



**F B McArdle**  
**Chief Executive**  
South Derbyshire District Council,  
Civic Offices, Civic Way,  
Swadlincote, Derbyshire DE11 0AH.

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Phone (01283) 595722/ 595848  
Typetalk 18001  
DX 23912 Swadlincote  
Democratic.services@southderbyshire.gov.uk

Our Ref  
Your Ref

Date: 4 October 2022

Dear Councillor,

### **Overview and Scrutiny Committee**

A Meeting of the **Overview and Scrutiny Committee** will be held at **Council Chamber**, Civic Offices, Civic Way, Swadlincote, DE11 0AH on **Wednesday, 12 October 2022 at 18:00**. You are requested to attend.

Yours faithfully,

A handwritten signature in black ink that reads 'Frank McArdle'.

Chief Executive

To: **Labour Group**  
Councillor Bambrick (Chair), Councillor Stuart (Vice-Chair)  
Councillors Gee and L Mulgrew

**Conservative Group**  
Councillors Atkin, Corbin, Hewlett and Muller.



## **AGENDA**

### **Open to Public and Press**

- 1** Apologies
- 2** To receive the Open Minutes of the following Meetings:  
  
9 February 2022 **3 - 5**  
  
15 June 2022 **6 - 8**
- 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** NOVUS PRESENTATION **9 - 24**
- 7** COMMITTEE WORK PROGRAMME **25 - 26**

### **Exclusion of the Public and Press:**

- 8** 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.

OVERVIEW AND SCRUTINY COMMITTEE

9<sup>th</sup> February 2022

**PRESENT: -**

**Labour Group**

Councillor Bambrick (Chair) and Councillor Stuart (Vice-Chair),  
Councillor Gee

**Conservative Group**

Councillors Atkin, Hewlett and Patten

**Non-Grouped**

Councillor Wheelton

OS/25 **APOLOGIES**

The Committee was informed that apologies had been received from Councillor Roberts.

OS/26 **MINUTES**

The Open Minutes of Meetings held on 1st September 2021 and 13<sup>th</sup> October 2021 were noted and approved as true record and signed by the Chair.

OS/27 **DECLARATIONS OF INTEREST ARISING FROM ITEMS ON AGENDA**

The Committee was informed that no Declarations of Interest had been received.

OS/28 **QUESTIONS RECEIVED BY 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.

OS/29 **QUESTIONS RECEIVED BY MEMBERS OF THE 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****OS/30 BUDGET SCRUTINY 2022-23**

The Strategic Director (Corporate Resources) presented the report to the Committee which included the Base Budget report 2022/23, MTFP to 2027 with detailed analysis, together with the Housing Revenue Account, Reserves and the proposed rent increase 2022/23.

Councillor Patten sought clarification regarding agency costs associated with the Land Charges Service. The Strategic Director (Corporate Resources) advised that the volume of work had increased and that it was a specialised role. The Committee was informed that the Land Charges function was transitioning to merge with the Land Registry but that a completion date was not known at that point in time. The Chair advised that he would attend the Finance and Management Committee Meeting on the 10<sup>th</sup> February 2022 and to raise concerns.

Councillor Hewlett raised a query regarding the legal limit of reserves. The Strategic Director (Corporate Resources) advised the Committee if reserves dropped below the recommended minimum, then a letter would be sent by the External Auditor, and that would have to be addressed at Full Council.

**RESOLVED:-**

- 1.1 That the Committee considered the proposed budgets of the Council for 2022/23 and provided feedback to Finance and Management Committee.***
- 1.2 That the Committee considered the medium-term financial plans of the General Fund and Housing Revenue Accounts and did not make any recommendations to Finance and Management Committee to support budget and policy development.***

**OS/31 REGULATION OF INVESTIGATORY POWERS ACT 2000 (RIPA) – REPORT ON USAGE**

The Strategic Director (Corporate Resources) presented the report to the Committee on behalf of the Monitoring Officer.

