

Date: 18th April 2018

Dear Councillor,

Housing and Community Services Committee

A Meeting of the **Housing and Community Services Committee** will be held in the **Council Chamber**, on **Thursday, 26 April 2018 at 18:00**. You are requested to attend.

Yours faithfully,



Chief Executive

To:- **Conservative Group**

Councillor Hewlett (Chairman), Councillor Smith (Vice-Chairman) and Councillors Coe, Mrs Coyle, Grant, MacPherson, Murray and Mrs Wyatt

Labour Group

Councillors Rhind, Richards, Shepherd and Taylor

Independent / Non-Grouped Member

Councillor Tipping

AGENDA

Open to Public and Press

- 1** Apologies and to note any Substitutes appointed for the Meeting.
- 2** To receive the Open Minutes of the following Meeting:-

Housing and Community Services Committee 8th March 2018 Open Minutes **4 - 7**
- 3** To note any declarations of interest arising from any items on the Agenda
- 4** To receive any questions by members of the public pursuant to Council Procedure Rule No.10.
- 5** To receive any questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 6** Reports of Overview and Scrutiny Committee
- 7** HOUSEMARK CORE BENCHMARKING REPORT 2016-17 **8 - 78**
- 8** SERVICE POLICIES **79 - 90**
- 9** COMMITTEE WORK PROGRAMME **91 - 95**

Exclusion of the Public and Press:

- 10** The Chairman may therefore move:-

That in accordance with Section 100 (A)(4) of the Local Government Act 1972 (as amended) the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraph of Part I of the Schedule 12A of the Act indicated in the header to each report on the Agenda.

- 11** To receive the Exempt Minutes of the following Meeting:-
Housing and Community Services Committee 8th March 2018 Exempt
Minutes
- 12** To receive any Exempt questions by Members of the Council pursuant to
Council procedure Rule No. 11.
- 13** STAR SURVEY 2018
- 14** PROPERTY IN CASTLE GRESLEY

HOUSING AND COMMUNITY SERVICES COMMITTEE

8th March 2018

PRESENT:-

Conservative Group

Councillor Hewlett (Chairman), Councillor Smith (Vice-Chairman), and Councillors Mrs Coyle, Grant, MacPherson, Murray, Stanton (substituting for Councillor Coe) and Mrs Wyatt

Labour Group

Councillors Dunn (substituting for Councillor Shepherd), Rhind, Richards and Taylor

HCS/83 **APOLOGIES**

Apologies for absence were received from Councillors Coe (Conservative Group), Shepherd (Labour Group) and Tipping (Independent / Non-Grouped Member)

HCS/84 **MINUTES**

The Open Minutes of the Meetings held on 9th January 2018 and 1st February 2018 were noted and approved as a true record and signed by the Chairman.

HCS/85 **DECLARATIONS OF INTEREST**

The Committee was informed that no declarations of interest had been received.

HCS/86 **QUESTIONS FROM MEMBERS OF THE PUBLIC PURSUANT TO COUNCIL PROCEDURE RULE NO 10**

The Committee was informed that no questions from members of the public had been received.

HCS/87 **QUESTIONS FROM MEMBERS OF COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11**

The Committee was informed that no questions from Members of the Council had been received.

HCS/88 **REPORTS OF THE OVERVIEW AND SCRUTINY COMMITTEE**

There were no Overview and Scrutiny Reports to be submitted.

MATTERS DELEGATED TO COMMITTEE

HCS/89 CORPORATE PLAN 2016-21: PERFORMANCE REPORT (1 OCT-31 DEC 2017)

The Strategic Director (Corporate Resources) presented the report to Committee.

Members voiced concerns regarding Universal Credit, the financial challenges it will present and the likelihood of increased arrears. It was agreed that the Chief Executive would issue a letter to the Member of Parliament for South Derbyshire, asking her to notify the relevant Minister of the Committee's concerns. It was also agreed that Members on relevant Outside Bodies could also raise their concerns in this respect. The Leader gave an undertaking to do so with regard to the Local Government Association and East Midlands Councils.

RESOLVED:-

Members noted the progress against performance targets.

HCS/90 COMMUNITY PARTNERSHIP SCHEME

The Community Partnership Officer presented the report to Committee.

Members raised comments or queries relating to the initial contact with groups seeking funding, the need to address local needs, clarity regarding the delegated powers of the Grant Panel and membership of the Panel. The Community Partnership Officer confirmed that the Panel would be able to make single awards of up to £2,000 to cover professional fees and costs to secure planning permissions, but would be required to submit recommendations to the Committee in relation to larger sums.

Members also debated the inclusion of 50% in the recommendation relating to matched funding, some feeling that it might give the impression that this percentage was always granted when awards actually varied from 5%-50% and that it may not incentivise groups to seek alternative funding. The Community Partnership Officer confirmed that groups were routinely given assistance in seeking alternative funding, therefore often resulting in awards of less than 50% from the available funds.==

RESOLVED:-

- 1.1 Members agreed the proposals for a scheme to distribute the £250,000 of Capital funding that has been identified within the Council's budget and confirmed at the Finance and Management Committee on 15th February 2018.***
- 1.2 Members confirmed the requirement for 50% matched funding.***
- 1.3 Members agreed to authorise delegated powers to the Community Partnership Scheme Grant Panel Members to award project development grants. These grants to cover professional fees and costs to secure planning permissions subject to a maximum***

single award of £2,000 and an overall maximum during 2018/19 of £20,000 (8% of the total grant pot).

Abstentions: Councillors Dunn, Rhind, Richards and Taylor.

HCS/91 **CIVIL PENALTIES UNDER THE HOUSING AND PLANNING ACT 2016**

The Environmental Health Manager presented the report to Committee.

Members noted the preventative nature of the civil penalties, but appreciated that they may seldom be required. Comment was made on it needing to be a local policy / activity, not at a national level. The registration and checking of private rented premises was also queried. The Environmental Health Manager confirmed that there was currently no compulsion for private landlords to register their properties, stating that a mandatory scheme would require primary legislation. The Committee was informed that investigations were most often prompted by complaints received from tenants and/or third parties visiting the properties.

RESOLVED:-

Members approved the proposed charging framework for the use of civil penalties for housing offences under the Housing and Planning Act 2016.

HCS/92 **COMMITTEE WORK PROGRAMME**

RESOLVED:-

Members considered and approved the updated work programme.

HCS/93 **LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)**

RESOLVED:-

That, in accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended), the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.

MINUTES

The Exempt Minutes of the Meetings held on 9th January 2018 and 1st February 2018 were received.

TO RECEIVE QUESTIONS FROM MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO. 11

The Committee was informed that no questions had been received.

COMMUNITIES TEAM – SERVICE ASSISTANT (Paragraph 1)

Members approved the recommendations in the report.

The Meeting terminated at 6.50pm.

COUNCILLOR J HEWLETT

CHAIRMAN

| | | |
|--------------------------------|---|----------------------------------|
| REPORT TO: | HOUSING AND COMMUNITY SERVICES COMMITTEE | AGENDA ITEM: 7 |
| DATE OF MEETING: | 26th APRIL 2018 | CATEGORY: DELEGATED |
| REPORT FROM: | ALLISON THOMAS – STRATEGIC DIRECTOR (SERVICE DELIVERY) | OPEN |
| MEMBERS' CONTACT POINT: | MARTIN GUEST – BUSINESS SUPPORT MANAGER | DOC: |
| SUBJECT: | HOUSEMARK CORE BENCHMARKING REPORT 2016/17 | REF: |
| WARD(S) AFFECTED: | ALL | TERMS OF REFERENCE: HCSO1 |

1. Recommendations

- 1.1 That the findings of the recent Housemark report into performance across Housing Services for 2016/17 are noted.

2. Purpose of Report

- 2.1 To report on the Housing Services cost and performance information as detailed in the HouseMark 'Summary of Benchmarking Results 2016/17' presentation shown in Appendix 1.

3. Detail

Background

- 3.1 HouseMark was established in 1999 by the Chartered Institute of Housing (CIH) and National Housing Federation (NHF), both not-for-profit organisations. As a membership organisation, HouseMark aim to support housing providers across the country to achieve improved performance and Value for Money (VFM) by comparison of their performance information against other organisations.
- 3.2 Benchmarking information can be used as a self-assessment tool to understand, assess and challenge performance and costs, in order to improve the quality and Value for Money in service review and delivery. It can provide essential business insight to help provide assurance and drive improvement.
- 3.3 Housing providers are able to choose which peer group to benchmark against, South Derbyshire uses the Local Authority (LA) club for our benchmarking.

Summary

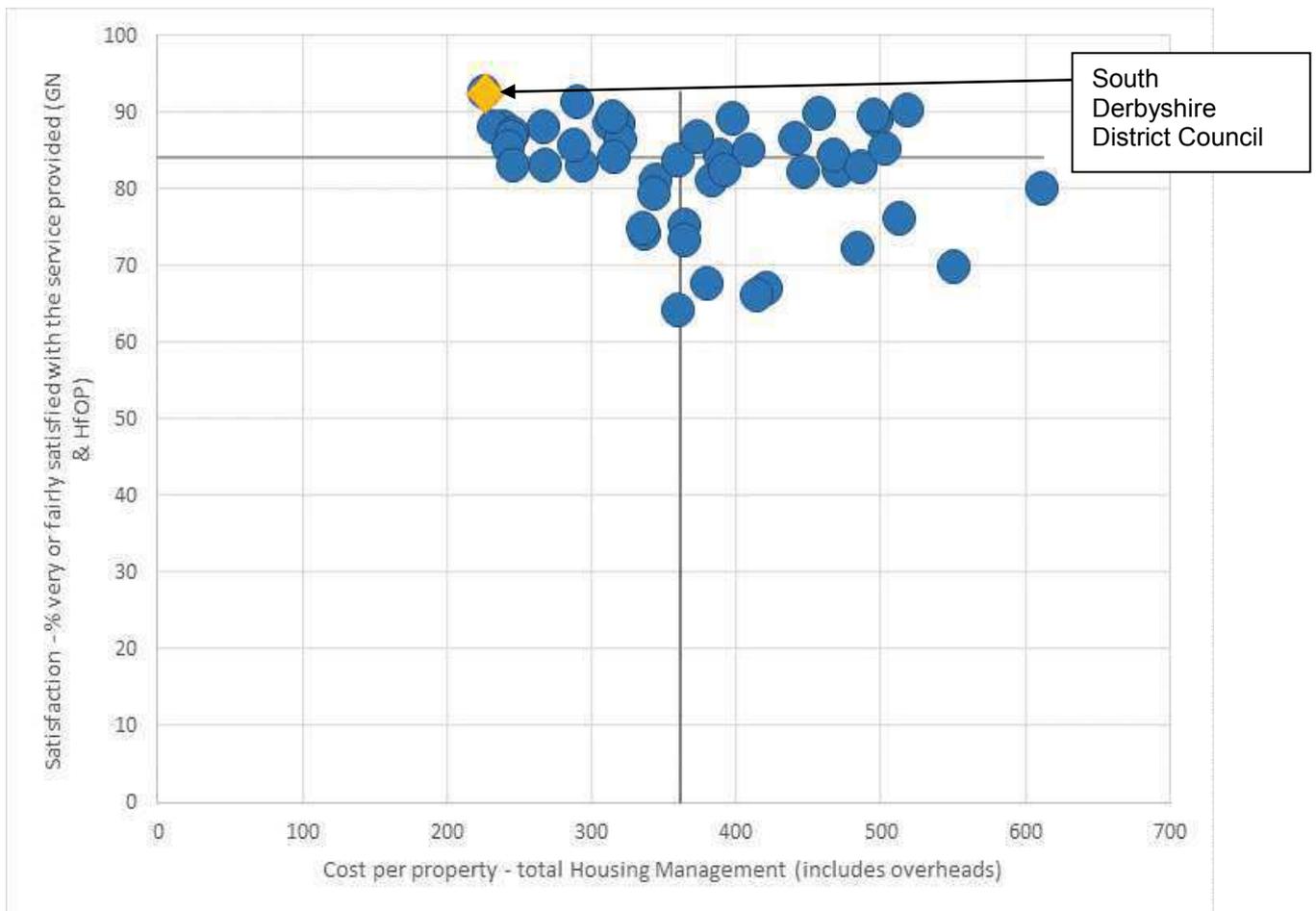
- 3.4 A Value for Money and Performance Summary is shown in the presentation in Appendix 1 for the main business activities of Housing Services. They include Overheads, Housing Management, Responsive Repairs and Voids, Major Works and Cyclical Maintenance, Estate Services, Development, Staff Turnover and Tenant Satisfaction.
- 3.5 Cost and performance data is categorised into group 1, 2, 3 or 4. These groups relate to Upper (1), Middle Upper (2), Middle Lower (3), Lower (4) with Not Applicable and No Data if appropriate. A description of these are shown in slide 3 of the presentation in Appendix 1
- 3.6 The main points to note from the summary are outlined below:

Overheads

- 3.7 Benchmarking overheads are measured as a percentage of direct revenue costs and separated into four categories: office premises, IT, finance and central overhead costs. Overheads are usually a mix of employee costs and non-pay costs. Whilst it is generally preferable to have low overheads, the right level of investment in this area is key to effectively supporting front line activities. Even so, 'overheads as a percentage of direct revenue costs' are not a perfect measure and will vary with the types of activities undertaken.
- 3.8 Overall overhead costs as a % of direct revenue costs are high in South Derbyshire and in group 4 and have increased from 35.65% in 2015/16 to 37.98% in 2016/17.

Housing Management

- 3.9 The Housing Management function includes rent arrears and collection, resident involvement and consultation, tenancy management and lettings.
- 3.10 Housing Management cost per property (CPP) at £226.08 is the lowest cost in our peer group. This has increased from £221.08 in 2015/16 to £226.63 in 2016/17. Our housing management total cost per property is especially lean and we are placed in group 1 when compared with our peer group with the lowest costs. Our tenant satisfaction levels are also the highest in our peer group. This is shown in the graph overleaf:

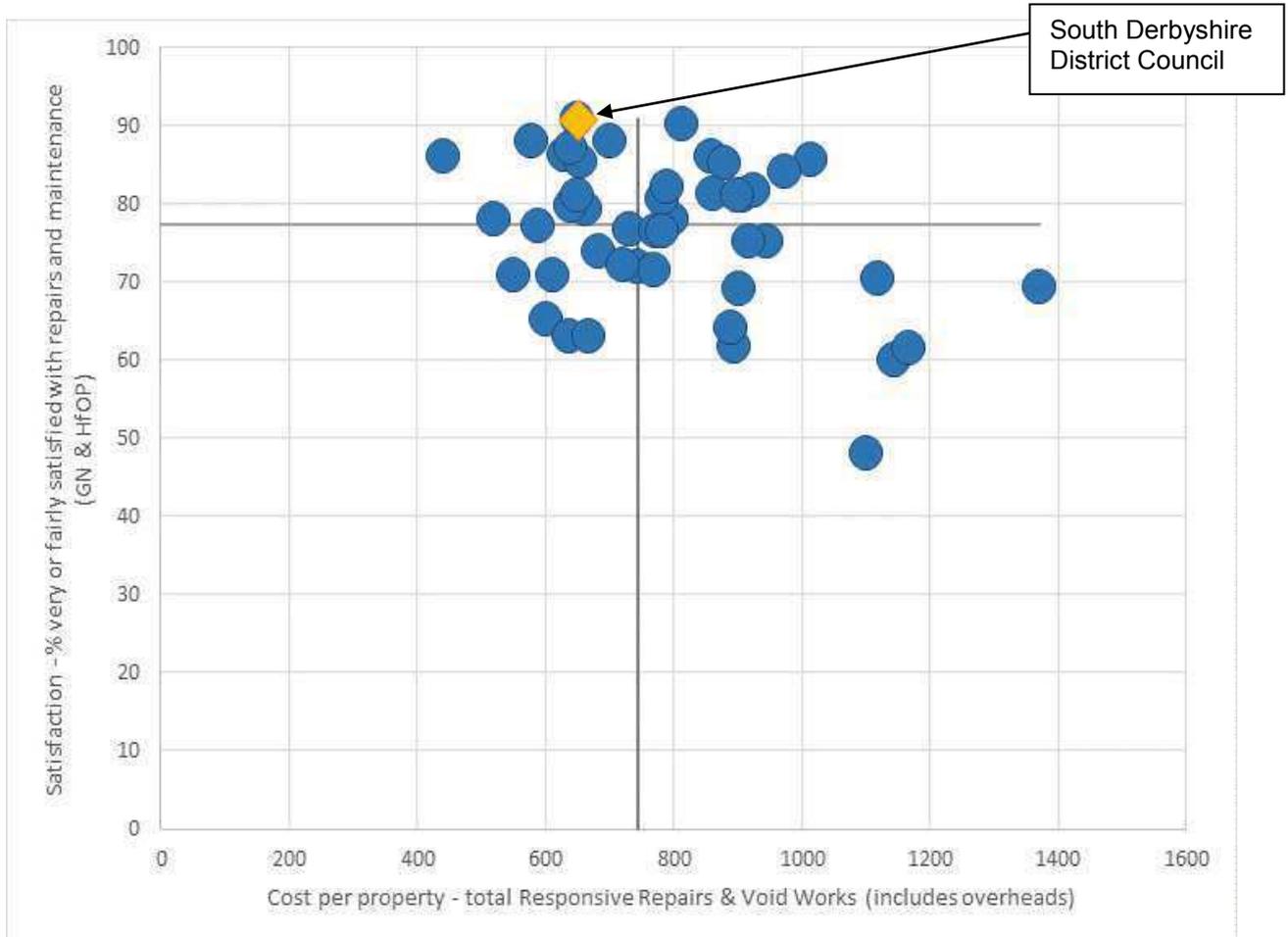


- 3.11 Our total tenant arrears (including former tenant arrears as % rent due (excluding voids)) has increased from 2.21% in 2015/16 to 2.36% in 2016/17 and has put us in group 2 for our peer group..
- 3.12 Our average re-let time in days (standard re-lets) has remained at 19 in 2016/17 as compared to 2015/16 and is under our annual target of 21 days. This performance keeps us in group 1 for our peer group.
- 3.13 Our rent loss due to voids has increased from 0.66% in 2015/16 to 0.78% in 2016/17. Despite this increase we remain in group 2 for our peer group.
- 3.14 Despite a reduction in the turnover of tenancies from 8.46% in 2015/16 to 8.04% in 2016/17, this remains an issue for Housing Services. We still remain in group 3 for our peer group.
- 3.15 During 2017/18 we have been carrying out the following actions in an attempt to maintain this good performance in arrears collection and housing management:
- Working with tenants and our stakeholders to prepare the service for Universal Credit and other Welfare Reform changes.
 - Conducted a 'week of action' designed to support those in financial hardship and target persistent 'non-payers'.
 - Using small claims recovery for current and former tenant debt as appropriate as opposed to possession action which is more expensive.
 - Through the new structure employed an Income Officer to manage former tenant debt.

- Delivered regular 'pre-tenancy workshops' designed to ensure that new tenants are 'rent ready' through group based meetings to discuss the importance of paying rent and other costs associated with managing a home.

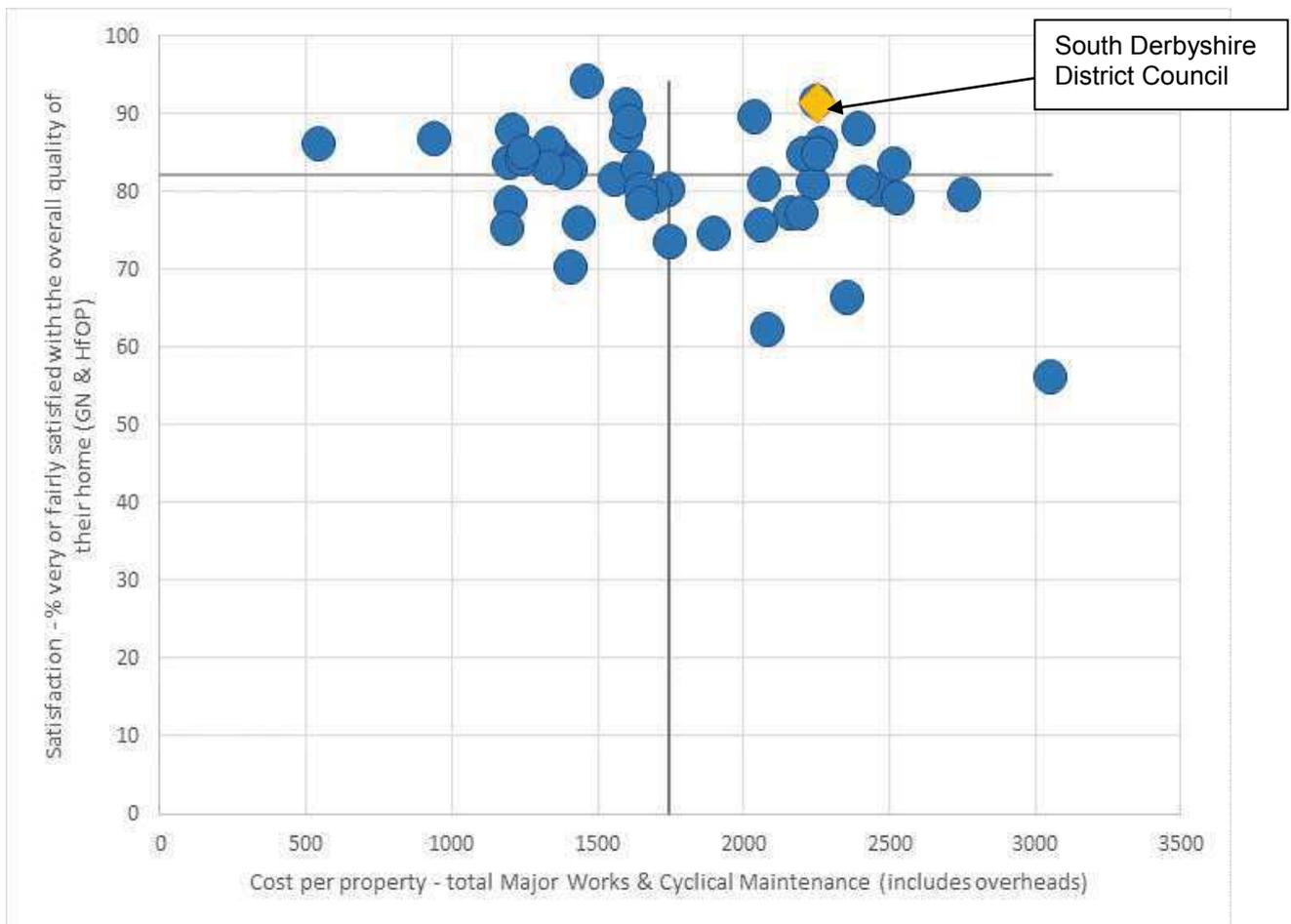
Responsive Repairs & void works

- 3.16 Total CPP of responsive repairs and void works has decreased from £733.38 in 2015/16 to £649.82 in 2016/17. We are now in group 1 against our peer group
- 3.17 Our tenants overall satisfaction with the repairs and maintenance service is the highest in our peer group. This is shown against the total CPP of responsive repairs and void works in the graph below.



Major Works & Cyclical Maintenance

- 3.18 Total CPP on major works and cyclical maintenance has decreased from £3,107.35 in 2015/16 to £2,255.97 in 2016/17. Despite a reduction in spend this places us in group 4 for our peer group.
- 3.19 Our major works and cyclical maintenance cost versus satisfaction shows high levels of satisfaction with this service, but also high spend as we came to the end part of the 5 year improvement programme; this is illustrated in the graph overleaf.



Estate Services

3.20 The Estate Services function includes grounds maintenance, estate and communal cleaning. CPP has decreased from £51.67 in 2015/16 to £42.04 in 2016/17. This places us in group 1 for our peer group.

Development

3.21 The development performance includes standard units as a percentage of our current stock. This decreased from 2.66% in 2015/16 to 1.48% in 2016/17 and this reflected the changes to our new build and acquisition programme. Despite this reduction we were still placed in group 1 in our peer group.

Staff Turnover

3.22 Staff turnover in Housing Services as a percentage of staff employed decreased from 13.84% in 2015/16 to 12.50% in 2016/17. Despite this improvement we were placed in group 4 in our peer group.

Tenant Satisfaction (STAR)

3.23 All satisfaction measures reported are in the top quartile compared to our peer group in 2016/17 based on the survey undertaken in 2015; this represents a tremendous achievement for South Derbyshire and is a very positive reflection on the views of our tenants to the services they receive. Satisfaction. The Council will be undertaking this survey again in 2018:

- with the overall service is 92.5%

- that views are listened to is 79.1%
- with the repairs service is 90.8%
- that rent provides VFM is 90.3%
- with the quality of home is 91.3%
- with the neighbourhood is 91.5%

4. Financial Implications

4.1 None

5. Corporate Implications

5.1 Providing high performing low cost services that meet the needs and aspirations of customers is a key aim of the Housing Service and contributes to helping the Council delivers on several Corporate Plan priorities such as:

- Connect with our communities, helping them feel safe and secure
- Maintain customer focus
- Enable people to live independently
- Protect and help support the most vulnerable, including those affected by financial challenges

6. Community implications

6.1 Identifying which services are high cost and low performance, and taking the appropriate action to address any issues, will lead to improvements in service delivery. The report highlights how we are performing in meeting the needs of our tenants who live in many of the diverse distinct communities across the district.

Appendix 1 – Summary of Benchmarking Results 2016/17



South Derbyshire District Council

Cost and performance benchmarking report 2017

Your HouseMark cost and performance benchmarking report for 2017

This report

This operational level report offers you benchmarking information on key indicators of cost and performance. Each PI has its own dashboard-style slide with key information. If your peer group is smaller than 70 you will also have an extra slide providing a bar chart with trend information.

Sections are colour-coded: use the slide sorter in bottom right to quickly split sections and distribute to teams within your organisation.

Coverage

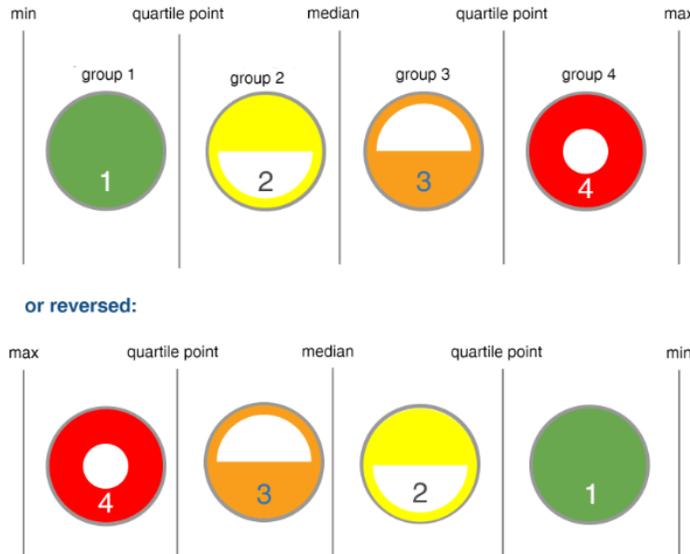
This report provides timely cost and performance data from your HouseMark submission. Trend data is provided where available.

The accompanying dataset provides you with full data and details of your peer group.

The inflationary uplift applied is based on the RPI 12 month rate at September 2016 which was 2.0%.

Accompanying headline infographics

New for 2017 we have produced a range of headline infographics designed to provide high level headline results for senior execs. These will have been sent to the recipients you told us to send it to in your data entry submission.

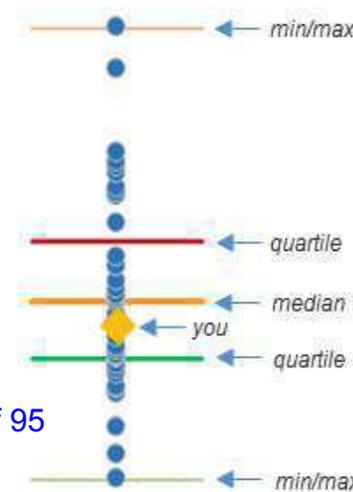


Key graphics explained:

These icons are used to show you at a glance which of the four parts of the dataset you fall into.

Where a low value is deemed preferable 'group 1' consists of the lower numerical values. The order of the groups is reversed for PIs where a high value is deemed preferable.

These groups are clearly labelled 1-4.



The boxplot chart shows your position in relation to your peers for the chosen PI.

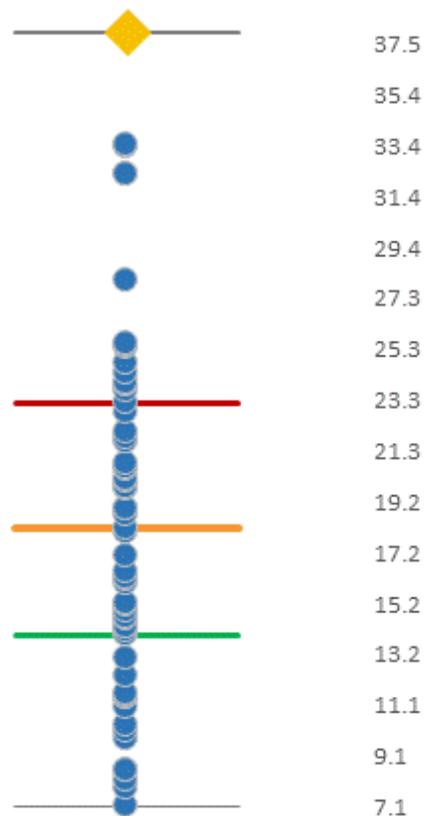
With the data points arranged in numerical order, the median is the middle value.

The median and quartiles divide the dataset into four equal parts.

The yellow diamond shows where you sit in relation to the quartiles. Please note we refer to 'upper quartile' to denote the 'preferable' quartile.

Overheads as percentage of direct revenue costs

Overheads as percentage of direct revenue costs



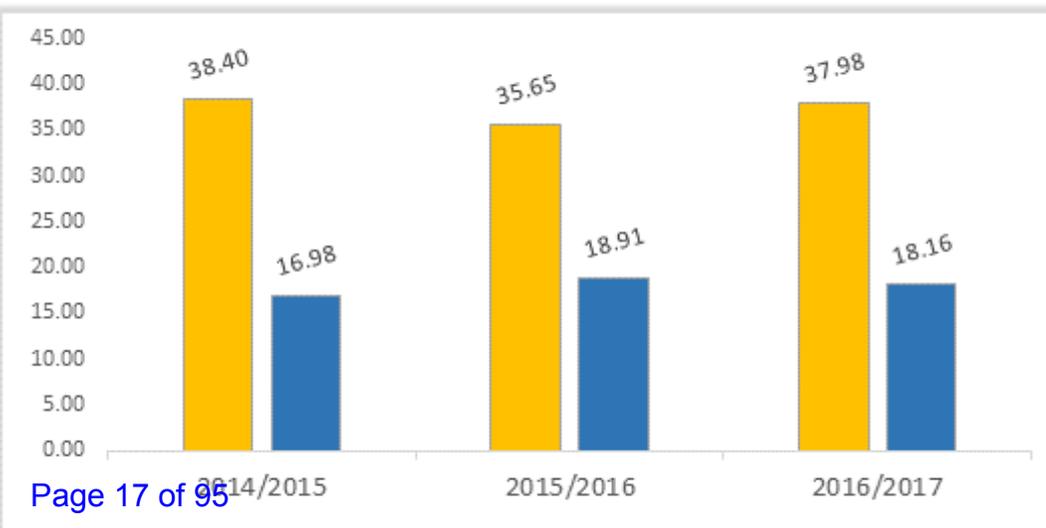
you are in
group 4

4
in your peer group

| five number summary | |
|---------------------|--------|
| Max Value | 37.98% |
| Upper Quartile | 13.92% |
| Median | 18.16% |
| Lower Quartile | 23.13% |
| Min value | 7.07% |
| Your Organisation | 37.98% |

in context

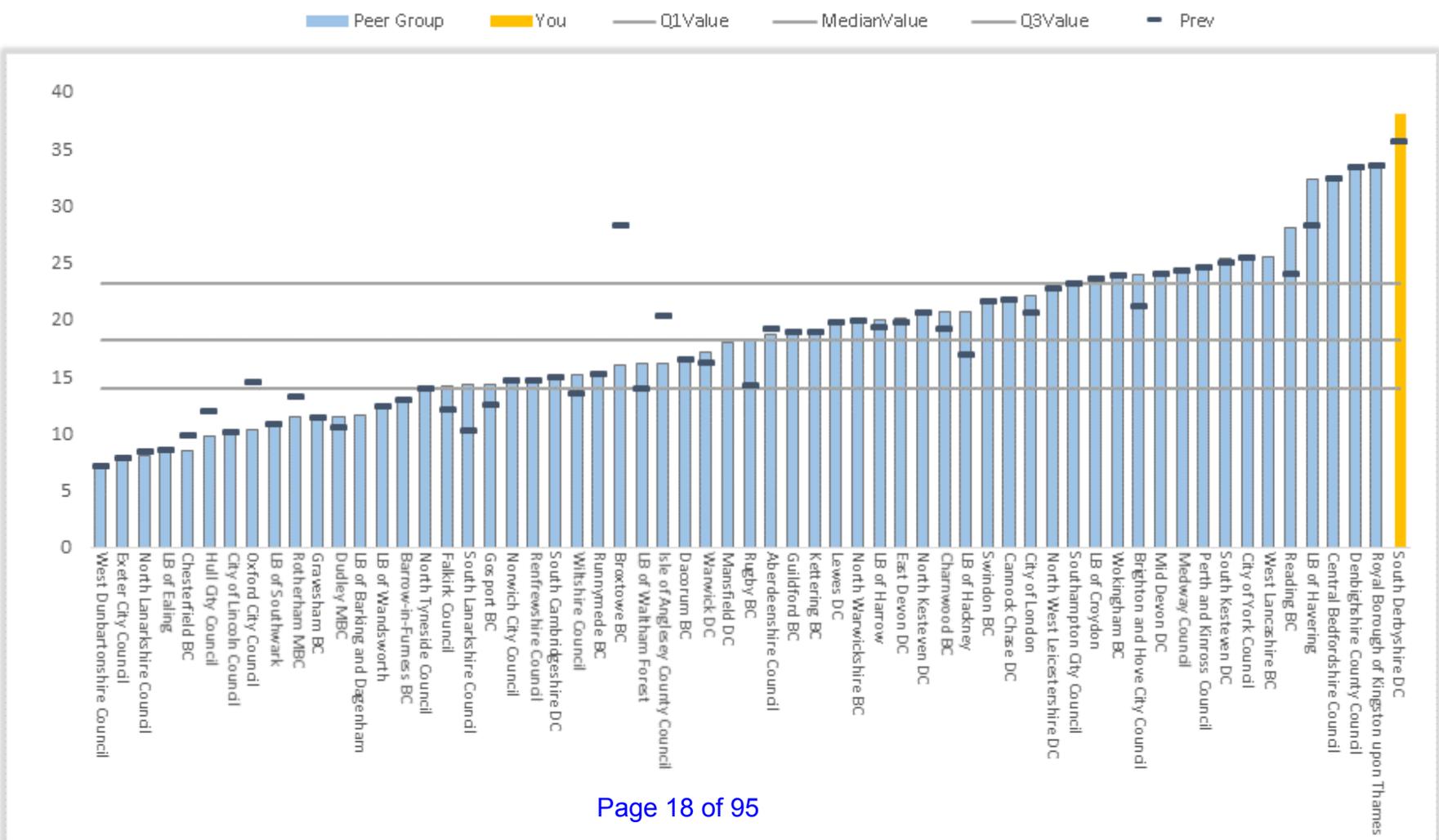
This PI has increased from 35.65% to 37.98% a 6.55% increase compared to a -3.96% decrease for your peer group



