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Our Ref
Your Ref

Date: 19th January 2022

Dear Councillor,

Housing and Community Services Committee

A Meeting of the **Housing and Community Services Committee** will be held at **Council Chamber**, Civic Offices, Civic Way, Swadlincote on **Thursday, 27 January 2022 at 18:00**. You are requested to attend.

Yours faithfully,

Chief Executive

To:- **Labour Group**
Councillor Rhind (Chair), Councillor Mulgrew (Vice-Chair) and
Councillors Pegg, Richards and Shepherd.

Conservative Group
Councillors Ackroyd, Corbin, Ford, Haines and Smith.

Independent Group
Councillors Dawson and Roberts.

Non-Grouped
Councillor Churchill



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 Meetings:

30th September 2021 **4 - 7**

18th November 2021 **8 - 12**
- 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** RECRUITMENT OF ACTIVE SCHOOLS' PARTNERSHIP (ASP) **13 - 16**
PHYSICAL EDUCATION (PE) AND SCHOOL SPORT COACH
- 7** REPAIRS AND MAINTENANCE-NOVUS CONTRACT **17 - 34**
- 8** COMMITTEE WORK PROGRAMME **35 - 38**

Exclusion of the Public and Press:

- 9** 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.
- 10** To receive the Exempt Minutes of the following Meetings:
Details
30th September 2021

- See agenda for reasons for exemption

18th November 2021

- See agenda for reasons for exemption

11 To receive any Exempt questions by Members of the Council pursuant to Council procedure Rule No. 11.

Details

12 ACQUISITION OF HOUSE IN LIEU OF COMMUTED SUM

HOUSING AND COMMUNITY SERVICES COMMITTEE

30th September 2021

PRESENT:-

Labour Group

Councillor Rhind (Chair) and Councillor Mulgrew (Vice-Chair) and Councillors Pegg, Richards and Shepherd.

Conservative Group

Councillor, Churchill, Ford, Haines, Redfern (substitute for Councillor Ackroyd), Smith and Watson (substitute for Councillor Corbin).

Independent Group

Councillors Angliss (substitute for Councillor Dawson) and Roberts.

In Attendance

Councillor Wheelton (Non-Grouped)

HCS/30 **APOLOGIES**

The Committee was informed that apologies had been received from Councillors Ackroyd and Corbin (Conservative Group) and Councillor Dawson (Independent Group).

HCS/31 **TO RECEIVE THE OPEN MINUTES OF THE FOLLOWING MEETINGS**

The Open Minutes of the Meetings held on 5th January 2021, 28th January 2021, 11th March 2021 and 20th April 2021 were noted and approved as a true record and signed by the Chair.

HCS/32 **DECLARATIONS OF INTEREST**

The Committee noted that Councillor Pegg declared a personal interest in item HCS/34 by virtue of being a Ward Councillor for Linton.

HCS/33 **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/34 **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.

MATTERS DELEGATED TO COMMITTEE**HCS/34 COMMUNITY AND ENVIRONMENTAL PARTNERSHIPS GRANT SCHEME**

The Communities Manager presented the report to the Committee, highlighting the four projects recommended to receive grants and noted that Melbourne Arts application had not been agreed due to concern regarding the security of tenure due to the building being privately owned. New proposed arrangements for the panel were outlined.

Cllr Watson addressed the Committee regarding the disappointment of the outcome of the Melbourne Arts application.

Members welcomed the proposed new meeting arrangements of the panel which was envisaged to speed up the evaluation and approvals process.

RESOLVED:-

The Committee accepted the recommendations of the Community and Environmental Partnership Scheme Assessment Panel, to award grants as detailed in section 4 of the report.

HCS/35 DECARBONISATION OF THE COUNCIL'S HOUSING STOCK

The Head of Housing summarised the report for the Committee and outlined the works recommended for the Council dwellings and sought approval for the recommendations within the report.

The Strategic Director (Service Delivery) explained that housing carbon efficiency challenge formed part of the Climate and Environmental Plan that had been approved by Environmental and Development Committee earlier in the year.

RESOLVED:-

1.1 The Committee agreed that the outcome of a project which the Council commissioned Nottingham City Council to undertake to assess the energy performance of the Council's housing stock informs future reviews of the Council's Asset Management Strategy and will be reflected within future programmes for investment in the improvement of the Council's Housing Stock.

1.2 The Committee endorsed the Council bidding for funding of £1million from "Wave 1" of the Government's Social Housing Decarbonisation Grant fund informed by the Nottingham City report findings and in the event the bid was successful agreed to the Council contributing the required landlord contribution of 33% of the total cost of improvements that would be delivered by the scheme (approximately £500,000).

- 1.3 The Committee agreed that the financial implications of submitting the bid be referred to the Finance and Management Committee for approval.**

HCS/36 **COMMITTEE WORK PROGRAMME**

The Committee Work Programme was presented to Members by the Strategic Director (Service Delivery).

RESOLVED:-

That the Committee considered and approved the updated work programme.

