

## **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 Housing Management**

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### **Housing Management Report**

It has been a busy few months in housing management with all frontline staff returning to an office base 2 days a week from the end of September. Moving forwards, hybrid working will be the new normal with some office and some home working. A lot of the staff in my service area are customer facing and therefore also spend time each week out on the estates doing their inspections and carrying out visits to customers' homes.

There are many advantages to staff mixing again, it helps to develop and maintain relationships, improves joint working, as well as enhancing mental wellbeing. Staff that I have spoken to appear very happy with the new hybrid ways of working.

### **Customer Surveys**

You will notice from some of the other reports within my service area that a lot of work is currently being carried out to see how we can use feedback from customers more effectively. Our customer satisfaction rates are very good however there is always room for improvement. We are striving to develop a system that recognises where we have gone wrong. We will then put it right and reflect on what we can put in place to ensure it doesn't happen again. A no blame culture that encourages continuous learning, problem solving, review and development. To do this, we will consider the situation from a customer perspective and in some cases map the customer journey to understand their experience of our service.

In taking this approach we want to be more open and transparent with our customers. We do sometimes get things wrong but if we can learn from those mistakes our customer service should improve further.

### **Head of Housing Options & Homelessness**

#### **Derby Homes – Rough Sleeping Accommodation Programme (RSAP)**

Following on from the last update where I told you Derby Homes in partnership with the Council have been successful in securing £757,000.00 funding from the Rough Sleeping Accommodation Programme to acquire properties for use by rough sleepers or those threatened with rough sleeping. We are progressing very well with our

colleagues in DCC to obtain the required 10 properties. We now have all 10 properties identified with 5 purchases completed and 5 going through the completion process.

## **Housing Options Staffing**

We have been busy recruiting to key areas within Housing Options to the vacant positions we had, I am extremely pleased to have these post filled.

- Homelessness Manager (Singles)
- Non Secure Tenancy Coordinator
- Access Team Leader

## **Rough Sleeper Recovery**

We continue to focus on providing solutions to support some of our most vulnerable citizens in Derby. To assist with this and to enhance what we already have within the Rough Sleeper Teams we have appointed to the role of Homelessness Social Worker. This role is instrumental and will primarily focus on supporting some of our most vulnerable complex customers who are deemed to be either rough sleeping or at risk of rough sleeping.

## **Head of Finance and Income**

### **Head of Service Update – Finance & Income**

#### **COVID Commentary**

All teams have moved to a hybrid office / home working routine. Most teams are operating on average one day a week in the office. There is the occasional home visit that has recommenced in the Income Team and Derby Advice team.

#### **Income Management**

Table showing number of cases at various stages in the arrears process pre and post COVID (year cover April to March)

Action	2018/19	2019/20	2020/21	2021/22 - six months to end of Sept
Notices of seeking possession (NOSP)	1,942	1,027	124	173
Court Orders*	200	140	40	30
Eviction Warrant	52	23	2	2

\*Court figures are best estimates. Many of the pandemic hearings in 2020/21 were already ones in the pipeline.

All court and eviction action were dramatically reduced by Government led restrictions during the pandemic, commencing from late March 2020.

These restrictions included:

- Only “essential” eviction warrants being issued

- No Court Hearings to obtain orders unless new criteria achieved e.g., 6 months arrears, additional prehearing before case could be progressed to actual hearing to get order.
- NOSP having notice periods of up to 6 months, normally 28 days.

We took the compassionate decision to suspend all NOSP for tenants from end of March 2020 to September 2020.

In summary, we do anticipate some backlog of arrears cases to go through the courts and eventual feed through to eventual eviction. But not to the scale that one would expect considering such low levels of court orders and evictions compared to pre COVID.

### **Arrears Update as of 7 November 2021**

As at Sunday 18<sup>th</sup> November 2021 (rent week 31), the current tenants rent arrears were £2.4m. When compared with the position at the same time last year the current rent arrears were £2.5m so the current position is £0.1m better than last year. It is important to consider that end of month payments timings do make a difference and as an example of this, the October month end KPI figures showed a £0.1m higher arrears figure than the same time a year ago.