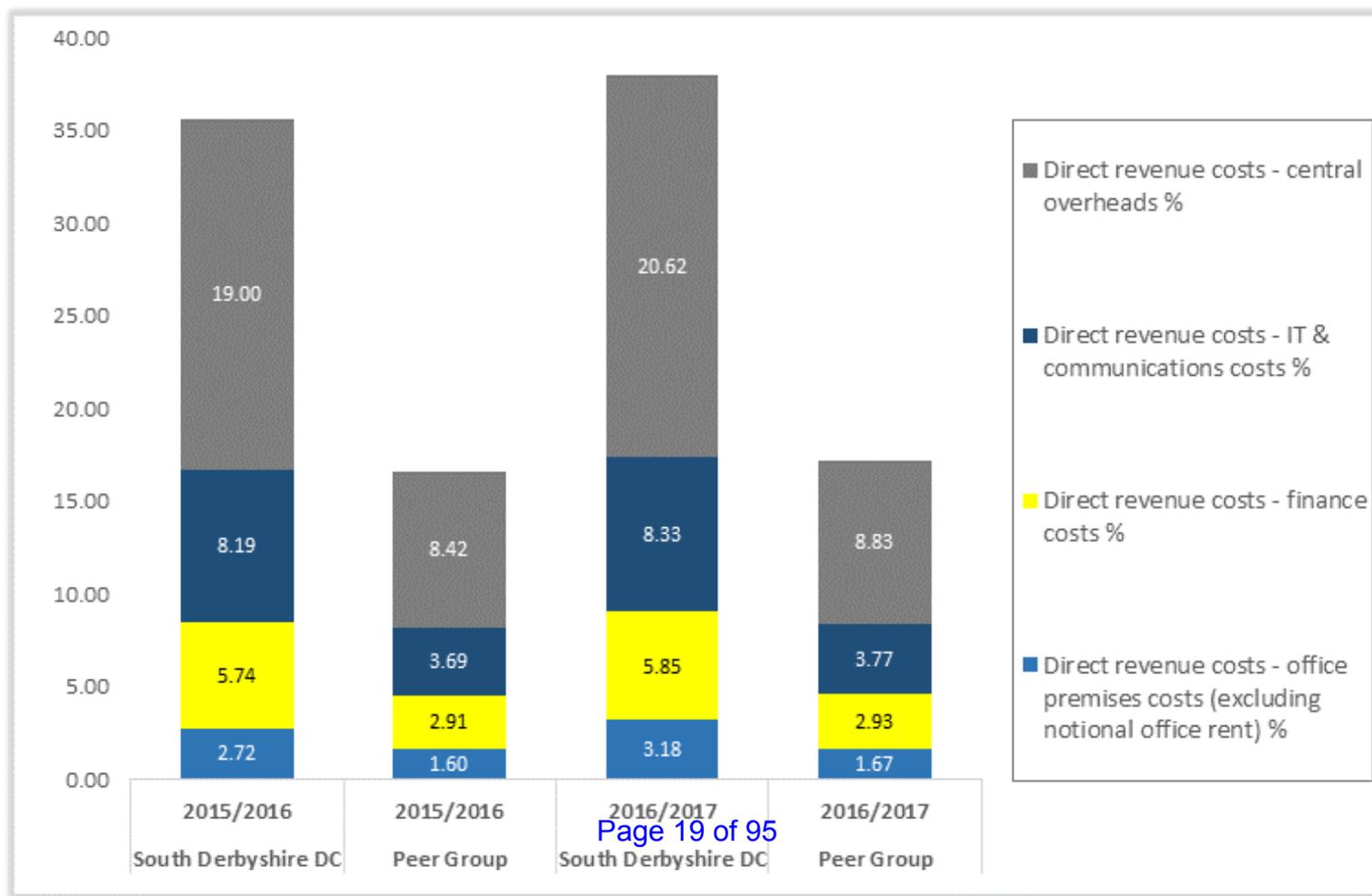
■ Organisation ■ Median

Overheads

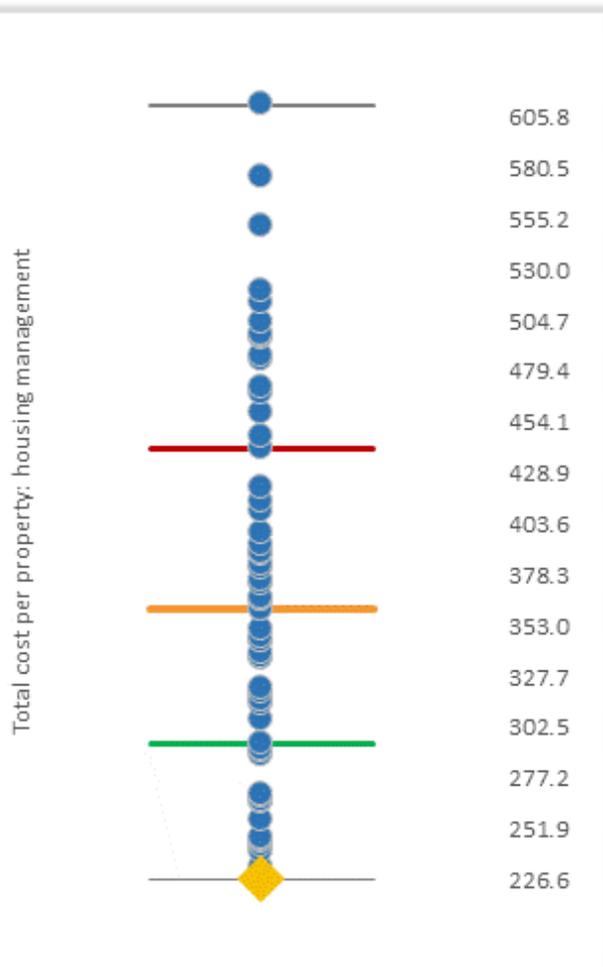
Overheads as percentage of direct revenue costs



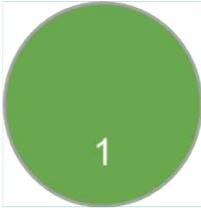
Overheads breakdown



Total cost per property: housing management



you are in
group 1

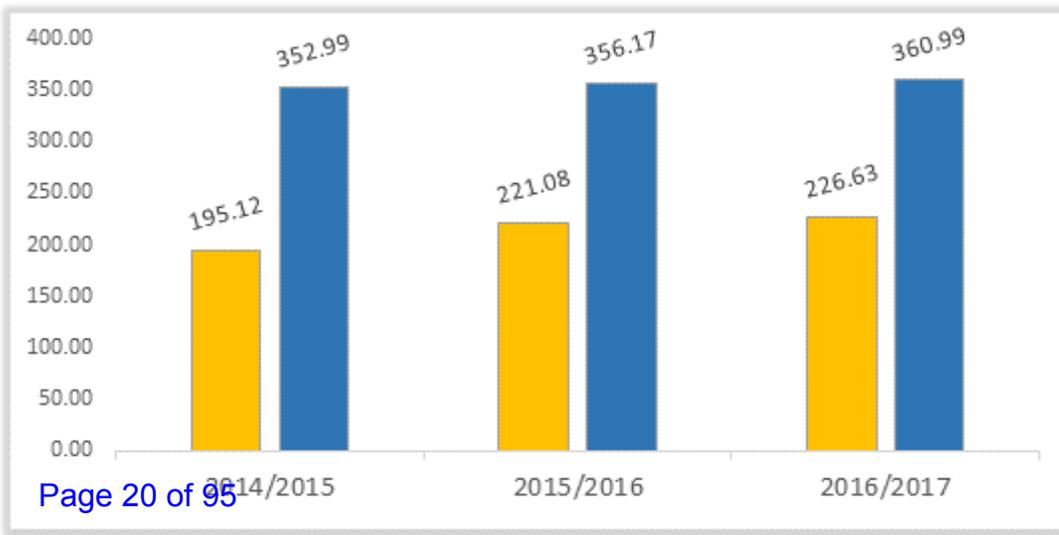


1
in your peer group

| five number summary | |
|---------------------|---------|
| Max Value | £612.11 |
| Upper Quartile | £294.15 |
| Median | £360.99 |
| Lower Quartile | £441.25 |
| Min value | £226.63 |
| Your Organisation | £226.63 |

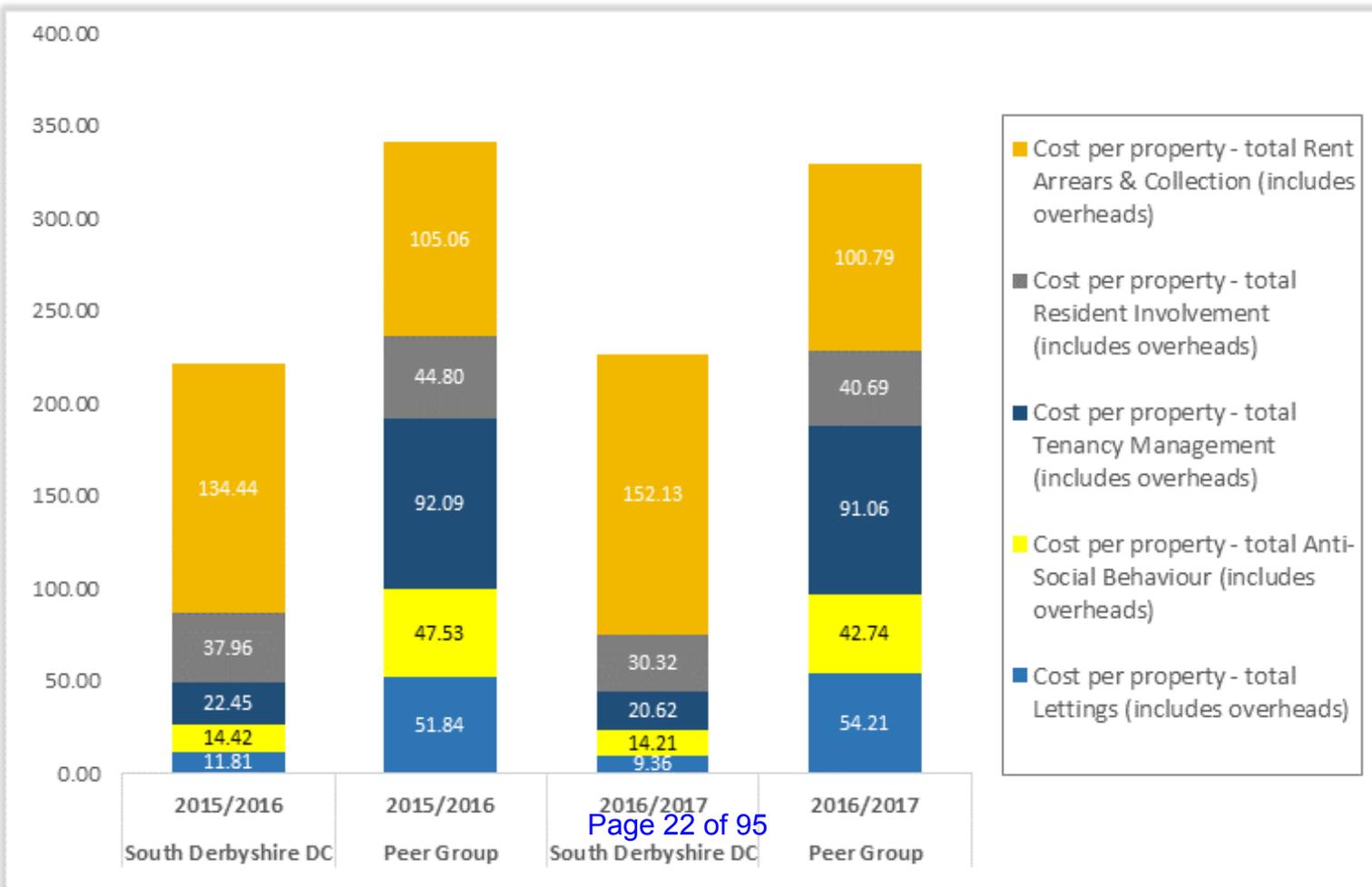
in context

This PI has increased from £221.08 to £226.63 a 2.51% increase compared to a 1.35% increase for your peer group



■ Organisation ■ Median

Housing management costs breakdown (per property)

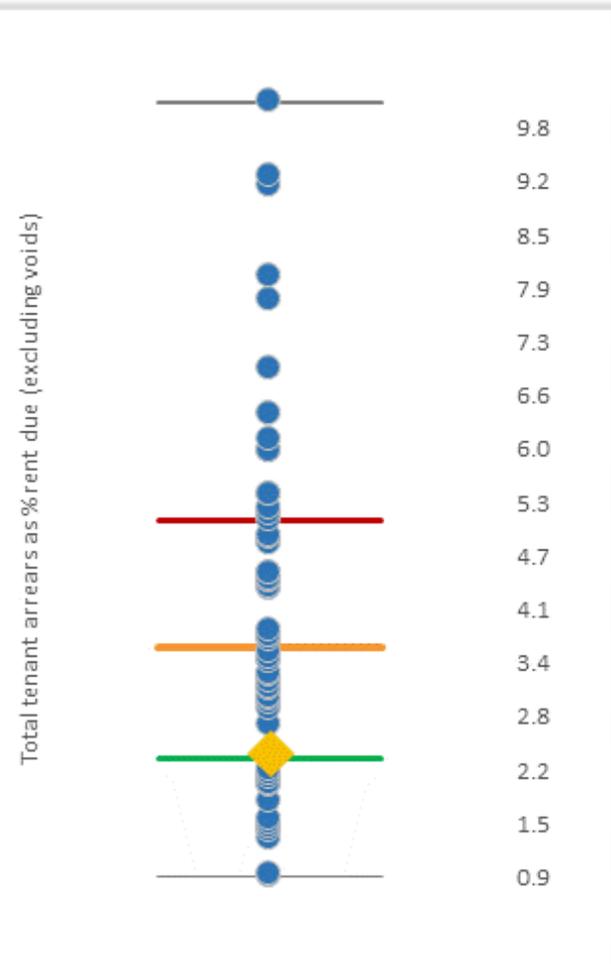


£51 per property more than our peers in getting the rent in

£11 per property more than our peers

£70 per property leaner than our peers

Total tenant arrears as % rent due (excluding voids)



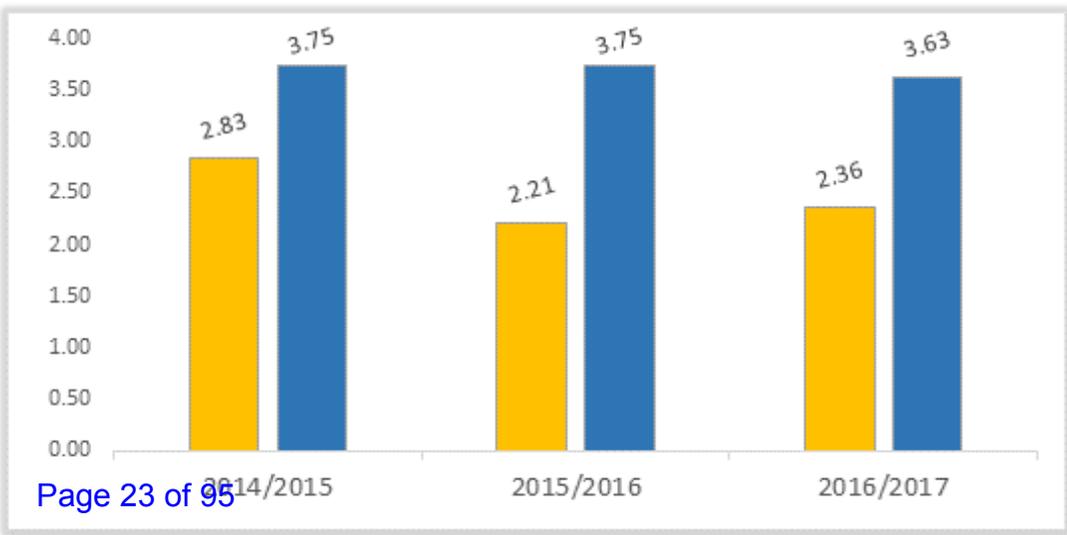
you are in
group 2

2
 in your peer group

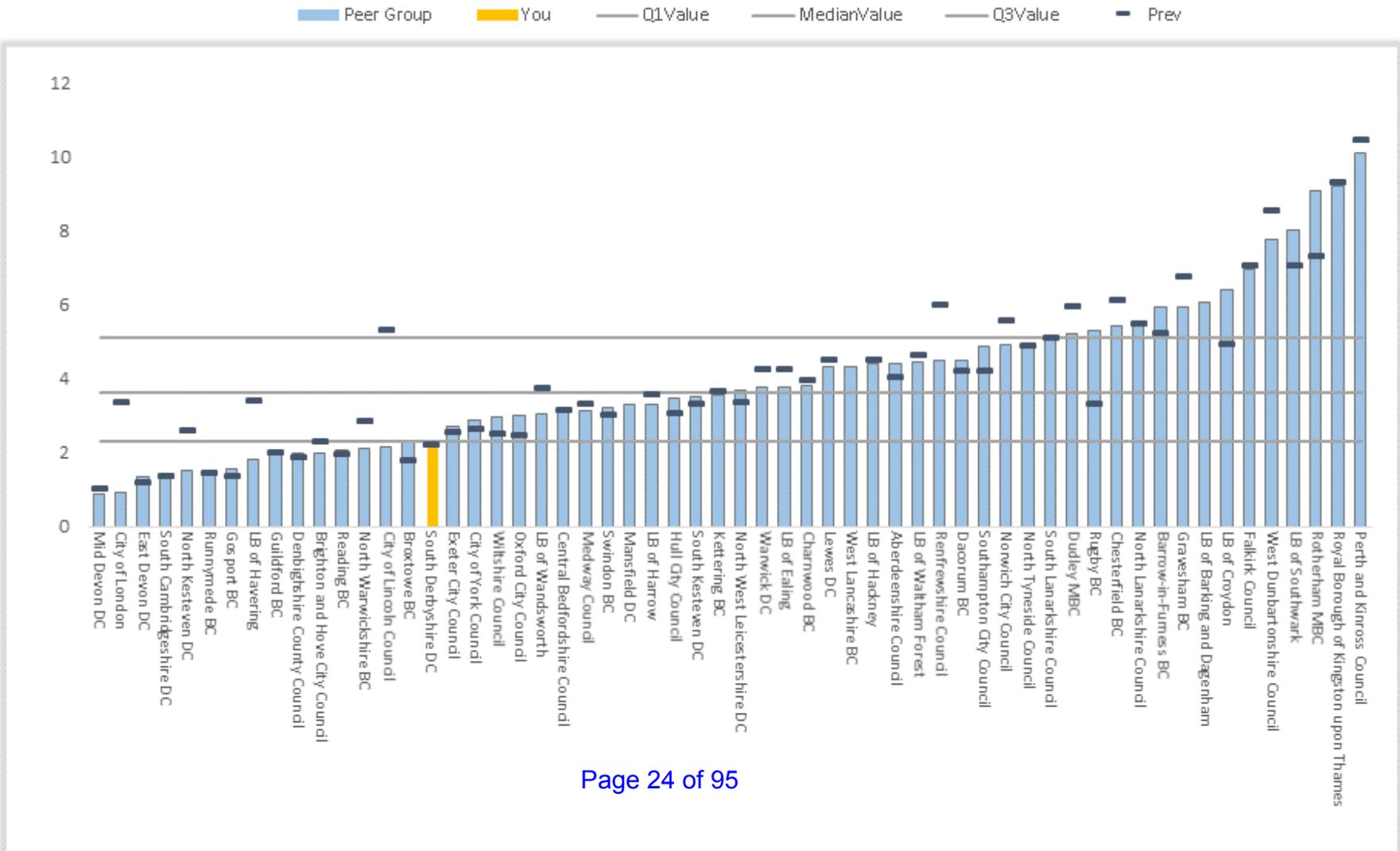
| five number summary | |
|---------------------|--------|
| Max Value | 10.11% |
| Upper Quartile | 2.30% |
| Median | 3.63% |
| Lower Quartile | 5.13% |
| Min value | .89% |
| Your Organisation | 2.36% |

in context

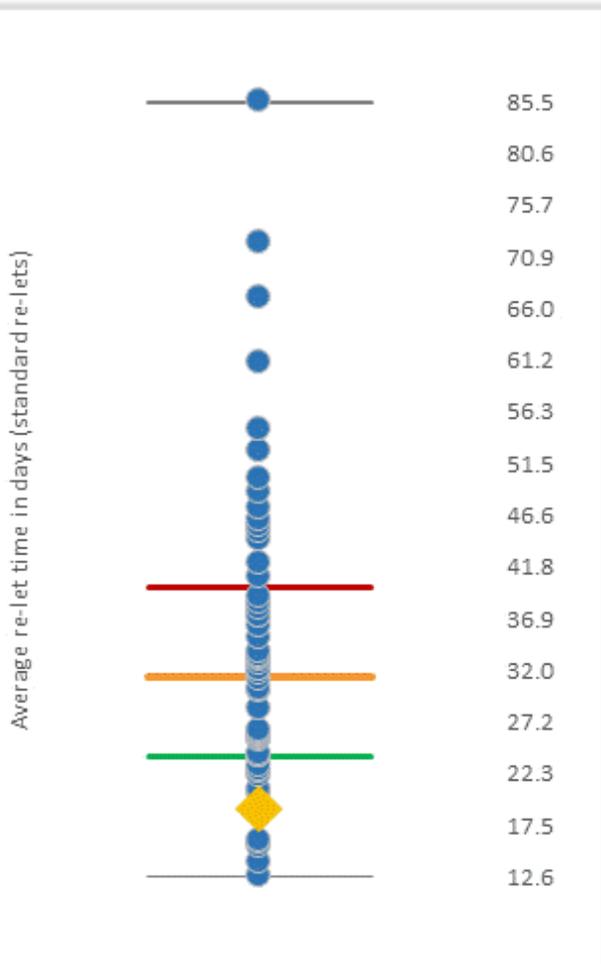
This PI has increased from 2.21% to 2.36% a 6.53% increase compared to a -3.22% decrease for your peer group



Total tenant arrears as % rent due (excluding voids)



Average re-let time in days (standard re-lets)



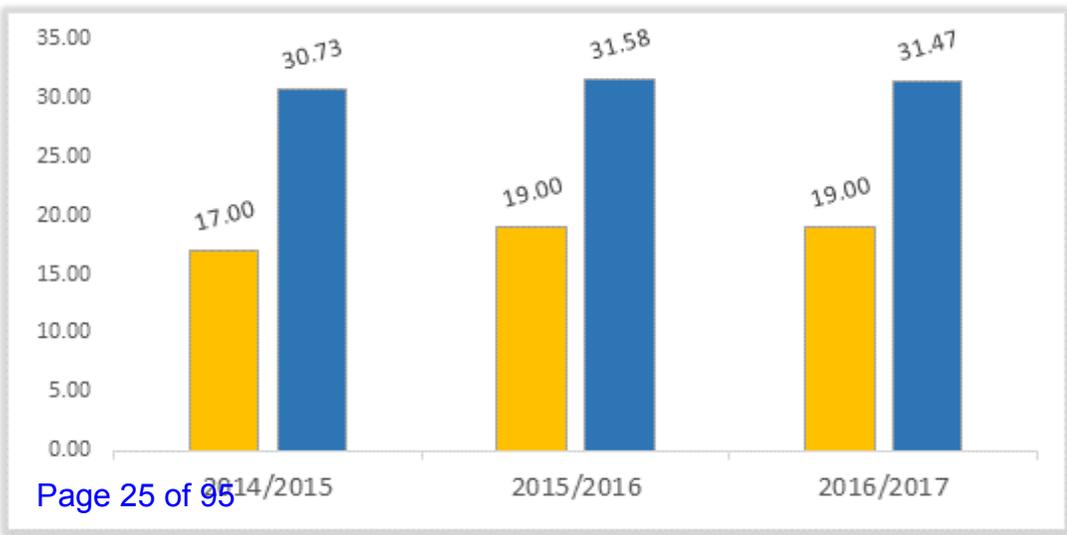
you are in
group 1

1
 in your peer group

| five number summary | |
|---------------------|-------|
| Max Value | 85.45 |
| Upper Quartile | 23.94 |
| Median | 31.47 |
| Lower Quartile | 39.85 |
| Min value | 12.62 |
| Your Organisation | 19.00 |

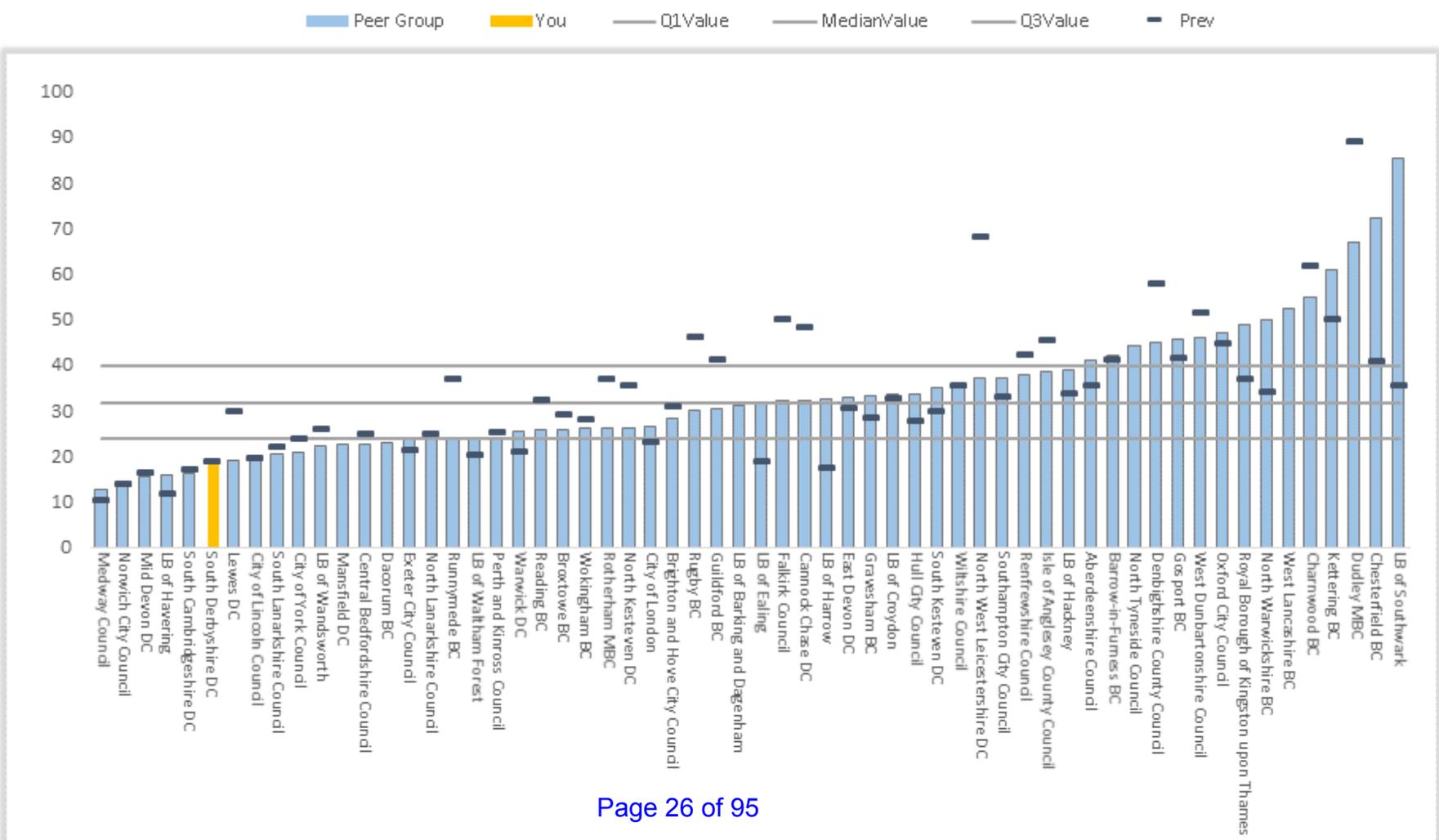
in context

This PI has not changed compared to a -.36% decrease for your peer group

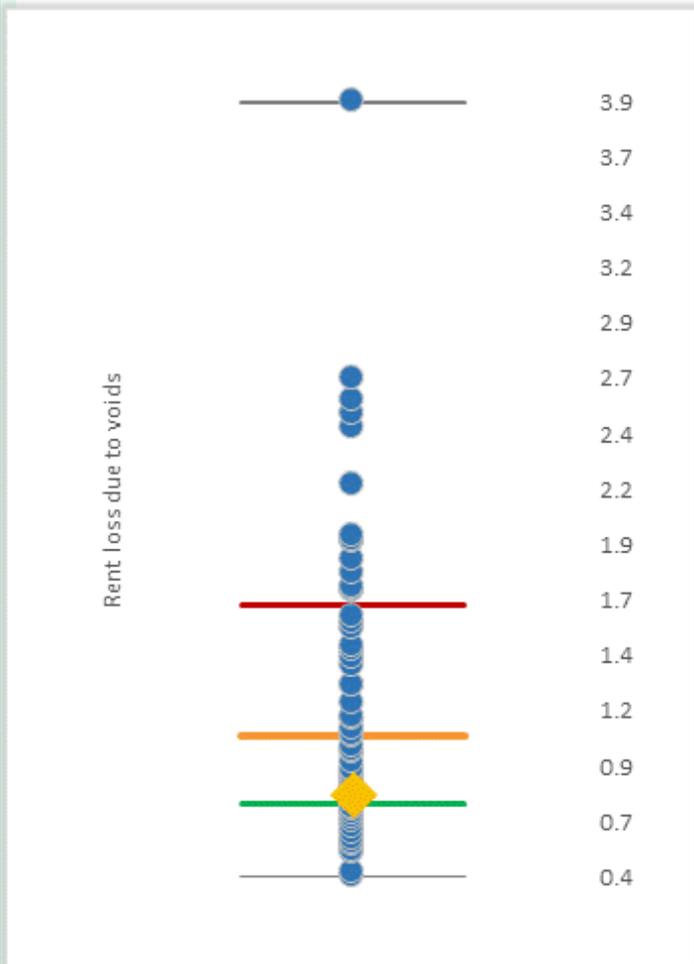


■ Organisation ■ Median

Average re-let time in days (standard re-lets)



Rent loss due to voids



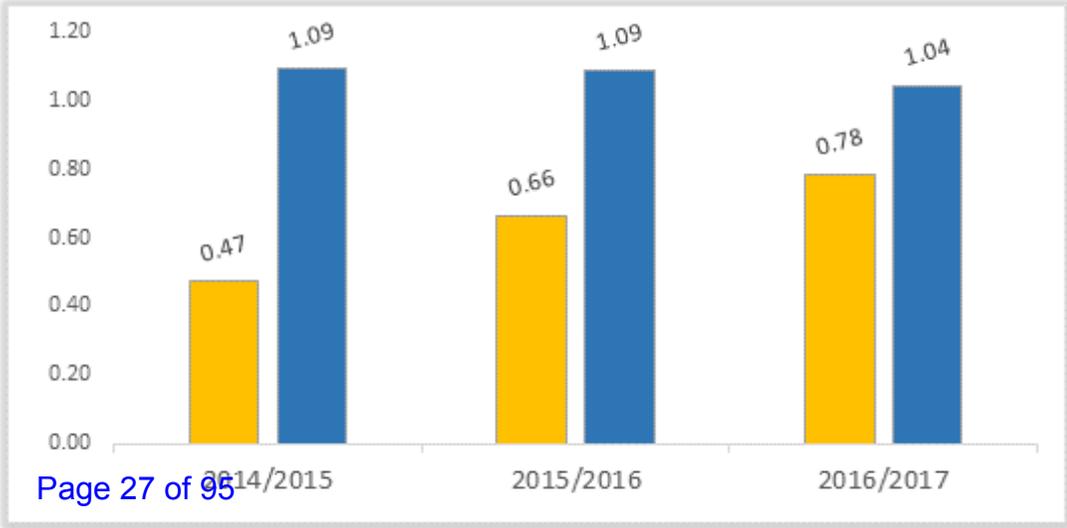
you are in
group 2

in your peer group

| five number summary | |
|---------------------|-------|
| Max Value | 3.91% |
| Upper Quartile | .74% |
| Median | 1.04% |
| Lower Quartile | 1.64% |
| Min value | .41% |
| Your Organisation | .78% |

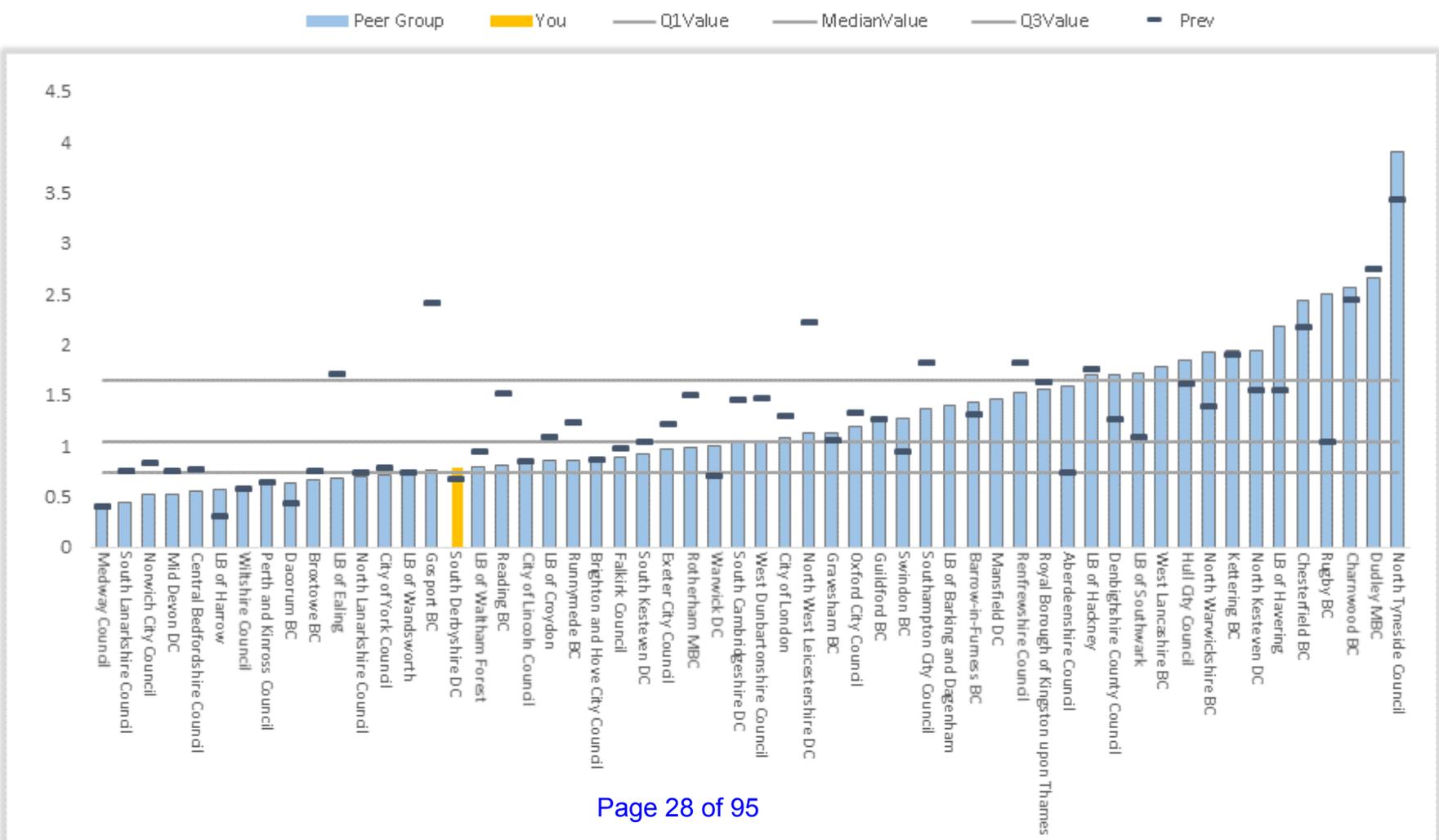
in context

This PI has increased from .66% to .78% a 18.00% increase compared to a -4.02% decrease for your peer group

