

Corporate Plan 2020-2024

Performance Measure Report

Housing and Community Services Committee

Team: Organisational Development and Performance

Date: October 2023

Quarter 2, 2023-24



Performance Measure Report Index

Corporate Plan 2020-2024

Summary

The Corporate Plan 2020-2024 has 35 Corporate Measures which underpin the Council's three priorities Our Environment, Our People, Our Future.

The following Committees are responsible for overseeing the delivery of the following key aims and outcomes:

Environmental and Development Services Committee (E&DS) are responsible for 17 Corporate measures under the key aims:

- E1. Improve the environment of the District.
- E2. Tackle climate change.
- E3 Enhance the attractiveness of South Derbyshire.
- P2. Supporting and safeguarding the most vulnerable.
- F1. Develop skills and careers.
- F2. Support economic growth and infrastructure.

Housing and Community Services Committee (H&CS) are responsible for seven corporate measures under the key aims:

- E3. Enhance the attractiveness of South Derbyshire.
- P1. Engage with our communities.
- P2. Supporting and safeguarding the most vulnerable.

Finance and Management Committee (F&M) are responsible for 11 corporate measures under the key aims:

- P2. Supporting and safeguarding the most vulnerable.
- P3. Deliver Excellent Services.
- F3. Transforming the Council.

Housing and Community Services Committee (H&CS) are responsible for the following seven corporate measures.

Our Environment

Measure

- The number of Green Flag Awards for South Derbyshire parks

Our People

Measure

- Number of new and existing community groups supported
- Number of Anti-social behaviour (ASB) interventions by type
- % of households prevented from homelessness
- Deliver the objectives identified in the South Derbyshire Health and Wellbeing Group
- Deliver the Planned Maintenance Housing programme over four years
- Average time taken to re-let Council homes

Priority: Our Environment

E3.2 Improve public spaces to create an environment for people to enjoy

Measure and Reference	E3.2A The number of Green Flag Awards for South Derbyshire parks	Committee	H&CS		
Definition	To measure the outcome of Green Flag inspections on parks or other green spaces within South Derbyshire.	Why this is Important	To ensure that everybody has access to attractive, green and open spaces which are appropriately managed and meet the needs of the community they serve.		
What Good Looks Like	Increase the Green Flag Awards for South Derbyshire green spaces by two so that there are four Green Flag Awards in South Derbyshire by 2024				
History of this Indicator	At present there are two Green Flag green spaces in South Derbyshire, Eureka Park and Maurice Lea Memorial Park.				
2019/20 Baseline Data	Two Green Flag Parks in 2019				
Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	4 Green Flag Awards by 2024	Achieved	Achieved	Achieved	Achieved
2021/22	Four Green Flag Awards by 2024	Achieved	Achieved	Achieved	Achieved 3 Green Flag Awards in 2021/22
2022/23	Four Green Flag Awards by 2024	Achieved	3 Green Flag Awards	3 Green Flag Awards	3 Green Flag Awards
2023/24	Four Green Flag Awards by 2024	3 Green Flag Awards	We have successfully gained 4 Green Flag Awards for Eureka Park, Swadlincote Woods, Maurice Lea Memorial Park and Cadley Park		

Performance Overview - Quarterly Update	Actions to sustain or improve performance
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We have successfully gained 4 Green Flag Awards for Eureka Park, Swadlincote Woods, Maurice Lea Memorial Park and Cadley Park.

None.

Priority: Our People

P1.1 Support and celebrate volunteering, community groups and the voluntary sector

Measure and Reference	P1.1A Number of new and existing Community Groups supported	Committee	H&CS		
Definition	The number of Community Groups (including Parish Councils) that are supported by the Services within the District Council.	Why this is Important	The Service offers support to Community Groups; however, this is not always recorded to gauge the level of impact on the Community		
What Good Looks Like	First year will be benchmarking and then see an increase in the numbers of groups supported.				
History of this Indicator	No historical monitoring of this indicator				
2019/20 Baseline Data	None				
Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	Proxy	28	66	113	153
2021/22	Proxy	24	65	112	160
2022/23	Upward Trend on two year average (>157)	33	87	151	216
2023/24	Upward trend on the average over two years >157	65	135		
Performance Overview - Quarterly Update			Actions to sustain or improve performance		
70 different organisations supported, 1st Newhall Scout Group Aston Bowls Club Aston on Trent Parish Council Barrow on Trent Parish Council Barrow on Trent Village Hall Birding for beginners Bosworth Home Care Burnaston PC Burton Sailing Club, Foremark Reservoir Castle Gresley Parish Council CFTTB of Nuneaton Jaguars American Football Club Citizens Advice Mid Mercia Coton in the Elms Parish Council Dalbury Lees Parish Council			All officers that support the community build on existing relationships and should promote their services far and wide. Word of mouth often plays a big part in advertising services.		