HCS/37 **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 28th January 2021, 11th March 2021 and 20th April 2021 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.

CARBON-ZERO BUNGALOW

RESOLVED:

That the Committee approved the recommendations in the report.

GREEN HOMES GRANT – LOCAL AUTHORITY DELIVERY PHASE 3 - HOMES UPGRADE GRANT

RESOLVED:

That the Committee approved the recommendations in the report.

The Meeting terminated at 18:35 hours.

COUNCILLOR G RHIND

CHAIR

HOUSING AND COMMUNITY SERVICES COMMITTEE

18th November 2021

PRESENT:

Labour Group

Councillor Rhind (Chair) and Councillor Mulgrew (Vice-Chair) and Councillors Pegg, Richards and Shepherd.

Conservative Group

Councillors Ackroyd, Churchill, Ford, Haines, Smith and Watson (substitute for Councillor Corbin).

Independent Group

Councillors Roberts.

In Attendance

Councillor Wheelton

HCS/42 **APOLOGIES**

The Committee was informed that apologies had been received from Councillor Corbin (Conservative Group) and Councillor Dawson (Independent Group)

HCS/43 **TO RECEIVE THE OPEN MINUTES OF THE FOLLOWING MEETINGS**

The Open Minutes of the Meetings held on 3rd June 2021 and 19th August were noted and approved as a true record and signed by the Chair.

HCS/44 **DECLARATIONS OF INTEREST**

The Committee noted that no Declarations of Interest had been received

HCS/45 **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/46 **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/47 CORPORATE PLAN 2020-24 - PERFORMANCE REPORT (2020-2021 QUARTER 2 – (1 APRIL TO 30 SEPTEMBER))

The Strategic Director (Service Delivery) introduced the report to the Committee noting that six of the seven key performance measures were on track and the seventh related to the reallocation of Council homes. The Strategic Director (Service Delivery) explained that a risk had been removed as dealing with Universal Credit had now been main streamed and part of normal work with residents.

The Head of Housing explained that there were 430 properties ready to be let, that work was being carried out on 56 and the rest were properties that had been vacant since the end of September. The Committee was informed that following the pandemic good progress had been made and the service had returned to more normal housing issues.

Members raised queries regarding a timeline for the red performance measure to be on track and the problems letting bungalows and flats.

The Head of Housing informed the Committee that the red performance measure on the whole would not be expected to be on track by the end of the year but by providing monthly figures then these may start be green sooner. The Committee was informed that there had been a long-standing issue letting some of the over 60s one-bedroom upstairs flats and that some bungalows were in rural locations which made them difficult to let.

The Strategic Director (Service Delivery) confirmed that there was an issue matching demand to need and that work was in the pipeline to develop high quality housing regarding those properties that had been difficult to let.

RESOLVED:-

1.1 *The Committee approved progress against performance targets set out in the Corporate Plan 2020 - 2024.*

1.2 *The Committee reviewed the Risk Register for the Committee's services.*

HCS/48 RECRUITMENT OF BIKEABILITY CO-ORDINATOR

The Head of Cultural and Community Services presented the report to the Committee and explained how the additional post would increase access to the Bikeability scheme across South Derbyshire schools.

RESOLVED:-

The Committee approved the recruitment of a Bikeability Co-ordinator, within the Active Communities and Health Unit of Cultural and

Community Services. The new post will coordinate and deliver the South Derbyshire Active Schools Partnership's (SDASP) Bikeability programme.

HCS/49 **COMMUNITY AND ENVIRONMENTAL PARTNERSHIPS GRANT SCHEME**

The Head of Cultural and Community Services presented the report to the Committee and explained how the proposals would provide clarification and guidance to the assessment panel and applicants regarding the security of tenure required to secure a grant in the future.

RESOLVED:-

1.1 The Committee approved additional guidance notes and set new criteria to support applications to the Community and Environmental Partnerships Grant Scheme (CEPGS) whereby:

1.1.1 Any project receiving funding related to the improvement of premises, the applicant should either hold the freehold or have a lease with a minimum security of tenure.

1.1.2 The security of tenure held by applicants for projects requesting grants up to £10,000 should be a minimum of seven years remaining at the point of project completion and for grant requests between £10,001 up to the maximum of £25,000 there should be a minimum of 15 years remaining at the point of project completion.

HCS/50 **HOUSING DOMESTIC ABUSE POLICY**

The Head of Housing presented the report to the Committee following consultation of the draft policy. It was noted that the report included comments received during consultation.

RESOLVED:-

The Committee approved the Housing Domestic Abuse Policy following the outcome of public consultation on the draft.

HCS/51 **BID FOR GOVERNMENT ROUGH SLEEPER ACCOMMODATION PROGRAMME FUNDING**

The Head of Housing presented the report to the Committee and explained how it fitted with the empty property picture and that the delivery by Trent and Dove would be via a service level agreement, with the Council retaining the landlord function for the properties provided as part of the project. The Head of housing noted that the intention of the programme was to help people out of the cycle of homelessness.