The current arrears figure continues to follow the usual annual trend of rising through the first three quarters of the year. Once payment patterns stabilise and with two weeks Christmas rent free weeks (plus a further rent-free week at the end of March 2022) we still expect arrears to come in around the year end KPI target figure of £1.8m (March 2021: £1.76m).

There continues to be some risk that the ending of the furlough scheme and the temporary additional Universal Credit support (£20 per week) may adversely impact on arrears as the year progresses. Clearly these risks and the higher cost of living which is likely to increase further of the coming months make a very challenging environment. We will continue with supportive, flexible, and empathetic approach to tenants (who engage with us) in arrears. If we get an increase in the number of tenants contacting us for support in the coming months, then we will continue with this approach and try and help tenants and provide opportunity for tenants to get back to a position where they can pay the rent.

Currently we have 1,047 tenants (8.4% of tenants) owe more than 7-week gross arrears with a total of just over £1.448m in arrears (60.48% of the total current rent arears). Compared with March 2021, 812 tenants (6.5% of tenants) owing more than 7 weeks gross arrears with a total of just over £1.1m in arrears (63% of the total current rent arears).

Per table below - The number of tenants owing more than £2,000 is 168. It is these cases that are responsible for the headline increase in current tenants' arrears in the last two years. Compared to March 2020 (start of COVID) there is over £300,000 increased arrears in this group. All of the arrears cases above £2,000 are being managed individually and progressed where possible. Where payment plans (based on affordability) are in place, this will only result in a gradual reduction to the tenants arrears figure. Many tenants will be paying off their arrears at the minimum amount allowed – at £3.75 per week.

The overall number of arrears cases on 8<sup>th</sup> November 5,225 is an artificially high number as a lot of accounts are in what we call “technical” arrears. This is where the account is in arrears, but we expect it to balance out over time – this is predominately direct debit payers – whose monthly payment factors in the 4 rent free weeks, three of which are towards the end of the financial year. The important number will be the March position, the 5,225 number should not be mis-interpreted and cause undue concern when compared against March numbers.

	Total Number of Arrears Cases	Cases over £2,000 rent arrears	% of cases over £2,000
8 <sup>th</sup> November	5,225	168 (£482,415)	3.21%
5 <sup>th</sup> July 2021	3,712	148 (£438,449)	3.99%
March 2021	3,310	129 (£373,658)	3.89%
March 2020	3,468	63 (£158,239)	1.81%
March 2019	3,817	40 (£104,917)	1.15%

The court position is improving, and we will be expecting some regular eviction hearing “slots” early next calendar year for listings and this should possibly help with tenants who are still not engaging and waiting for the court process to run its course.

### **Evictions**

So far there has been only 3 evictions this year mainly due to the government restrictions on limiting evictions to a certain criteria through spring and summer. As the year progresses, we do expect the number of eviction warrants requested to increase and therefore evictions as well, though we will continue to do our utmost to avoid the eviction happening.

### **Notices seeking possession**

As expected, notice levels have begun to increase beginning to increase as the restrictions on notices have been lifted. Now 253 notices have been served so far this year and 80 of these were in the last month. We expect these numbers to continue to increase. The Government had changed the rules around when notices can be served - from June the arrears outstanding before notices were served was reduced from 6 months to 4 months and from August this will be 2 months arrears. These restrictions came to an end in October.

### **Breathing Space Initiative (for tenants)**

So far there are 10 cases where this assistance has been utilised by the tenant. Of the 10, six have now reached the expiry period, with 4 currently still valid.

### **Welfare Reform update**

After the tenfold increase in Universal Credit claims at the start of the pandemic in April 2020, the numbers have settled down to more manageable levels and we now get around 20 new cases a week.

Currently we have 4,035 tenants claiming Universal Credit. Just over half the expected final number

Some changes that have occurred since the last report

- Both the Job Retention Scheme (furlough) and the £20 uplift in Universal Credit ended in September

- Household Support Fund totalling £500m was also announced to support the most vulnerable
- Universal Credit taper rate to be reduced from 63p to 55p by 1st December 2021
- The planned merger of Pension Credit and Housing Benefit has been pushed back to April 2025 from April 2023

We envisage that Derby's migration of existing legacy benefit claimants to Universal Credit is likely to happen sometime during late 2022. The government expects to finish moving existing benefit and tax credit claimants onto Universal Credit by September 2024.