Derbyshire & Nottinghamshire
Entomological Group
Derbyshire Bat Group
Derbyshire Wildlife Trust
Egginton Parish Speedwatch
Egginton Church
Egginton Parish Council
Etwall Cricket Club
Etwall Parish Council
Findern Parish Council
Foston & Scropton Parish Council
Friends of Newhall Park
Goesely Community Centre
Gresley Church Community Centre (St
Georges)
Hartshorne Parish Council
Hatton Parish Council
Hilton Harriers FC
Hilton Parish Council
Hilton Youth Group
LGBT+ Collective
Lunar Mind
Melbourne Dynamo Football Club
Melbourne Parish Council
Melbourne Sports Partnership
Melbourne Swifts Table Tennis Club
Melbourne United Reform Church
Community Hall
Midway Football Club
Netherseal Parish Council
Netherseal Village Hall
Newhall Social Club
Newhall Village Hall
Newton on Solney Almshouses
Newton Solney Parish Council
Overseal Parish Council
P3 Charity Swadlincote
Repton PC
Rosliston Astronomy Group
Rosliston Parish Council
Rosliston PC
Rosliston Seales & Linton Scout Group
Sharlow Parish Council
Sharpes Pottery & Heritage Arts Trust
SHOUT Youth Club
South Derbyshire Badger Group
South Derbyshire CVS
Springfield Junior School
St Georges & St Marys Community Centre,
Church Gresley
St Matthews Community Centre Overseal
St Peters Sports Club, Netherseal
St Wystans PCC, Bretby
Stanton Village Hall
Stenson Fields Parish Council
Swad in Bloom
Swarkestone Sailability

Walton on Trent Parish Council Weston on Trent Parish Council Willington Parish Council Woodville Parish Council Youth of Hatton	
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Priority: Our People

P1.2 Help tackle anti-social behaviour & crime through strong and proportionate action

Measure and Reference	P1.2A Number of ASB interventions by type	Committee	H&CS
Definition	The effectiveness of the delivery of the services will be assessed as High, Moderate, Minor or Minimal based on a comparison of the changes in numbers of anti-social behaviour complaints and relevant interventions	Why this is Important	This is intended to show the service activity around interventions and the result of the interventions.
What Good Looks Like	The assessment will be based on the matrix shown and calculated in accordance with the separate published methodology		
History of this Indicator	No historical monitoring of this indicator		
2019/20 Baseline Data	In 2019/20 there were 2893 reports of relevant forms of Anti-social behaviour (ASB) which were received by Derbyshire Constabulary and South Derbyshire District Council and 95 formal legal interventions of the type described in the detailed methodology		

Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	'Moderate' or 'High'	Minimal	Minimal	Minimal	Minimal
2021/22	'Moderate' or 'High'	Moderate	Moderate	Moderate	Moderate
2022/23	'Moderate' or 'High'	Moderate	Moderate	'Moderate' performance	'Moderate'
2023/24	Performance to be rated as 'High' or 'Moderate'	'Moderate' performance	'Moderate' performance		

<p>Performance Overview - Quarterly Update</p> <p>ASB reports to the Police to the end of August in 2023/24 are 26% lower than in the same period in 2018/19. ASB reports to the Council to the end of August in 2023/24 are 25% higher than in the same period in 2018/19. Overall, the number of ASB reports to both the Police and the Council to the end of August in 2023/24 are 9% lower than in the same period in</p>	<p>Actions to sustain or improve performance.</p> <p>A new PSPO in Swadlincote town centre has enabled the Councils Community Safety Enforcement Officers to have a tangible impact on town centre ASB. In particular, this has focused over the summer months in constructively and assertively dealing with the behaviour of youths in the town centre.</p>
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2018/19 (1,433 in 2018/19, 1,310 in 2023/24)	
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Priority: Our People

P2.1 With partners encourage independent living and keep residents healthy and happy in their homes.