**RESOLVED:-**

***To note the internal report on the Council's use of the Regulation of Investigatory Powers Act 2000***

OS/32 **COMMITTEE WORK PROGRAMME**

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

**RESOLVED:-**

*That the Committee considered and approved the updated work programme.*

OS/33 **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 would be 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.*

OS/34 **EXEMPT QUESTIONS FROM MEMBERS OF THE COUNCIL UNDER COUNCIL PROCEDURE RULE NO 11**

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

The Meeting terminated at 19:00

COUNCILLOR S BAMBRICK

CHAIR

OVERVIEW AND SCRUTINY COMMITTEE

15 June 2022

**PRESENT: -**

**Labour Group**

Councillor Bambrick (Chair) and  
Councillor Gee

**Conservative Group**

Councillors Atkin, Hewlett, Muller and Smith

**Independent Group**

Councillor MacPherson

OS/01 **APOLOGIES**

The Committee was informed that apologies had been received from Councillor Stuart (Labour Group).

OS/02 **DECLARATIONS OF INTEREST ARISING FROM ITEMS ON AGENDA**

The Committee was informed that no Declarations of Interest had been received.

OS/03 **QUESTIONS RECEIVED BY 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.

OS/04 **QUESTIONS RECEIVED BY MEMBERS OF THE 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**

OS/05 **OVERVIEW OF THE PUBLIC REALM OF WORKS IN SWADLINCOTE TOWN CENTRE AND LEISURE PROVISION IN SWADLINCOTE – PRESENTATION**

The Chief Executive addressed the Committee advising that a planning application had been submitted regarding proposed works in the Town Centre and that prior to the commencement of works Members would have the opportunity have sight of an overview of the works. It was further noted that the proposed works intended to improve the Town Centre and add to the experience of shopping in the Town Centre.

Head of Corporate Property addressed the Committee and outlined some of the public realm work streams that included the replacement of cladding and windows, the Tourist Information Centre and the resurfacing of the Delph.

Members raised queries regarding the resurfacing of the Delph.

The Chief Executive informed Members that the replacement surface would enable surface water to run off and that the foundations were in excellent condition and would therefore not need to be replaced. It was further noted that the conduits for the market stalls would be replaced to enable the continued use of market stalls in the area.

The Head of Property Services shared an artist's impression of a proposed improvements for the Marker Hall on Midland Road and outlined the key changes and noted that the expected completion date for improvement works to be spring 2023.

Councillor Smith raised sought clarity regarding the parking system and the Head of Property Services informed the Committee that there would be a two way system used.

OS/06 **LAND CHARGES UPDATE - PRESENTATION**

The Chief Executive addressed the Committee regarding the progress being made in relation to the Land Charges and outlined issues that had caused delays that included incompatible software which increased the level work to be carried out by members of staff. It was further noted there was a need to create a task and finish project to which could take between 6 and 12 months to complete which would enable the data to move across to central government systems.

Members raised queries regarding the costs for the Council. The Chief Executive confirmed that costs would be covered via the government's transitioning policy and that South Derbyshire District Council would receive money to cover the costs incurred.

Members requested that a future update be brought before the Committee.

OS/07 **DIGITAL DERBYSHIRE - PRESENTATION**

The Chief Executive addressed the Committee and advised that the Strategic Director (Corporate Resources) had made contact with the County Council and requested that Digital Derbyshire attend a Committee meeting to update Members.

OS/08 **COMMITTEE WORK PROGRAMME**

The Chief Executive informed the Committee that the Work Programme for 2022/23 would be considered at the upcoming Overview and Scrutiny Scoping Meeting.

OS/09 **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 would be 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.***

OS/10 **EXEMPT QUESTIONS FROM MEMBERS OF THE COUNCIL UNDER COUNCIL PROCEDURE RULE NO 11**

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

The Meeting terminated at 17:20 hours

COUNCILLOR S BAMBRICK

CHAIR



# SDDC & Novus Partnership: Whole House Framework

12<sup>th</sup> October 2022 O&S Committee



## Novus Attendees:

Executive Director – Lee Hartley

Operations Managers – Shaun Clewes (Planned) and Chris Bowdley (R&V)

Head of Operations – Gary Clay

Commercial Manager – Paul Grant



## Executive Summary

- **Financial Year (FY) Update**
  - ✓ Progress by work stream
  - ✓ Customer Satisfactions
- **Update on Commitments**
  - ✓ We said, We did
- **Update on Challenges**
- **Social Value**



