



**HOUSING MANAGEMENT ADVISORY BOARD**

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To: Councillors Draycott, Radford and Tassell (For attention)

Mr A. Davis, Mrs T. Edwardes (Chair)  
Ms T. Riley, (Vice-chair) and Mr D. Wright

Mr T. Jackson  
(for attention)

All other members of the Council  
(For information)

You are requested to attend the meeting of the Housing Management Advisory Board to be held in Committee Room 1 - Council Offices on Wednesday, 11th September 2019 at 4.30 pm for the following business.

Chief Executive

Southfields  
Loughborough

3rd September 2019

**AGENDA**

1. APOLOGIES
2. MINUTES OF THE PREVIOUS MEETING

4 - 12

To confirm the minutes of the meeting held on 12th June 2019.

3. DECLARATIONS OF INTEREST

All members will make a declaration at each meeting if they have an interest in any item of business on the agenda which would affect them more than tenants or residents of the ward(s) affected generally.

4. DECENT HOMES CONTRACT - UPDATE

13 - 40

A report of the Head of Landlord Services to update the Board on the progress of the New Decent Homes Contract supplied by Fortem, as requested, including the disabled adaptations work programme.

5. HOUSING SERVICES - BREAKDOWN OF COMPLAINTS

41 - 43

A six monthly report of the Head of Landlord Services updating the Board on the level of complaints received and the actions implemented.

6. QUESTIONS FROM MEMBERS OF THE BOARD

In accordance with the Board's decision members of the Board were asked in advance of this agenda being published whether they had any questions on matters within the remit of the Board that they wished to ask, for response at this meeting.

On this occasion Councillor Draycott asked the following:

In the case of proven ASB being carried out by person/s living in rented accommodation, what is the responsibility of the Landlord and what powers does the Council have, in this regard?

7. WORK PROGRAMME

44 - 48

A report of the Head of Landlord Services to enable the Board to review and agree its Work Programme, together with meeting dates for 2019/20.

For information further meetings of the Board are scheduled as follows in 2019/20:

Wednesday 6th November 2019 at 4.30pm

Wednesday 15th January 2020 at 4.30pm

Wednesday 25th March 2020 at 4.30pm.

**PERFORMANCE INFORMATION**

To enable the Board to ask questions, if any, on the performance information pack sent out with the agenda for this meeting.

To be considered following the close of the formal meeting, if required.



A report of the Head of Landlord Services to provide information to the Board on the mobilisation of the new Decent Homes Contract was considered (item 05 on the agenda).

Ryan Wilkes the Contracts Manager and Andy Green the Regional Operational Director (North) attended the meeting from Fortem to assist with consideration of the item.

Discussion points raised:

- (i) Some of the projects had not been completed such as the bathrooms but they would be carried over into the next year of work and Fortem were confident that all of the work would be completed.
- (ii) There had been an improvement in performance throughout quarter 1 and the target dates for completion of work had reduced. Fortem were aware that whilst the improvements were positive more needed to be done to improve waiting times for completion of work. They advised that Board that recruitment was in place for more staff to help achieve targets. There was also an ongoing discussion with the Council's officers regarding a change of materials used to help with quicker completion dates. This would be implemented if it proved to be cost and time effective.
- (iii) Fortem were keen to highlight their involvement with local schools and colleges in the area where they were able to talk to the students about apprenticeship training.

## **RESOLVED**

1. That some more information be provided to the Board regarding the completion times for properties and a detailed explanation of "snag" properties to identify any trends or persistent problems.
2. That a breakdown of the customer satisfaction survey responses be provided to the Board to show the levels of satisfaction for different work streams.
3. That the report be noted.

### Reasons

- 1&2. To provide the Board with the information requested.
- 3.To acknowledge the Board's consideration of this matter.

## 35. HRA REVENUE AND CAPITAL OUTTURN 2018/19

The Board received a report of the Head of Finance and Property Services setting out the HRA Revenue and Capital Outturn 2018/19 (item 6 on the agenda). The report was presented by the Group Accountant.

Summary of discussion:

- (i) In regards to the HRA £1.079M had been moved to the Housing finance fund throughout the year.
- (ii) The Council currently owed £79M in debt relating to the 2012 self-financing settlement to the government. There was a concern that the money would need repaying soon.
- (iii) The planned maintenance works fund had a shortfall of £268,000 which was due to work not being carried out over the course of the year and so the money was being carried over to the next financial year.
- (iv) The amount of rent arrear debt had increased from £866,000 to £965,000 over the past year. The money to cover the rent arrear debt had already been provided for. If arrears were collected that could be spent on other housing priorities.
- (v) In regards to the Capital Programme there had been a £754,000 shortfall in spending but the Council had spent £6m which was more than in previous years. This amount included purchasing 11 properties to add to the Council's housing stock.
- (vi) The Finance Team would be working on a revised HRA business plan to cover HRA spending for the next 30 years, specifically detailing the next 5 years. The plan also included balancing spending with loan repayments.

**RESOLVED** that the report be noted.

Reason

To acknowledge the Board's consideration of this matter.

36. THE COUNCIL'S NEW SCRUTINY STRUCTURE

A report of the Head of Strategic Support was presented to the Board detailing the Council's new Scrutiny Structure (item 7 on the agenda).

The Head of Landlord Services assisted with consideration of the item.

The Board was keen to ensure that under the new structure their comments would still be included. The Cabinet Lead Members for Housing and Performance of Major Contracts attended the meeting and assured the Board that they valued their comments and endeavoured to include them wherever possible. They were also grateful for the input of the Board on issues as they knew the situation best being tenants themselves.

**RESOLVED** that the report be noted.

Reason

To acknowledge the Board's consideration of this matter.

37. COMMUNAL CLEANING CONTRACT

A report of the Head of Landlord Services updating members of the Board on the proposed communal cleaning service to residents was considered (item 08 on the agenda).

The Landlord Services Manager assisted with consideration of the item.

Discussion points raised:

- (i) The Board was advised that a mixture of fortnightly and monthly cleaning had been decided for the communal blocks following tenants being consulted on their preferences and then comparing those with the opinions of tenancy management officers. There would be a weekly charge for tenants which would be eligible for recovery for those claiming housing benefit and universal credit. The additional charge might also make some tenants become eligible for housing benefit or universal credit who were not at the current time.
- (ii) The Board wanted to see a review of the scheme to see how it was working. It was agreed that a review would be provided to the Board halfway through the contract.

The Board wanted to record that they welcomed the report and were thankful for the work that officers had completed so far. They were pleased that the communal cleaning could begin soon and hoped that it would encourage tenants to take pride in their homes.

## **RESOLVED**

1. That some more information be provided to the Board following the meeting detailing which schemes would be cleaned on a fortnightly and monthly basis.
2. That a recommendation be added to the report to include that the first cleaning to take place will not be charged to tenants.
3. That the report be noted, and the Board endorses the recommendations.

## Reasons

1. To provide the Board with information requested.
2. To ensure the information is provided to tenants.
3. To acknowledge the Board's consideration of the matter.

## 38. QUESTIONS FROM MEMBERS OF THE BOARD

In accordance with the Board's decision at its meeting on 22nd March 2017 (HMAB Minute 24.1), members of the Board had been asked in advance of the agenda being published whether they had any questions on matters within the remit of the Board that they wished to ask, for response at this meeting.

On this occasion no questions had been submitted although the Board requested some updates which were added to the Board's work programme.

39. PERFORMANCE INFORMATION

A report of the Head of Landlord Services updating the Board on changes to the reporting of Landlord Services performance information was considered (item 10 on the agenda).

The Landlord Services Manager assisted with consideration of the item.

Discussion points raised:

- (i) It was proposed that some of the information currently provided to the Board be removed. The effect on rent arrears of welfare reform measures, namely the benefit cap and the spare bedroom subsidy, which were introduced in 2013 and on which Landlord Services have reported since then, has now stabilised. It is neither having an increasing nor a significant effect on arrears now. For that reason the proposal was to cease reporting on these measure and concentrate on develop further, performance indicators on the effect on rent arrears and income collection of universal credit.
- (ii) The Board requested additional information on universal credit performance by including the average debt owed by tenants who were not receiving universal credit in order to compare that with the average debt of those who are. There would be a change to the reporting of anti-social behaviour cases to make the presentation of performance information consistent. An additional performance measure would be added, namely, the number of cases still open at the end of the reporting period and the average time those cases had been open.

**RESOLVED** that the report be noted.

Reason

To acknowledge the Board's consideration of the matter.

40. WORK PROGRAMME AND MEETING DATES FOR 2019/20

The Board received a report of the Head of Landlord Services to enable the Board to agree its Work Programme (item 11 on the agenda).

Members of the Board could identify matters that they considered required looking at over the next few meetings of the Board, including any already listed on the Work Programme but not yet scheduled. Officers present could provide advice as to whether items might be appropriately considered at the time proposed.

**RESOLVED**

1. That an update on the Council's Sheltered Housing review be added to the Board's Work Programme for their next meeting in September.

2. That a progress report on the Council's void properties and the process for dealing with voids be added to the Board's Work Programme for their meeting in November.
3. That the Repairs and Investment Team Leader be invited to the Board's next meeting in September.
4. That the Board's Work Programme be updated to reflect all decisions made above and earlier in the meeting.

### Reasons

1&2. To enable the matter to be considered by the Board.

3. To provide the Board with an update on the Repairs and Maintenance Service under new management.

4. To ensure that the information in the Work Programme is up to date.

<b>MEETING DATE/ FREQUENCY</b>	<b>ISSUE</b>	<b>INFORMATION REQUIRED/ INVITEES/ OFFICERS</b>	<b>NOTES</b>
<b>SCHEDULED:</b>			
Every meeting	Work programme		To review the Board's work programme.
Every meeting	Questions from members of the Board		Questions on matters within the remit of the Board (if any), for response at the meeting.  Members will be asked in advance of the agenda being published for each meeting whether they have any such questions, for listing on the agenda.
Every meeting	Performance information – questions		See HMAB minute 14.4, 9th November 2016. To enable the Board to ask questions, if any, on the performance information pack* sent out with the agenda for the meeting. To be last item on agenda.

<b>MEETING DATE/ FREQUENCY</b>	<b>ISSUE</b>	<b>INFORMATION REQUIRED/ INVITEES/ OFFICERS</b>	<b>NOTES</b>
Every meeting	Performance information – update on universal credit and update on Fortem decent homes contract		Two updates to be included in the performance information pack.
11 <sup>th</sup> September 2019	Sheltered Housing review	Head of Landlord Services	Review requested at the last meeting of the Board on 12th June 2019.
11 <sup>th</sup> September 2019	Disabled Adaptations Policy	Head of Landlord Services	Annual Report.
11 <sup>th</sup> September 2019	Housing Repair Services – breakdown of complaints	Head of Landlord Services	As per six-monthly update reports considered by the Performance Scrutiny Panel.  Last submitted to Board 27th March 2019.
6 <sup>th</sup> November 2019	Void Properties progress report and update	Head of Landlord Services	Information requested by the Board at its meeting on 12th June 2019.
6 <sup>th</sup> November 2019	2020/21 Draft Budgets (Revenue and Capital)	Head of Landlord Services	2019/20 Draft budgets were considered formally by the Board at its meeting on 7th November 2018.  Annual Report.
13 <sup>th</sup> May 2020	Election of Chair and Vice-chair		Annual Item.
13 <sup>th</sup> May 2020	HRA Revenue and Capital Outturn (2017/18)	Head of Landlord Services	Annual Report.
<b>TO BE SCHEDULED:</b>			

<b>MEETING DATE/ FREQUENCY</b>	<b>ISSUE</b>	<b>INFORMATION REQUIRED/ INVITEES/ OFFICERS</b>	<b>NOTES</b>
To be scheduled	Tenancy Policy	Head of Landlord Services	Review of the new policy will be brought to the Board once it has been published.
To be scheduled	Review of HRA Business Plan	Head of Landlord Services	See HMAB minute 14.6, 9th November 2016. Cannot be reviewed until regulations to enable this have been received from the DCLG. Annual report.
To be scheduled	Housing Asset Management Strategy	Head of Landlord Services	Review of the update the strategy.
To be scheduled	Housing and Planning Act 2016 - Update	Head of Landlord Services	Last considered by the Board on 17th February 2016.  (Report on Pay to Stay and Flexible Tenancies provisions in Housing and Planning Act 2016 considered 9th November 2016).  Awaiting government regulations.
To be scheduled	Review of Repairs Standards and Response Times for Repairs, following consultation with Tenants	Head of Landlord Services	Added to work programme 1st April 2015.