### **Universal Credit Statistics**

<b>As at week ending 31 Oct 2021</b>	<b>Number</b>	<b>Gross Arrears</b>
UC singles	1,468	£568,588
UC couples *(includes 26 mac)	303	£91,306
UC families *(includes 3 mac)	2,264	£962,076
<b>Total</b>	<b>4,035</b>	<b>£1,621,970</b>
Gross UC arrears	2,904	£1,621,970
Cases with no arrears/credits	1,131	-£198,037
Net UC arrears	4,035	£1,423,933
<b>Average arrears per UC Case</b> (£1,621,970 / 4,035)	<b>4,035</b>	<b>£401.98</b>
Average Weekly APA Payments since April	351	£127,736
Average Monthly APA Payments since April	1,506	£547,439
Number/Amount of Daily Alternative Payment Arrangements (APA) since last quarter report	5,461	£ 1,995,498
4-Weekly Third-Party Deductions (TPD) since last quarter report (includes 47 APA adjustments for £26,840)	1,995	£ 112,375
<b>Total</b>	<b>7,456</b>	<b>£2,107,873</b>

\*mac (mixed age couples)

### **Highlights of tenants on UC**

- 4,035 tenants on UC
- 51% of UC arrears cases on APA's (where DWP pay directly to Landlord the housing claim for weekly rent costs)
- 18% on Third Party Deductions (where a deduction from the UC claim is paid direct to Landlord to cover rent arrears)
- 1,131 tenants (28%) with no arrears or in credit on their rent account

### **Derby Advice**

## Welfare Rights (advice service to residents of Derby)

The table below summarises key KPI's used to give an overview of the Welfare Rights service.

Date range	Number of customers receiving specialist welfare rights advice	Value of benefits secured £m	Average waiting time for appointment (days)
2021/22 - projected	2,750	6.0	13
<i>April 21 to Sept 21</i>	<i>1,265</i>	<i>3.0</i>	<i>10</i>
2020/21 (COVID)	1,966	4.7	8
2019/20 (pre COVID bar March 20)	2,928	6.3	15

An obvious drop off in case numbers during the COVID affected year of 2020/21. This included in Q1 the team stopping face to face appointments for specialist cases. Overall demand dropping as staff were furloughed.

For 2021/22 – Based on the first six months, and some national context about benefit assessments and decision making - we are forecasting a gradual increase back towards 2019/20 levels of demand in the second half of 2021/22

Backlog issues - Whilst Tribunals continued on the telephone, there is some backlog. There is also a reasonably large national backlog of PIP and ESA assessments. To add to this, at the beginning of the pandemic a lot of PIP renewals were considered, and short awards made, so there will be a number due for reassessment there as well.

Capacity – In the first 2 weeks of October enquiries did increase by 10-12 per week. However, this quickly settled back down again to average enquires. Clients are currently waiting 10 days for a specialist welfare rights appointment

### Derby Advice Training Programme.

The 2021 Derby Advice training programme has moved over to online training this year. It includes 2 new courses, 'Bitesize Benefits' and 'Paying for Housing Costs'. All the benefits related courses were fully booked within days of publishing the programme. We have been pleased by the number of places booked by third sector organisations as it is a chance to raise awareness around benefits and money advice across Derby.

### Household Support Fund

The Chancellor announced a £500 million support fund to help vulnerable households with 'essentials' over the winter period.

Derby City have received just over £2.2 million pounds. The proposed scheme will go to Council Cabinet on 15 November:

There are four proposed elements to the six-month scheme:

1. Free school meal vouchers for Oct 21, Dec 21, and Feb 2022 term breaks
2. Referral scheme – as per the COVID Winter Grant scheme – for Council services and partners services
3. A new online application form for residents to apply, and
4. Investment in existing local charitable schemes, for example the Liversage Chairs Crisis Fund.