Members acknowledged the amount of work involved by officers in tackling homelessness for some. [Page 10 of 38](#)

RESOLVED:-

- 1.1 The Committee retrospectively approved the bid for Rough Sleeper Accommodation Programme Funding.**
- 1.2 The Committee approved the contribution by the Council of three one bedroom properties to the programme.**

HCS/52 **COMMITTEE WORK PROGRAMME**

The Committee Work Programme was presented to Members by the Strategic Director (Service Delivery).

RESOLVED:-

That the Committee considered and approved the updated work programme.

HCS/53 **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 3rd June 2021 and 19th August 2021 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.

HOUSING OPTIONS APPRAISAL AND THE SALE OF SURPLUS LAND AT SMALLTHORN PLACE

RESOLVED:

That the Committee approved the recommendations in the report.

The Meeting terminated at 18:30 hours.

COUNCILLOR G RHIND

CHAIR

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 6
DATE OF MEETING:	27 JANUARY 2022	CATEGORY: RECOMMENDED
REPORT FROM:	STRATEGIC DIRECTOR - SERVICE DELIVERY	OPEN
MEMBERS' CONTACT POINT:	IAN GEE – 8751 ian.gee@southderbyshire.gov.uk	DOC:
SUBJECT:	RECRUITMENT OF ACTIVE SCHOOLS' PARTNERSHIP (ASP) PHYSICAL EDUCATION (PE) AND SCHOOL SPORT COACH	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: HCS07

1. Recommendations

- 1.1 That the Committee approves the recruitment of an Active Schools' Partnership (ASP) Physical Education (PE) and School Sport Coach, within the Active Communities and Health Team of Cultural and Community Services. This new post will support the delivery of the South Derbyshire ASP's (SDASP) PE and School Sport programme.
- 1.2 That the Committee approves the recruitment of additional ASP PE & School Sport Coaches subject to service demand of the SDASP PE and School Sport programme.
- 1.3 That the Committee gives the Strategic Director – Service Delivery delegated authority to extend the contracts of relevant ASP PE and School Sport Coaches subject to continued and/or growing service demand of the SDASP PE and School Sport programme and funding being secured.

2. Purpose of the Report

- 2.1 To seek the Committee's approval to recruit an ASP PE and School Sport Coach to support the delivery of the SDASP PE and School Sport programme. Subject to approval, it is anticipated that the role will commence from half term, February 2022 and will initially be required for the remainder of 2021/22 academic year.
- 2.2 To seek the Committee's approval to giving the Strategic Director – Service Delivery delegated authority for the post to be extended for further academic year(s), subject to continued and/or growing service demand and funding being secured.

3. Detail

- 3.1 Since 2012, the Council has a strong and successful track record hosting the SDASP. There are several shared benefits in relation to the provision of play, physical activity, leisure and/or sport activities for school aged children across the District. This service is well regarded and valued by local schools and positively promotes healthy, active lifestyles, along with life skills that can be taken into adulthood.
- 3.2 The ASP is a not-for-profit Partnership and any investment made with the Partnership goes directly on service delivery and the infrastructure of physical education, school sport and physical activity (PESSPA) within South Derbyshire.
- 3.3 All Infant, Junior and Primary schools nationally receive PE and School Sport premium funding on an annual basis. The amount of funding given to each school is £16,000 plus £10 per pupil on roll in years one to six. In South Derbyshire, the average amount of premium received by each school per year is around £17,500.
- 3.4 Schools are expected to see an improvement against the following five key indicators (as of July 2017):
1. The engagement of all pupils in regular physical activity (30 minutes a day) – kick starting healthy active lifestyles
 2. The profile of PE and sport being raised across the school as a tool for whole school improvement
 3. Increased confidence, knowledge and skills of all staff in teaching PE and sport
 4. Broader experience of a range of sports and activities offered to all pupils
 5. Increased participation in competitive sport.
- 3.5 The SDASP over time has delivered a successful and high-quality PE and School Sport programme to the schools of South Derbyshire year- on-year. This is because of schools using their PE and School Sport Premium to fund the delivery of this programme within their School.

4. Financial Implications

- 4.1 The ASP PE and School Sport Coach post will be a 37 hour a week (one Full-Time equivalent (FTE), term-time only post, initially aligning with the academic year, running through to 22 July 2022.
- 4.2 There is no financial support required from the general fund, as the costs will be fully met via external PE and School Sport Premium funding and/or the SDASP reserves.
- 4.3 Should the service demand not continue and/or grow, the contract will cease at the end of 2021/22 academic year. If the post is in place for two years or more, it will become eligible for redundancy and this will be subject to the length of the contract and how long the post holder has been working for the authority(ies). These costs would be met through the SDASP reserves

- 4.4 The Fixed-Term (Prevention of Less Favourable Treatment) Regulations 2002 ensure that fixed-term employees are not treated less favourably than comparable permanent employees. The terms and conditions provided are in line with the NJC for Local Government Services and therefore the same as comparable permanent employees.
- 4.5 These Regulations also provide that the continued renewal of fixed-term contracts that result in four years continuous service for an employee should be on a permanent contract unless it can be objectively justified to remain on a fixed-term basis. It is noted that these extensions are directly linked to funding arrangements in place and this is the justification provided for continuing a fixed-term contract basis. As noted above, the Council does employ those on fixed contracts on comparable employment terms and will provide redundancy payments at the end of the fixed-term contract for any employee with two years continuous service.