<b>MEETING DATE/ FREQUENCY</b>	<b>ISSUE</b>	<b>INFORMATION REQUIRED/ INVITEES/ OFFICERS</b>	<b>NOTES</b>
To be scheduled	Storage of gas or propane cylinders (Clause 9.2.30 of the consultation draft of the revised tenancy agreement for secure, introductory and demoted tenants)	Head of Landlord Services	Added to work programme 4th February 2015.  Revised tenancy agreement is awaiting government guidance.
To be scheduled	Service Area Delivery Plan	Head of Landlord Services	Added to work programme 13th August 2014.
To be scheduled	Housing Strategy	Head of Strategic and Private Sector Housing	Added to work programme 2nd April 2014.
To be scheduled	Housing Capital Programme Monitoring	Head of Landlord Services	Last considered 16th October 2013.

NOTES:

1. No reference may be made to these minutes at the Council meeting on 2nd September 2019 unless notice to that effect is given to the Democratic Services Manager by five members of the Council by noon on the fifth working day following publication of these minutes.
2. These minutes are subject to confirmation as a correct record at the next meeting of the Housing Management Advisory Board.

## HOUSING MANAGEMENT ADVISORY BOARD – 11TH SEPTEMBER 2019

### Report of the Head of Landlord Services

#### ITEM 4      DECENT HOMES CONTRACT UPDATE

##### Purpose of Report

To provide an update on the progress of the decent homes contract with Fortem Solutions Ltd.

##### Recommendation

The Board is asked to note the update.

##### Background

The Council entered in to contract with Fortem on 1<sup>st</sup> April 2018.

Progress towards achievement of the delivery of programmes, key performance indicators, and contract commitments is monitored through the monthly contract Core Group. This meeting is attended by senior members of staff from the Council and the contractor.

##### Programme Delivery

Overall, delivery volumes on core works are positive, with bathrooms, level access showers, and heating installations progressing according to plan.

The kitchen programme is due to start in September 2019. The number of kitchens due to be delivered (94) is achievable in the remainder of the year.

See appendix 1 - Programme Progress Summary

##### Key Performance Indicators

Time in Works - Whilst performance has significantly improved since December of 2018/19, performance remains below contractual target times. See appendix 2 - Time in Property Performance Summary. The contractor will likely lose out on performance-related payments as a result.

Satisfaction - Levels are positive with almost 99% of tenants receiving works saying that overall they are satisfied with the work. Satisfaction levels with the time taken to complete works are lower (at 92%) for level-access shower completions, reflecting the longer time in works. See appendix 3 - Fortem - Customer Satisfaction.

Complaints and Compliments - There are high numbers of compliments. The trend in complaints is around delays in starting and finishing works. In one instance (the

stage 2 complaint - now resolved), the Council contributed towards the delay. See Appendix 4 - Complaints and Compliments.

When works are completed, the quality is high. The information shows that tenants are very satisfied with the end result, and less satisfied with the time taken to do the works.

#### Performance against Contract Commitments

A summary of progress against the contractor's progress in delivering its legally binding contract commitments to the Council can be found at Appendix 5 - Contract Commitment Progress.

Progress is positive, with more commitments being delivered. Some are yet to be fulfilled.

#### Social Value

The contractor made legally-binding commitments to deliver activities that provide social value. The social value progress position can be found at appendix 6 - *Social Value Progress*. A case study of a recently completed community project in Shelthorpe can be found at appendix 7.

Officer to contact:

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Appendix 1 - Programme Progress Summary

Workstream	Annual Budget	Planned Start Date Scheme	Planned Completion Date Scheme	Planned Number of installations	Actual Number of installations YTD	Comment
Major Adaptations	605,000	01/03/2019	30/03/2020	94	36	Programme issued, ad-hoc works arising over the course of the year. Slow progress on pricing for works. Regular monitoring in place and supplementary delivery mechanisms being considered.
Major Void Works	140,000	01/04/2019	31/03/2020	40	27	Fortem have completed two voids to the end of July 2019. The remainder have been completed by the Council's in-house repairs team.
Kitchens	379,200	02/09/2019	31/01/2020	94	0	Programme scheduled to start in September 2019.
Bathrooms	1,034,000	01/04/2019	31/03/2020	231	149	Programme progressing ahead of programme.
Electrical Upgrades	54,000	01/04/2019	31/03/2020	15	8	This budget is for electrical works identified as necessary when decent homes works are undertaken (i.e. new kitchen, bathroom etc.).
Windows	20,000	TBC	TBC	TBC	TBC	Awaiting quotes. Start date not yet programmed.
Central Heating and Boiler Installation	460,000	01/04/2019	31/03/2020	212	125	Programme in progress.

Door Replacement	534,400	01/04/2019	31/03/2020	479	30	Programme in progress. Delivery volumes are expected to increase significantly over the coming months.
Re-roofing	600,000	01/07/2019	20/12/2019	15 blocks and 6 individual dwellings	1 individual dwelling	Main programme due to start in mid August 2019
Major Structural Works	250,000	01/07/2019	31/03/2020	32	3	Awaiting quotes.
Communal Area Improvements	150,000	30/09/2019	31/03/2020	10	0	10 communal areas identified for refurbishment and pricing in progress.
Cavity/Loft Insulation	50,000	01/07/2019	20/12/2019	15 blocks and 6 individual dwellings	1 individual dwelling	Insulation will be installed as part of the roof replacement scheme.
Estate and External Works	410,000	01/09/2019	31/03/2020	4 schemes	0	Footpath improvement works have commenced. Works to Peel Drive, Staveley Court, Knighthorpe Road and St Peters Court. Around £100K yet to be allocated and programmed.
Planned maintenance	811,000	01/08/2019	20/12/2019	80 properties	0	Programme commenced in July 2019.
Electrical testing	328,100	01/04/2019	31/03/2020	611	232	232 completions subject to audit.
External wall insulation maintenance	136,100	TBC	TBC	981 surveys	0	Limited progress. Update due in September 2019.

Appendix 2 - Time in Property Performance Summary

	Q1-3 (Contract Cumulative Data)	Position at 20/02/2019		Position at 20/03/2019		Position at 30/04/2019		Position at end July 2019		
		Average Days to Handover	Average Days to "complete" snags, specification issues o/s	Average Days to Handover	Average Days to "complete" snags, specification issues o/s	Average Days to Handover	Average Days to "complete" snags, specification issues o/s	Average Days to Handover	Average Days to "complete" snags, specification issues o/s	Average Days to Handover
		Kitchens (Target 12 days to handover)	23.5	10.6	12.2	12	15	NA	NA	NA
Bathrooms (Target 7 Days to handover)	45	13.7	NA	21	23	10.88	13.53	12.2	12.8	
Major Adaptations (Target 12 days to handover)	24.7	12	14	16	16	16.8	18	13.25	13.25	
Heating (Target 5 days to handover)	4.1	1	8	1	5	1	5	1	4	

Notes:

1. Q4 2018/19 cumulative contract KPI data not yet available due to valuation processes for March and April not yet being concluded.
2. Figures are subject to ratification at Core Group.
3. 2019/20 kitchen stream is now due to start in September.

**June 2019 – overall satisfaction across all streams**

% Residents satisfied with decent homes work (scored 3, 4 or 5)

<b>Performance</b>	<b>98.85%</b>
Target	95%
Number satisfied	86
Number of respondents	87

**June 2019 - satisfaction by individual questions and streams:**

Q1 % Residents satisfied with arrangements before starting work

	Kitchens	Bathrooms	LAS	Heating	Doors
<b>Performance</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
Number satisfied	2	25	37	13	10
Number of respondents	2	25	37	13	10

Q2a % Residents satisfied with helpfulness

	Kitchens	Bathrooms	LAS	Heating	Doors
<b>Performance</b>	<b>100%</b>	<b>100%</b>	<b>97.29%</b>	<b>100%</b>	<b>100%</b>
Number satisfied	2	25	36	13	10
Number of respondents	2	25	37	13	10

Q2b % Residents satisfied with knowledge

	Kitchens	Bathrooms	LAS	Heating	Doors
<b>Performance</b>	<b>50%</b>	<b>100%</b>	<b>97.29%</b>	<b>100%</b>	<b>100%</b>
Number satisfied	1	25	36	13	10
Number of respondents	2	25	37	13	10

Q2c % Residents satisfied with keeping you informed

	Kitchens	Bathrooms	LAS	Heating	Doors
<b>Performance</b>	<b>50%</b>	<b>100%</b>	<b>91.89%</b>	<b>100%</b>	<b>100%</b>
Number satisfied	1	25	34	13	10
Number of respondents	2	25	37	13	10

Q3 % Residents satisfied with time taken to complete work

	Kitchens	Bathrooms	LAS	Heating	Doors
<b>Performance</b>	<b>100%</b>	<b>100%</b>	<b>91.89%</b>	<b>100%</b>	<b>100%</b>
Number satisfied	2	25	34	13	10
Number of respondents	2	25	37	13	10

Q4a % Residents satisfied with quality of completed work

	Kitchens	Bathrooms	LAS	Heating	Doors
<b>Performance</b>	<b>100%</b>	<b>100%</b>	<b>94.59%</b>	<b>100%</b>	<b>100%</b>
Number satisfied	2	25	35	13	10
Number of respondents	2	25	37	13	10

Q4b % Residents satisfied with how their property was protected

	Kitchens	Bathrooms	LAS	Heating	Doors
<b>Performance</b>	<b>100%</b>	<b>100%</b>	<b>97.29%</b>	<b>100%</b>	<b>100%</b>
Number satisfied	2	25	36	13	10
Number of respondents	2	25	37	13	10

Q5 % Overall satisfaction

	Kitchens	Bathrooms	LAS	Heating	Doors
<b>Performance</b>	<b>100%</b>	<b>100%</b>	<b>97.29%</b>	<b>100%</b>	<b>100%</b>
Number satisfied	2	25	36	13	10
Number of respondents	2	25	37	13	10

Please note that for the purposes of interrogating customer satisfaction data, the like for like and OT LAS responses are included within the LAS data.

**Comments on satisfaction surveys**

<b>Stream</b>	<b>Positive comments</b>	<b>Negative comments</b>
Kitchens		Electrician drilled through into my living room which I wasn't happy about.
Bathrooms	<p>Lovely workforce – all helpful and polite.</p> <p>All trades were really good.</p> <p>Great workforce. Very pleased and Jane explained everything to me.</p> <p>Great lads that worked in my home. Very polite. Bathroom is wonderful.</p> <p>Cleaned up after themselves – thank you.</p> <p>Great team. Very happy with the bathroom.</p> <p>Everyone was brilliant.</p> <p>Pleased now it is completed. All nice workmen.</p>	Just need to clean up a little better but all workmen were polite.