Points 2 and 3 could be as large as 8,500 referrals/applications.  
Proposed awards are £200 for a household with children, £170 for a couple and £140 for a single person.

Across Derby Homes we intend to publicise this and signpost tenants where appropriate.

### **Budget highlights - Welfare Rights**

The government announced the following changes to Universal Credit

- reduce the taper rate that applies in universal credit from 63% to 55%; and
- increase the work allowances - the amount that households with children or a household member with limited capability for work can earn before their universal credit award begins to be reduced – by £500 a year.

The changes, that will be introduced by 1 December 2021 and are expected to benefit 2.2 million working households. They will not help households which do not or cannot work. The independent 'think tank' The Resolution Foundation have calculated that:

'Around 73 per cent of the 4.4 million households on Universal Credit will be worse off as a result of decisions to take away the £20 per week uplift despite the Chancellor's new Universal Credit measures in the Budget'.

### **Money advice (advice service to tenants)**

#### **Support for Vulnerable Renters**

The Government has announced a £65 million support package for vulnerable renters. It is to help low-income households in rent arrears in order to prevent homelessness and it is to be distributed by Local Authorities:

<https://www.gov.uk/government/news/65-million-support-package-for-vulnerable-renters>

Derby City's share of this is £206,801 to be spent by March 2022.

We checked with the DLUHC if the funds could be used by social housing tenants and their reply was "primarily this (support) would be in the Private Rented Sector, but this funding can also be used to assist cases in the social rented sector who are at risk of eviction and therefore threatened with homelessness within 56 days".

We are looking at options on how this could support tenants.

#### **Breathing Space Applications**

The Money Advice team currently have 2 live applications. The first was to prevent further enforcement action pending a Debt Relief Order application and the second was to prevent imminent County Court action from a private landlord to recover former rent arrears.

#### **Liaison work**

The Money Advice Team Leader is continuing to arrange and chair monthly forum meetings with Derby City Mission, Citizens Advice Mid Mercia and DHA to discuss updates to delivery of our services, Breathing Space, and other money advice related

issues. The Derby Advice Manager is continuing to work on the 'Home' subgroup of the Derby Poverty Commission.

### **Accountancy & Accounts Payable Team**

Our External Auditors (BDO) have resigned as auditors with a year remaining on their contract. There is no issue with Derby Homes, it was a commercial / capacity issue with them. Consequently, we are currently tendering for new External Auditors and aim to recommend to the Derby Homes Board an appointment at their 27 January 2022 meeting.

We are currently preparing the 2022/23 budget for discussion with the main Board. A consultation session with the Board was held on 22 November 2021, and the Board is to finalise budget plans at their 27 January 2022 meeting.

We are also currently working with the Council on the initial stages of procuring a replacement financial management system. This is a large piece of work with implementation planned for April 2023.

### **Rental Control**

We continue to look at the options of introducing paperless direct debit forms for tenants. This has been delayed by the postponement from Capita of the "One DD Module". This will now slip to 2022 and is likely to be introduced alongside One Housing in summer 2022. Once introduced this should save on administration and time for both tenants and ourselves.

Leaseholders – on 10 November 2021, we held the most recent Leaseholder Forum as a hybrid meeting in the Board Room and with other joining remotely via Teams. This format worked well, and we are likely to continue this format. Leaseholders raised a number of service-related issues around the performance of the grounds maintenance and communal cleaning services. Also concerns around (the cleanliness and appropriateness) of bin stores.

### **Head of Capital Works**

This update, across all Teams within the Capital Works Division (Capital Projects / Development / Estates Maintenance / Planned Maintenance Teams) summarises; the main issues impacting on the Team, the works undertaken by the Teams, and the upcoming activities prior to the next meeting of this Operational Board. (Update written on 15 November 2021 – Figures included in this report based on that date).