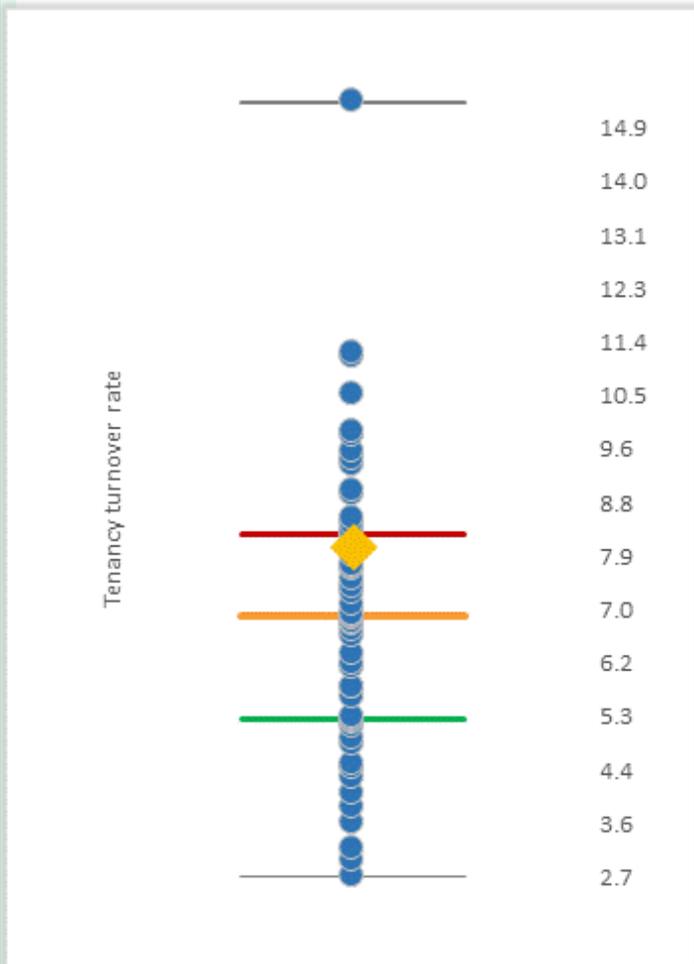


■ Organisation ■ Median

Rent loss due to voids



Tenancy turnover rate



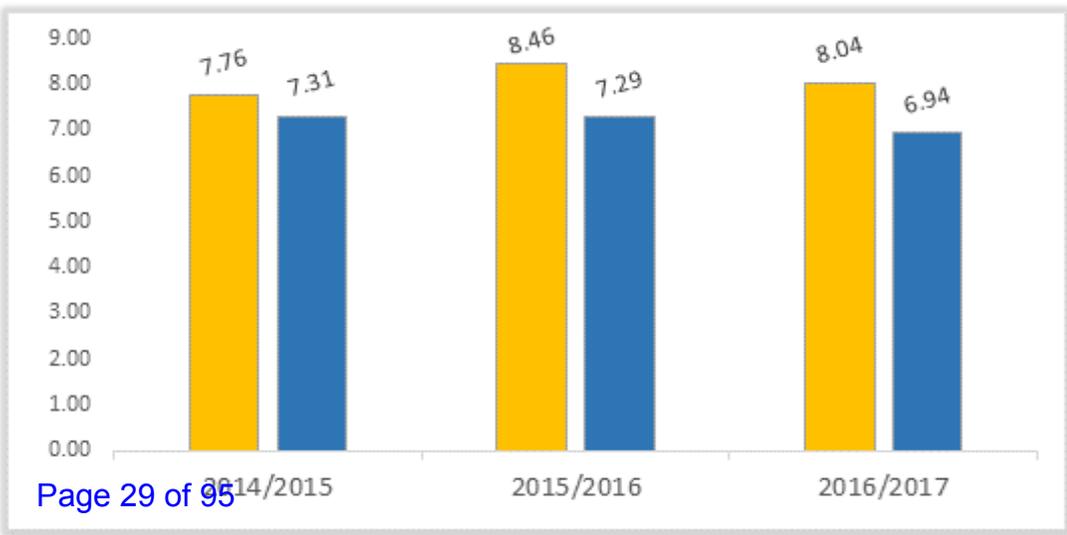
you are in
group 3

3
 in your peer group

| five number summary | |
|---------------------|--------|
| Max Value | 15.30% |
| Upper Quartile | 5.25% |
| Median | 6.94% |
| Lower Quartile | 8.27% |
| Min value | 2.69% |
| Your Organisation | 8.04% |

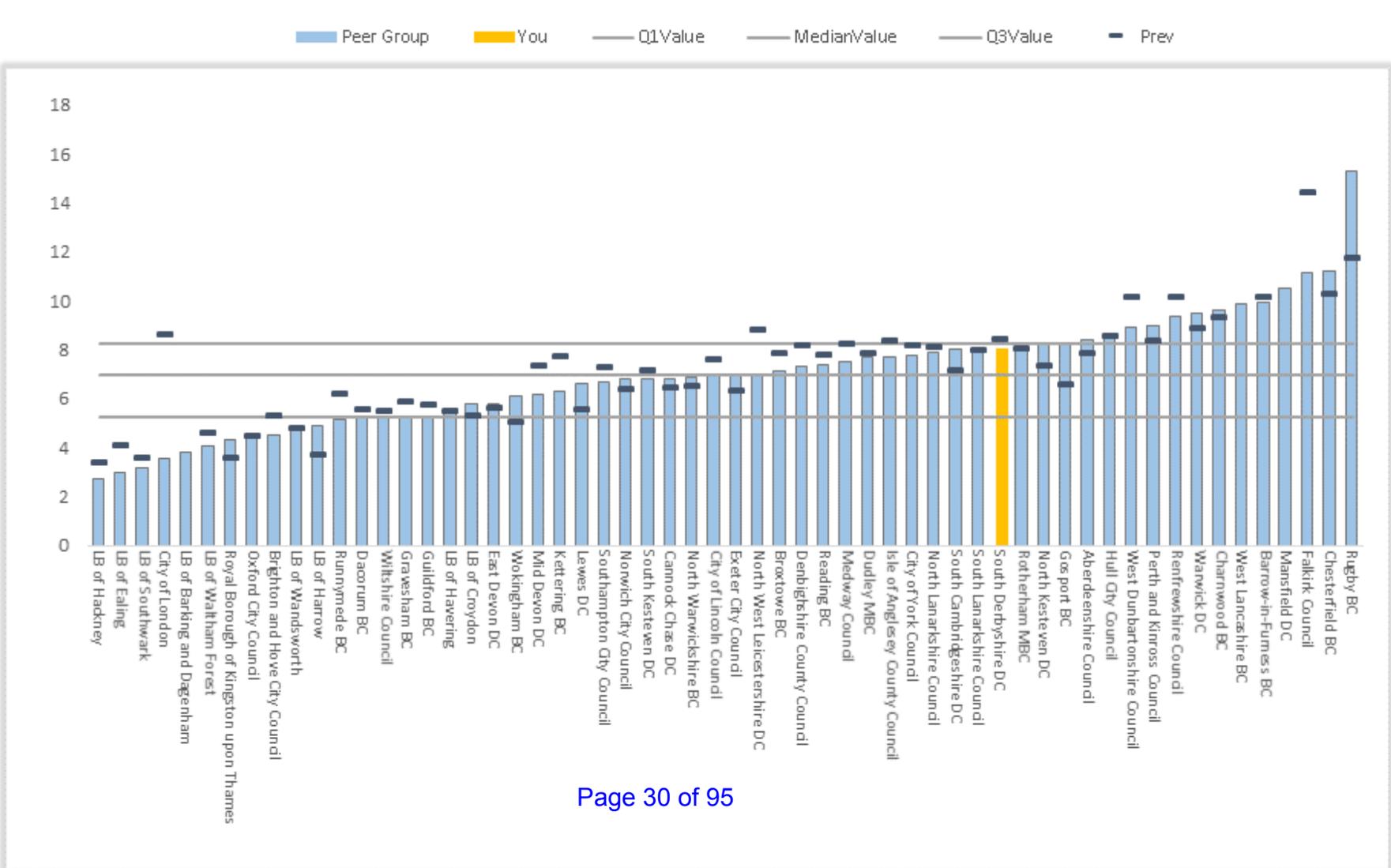
in context

This PI has decreased from 8.46% to 8.04% a -4.96% decrease compared to a -4.79% decrease for your peer group

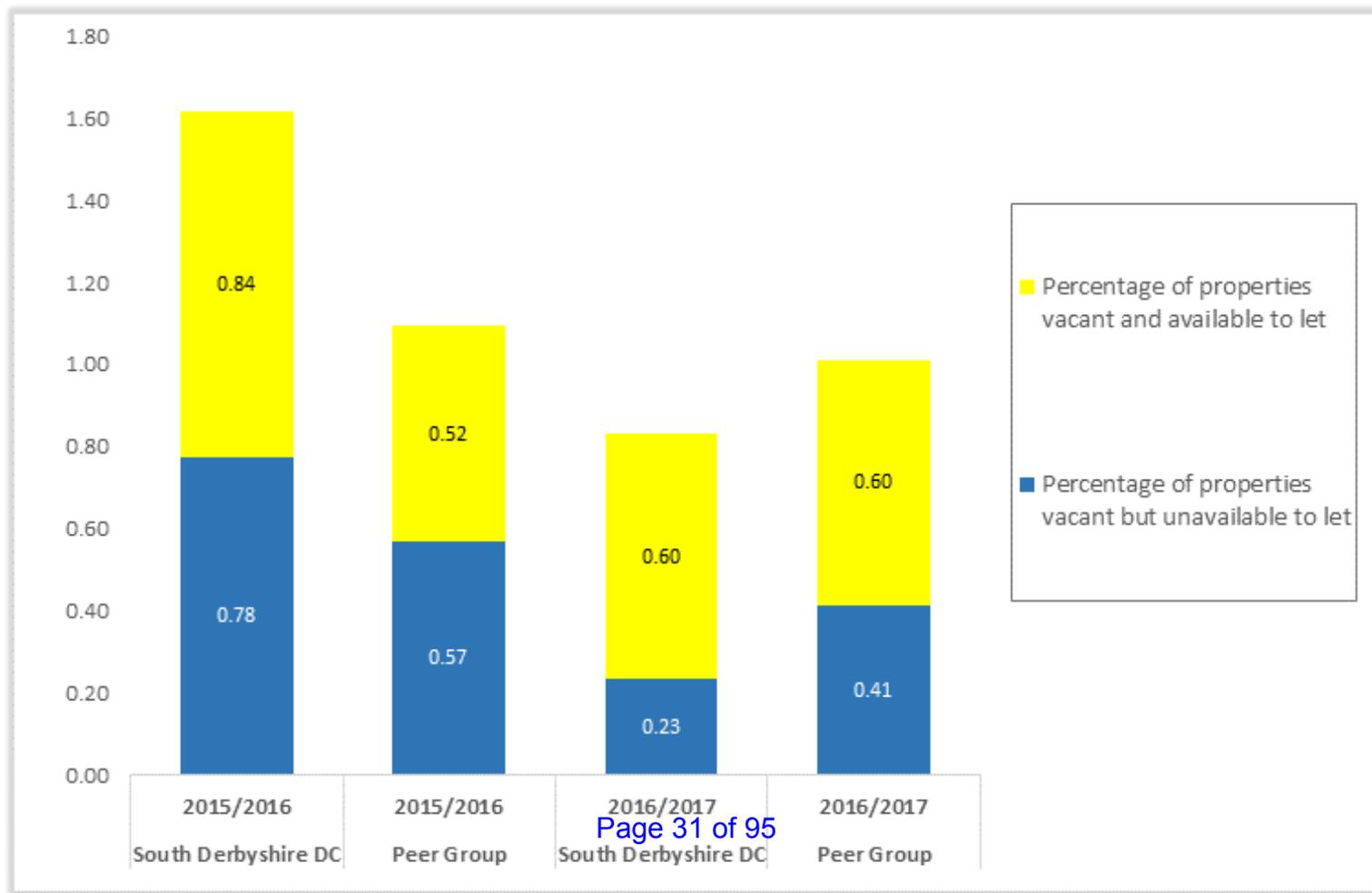


■ Organisation ■ Median

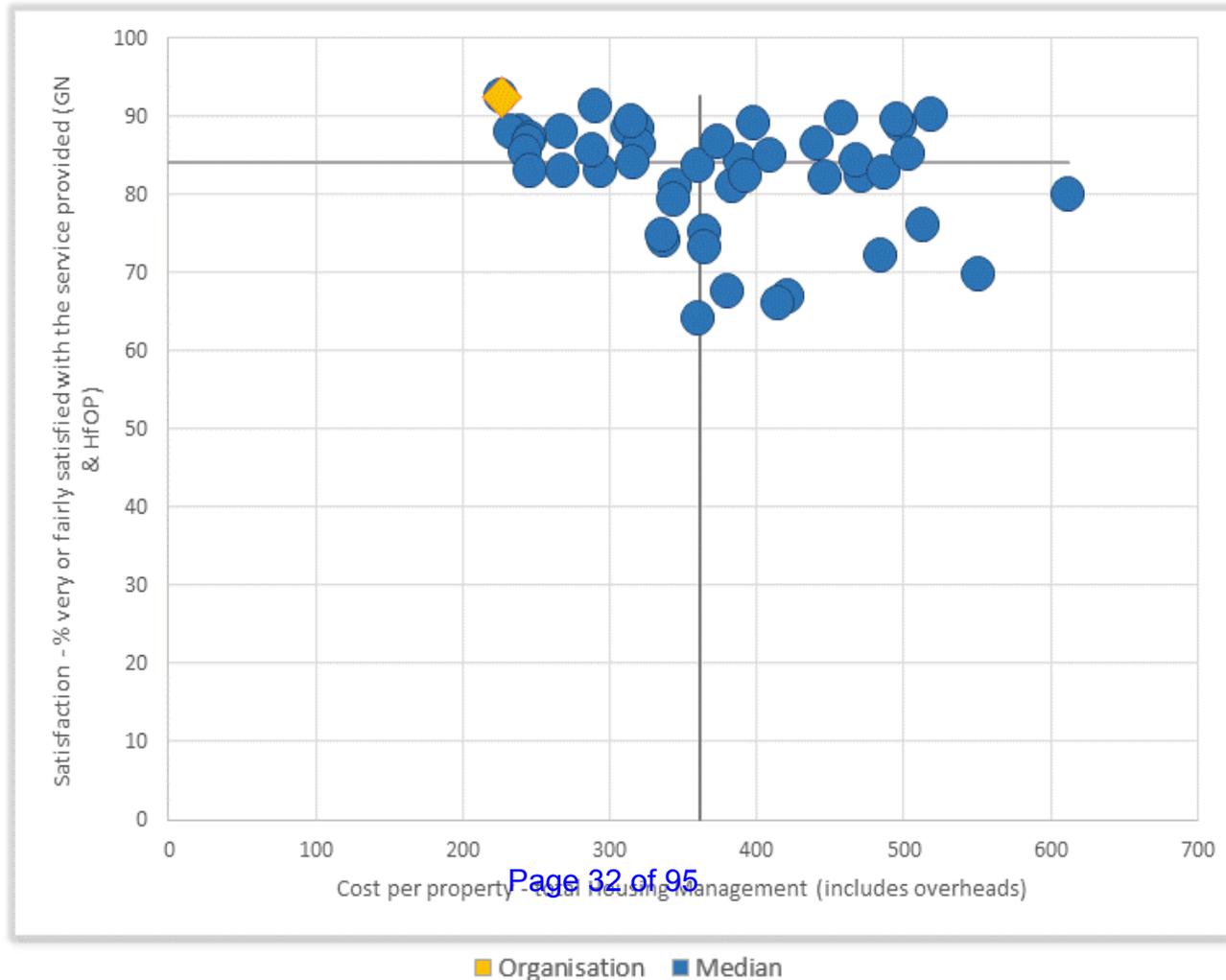
Tenancy turnover rate



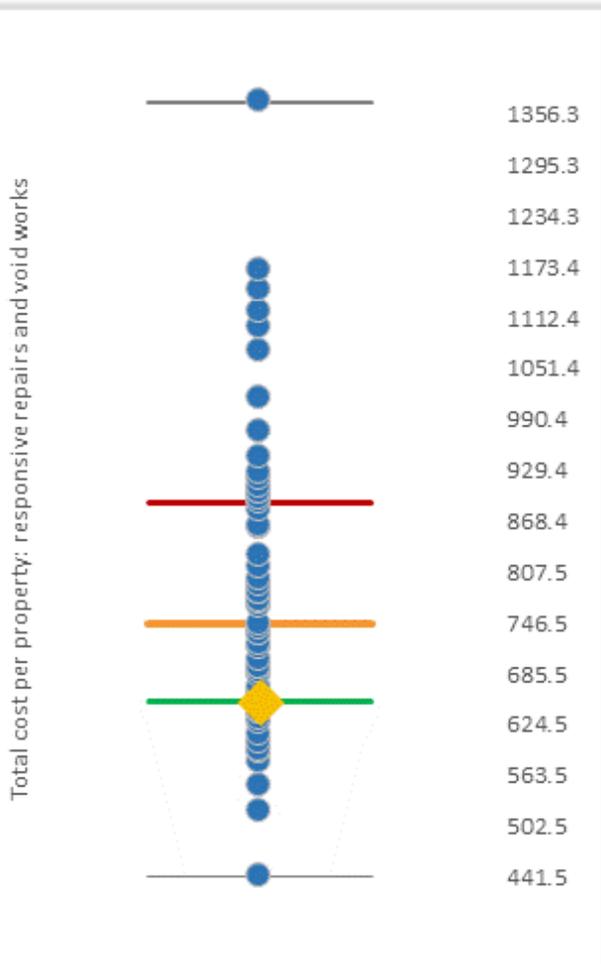
Vacant dwellings split



Housing management costs v satisfaction



Total cost per property: responsive repairs and void works



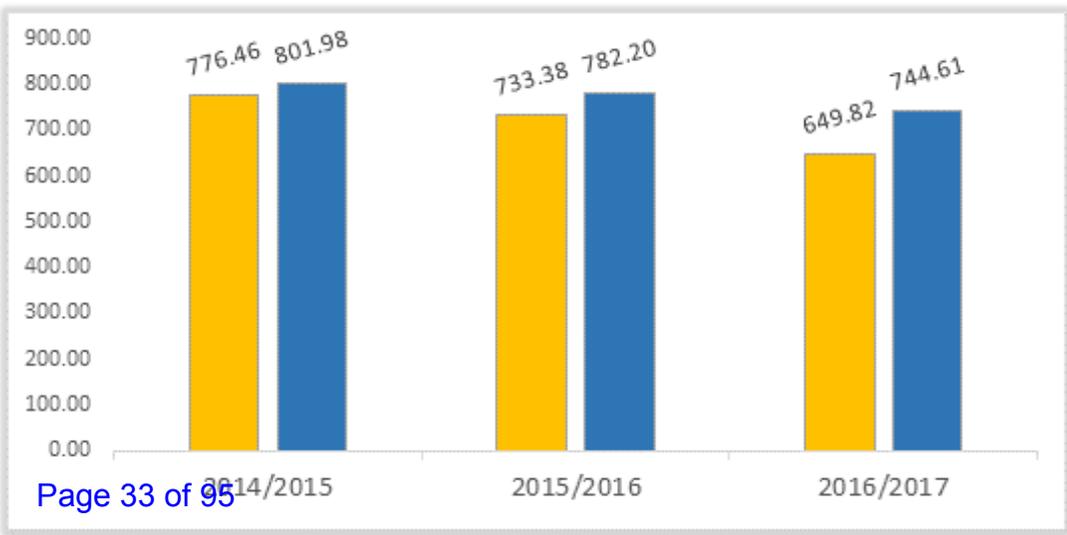
you are in
group 1

1
 in your peer group

| five number summary | |
|---------------------|-----------|
| Max Value | £1,371.56 |
| Upper Quartile | £651.78 |
| Median | £744.61 |
| Lower Quartile | £889.50 |
| Min value | £441.54 |
| Your Organisation | £649.82 |

in context

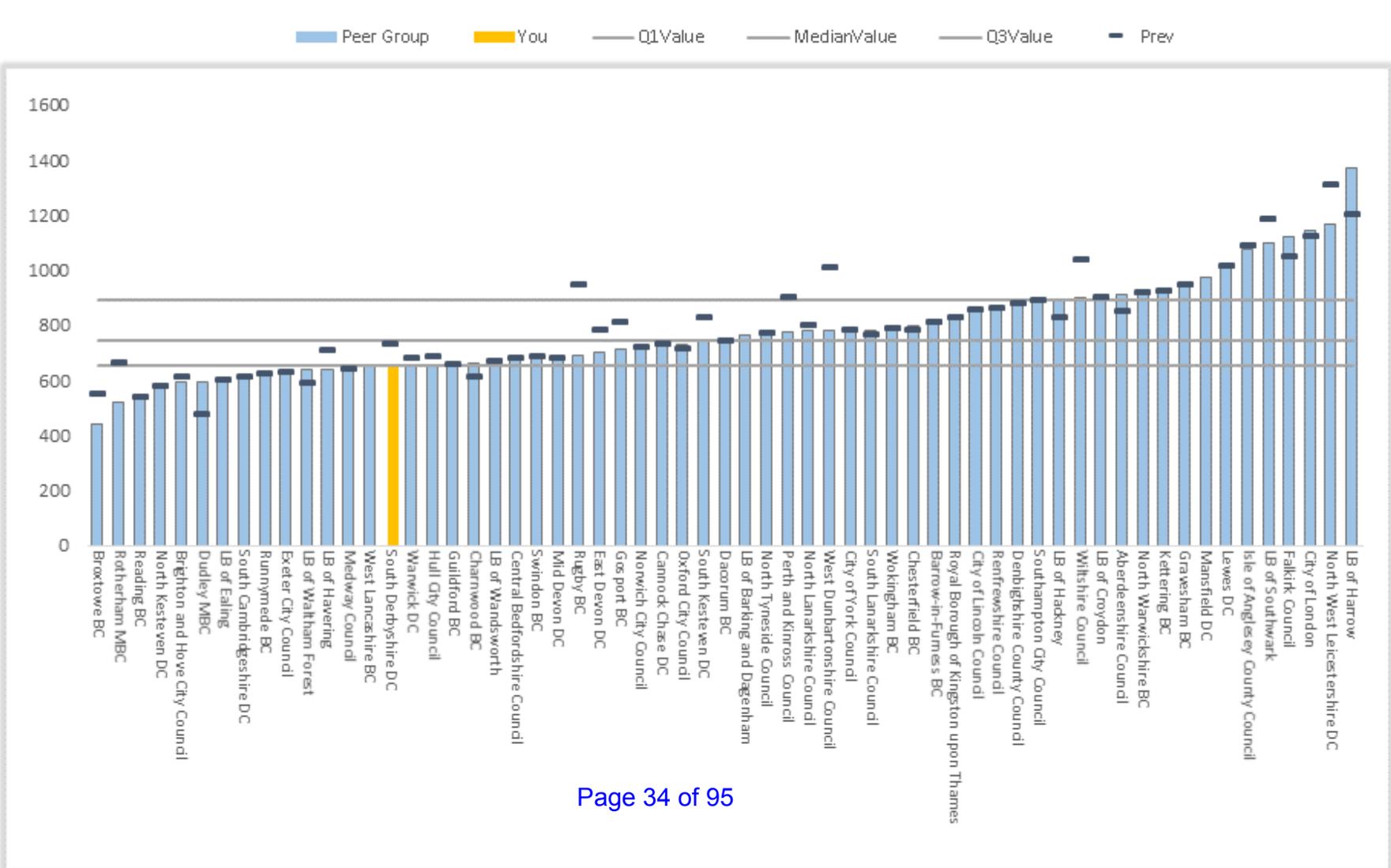
This PI has decreased from £733.38 to £649.82 a -11.39% decrease compared to a -4.81% decrease for your peer group



■ Organisation ■ Median

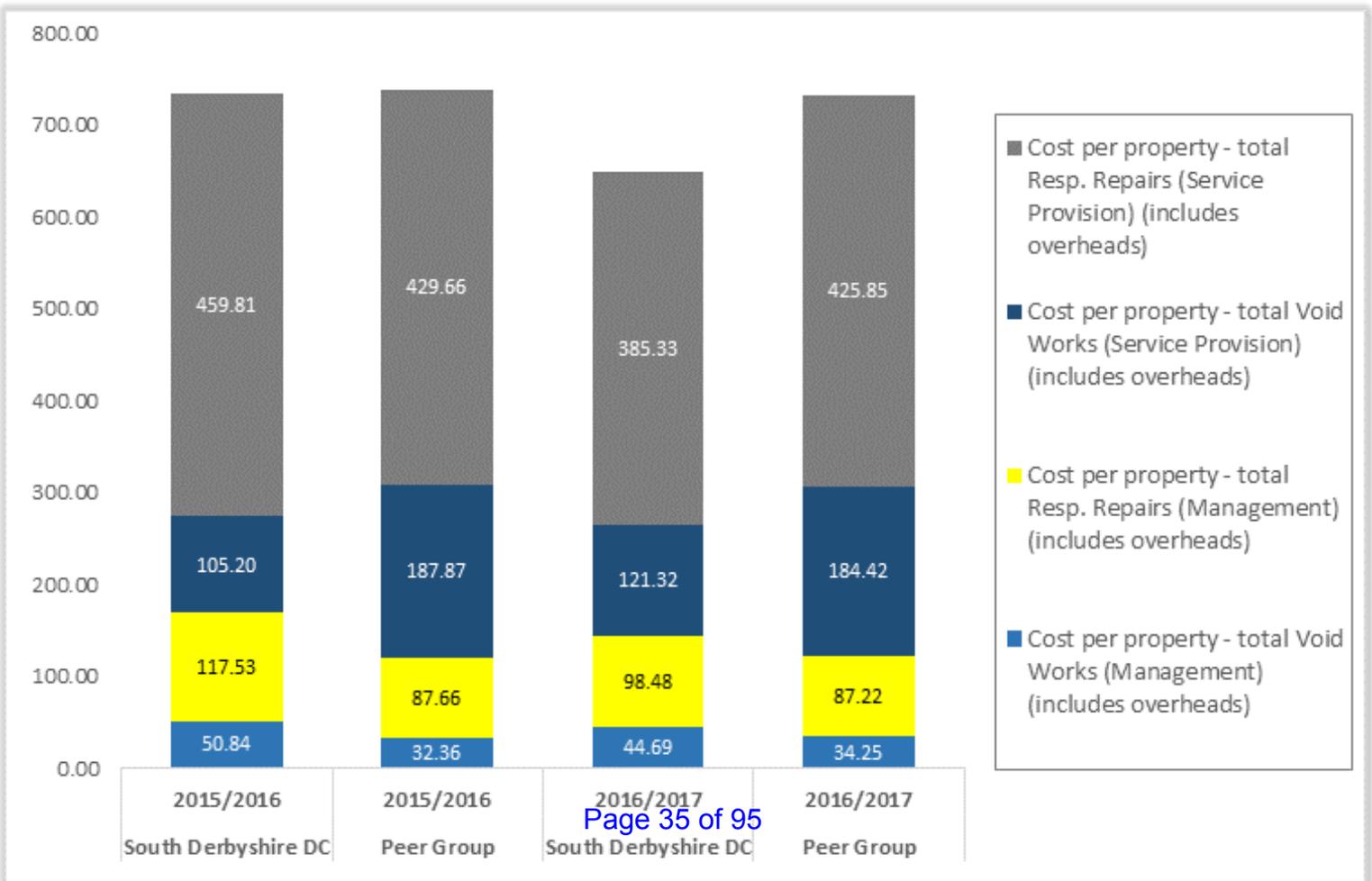
Responsive repairs & void works

Total cost per property: responsive repairs and void works



Cost breakdown: responsive repairs and void works

Responsive repairs & void works

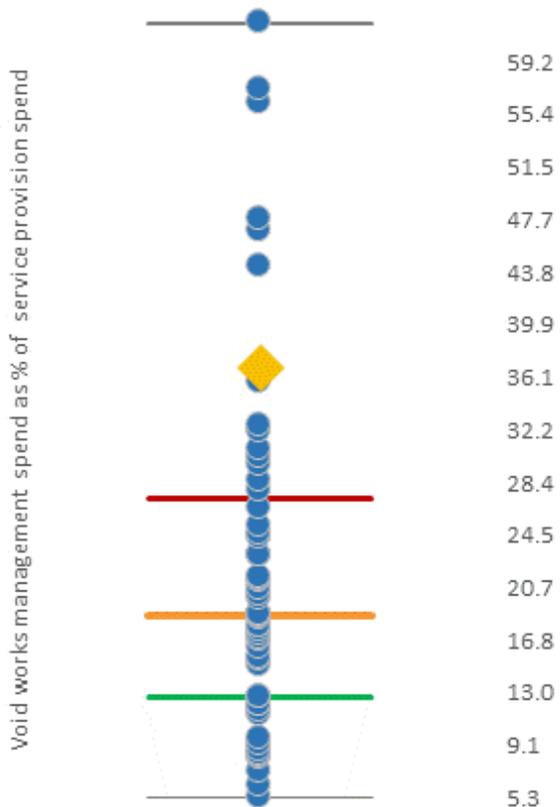


£41 per property less on repairs

£63 per property less on voids

£11 per property more on management costs

Void works management spend as % of service provision spend



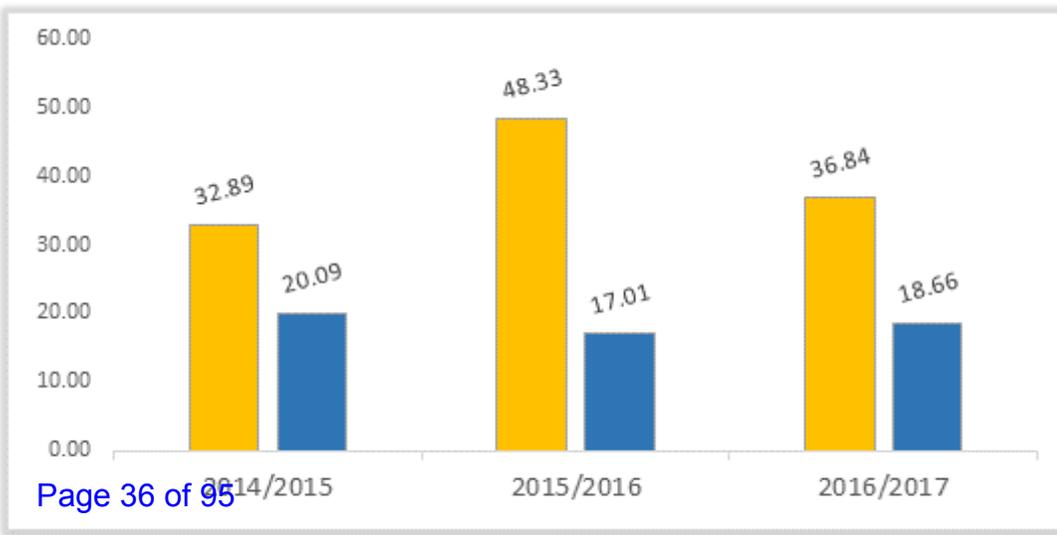
you are in
group 4

4
in your peer group

| five number summary | |
|---------------------|--------|
| Max Value | 62.10% |
| Upper Quartile | 12.67% |
| Median | 18.66% |
| Lower Quartile | 27.20% |
| Min value | 5.27% |
| Your Organisation | 36.84% |

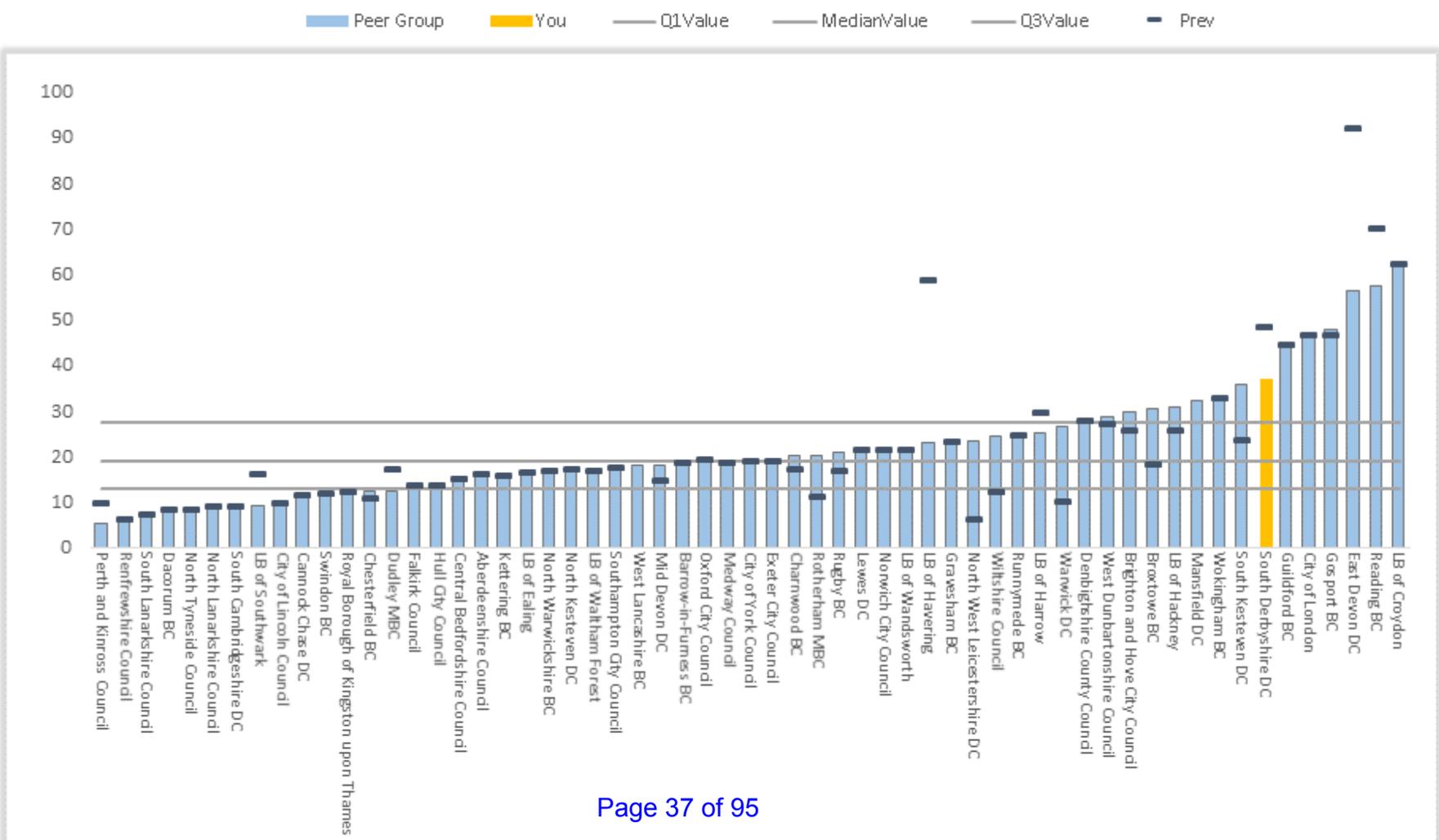
in context

This PI has decreased from 48.33% to 36.84% a -23.78% decrease compared to a 9.70% increase for your peer group

