

DELIVERY PLAN - QUARTER FOUR REPORT 2022/23

Report of the Finance Director & Company Secretary

1. SUMMARY

1.1 In May 2022, the Board formally approved the Delivery Plan for 2022/23.

The Delivery Plan sets out the high-level activities, which underpin the delivery of Derby Homes' strategic aims and objectives.

The purpose of this report is to provide an update on the progress of the actions within the 2022/23 Delivery Plan at quarter four. At the end of quarter four, updates for all measures were available and 84% (48) were judged to be 'completed', or 'on track' of completion within their timescales.

2. RECOMMENDATION

2.1 To receive assurance on the achievements made against the 2022/23 key priorities at quarter four.

3. REASON FOR RECOMMENDATION

3.1 Monitoring of the action plan helps to control and mitigate the risk of not completing delivery plan actions, over the course of the financial year.

4. MATTER FOR CONSIDERATION

4.1 Under the terms of the management agreement, Derby Homes is required to produce an annual Delivery Plan, which supports the Derby City Council Plan, summarises our priorities, and sets out our key performance requirements.

4.2 The key actions within the Delivery Plan directly relate to our strategic objectives.

Each action has a specific lead officer, and is monitored quarterly by accountable officers, then reported by exception to the Chair and Vice-Chairs of Derby Homes. Performance is also monitored monthly or quarterly, as appropriate, and reported to the Operational Board and at joint performance monitoring meetings, between Derby Homes and Derby City Council, including the Strategic Planning Board.

4.3 The 2022/23 Delivery Plan contains 57 actions under the five strategic themes, which align with the Derby City Council Delivery Plan:

1. A city of growth
2. A green city
3. A resilient city
4. A vibrant city
5. Working smarter

Quarter four overview

The table below provides details each of the five themes of the Delivery Plan 2022/23. A full overview of quarter four performance is available in Appendix 1.

At the end of quarter four, 48 measures (84%) were rated blue (completed), or green (on track). This is 1 more than in quarter 3 due to updates being available for all measures. 9 measures (16%) were rated amber, (some slippage), and red, (major slippage), which is consistent with quarter 3. A breakdown of the measures performance is as follows:

- Blue – 28%
- Green – 56%
- Amber – 12%
- Red – 4%

	A City of Growth		A Green City		A Resilient City		A Vibrant City		Working smarter		Total	
	Q4	Q3	Q4	Q3	Q4	Q3	Q4	Q3	Q4	Q3	Q4	Q3
Blue <i>(completed)</i>	5	0	0	0	1	1	0	0	10	6	16	7
Green <i>(On track)</i>	3	8	7	6	13	13	1	0	8	13	32	40
Amber <i>(Some slippages)</i>	2	2	0	1	2	2	0	1	3	1	7	7
Red <i>(Major slippage)</i>	0	0	0	0	0	0	0	0	2	2	2	2
Total	10	10	7	7	16	16	1	1	23	22	57	56

Two measures are red, with major slippage at quarter four

The measures below are the same two measures reported as red at Quarter 3:

- DP35 - Implement onto Open Housing - Intelligent Energy – asset management EPC improvement works (31/12/2022). Current upgrade planned for September 2023 has been delayed due to interdependencies on several system upgrades.
- DP51 - Increase the use of digitally enabled services - new systems introduced and embedded into teams - Introduce One Direct Debit to improve sign-up for tenants (30/11/2022). The One Direct Debit module go-live is now being re-planned for September 2023, due to challenges with the system.

Seven measures are amber, with some slippage at quarter four

Four of the measures below were also reported as amber in Quarter 3 (DP10, DP11, DP26, DP38)

- DP10 - Development and delivery of the acquisitions and new build housing programmes (31/03/2023)
- DP11 - Maintain homes to meet Decent Homes Standard, by ensuring that asset management data informs and underpins HRA Capital Programme for the replacement of components (31/03/2023)
- DP26 - Reduced use of B&B for families experiencing homelessness, by developing and marketing landlord packages of incentive and support, in supporting placements of vulnerable renters (31/01/2023)
- DP38 - Greater intelligence led decision making - Develop a more 'critical friend' oversight by the Derby City Council Performance Team to Derby Housing using KPI's benchmarking information. Participate in 'deep dive' performance and risk reviews (31/03/2023)
- DP21 - Work in partnership with Health and jointly Chair Housing, Health and Homelessness Sub-group of Health and Wellbeing Board (31/03/2023). Changed status from blue in quarter 3 as the Bboard is currently paused.
- DP37 - Prepare Supply and Demand stock report for Housing Strategy every 6 months (31/03/2023). Changed status from blue in quarter 3. The initial Supply and Demand data has been supplied. A process to automate the delivery of this data is underway, as the current mechanism is very manual and time consuming.
- DP41 - Eliminate duplication and waste and maximise productivity. Increase use of van stock, maximise deliveries to site, reduce visits to merchants. Optimise hybrid working to reduce wasted travel. Analysis of individual working patterns (30/09/2023). Changed status from green in quarter 3. Efficiency Review commenced by Heads of Service within the Investment and Maintenance Division, as part of the development of the 2023/24 budget process. Efficiencies sought in deployment of labour, management, and use of materials, supervision and management, and allocation of plant and vehicles.

5. OTHER OPTIONS CONSIDERED

5.1 None.

IMPLICATIONS

6. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

6.1 Officers of Derby Homes and Derby City Council monitor a full listing of quarterly and year end progress, against the targets contained in the Delivery Plan.

7. EQUALITIES IMPLICATIONS

7.1 The performance measures actions and wider performance frameworks to provide information regarding outcomes for vulnerable and equality groups.

The areas listed below have no implications directly arising from this report:

Consultation
Legal and Confidentiality

Council
Personnel
Environmental
Health & Safety
Risk
Policy Review

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

Sarah Oliffe / Corporate Performance Lead / sarah.oliffe@derby.gov.uk

Background Information: Delivery Plan Qtr4 2022/23 Appendix 1

Supporting Information: None

This report has been approved by the following officers:

Finance Director & Company Secretary	Michael Kirk	02.05.2023
Managing Director	Maria Murphy	09.05.2023
Governance (checked)	Jane Haywood	02.05.2023