### **Planned Maintenance Team**

The Planned Maintenance Team has commenced the project management of a wide variety of capital and revenue works, to be delivered during the 2021/22 financial year programme. The headline items can be summarised as follows:

- **Re-roofing Works (Budget £1.5 million)** – Our contractors, JAL Roofing and Avonside Roofing are carrying out re-roofing works across the Cowsley and St Albans Estates, throughout the year. The works at Louvain Road, Namur Close and St Quintins in Littleover are complete. Currently three phases of replacing traditional roof coverings, Cowsley Phases 7, 8 and 9, to over 200 properties, started on site in late September 2021. These and future phases will include the installation of integral solar panels as part of the installation. The panels are built into the roof rather than sitting proud improving the integrity of the roof and making maintenance easier. The roof tiles and solar panels are manufactured locally by Marley. Not all properties have the right

locational aspect such that they are unable to benefit from a solar panel installation, however those that can, benefit from the generation free electricity during daylight hours.

- **External Wall Insulation Works**

**Green Homes Grant** - Significant additional funding has been obtained, with the City Council, through the Green Home Grant, which has afforded considerable opportunities to carry out additional energy efficiency works. An allocation of funding for Round 1B of £0.9m and Round 2B of £1.4m has been obtained. We are working with Council colleagues to help deliver both rounds. Whilst we have identified the final few uninsulated council homes for support, the majority of the grant will support work to private homes on Council estates.

At the time of writing this report, the EWI works on the two blocks of flats at Aldwych, Mackworth, Block 2-24 and Block 26-48 are both complete. The works to the 12Nr flats on Finchley Avenue, Mackworth are 50% complete with works due to complete before Christmas. In addition, 21 Derby Homes and 23 Private properties have signed up for EWI.

**ERDF Funding** - In addition We have agreed the details of a scheme of improvement work to 42 non-traditional flats on Knightsbridge in Mackworth to secure ERDF grant funding for energy efficiency improvements via our joint bid with Nottingham City Council. This scheme will provide low carbon heating upgrades, solar PV, air source heating and external wall insulation and will attract £380k in grant funding. Westville are contracted to carry out the majority of these works. The work will commence in March 2022 and be complete before September 2022, Westville will prioritise GHG work to maximise delivery and receipt of grant, prior to the works at Knightsbridge, which has a longer delivery window.

- **Replacement External Doors & Windows (Budget £1.5 million)** – Our contractor, Nationwide are mainly upgrading external doors and frames across the City, throughout the year. To date 760 external doors have been installed in 21/22, mainly in the Cowsley/Chaddesden area targeting the replacement of timber doors plus various one-off properties across the city passed to us by the D2D team.

In addition, 605 windows (on average 8 per property) have been installed to date. Works have focused on the blocks of flats around Huntingdon Green by the Cricket Ground which are nearing completion (these have also included some Leasehold flats) also various one-off properties across the city which have been passed to us again by the D2D team. Future focus will be on the non-traditional properties such as Waites and BISF, as these were some of the first to get UPVC windows installed. An additional target are the properties with concrete surrounds, which have cold bridging/damp issues, as this is an area that's going to be targeted following the ongoing review of the Decent Homes Standards/HHSRS.

- **Redecoration Works – Internally (Budget £290,000)** – As part of the Home Decoration Scheme, being delivered throughout the year by our contractor, Buxton Decorators.
- **Redecoration Works - Externally** – The Repairs Prior to Painting (Budget £834,000) & External / Internal Painting (Budget £587,000) Works, carried out by Allsopp & McCleod and Bell Group respectively, are working across the City throughout the year.
- **Major Adaptations and Extensions (Budget £700,000)** – The Team have a number of such projects utilising the services of external contractors and the in-house workforce. The CWT are currently delivering projects at; 5 Goodsmoor Road, 61 Kensall Rise, 23 & 47 Hatfield Road.

## **Estates Maintenance Team**

### **Grounds and Garden Maintenance**

The Grounds Maintenance Team commenced the cutting of grass to the 323 communal areas on the 22 March, with the ninth cycle of cutting having commenced at the time of writing this update. The Garden Maintenance Teams commenced the cutting of Lawns and the delivery of garden maintenance to 499 properties on the 25 March, with all gardens having had nine visits at the time of this update.