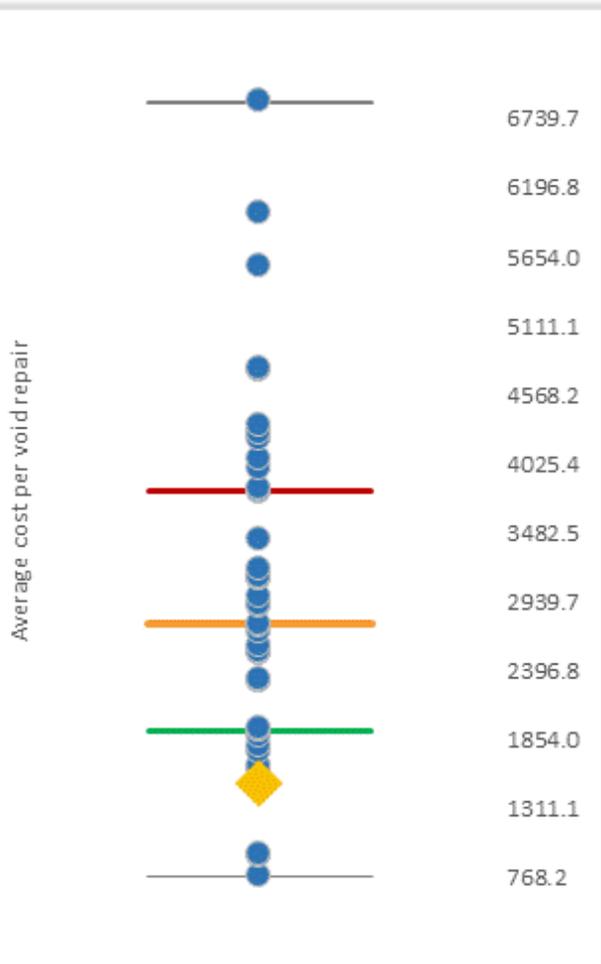


■ Organisation ■ Median

Void works management spend as % of service provision spend



Average cost per void repair



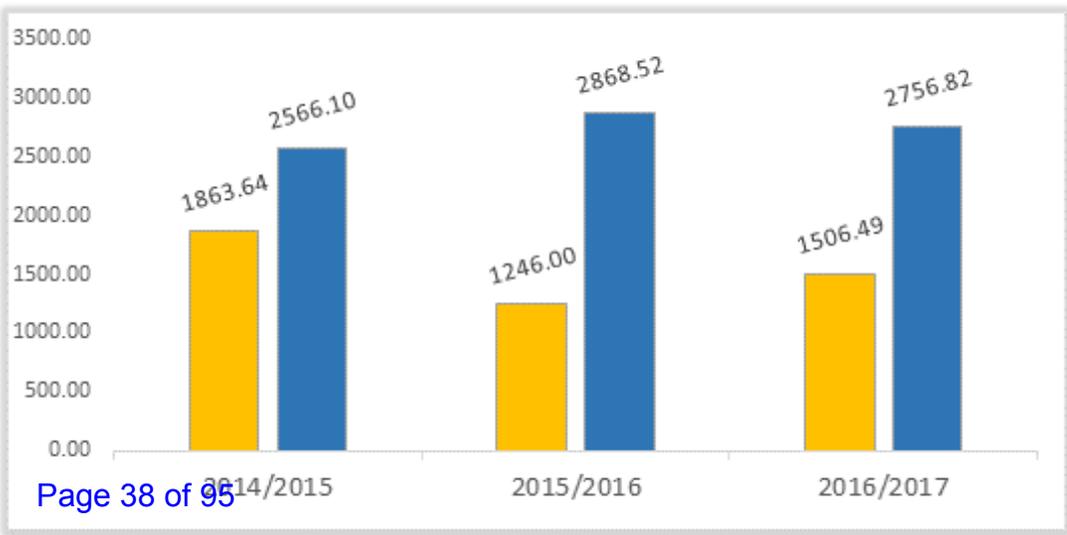
you are in
group 1

1
 in your peer group

| five number summary | |
|---------------------|-----------|
| Max Value | £6,875.40 |
| Upper Quartile | £1,917.14 |
| Median | £2,756.82 |
| Lower Quartile | £3,807.94 |
| Min value | £768.23 |
| Your Organisation | £1,506.49 |

in context

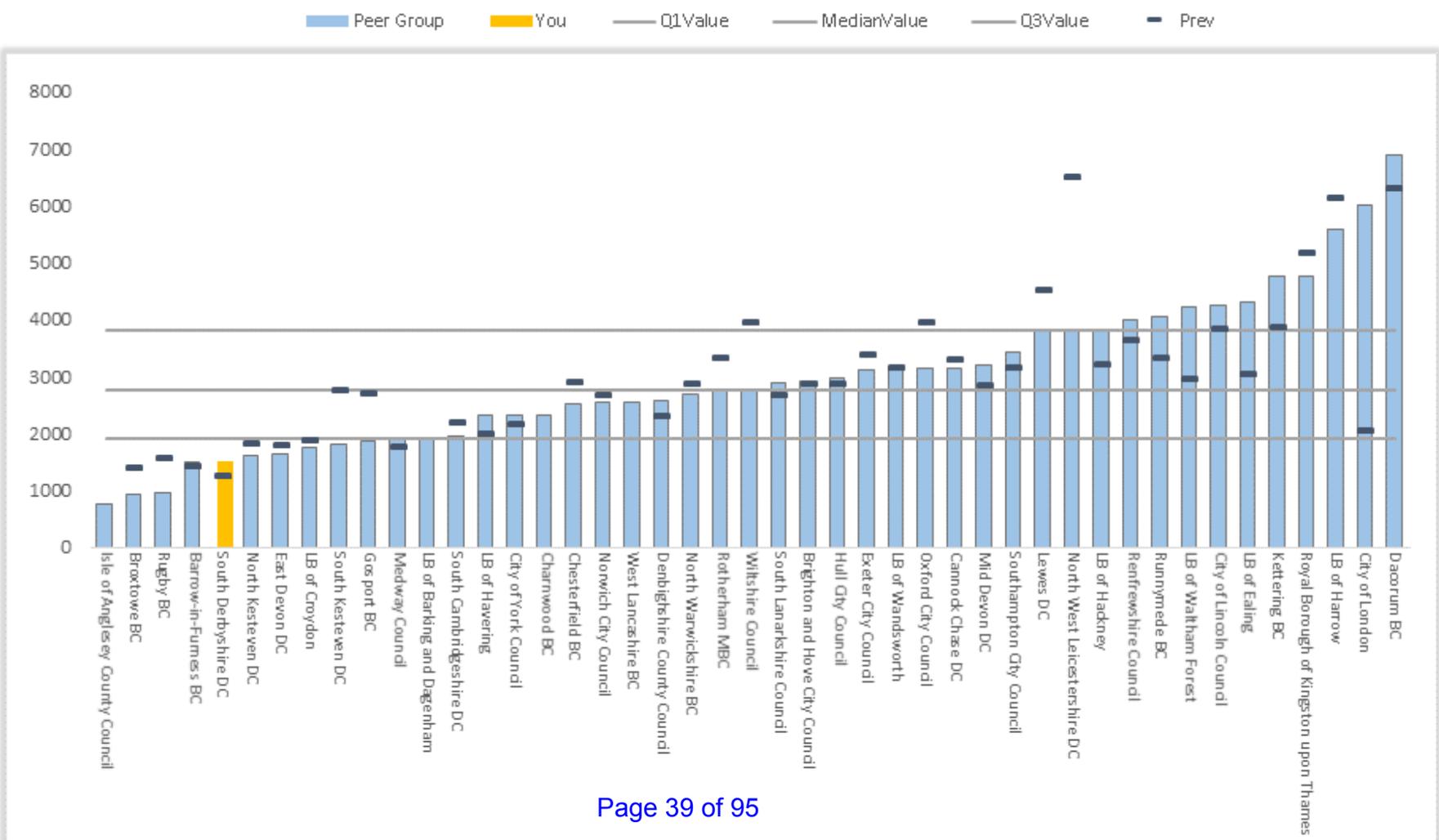
This PI has increased from £1,246.00 to £1,506.49 a 20.91% increase compared to a -3.89% decrease for your peer group



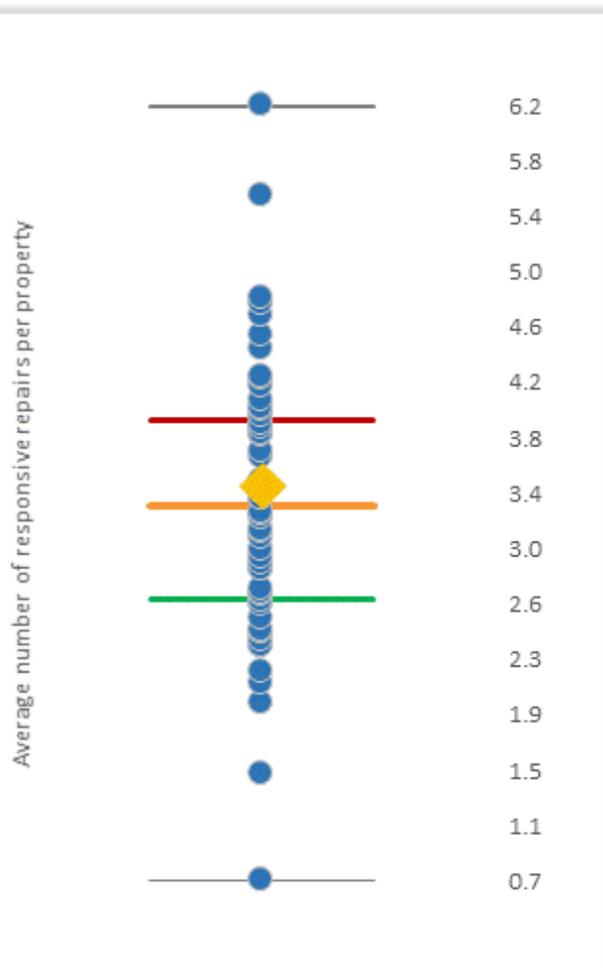
■ Organisation ■ Median

Responsive repairs & void works

Average cost per void repair



Average number of responsive repairs per property



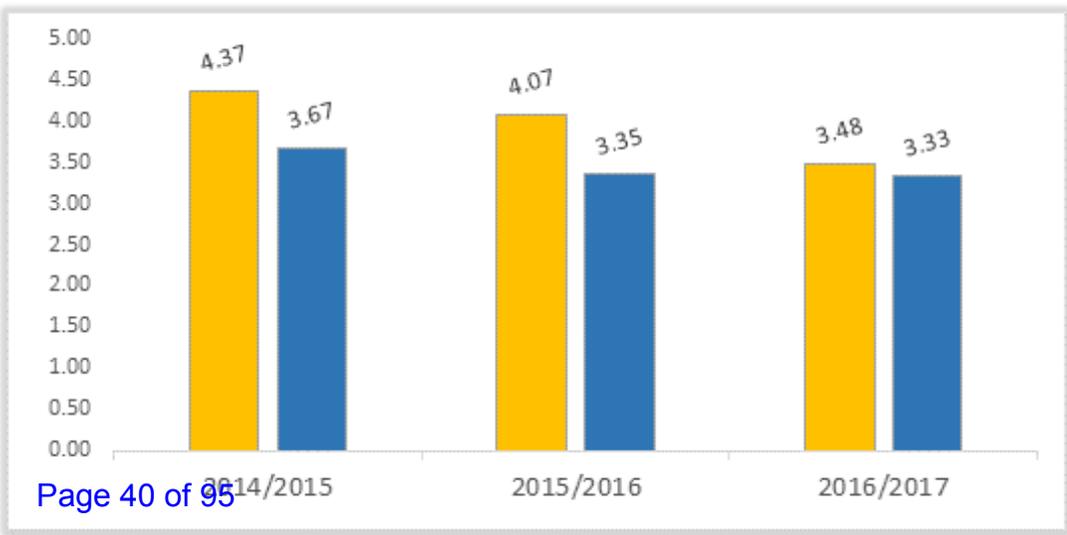
you are in
group 3

3
in your peer group

| five number summary | |
|---------------------|------|
| Max Value | 6.17 |
| Upper Quartile | 2.69 |
| Median | 3.33 |
| Lower Quartile | 3.94 |
| Min value | .69 |
| Your Organisation | 3.48 |

in context

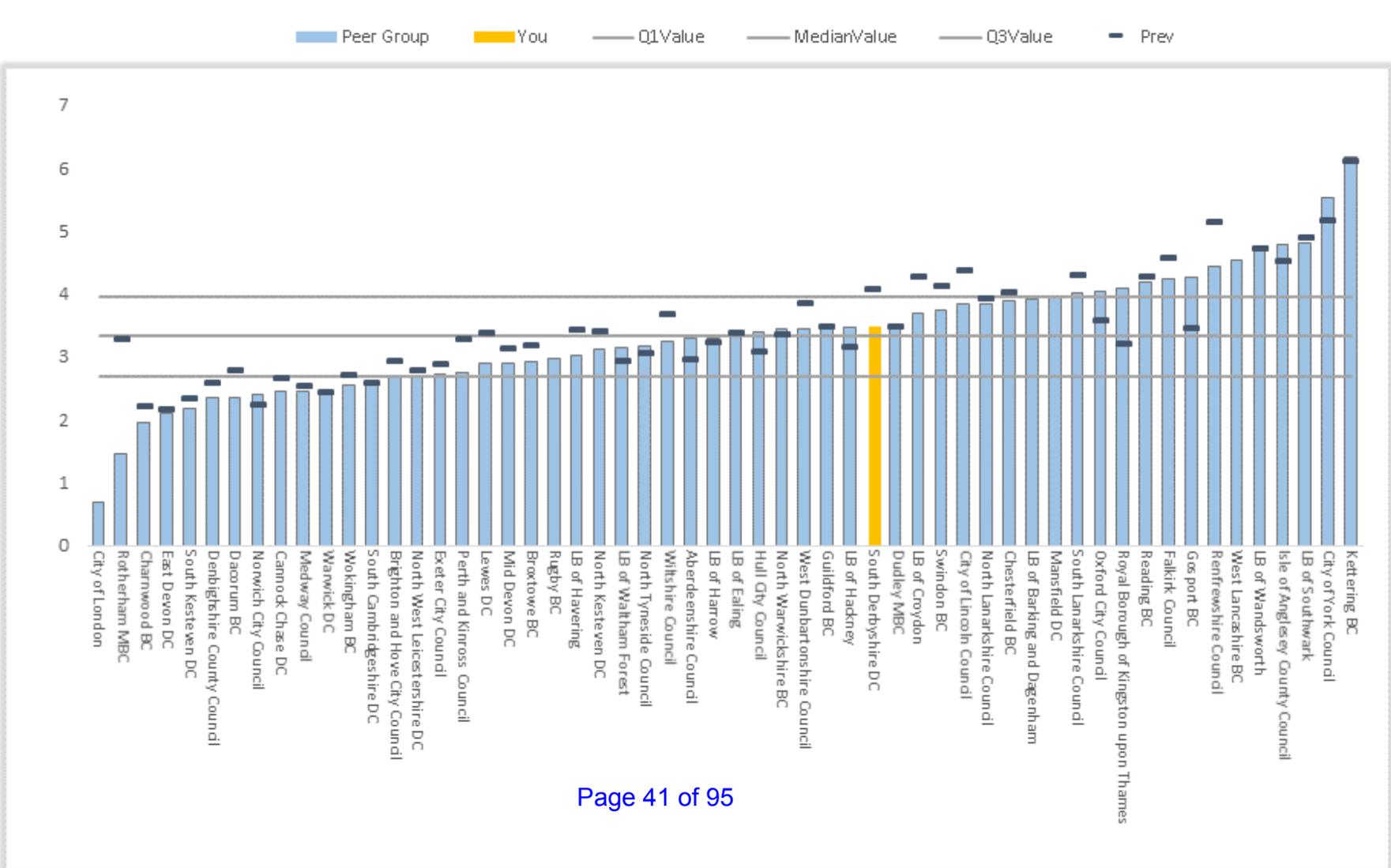
This PI has decreased from 4.07 to 3.48 a -14.54% decrease compared to a -.52% decrease for your peer group



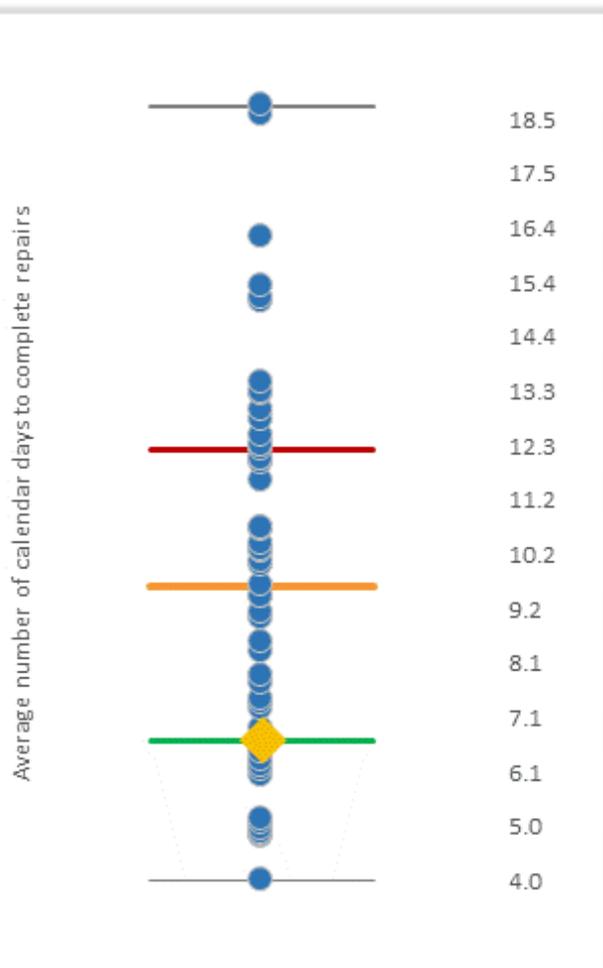
■ Organisation ■ Median

Responsive repairs & void works

Average number of responsive repairs per property



Average number of calendar days to complete repairs



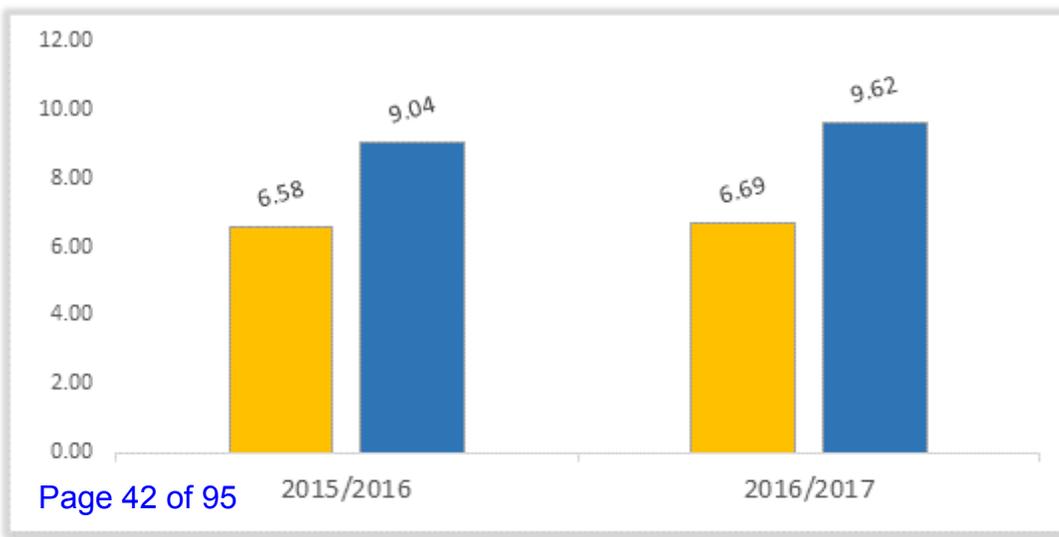
you are in
group 2

2
in your peer group

| five number summary | |
|---------------------|-------|
| Max Value | 18.75 |
| Upper Quartile | 6.65 |
| Median | 9.62 |
| Lower Quartile | 12.19 |
| Min value | 4.00 |
| Your Organisation | 6.69 |

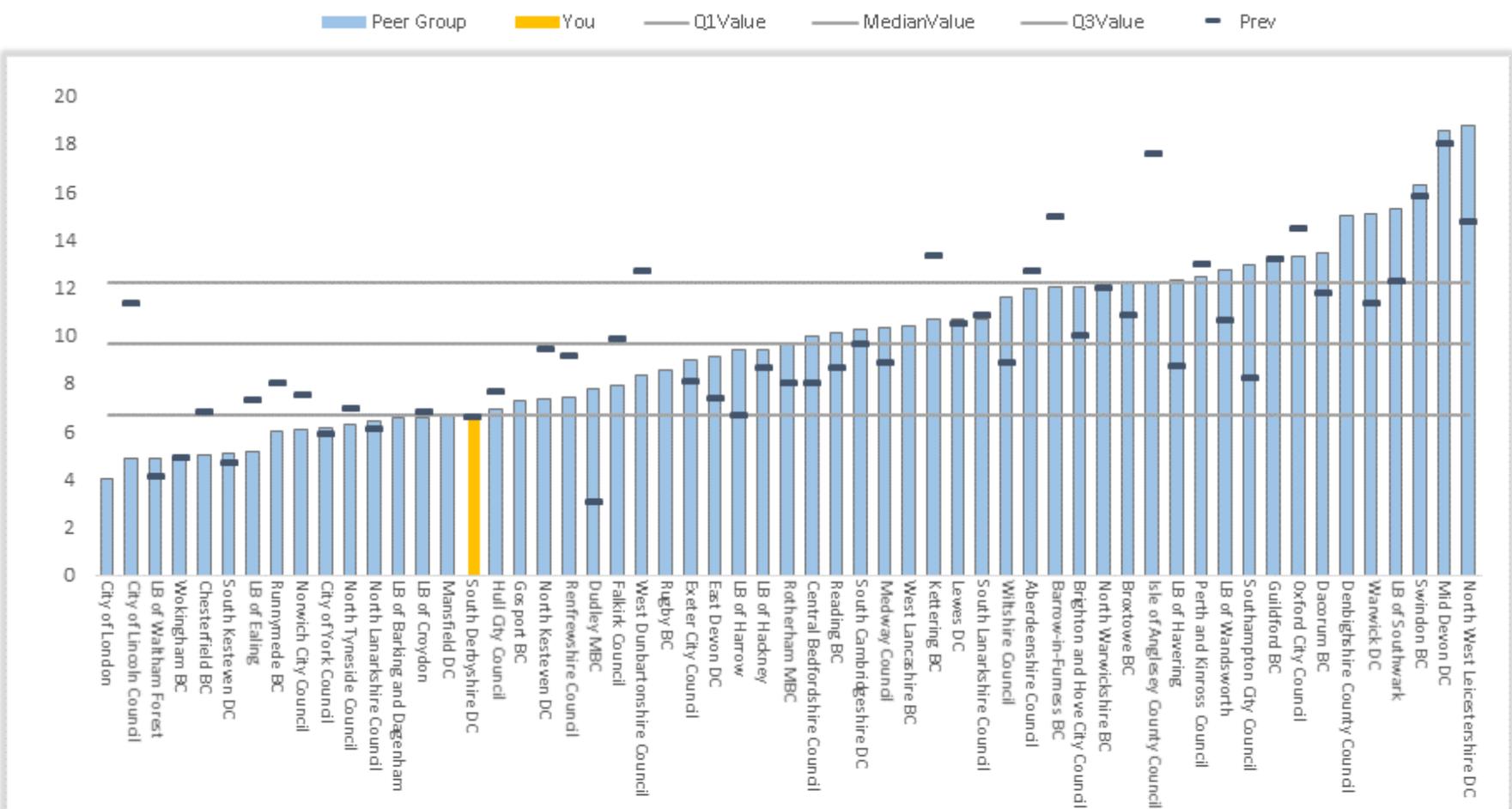
in context

This PI has increased from 6.58 to 6.69 a 1.67% increase compared to a 6.45% increase for your peer group

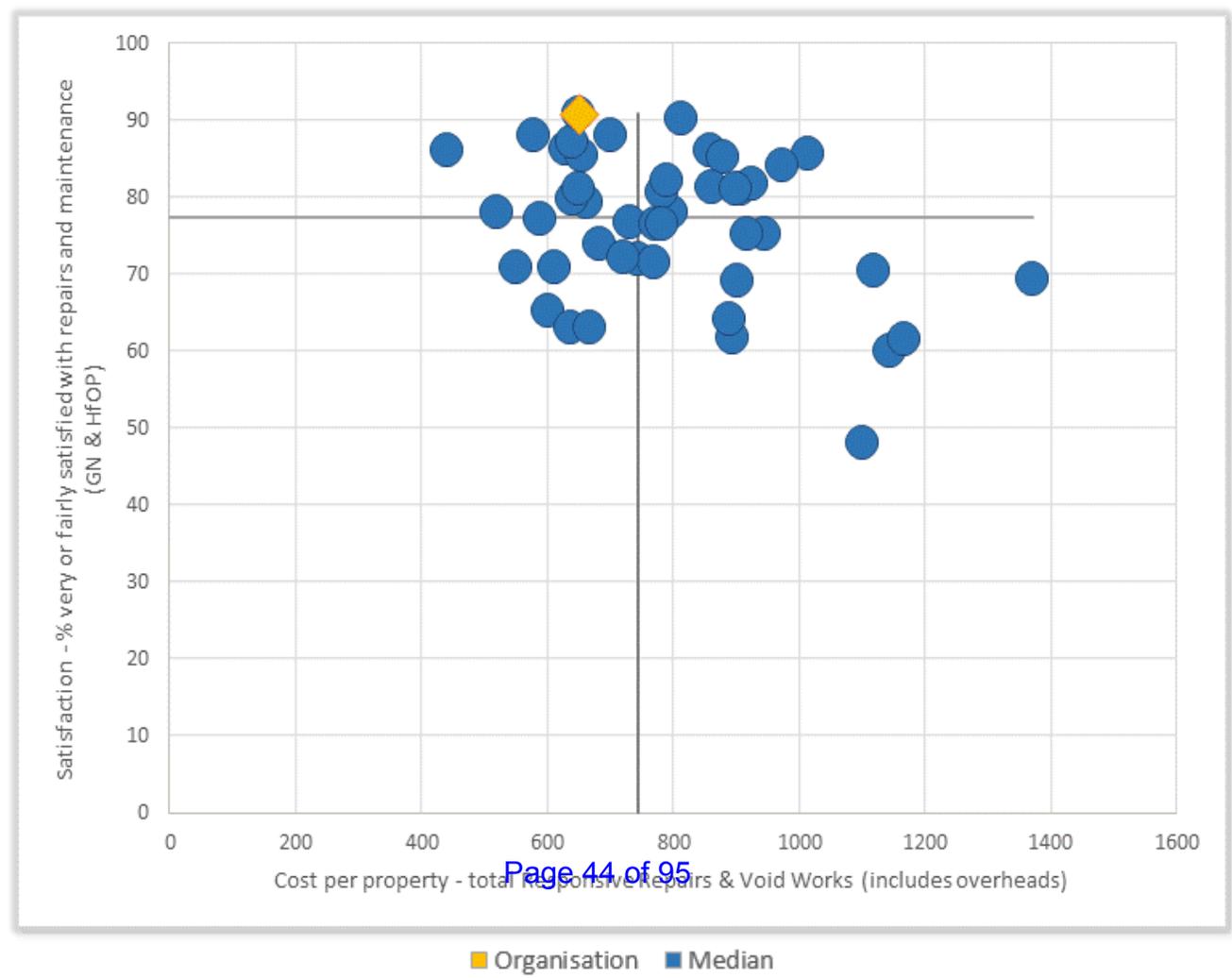


■ Organisation ■ Median

Average number of calendar days to complete repairs



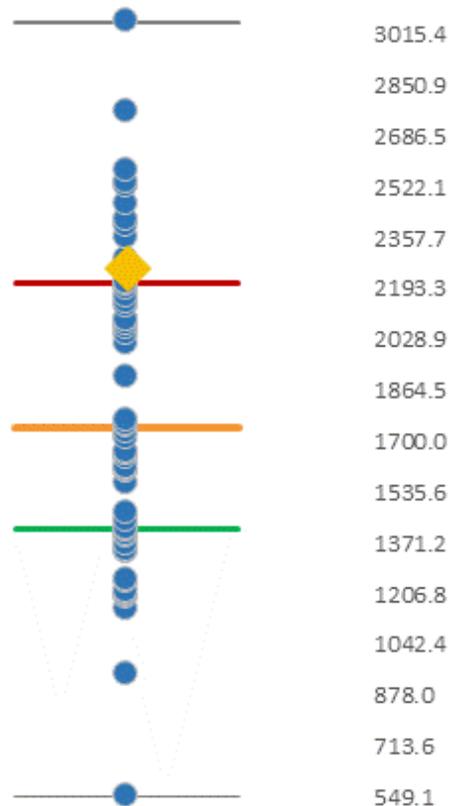
Repairs costs v satisfaction



Total cost per property: major works and cyclical maintenance

Major works and cyclical maintenance

Total cost per property: major works and cyclical maintenance



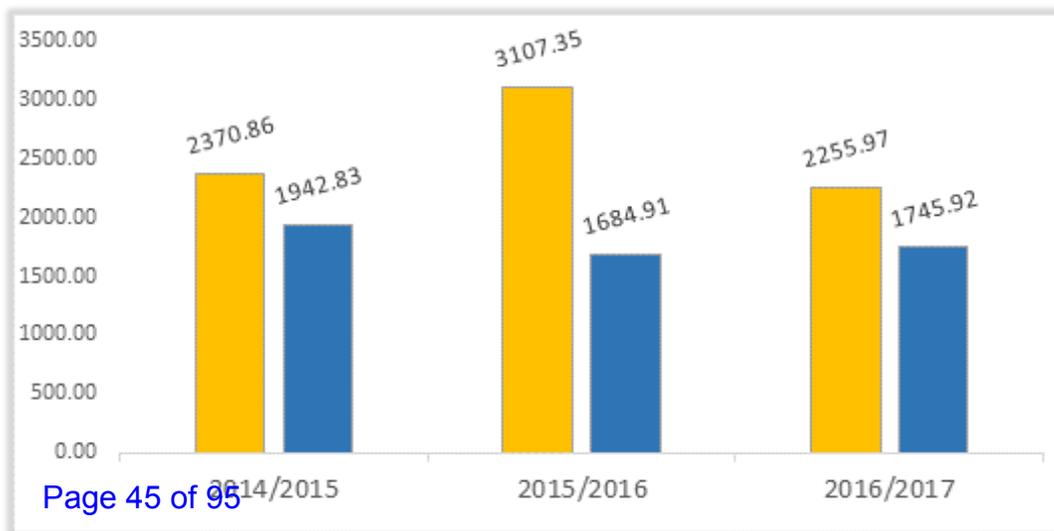
you are in
group 4

in your peer group

| five number summary | |
|---------------------|-----------|
| Max Value | £3,056.45 |
| Upper Quartile | £1,413.14 |
| Median | £1,745.92 |
| Lower Quartile | £2,209.98 |
| Min value | £549.15 |
| Your Organisation | £2,255.97 |

in context

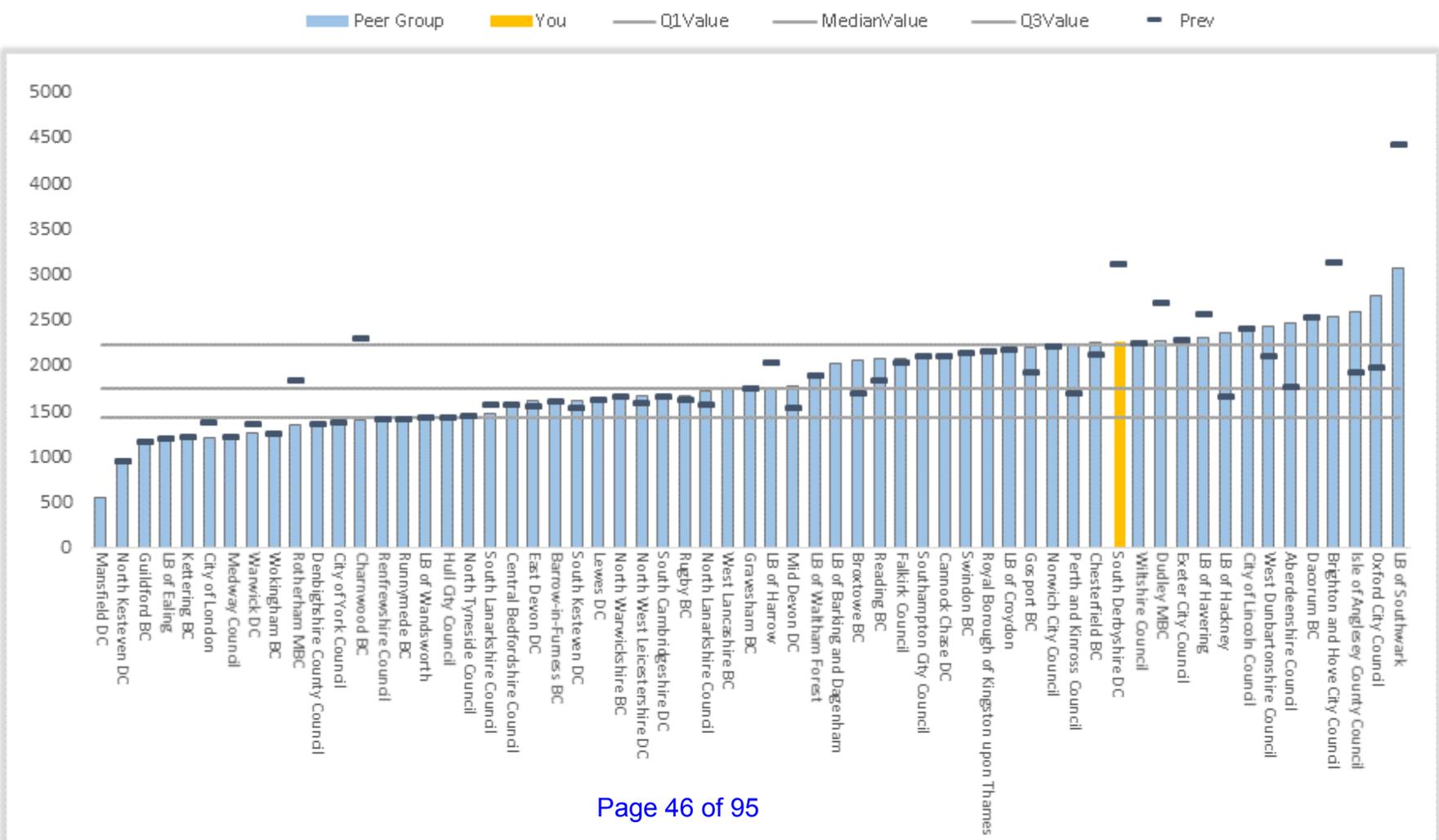
This PI has decreased from £3,107.35 to £2,255.97 a - 27.40% decrease compared to a 3.62% increase for your peer group



