had heating during the crisis.

Although initially gas servicing was suspended due to social distancing guideline from the government this was restarted on the 20th April and is now running at 69% first time access. This is utilising all the gas servicing engineers but at slightly reduced performance numbers whilst the pandemic infection rates are high. However we are still maintaining 100% compliance and are working with tenants who are self-isolating or shielding at the present time to gain access as soon as possible.

Although gas heating installations ceased at the start of the closedown the team have still been fitting heating systems in voids and properties where boilers have failed and cannot be repaired.

Resources Team

To ensure business continuity during the pandemic the Resources team have worked tirelessly to support the efforts of Repairs and Capital teams and also to ensure the smooth running of the depot.

Members of the team have worked every day in the depot since the closedown to ensure various tasks could be carried out.

These include keeping the depot open for key staff and essential deliveries. The team have assisted in ensuring PPE was organised and handed out to staff as and when required. They have ensured that vans were reallocated during the crisis to ensure service continuity. Working with DCC colleagues has also enabled the waste station to remain open for the entirety of the closedown.

A key part of the teams work has been to make sure we have been able to continue with a seamless Out of Hours service for our customers.

Head of Capital Works

Working Arrangements during the National Lockdown

Following instruction given by the Government in March 2020 as a result of the Covid-19 pandemic, Derby Homes ceased work on a number of service areas carried out by the Repairs Team and Capital Works Teams. This decision was taken in light of the Government instruction to 'Stay at Home'. While every step was taken to ensure those, who could work from home did so, there were service areas/work activities that where staff could not work from home owing to them being construction orientated.

We made considerable adjustments to the way we delivered Property Services to the homes that we manage. All work that was non-essential ceased when the Country entered Lockdown. Our immediate concern was identifying a safe method to deliver essential repairs to keep homes safe, dry and warm. Protecting the health of our staff and customers was our number one priority.

Major Works Team

During the period of Lockdown, the Capital Works Team focused on turning around empty homes, and used the time an opportunity to make progress on passive voids and the work to newly acquired homes. In addition, the Team were involved in a range of activities including; delivering and assembling furniture packs for customers, providing a standby service to deliver alterations for customers discharged from local hospitals, collecting and transporting supplies of PPE and office furniture.

Planned Maintenance Team

Throughout the period, our lifting equipment contractors, Prism and Stannah, provided a servicing and repair service, subject to access restrictions, with Prism providing a 24/7 standby service to deliver hoists / stairlifts for customers discharged from local hospitals.

Estates Services Team

The Streetpride Team after an initial loss of workforce either through; illness, shielding or secondment to other Council services during the first few weeks of Lockdown, recovered its numbers to support a core cleaning service to communal areas and make progress in delivering the Grounds Maintenance and Gardening Services. At the time of writing this report the majority of communal areas have had three grass cutting visits and the Domestic Gardens, two visits.

Development Team

The Team continued to work with our consultants in preparing scheme feasibility reports, designs and working drawings for future new build projects, such that a prompt start can be made when restrictions are relaxed

Service Area Reinstatement Programme

The Government has now instructed those workplaces and workers who cannot work from home to return to work where it is safe to do so, implementing all the essential Covid-19 control measures to ensure a safe work environment while preventing the spread of the virus.

Preparatory work is underway with both the DH Corporate Health and Safety Team, and our Contractors to develop safe systems of work to enable a restart of Capital and Planned Maintenance Works. In order for work activities to be reinstated, it is essential that all work is; considered, planned, organised, risk assessed, controlled and subsequently managed and monitored to ensure a safe environment for all employees, contractors and customers. Ensuring we minimise the risk of spreading the virus.

The process has been developed to ensure the reinstatement of work activities is done in a gradual and controlled manner with the assistance from the Health and Safety Team. The key features of the Process are as follows:

1. Head of Capital Works to review all service areas/work activities and strategically decide which activities they wish to reinstate and in which order. The purpose of this is to ensure the Team receives the support required from the Health and Safety Team.
2. Once a plan has been decided on what to reinstate and when, the Head of Capital Works instructs the appropriate Contract Manager to produce three (four where applicable) essential documents in preparation:
 - Covid-19 Construction Operating Procedure that accurately reflects the specific work activities and how the Team will manage work activities along with the Covid-19 control measures.
 - Covid-19 Service Area Specific Risk Assessment that mirrors what has been detailed in the COP but contains the essential information that workers need to know when they carry out their daily activities.
 - Covid-19 Service Area Checklist to ensure the Team have considered all the control measures required for the work area in the COP and Risk Assessment.
 - Where applicable, collate Contractor Covid-19 specific risk assessments and any other paperwork relevant to their work activities.
3. The Health and Safety Team will review, revise and ensure that any additional control measures, procedures, processes are implemented. A recommendation will be made by the Health and Safety Team to the 'Senior Management Team' (SMT) to reinstate the service area/work activity on the stipulation that all control measures detailed will be adhered to by the team.

An online training programme to ensure compliance with Covid 19 working practices has been delivered to DH Operatives and will be rolled out to our Contractors prior to any Contract re-starting on site.

Reinstatement of Works

As part of the Service Area Reinstatement Process, the following Projects were prioritised to recommence and by the date of the Operational Board Meeting should be active.

New Build Projects

The aim is to complete all existing new build sites that ceased at point of Lockdown. Works were proposed to start on the War Memorial Village Project week commencing 25th May 2020 as a pilot, prior to potentially opening the five active Derby Homes sites in the following weeks, with the properties at Carson Road is likely to be completed by the date of this meeting.

Progress on all sites will be dependent of the availability of materials which will be help by the expanded opening of Buildbase and the return to work of materials manufacturers.

In addition, the Development Team are re also reviewing the risks for new projects that were due to start during the Summer 2020 but will be delayed starting consequent to the Lockdown. Activities include:

- Identifying a demolition Contractor for the Chesapeake road scheme, to demolish the building before our bat licence expires, and to allow construction work to commence later this year.
- Agreeing commencement on site dates for Crompton Street, Blagreaves Avenue, Cummings Street and Whitaker Street.
- Carrying out preparatory work for Barlow Street flats and Grange Avenue bungalows, both projects that we are keen to get into the planning process as soon as possible. We have managed to submit a site for planning for two four bed homes at Elmtree Avenue during April 2020.

Planned Maintenance Projects

The following Projects have been identified as the first phase of restarts:

- Roofing - Initially to properties where the scaffolding has remained erected during the Lockdown.
- External Wall Insulation - Initially to properties where the scaffolding has remained erected during the Lockdown.
- Repairs before Painting to fencing only.
- External Painting – Initially to fencing and render.

Internal work within occupied properties to form the basis of a second phase.

Estates Maintenance Projects

The following Projects have been identified as the first phase of restarts:

- External Fencing and Gates
- Hardstanding and Parking Areas

The Grounds Maintenance and Cleaning Services delivered through Streetpride, which have continued through Lockdown should continue to improve as the number of operatives return to the Service.

Procurement Activity

The re-procurement of two Frameworks have commenced during the Lockdown:

- Substructure and Superstructure Frameworks – Potential increased volume of new build work in 2020/21 will mean that; greater flexibility required to operate both frameworks independently or in combination; increased numbers of contractors; options to add roofing and groundworks.
- Groundworks / Fencing / Landscaping Framework – Significant increases in what is often piecemeal workload requires a review such that framework offers; greater flexibility; increased number of contractors; improved value for money.

If Board Members or others would like to discuss this report ahead of the meeting please contact

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