	5 x very happy comments.	
LAS	<p>We are very happy with our new LAS, it's wonderful.</p> <p>Julie was brilliant throughout.</p> <p>I am very happy with my new bathroom. Workmen all good and Julie kept me informed.</p> <p>I am over the moon.</p> <p>I am absolutely thrilled to bits with my new bathroom.</p> <p>Everyone who worked in my home was amazing.</p> <p>Martin the finisher and Jono deserve the most praise.</p> <p>Workmen very polite and respectful. I was worried about my new carpets but they protected them perfectly.</p> <p>Julie was great. She is very suited to her job. I am really happy with my new bathroom, it looks brilliant. I can finally have a shower!</p> <p>Julie was good and always visited.</p> <p>Everyone was good and friendly.</p> <p>Julie was very good at getting back to me and sorting problems.</p> <p>Very happy with everything.</p> <p>Everyone was so helpful and even put my curtains up for me. I am so pleased with the bathroom.</p> <p>We are really pleased. Everyone arrived when they said they would.</p> <p>All been very good and looked after the house when I've not been here.</p>	<p>The works took longer than expected.</p> <p>The works ran over by two weeks.</p> <p>I wasn't happy with the time taken as it took an extra two weeks to completed. I think it could have been planned better.</p> <p>Workmen turned up at different times throughout the day and sometimes didn't turn up. It took longer than expected.</p> <p>Only gripe was having to wait for the WC to be installed after the flooring went down but overall happy.</p> <p>Works ran over time. Not always sure what was happening.</p> <p>Workmen didn't always turn up when planned.</p> <p>Attention to detail is needed more.</p> <p>Only downside was that the doors were left open on demo day which caused a lot of dust in other rooms.</p> <p>The only exception was that the plasterer did not clean up after themselves.</p>

	<p>All well- mannered, no bad language.</p> <p>The men were very efficient, professional and extremely helpful. Would recommend them to anyone in Leicestershire. The bathroom has exceeded my expectations.</p> <p>I want to thank Julie and the team for everything. It is lovely and modern.</p>	
Heating	<p>Never had such a lovely bunch of lads. 10/10!</p> <p>Very good, excellent service. Quick and efficient. Very polite.</p>	<p>Controls not elderly friendly. Struggles to see the controls.</p>
Doors	<p>Very polite and helpful – cleaned up after themselves</p>	

## Appendix 4 - Compliments and Complaints - June 2019

### Compliments

Total number of compliments received in June:

Work stream	Number received
LAS	27
Bathroom	15
Heating	2
Doors	1
<b>Total</b>	<b>45</b>

### Complaints

Total number of complaints received by CBC in June:

Stage 0	5
Stage 1	1
Stage 2	1
<b>Total</b>	<b>7</b>

Total number of complaints received by Fortem in June:

Stage 0	0
Stage 1	0
Stage 2	0
<b>Total</b>	<b>0</b>

### Breakdown of complaints received by work stream:

Level Access Showers/ Adaptations:

- Grab rails insecure
- Delay to complete works (Stage 2)

Bathroom:

- Works started but not completed – delays

FWT:

- Electrician arrived unannounced

Damp:

- Delay to complete works

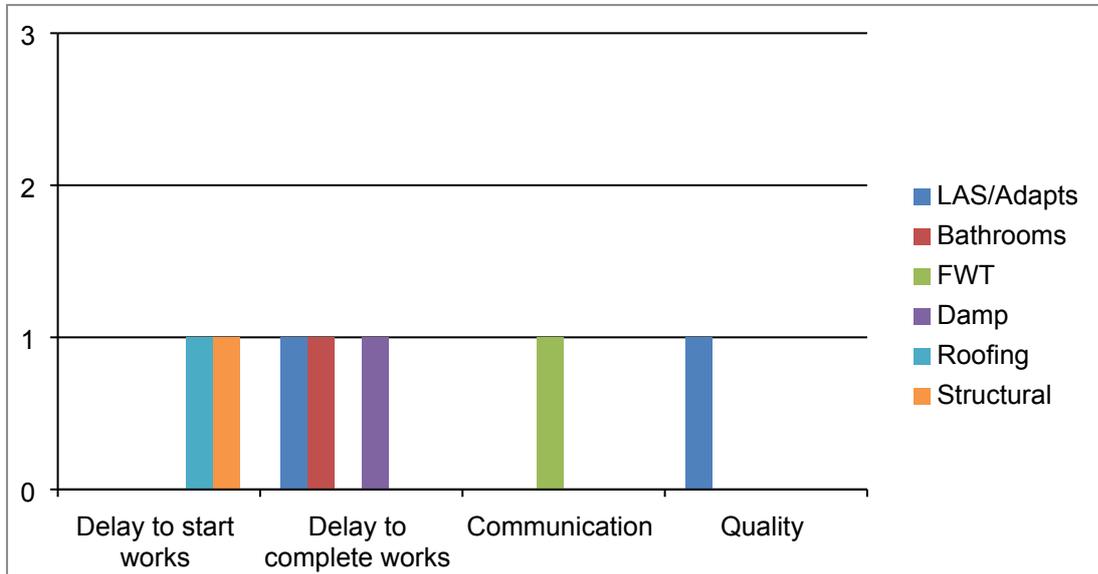
Roofing:

- Delay to start works

Structural:

- Delay to start works (Stage 1)

Number of complaints by theme (combined CBC and Fortem complaints):



Percentage of complaints by work stream (combined CBC and Fortem complaints) based on seven complaints received in June:

Work stream	Percentage
LAS/Adaptations	28.57%
Bathrooms	14.28%
FWT	14.28%
Damp	14.28%
Roofing	14.28%
Structural	14.28%

Appendix 5 - Contract Commitment Progress

Heading	Nr	Bid Commitment	Fortem Update
<b>Contract Management</b>	1.	We will provide a dedicated contracts manager for our arrangement with the Council. Our contracts manager will take full time responsibility for the delivery of performance in line with the requirements of the contract and maintain our bid promises in line with our tender proposals currently being delivered and those set out herein.	Ryan Wilkes has taken up the role of FT contracts manager for this job
<b>Customer Care</b>	2.	We will call customers two weeks after their installation to ensure all is well and attend to any warranty issues they have.	We collate this post works and then record a customer satisfaction score. Any warranty issues they have are then discussed during this discussion.
<b>Customer Care</b>	3.	We will provide a Website for customers to access their handbooks; self-help videos' work flow video etc.	See Action Number 14.
<b>Customer Care</b>	4.	We will visit each property each day to ensure customers' needs are cared for	We are visiting the properties daily with a representative from the site manager or the CLO. In case of emergency, the supply chain supervisor is the support. Our supply chain supervisors are in Fortem uniform and all trades wear hi-viz and long standing employees wear our Fortem uniform.
<b>Customer Care</b>	5.	We will place a daily diary in the property pack for customers to use for recording important things they want us to know about.	These are in every house pack. On day of opening we explain if they need to leave a message within it, the CLO or supervisor will action.

<b>Customer Care</b>	6.	We will provide a variety of communications channels for exchange of information between Fortem and customers. This will include TEXT, E Mail or letter. We will collect this information during the customer induction.	<p>The following forms are available in fieldview and are used by each CLO.</p> <ul style="list-style-type: none"> <li>-New Resident Profile</li> <li>-Customer Disclaimer</li> <li>-Refusal</li> <li>-Customer Satisfaction Survey</li> </ul> <p>Contact details are left within the site packs. This shows phone numbers and email addresses.</p>
<b>Customer Care</b>	7.	We will offer to customers evening and Saturday AM appointments for inductions and surveys.	Whenever this is requested, we can accommodate this. We haven't had any requests as yet. Staff are available in these circumstances.
<b>Customer Care</b>	8.	We will work closely with CBC to profile customers' needs ahead of 'first contact' so we are able to unique tailor our response to their needs.	This is carried out during the induction. There is a bespoke form within Fieldview. All the team at Charnwood are now using Fieldview successfully.
<b>Customer Care</b>	9.	We will work with CBC customer groups to engage residents in the inspection of our 'in progress' and completed works.	A Quality Standard Group to be introduced allowing customers to carry out inspections. The QSG should be customer but facilitated by Fortem.
<b>Customer Care</b>	10.	We will provide a fund of £1000 per annum to be distributed through a range of prizes given via random draw to those customers of the council who have accepted installation works to their homes.	<p>Process agreed during Core Group. As follows;</p> <ol style="list-style-type: none"> <li>1. Each quarter, Becky Wallis will access the Customer Tracker that is updated by the CLOs. £250 winner.</li> <li>2. All 'handover' properties will be selected and these customers will be entered into a draw (No access properties will be excluded once agreed with Charnwood)</li> <li>3. CBC will select the winner at the C&amp;C meeting</li> <li>4. Photos will be taken when the winner is presented their prize (voucher)</li> <li>5. CBC to promote winner in their customer newsletter and website</li> </ol>

<b>Customer Care</b>	11.	We will introduce a process for property inspections to be completed before we start works to manage any potential damage claims or complaints raised by customers.	This is all on fieldview and being used.
<b>Customer Care</b>	12.	We will train all LAS delivery teams and CLO's in how to work successfully with vulnerable people in their homes. We will create bespoke training material to upskill this team to a level beyond that expected of trades working normally in customers' homes.	Meeting arranged with Sarah Wheatley and Emily Conway to discuss further (06/09/19). As part of the Customer Profiling, the CLOs capture vulnerability data and this may include OT, support workers, care workers etc. If this information is captured, the CLOs will liaise with the necessary person to give the best experience to the customer.
<b>Customer Care</b>	13.	We will workflow a defect repair process with the council, putting in place resources to ensure OOH and in hours defect repairs are completed in line with council SLA's	OOH cover is provided, phone numbers and contact details have been provided. Defects are being raised within Service Connect and this is monitored to ensure we complete these when they do arise.

**Customer Care**

14.

We will provide a broad range of aftercare provisions for customers including as mandatory – access to self help repair and maintenance videos, energy use advice and provision of handy hints and tips.

It was agreed early May that we would reposition our working groups within our partnership at Charnwood. One of these groups was the Customer experience/Care group. The first meeting of this group took place on the 20 May 2019. At this meeting from Charnwood Emily, Sally and Andrew attended with Geoff Parkinson and Leigh Garbutt our Head of Customer Experience. Aware that priority needed to be heightened again with regards to the customer experience and progress being made against those initiatives which we discussed in 2018. Priorities have been assigned during this meeting as follows;

1. That the customer experience and journey would be fully mapped and all collateral designed and agreed and embedded.
2. Digitilising customer satisfaction and analysing results to improve the service.
3. Recording, analysing, acting upon complaints and compliments to drive the service forward.
4. Delivering on our social value promises and making changes to commitments to make them more relevant to the service being delivered.
5. Improved stakeholder engagement (newsletters internal PR and councillors).
6. Reengineering the access and refusals process to improve the reliability of the improvement programme.

<b>Quality Assurance</b>	15.	We will maintain a bespoke QA plan for our contract with the council. This plan will be prepared, presented to the council and signed off.	Plan ready for sign off.
<b>Quality Assurance</b>	16.	We will provide a defects tracker, by workstreams and by supply chain contractor. We will present the tracker at Core Group and use this proactively to deliver ZERO defects.	Defect tracker is kept against trackers to review trends of defects found during 1st handover.
<b>Quality Assurance</b>	17.	We will take photographs of defects before and after works, to be used to send to the council's surveyors to desk top approve the remedying of defects so homes do not have to be re-visited.	Photos are always being sent. CBC have started to be accept these however CBC will still request a visit - which is understandable.
<b>Quality Assurance</b>	18.	We will keep a register of skill sets and qualifications for our entire workforce and that of our supply chain. This register will be routinely updated to reflect active personnel being inducted to work our contract with you.	M+E and General Trade skills matrix finalised & submitted to CBC. The compliance team have also delivered awareness training of the technical element of trade skills to the site team.
<b>Quality Assurance</b>	19.	We will widen our BSI scope to include our contract with Charnwood. In so doing we will achieve a formal ISO accreditation for our work being carried out solely at Charnwood.	Forms have been submitted this has been applied for. Date of audit will be within 2020.
<b>Quality Assurance</b>	20.	We will provide a ledger of site inspections by non-contract dedicated staff, H&S, Environment, Director and QA team to highlight the independence of our auditing process and our proven ability to drive continuous improvement.	This is recorded within Fieldview. H&S, environment manager reports are in there. Electrical & GAs QA's are saved on our shared drive by the Electrical & Gas QS. We have 4* audit & CCS reports saved on our shared drive. CCS report was distributed to Peter Oliver.