5. Corporate Implications

Employment Implications

- 5.1 The Council has several employment policies in place that will be used to ensure that the proposals outlined in the report are implemented appropriately.

Legal Implications

- 5.2 None directly arising from this report.

Corporate Plan Implications

- 5.2 The proposals will support the Council to deliver services to the residents of South Derbyshire and fulfil projects across themes of the Corporate Plan, in particular:

- P1.1 Support and celebrate volunteering, community groups and voluntary sector
- P2.2 Promote health and wellbeing across the District
- F1 Develop Skills and careers.

Risk Impact

- 5.3 The Corporate and Departmental risk registers will be updated with any risks identified if they arise from this report.

6. Community Impact

Consultation

- 6.1 The SDASP makes positive contributions to the Active South Derbyshire Physical Activity, Sport and Recreation Strategy 2017-2022. It also delivers across the key themes within the Sustainable Community Strategy – Children and Young People, Healthier Communities, Safer and Stronger Communities and Sustainable

Development. These documents were developed in consultation with South Derbyshire residents and organisations.

Equality and Diversity Impact

- 6.2 This service is offered and is available to all schools within the District and engages all school-aged participants.

Social Value Impact

- 6.3 Nationally, physical inactivity costs the economy millions of pounds per year. By supporting the District's least active population to get and stay active, it will work to improve an individual's / community's health and wellbeing and potentially reduce wider costs to society such as the health service.

Environmental Sustainability

- 6.4 Where appropriate, delivery of opportunities takes place within local communities to reduce the barrier of rural isolation but also to enable people to cycle and walk to opportunities locally, which will potentially reduce traffic congestion and pollution.

7. Conclusions

- 7.1 The proposal for the recruitment of a PE & School Sport Coach to support the delivery of the SDASP PE and School Sport programme will contribute to the future sustainability of the SDASP and the Council's Corporate Plan.

8. Background Papers

- 8.1 None.

REPORT TO:	HOUSING AND COMMUNITY SERVICES	AGENDA ITEM: 7
DATE OF MEETING:	27 JANUARY 2022	CATEGORY: RECOMMENDED
REPORT FROM:	STRATEGIC DIRECTOR - SERVICE DELIVERY	OPEN
MEMBERS' CONTACT POINT:	PAUL WHITTINGHAM Paul.Whittingham@southderbyshire.gov.uk	DOC:
SUBJECT:	REPAIRS AND MAINTENANCE-NOVUS CONTRACT	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: HCS01-HCS03

1.0 Recommendations

- 1.1 To note the proposed variation to the terms of the original contract with NOVUS Property Solutions.
- 1.2 To endorse the two-year extension of the contract as allowed for in the original contract document.

2.0 Purpose of the Report

- 2.1 To provide a further update of progress of the “Whole House” repair and maintenance contract with NOVUS Property Solutions, this follows the Repair and Maintenance Review report presented to the Housing and Community Services Committee on 19 August 2021.
- 2.2 To inform the Committee of proposed variations to the existing contract
- 2.3 To seek the Committee’s endorsement to the granting of the two-year extension which is provided for in the existing contract.

3.0 Executive Summary

- 3.1 In July 2019, the Council entered into a three-year contract with NOVUS Property Solutions for the provision of repair and maintenance services to Council owned homes and other property in the District including Council owned commercial buildings and privately owned dwellings being worked on by the Council.

- 3.2 The initial term of the contract will expire in July 2022. Under the terms of the contract the Council must give the contractor six months' notice if it intends to terminate the agreement.
- 3.3 The Council has recently proposed a number of variations to the original contract to provide a more robust framework for managing performance across the different strands of the contract.
- 3.4 Given the uncertainties within the building construction and repair market, especially the increasing cost of materials and potential shortage of skilled labour re-tendering the contract at this stage would create two significant risks to the Council. Firstly, the risk of attracting sufficient interest from contractors, secondly the risk of higher rates than those currently agreed. It is proposed, therefore, to activate the additional two-year extension period allowed for within the terms of the existing contract.

4.0 Detail

4.1 Council House Repairs Maintenance and Adaptations

Responsive works to Council homes were delivered until April 2019 under three separate repair contracts. Planned works to Council homes and other properties were tendered separately on a project-by-project basis. A more streamlined solution was required to enhance the service provided, embed performance management into the repairs service and put the customer at the heart of the service.