# FY update – Works Progress

## ▶ Planned works

- All planned Kitchen refurb works complete by July '22 → 43 properties
- Planned Roofing works, urgent works complete to 5 properties, remainder budget moved to Q1 2023 as Partnership request
- Other planned works streams detailed further within
- £85k spend via Public Buildings & Environmental budgets

## ▶ Response & Repair works

- Repairs complete, target dates Apr-Aug 2022 (see Appendix 1)

700 electrical repairs complete in average 6.6 days (191 Emergency), 100% emergency on time, overall 98.7% on time

154 maintenance repairs: 100% on time for Emergency/Urgent/Routine/OOH, as continued DLO support

# FY update – Customer Satisfaction

## ▶ Planned works

- Kitchen refurb works – 93% satisfied, 97% return rate (High)
- Roofing works – 95% to date on 4 of 5 returns (High)
- Adaptations – 79% satisfaction score on 100% returns (improvement required), of which 14 of 27 recorded have received compliments, 19 properties scored 8/10 or higher
  - Dissatisfaction trend: communication between client, contractor & customer prior to and throughout works is not effective

## ▪ Response & Repair works

- Repairs satisfaction as recorded at property on job completion (PDA), very high levels
- Electrical repairs – 99% very satisfied, (8/10 or above)
- Maintenance repairs – 100% very satisfied, (8/10 or above)

A hand holding a paintbrush, with the text "Update on Commitments" and "We said, We did" overlaid. The background is a solid orange color.

# Update on Commitments

"We said, We did"

## Our Commitment to You...

### ✓ **Support for Retrofit works – Novus Sustain**

Novus provided full bid support for SDDC on Social Housing Decarbonisation Fund (SHDF) Wave 1 application through the Novus 'Sustain' offer to existing partners

#### **HUGE SUCCESS:**

Inaugural bid secured over £1.10mil funding, improving circa 100 properties

Achievements to date to follow PAS 2035 process include:

- ✓ Joint upfront engagement and education of tenants, enabling buy-in for Decarbonisation journey
- ✓ Novus engaged PAS 2035 compliant partners: Completed over 130 Retrofit (RF) Assessments & Designs to date, opening the door to fully energy modelled properties, with a route to Net Zero carbon efficiency
- ✓ Extensive energy 'remodelling' by RF Designer has enabled most efficient cost route, helping to:
  - eradicate extensive EWI to large volumes
  - mitigate cost pressures due to double digit inflation since funding bid was returned



## Our Commitment to You...

### ✓ Support for Retrofit works – Novus Sustain



#### Ongoing Actions:

- ✓ Data gathered is extensive, using 'Fabric First' improvement measures, extensive planning & enabling works are underway to ensure further successful programme delivery
- ✓ Revised improvement measures are now to be programmed, with a provisional route march agreed