<b>Stakeholders engagement</b>	21.	We will liaise with the council to set up leaseholder forums to provide improved engagement in communal area, block roofing and other works of interest to leaseholders.	There is an existing leaseholder forum. Sarah Pole and Al-Hameed Miah (CBC) are involved in the forum. Dates have been provided by CBC for future Leaseholder forums. The forum is not well attended and CBC are looking to change the format but will keep Becky Wallis updated on any changes. A representative from Fortem will attend if there is a requirement - CLO/Site Manager subject to agenda.
<b>Stakeholders engagement</b>	22.	We will provide relevant information and stories of interest for each CBC's resident's newsletter.	This is ongoing. Recent case study approved by CBC and Amy Edmonds and will feature in the newsletter and CBC website. Possible Press Release that CBC will issue.
<b>Culture</b>	23.	We will create two My Customer / My Responsibility champions in our Charnwood Council business. They will meet monthly and review our customer care performance, complaints and compliments and set continuous improvement actions for the contract. Reviews and actions will be made available to the Core Group.	<p>My Customer My Responsibility was launched into our local Fortem business back in December 2018. Our two My Customer My Responsibility Champions are Jane Bradley CLO and Steve Franks Project Manager. The objectives of the two champions are set out as follows</p> <ol style="list-style-type: none"> <li>1. They are to keep the commitments of My Customer My Responsibility fresh and alive amongst all our staff and trade teams.</li> <li>2. They are to hold regular monthly meetings with staff and work teams to reinforce the commitments for each person working within the business. They are to investigate thoroughly any failures in our customer care plan and cascade learning throughout the business.</li> <li>3. They are to make sure that My Customer My Responsibility becomes common language within the local Fortem business to make sure this is our number one priority in all aspects of the work we carry out</li> </ol>

<b>Culture</b>	24.	We will provide all Fortem staff and supply chain with safeguarding training at induction with annual refreshers in line with CBC guidelines and we will elect a safeguarding champion to keep safeguarding fresh and alive within the business. Safeguarding will be reviewed through the Core Group.	This is included within our inductions. Contact numbers are also provided. Safe Guarding updates are discussed during the operations meeting bi-weekly.
<b>Partnership working</b>	25.	We will agree with the council a schedule of daily, weekly and monthly meetings and catch ups between all our teams to ensure all information and progress is disseminated and to forge closer working relationships.	A weekly meeting is held with contracts manager and repairs & investment manager. Surveyors & SM's weekly meeting now held. Core Group, Operations Meeting & Finance Meeting now in place.
<b>Partnership working</b>	26.	We will create a continuous improvement and innovations group to meet with the council once every 2 months to share better practice and drive forward innovation into the contract.	We discuss innovations and continuous improvement during the bi weekly operations group meetings, finance meetings and core group meetings. Weekly surveyor & site manager meetings are also in place which provides an opportunity to do this.
<b>Financial management</b>	27.	We will provide accurate monthly work valuations with all associated paperwork and signoffs to create efficient payment for all contract works and variations completed.	Valuations have been amended to a single spreadsheet per workstream format for FY 19/20. Works will progress to merge the tracker and valuation into a single document. Service Connect is updated once properties are handed over. 2 recent issues with the FWT and Heating application have occurred recently due to QS (who has now left the business). Prior to that, it has improved significantly. There is a finance meeting held bi-weekly now which has this as an agenda item.
<b>Financial management</b>	28.	We will provide a monthly projection led budget performance forecast (in a format agreed with the council) based upon progress of all workflows and end	This is now shared and discussed within the bi'weekly finance meeting.

		of year outputs.	
<b>Financial management</b>	29.	We will agree with you a SLA for the timely turnaround of all works orders placed on Service Connects by the council and which require a set of quotations to be returned for additional budget lines to be completed.	Currently the only way to monitor is to look at all addresses. Perhaps dashboards may assist. Service connect has had development work undertaken and it's expected that we can then utilise the dashboards.
<b>Financial management</b>	30.	We will train all our staff in the contract payment mechanism so that all variations and EOT are accurately recorded and aligned to contractual entitlement.	1 sessions has been carried out in Feb. Final session is required. RW held a review of EOT's & Variations to ensure they're all captured and recorded within S/connect. Just need to review what we do vs. contractual entitlement.
<b>Effective resourcing</b>	31.	We will create a direct delivery team to complement our supply chain delivery. Direct delivery capacity will be built for a) FWT programme 80%+ b) Kitchen, Bathroom. LAS 30% c) Doors 50%.	We have recruited 1 electrician who works on the FWT programme, we have 1 further vacancy for an electrician to achieve 100% direct delivery. Doors are 100% direct delivered. 4 x multi trades are on the kitchens, LAS & Bathroom programme - 10% direct delivery at the moment. Note, Voids we are now direct delivering 100%.
<b>Effective resourcing</b>	32.	We will create contingency plans for the resourcing of workload peaks and or delays in works programmes to ensure that the council budget expenditure is delivered on target each year.	We have planned our 19-20 year. Sharing with CBC during finance meeting after Operations meeting.
<b>Supply Chain</b>	33.	We will ensure all or supply chain contracts are placed on back to back arrangements with regards to the achievement of KPI targets, customer care outcomes and practice.	To be addressed through a re-procurement process

Supply Chain	36	League tables will be published for Core Group review and discussion. Performance to programme, Zero Defects, H&S compliance, Customer Care	Core Group report shows performance v targets.
Supply Chain	35.	We will pay our supply chain promptly in accordance with agreed terms.	
Supply Chain			All contractors are on the standard 35days payment terms. Out of the 24 directly employed working on the Charnwood contract:-
Supply Chain	36.	We will measure our local employment statistics and use this to encourage local employment and sweat the Charnwood pound.	<ul style="list-style-type: none"> <li>• 50% live within a 30 mile radius</li> <li>• 30% live within a 20 mile radius</li> <li>• 20% live within a 15 mile radius</li> </ul> <p>Parsons office is based in Charnwood and their workforce are recruited in the local area – figures to be confirmed</p> <p>Local recruitment is a priority both internally and with the supply chain. New apprentice is a Charnwood customer.</p>
Supply Chain	37.	We will provide our supply chain with Fortem branded workwear to provide for better customer experience.	Supply Chain trades are provided with Hi-Viz vest and all supervisors wear branded uniform. When long standing trades are still on-site, uniform is then provided.
Supply Chain	38.	We will provide quality assurance checks on our materials supplied and to be fitted on the councils homes	Site Manager inspections carried out during progress of job. Weekly sub-contractor meeting held and this is an agenda item. Any issues found, don't get to handover. We also do supply chain reviews where this is discussed and graded.
Added Value	39.	We will provide our Social Value plan strictly in accordance with our commitments	Core Group report shows performance v targets.



Work experience: Opening Doors trade and office work experience programme – open to all & guaranteed interview on completion; preparation for work schemes	Disadvantaged groups; students	20	2	38	4	32	4 placements have been completed so far in 19/20 however in total 6 placements have been supported. We have received a provisional request for a placement from Charnwood College through Leicestershire Education Business Company. Loughborough College have expressed they will send further applications through in September/October.
Adopt a school: Mentoring partnership with a local school (e.g. Rawlins Academy); CV writing, mock interviews, work taster sessions, career events	All students aged 14-18 at selected school	4	0	8	2	6	We attended a career event at De Lisle College on 10th July. We have also made contact with Humphrey Perkins, Iveshead School, Limhurst Academy and Rawlins Academy.
Create new jobs: Potentially 4 new jobs with Fortem created by this contract (subject to more TUPE details)	Disadvantaged groups	4 over duration of the contract	8	0	0	0	NA
Spare Seat Initiative: Offer spare places on internal training free of charge to residents	Disadvantaged groups	10	10	10	0	10	We have been in touch with John Storer House on 6th June providing details of our Pathways4Life programme and Spare Seat Initiative.
Meet the Buyer: To promote Fortem opportunities and build relations with local businesses	Charnwood businesses, especially SMEs and social enterprises	1	1	1	0	1	No update

Social enterprise support: Provide free/subsidised accreditation training (e.g. PASMA, CHAS, SMSTS); use a local small catering company for events/meetings	Charnwood SMEs and social enterprises	10	0	20	0	20	No update
Estate improvement schemes: Activities can include landscaping at sheltered accommodation; skip days; clearing external areas at a school/community centre	Local tenants	2	2	2	2	0	Shellthorpe Community Garden raised flower beds and Keep Britain Tidy have now been completed.
Foodbank partnership: Assist local food bank (e.g. Shepshed Foodbank) distribution through both volunteering in local food banks and delivering food packages to vulnerable residents who struggle to access food banks	Food bank users	1	1	1	0	1	We have made contact with Carpenters Arms food bank and confirmed we will support them during #OperationChristmas.
Young carers' respite day: Support young carers by funding and volunteering to support a day out to give respite from caring responsibilities	Young carers	1	0	2	0	2	We have been in touch with Charnwood Action Group to request to meet at the beginning of September.
Energy efficiency event: Reduce fuel poverty/manage energy through providing information, advice & free equipment	Residents at risk of fuel poverty	2	1	3	0	3	The team will support the Tenant Networking Event in September. This commitment will be reworded and Rebecca and Leigh are to send some suggestions to the Council. We are looking at options around Fridge Magnets and we may be able to support

							the Council;s collective switching scheme.
DIY training: Free classes for social housing tenants to teach basic DIY at a local college (e.g. Loughborough College) or community centre. We propose these classes are run by local recently retired operatives	Charnwood tenants	2	0	4	0	4	The first DIY session will be rolled out in August at the Fortem Academy. 7 tenants are booked on to attend.
Volunteering days: Allow staff, trades and supply chain minimum 1 day volunteering p.a. for community activities (e.g. to support Project 5000)	Local voluntary groups	NA	NA	NA	NA	NA	Continuing.
Annual charity: Work with tenants and workforce to identify a local charity to support	Local charity	1	1	1	0	1	The Council has suggested that the Mayors charity is supported.
Dementia Friends: All Fortem employees and partners will sign up as Dementia Friends	Residents with Dementia and their carers	All Staff	No progress.				
Befriending: Volunteer to AgeUK's befriending service to support isolated older residents	Older tenants	10	0	10	0	10	Commitment under review.

<p>Digital inclusion: Use our Smart4Life digivan (a specially modified mobile classroom) to bring IT training to residents in their communities and provide free internet access so they can access services online</p>	<p>Residents at risk of digital exclusion</p>	<p>2</p>	<p>2</p>	<p>2</p>	<p>0</p>	<p>2</p>	<p>We are donating laptops and PC to Ashby Road and WAGS. This then leaves 2 more activities for 2019/2020 - Rebecca met with the JCP and they are very excited to work with us and suggested we support a digital job club. She asked Fortem to contact CBC and ask for areas of condensed stock where we could take Smart4Life. 3 areas have been suggested but we need exact locations where the bus can be parked. Once we have this we will work with the JCP to promote the digital job club. The JCP said this is defiantly something that will be beneficial to those hard to reach areas.</p>
<p>Annual community project: We will jointly identify an annual major project (e.g. refurbishing a community centre). We will provide all trade skills and materials required and involve local residents as volunteers. This will also be an opportunity for residents to gain DIY skills and work experience.</p>	<p>Local residents</p>	<p>1</p>	<p>1</p>	<p>1</p>	<p>0</p>	<p>1</p>	<p>Longcliffe Community Centre has been identified as the major joint community project - the centre want a BBQ area outside and some work in their kitchen and maybe some redecoration.</p>



Shelthorpe Community Association represents the voice of the community in Shelthorpe, Charnwood. It meets regularly to allow residents of Shelthorpe to raise their concerns and work together on activities they can carry out – like community fun days or community projects.

The community gardening project runs sessions every Tuesday and Saturday. Residents are invited to try their hand at gardening, composting and recycling (using plastic tubs, toilet rolls etc for planting). Last year Shelthorpe Community Association learnt that people are afraid of the commitment to take on an allotment or even part of the garden, hence this year the community group are running the garden as a joint project. Our team in Charnwood worked at Shelthorpe Community Garden in order to create raised flower beds to assist Shelthorpe Community Association in their mission.