- 4.2 The Council specified and tendered a "whole house" contract through the Fusion 21 procurement framework. This also included the provision to deliver repairs and maintenance to all other Council owned properties and properties in the private sector where the Council was engaged in Environmental Health or other improvement works. As well as providing for major and planned works the contract supports the Council's own Repairs Team by carrying out works such as responsive electrical repairs that the Team has no capacity to complete.
- 4.3 The Council received two compliant bids for this work and NOVUS was successful based on its pricing structure and also the quality of its submission. This included robust systems for the management of Health and Safety, subcontractor management and a commitment to providing additional social value to the residents of South Derbyshire.
- 4.4 A contract steering group which includes the Strategic Director, Service Delivery and Strategic Director, Corporate Resources meets every six months to oversee the supervision of the contract. Monthly performance meetings and regular operational meetings carry out the day-to-day management of the delivery of the contract.
- 4.5 The management of the contract was subject to an Internal Audit in 2020. This audit resulted in a Substantial Assurance Rating which was reported to the Council's Audit Sub Committee on 13th July 2020.
- 4.6 There is a suite of performance indicators that is reviewed at the monthly and also twice-yearly contract meetings. The position up to the end of Quarter 3 2021/22 is attached at Appendix A. An overall snapshot of completed and outstanding works is provided at Appendix B.

- 4.7 Performance as measured by the suite of indicators is generally positive especially given the fact that for a large part of the current and previous financial year there have been either formal restrictions on operations through COVID19 Lockdowns or issues with the supply and price of labour and materials during this period.
- 4.8 It was important for the Council to continue with as much of its planned and responsive repair work as possible during the lockdown periods in order to maintain services to tenants and also to achieve capital spending targets. In some areas this was not possible given the vulnerability of tenants and their inability to allow for internal inspections and works to be carried out in their homes. This was particularly the case with regard to adaptation works for people with physical disability. Whilst performance indicators and tenant satisfaction levels have been positive, there have been some areas of concern identified by councillors, tenants, members of the public and the staff team These have been around:
- Conduct of operatives on site
 - Communication with tenants and their families about future works or during works
 - Timeliness of responsive repair works
 - Timeliness of works to void properties
 - Timeliness of adaptation works
- 4.9 These issues have been addressed through the regular operational meetings and where necessary escalated to the twice-yearly meetings with Strategic Directors. NOVUS has taken prompt action where necessary to resolve short-term problems on site. It has also taken prompt action to manage individual members of its or its sub-contractors teams through “toolbox talks”, retraining and the suspension of staff and subcontractors from the Council contract where appropriate.
- 4.10 In the light of these concerns, the Council also requested NOVUS to attend the Overview and Scrutiny Committee on 13 October 2021. NOVUS provided the presentation which is attached at Appendix C.
- 4.11 For each of these work streams the Council and NOVUS have robust work programmes in place which are monitored through the operational meetings.
- 4.12 In some areas of the contract more radical action has been required on behalf of the Council and NOVUS has been willing to adapt and invest in its service to the benefit of the Council. NOVUS had acknowledged that they had underestimated the number and scale of “responsive” repairs that they would need to complete in order to support the Housing Direct Labour Organisation (DLO). This has prompted investment in its customer service team to enable them to better manage calls from Council tenants and joint working to establish a method to allow the Council repairs system and its own recording systems to communicate more effectively.
- 4.13 The scope of the contract allows for NOVUS to be engaged in major refurbishment programmes. To this end it is in the process of providing services to identify refurbishment /redevelopment options for the flats at Smallthorn Place Woodville and also Fisher Close, Repton.
- 4.14 After discussion with the Council’s Legal Service, it was agreed that NOVUS could also support the Council by being the named contractor in the bid for £1million from the government’s Social Housing Decarbonisation Grant Scheme. The detailed bid was prepared by the Council in partnership with NOVUS’ corporate bid writing team.

4.15 As part of its original submission, NOVUS committed to provide additional Social Value for residents in the District. A summary of its achievements in this area is attached at Appendix D and includes the creation of twenty new jobs and the recruitment of three apprentices from local colleges.

4.16 Public Buildings and Other works on Behalf of the Council

4.17 For the first time some elements of work to public buildings and other premises where the Council was required to carry out works were included in the contract. Works included within the contract are those within the existing schedule of rates for Housing assets, such as general roof and external repairs, decorations, car park surfacing works etc. The contract excludes compliance works such as commercial gas and electrics and mechanical repairs to leisure centres for instance.

4.18 Previously all such works had been carried out as individual projects usually procured by obtaining quotes from contractors with little or no pre-planned or programmed works. Whilst this has provided a legitimately procured contract it has been acknowledged by both parties that the original contract did not provide sufficient details with regard to the pricing of works, in part due to the bespoke nature of repairs to public buildings. There was also no control over the timescales for either the preparation of specifications and subsequent quotes and ultimately the delivery of works on site.

4.19 As a result, it is necessary to vary the initial terms of the contract in order to provide greater clarity, control and flexibility for the remainder of the current contract term and any extension period.