Measure and Reference	P2.1A Number of households prevented from Homelessness	Committee	H&CS
Definition	The purpose of the performance indicator is to measure the total number of homeless cases whereby homelessness was prevented or relieved.	Why this is Important	To demonstrate the effectiveness of the Councils services in preventing homelessness from occurring.
What Good Looks Like	Good performance would be to increase the level of prevention work to prevent households from becoming homeless and have a reduced level of relief work which focuses on supporting households in secure accommodation after they have become homeless.		
History of this Indicator	This is a new performance indicator which is guided by the Homeless Reduction Act 2017.		
2019/20 Baseline Data	During Q4 a total of 103 cases were either prevented or relieved.		

Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	Proxy	64 cases total	127 cases	203 cases	265 cases
2021/22	Proxy	85 cases	164 cases	233 cases	261 cases
2022/23	Proxy	52 cases	79 cases	137 cases	182 cases
2023/24	Proxy Measure to show service activity	47 cases	106 cases		

Performance Overview - Quarterly Update	Actions to sustain or improve performance				
<p>Of the 85 homeless cases that were closed during Quarter 2: 74.12% were closed with the positive outcome of the client being housed.</p> <p>Please see the below table for a breakdown of which categories clients were housed in.</p> <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="background-color: #d9e1f2;">Reason for Closure</th> <th style="background-color: #d9e1f2;">Count of Reason for Closure</th> </tr> </thead> <tbody> <tr> <td style="background-color: #ffff00;">1. Accepted a Council Stock Part VI Offer</td> <td style="text-align: right;">17</td> </tr> </tbody> </table>	Reason for Closure	Count of Reason for Closure	1. Accepted a Council Stock Part VI Offer	17	<p>Extra resource with the new Ukrainian & Asylum Tenancy Sustainment Officer.</p> <p>Weekly Temporary Accommodation Meetings to ensure timely move on from temporary accommodation into settled accommodation.</p> <p>X3 weekly Homeless Team Catch Up Meetings to</p>
Reason for Closure	Count of Reason for Closure				
1. Accepted a Council Stock Part VI Offer	17				

2. Accepted a Registered Provider VI Offer	30
5. Accepted an offer of supported Housing.	9
6. Secured Private Sector Accommodation	7
9. Contact lost	11
10. Other	7
8. Go from a Relief case to Full duty Case.	4
Total cases closed Jul - Sep	85

Total Cases Housed Apr - Sep	63
Total Cases Not Housed Apr - Sep	22

%age of cases housed	74.12%
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Total Prevented Cases Closed	42
Total Relief Cases Closed	40
Total Main Duty Cases Closed	3
%age prevention Cases	49.41%

The ratio of prevention to relief cases for Q1 & Q2: 51.37% Prevented cases v 48.63% Relieved cases. This supports the overall target to prevent clients from becoming homeless as opposed to relief work which focusses on supporting households in securing accommodation after they have become homeless.

The appointment of a new Temporary Ukrainian & Asylum Tenancy Sustainment Officer.

The continued use of a Temporary Accommodation Officer to support with move on from temporary accommodation.

Continued use of the Household Support Fund 4 (homelessness prevention payments for arrears, deposits and rent in advance) and (new homes furnishing fund for furniture to set up home).

Continued use of the Flexible Fund (domestic abuse monies administered by New Horizon's on behalf of the Council to support survivors of domestic abuse to re-build their lives).

Continued use of the P3 Preventing Homelessness by Supporting Mental Health Officers to support those suffering with mental health who are threatened with homelessness or with move on

discuss complex cases.

Additional resource / funds have been requested as part of the Pre-Tenancy Budget Setting for 24/25.

Priority: Our People

P2.2 Promote health and wellbeing across the District

Measure and Reference	P2.2A Deliver the objectives identified in the South Derbyshire Health & Wellbeing Group	Committee	H&CS		
Definition	Delivery against the key themes identified in the Health and Wellbeing Group Action Plan as appropriate to the Council.	Why this is Important	To support the overall health and wellbeing of South Derbyshire residents.		
What Good Looks Like	<p>Achieve project milestones: The current key themes are:</p> <ul style="list-style-type: none"> • Health inequalities between different communities are reduced. • People are supported to improve both their physical and mental wellbeing. • Older people, people with dementia and other long-term conditions and their carers have a good quality of life, retain their independence. for as long as possible, and receive the support they need at the end of their lives. • Social Connectedness – reducing social isolation and loneliness. • Supporting communities to respond to and recover from the impact of the Covid 19 pandemic. 				
History of this Indicator	No historical monitoring of this indicator				
2019/20 Baseline Data	Not applicable				
Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	100% of actions delivered	Action plan developed and adopted	Ongoing delivery of the action plan by partners	Ongoing delivery of the action plan by partners	Ongoing delivery of plan
2021/22	100% of actions delivered	Draft action plan to be ratified	Action Plan adopted at SDP Co ordinating Group and Board Meeting	100% of actions delivered	Delivery of Health and Wellbeing Action Plan over 2021-22
2022/23	100% of actions delivered	Action plan developed and adopted	Achieved	Ongoing delivery of the action	Delivery of Health and Wellbeing Action Plan