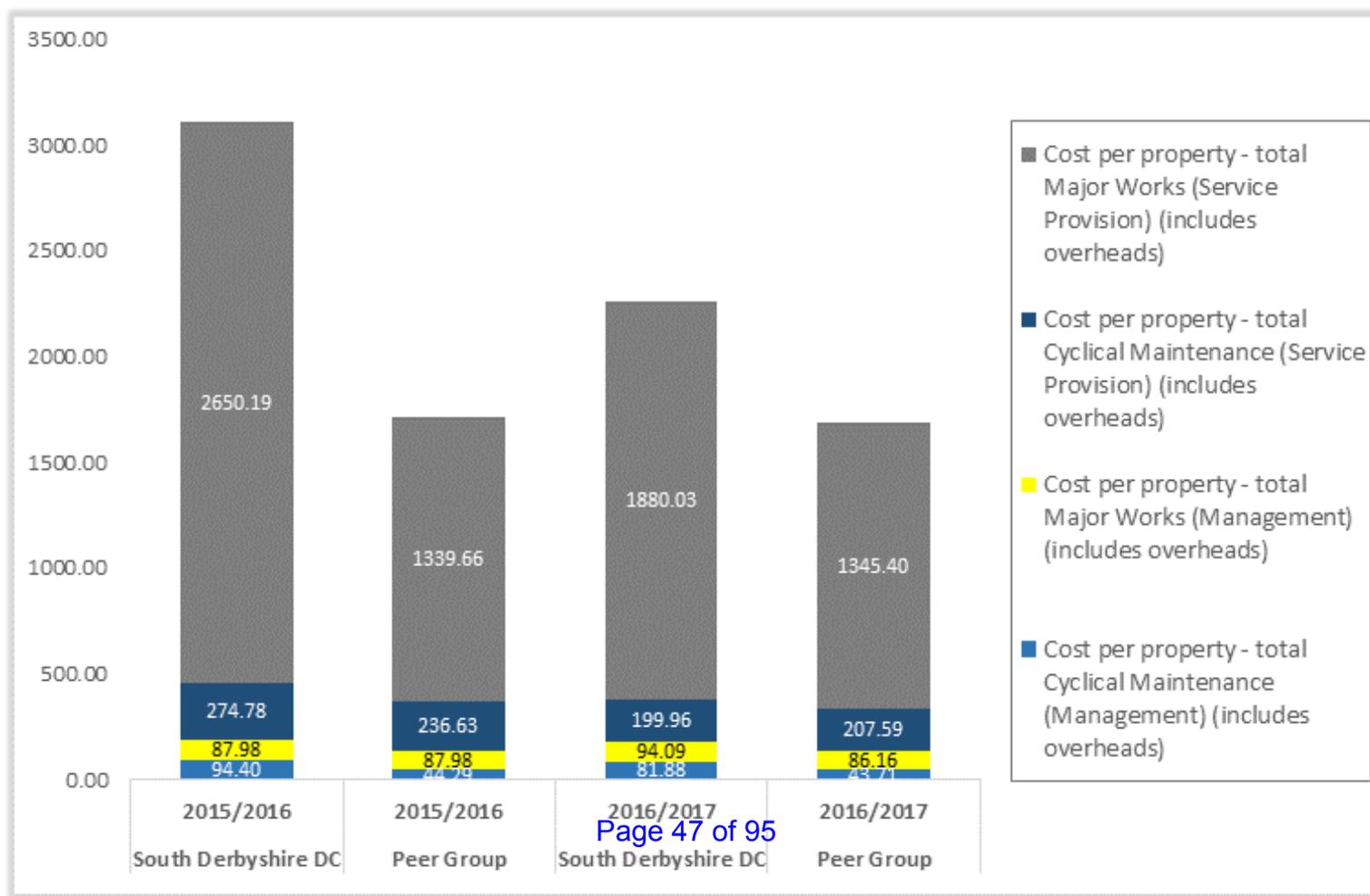
■ Organisation ■ Median

Major works and cyclical maintenance

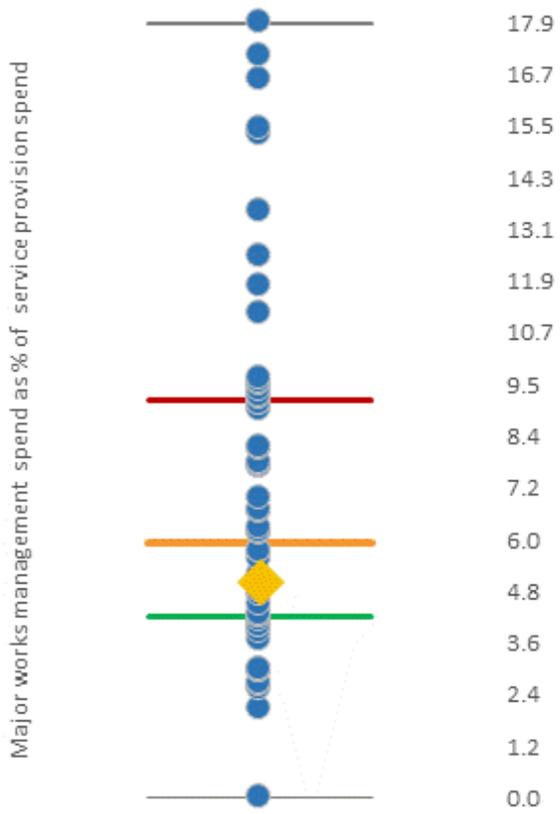
Total cost per property: major works and cyclical maintenance



Major works and cyclical maintenance cost breakdowns



Major works management spend as % of service provision spend



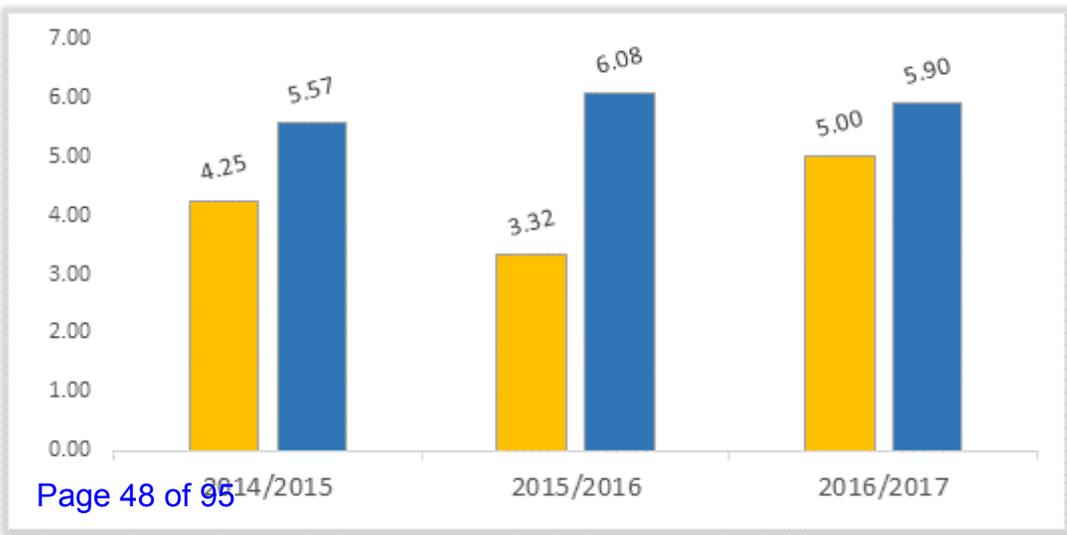
you are in
group 2

2
 in your peer group

| five number summary | |
|---------------------|--------|
| Max Value | 17.87% |
| Upper Quartile | 4.21% |
| Median | 5.90% |
| Lower Quartile | 9.17% |
| Min value | .03% |
| Your Organisation | 5.00% |

in context

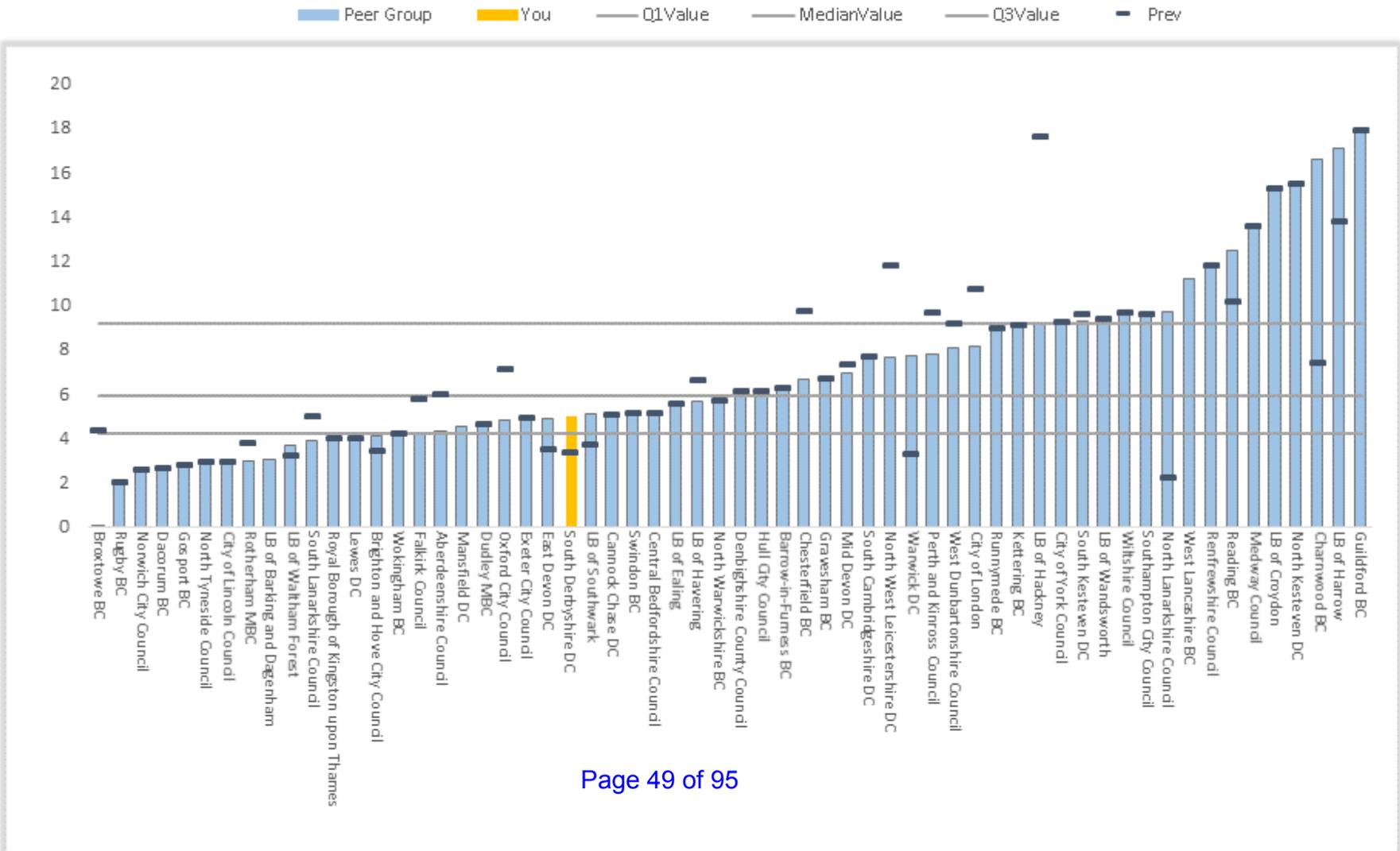
This PI has increased from 3.32% to 5.00% a 50.75% increase compared to a -3.01% decrease for your peer group



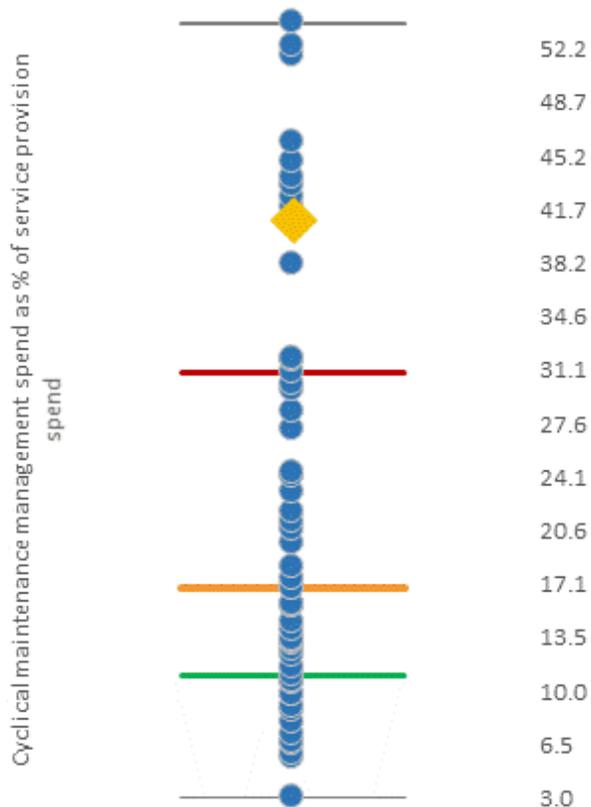
■ Organisation ■ Median

Major works and cyclical maintenance

Major works management spend as % of service provision spend



Cyclical maintenance management spend as % of service provision spend



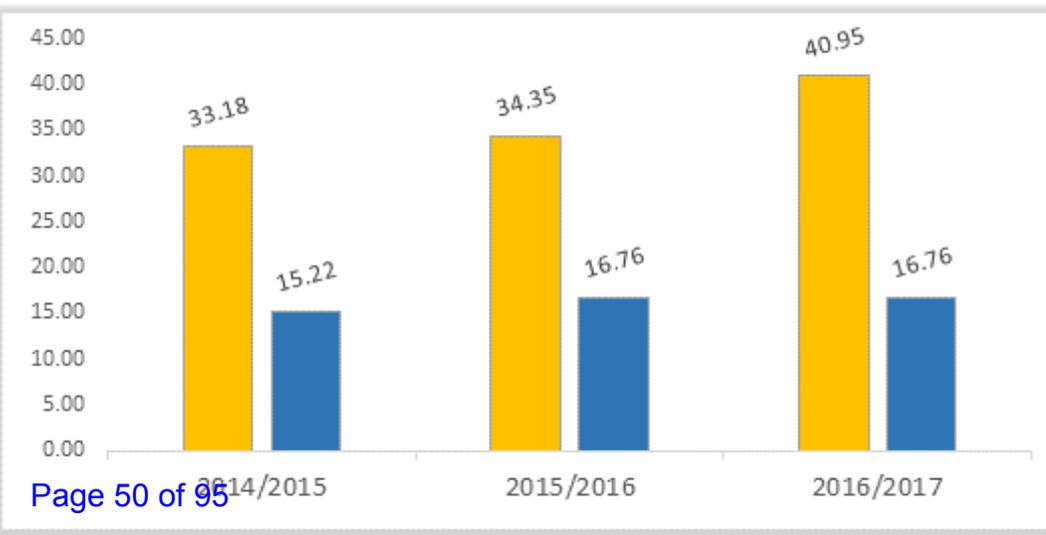
you are in
group 4

4
in your peer group

| five number summary | |
|---------------------|--------|
| Max Value | 53.99% |
| Upper Quartile | 11.01% |
| Median | 16.76% |
| Lower Quartile | 30.95% |
| Min value | 2.98% |
| Your Organisation | 40.95% |

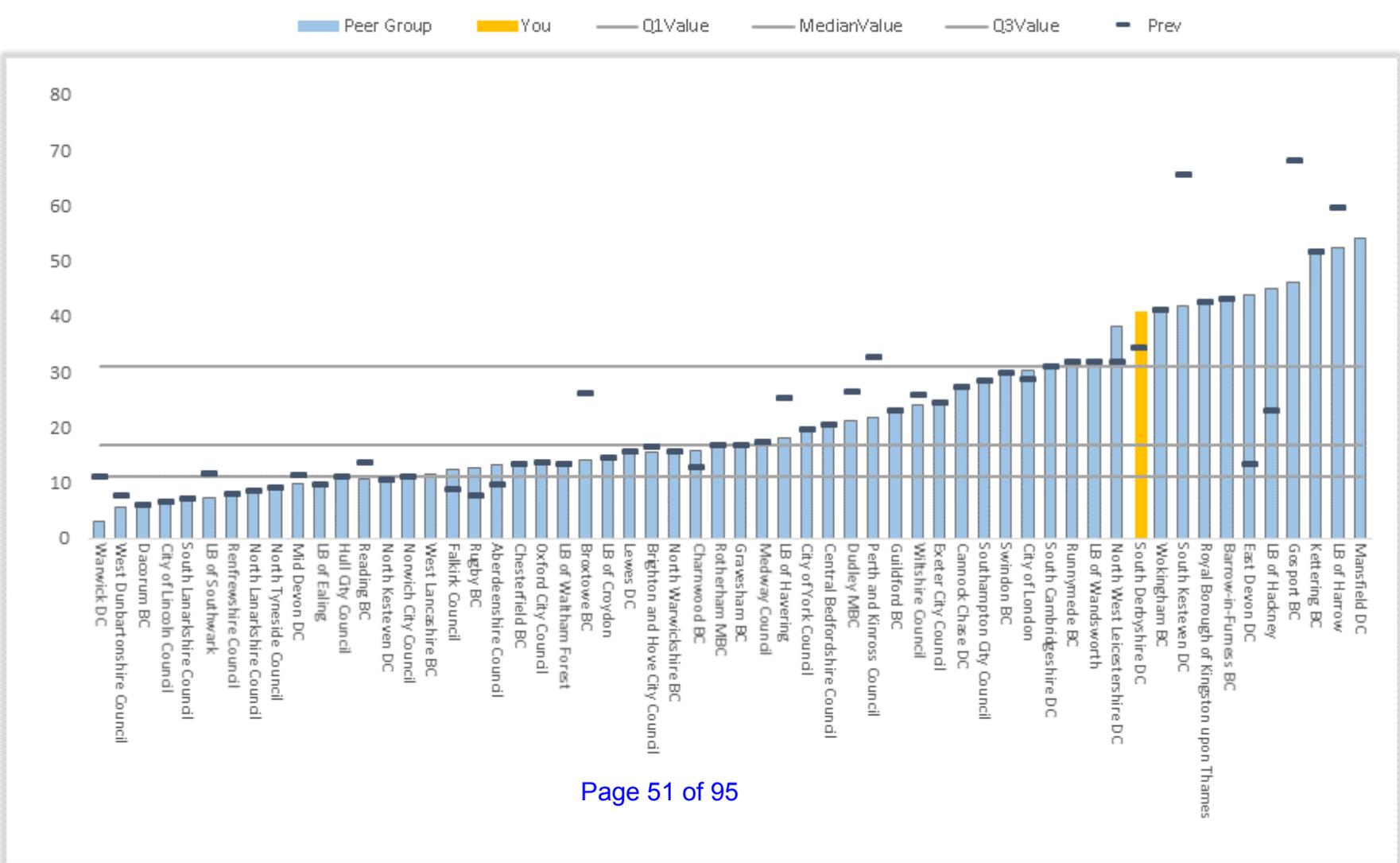
in context

This PI has increased from 34.35% to 40.95% a 19.19% increase compared to a -.01% decrease for your peer group



■ Organisation ■ Median

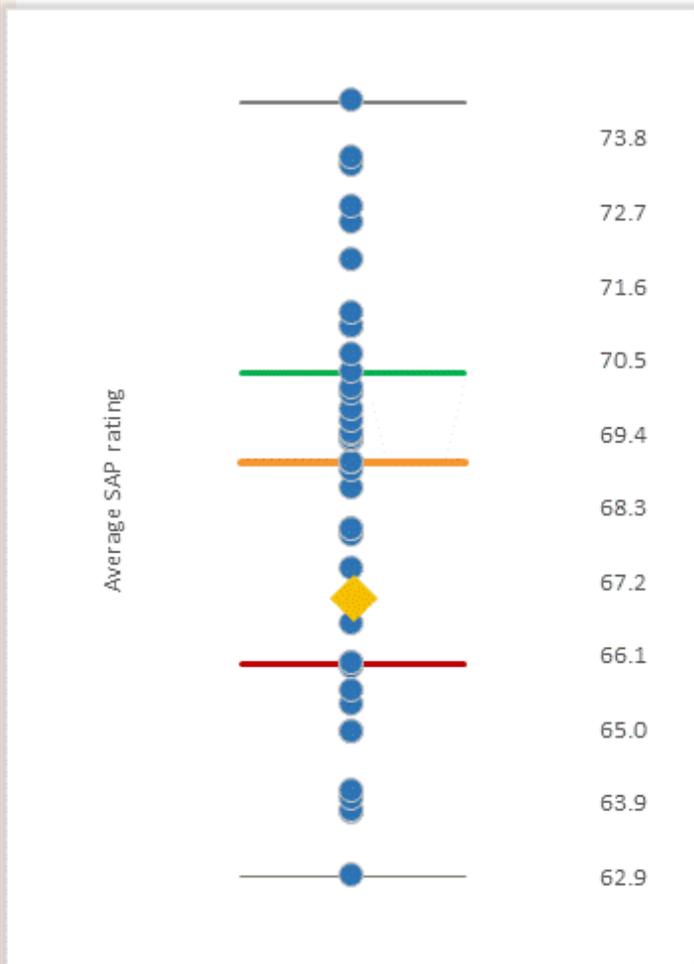
Cyclical maintenance management spend as % of service provision spend



Major works and cyclical maintenance

Major works and cyclical maintenance

Average SAP rating



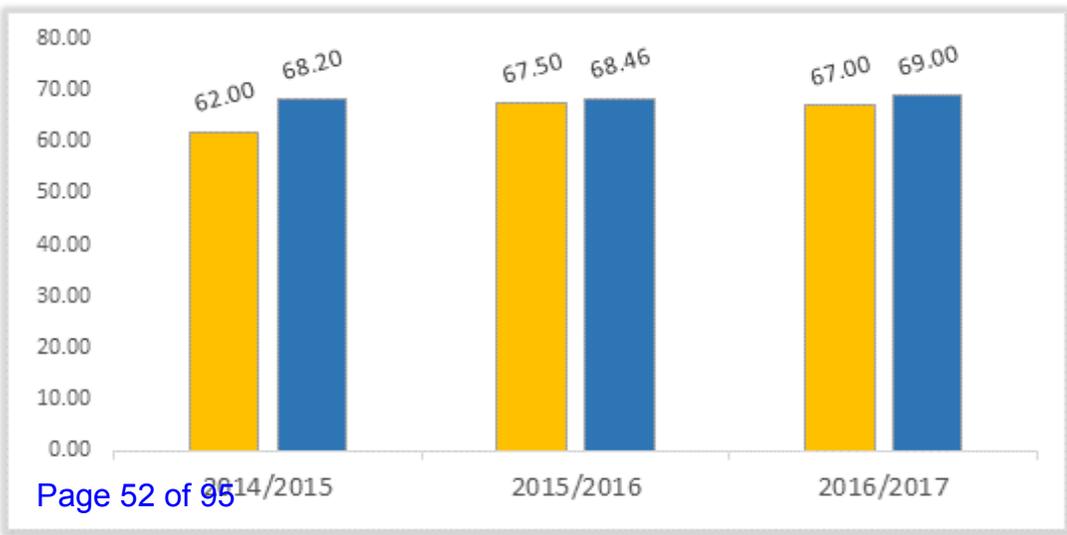
you are in
group 3

3
 in your peer group

| five number summary | |
|---------------------|-------|
| Max Value | 74.36 |
| Upper Quartile | 70.32 |
| Median | 69.00 |
| Lower Quartile | 66.00 |
| Min value | 62.85 |
| Your Organisation | 67.00 |

in context

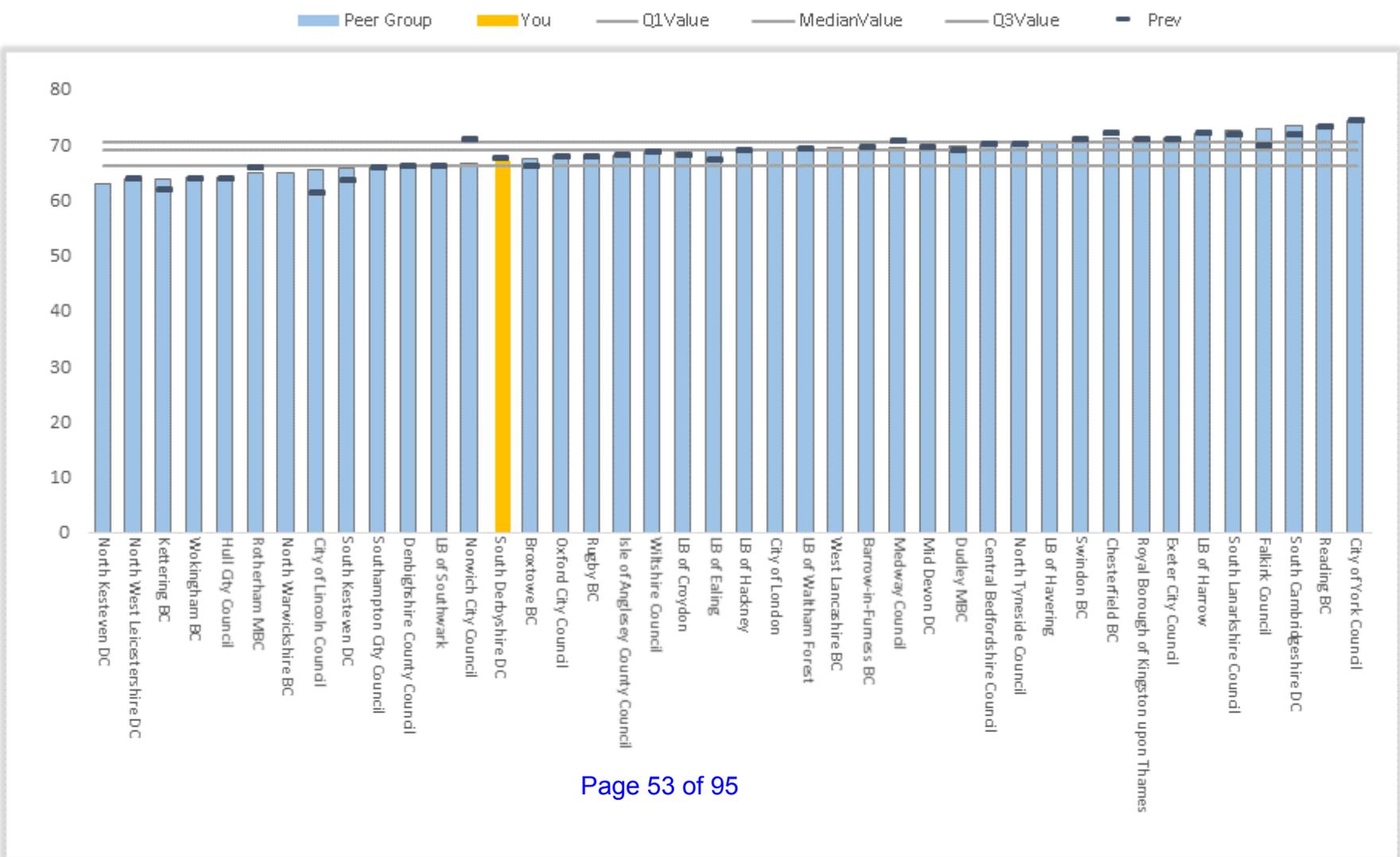
This PI has decreased from 67.50 to 67.00 a -.74% decrease compared to a .79% increase for your peer group



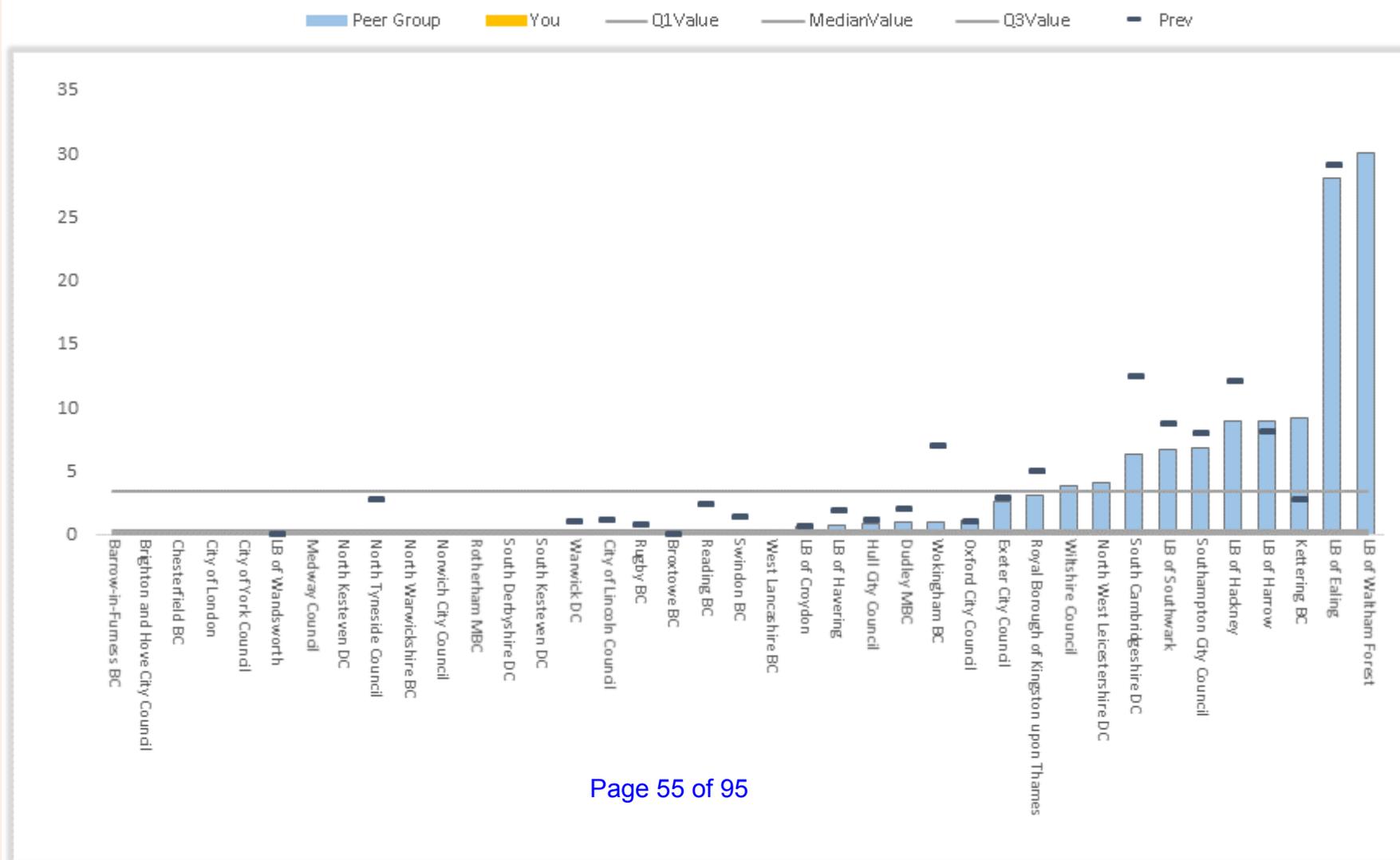
■ Organisation ■ Median

Major works and cyclical maintenance

Average SAP rating



Percentage of dwellings that are non-decent at the end of the year

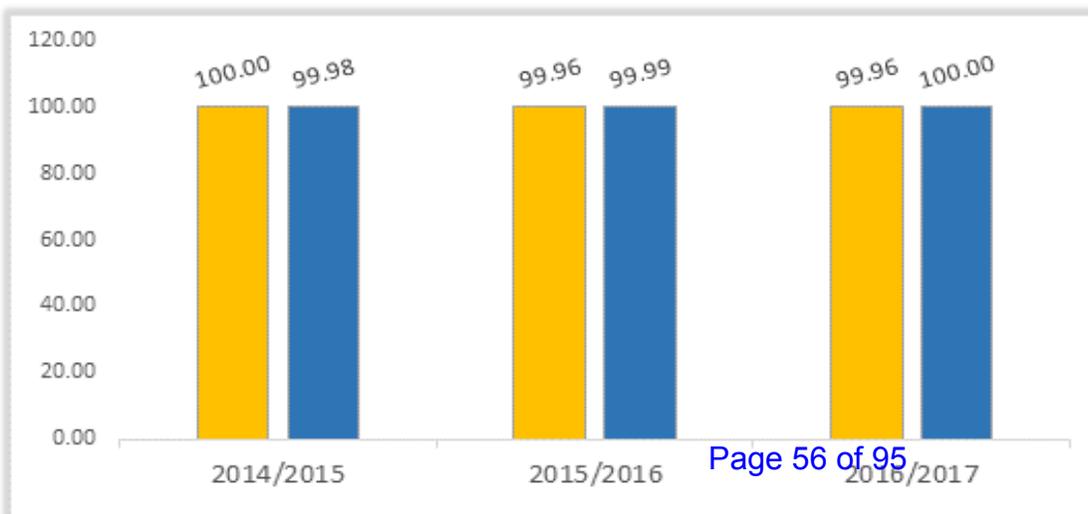


Percentage of dwellings with a valid gas safety certificate

Major works and cyclical maintenance

| Gas Safety Ranking Table | | | |
|--------------------------|--|--|------------------------|
| Organisation | Percentage of dwelling with a valid gas safety certificate | Ranking <i>(competition ranking e.g. 1,1,2,4)</i> | Count of Organisations |
| Your Organisation | 99.96% | 35 | 61 |

| five number summary | |
|---------------------|---------|
| Max Value | 100.00% |
| Upper Quartile | 100.00% |
| Median | 100.00% |
| Lower Quartile | 99.89% |
| Min value | 97.22% |
| Your Organisation | 99.96% |