4.20 Novus will, therefore, become a procurement option for repairs to public buildings within the scope of the existing schedule of rates up to an increased individual cost of £25,000. Quotes will be based on the current schedule of rates applicable for Housing works, with provision for an uplift up to a maximum of 25% to reflect the commercial and bespoke nature of the public building works. Appropriate performance measures will also be included to manage the timescale for the provision of quotes and completion of works.

4.21 In November 2019, the Council revised the Private Sector Housing Assistance Policy and in doing so adopted a range of new grants to support improvements in private sector properties aimed at preventing hospital admissions.

4.22 As the Council's sole contractor, this workstream requires NOVUS to deliver a wide spectrum of reactive repair and improvement works in relatively short turnaround times. The scale and volume of the activities required to deliver this work in the private sector was not a significant feature of the original procurement process, nor were some of the additional complexities of working with private sector owner occupiers and landlords. Contract alterations need to reflect this change in circumstances since the original contract was awarded.

5.0 Financial Implications

5.1 The proposed variation to the contract includes an increase of the overall contract sum from £2.7million to £3.2million. This is necessary to ensure sufficient capacity within the contract for the completion of works across all strands of the contract including public buildings and other works on behalf of the Council. There is existing

budget provision within Housing, Property Services and Environmental Health budgets for this.

- 5.2 Most housing repair and maintenance works are priced against the National Housing Federation Schedule of Rates which will remain the case under the contract extension. Re-tendering this contract at these rates may not attract new providers given rising materials and labour costs.
- 5.3 Overall, the costs of the Council's major works and cyclical maintenance programmes have been benchmarked by the Housemark Benchmarking group. This shows that whilst expenditure on maintenance per property has increased over the last two financial years, this is still broadly in line with other Local Council housing providers in the region. Some of this increase is attributable to the increase in materials costs which are estimated to have increased by between 20-23 percent since the start of the pandemic.

6.0 Corporate Implications

Employment Implications

- 6.1 There are no direct employment implications contained within this report. A separate report will be presented to the Committee in the future with regard to changes to the terms and conditions of the Housing Repairs Team. The changes likely to be proposed will enable upskilling and career progression of the Team.

Legal Implications

- 6.2 The proposed variation to the current contract terms has been agreed with the Council's Legal Service and the proposed contract extension is covered within the terms of the initial contract.

Corporate Plan Implications

- 6.3 The contents of this report directly contribute to the aims within the Council's Corporate Plan to:
- Support and safeguard the most vulnerable
 - With partners encourage independent living and keep residents healthy and happy in their homes;
 - Promote health and wellbeing across the District
 - Improve the condition of housing stock and public buildings.

Risk Impact

- 6.4 The Contents of this report have a direct impact on the Service Delivery Identified Risk-SD3 – Safety standards: Failure to comply with basic safety standards in flats/blocks with communal areas.

7.0 Community Impact

Consultation

- 7.1 Whilst there is no statutory duty to consult with tenants or the general public on this matter, it will be discussed with the newly formed tenants' group at its next meeting.

Equality and Diversity Impact

- 7.2 There is no direct Equality and Diversity impact contained within this report.

Social Value Impact

- 7.3 The additional "social value" provided by NOVUS since the start of the contract is included at Appendix D.

Environmental Sustainability

- 7.4 NOVUS has already engaged positively with the Council's Environmental guidance and also provided support in the compilation of the bid for SHDG funding.

8.0 Conclusions

- 8.1 This contract was the first "whole house" procurement carried out by the Council to cover all aspects of responsive, planned and cyclical maintenance of Council homes and other buildings. The delayed start to the contract in July 2019 has had a negative impact on the delivery of these services, creating a backlog of at least three months work for the Council and the contractor to manage. The arrival of the COVID pandemic in March 2020 only exacerbated this backlog of works.
- 8.2 Aside from these issues there have been the usual challenges of managing contractor performance under a large and varied contract. In the main, NOVUS has demonstrated that it is more than willing to respond positively to the concerns expressed by the Council, Councillors and tenants. Also, to provide "added value" wherever possible along with an ongoing commitment to improve services for the Council.
- 8.3 Re-tendering this contract at a time when the construction and maintenance market is facing increased materials costs, labour costs and recruitment difficulties is not guaranteed to provide contractors with the capacity to deliver either existing services or the emerging "retrofit" services to meet the Council's Climate and Environmental ambitions.

9.0 Background Papers

Report to the Audit Sub Committee on 13 July 2020

Repair and Maintenance Review Report to Housing and Community services committee
19 August 2021.