				plan by partners	over 2022-23
2023/24	100% of actions identified delivered	Action plan for 2023/24 in development to be adopted.	On Track - Delivery against the 5 key priorities is underway.		
Performance Overview - Quarterly Update			Actions to sustain or improve performance		
<p>All five of the priorities are being addressed and intervention is assigned accordingly.</p> <ul style="list-style-type: none"> -Health and Wellbeing Grant applications assessed and awarded. -Get Active in The Forest Project. -South Derbyshire Walking Consortium set up and £20k funding received - Action plan devised -Exercise by Referral Delivery ongoing. <p>Breakdown of Exercise By Referral for April - Sept 23</p> <p>New Referrals - 6 In Progress Referrals - 90 Complete - 63 Number of Clients Booking an Induction-118 Number of clients attending induction - 106 Number of Clients Completing 12 weeks - 11 Total - 167</p> <p>Beat The Street - 6,365 players (12.6% of the population) Report Available on request.</p> <ul style="list-style-type: none"> - 42% of less active children became more active. - 55% of inactive adults became more active. - Improved mental wellbeing for adults. 			<p>SDDC - Health Partnership Manager now in post. DCC - Service Development Officer now recruited and in post.</p>		

Priority: Our People

P2.3 Improve the condition of housing stock and public buildings.

Measure and Reference	P2.3A Deliver the Planned Maintenance Housing programme over four years	Committee	H&CS		
Definition	Each financial year a programme of planned maintenance will be drawn up which addresses statutory and other guidance for maintaining homes up to any regulatory standard and safety standard	Why this is Important	To ensure that Council properties are being maintained through a programme of planned and contracted works		
What Good Looks Like	Deliver 100% of the planned maintenance project over four years. The annual maintenance and expenditure plan will be reported to Housing and Community Services Committee and progress measured against this plan.				
History of this Indicator	No historical monitoring of this indicator; The plan will change annually subject to stock condition surveys and any other property fitness assessment.				
2019/20 Baseline Data	Not applicable				
Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	100% against the annual plan for 2020-21	35% (£ 594,406)	88.95% (£ 1,188,813)	95.6% (£ 1,783,219)	114.10% (£ 2,377,625)
2021/22	100% against the annual plan 2020-21	111.5% (£662,477.87)	105.6% (£1,255,878.14)	77.5% (£1,841,719.16)	89.1% (£2,116,365.65)
2022/23	100% against the annual budget 2022-23	18.38% (£1,927,550)	34.25% - (£660,135.65)	50.54% - £974,241 against total budget for 2022-2023.	89.29% - £1,721,162.36 against total budget for 2022-2023.
2023/24	100% spend against the planned maintenance budget	22.67% £415,879.94	49.41% £882,083 of £1,785,216 spent to the end of Q2		
Performance Overview - Quarterly Update			Actions to sustain or improve performance		
Following Q1, the asset team reviewed the profile spend for the year and made the required adjustments. The Contracts and			Overall, the outcome is on target. The budgets and profile spend to be reviewed again in November and adjusted. Regular		

Finance Officer and Asset and Improvement Manager are monitoring the spend monthly. This is shared with the team in the monthly team meeting. The profile spend will need adjusting following the first quarter.

Overall, we are on track for Q2 but some areas we are behind and aware of the reasons. Please see breakdown of budget spend -

Kitchen (inc Voids) – Budget £250,000, Spend £114,814 – overspend on voids and planned against profile. We have allowed for 19 Void Kitchens based on 2022-2023 figures. Planned programme is due to commence November 2023.

Bathroom (inc Voids and shower replacements) - Budget £87,866, Spend £50,198 – no current void bathrooms replaced, higher spend on electric shower replacements. We have allowed for 10 Void Bathrooms based on previous figure.

Roofing – Budget £215,000 Spend £174,038 – on track and works to be completed by the end of August 2023. Additional properties added and profile spend to be adjusted. A couple of properties to be completed January 2024.