Before



After



## Key Statistics

1 work experience opportunity



1 of 2 estate improvements schemes per year



9 employees from Fortem helped in the transformation



68 hours of time invested



**“The whole garden looks transformed, and everyone involved worked really well. The section of the garden that was worked on looks fabulous. Thank you all for your hard work.” Nadja Rein, Neighbourhood Development Office, Charnwood Borough Council.**



## Reason for the works

When talking with residents around the garden, Charnwood Borough Council identified people with disabilities and back problems needed suitable adjustments to be able to work in the garden. The idea of raised beds was suggested, with Loughborough University and Charnwood Borough Council providing funding which allowed the Council to buy wood for the project. Our team came and built three large raised beds - two of which allow multiple use.

## People involved

Nine people from around our business volunteered their time in the effort to convert the garden at Shelthorpe. This included multiple trades people, our community team and Management Trainees. A work experience student from Loughborough college also supported the development of the garden.

## Social impact

By completing this project it has made the community activity available to all, regardless of any physical ailments or disability.

After the work was completed, one side of the flowerbed is suitable for wheelchair users to access it, and from the other side it would be suitable for standing, which will allow people who suffer with back problems to enjoy gardening.

## HOUSING MANAGEMENT ADVISORY BOARD – 11TH SEPTEMBER 2019

### Report of the Head of Landlord Services

#### ITEM 5      HOUSING SERVICES – BREAKDOWN OF COMPLAINTS

##### 1.1 Comparison with previous years

Full Year	Total number of Repairs and Asset Management complaints (All stages) <sup>1</sup>
2012/13 <sub>A</sub>	340
2013/14 <sub>A</sub>	317
2014/15 <sub>A</sub>	193
2015/16	420
2016/17	427
2017/18	390
2018/19 <sub>B</sub>	244

Notes

A Information is not directly comparable owing to the change in the Corporate Complaints procedure with the introduction of the informal stage (Stage 0). Data provided for information purposes only.

B 31 Comments from customers relating to the correct application of policy or practice have now been excluded. Comments of this nature are not defined as complaints under the Council's Corporate Complaints Procedure (2015).

##### 1.2 Complaint reasons (all stages)

Row Labels	Number of Complaints
Service delay	55
Service failure	44
Issue with work completed	42
Issue with work in progress	35
Communication	28
Staff Attitude/Behaviour	26
Incorrect action taken	7
Incorrect or insufficient information	5
Misc	2
Grand Total	244

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<sup>1</sup> The number of complaints detailed reflects stage 0, 1 and 2 complaints. One complaint may pass through each stage therefore it will be counted three times.

### 1.3 Number of complaints received at each stage of the complaints process

Stage	Number of Complaints
Stage 0	210
Stage 1	28
Stage 2	6
Grand Total	244

The vast majority of complaints are received and dealt with at the informal stage 0 of the complaints process.

### 1.4 Number of complaints received by Service area

Service Area	Number of Complaints
Asset Management	93
Compliance	24
Repairs	127
Grand Total	244

The in-house repairs team dealt with 12,455 repairs in 2018/19. Therefore 99% of jobs completed by the in-house team are completed without a complaint being raised. Almost 97% of tenants surveyed in 2018/19 reported being satisfied overall with their responsive repair.

### 1.5 Number of Stage 1 complaints upheld or partially upheld by service area

Service Area	Partially upheld	Upheld
Asset Management	1	12
Repairs	4	5
Grand Total	5	17

### 1.6 Number of Stage 2 complaints upheld or partially upheld by service area

Service Area	Partially Upheld	Upheld
Asset Management	1	2
Repairs	0	2
Grand Total	1	4

Whilst relatively low numbers of complaints are upheld or partially upheld, the aim is to prevent complaints occurring in the first place and to resolve them earlier in the process.

We're also looking for opportunities to improve, and the Housing Ombudsman was recently invited in to the Council offices to provide training to officers handling complaints.

Officers to Contact:

Peter Oliver  
Head of Landlord Services  
Tel: 01509 634952  
Email: [peter.oliver@charnwood.gov.uk](mailto:peter.oliver@charnwood.gov.uk)

Deborah Bartlett  
Repairs and Investment Manager  
Tel: 01509 634501  
Email: [deborah.bartlett@charnwood.gov.uk](mailto:deborah.bartlett@charnwood.gov.uk)

## HOUSING MANAGEMENT ADVISORY BOARD – 11TH SEPTEMBER 2019

### Report of the Head of Landlord Services

#### ITEM 7                    WORK PROGRAMME

##### Purpose of the Report

To enable the Board to agree its work programme. The current work programme, appended, sets out the position following the last meeting of the Board on 12th June 2019.

##### Recommendation

To agree that the Board's work programme be updated in accordance with the decisions taken during consideration of this item and any further decisions taken during the course of the meeting.

##### Reason

To ensure that the information contained within the work programme is up to date.

APPENDIX

**HOUSING MANAGEMENT ADVISORY BOARD - WORK PROGRAMME**

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
<b>SCHEDULED:</b>			
Every meeting	Work programme		To review the Board's work programme.
Every meeting	Questions from members of the Board		<p>Questions on matters within the remit of the Board (if any), for response at the meeting.</p> <p>Members will be asked in advance of the agenda being published for each meeting whether they have any such questions, for listing on the agenda.</p>
Every meeting	Performance information – questions		<p>See HMAB minute 14.4, 9th November 2016.</p> <p>To enable the Board to ask questions, if any, on the performance information pack* sent out with the agenda for the meeting.</p> <p>To be last item on agenda.</p>
Every meeting	Performance information – update on universal credit and update on Fortem decent homes contract		Two updates to be included in the performance information pack.
6 <sup>th</sup> November 2019	Review of Sheltered Housing Stock	Head of Strategic and Private Sector Housing	Deferred from the September meeting due to lack of update available.

<b>MEETING DATE/ FREQUENCY</b>	<b>ISSUE</b>	<b>INFORMATION REQUIRED/ INVITEES/ OFFICERS</b>	<b>NOTES</b>
6 <sup>th</sup> November 2019	Disabled Adaptations Policy review	Head of Landlord Services	To update the Board on the implementation of the policy thus far.
6 <sup>th</sup> November 2019	Void Properties progress report and update	Head of Landlord Services	Information requested by the Board at its meeting on 12th June 2019.
6 <sup>th</sup> November 2019	2020/21 Draft Budgets (Revenue and Capital)	Head of Landlord Services	2019/20 Draft budgets were considered formally by the Board at its meeting on 7th November 2018.  Annual Report.
25 <sup>th</sup> March 2020	Housing Repair Services – breakdown of complaints	Head of Landlord Services	As per six-monthly update reports considered by the Performance Scrutiny Panel.  Last submitted to Board 11th September 2019.
13 <sup>th</sup> May 2020	Election of Chair and Vice-chair		Annual Item.
15 <sup>th</sup> July 2020	HRA Revenue and Capital Outturn (2017/18)	Head of Landlord Services	Annual Report.
9 <sup>th</sup> September 2020	Disabled Adaptations Policy	Head of Landlord Services	Annual Report.
<b>TO BE SCHEDULED:</b>			
To be scheduled	Tenancy Policy	Head of Landlord Services	Review of the new policy will be brought to the Board once it has been published.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
To be scheduled	Review of HRA Business Plan	Head of Landlord Services	See HMAB minute 14.6, 9th November 2016. Cannot be reviewed until regulations to enable this have been received from the DCLG. Annual report.
To be scheduled	Housing Asset Management Strategy	Head of Landlord Services	Review of the update the strategy.
To be scheduled	Housing and Planning Act 2016 - Update	Head of Landlord Services	Last considered by the Board on 17th February 2016.  (Report on Pay to Stay and Flexible Tenancies provisions in Housing and Planning Act 2016 considered 9th November 2016).  Awaiting government regulations.
To be scheduled	Review of Repairs Standards and Response Times for Repairs, following consultation with Tenants	Head of Landlord Services	Added to work programme 1st April 2015.
To be scheduled	Storage of gas or propane cylinders (Clause 9.2.30 of the consultation draft of the revised tenancy agreement for secure, introductory and demoted tenants)	Head of Landlord Services	Added to work programme 4th February 2015.  Revised tenancy agreement is awaiting government guidance.

<b>MEETING DATE/ FREQUENCY</b>	<b>ISSUE</b>	<b>INFORMATION REQUIRED/ INVITEES/ OFFICERS</b>	<b>NOTES</b>
To be scheduled	Service Area Delivery Plan	Head of Landlord Services	Added to work programme 13th August 2014.
To be scheduled	Housing Strategy	Head of Strategic and Private Sector Housing	Added to work programme 2nd April 2014.
To be scheduled	Housing Capital Programme Monitoring	Head of Landlord Services	Last considered 16th October 2013.

Notes to work programme:

1. All reports must include an explanatory list of any acronyms used.
2. \*Performance information pack will include (i) Decent Homes Contractor Performance; (ii) Landlord Services Performance; (iii) Compliance Performance (Fire Safety, etc.); (iv) Anti-social Behaviour (relating to Council's housing stock) Information and (v) Universal Credit Performance update.

Housing Management Advisory Board

Performance information pack

Available for 11 September 2019 meeting:

Landlord Services performance

Anti-social behaviour information relating to the council's housing stock

Compliance performance (fire safety etc.)

**HOUSING MANAGEMENT ADVISORY BOARD  
11 SEPTEMBER 2019**

**Report of the Head of Landlord  
Services**

**LANDLORD SERVICES  
PERFORMANCE**

Purpose of report

To consider performance for, or at the end of, quarter 1, 2019-20, up to the end of June 2019.

Recommendation

The Board is asked to note and comment on performance for the first quarter of 2019-20.

Targets met or within tolerance levels (performance is within 5% of the target)

(a) Repairs

Description	Target	Performance YTD
% Emergency repairs completed within 24 hours	100%	100% 934/934
% Urgent repairs completed on time	97.00%	95.16% 491/516
% Responsive repairs completed within timescales	97.00%	93% 2885/3102
% Responsive repairs for which appointments are made and kept	98.58%	98.76% 2698/2732
% Responsive repairs which are completed 'right first time'	96%	99.92% 2493/2495
Average number of days taken to carry out re-let repairs	14 days	10.82 days

Note: The timescales that apply to the different categories of repairs are:  
 Emergency repairs – 24 hours  
 Urgent repairs – 5 days  
 Routine repairs – 28 days

(b) Gas servicing

Description	Target	Performance YTD
% Properties with a valid gas safety certificate (CP12)	100%	99.77% 5211/5223

(c) Income management

Description	Target	Performance YTD
Rent arrears of current tenants as a percentage of the annual rent debit	3.24%	2.86%
% Rent collected (including rent arrears brought)	91.00% <sup>1</sup>	90.4%

(d) Tenancy management

Description	Target	Performance YTD
% New tenancies sustained over twelve months	95%	98.57% 138/140
% New tenancy visits completed on target	95%	98.18% 54/55

(e) Supported housing

Description	Target	Performance YTD
% Support plans agreed with sheltered tenants/reviewed within time	100%	99.73% 751/753

(f) Customer satisfaction

Description	Target	Performance YTD
% Tenants satisfied with responsive repairs (overall)	97.4%	97.05% 230/237
% Tenants satisfied with the time taken to complete the repair	97.60%	98.73% 234/237
% Tenants satisfied that the operative arrived on time	98.57%	99.58% 236/237
% Residents satisfied with Decent Homes work	95%	96.61% 114/118
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	100% 59/59

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<sup>1</sup> Quarter-end target

% ASB complainants satisfied with the way their case was dealt with	86.00%	92.86% 13/14
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(g) Welfare reform

The welfare reform performance indicators for quarter 4 2018-2019, covering universal credit, are attached in **appendix 1**.