Although overall the Service is continuing to improve, there continues to be issues around the retention of staff and attendance management (with a series of Covid 19 related absences across the Summer), Consequently, this coupled with the nature of the weather (creating a perfect growing season) has impacted on the rotations for both GMS and GM, which have been fluctuating between 3-4-5 weeks. The outcome has been an increase in complaints from tenants about the length of grass and the quality of the finish, following a visit. Streetpride are proactively addressing the current issues through improving staff resources through a stricter implementation of their attendance management policy, recruitment to open vacancies and increasing structure/ feedback with their staff.

There continues to be confidence that further significant improvements in performance will be achieved in 2021.

A full review of the Grounds Maintenance Service can be found elsewhere on the Agenda

A report relating proposals for the delivery of the Estates Pride Programme 22/23, project managed by this Team, can be found elsewhere on the Agenda.

### **Capital Works Team**

**New Build Programme Delivery** - The Schemes are being delivered through a mix of external local contractors constructing the substructures, external superstructures (building shell) and the external works, with the in-house team generally completing the internal fit out. The table below summarises the current programme of new build work on or recently on site.

<b>Address</b>	<b>Units</b>	<b>Project Managed by</b>	<b>Actual / Proposed Completion Date – Status on Site</b>
<b>Projects on Site – Quarter 3</b>			
Cummings Street	4 x 2b Houses	Derby Homes DCC Architects	SOS – October 2021 / ECD - September 2022 Substructures constructed
Berwick Ave	1 x 3b Bungalows	Derby Homes Arcus	SOS – October 2021 / ECD – June 2022 Substructures constructed
Chesapeake Road	6 x 2b Houses + 2 x 4b Houses (8 units)	Derby Homes DCC Architects	SOS – November 2021 / ECD – November 2022 Site Strip & Substructures under construction
<b>Upcoming Projects on Site</b>			
Whittaker Street	2 x 4 bed houses	DH DCC Architects	SOS – January 2021 / ECD – October 2022
<b>Completed Projects - Quarter 2/3</b>			
Perth Street	7 x 2b Houses + 4 x 4b Houses (11 units)	Derby City Council	Practical Completion - September 2021
Gerard Street	4 x 2b Houses	Derby Homes	Practical Completion - October 2021

		Letts Whittaker Architects	
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**Kitchen / Bathroom / Wet Rooms / Adaptations Works** – During Quarters 1 and, April through September 2021, the in-house Major Improvement Team have delivered the following number on Component upgrades; Kitchen Upgrades – 152 / Bathroom Upgrades – 33 / Wet Room Installations – 89 / DFGs – 36

**Acquired Properties Work** – The CWT continues to focus on turning around large-scale refurbishments of passive voids and newly acquired homes. During Quarter 1, a further 14 properties have been completed.

### 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 the projects currently on site are completed. The table below summarises the main projects in currently in development with the Team:

### **Projects with Planning Permission granted**

Address	Units	Project managed by	Notes
Paterson Avenue	6 x 1 bed flats	DH ARCUS Consulting	Planning Permission granted on 21.07.21. Subject to several conditions. Full design development in progress.
Barlow Street	12 3b/5p TA flats	DH ARCUS Consulting	Planning permission granted in June 21 subject to a number of planning conditions. Remediation strategy required for ground investigation <ul style="list-style-type: none"> <li>• Tree protection – Completed</li> <li>• Sustainable drainage strategy required – GCA completing</li> <li>• Biodiversity enhancement report required – Being completed</li> </ul>
Oaklands Avenue	6 x 1 bed flats	DH ARCUS Consulting	Construction Information 90% Complete Protracted Leaseholder issue On conclusion of agreement Storeroom Building on site to be demolished – Contractor ready.
Crompton Street	6 x 1 bed flats	DH ARCUS Consulting	Construction Information 90% Complete Protracted Leaseholder issue resolved. Garages to be demolished during December 2021.
Elm Tree Avenue	2 x 4 bed houses	DH ARCUS Consulting	Planning Permission granted on 30.06.21 Subject to a number of conditions Full design development in progress.