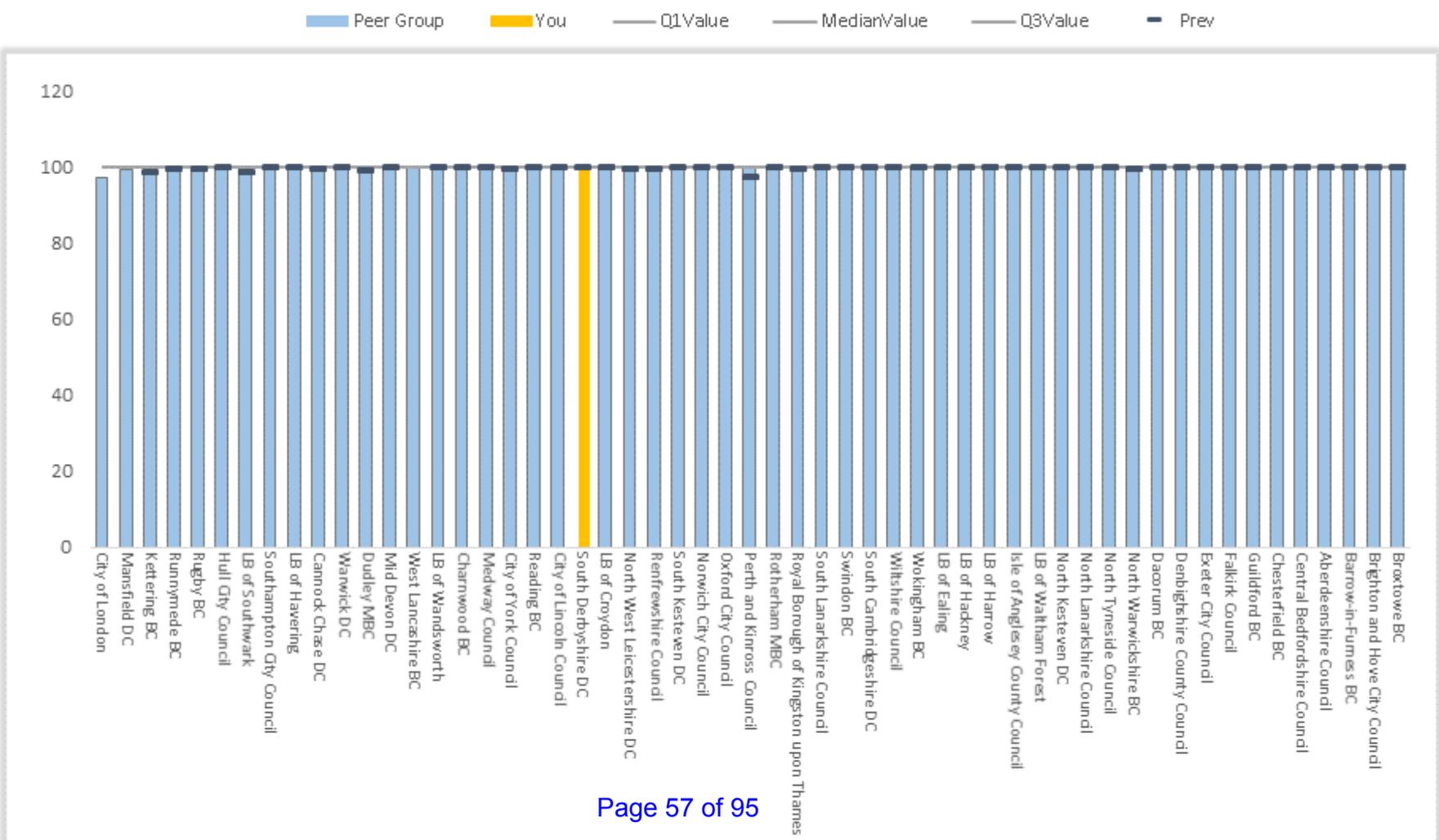


in context

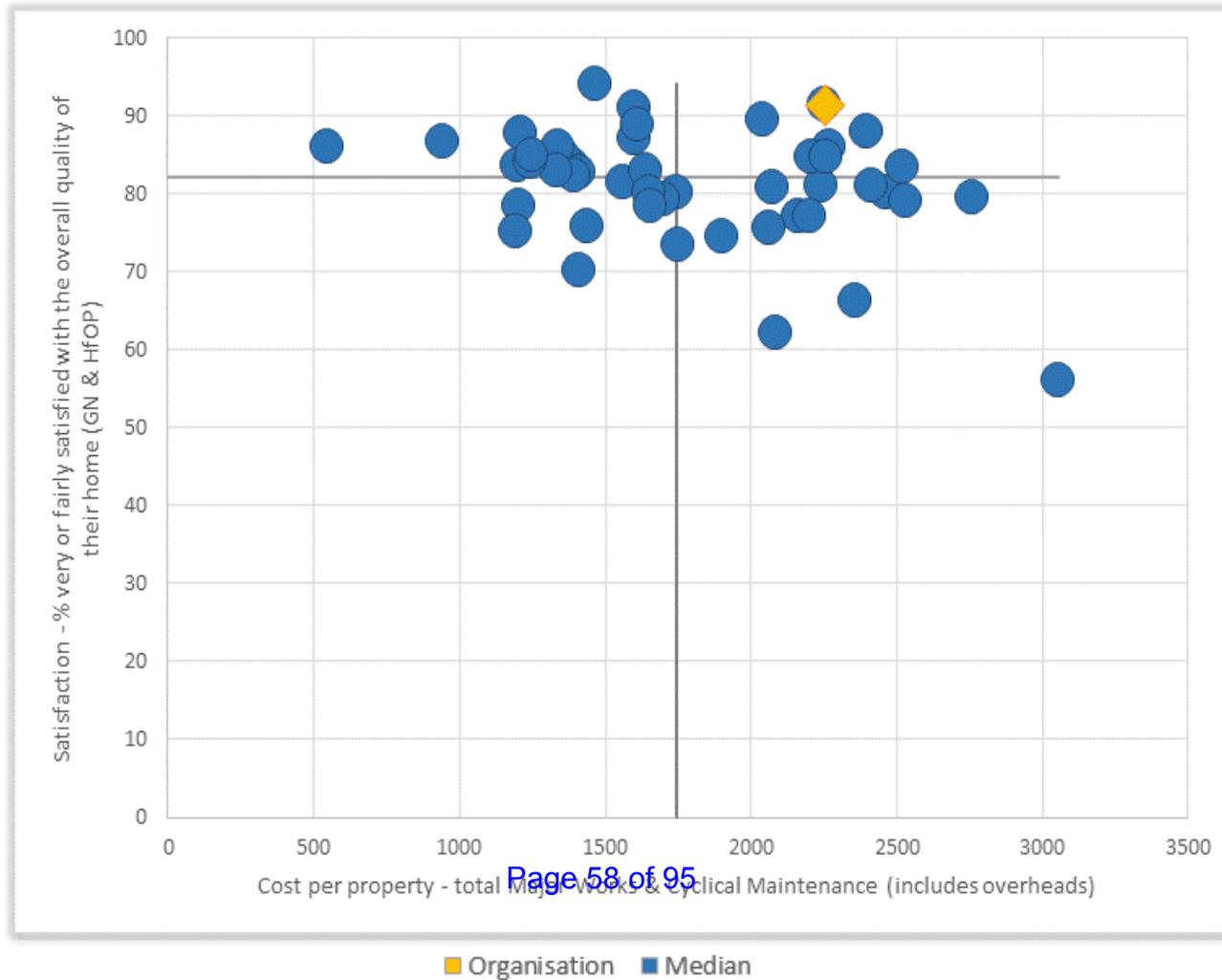
This PI has increased from 99.96% to 99.96% a .00% increase compared to a .01% increase for your peer group

Major works and cyclical maintenance

Percentage of dwellings with a valid gas safety certificate

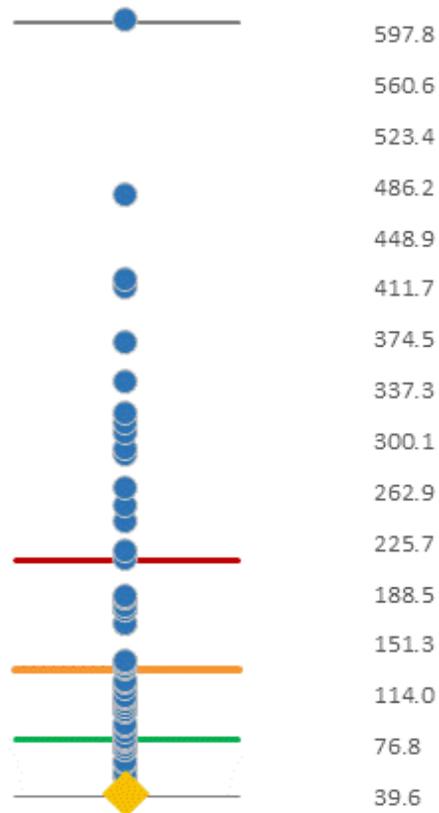


Major works and cyclical maintenance costs v satisfaction

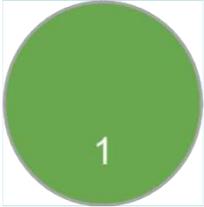


Total cost per property: estate services

Total cost per property: estate services



you are in
group 1

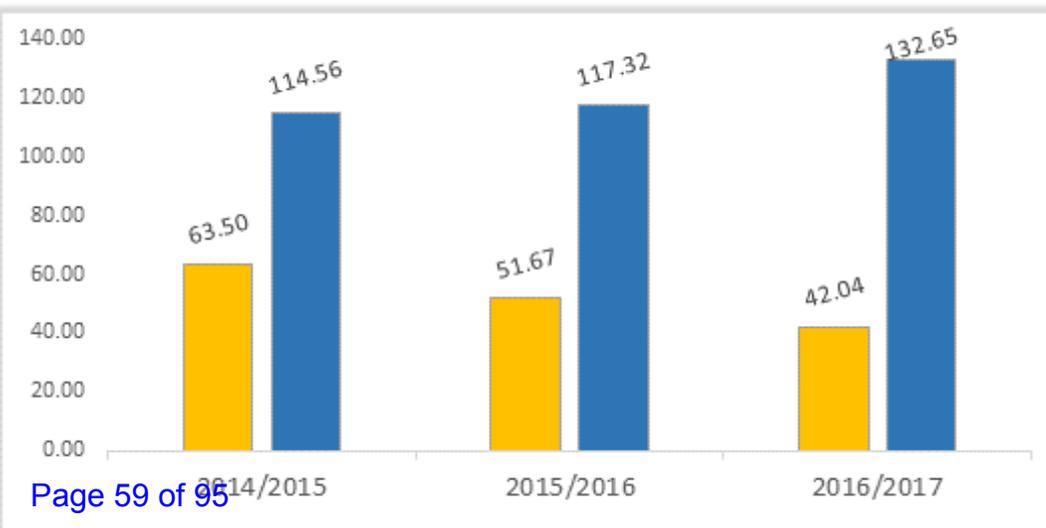


in your peer group

| five number summary | |
|---------------------|---------|
| Max Value | £607.09 |
| Upper Quartile | £81.56 |
| Median | £132.65 |
| Lower Quartile | £213.13 |
| Min value | £39.62 |
| Your Organisation | £42.04 |

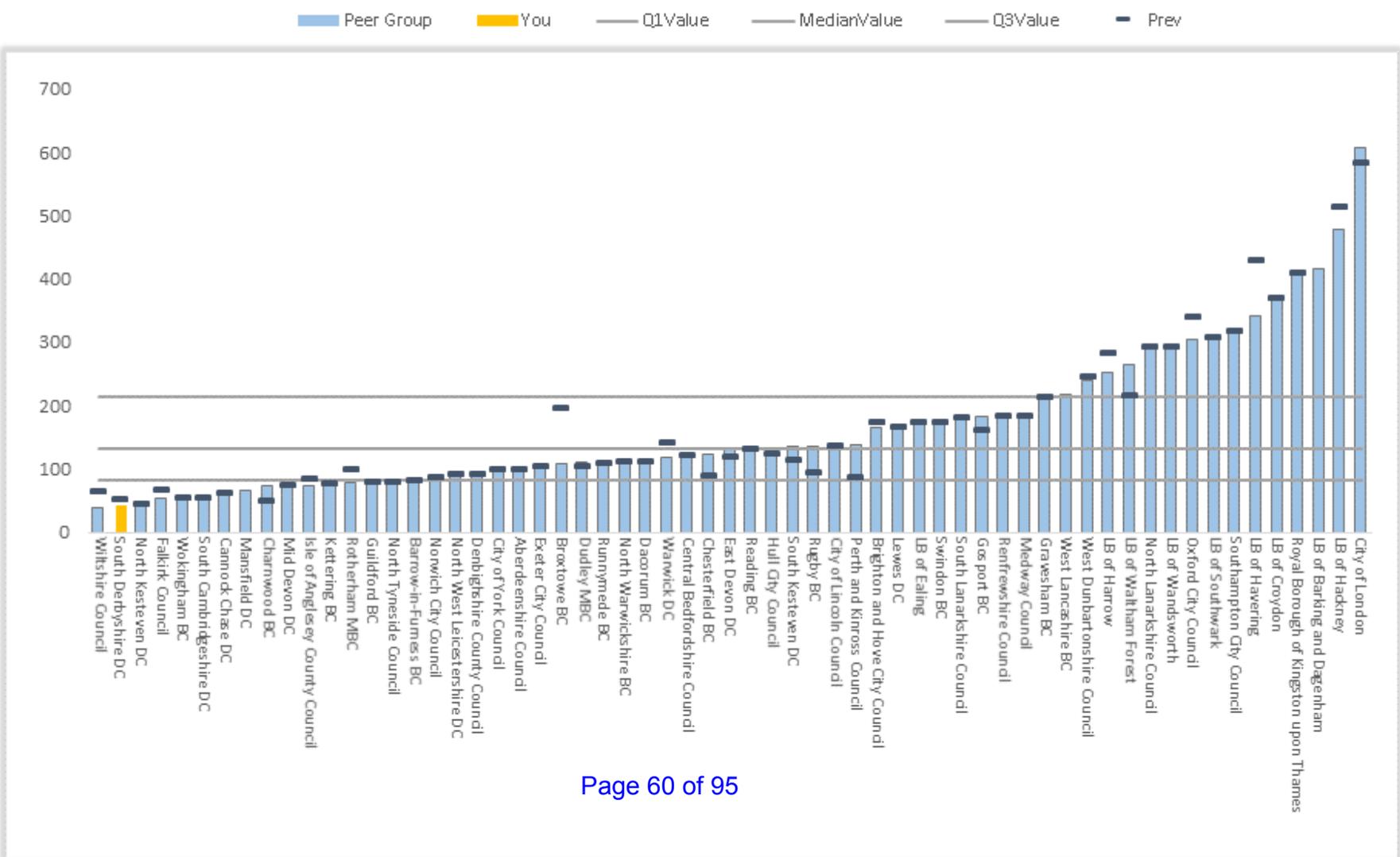
in context

This PI has decreased from £51.67 to £42.04 a -18.64% decrease compared to a 13.07% increase for your peer group



■ Organisation ■ Median

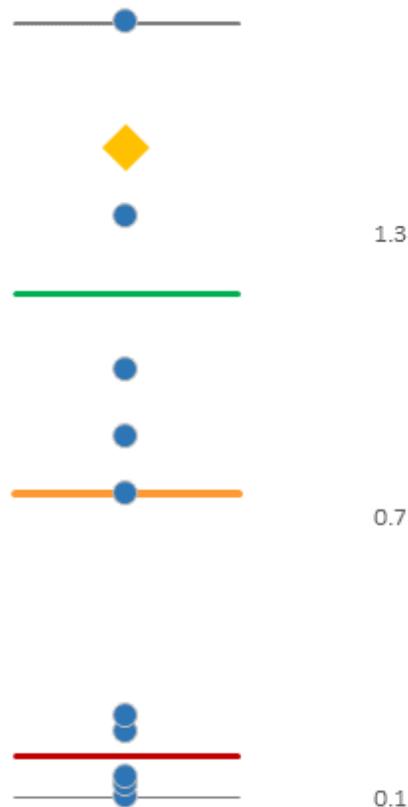
Total cost per property: estate services



Standard units developed as a percentage of current stock

Development

Standard units developed as a percentage of current stock



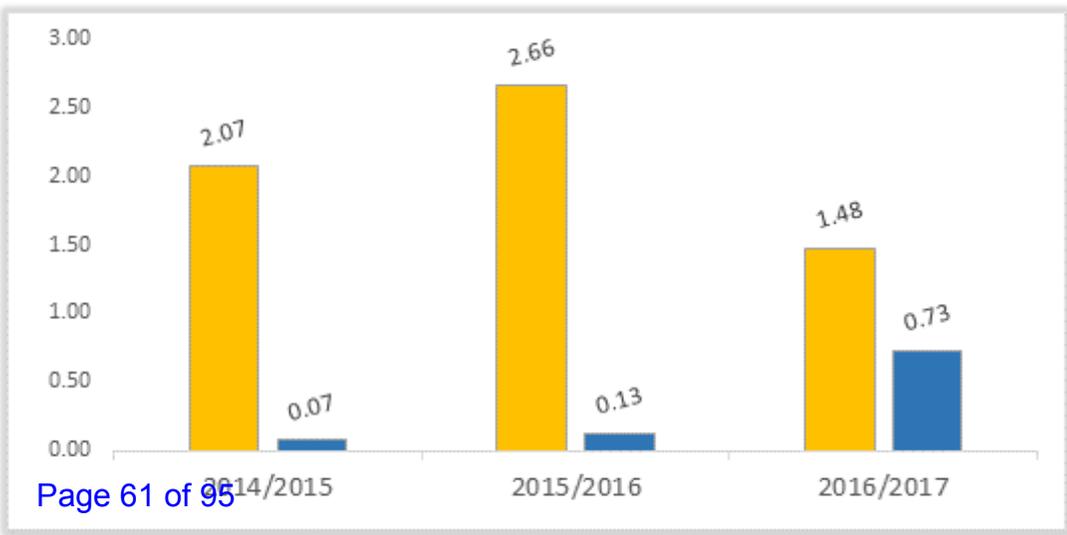
you are in
group 1

in your peer group

| five number summary | |
|---------------------|-------|
| Max Value | 1.75% |
| Upper Quartile | 1.16% |
| Median | .73% |
| Lower Quartile | .16% |
| Min value | .07% |
| Your Organisation | 1.48% |

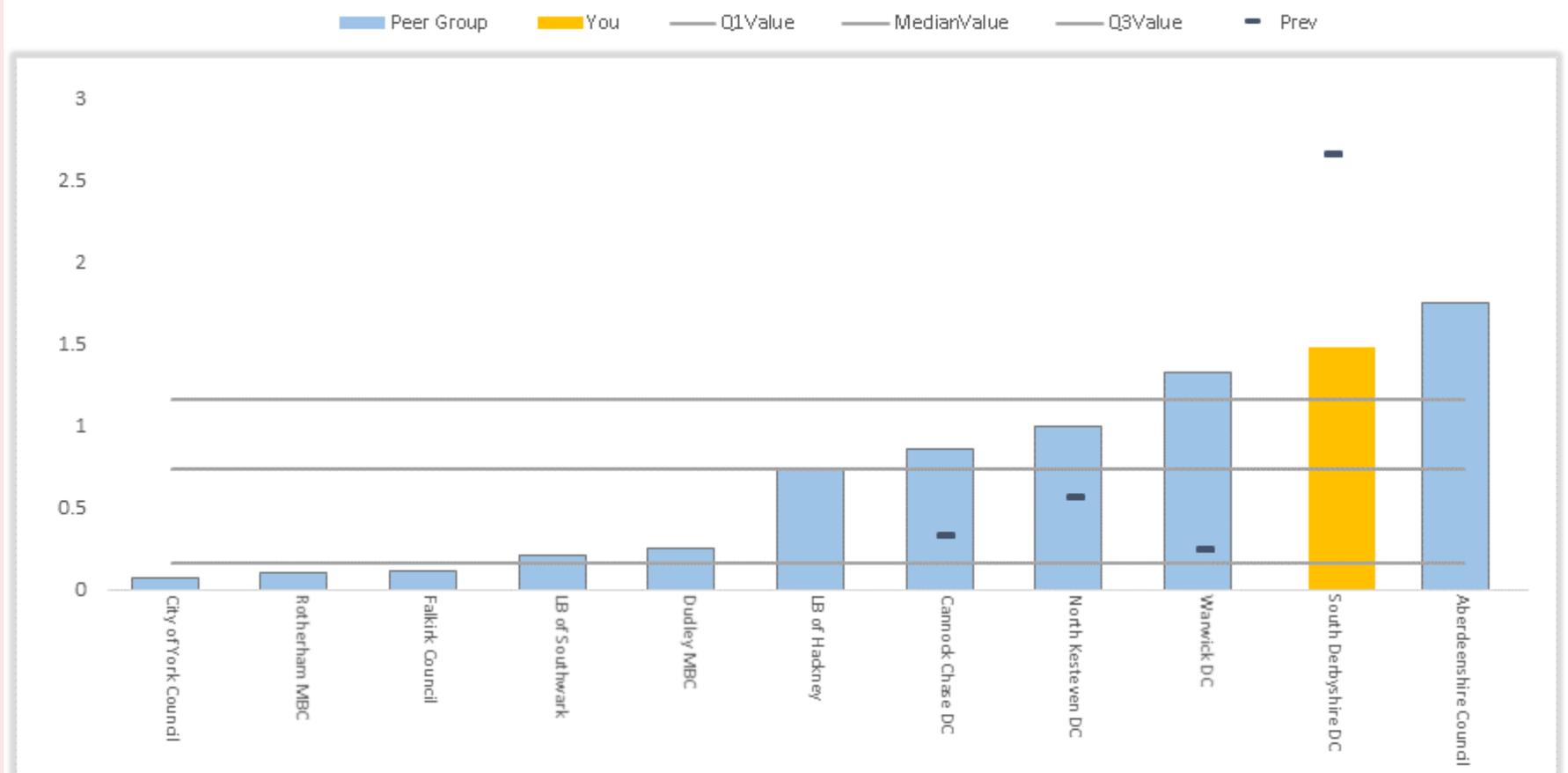
in context

This PI has decreased from 2.66% to 1.48% a -44.40% decrease compared to a 484.06% increase for your peer group

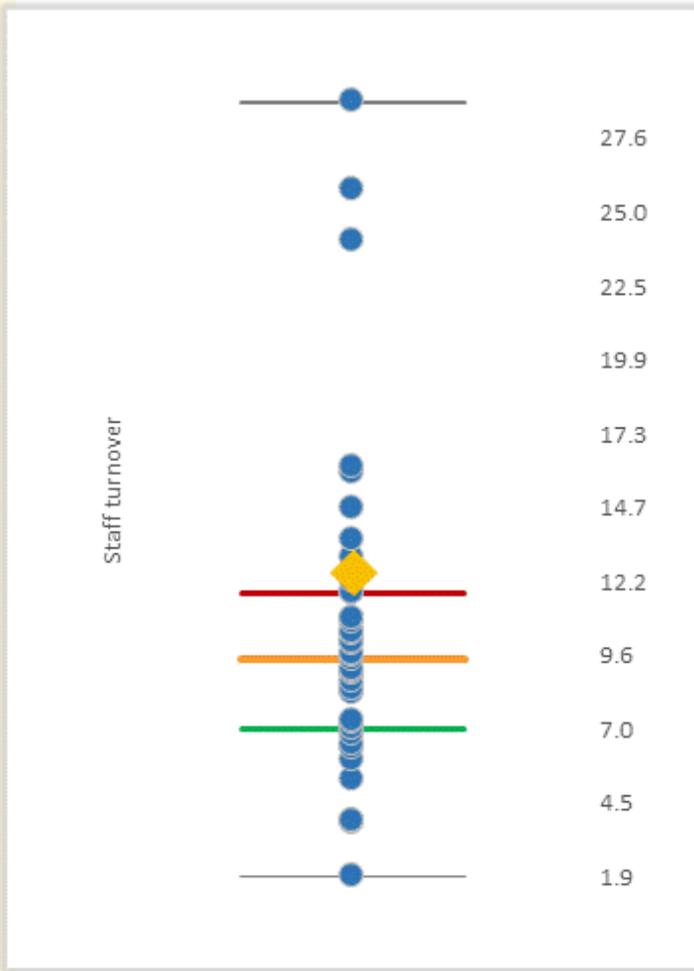


■ Organisation ■ Median

Standard units developed as a percentage of current stock



Staff turnover



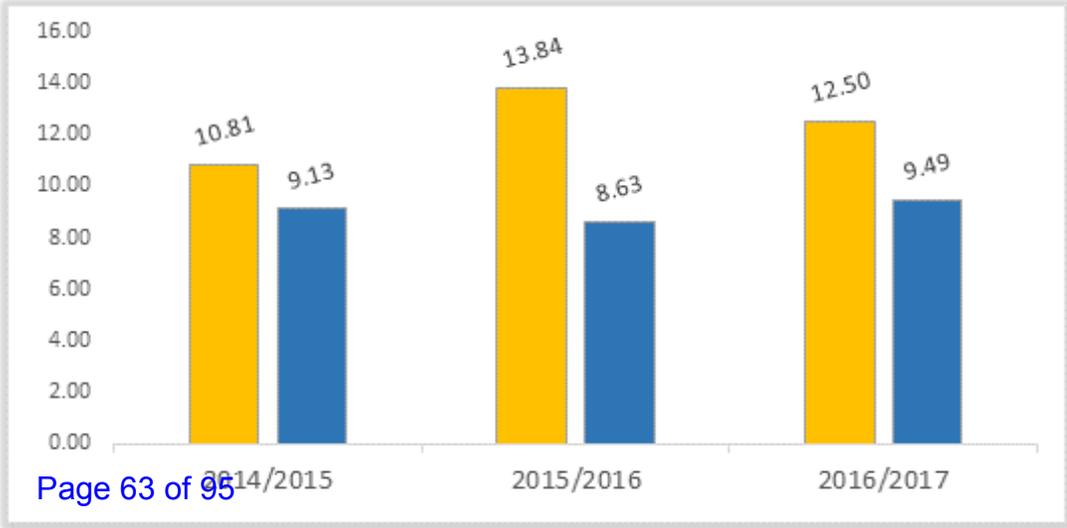
you are in
group 4

in your peer group

| five number summary | |
|---------------------|--------|
| Max Value | 28.89% |
| Upper Quartile | 7.06% |
| Median | 9.49% |
| Lower Quartile | 11.76% |
| Min value | 1.89% |
| Your Organisation | 12.50% |

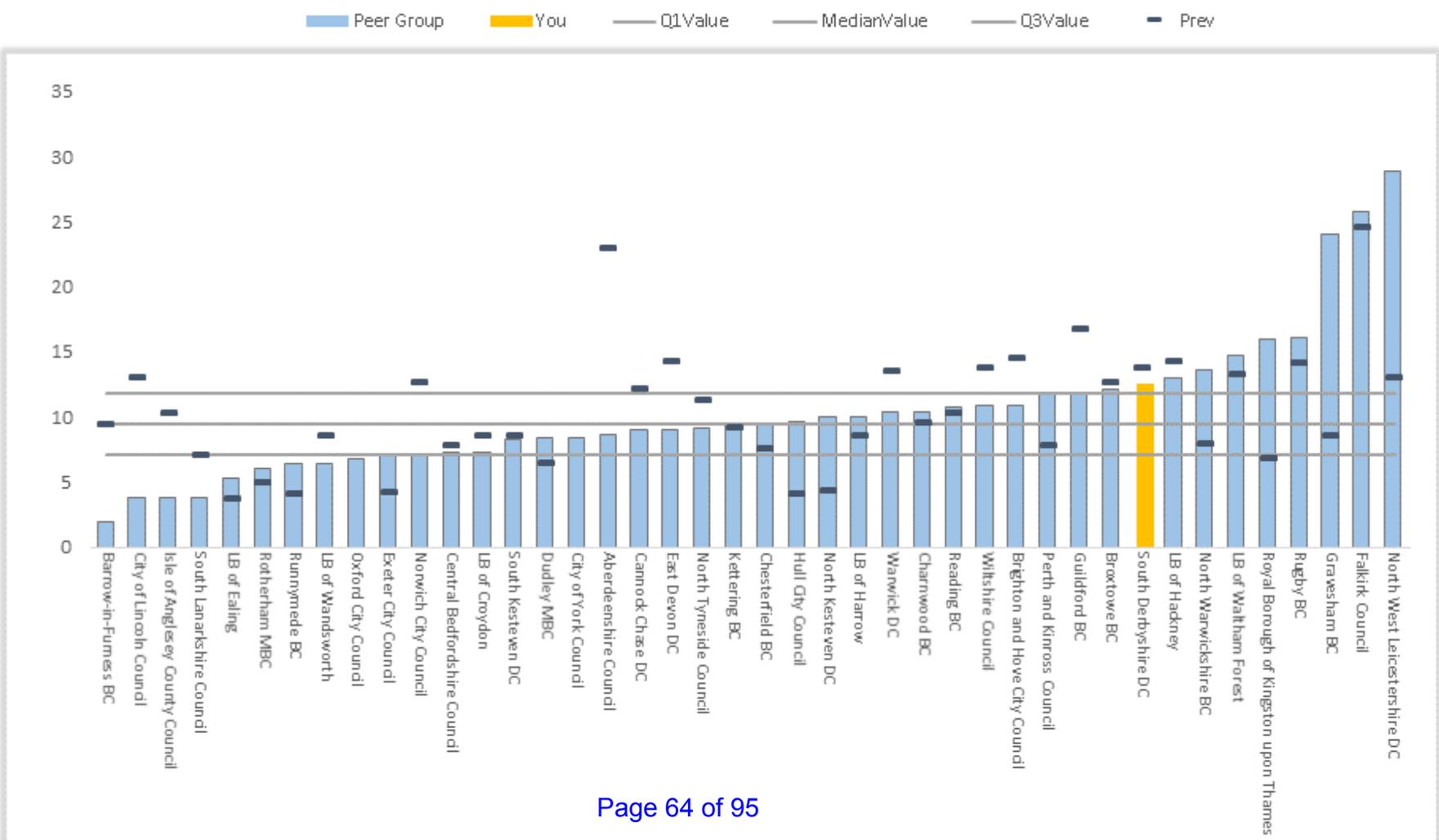
in context

This PI has decreased from 13.84% to 12.50% a -9.69% decrease compared to a 9.97% increase for your peer group



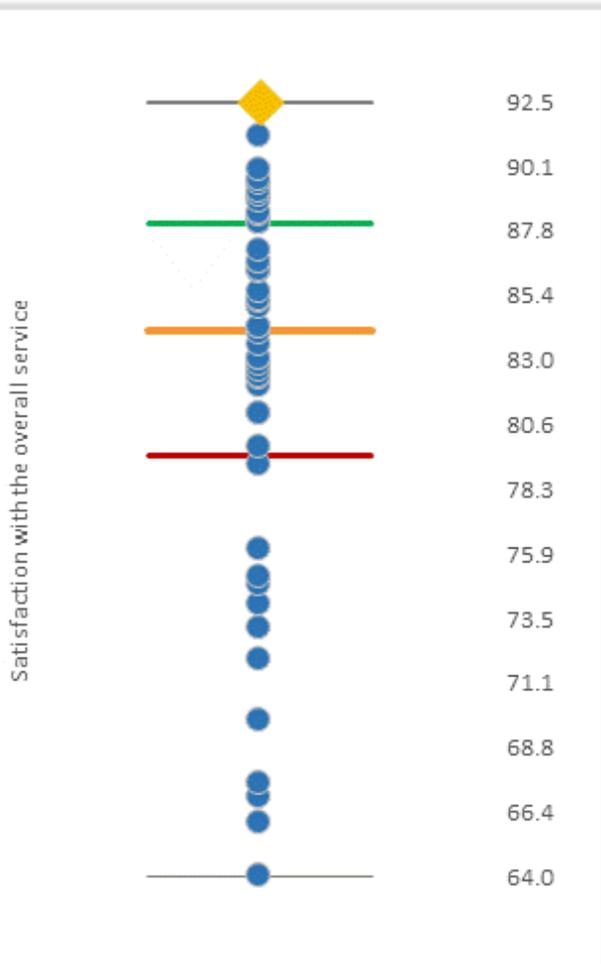
■ Organisation ■ Median

Staff turnover



Tenant satisfaction (STAR)

Satisfaction with the overall service



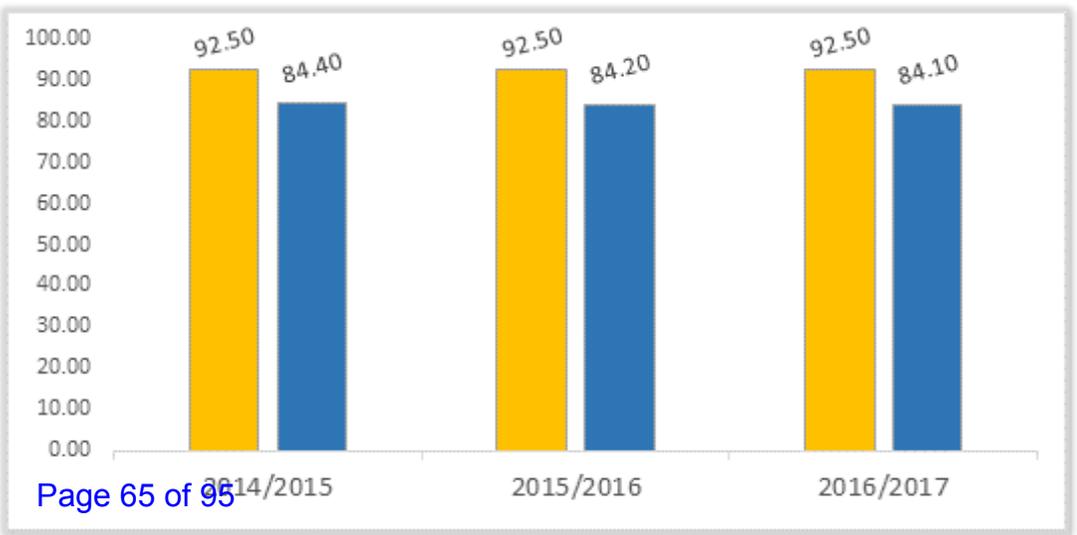
you are in
group 1

in your peer group

| five number summary | |
|---------------------|--------|
| Max Value | 92.50% |
| Upper Quartile | 88.00% |
| Median | 84.10% |
| Lower Quartile | 79.47% |
| Min value | 64.00% |
| Your Organisation | 92.50% |

in context

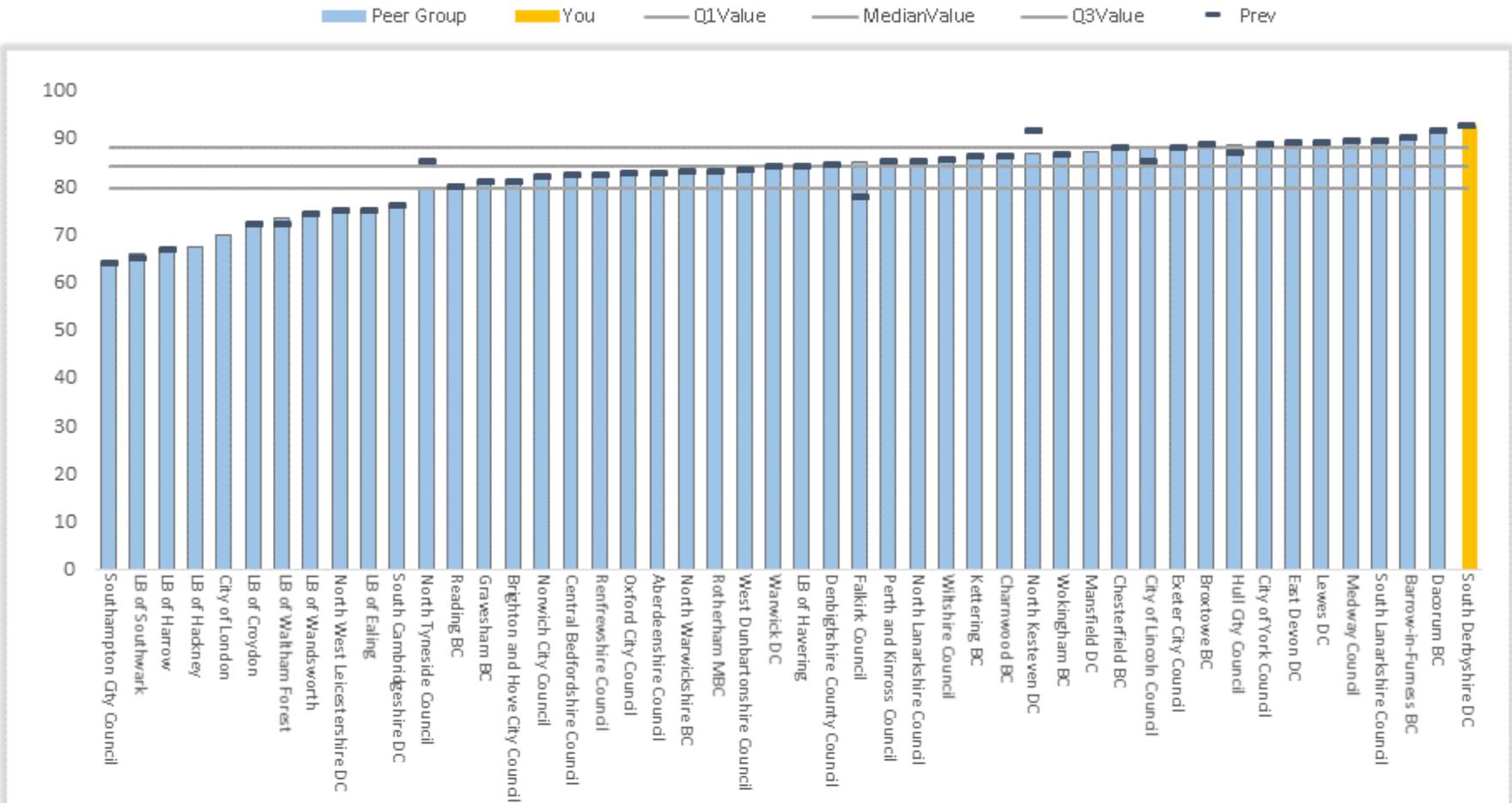
This PI has not changed compared to a -.12% decrease for your peer group