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance YTD
% Routine repairs completed on time	97.00%	91.26% 1576/1727

Some jobs went over their target date. This was due to essential training and van stock audits that took operatives away from the delivery of repairs in tenant's homes. Heavy rainfall also had a detrimental effect on timescales. In future training and audits will be programmed more sensitively avoid extra pressure on the service.

(b) Customer Satisfaction

Description	Target	Performance YTD
% Residents satisfied with the time taken to complete the Decent Homes work	95%	86.44% 102/118

Customers are satisfied with the overall quality with the decent homes contractor. There are problems, however, with the length of time that it take to install the improvements: on average a standard bathroom takes 12.4 days; like-for-like level-access showers take 15.35 days and new level-access showers take 17.2 days. Constant monitoring is underway to ensure that targets are met as the programme progresses.

(c) Complaints

Description	Target	Performance YTD
% Complaints responded to within timescales (stages 0 and 1)	95%	82.56% 71/86

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## APPENDIX 1

### April – June 2019: Landlord services – universal credit performance indicators

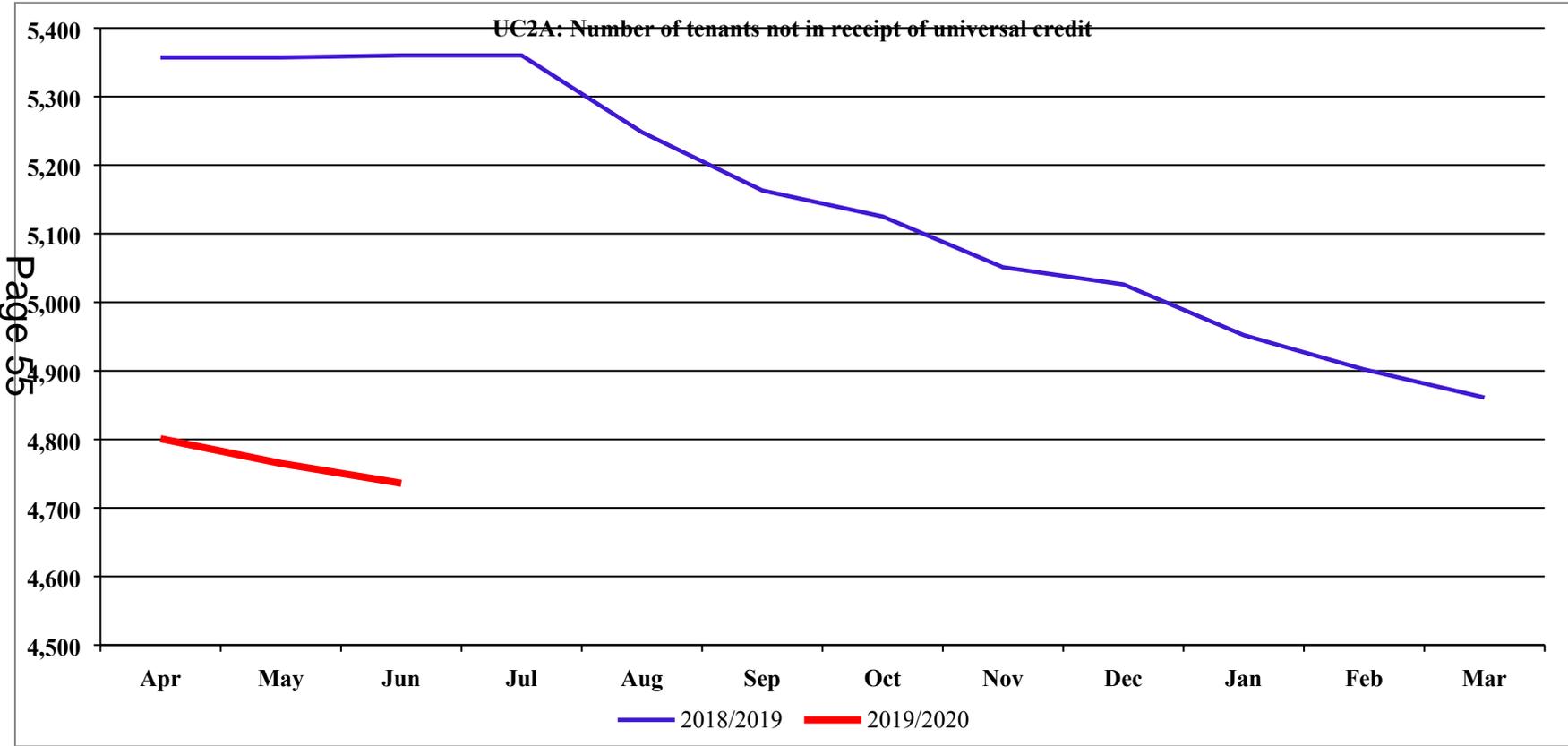
#### Universal credit

KPI ref	Description	Q1 19/20	Q4 18/19	Q3 18/19	Q2 18/19
UC1A	Number of tenants in receipt of universal credit	<b>714</b>	589	424	287
UC2A	Number of tenants not in receipt of universal credit	<b>4,736</b>	4,861	5,026	5,163
UC1B	Percentage of tenants in receipt of universal credit and who are in arrears	<b>70.9%</b>	67.1%	67.0%	75.3%
UC2B	Percentage of tenants not in receipt of universal credit and who are in rent arrears	<b>20.1%</b>	16.2%	19.9%	22.6%
UC1C	Total arrears of tenants in receipt of universal credit	<b>£294,416</b>	£234,416	£169,812	£118,754
UC2C	Total arrears of tenants not in receipt of universal credit	<b>£321,434</b>	£276,590	£340,792	£402,678
UC1D	Average debt of tenants in receipt of universal credit and who are in rent arrears	<b>£582</b>	£593	£598	£550
UC2D	Average debt of tenants not in receipt of universal credit and who are in rent arrears	<b>£338</b>	£352	£341	£345



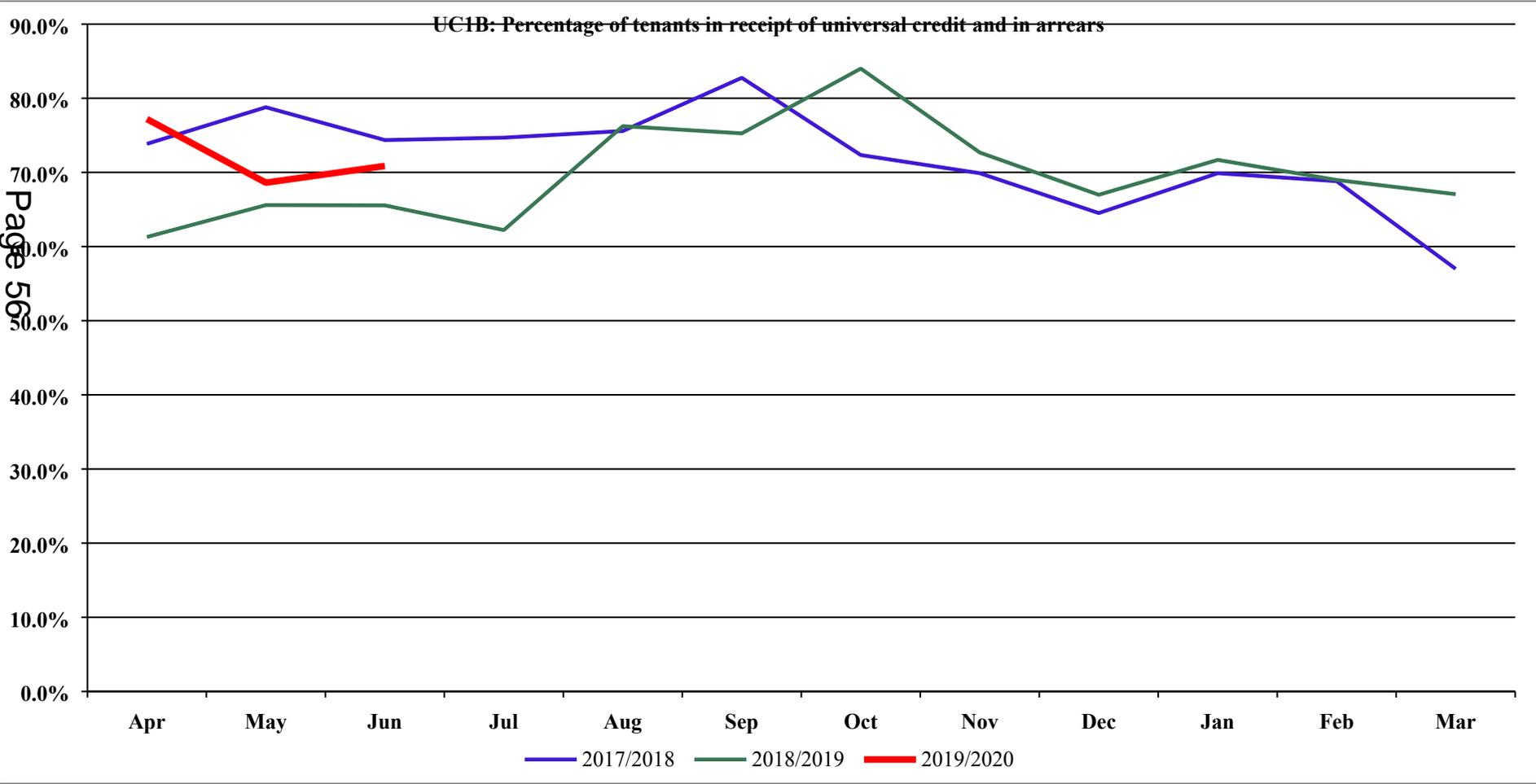
**UC2A**      **Number of tenants not in receipt of universal credit**

	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
<b>2018/19</b>	5,357	5,357	5,360	5,360	5,248	5,163	5,125	5,051	5,026	4,952	4,902	4,861
<b>2019/20</b>	<b>4,801</b>	<b>4,765</b>	<b>4,736</b>									



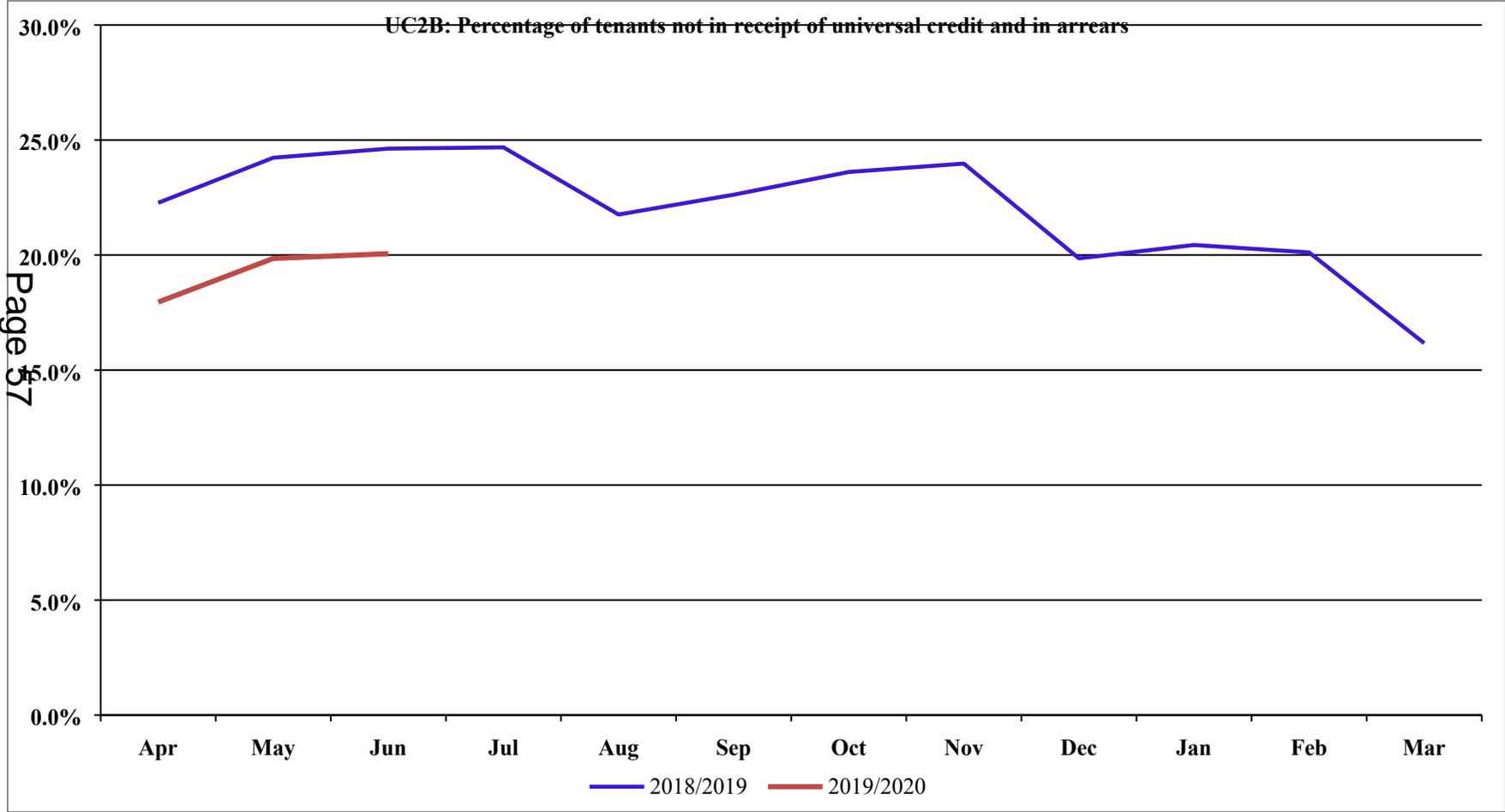
**UC1B Percentage of tenants in receipt of universal credit and who are in arrears**

