



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 multitis
- 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

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