■ Organisation ■ Median

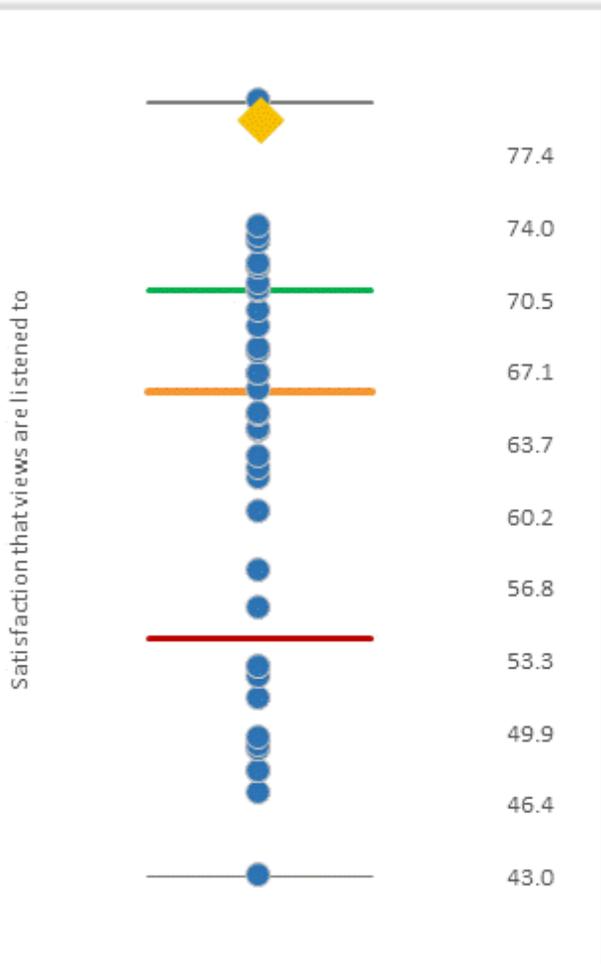
Tenant satisfaction (STAR)

Satisfaction with the overall service



Tenant satisfaction (STAR)

Satisfaction that views are listened to



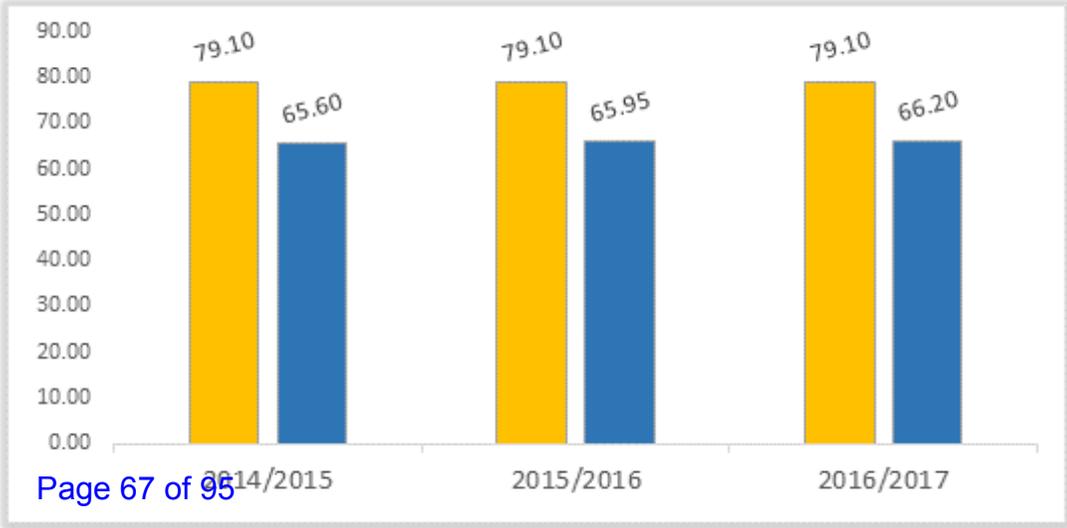
you are in
group 1

1
 in your peer group

| five number summary | |
|---------------------|--------|
| Max Value | 80.00% |
| Upper Quartile | 71.00% |
| Median | 66.20% |
| Lower Quartile | 54.40% |
| Min value | 43.00% |
| Your Organisation | 79.10% |

in context

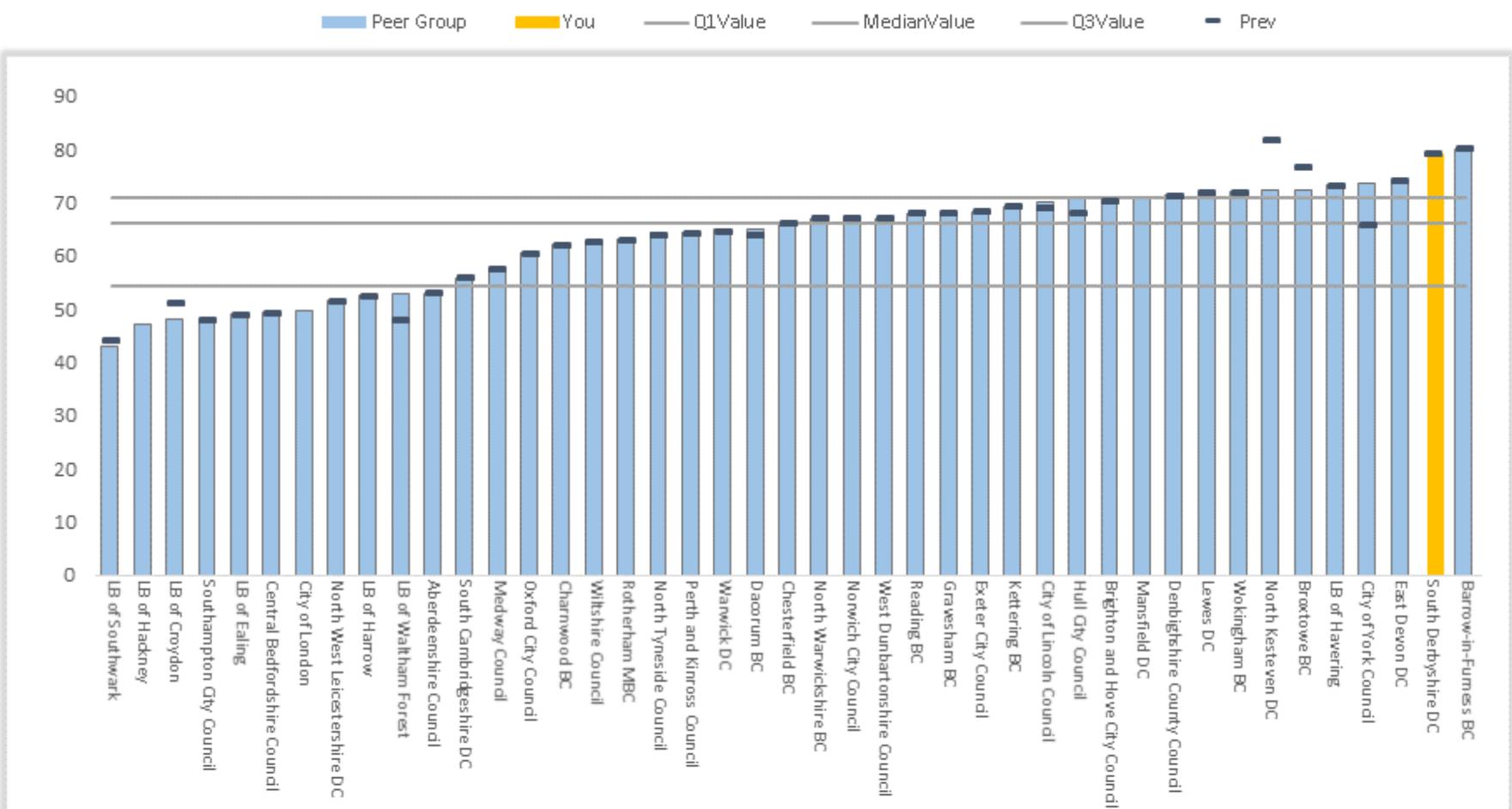
This PI has not changed compared to a .38% increase for your peer group



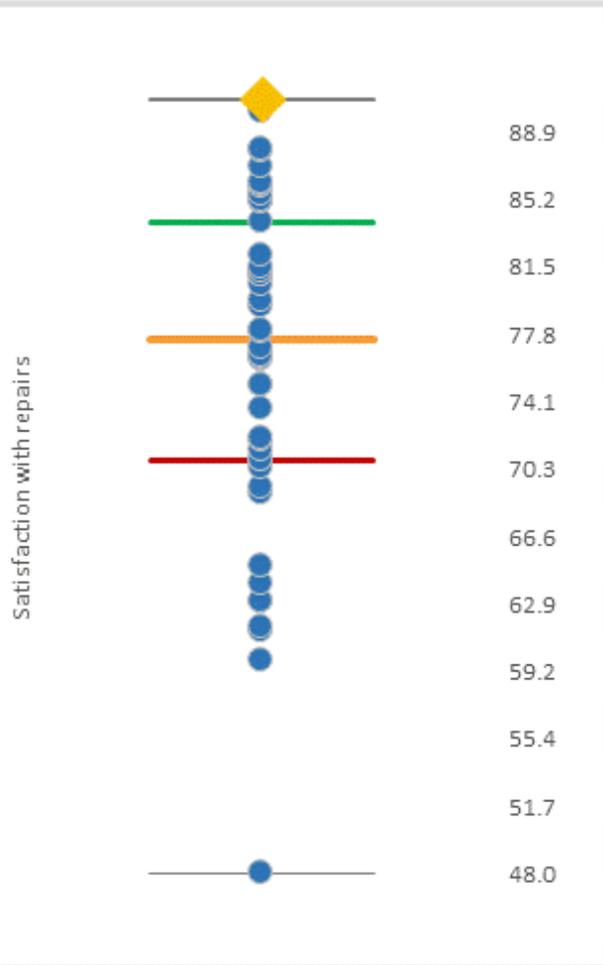
■ Organisation ■ Median

Tenant satisfaction (STAR)

Satisfaction that views are listened to



Satisfaction with repairs



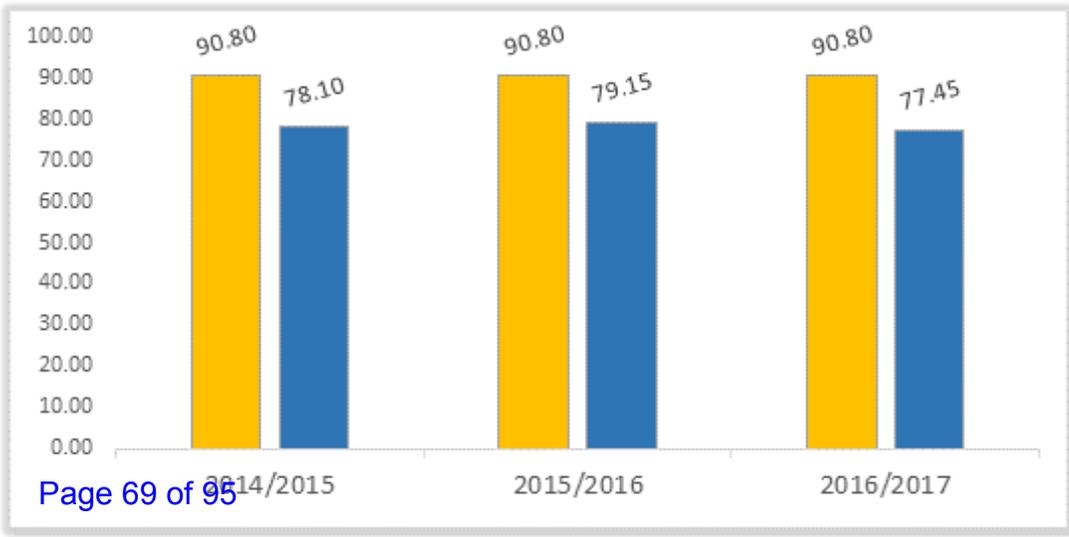
you are in
group 1

in your peer group

| five number summary | |
|---------------------|--------|
| Max Value | 90.80% |
| Upper Quartile | 84.00% |
| Median | 77.45% |
| Lower Quartile | 70.80% |
| Min value | 48.00% |
| Your Organisation | 90.80% |

in context

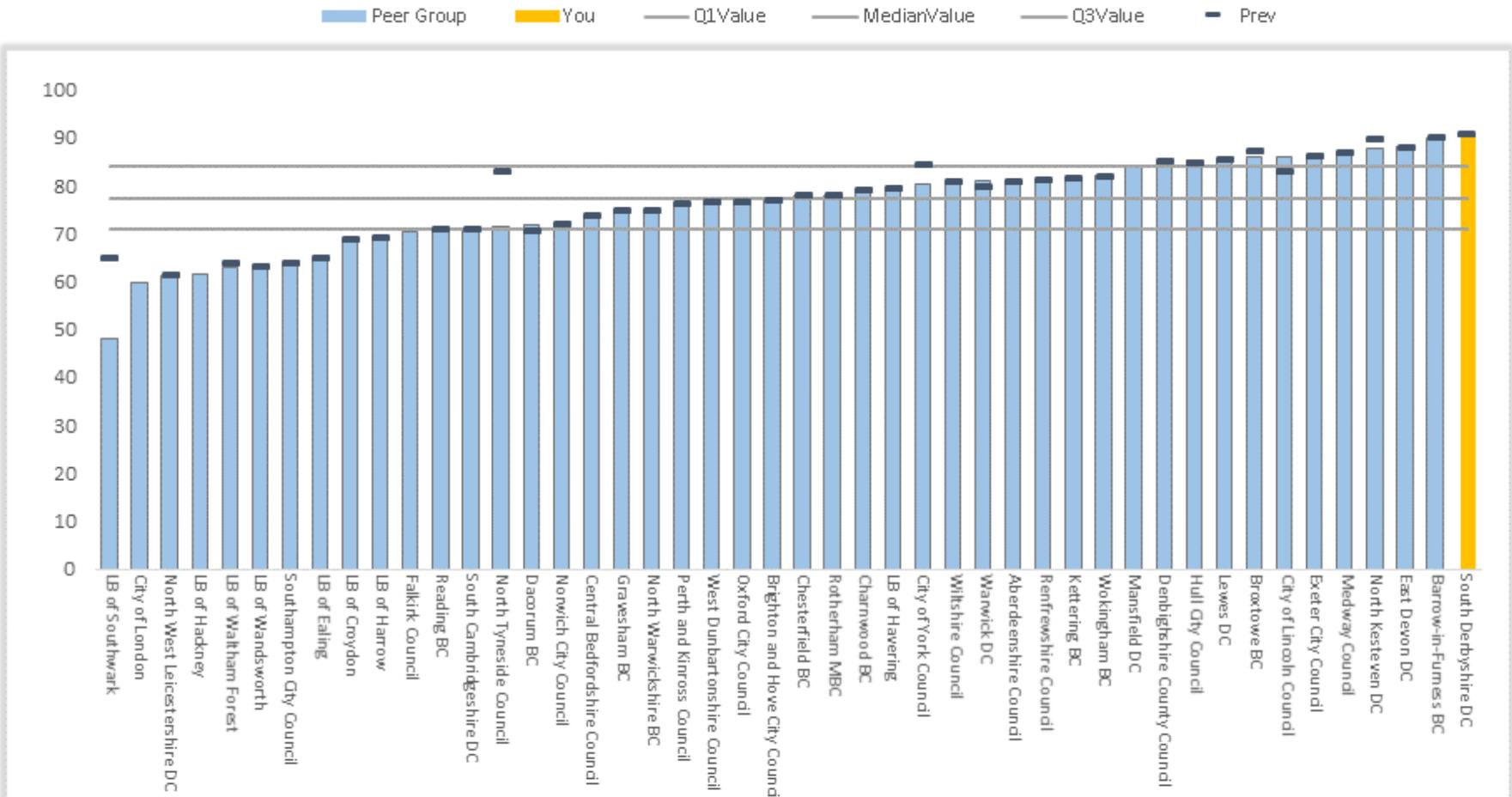
This PI has not changed compared to a -2.15% decrease for your peer group



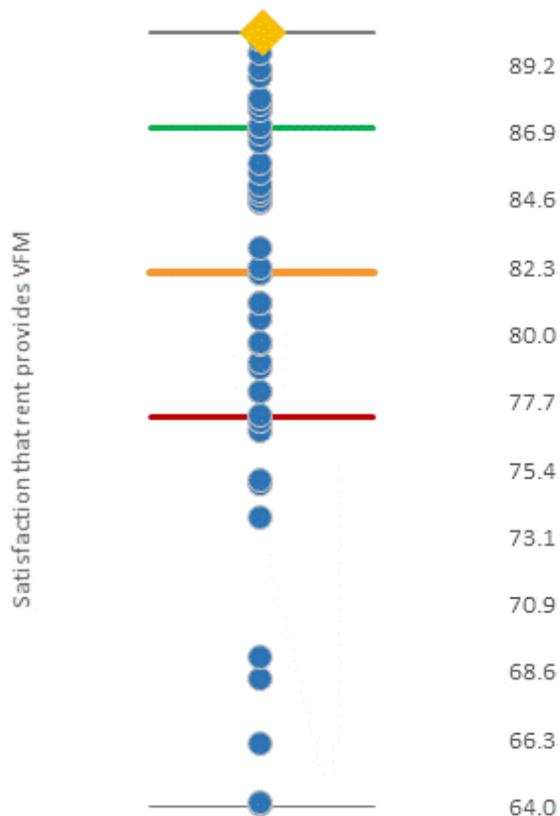
■ Organisation ■ Median

Tenant satisfaction (STAR)

Satisfaction with repairs



Satisfaction that rent provides VFM



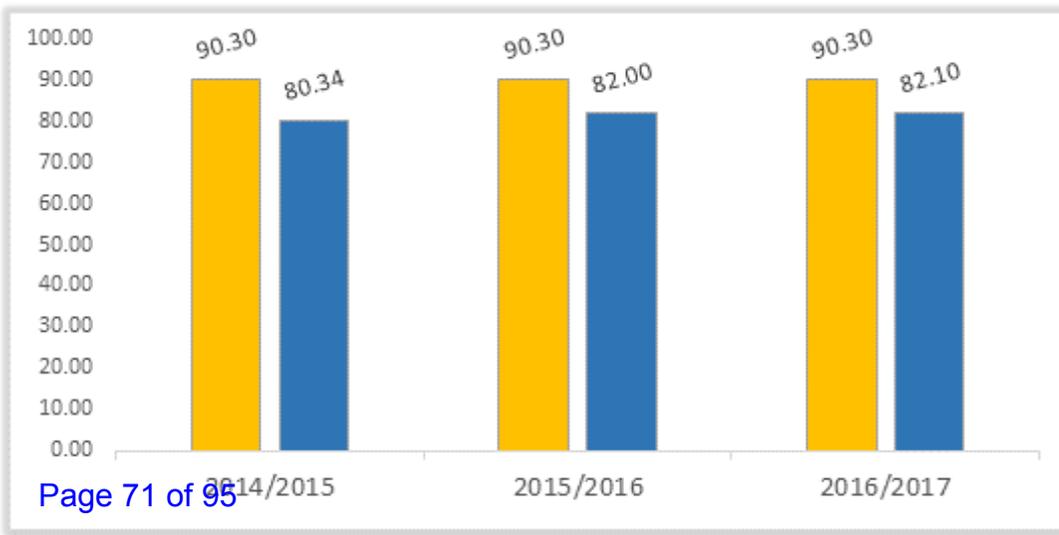
you are in
group 1

in your peer group

| five number summary | |
|---------------------|--------|
| Max Value | 90.30% |
| Upper Quartile | 87.00% |
| Median | 82.10% |
| Lower Quartile | 77.20% |
| Min value | 64.00% |
| Your Organisation | 90.30% |

in context

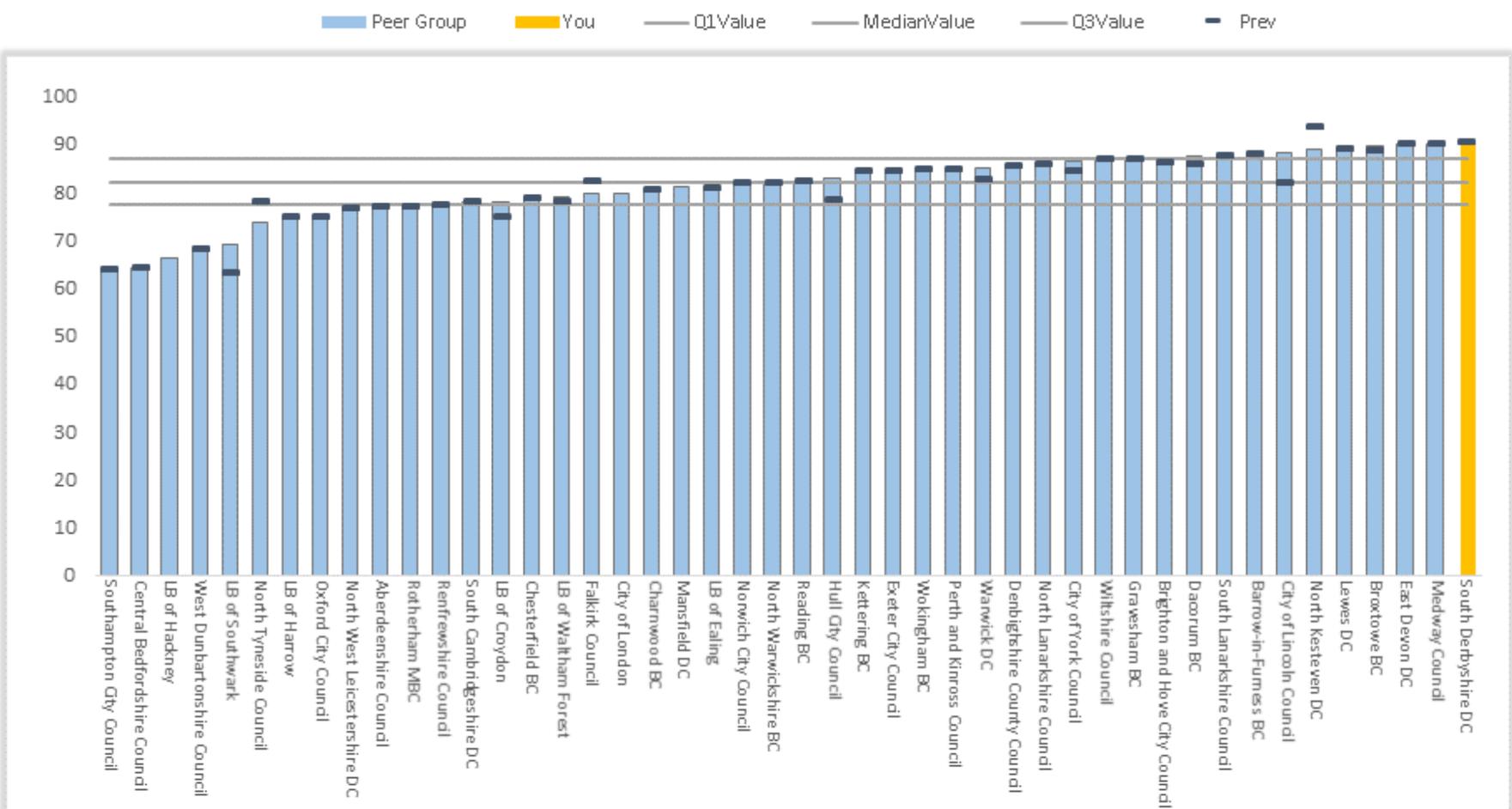
This PI has not changed compared to a .12% increase for your peer group



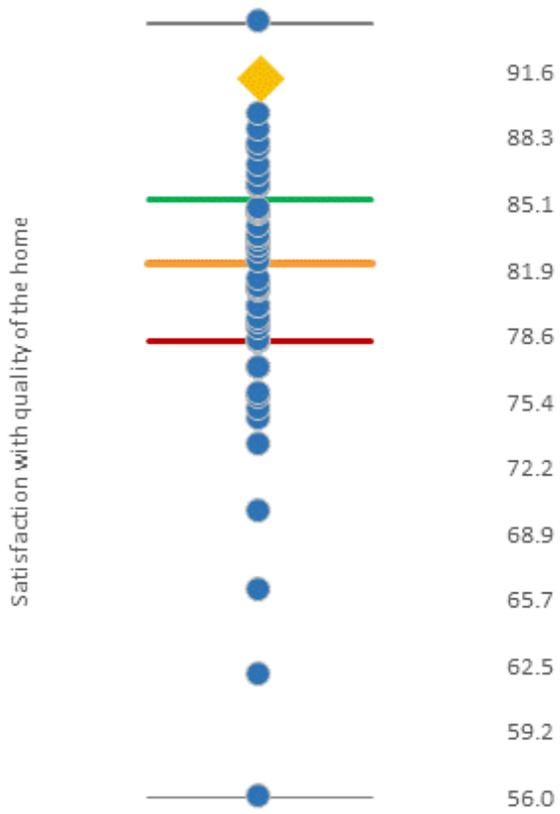
■ Organisation ■ Median

Tenant satisfaction (STAR)

Satisfaction that rent provides VFM



Satisfaction with quality of the home



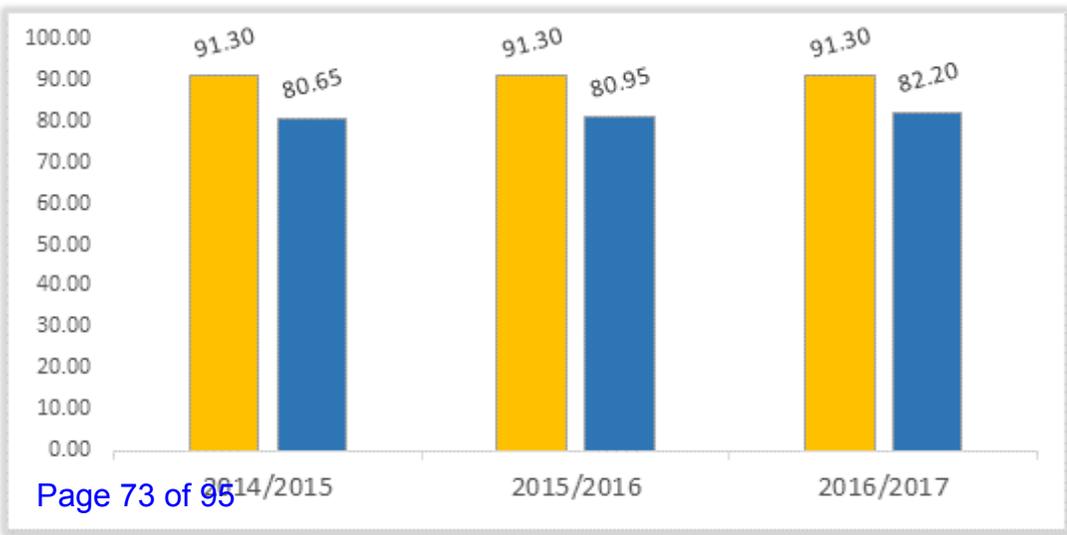
you are in
group 1

in your peer group

| five number summary | |
|---------------------|--------|
| Max Value | 94.00% |
| Upper Quartile | 85.35% |
| Median | 82.20% |
| Lower Quartile | 78.35% |
| Min value | 56.00% |
| Your Organisation | 91.30% |

in context

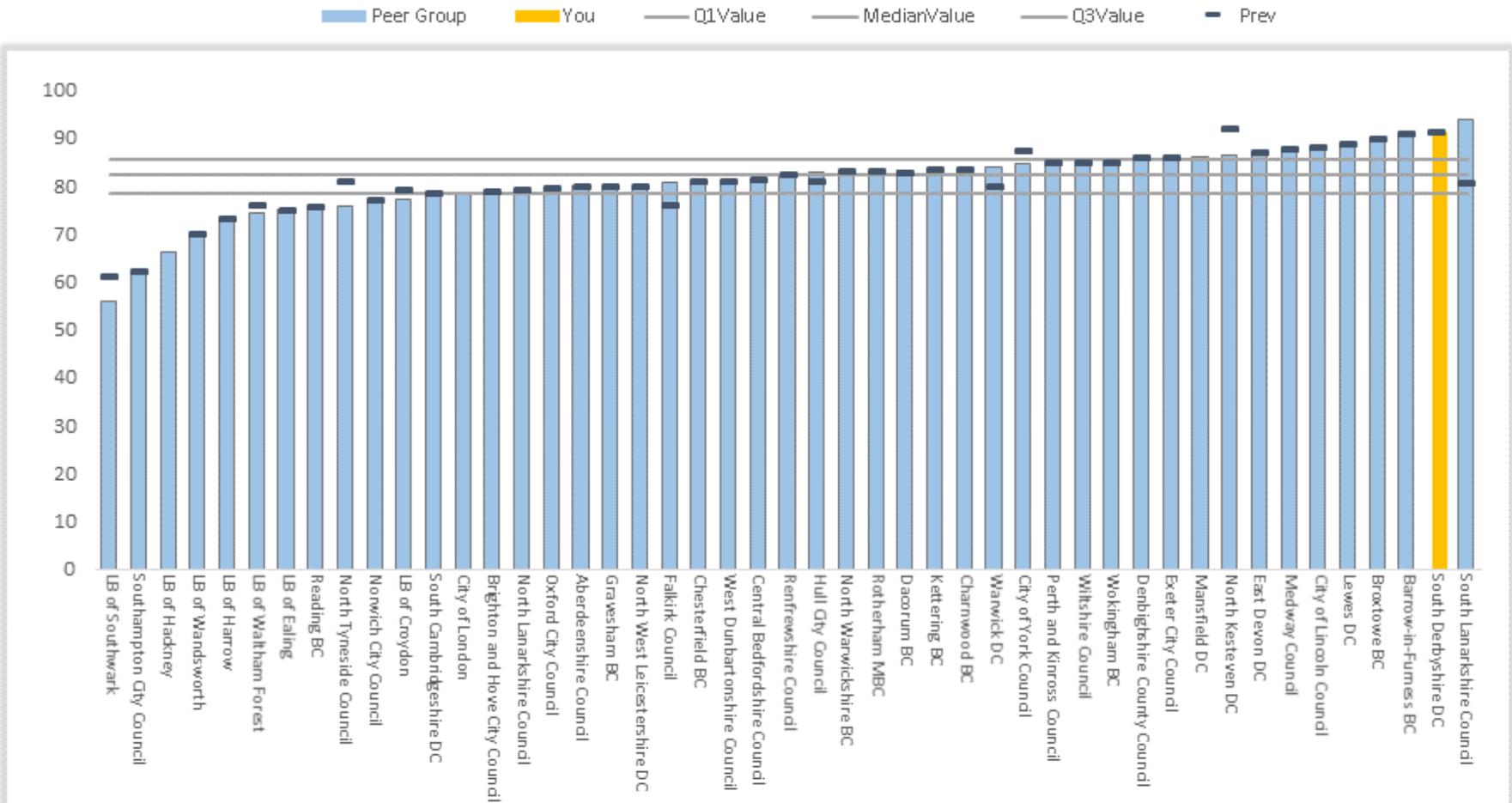
This PI has not changed compared to a 1.54% increase for your peer group



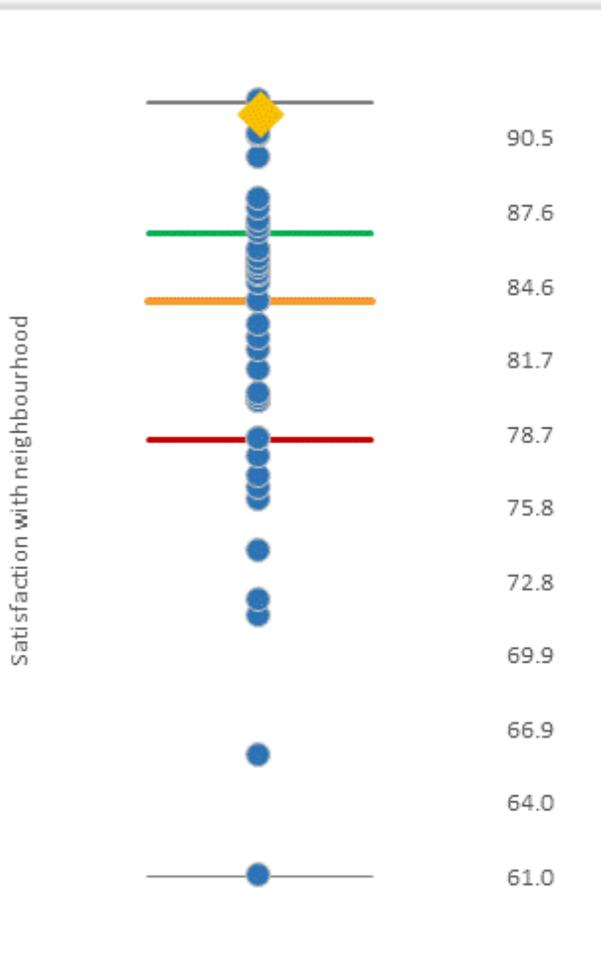
■ Organisation ■ Median

Tenant satisfaction (STAR)