Appendix A.
Year 2 – Q3 December Year End

1.1. Suggested KPIs

	TARGET	ACTUAL	
CSAT			
% CSAT Return	> 40%	79%	
Performance feedback	90%	91%	8 and above is satisfied, 5 and below to be investigated
Defects / Handovers	2nr. / prop	Average 0.5	
Programme related, property turnaround			
Kitchen	10 days	85%	
Roof	7 days	90%	
Bathroom	7 days	98%	
DFG	10 days (avg.)	93%	
Heating	3 days	N/A	
Response Times (D2D)		Electrical	Maintenance
Call Out (OOH)	2 hours	100%	NA
0	4 hours	NA	NA
1	24 hours	100%	100%
2	3 working days	99%	100%
3	5 Working Days	99%	50%
4	20 Working Days	100%	44%
VOID Properties			
£500	1 week	2	
£2,000	2 weeks	28	
£5,000	3 weeks	56	
>£5,000	By agreement	86	
+ 5 days additional where full decs required			

SDDC Year to date Summary Dec 2021

Contract Strand	Year to date – April to Current	
	Ordered	Complete
Voids	155	172
Planned Works		
Kitchens	75	41
Bathrooms	39	39
Roofs	89	80
PEM		
EICR	777	303
Day to Day Works		
Electrical	1599	1570
Maintenance	304	150
Out of Hours	18	18
Adaptations		
	45	26



SDDC & Novus Partnership – Whole House Framework

Novus Attendees:

Lee Hartley – Chief Operating Officer

James Phillips – Planned Works Operations Manager

Gary Clay – Head of Operations, Midlands Region

Paul Grant – Regional Commercial Manager

Executive Summary

- ▶ Key Successes & update on year to date
- ▶ Current challenges & improvement area focuses
- ▶ Future plans for the Partnership
- ▶ Social Value

Delivery Successes to date

- ▶ Continued service through c-19 pandemic to support both Voids & Emergency repairs
 - 2020/21 Contract spend achieved & surpassed- £2.95mil + vat
 - Includes: 37 bathrooms, 74 kitchens, 80 roofs, 199 voids, 39 Dfg Adapts, 470 Electrical Inspection Condition Reports (900 plus total)
 - 1,711 electrical repairs complete, further 140 Out of Hours support visits, plus additional wider scope of repairs than contracted
- ▶ Customer satisfaction high, both Planned & Responsive: Overall Yearly agreed %'s achieved: return rate 75%, feedback 96%
 - See feedback examples and wider open data, validated by SDDC team

Year to date

▶ VOIDS:

- Current return rate upped to 10 properties per week to tackle backlog & continued volume
- High Average void value to ensure lettable standard is achieved at £5.8k, requiring a high volume of trades people and expertise. Also includes full R&D Asbestos survey and removals (Rewires by others)

▶ Programme for 21/22 budgets are on target as per Monthly Performance information provided

- 103 Voids handed back, inc of Asbestos, garden works elects & final cleans
- 41 Kitchens (remainder planned for Winter), 34 bathrooms
- 49 roofs
- Over 1,150 repairs complete to SDDC homes, inc OOH services

Challenges & Improvement Focus

VOIDS / EMPTY HOMES

▶ Backlog & turnaround times

- Volume was reduced previously, however continued high void return rate and value per property is causing increase in empty homes, tagged with difficult market conditions

▶ Solutions:

- Revised works process agreed with new Repairs Manager to ensure only focus areas of property are in scope
- Up-front survey process re-aligned with Repairs Manager to help the delivery process based on industry experience
- Additional Novus Site Manager in place to support high volumes
- Labour resource challenge remains high. Since late August labour influx to contract as follows: 5 x decorators, 2 x floor layers, 6 x multits
- Labour to remain in-situ until return rate of 8 voids per week returns us to normal trading
- WIP reduced as demonstrated by spend levels, Sept activity was high demonstrating additional labour support as above. Aim to reduce to circa 20-25 voids in possession by Oct end

Challenges & Improvement Focus

ADAPTATION WORKS



- ▶ Quote turnaround & agreement of costs
 - Adaptation backlog of works as access to properties in pipeline with most vulnerable tenants during covid conditions was minimal
 - Difficulties in securing specialist labour e.g. flooring/shower tray/pumps
- ▶ **Solutions:**
 - New bespoke market-tested VFM basket of rates to be agreed as Friday 8th with new SDDC Asset & Improvement Manager
 - Additional labour resource has been sourced by Novus and will deliver for the new proposed rates in line with delivery KPI's
 - Delivery target to be established by partnership and priority list revised to double output

Challenges & Improvement Focus

REPAIR & RESPONSE WORKS



▶ Perceived backlog of Maintenance repairs

- Works include: full door replacements, large areas roof damage, full vinyl floor replacements, chimney repairs
- Above named works are more extensive than standard responsive repairs

▶ Solutions:

- Specialist Response & Repairs Dept have been transferred into our Regional control as of 7th August – team has already made impact, see further feedback from SDDC colleagues
- Labour resource assigned under Repairs team is fully aligned to works, diaries scheduled to maximise efficiency and managed under one source
- Circa 150 reclassified 'repairs' have now been surveyed and are being planned and complete from late Sept under the additional team

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Future Plans

What next for the Partnership...?