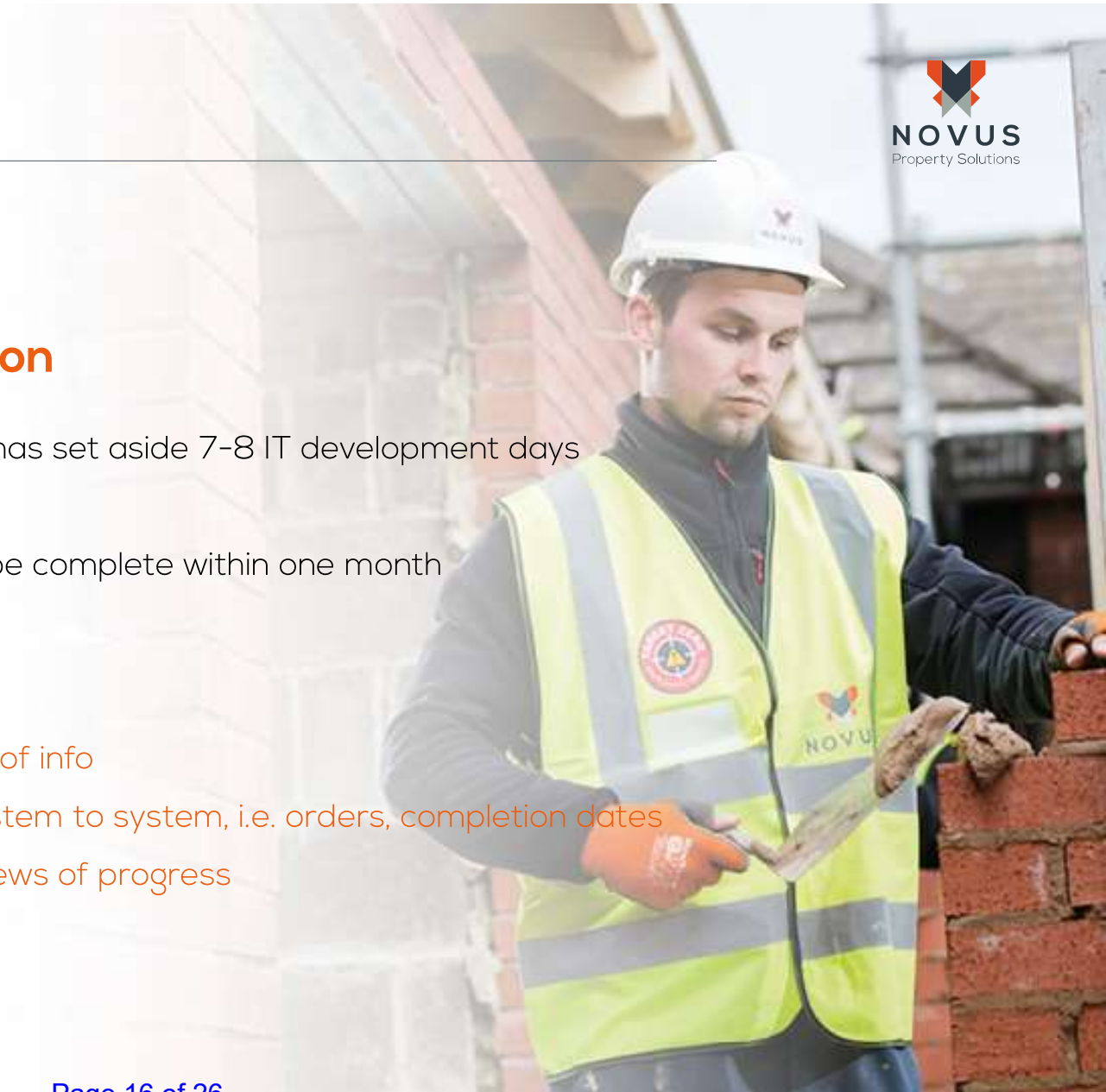
#### FUTURE SUPPORT:

- Overflow data and properties from Wave 1 work used as intel towards a successful Wave 2 bid
- Funding Wave 2 now open, first partnership meeting to launch partnering bid is complete (SDDC, Novus, Turner & Townsend - independent BEIS appointed consultant)
- Novus Sustain will fully support the partnership process as Wave 1, ensuring 100% compliant bid to BEIS at no additional cost to South Derbyshire

## Our Commitment to You...

### ✓ Oneserve & Orchard Integration

- Initially scoping complete – our Provider has set aside 7-8 IT development days
- KO meet agreed early Oct '22
- Integration with Orchard is familiar, can be complete within one month
- Benefits include:
  - less manual input / double handling of info
  - Information 'pushed' direct from system to system, i.e. orders, completion dates
  - one version of data truth, shared views of progress
  - increased dashboard reporting