	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
<b>2017/18</b>	73.7%	78.8%	74.4%	74.7%	75.6%	82.8%	72.3%	69.9%	64.5%	69.9%	68.8%	57.0%
<b>2018/19</b>	61.3%	65.6%	76.6%	62.2%	76.2%	75.3%	84.0%	72.7%	67.0%	71.7%	69.0%	67.1%
<b>2019/20</b>	<b>77.2%</b>	<b>68.6%</b>	<b>70.9%</b>									



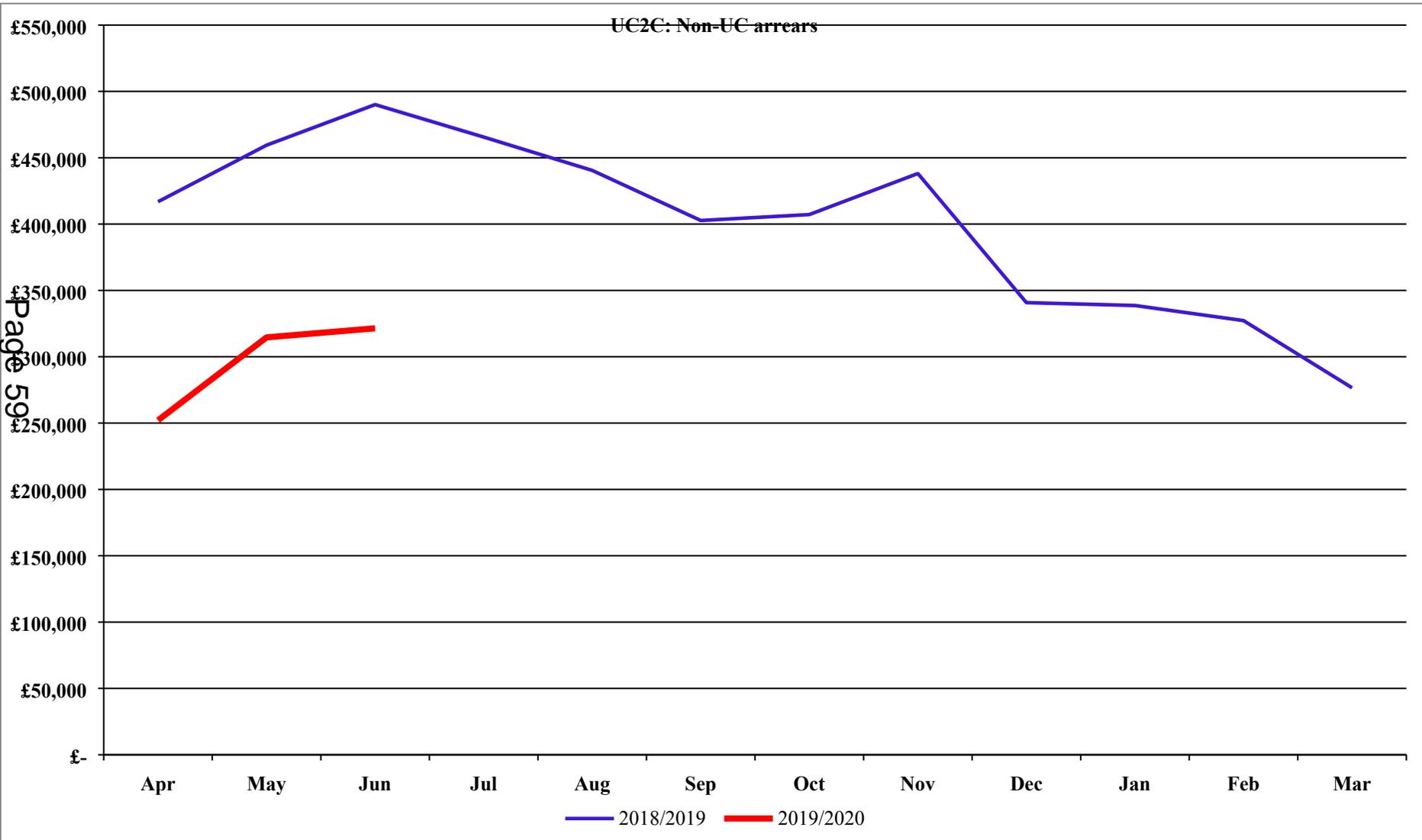
**UC2B Percentage of tenants not in receipt of universal credit and who are in arrears**

	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
<b>2018/19</b>	22.3%	24.2%	24.6%	24.7%	21.8%	22.6%	23.6%	24.0%	19.9%	20.4%	20.1%	16.2%
<b>2019/20</b>	<b>18.0%</b>	<b>19.9%</b>	<b>20.1%</b>									



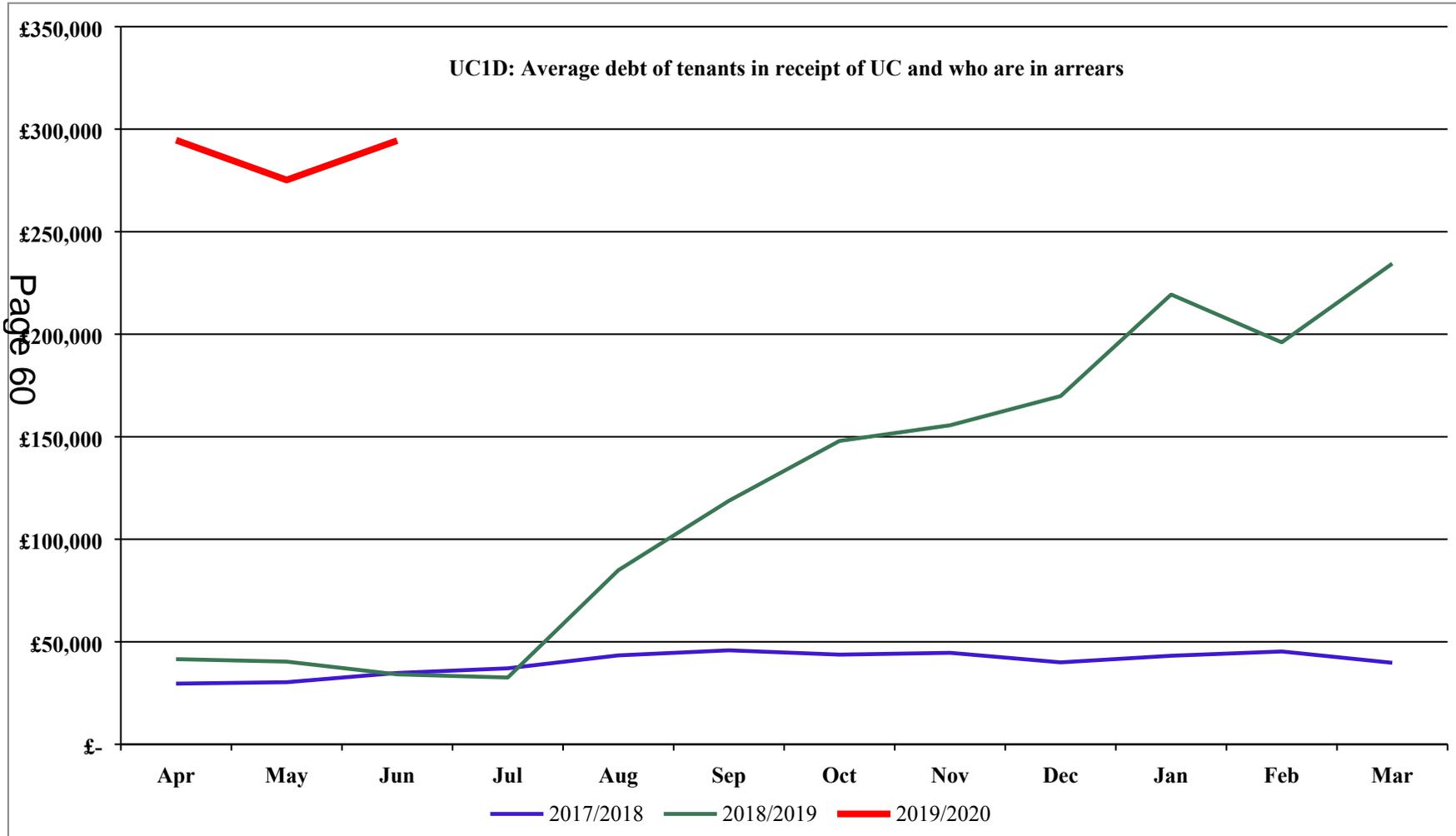


	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2018/19	£416,838	£459,480	£490,051	£465,587	£440,449	£402,678	£407,150	£429,111	£340,792	£338,622	£327,258	£276,590
2019/20	£252,086	£314,604	£321,434									