Falcon News Shop, Sinfin.	2 x 4b/7person houses 2 x 1b bungalows	DH ARCUS Consulting	Planning Permission granted on 14.09.21 Subject to several conditions Full design development in progress.
<b>Total: 34</b>			

### Projects in Planning

Address	Units	Project Managed by	Notes
Monyash Close	1 x bungalows M4(2)	DH ARCUS Consulting	Full Planning Permission Package submitted by ARCUS following the resolution of the Newt issue (Detailed in my previous report.
Grange Avenue	36 bungalows	DH ARCUS Consulting	Full Planning Permission Package in preparation by ARCUS <ul style="list-style-type: none"> <li>Design being changed to satisfy highways.</li> <li>Landscaping/Biodiversity strategy and Energy Survey required and being prepared.</li> </ul>
<b>Total: 37</b>			

### Feasibility Stage

Address	Units	Project Managed by	Notes
Bretton Avenue	Both Redevelopment & Refurbishment under consideration	DH ARCUS Consulting	Consultation Process Stage 1 - Event held early October with all options considered. Stage 2 – Feedback to be provided to all residents and focus consultation to further investigate favoured options.
Shaftesbury Park	31 mixed houses – 2 to 5 bed	DH ARCUS Consulting	Initial design and feasibility stage Joint working between DCC & DH to increase housing provision and enhance leisure & recreational provision in the area. Consultation with; agencies, local councillors, and the local community underway. Site Investigation – Topographical Surveys etc. underway.

Further, the Development Team are also:

- Identifying different ways of delivering future schemes, mixing delivery between; inhouse teams, SME local contractors and larger regional contractors.
- Integral in the purchasing of 10 additional, individual properties under the RSAP initiative between April 2021 and March 2022. The Development Manager is managing the relationship with Homes England through IMS (Information Management System), processing completions and payments.

### Head of Repairs

#### Day to Day

At the end of the second quarter 2021, performance in terms of 'repairs completed in time' is as follows:

- Emergencies – 100%
- Very urgent works –99.62%
- Urgent works – 98.78%
- Routine works – 95.33%
- Planned works – 90.69%

Performance up until the end of September on higher priority jobs is generally pleasing with the emergency and very urgent works above/better than the 99% target.

There has been a slight dip on performance on the Urgent works targets which is just slightly below target with routine and planned works being below the 99% target.

COVID related absences continue to be a challenge when scheduling planned appointments. However using contractors and agency staff when available is helping with this issue.

Despite nationwide supply chain issues our supplier has made great efforts to ensure as far possible that materials are available to enable us to carry out repairs. Although there has been some shortages this has not had a major impact on our carrying out and completing repairs.

Tenant satisfaction with repairs remains slightly below target at 98.87% up until the end of the second quarter. During the first two quarter we sent out 19249 surveys with a total of 217 customers being dissatisfied. This was made up 102 customers who were dissatisfied with the Day to Day team and the other 115 were with the Gas and Electrical teams. We continue to follow up with all customers who have expressed dissatisfaction with the service.

We have generated rechargeable repairs up to the end of the first and second quarter realising £16250.35.

Due to the Covid situation last year, including lockdowns and only carrying out essential repairs we are experiencing an increased demand for repairs this year. Although it is difficult to predict if this will continue for the remainder of the year we are expecting to carry out around 3,000 to 5,000 additional jobs this year. As we come out of Covid and the restrictions ease we are working with the team to improve performance and outputs to enable us to meet this increased demand.

## **Voids**

Following on from the last quarters report the void works times continue to reduce month on month. Absence levels within the team have continued to be a concern. However, with help from our contractors and other internal teams the voids team have continued to carry out void works within target times in the second quarter.

In the second quarter this year we have completed 208 active and passive voids. In the total of 208 voids completed this quarter, 151 were active voids and 57 were passive voids.

During quarter 2 we have completed 48 temporary accommodation voids compared to 38 in the same period last year. Although these properties become void more regularly we are working to ensure that this does not affect our overall turnaround time.

However, the material issues that we had experienced earlier in the last financial year continues with some items not being available. We are working hard with our suppliers to ensure this has a minimum impact on voids performance as we come out of the pandemic.

### **Electrical Team**

At the end of September 2021 99.87% properties have a valid Electrical Inspection Condition Report dated within the last 5 years with only 17 properties out of 12916 outstanding. These properties are currently in the no access procedure and are being escalated with housing management colleagues.. Overall, this means Derby Homes are 100% compliant in this area.