Satisfaction with quality of the home



Satisfaction with neighbourhood



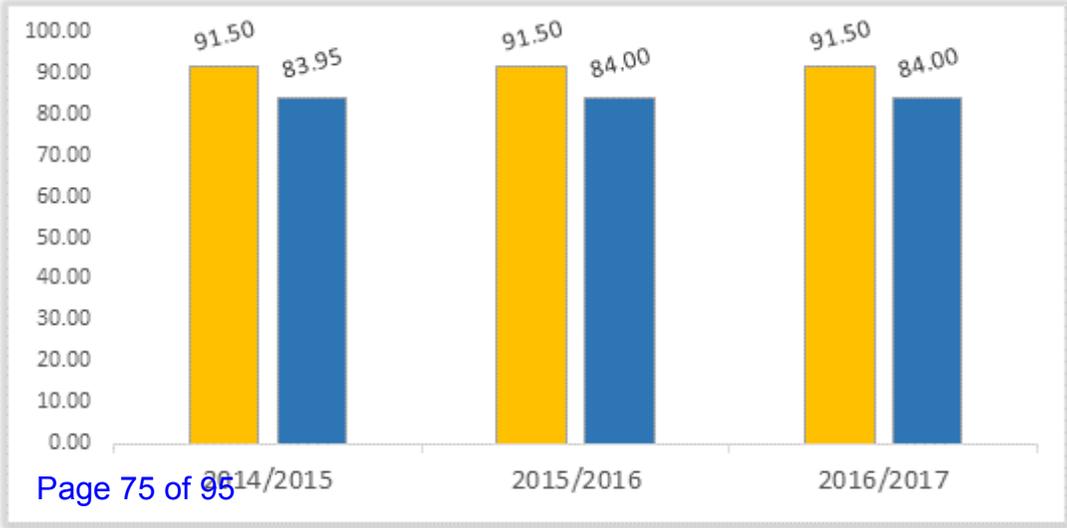
you are in
group 1

1
in your peer group

| five number summary | |
|---------------------|--------|
| Max Value | 92.00% |
| Upper Quartile | 86.70% |
| Median | 84.00% |
| Lower Quartile | 78.50% |
| Min value | 61.00% |
| Your Organisation | 91.50% |

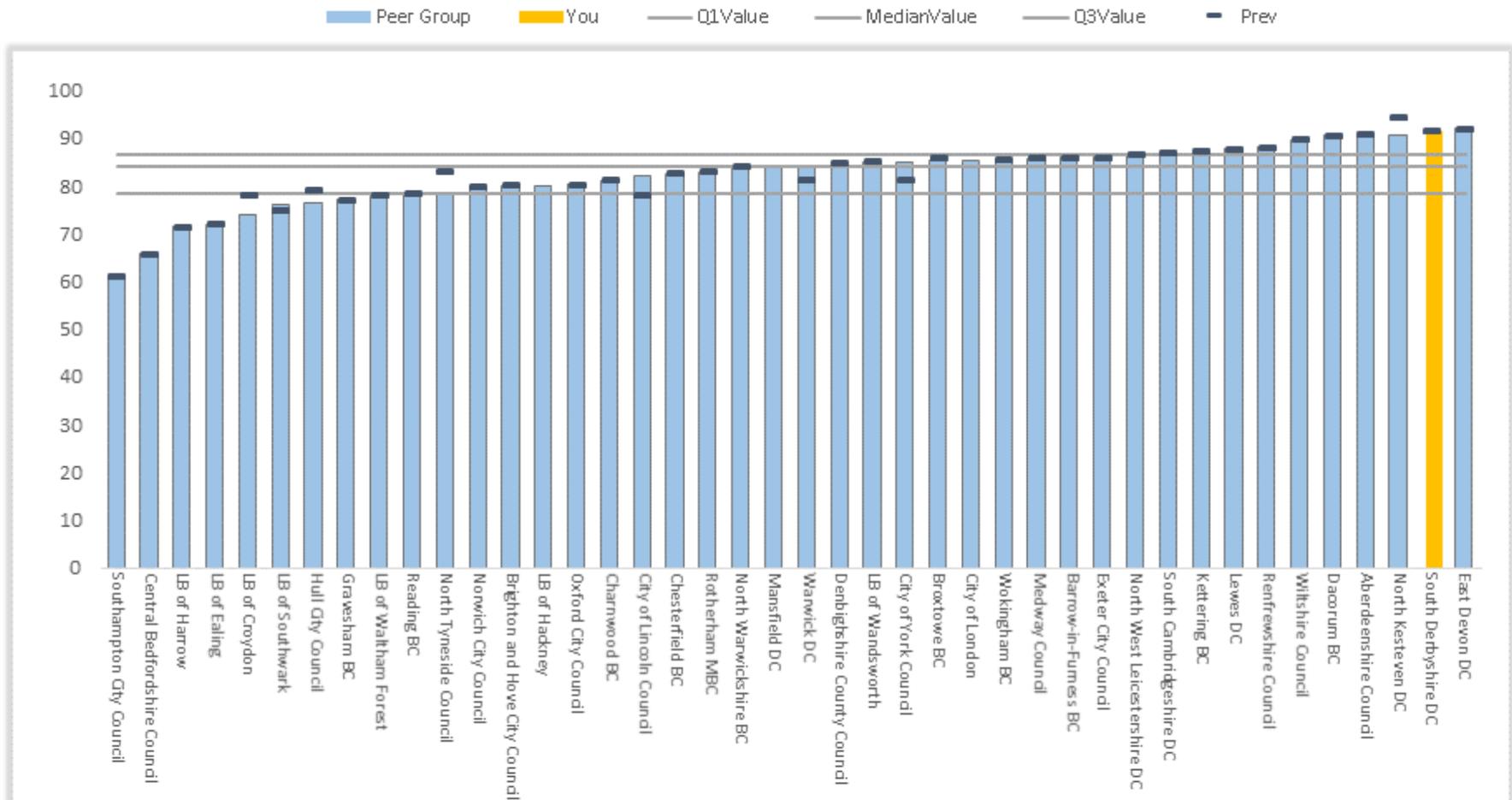
in context

This PI has not changed compared to a no change for your peer group

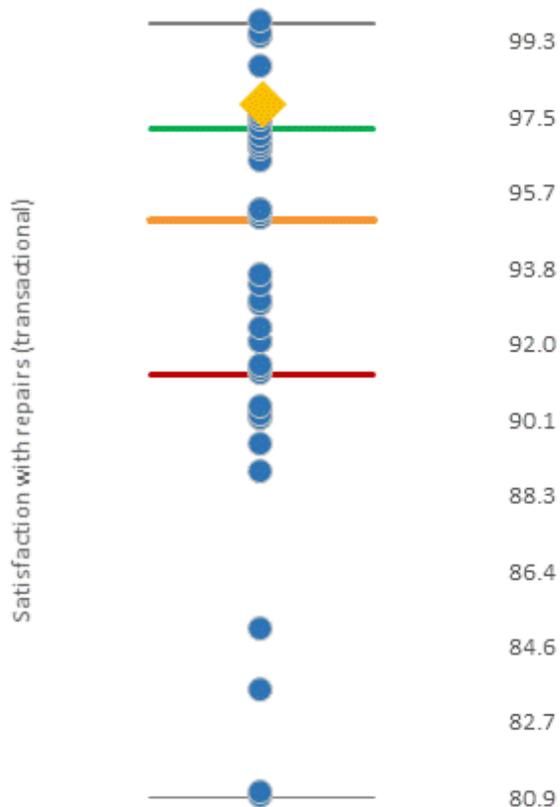


■ Organisation ■ Median

Satisfaction with neighbourhood



Satisfaction with repairs (transactional)



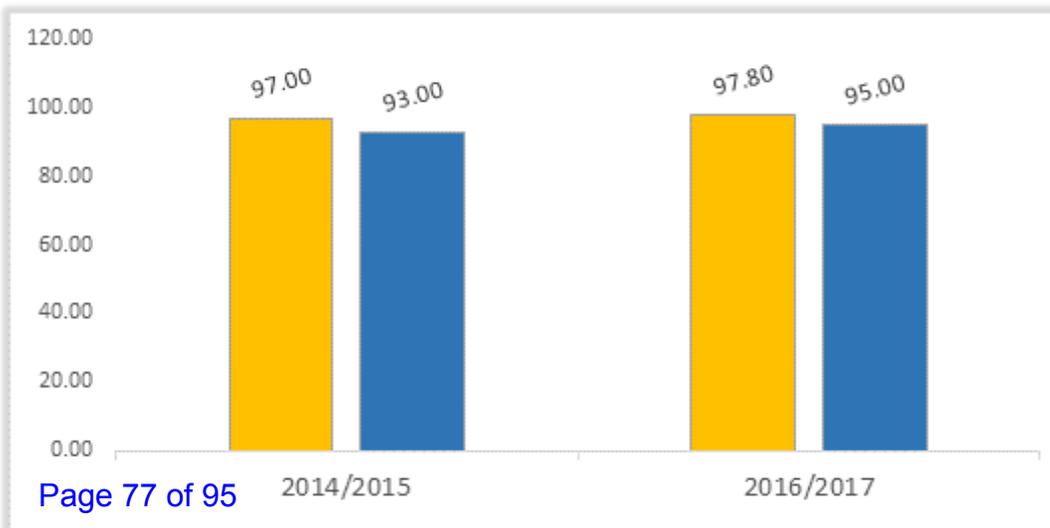
you are in
group 1

1
in your peer group

| five number summary | |
|---------------------|--------|
| Max Value | 99.80% |
| Upper Quartile | 97.20% |
| Median | 95.00% |
| Lower Quartile | 91.20% |
| Min value | 80.90% |
| Your Organisation | 97.80% |

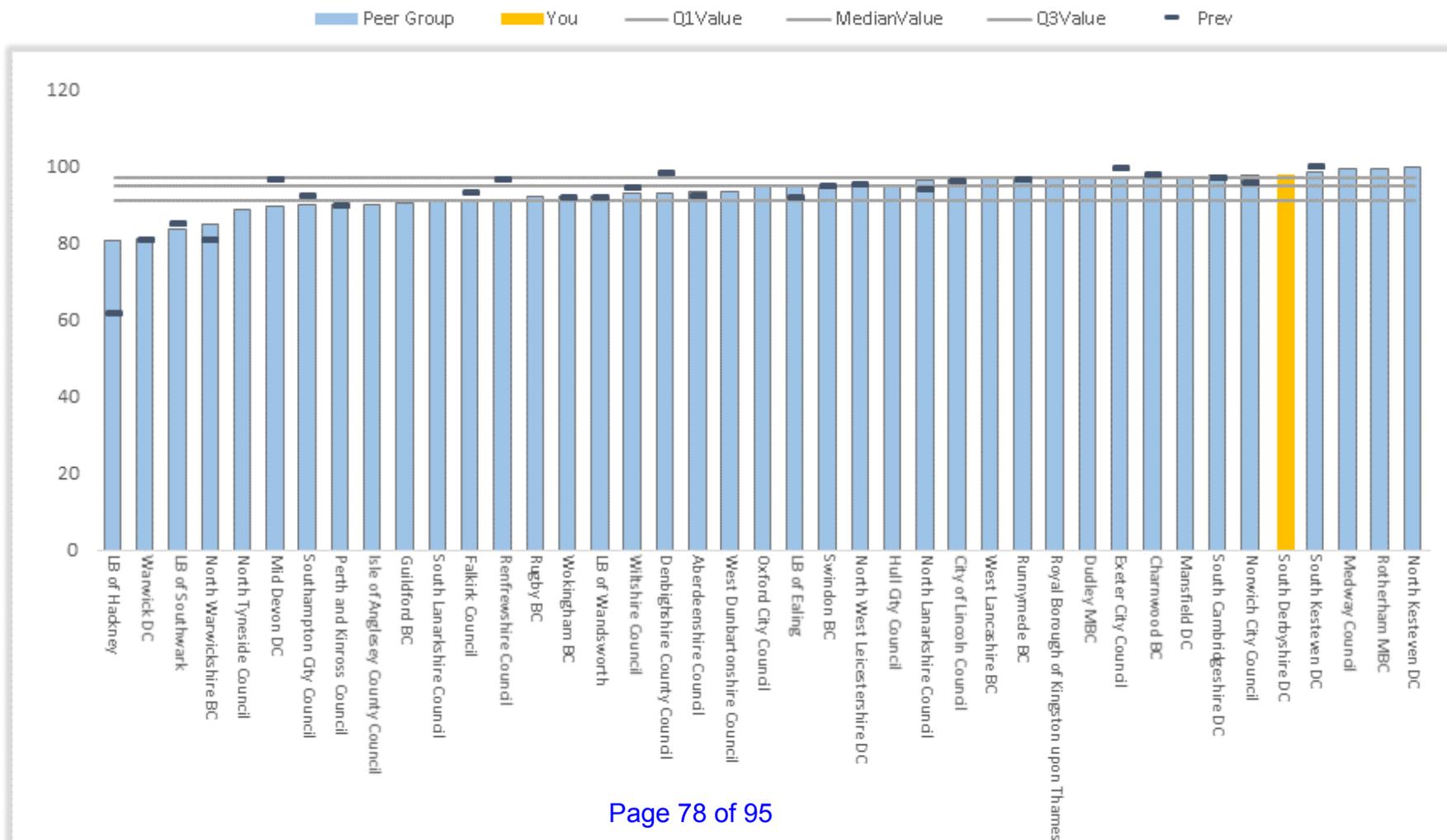
in context

No trend data available compared to a .74% increase for your peer group



■ Organisation ■ Median

Satisfaction with repairs (transactional)



| | | |
|--------------------------------|---|-----------------------------|
| REPORT TO: | HOUSING AND COMMUNITY SERVICES COMMITTEE | AGENDA ITEM: 8 |
| DATE OF MEETING: | 26th APRIL 2018 | CATEGORY: DELEGATED/ |
| REPORT FROM: | STRATEGIC DIRECTOR (SERVICE DELIVERY) | OPEN |
| MEMBERS' CONTACT POINT: | ADRIAN LOWERY DIRECT SERVICES MANAGER | DOC: |
| SUBJECT: | SERVICE POLICIES | REF: SB |
| WARD(S) AFFECTED: | ALL | TERMS OF REFERENCE: |

1.0 Recommendations

- 1.1 The Committee endorses the service policies set out in the attached appendices
- 1.2 The Committee notes that a similar report is being considered by the Environmental & Development Services Committee on 19 April 2018 in respect of services falling within their terms of reference.
- 1.3 The Committee notes that work is ongoing to develop a range of quality standards and benchmarks which will enhance monitoring of performance and enable comparison with other local authorities, for which a further report will be brought later in the year.

2.0 Purpose of Report

- 2.1 The Council provides a wide range of services throughout the district, some through in-house teams, such as refuse collection and street cleaning, and others through partnerships and private contractors, such as waste recycling. Irrespective of how a service is actually provided, the standards that the public can expect should be the same and be monitored to ensure that they are being properly delivered.

- 2.2 Over the Christmas period, a number of complaints were received over refuse and waste collections. Upon investigation, some were found to be justified, but others, particularly over the frequency of collections, were not. This led to a review of the standards the Council has committed to deliver across a range of services so that everyone can be clear as to what they can expect.
- 2.3 This report sets out those standards falling within the terms of reference of this Committee, some of which are already published on the Council's website. It is intended to follow up with quality and benchmarking measures that will enable enhanced monitoring of public services in the future, thereby improving openness and accountability.

3.0 Detail

- 3.1 Given the subject of complaints received over the Christmas period, the first step was to review standards for refuse collection and recycling, for which responsibility is split between the Council's in-house team and Palm Recycling.
- 3.2 Although the Council has its collection timetable hand-delivered annually to each household and there was no service failure by the contractor, there was clearly more work that could be done to clarify and confirm what the Council is committed to do in respect of these services that are important to and valued by residents.
- 3.3 This led to looking at other services which are provided by the in-house Direct Services Team. These encompassed street scene, cultural services, parks and open spaces, cemeteries and external communal areas on Council housing estates (cleaning of internal communal areas is contacted out).
- 3.4 The policy statements have been set in a common format, linking back to the Corporate Plan and individual Service Plans. In the main, they represent what the Council currently does, although some elements, such as maintenance of hedges on Council housing estates, are not yet being fully delivered to the required standard.
- 3.5 Whilst the housing service already benchmarks its performance through the national body HouseMark and also commissions a regular independent customer survey (STAR), no comparable information is available on the other services covered by the review. It is intended to look at appropriate organisations, such as the Association for Public Service Excellence (APSE) and Keep Britain Tidy.

4.0 Financial Implications

- 4.1 The costs of delivery falls to each service budget within the General Fund and, in the case of Council housing, to the Housing Revenue Account.

4.2 In November 2017, the Committee considered a report on adding a further crew to the refuse collection service at a cost of £130,000 a year. This was subsequently added to the budget by the Finance and Management Committee using monies from the Growth Reserve in the Medium-Tram Financial Plan.

5.0 Employment Implications

5.1 There are no direct employment implications arising from this report although, should service standards and delivery options change in the future, any impact on staffing will be assessed and reported to Committee.

6.0 Corporate Implications

6.1 The setting of formal services standards and monitoring their achievement is a key element to the Council continuing to deliver services to the residents of South Derbyshire and fulfil its commitments across the People, Place and Progress themes of the Corporate Plan.

7.0 Community Implications

7.1 Delivering the highest quality services to South Derbyshire residents and being open and accountable for its actions fulfils the Council's obligations to the community.

8.0 Conclusions

8.1 The Council continues to develop its services both as a result of population and other growth and to respond to the needs of residents. In doing so, it is important that everyone is clear as to what the Council does and what they can expect in the area they live in.

8.2 This report has been based on a review of standards across a range of services that are important to and valued by residents. The Council remains committed to improving services wherever it can and to be open and accountable for what it does.

APPENDICES

- 1. Cultural services, parks and open spaces policy**
- 2. Housing estate and communal areas policy**
- 3. Housing internal communal areas policy**

CULTURAL SERVICES PARKS AND OPEN SPACES SERVICE STANDARD POLICY

“Making South Derbyshire a better place to live, work and visit”

Corporate objectives

Important to the success of the District and delivery of services are:

- People
- Place
- Progress
- Outcomes

Through continual improvement of our services, we will deliver connected communities and ensure that South Derbyshire continues to prosper.

Service aims

The service aims to promote and develop the district of South Derbyshire by offering enhanced opportunity for sport, health and physical, environmental and cultural activities for all people within the District. We directly provide services or partner with organisations that have suitable experience and expertise to enable us to:

- Support place-making and vibrant communities through the provision of cultural facilities and activities throughout the District
- Connect with our communities, helping them to feel safe and secure through community engagement, educational activities, cultural events
- Promote healthy lifestyles and increase levels of participation in sport, events, environmental and physical activities.

What we do

The Council is responsible for the management of open spaces including planning advice, adoption of new land, dealing with Section 106 agreements and commuted sums. In relation to the maintenance of open spaces, our services comprise:

- Parks and public open spaces including sports grounds
- Tree management
- Cemeteries
- Play areas and skate parks

Parks and public open spaces including sports grounds

We manage three large urban parks covering an area of approximately 15 hectares, together with the 30 hectare urban forest park of Swadlincote Woodlands. Public open space occupies an area in the region of 60 hectares, with 11 football pitches, eight allotment sites and large areas of common land.

With regard to the grounds maintenance service we will ensure that-

Green Flag Sites

- Green Flag Award Status is achieved for Eureka and Maurice Lea Parks
- Green Flag parks have an on-site park-keeper
- Bowling greens are cut on 76 occasions during the mowing season
- Amenity grass is mown on 26 occasions during the mowing season (approx. weekly)
- Ornamental hedges are cut twice per annum, outside the March to September period if there are nesting birds
- Shrub borders are pruned carefully according to the requirements of each species/cultivar
- Seasonal floral features, beds and borders etc. are maintained for optimum display
- Hard surfaces and areas designated as potential problem weed areas are treated twice per year with suitable weed control treatment
- Litter is collected daily and bins are checked daily and emptied as required
- Hard surface areas are swept weekly
- Leaves are cleared as part of appropriate routine operational tasks
- Full support is given for the Festival of Leisure, Remembrance Sunday and other major events
- A wide range of events and activities are delivered which engage local communities

All Other Sites

- Amenity grass is mown on 16 occasions during the mowing season (approx. fortnightly)
- Hedges are cut, as a minimum, annually outside the March to September bird-nesting season
- Shrub beds are pruned as required, at least annually
- Seasonal floral features, beds and borders etc. are maintained for optimum display through the year
- Litter is collected as a minimum twice per week in winter and three times in summer and bins are emptied at the same time and frequency
- Hard surface areas are swept weekly
- Leaves are cleared as part of appropriate routine operational tasks
- Sports pitches are repaired, maintained and marked out as required for each sport
- A fair allotments lettings and management service is provided and waste disposal facilities are provided on each site
- Natural open space woodlands and wildlife sites are managed to enhance biodiversity and provide recreational and educational opportunities for all

Tree management

In common with all other local authorities South Derbyshire District Council owns, and therefore is required to properly manage, a large number of trees and woodlands of various types and sizes. These trees are valued for their multi-functional contribution to the quality of life of the district, including place-making, public health, biodiversity, aesthetic value etc. and the Council has put in place policies, systems and resources to protect and manage them effectively.

The Council manages around twenty-five thousand trees and over 50 hectares of woodland throughout the district, with more being adopted each year.

With regard to the grounds maintenance service, we will ensure that:

- There is programme to map and add all our trees to the Council's tree stock inventory
- Trees are regularly inspected according to the Tree Management and Maintenance Policy
- All necessary work to make safe all trees is identified on a programme of work according to the Tree Management and Maintenance Policy on the following basis-
 - Priority 1 Immediate:- within 24 hours
 - Priority 2 Urgent Public Safety:- up to one month
 - Priority 3 Essential:- within six months
 - Priority 4 Urgent Tree Health:- within six months
 - Priority 5 Desirable:- within twelve months
- The tree work programme is completed to the required standard within the set timescales

Cemeteries and closed churchyards

We provide cemeteries at Aston-on-Trent, Church Gresley, Etwall, Findern, Marston-on-Dove and Newhall. Most of our cemeteries have consecrated (blessed as sacred) and unconsecrated areas where graves can be bought. SDDC will maintain the site without charge to the grave owner.

We also facilitate the grounds maintenance of a number of closed churchyards

With regard to the grounds maintenance service we will ensure that-

- The register and records for all cemeteries are properly maintained and updated
- Dignified and respectful bereavement services are delivered, including grave digging, health and safety supervision and providing public witness duties
- Amenity grass is mown on 16 occasions during the mowing season (approx. fortnightly)
- Hedges are cut, as a minimum, annually outside the March to September bird-nesting season
- Shrub beds are pruned as required, at least annually
- Seasonal floral features, beds and borders etc. are maintained for optimum display through the year
- Memorials are inspected for safety on a five-year rolling programme
- At Church Gresley and Newall Cemeteries:
 - Litter is collected as a minimum twice per week in winter and three times in summer and bins are emptied at the same time and frequency
 - Hard surface areas are swept weekly
 - Leaves are cleared as part of appropriate routine operational tasks
- Other cemeteries have their own maintenance arrangements

Play areas and skate parks

We have more than 50 play areas across South Derbyshire, catering for a wide range of age groups. Our playgrounds strike a balance between providing a stimulating learning environment and meeting safety requirements. We also manage and maintain three skate parks, in Peacroft Lane, Hilton, at Newhall Park and on Common Road, Swadlincote. All are free to use.

With regard to the grounds maintenance service we will ensure that-

- All new facilities are designed for optimum play value and are installed correctly
- Play equipment, skate parks, youth facilities, artificial sports areas are regularly inspected, repaired, maintained and kept clean and fit for purpose
- Full records are kept of inspection and maintenance programmes

Measuring our performance

Throughout our work, we set clear targets and measure our achievement through a suite of key performance indicators as part of an integrated performance management framework.

We do this through:

- Quality monitoring of service delivery and 'mystery shopping' of key sites
- The development of site management plans and improvement action plans
- The effective management of open spaces including infrastructure, trees, grounds maintenance and community involvement



HOUSING ESTATE AND COMMUNAL AREAS POLICY

“Making South Derbyshire a better place to live, work and visit”

Corporate objectives

Important to the success of the District and delivery of services are:

- People
- Place
- Progress
- Outcomes

Through continual improvement of our services, we will deliver connected communities and ensure that South Derbyshire continues to prosper.

Service aims

We aim to keep residents happy health and safe. To manage this, we need to ensure that the services we deliver are efficient and effective and meet the increased expectations of our customers, and that we deliver:

- A range of integrated and sustainable housing and community infrastructure
- Well maintained safer greener homes
- Repair and maintain properties to agreed standards

What we do

The Housing Services Team manages both the Council-owned homes and land and communal space around these dwellings. Under the terms of our Tenancy Agreements, we are bound by contract and statute to maintain these areas for tenants.

Our services include:

- Grass cutting
- Cleaning of streets and communal spaces
- Tree hedge and shrub bed maintenance
- Fly tipping
- Abandoned vehicles

Grass cutting

We cut grass to ensure that people can use roads and pavements around council owned properties safely and also to enhance the appearance of communal gardens and the properties within them.

Grass in amenity areas around blocks of flats and in communal gardens is cut 16 times a year.

We use the largest possible mowers to make cutting as efficient as possible. Sometimes, these machines can't cut close enough to trees and bases of obstacles and we use a strimmer to ensure a consistent cut across all areas on every cut.

Cleaning of streets and communal spaces

Our standards for keeping streets and other public spaces clean and tidy, involve:

- Road channels are cleaned four times a year, main routes 11 times a year
- Footways are swept twice a year
- On rural roads, we pick up litter once a year, on main roads three times a year and, for urban areas, 12 times a year
- Road gullies are cleaned once a year; twice a year on major routes

Our street cleansing services include a Rapid Response Unit (The Clean Team) to clean up fly-tipping, dog fouling, syringes, litter, fly-posting, graffiti or hazardous substances. In sensitive locations, we will deal with instances of dog fouling within 12 hours.

Large items of rubbish/refuse left in communal areas will be removed within 48 hours.

Tree Maintenance

Trees on Housing land are managed under the Council's Tree Management Policy (2011) under which we:

- Undertake inspections and surveys of trees growing in open space we own and we will inspect trees for safety and identify appropriate remedial arboricultural works.
- Inspect trees following requests from residents who suspect trees are dangerous, or causing a nuisance (tenants not being permitted to undertake arboricultural works (planting, pruning or felling) themselves.
- Investigate and aim to resolve tree issues where ownership is in dispute.
- Replant where possible and practical, using suitable species with a view to creating a balance between native and exotic trees.
- Aim to increase the tree stock on large open expanses of short mown grass where this is deemed appropriate.

Trees within the boundary of supported housing schemes are inspected annually

Hedge Maintenance

Hedge cutting will take place twice a year. Shrubs will be cut once a year in the winter months, plus sight-line cutting, to include any overhang on footpaths, in late August where needed. In all cases, cutting will take place outside the core time for birds nesting.

Shrub Bed Maintenance

Shrub beds and planted areas will be weeded and topped up with mulch/chippings annually.

Fly-tipping

Fly-tipping is illegally dumped rubbish. We take incidents seriously and will issue £400 penalty notices or prosecute anyone caught fly-tipping waste.

Tenants, their family or visitors found to be fly tipping will be subject to action under the terms of their tenancy agreement.

The fly-tipping of controlled waste is a serious criminal offence which carries a fine of up to £50,000 (unlimited if dealt with at the Crown Court) or an offender can even be sent to prison. It is important to realise it is also an offence to allow fly-tipping.

Abandoned vehicles

We have a statutory duty to deal with vehicles abandoned on the highways, housing land, local amenity land and other areas of land controlled by us. We also have some limited powers to remove vehicles from private land.

In most cases where we consider that a vehicle is abandoned we can issue a legal notice requiring it to be removed in seven days. In extreme circumstances, we can issue a 24-hour removal notice.

Measuring our performance

Throughout our work, we aim to set clear targets and measure our achievement. We will measure the satisfaction of our tenants with the services provided around their homes through the regular STAR satisfaction survey.

The 2015 survey returned the following results.

Estate Services

Cleaning and Maintenance Services

| How satisfied or dissatisfied are you with the following ...? | | | | | | | | |
|---|-------------------|----------------------|--------------------|----------------------|-------------|-------------------------|-----------------------|---------|
| | Net Satisfied (%) | Net Dissatisfied (%) | Very satisfied (%) | Fairly satisfied (%) | Neither (%) | Fairly dissatisfied (%) | Very dissatisfied (%) | N/A (%) |
| The overall appearance of your neighbourhood | 86.9 | 7.7 | 42.6 | 44.3 | 4.8 | 4.9 | 2.8 | 0.6 |
| Ground maintenance, such as grass cutting, in your area | 78.9 | 11.5 | 37.6 | 41.3 | 6.9 | 6.9 | 4.7 | 2.7 |
| Cleaning of external communal areas | 54.6 | 9.0 | 24.6 | 30.0 | 14.5 | 4.7 | 4.3 | 22.0 |

HOUSING INTERNAL AREAS AND COMMUNAL FACILITIES POLICY

“Making South Derbyshire a better place to live, work and visit”

Corporate objectives

Important to the success of the District and delivery of services are:

- People
- Place
- Progress
- Outcomes

Through continual improvement of our services, we will deliver connected communities and ensure that South Derbyshire continues to prosper.

Service aims

The service aims to meet our tenants and leaseholders priorities, improve the quality of life for our tenants and future tenants and maximise the value of the housing stock.

We will do this by:

- Improving the quality and condition of the stock
- Keeping residents happy healthy and safe
- Delivering integrated and sustainable housing and community infrastructure
- Providing well maintained and greener homes

What we do

As the landlord of homes with shared and communal facilities, we are responsible under the terms of the Tenancy Agreement and statute for the maintenance of communal areas and facilities.

This Includes:

- Cleaning
- Window cleaning
- Fire Safety
- Lift and machinery maintenance
- Laundry facilities and equipment
- Door entry and security systems

Cleaning

Internal areas in blocks with communal access are cleaned each month to an agreed standard.

Window cleaning

Internal window surfaces are cleaned monthly. External windows are cleaned bi-monthly

Fire Safety

Fire Risk Assessments are completed for flats with communal areas and also for community rooms. Work is then programmed to mitigate identified risks within these buildings. The Risk Assessments are reviewed annually.

Emergency lighting and fire alarms are serviced under the existing electrical repair contract.

Lift and machinery maintenance

There is only one block of flats with a lift. This is serviced annually.

Laundry facilities and equipment

There are eight community rooms attached to sheltered/supported housing schemes, five of which also provide laundry facilities for tenants. These are regularly cleaned regularly at least monthly.

Monthly checks of the community rooms are carried out with any repair or other issues addressed as they arise.

Measuring our performance

Internal and external communal areas of general need flats are inspected monthly. Sheltered and supported schemes are visited and inspected more frequently with appropriate action being reported as necessary.

Our tenants' satisfaction with their homes estates and neighbourhoods are measured through the STAR satisfaction survey, for which the results of the last survey in 2015 are:

Estate Services

Cleaning and Maintenance Services

How satisfied or dissatisfied are you with the following ...?

| | Net Satisfied (%) | Net Dissatisfied (%) | Very satisfied (%) | Fairly satisfied (%) | Neither (%) | Fairly dissatisfied (%) | Very dissatisfied (%) | N/A (%) |
|-------------------------------------|--------------------------|-----------------------------|---------------------------|-----------------------------|--------------------|--------------------------------|------------------------------|----------------|
| Cleaning of external communal areas | 54.6 | 9.0 | 24.6 | 30.0 | 14.5 | 4.7 | 4.3 | 22.0 |
| Cleaning of Internal communal areas | 53.9 | 8.1 | 24.6 | 29.3 | 14.1 | 4.4 | 3.7 | 23.9 |

| | | |
|--------------------------------|---|------------------------------|
| REPORT TO: | HOUSING AND COMMUNITY SERVICES COMMITTEE | AGENDA ITEM: 9 |
| DATE OF MEETING: | 26th APRIL 2018 | CATEGORY: DELEGATED |
| REPORT FROM: | STRATEGIC DIRECTOR (SERVICE DELIVERY) | OPEN |
| MEMBERS' CONTACT POINT: | | DOC: |
| SUBJECT: | COMMITTEE WORK PROGRAMME | REF: |
| WARD(S) AFFECTED: | ALL | TERMS OF REFERENCE: G |

1.0 Recommendations

1.1 That the Committee considers and approves the updated work programme.

2.0 Purpose of Report

2.1 The Committee is asked to consider the updated work programme.

3.0 Detail

3.1 Attached at Annexe 'A' is an updated work programme document. The Committee is asked to consider and review the content of this document.

4.0 Financial Implications

4.1 None arising directly from this report.

5.0 Background Papers

5.1 Work Programme.

Housing and Community Services Committee – 26th April 2018 Work Programme

| Work Programme Area | Date of Committee meetings | Contact Officer (Contact details) |
|---|-------------------------------|---|
| Reports Previously Considered By Last 3 Committees | | |
| Changes To The Housing Stock | 9 th January 2018 | Martin Guest Interim Housing Services Manager (01283) 595940 |
| Service Base Budgets 2018/19 | 9 th January 2018 | Kevin Stackhouse Strategic Director (Corporate Services) (01283) 595811 |
| Housing Revenue Account Budget, Financial Plan and Proposed Rent 2018/19 | 9 th January 2018 | Kevin Stackhouse Strategic Director (Corporate Services) (01283) 595811 |
| Adoption of Affordable Housing Supplementary Planning Document | 1 st February 2018 | Eileen Jackson Housing Strategy Manager (01283) 595763 |
| Corporate Plan 2016-21: Performance Report (1 October – 31 December 2017) | 8 th March 2018 | Keith Bull Head of Communications (01283 228705) |
| Community Partnership Grant Scheme: Criteria and Procedures | 8 th March 2018 | Ian Hey Community Partnership Officer (01283) 228741 |

| | | |
|---|-----------------------------|--|
| Civil Penalties under the Housing and Planning Act 2016 | 8 th March 2018 | Matt Holford Environmental Health Manager (01283) 595856 |
| Provisional Programme of Reports To Be Considered by Committee | | |
| Housemark Core Benchmarking 2018/19 | 26 th April 2018 | Martin Guest Business Support Manager (01283) 595940 |
| Service Policies | 26 th April 2018 | Adrian Lowery Direct Services Manager (01283) 595674 |
| Allocations Policy and Choice-Based Lettings | 7 th June 2018 | Eileen Jackson Housing Strategy Manager (01283) 595763 |
| Review of the Disabled Facilities Grant Policy | 7 th June 2018 | Eileen Jackson Housing Strategy Manager (01283) 595763 |
| Corporate Plan 2016-21: Performance Report Q4 | 7 th June 2018 | Keith Bull Head of Communications (01283 228705) |
| Service Plans | 7 th June 2018 | Keith Bull Head of Communications (01283 228705) |

| | | |
|---|--------------------------------|--|
| Enhancements to the Housing Management System | 7 th June 2018 | Martin Guest Business Support Manager (01283) 595940 |
| South Derbyshire Playing Pitch Strategy | 7 th June 2018 | Hannah Peate Sport and Health Partnership Manager (01283) 595973 |
| Corporate Plan 2016-21: Performance Report Q1 | 23 rd August 2018 | Keith Bull Head of Communications (01283 228705) |
| Review of Leaseholder Policy | 23 rd August 2018 | Martin Guest Business Support Manager (01283) 595940 |
| Review of Housing Complaints Procedure | 4 th October 2018 | Martin Guest Interim Housing Services Manager (01283) 595940 |
| Corporate Plan 2016-21: Performance Report Q2 | 22 nd November 2018 | Keith Bull Head of Communications (01283 228705) |
| Swadlincote Woodlands Management Plan | TBC 2018/19 | Malcolm Roseburgh Cultural Services Manager (01283) 5955774 |
| Improvements to Midway Community Centre | TBC 2018/19 | Malcolm Roseburgh Cultural Services Manager (01283) 5955774 |

| | | |
|---|----------------------------|---|
| Stenson Community Facility | TBC 2018/19 | Malcolm Roseburgh Cultural Services Manager (01283) 5955774 |
| Corporate Plan 2016-21: Performance Report Q3 | 7 th March 2019 | Keith Bull Head of Communications (01283 228705) |