Rewires (inc Voids) – Budget £384,600, Spend £90,069 – void rewires on track. Planned rewires are currently behind due to staff changes within the rewire contractor. We have met with the Director and have reassurances works will commence again in Q2. Profile spends have been adjusted and contractor to catch up over Q3, and Q4.

Electric fire/heating – Budget £0, Spend £0 – Budget reduced from £20,000-£0.

Active Fire Protection – Budget £30,000, Spend £1,156 – full review of fire alarms and emergency lighting components currently in progress. Fire alarm at Smallthorn Place requires immediate renewal. £27,000 and works booked in for 16 October 2023.

Passive Fire Protection – Budget £40,000, Spend £11,092 – new contractor procured from 25 May 2023 and now set up. Works issued to contractor and further works to be issued.

Door renewal – Budget £58,000, Spend

monthly meetings to continue with finance and all staff.

£30,857 – budget based on last year’s spend. Budget increased from £20,000 to £58,000. To be monitored closely. Note: these are reactive and front door replacements carried out through repairs.

Heating Installations – Budget £319,750, Spend £265,063 – budget reduced from £416,000 to £319,750. Boiler lifecycle changed from 15 years to 17 years.

Window renewal – Budget £50,000, Spend £3,500 – reduced from £52,8500 to £50,000.

Communal Doors – Budget £50,000, Spend £0 – reduced from £100,000 to £50,000 orders placed for intercom upgrades with contractor and scheduled for November.

Car Park – Budget £50,000 Spend £0 – no spend to date and no orders placed. In discussions over a couple of schemes. We have an estimate for three options at Hawthorn Avenue, Netherseal which range from £84,000 to £97,000 plus fees, consultation etc. This is for owner-occupier and council occupied properties.

Smoke Alarm renewal (inc Voids) – Budget £250,000, Spend £141,296 - changes to Smoke/CO Alarm Regulations came into force on 1st October 2022. We are now installing CO2 detectors to all properties that have a gas boiler. This resulted in a higher spend to date. Profile spends adjusted from £150,000 to £250,000.

Priority: Our People

P2.3 Improve the condition of housing stock and public buildings.

Measure and Reference	P2.3C Average time taken to re-let Council homes	Committee	H&CS
Definition	This indicator measures the average time (in calendar days) to re-let all vacant Council properties during the reporting period.	Why this is Important	Re-letting Council homes in a timely manner reduces the amount of rent loss (£) and ensures stock is available to allocate to applicants on the waiting list.
What Good Looks Like	This measure will be benchmarked via Housemark, the benchmarking provider for Housing Services. Good performance would be to achieve 'Median Quartile' performance when benchmarked against a similar peer group.		
History of this Indicator	This is a new indicator and will report against the average time to re-let all Council homes.		
2019/20 Baseline Data	During Q4 the average re-let time was 157 days (this includes all council properties, irrespective of whether major or minor repair work was carried out) The average re-let time for 2019/20 was 122 days.		

Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	Median Quartile Performance (Benchmark via Housemark)	206 days	209 days	192 days	200 days
2021/22	Median Quartile Performance (Benchmark via Housemark)	190 days	174 days	160 days	156 days
2022/23	Median Quartile Performance (Benchmark via Housemark)	183 days	183 days	189 days	169.52 days
2023/24	Median Quartile Performance (Benchmark via Housemark)	199.91 days	176.01 days		

Performance Overview - Quarterly Update	Actions to sustain or improve performance
Across Q1 and Q2, a total of 142 properties have been let, with an average void days per property of 176.01. This is an improvement from the Q1 performance of 199.91 days. If we look at Q2 in isolation, the average void days across the 85 properties let was 155.78.	<ul style="list-style-type: none"> Staffing changes – a dedicated Voids Officer (trial basis) is now in post which is a change to the previous structure of

The majority of the properties have been delivered by Novus, with our additional contractor Matthews & Tannert delivering the remainder of the properties. The average void days breakdown for each contractor is as follows:

Contractor	No of properties Let	Average Void Days
M&T Void Properties	17	120.88
Novus	125	183.50
All properties	142	176.01

Whilst the average void days for Q1 and Q2 remains above target, the following should be noted:

- The level of work, and subsequent costs required to bring our properties up to the Lettable Standard continues to increase – the average void cost for properties let over this period is £3437.41 per property.
- Our voids are categorised as Major Voids (currently defined as any void costing in excess of £2,500) and Standard Voids. This means that, based on the average void cost, most of our voids would be classed as “Major”. For Q1 & Q2 for 2022/23, just 18% of voids let were classed as Major. For this year this has risen to 56.34%.
- Within their benchmarking, Housemark allows for 50% more days to turn around a major void. Whilst service PIs reflect these different void types in reporting, this corporate PI does not and looks at all properties as a whole.
- If we were to split out the average void days for this period’s lettings across the two void types, the comparison is as follows:

Total Days	23305
Total Households	136
Average days for all	176.01
Average if Major	206.73
Average if Standard	136.37

multiple Inspectors + 1 x voids admin. This is already providing a more focussed, all-round management of the void list which should realise time savings in coming weeks.

- Focus on minimising the time voids spend with the SDDC Voids team prior to being handed over to the contractor for surveying.
 - o For properties where we already hold an Asbestos Survey and no improvements are planned, properties are passed to the contractor within 5 working days.
 - o For properties where an Asbestos survey is required and no improvements are planned, properties are passed to the contractor within 10 working days.
 - o Properties which require improvement works can take from 2 weeks up to 10 weeks to hand to contractor, but this is mainly due to issues with the mains isolators stated above. Work is being done on this to improve performance here. This is a significant improvement on previous performance where properties spent an average of 51 days with the SDDC voids team previously.
- Increase in number of Pre-Void Inspections Completed – only 12% completed in 2022-23 vs 91% complete for properties void since Aug 23. Pre-Voids are an essential element of void preparation in:
 - o Identify the level of work potentially required at the

• There have been a number of high value voids let over Q1 & Q2 which, due to the level of works required, have taken longer to bring up to standard. A breakdown of properties let by void value is as follows:

Cost Between		No of Properties	Average Void Days
£0.00	£1,000	29	121.59
£1,001	£5,000	68	164.10
£5,001	£10,000	39	221.03
£10,001	£30,000	6	281.33

• Whilst it is a positive that these high value, long term voids are now available for our customers to move into, it must be noted that there will be a detrimental effect on the overall void days figures which will continue to be seen for the remainder of this financial year, due to this being a cumulative figure.

• For our properties requiring a rewire without a mains isolator, we are still experiencing delays from Western Power in fitting these. These are monitored frequently by the Improvements team and expedited where possible. Changes to the pre-void process will help identify ahead of time where mains isolators are required to allow for earlier ordering.

• Utility suppliers are also the cause of further delays with regards to exchanging of faulty gas and/or electric meters, primarily from traditional prepay meters (with a key or card) to a digital meter. Work has been done to drastically reduce this from 7 properties requiring replacement in June to just 1 as at the end of Q2. This one should be resolved in the next 2 weeks to allow this property to be let.

• Adding a second contractor, Matthews & Tannert, to complete work on our void properties has had benefits in terms of making workloads more manageable for both contractors and enabling us to resource more appropriately. Some commercial negotiations have delayed some of the properties being returned by M&T and so the average days for these properties is not where it should be. Any outstanding commercial matters have now been resolved and so far in Q3, M&T properties are on track to be returned from the contractor in a more appropriate timescale.

property to allow for effective labour planning.

- o Identification and resolution of gas and electric meters in debt.
- o Allowing for transparency with our customers about any potential recharges they may incur as a result of the condition of the property at the time of their leaving.

• Decrease in time taken to resolve meter issues by a combination of:

- Pre-void action on meters in conjunction with outgoing customer
- More effective liaison with Utility management company
- Development of procedures around temp properties by cross team working with Housing Solutions
- Development of separate void types to enable greater clarity in reporting success of process changes (i.e. contractors completing survey) and allow for future development of DLO completing voids, e.g. starting with Temp Properties

• Driving standards with new post void inspection form. The new form contains specific reference to the Lettable Standard to ensure that properties are safe and appropriate for our customers to move into. This has seen a decrease in the number of post-signup repairs reported since its introduction.

• With both our Voids contractors completing surveys, a 2-stage

checking process by SDDC has been introduced. This ensures that the financial control remains with SDDC, and all work required to make properties fit to let is instructed as part of the survey, without excessively impacting on void days.

- Continue to have weekly meetings with both contractors to ensure all parties aware of where each property is in the void process, what issues are outstanding and expected handover dates are provided for all properties by the contractor. As part of this process, the contractors are proactive in identifying possible variations to surveys during the void works and ensuring SDDC approval so that expected handover dates are not negatively impacted.