The Electrical Team are still investing in Electrical Upgrades across the city. Current rolling programs include consumer unit changes, smoke alarm installation upgrades, communal LED lighting upgrades and communal switchgear upgrades including asbestos removal.

Additionally to this the team are 100% compliant in emergency lighting, fire alarm servicing and sprinkler servicing.

### **Gas Team**

This last quarter (quarter 2) has remained a challenge for the gas team absences due to vacancies and sickness.

Currently 12,614 properties have a certificate less than a year old and 15 have certificates over a year. This is an improvement on the last quarter despite the challenges and we can report 100% compliant under section 36 of the Gas Safety (Installation and Use) Regulations.. In all cases where we are still to gain access this is COVID related and future appointments have been booked.

We have now successfully fitted a number of Jepp Valve's which is a device that with the manual intervention of pushing a button will re-pressurise a boiler without accidentally putting too much water into the boiler. This can be done by our customers at their convenience and without needing an engineer to visit their home. A program of works is now in motion to start rolling this out to our customers.

### **Head of Governance & Corporate Services Governance**

There have been a lot of changes recently and more coming to the Governance and Corporate Support service area. As of the week commencing 25 October 2021, David Enticott commenced flexible retirement and myself and Michael Kirk will be covering part of his duties until the post is recruited to on a full time basis. Michael will cover the finance element of David's role and I will be covering as the Company Secretary.

Jackie Mitchell, the current Governance Manager will also be retiring at the start of 2022. A review of the governance function has been carried out and we are currently recruiting to two posts, one post to cover the role of Governance Manager, which will now include the direct line management of the Governance Information Manager and Derby Homes are also recruiting a Governance Officer to provide support to the Manager and service area. Both positions are currently being advertised.

### **Apprenticeships.**

In September, 11 new apprentices joined Derby Homes:

- 2 Electrical Apprentice
- 1 Joinery Apprentices
- 1 Plastering Apprentices
- 2 Plumbing & Heating Apprentice
- 2 Surveying Apprentices
- 2 Housing Apprentices
- 1 Accounts Assistant Apprentice

This brings our total of apprentices at Derby Homes to 38.

Within this year's recruitment it is also pleasing to report that we have again recruited a female into a trade apprenticeship; they are taking up the Apprentice Joiner position and two apprentices are from a Council property.

We have also been working in partnership with Derby City Council to gain maximum benefit from their apprenticeship levy funds by utilising levy transfer. This prevents the loss of any funding and maximises apprenticeship opportunities in the city.

Our existing apprentices are continuing to do well, they have progressed to years 2, 3 and 4. We continue to support them by with working in partnership with their training provider to ensure that development is taking place.

We also have a new apprenticeship on the horizon, the Anti-Social Behaviour Apprenticeship is now ready for delivery nationally and we will be commencing recruitment for this position at Derby Homes in the New Year. We are very proud to have been involved in the development of this new apprenticeship opportunity working with RESOLVE ASB.

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

Lorraine Testro, Head of Housing Management, Tel 888675 Email [lorraine.testro@derbyhomes.org](mailto:lorraine.testro@derbyhomes.org)

James Joyce, Head of Housing Options & Homelessness, Tel 888766 Email

[james.joyce@derbyhomes.org](mailto:james.joyce@derbyhomes.org)

Steve Bayliss, Head of Repairs, Tel 888774 Email [steve.bayliss@derbyhomes.org](mailto:steve.bayliss@derbyhomes.org)

Ian Yeomans, Head of Capital Works, Tel 888601 Email [ian.yeomans@derbyhomes.org](mailto:ian.yeomans@derbyhomes.org)

Michael Kirk, Head of Finance & Income, Tel 888703 Email [michael.kirk@derbyhomes.org](mailto:michael.kirk@derbyhomes.org)

Taran Lalria, Head of Governance & Corporate Services, Tel 888608: Email

[taranjit.lalria@derbyhomes.org](mailto:taranjit.lalria@derbyhomes.org)

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