- ▶ Oneserve: significant investment in Planned Works & Repairs Management & Scheduling system
 - Ability to integrate with SDDC on asset management and stock condition, first phase planned for Oct/Nov (Transformation team)
- ▶ Supply Chain Engagement day – Q4 date to commit, to support local SME's, training & development
- ▶ Retrofit Works and SHDF Phase 1 bid support, true partnering approach to secure government funding in emerging area
- ▶ Partnership 'Refresh' Day: booked at external venue, Friday 22nd October – new faces to embed

Social Value

Supporting local communities through the Partnership

- ▶ 20 new jobs created, 3 Apprenticeships with local colleges, 5 Community and Charity Projects supported, plus school support
- ▶ 2 x SDDC tenants currently employed
- ▶ Local Subcontractors engaged
- ▶ Local Supply chain engaged, supporting local SME's, community and jobs:
 - Pro Trade, Swadlincote – windows and doors
 - Travis Perkins, Swadlincote – general build provisions / Buildbase – Council partnership link
- ▶ £1.36 million worth of Social & Local Economic Value captured through the contract partnership
 - Value generated via 'HACT' as standard industry recognised tool – see further info

We're proud of our achievements so far

Through our contract with
South Derbyshire District Council
we have...



REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE (SPECIAL-BUDGET)	AGENDA ITEM: 8
DATE OF MEETING:	27 JANUARY 2022	CATEGORY: DELEGATED
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	DEMOCRATIC SERVICES 01283 595 5848/5722 democraticservices@southderbyshire.gov.uk	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 – 27 January 2022 Work Programme

Work Programme Area	Date of Committee meetings	Contact Officer (Contact details)
Reports Previously Considered By Last 5 Committees		
Housing Domestic Abuse Policy	3 rd June 2021	Paul Whittingham Head of Housing (01283) 595984
Homeless and Rough Sleeper Strategy	3 rd June 2021	Paul Whittingham Head of Housing (01283) 595984
Corporate Plan 2020-24 Performance Report Quarter 4	3 rd June 2021	Clare Booth Corporate Performance & Policy Officer (01283) 595788
Green Homes Grant	3 rd June 2021	Matt Holford, Head of Environmental Services (01283) 595856
Service Plans 2021-22	3 rd June 2021	James Taylor Communications
Corporate Plan 2020-24 Performance Report Quarter 1	19 th August 2021	Clare Booth Corporate Performance & Policy Officer (01283) 595788
Memorial Safety Policy	19 th August 2021	Malcolm Roseburgh Cultural Services Manager (01283) 5955774

Revised Housing Repairs Policy	19 th August 2021	Paul Whittingham Head of Housing (01283) 595984
Repair and Maintenance Review 20/21	19 th August 2021	Paul Whittingham Head of Housing (01283) 595984
Future Delivery of New Council Housing	19 th August 2021	Eileen Jackson Strategic Housing Manager (01213) 595763
Derbyshire County Council Telecare/ Independent Living Update	30 th September 2021	Paul Whittingham Head of Housing (01283) 595984
Corporate Plan 2020-24 Performance Report Quarter 2	18 th November 2021	Clare Booth Corporate Performance & Policy Officer (01283) 595788
Community and Environmental Partnership Grant Scheme	18 th November 2021	Ian Hay Community Partnership Officer Ext 8741
Recruitment of Bikeability Co-Ordinator	18 th November 2021	Ian Gee / Chris Smith Communities Team Manager (01283) 595 924
Housing Domestic Abuse Policy	18 th November 2021	Paul Whittingham Head of Housing (01283) 595984
Bid for Government Rough Sleeper Accommodation Programme Funding	18 th November 2021	Paul Whittingham Head of Housing (01283) 595984
Service Base Budgets 2022/23 – General Fund	6 th January 2022	Vicki Summerfield Head of Finance (01283) 595939
Service Base Budgets 2022/23 – Housing Revenue Account	6 th January 2022	Vicki Summerfield Head of Finance (01283) 595939

Provisional Programme of Reports To Be Considered by Committee		
Recruitment of ASP PE and Physical Sport Coach	27 January 2022	Ian Gee Active Sports Partnership Officer (01283) 288751
Novus Contract – Update	27 January 2022	Paul Whittingham Head of Housing (01283) 595984
Corporate Plan 2020-24 Performance Report Quarter 3	10 March 2022	Clare Booth Corporate Performance & Policy Officer (01283) 595788
Tree and Hedge Strategy and Policy Report	10 March 2022	Eugene Minogue Head of Cultural & Community Services 07917 541274
Swadlincote Woodlands Local Nature Reserve status	10 March 2022	Eugene Minogue Head of Cultural & Community Services 07917 541274
Policy on Access to Allotments	10 March 2022	Eugene Minogue Head of Cultural & Community Services 07917 541274
Health and Housing Strategy 2021-23	TBC	Eileen Jackson Strategic Housing Manager (01213) 595763
Tenant Satisfaction Software Procurement	TBC	Paul Whittingham Head of Housing (01283) 595984