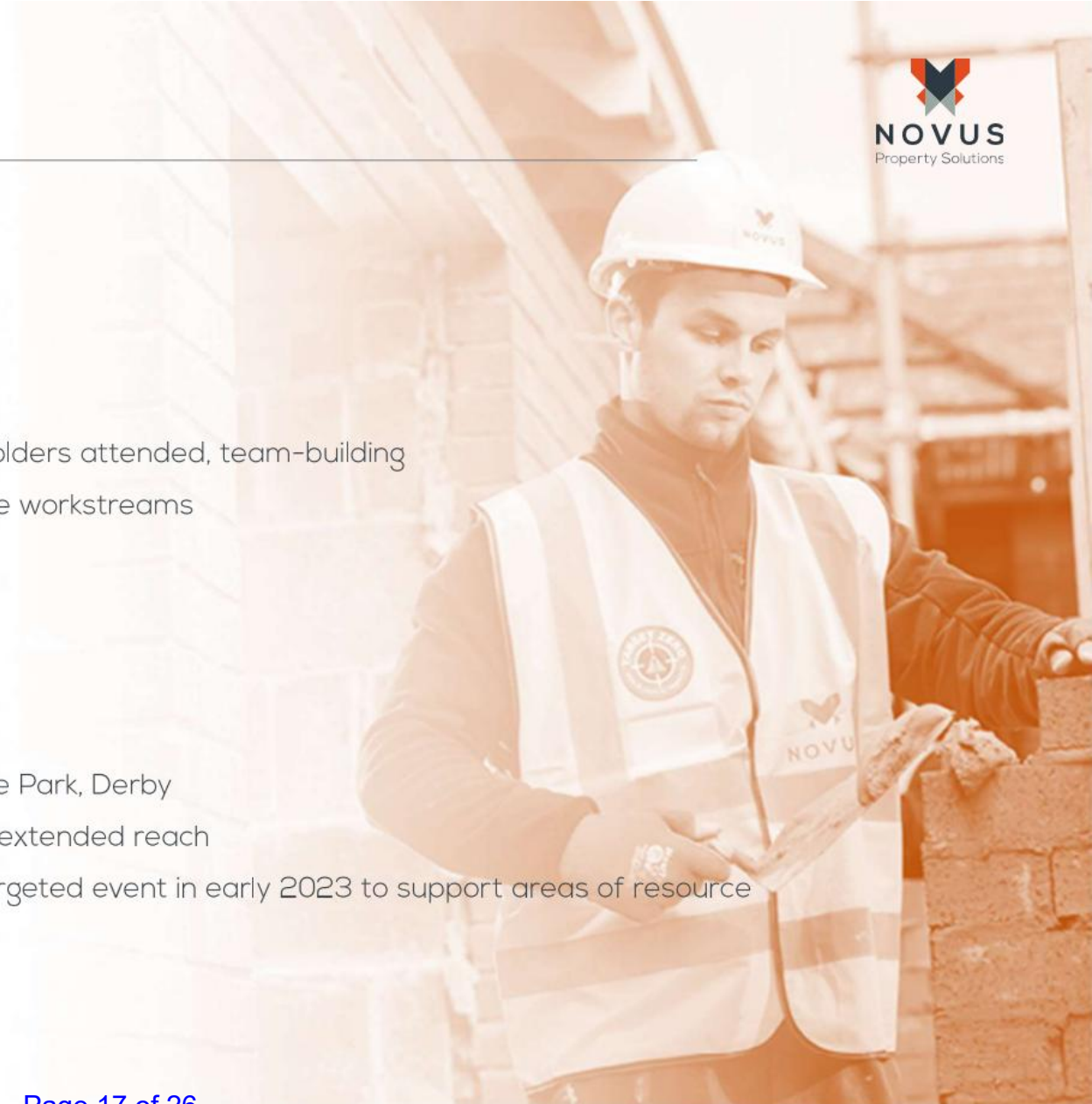
## Our Commitment to You...

### ✓ Partnership Refresh day

- Held at the Pirelli Stadium, Burton. All required stakeholders attended, team-building
- Introduction of Response & Voids dept to pick up these workstreams
- Processes revisited and improvements suggested

### ✓ Supply Chain Engagement day

- Attended as part of a wider networking event at Pride Park, Derby
- All Constructionline members were invited as part of extended reach
- Novus further plan to hold another self-promoted, targeted event in early 2023 to support areas of resource issue



A hand holding a paintbrush, with the text "Update on Challenges" overlaid in white. The background is a solid orange color with a faint, blurred image of a hand holding a paintbrush.

# Update on Challenges

# Update on Challenges - Voids

## ► Backlog & turnaround

- Continued stream of new empty homes, extent of works to meet lettable standard, electrical compliance & certification of properties, consistency & resilience of management. Skilled, available labour resource remains challenge (i.e. Flooring)

## ► Solutions:

- Novus management team has strengthened from Sept under dedicated Response & Void Manager & dept
- Cradle-to-grave process to be aligned (Specification/survey to handover): **joint handovers implemented**, specification remains inconsistent
- Specification reduced: to encourage lower spend & quicker turnaround per property
- Additional labour allocated: Return rate of an average of 7-8 voids per week is challenge set - **forward run rate expected to be achieved by end of Oct 2022**

# Update on Challenges – Electrical Inspection Condition Reports (EICR)



## ▶ Blockage on certification approvals

- Issues with meeting protocol & issuing compliant cert – multiple contractors
- High 'no access' for the workstream

## ▶ Solutions:

- Updated 'Protocol' (Summer '22, Morgan Lambert – independent auditors) alongside the British Standard for EICR's has been assessed for suitability
- Full transparency meeting inc SDDC, Novus Compliance & subcontractor held; follow-up to review best practice changes
- No Access procedure improved: Novus acknowledged improvement on notification process/records, up-front customer comms
- Partnership working: Novus agreed to move no access stages back a step to avoid 'legal' cost requirement & resource burden to SDDC



# Update on Challenges – Adaptation works



## ▶ Actions Taken:

- ✓ New bespoke market-tested basket of rates is agreed – looking to continue to attract specialist, suitably qualified labour
- ✓ **More properties complete during Aug-Oct** than in previous 12 months since changes implemented, average run rate of 2-3 new properties commenced per week
- ✓ Management support: **Stream dedicated PM role created**
- ✓ **Engaging with 'Foundations'** as appointed by SDDC – National Body for Home Improvement Agencies, **looking to adopt advice** (inc spec support)
- ✓ Direct labour attributed to stream

## ▶ Outstanding private & council requests

- Experienced and suitable resource is scarce to deliver works
- Standardised specification for both private and council works required
- Delivery targets to be reviewed following independent review to support wider communication and commitment to customers





# Social Value



# Social Value

## ▶ Social Value, community payback:

- Novus will continue with regular events, including coffee mornings / fundraisers, Easter & Christmas food support initiatives
- 8 Community centres identified for refurbishment works, Novus will commit to support this through 2023, inc support via Volunteer days, materials and skilled labour for community payback
  - Refurb to communal areas, to include refresh of kitchen areas, new units – improvement works to be fully managed and free of charge as part of Social Value offering
- Employment / Apprenticeships
  - Partnership continues to support Electrical apprentice, now in final year awaiting sign-off
  - Direct floor layer secured as new role to support workstreams
  - Roofing Apprentice will gain experience on planned works as part of 2022 intake



# Thank You

End of Presentation and Questions



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<b>REPORT TO:</b>	<b>OVERVIEW AND SCRUTINY COMMITTEE</b>	<b>AGENDA ITEM: 7</b>
<b>DATE OF MEETING:</b>	<b>12 OCTOBER 2022</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>CHIEF EXECUTIVE</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>DEMOCRATIC SERVICES</b> <a href="mailto:democraticservices@southderbyshire.gov.uk">democraticservices@southderbyshire.gov.uk</a>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>COMMITTEE WORK PROGRAMME</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: G</b>

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**1.0 Recommendations**

1.1 That the Committee considers and approves the 2022-23 work programme.

**2.0 Purpose of Report**

2.1 The Committee is asked to consider the work programme.

**3.0 Detail**

3.1 Attached at Annexe 'A' is a 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.

Overview & Scrutiny Committee Work Programme 2022/23																	Annexe A
Project	Committee Date																Responsible Head of Service
	Jun-22		Aug-22		Oct-22		Nov-22		Jan-23		Feb-22		Mar-22				
	15		31	12		23	4		8				29				
Overview of the Public Realm Works in Swadlincote Town Centre and Leisure																	Chief Executive
Land Charges Update																	Chief Executive
Digital Derbyshire and BT Update (TBC)																	Strategic Director (Corporate Resources)
Setting the Work Programme																	Strategic Director (Corporate Resources)
Flexible Working Policy Review																	Strategic Director (Corporate Resources)
Budget																	Strategic Director (Corporate Resources)
RIPA																	Head of Legal and Democratic Services
Housing Repairs and Maintenance Contractor																	Strategic Director (Service Delivery)
East Midlands Airport Update																	Strategic Director (Service Delivery)
Planning Service Delivery Update (see Note 1)																	Strategic Director (Service Delivery)
Agency Costs and Vacant Posts - recommended																	Strategic Director (Corporate Resources)
GP Surgeries / Appointments (TBC)																	Strategic Director (Service Delivery)
Report to Committee																	Verbal Update / Presentation
Report to Task Group																	Public Meeting