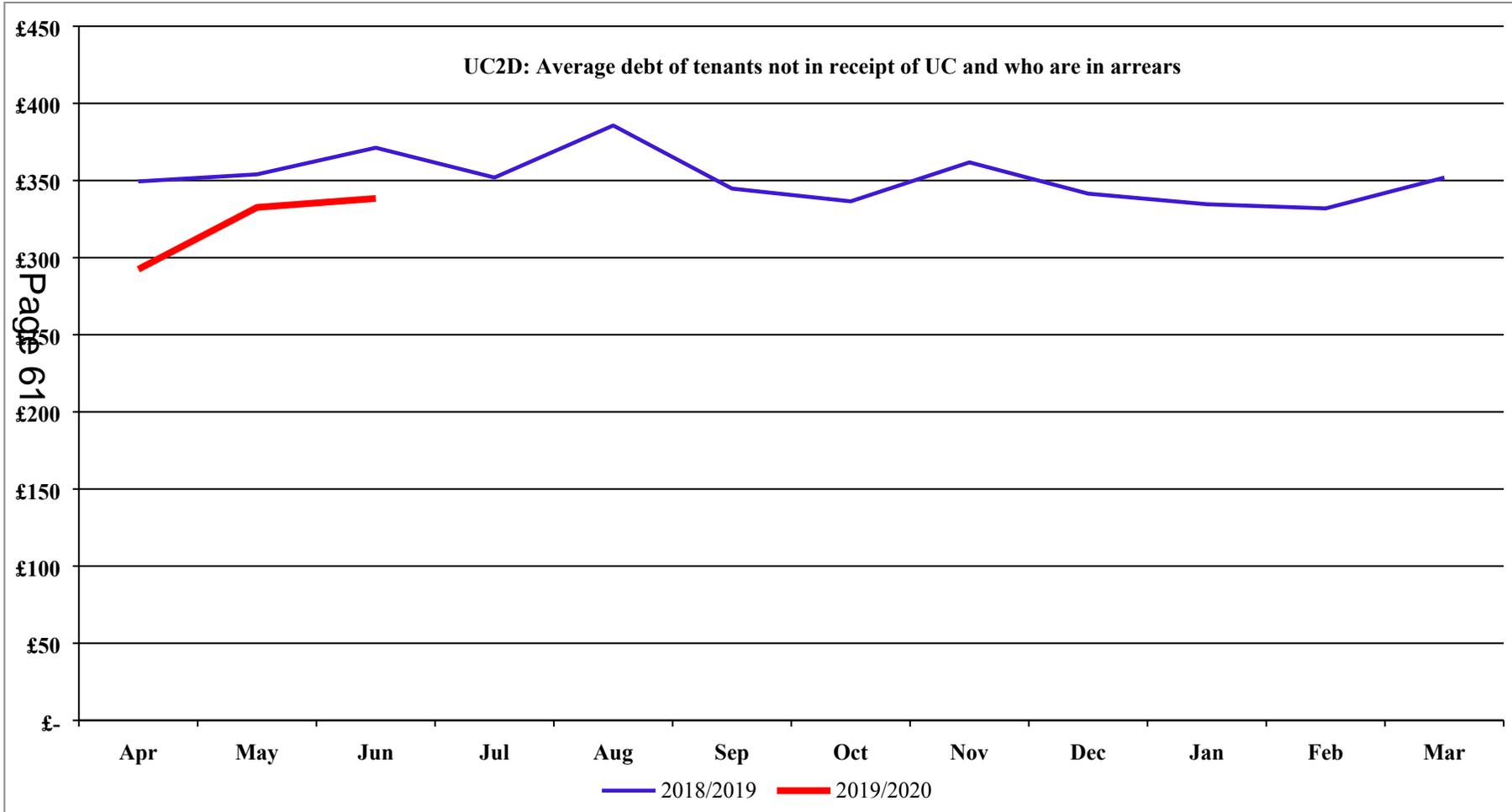
Average debt of UC tenants who are in rent arrears (£s)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2017/18	617	582	600	628	667	637	643	687	666	664	708	750
2018/19	728	661	578	581	551	549	542	537	598	614	519	593
2019/20	588	586	582									



Average debt of tenants not in receipt of universal credit and who are in arrears (£s)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2018/19</b>	349	354	371	352	386	345	336	362	341	335	332	352
<b>2019/20</b>	<b>292</b>	<b>333</b>	<b>338</b>									



**COMPLIANCE REPORT – QUARTER 1 2019 - 2020**

KPI	DESCRIPTION	2018 - 2019			QUARTER 1 2019 - 2020			COMMENTARY
		TARGET	ACTUAL	%	TARGET	ACTUAL	%	
1	<b>GAS COMPLIANCY</b>							
	<b>PROPERTIES WITH A CURRENT CP12</b>	5,227	5,221	99.89%	5,223	5,211	99.77%	Twelve outstanding awaiting either court dates or certification
	<b>CAPPED PROPERTIES WITH A CURRENT CP12</b>		191	4%		235	4%	4% of our gas 100 tenants are not using the gas appliances in their home.
	<b>COMMUNAL BOILERS WITH A CURRENT CP12</b>	15	15	100%	15	15	100%	100% compliant. We are carrying out an appraisal of all our communal boiler systems with a view to improve their efficiency and performance
	<b>SOLID FUEL APPLIANCES WITH CURRENT CP12</b>	55	48	87%	57	55	96%	We are now down to two properties where we need to gain access. One appliance is not in use.
	<b>REPAIRS COMPLETED WITHIN PRIORITY</b>	2,798	2,740	98%	163	151	93%	96% repairs completed within priority.
	<b>CUSTOMER SATISFACTION (98%)</b>	617	603	98%	97	96	99%	Customer satisfaction is 99% this month based on the 106 surveys carried out by Morgan Lambert
	<b>AUDITING - ASSURANCE</b>							
	<b>COMPLETED GAS AUDITS - MAIN GAS CONTRACT</b>	0	617	135%	0	97	21%	We increased the number of audits while we recruited the compliance surveyor. This has now been reduced to 15%
	<b>COMPLETED SOLID FUEL AUDITS</b>							
2	<b>SMOKE ALARM &amp; CO COMPLIANCY - RECONCILIATION PROJECT</b>							
	<b>No. properties with a battery smoke alarm</b>		2,237					The 2019/20 programme will be delivered by Shacklocks. Smoke and heat detectors will be installed as part of the capital works programme (heating, kitchen, bathroom and ECIR). These will need to be reconciled on QL when resources allow.
	<b>No. properties with hard-wired smoke detection</b>		2,645					
	<b>No. properties with both battery and hard-wired detection</b>		306					
	<b>No. properties - unknown/missing data</b>		9					
	<b>No. properties with individual smoke detection connected to Lifeline with communal fire alarm systems</b>		405					
	<b>PROPERTIES WITH A CO ALARM INSTALLED</b>		5,602					Reconciliation continues to confirm and track CO alarm installations (5,617 properties)
3	<b>FIRE SAFETY</b>							

	<b>FIRE ALARM - 6 MONTHLY</b>	19	19	100%	19	19	100%	All fire alarms serviced: six-monthly visits
	<b>EMERGENCY LIGHTING - DURATION TEST - ANNUAL</b>	18	18	100%	18	18	100%	Duration service schedule re-commenced and on target
	<b>EMERGENCY LIGHTING - FLICK TESTING - MONTHLY</b>	277	277	100%	277	277	100%	100% compliancy achieved
	<b>FIRE RISK ASSESSMENT</b>	297	297	100%	297	297	100%	Orders have been placed for the next tranche of FRA. These are programmed in to be completed by end of July. The programme is 80% complete.
	<b>FIRE EXTINGUISHER</b>	14	14	100%	14	14	100%	14 sites have fire extinguishers/blankets installed (47 components); all compliant
	<b>FIRE RISK ACTION LOG</b>	199	55	28%	199	55	28%	Works with Ventro for - remedial FRA works which commenced on 4th March 2019. It is envisaged that the majority of works will be completed by end of July 2019. The stats will be adjusted upon completion of the works.
	<b>WATER SAFE</b>							
4	<b>LEGIONELLA MONITORING - MONTHLY</b>	15	15	100%	15	15	100%	All courts are compliant with checks. We are still having some problems at Anold Smith House where we have had to clean and chlorinate the premises. There are also problems at Martin court which are due to heating installation works last year. Contractors are on site working through the problems. Risk assessments for these schemes are under review.
	<b>LIFTS &amp; STAIRLIFTS</b>							
	<b>PASSENGER LIFT - 6 MONTHLY</b>	4	4	100%	4	4	100%	
	<b>STAIRLIFT - ANNUAL SERVICE</b>	201	192	96%	202	193	96%	At the end of June we have nine stairlifts that are due a service. Note we are having some problems with the supplier
	<b>LIFT &amp; STAIRLIFT - ANNUAL INSURANCE INSPECTION</b>							We are awaiting an updated figure from the corporate insurance team
	<b>ASBESTOS</b>							
	<b>ASBESTOS SURVEYS</b>	6,385	6,191	97%	6,389	6,295	99%	We currently have 94 properties without an asbestos report. An order has been placed to survey these properties.
6	<b>RE-INSPECTIONS</b>	6,377	3,722	58%	6,389	3,719	58%	We have completed 3,722 re-inspection surveys. The 2019/20 programme for re-inspection is focusing on capital work streams. All garage sites have been surveyed.
	<b>COMPLETED ASBESTOS AUDITS - assurance testing</b>							Audits have been completed with assurances issued on works carried out. Further auditing is to be completed on licensed works as necessary
	<b>Electrical condition reports (periodic testing) inc PAT testing</b>							
7	<b>Courts condition reports testing</b>							
	<b>Courts PAT testing</b>	14	14	100%			100%	All sites are to be PAT-tested during July & August 2019. This is to ensure that all items that were previously missed off are tested
8	<b>Electrical condition reports (periodic testing) Domestic dwellings (Fortem programme)</b>							Programme for 2019/20 with Fortem

	<b>Properties with a valid electrical certificate</b>						Awaiting certification from contractor in respect of tests completed YTD.
	<b>Properties without a valid electrical certificate</b>						
	<b>Properties with an unsatisfactory certificate</b>						

## HOUSING MANAGEMENT ADVISORY BOARD

### Report of the Head of Landlord Services

#### ANTI-SOCIAL BEHAVIOUR RELATING TO THE COUNCIL'S HOUSING STOCK

##### 1. New ASB cases opened by estate – quarter 1: April to June 2019

Estate	Q1 19/20	Q4 18/19	Q3 18/19	Q2 18/19
Anstey	16	1	11	10
Barrow Upon Soar	12	8	5	6
Birstall	2	2	8	8
Loughborough - Ashby Road	11	6	4	10
Loughborough - Bell Foundry	44	38	37	42
Loughborough - General	11	16	8	20
Loughborough - Shelthorpe	15	13	20	29
Loughborough - Thorpe Acre	14	15	13	21
Loughborough - Town Centre Central	15	21	9	26
Loughborough - Warwick Way	14	14	24	14
Mountsorrel	36	10	12	9
Quorn	4	11	10	11
Rest of Charnwood	6	1	4	7
Rothley	2	5	3	3
Shepshed	30	20	22	24
Sileby	16	6	22	33
Syston	19	16	21	18
Thurmaston	19	13	5	12
Woodhouse Eaves	2	4	0	2
<b>Grand total</b>	<b>288</b>	<b>220</b>	<b>238</b>	<b>305</b>

We have seen a significant increase in the number of cases reported in this quarter in relation to Mountsorrel. This relates to four addresses where a number of people have complained about anti-social behaviour emanating from these properties.

##### 2. Case closure and resolution rate quarter 1

CASES CLOSED DURING QUARTER 1	Q1 19/20	Q4 18/19
<b>Numbers of cases closed</b>	236	237
<b>Total time open (days)</b>	15,105	19,991
<b>Average length of time open (days)</b>	64	84

##### 3. Case resolution rate quarter 1 2019-2020

CASES CLOSED DURING QUARTER 1	Q1 19/20	Q4 18/19
<b>Numbers of cases closed</b>	203	180
<b>of which were resolved</b>	140	143
<b>Case resolution rate (%)</b>	68.9%	79.4%

Any cases that were duplicates or entered in error have been excluded from this calculation.

**4. Case closure and reasons for closure when unresolved quarter 1 2019-2020**

<b>Case resolution - unresolved cases' reason for closure</b>	
<b>Reason for closure when unresolved</b>	<b>Nos</b>
Referred to tenancy & estate management team	2
Referred to environmental health	1
Referred to police	12
Referred to Street Management	1
Investigated by SSE	1
No perpetrator identified	13
Anonymous complaint (unable to confirm if issue resolved)	21
No evidence in order to take action/insufficient evidence to progress	12
<b>TOTAL</b>	<b>63</b>

**5. Case closure by disposal (action status at point of closure)**

<b>Disposal type</b>	<b>Q1 19/20</b>	<b>Q4 18/19</b>	<b>Q3 18/19</b>	<b>Q2 18/19</b>
Advice	38	42	46	36
Verbal warning	1	1	1	1
Written warning	3	7	3	4
Community protection advice/warning letter	0	2	0	0
Mediation	3	1	0	7
Acceptable behaviour contract	1	0	0	2
Injunction	0	2	0	0
Tenancy – extension to introductory tenancy	0	0	0	0
Notice of seeking possession	1	0	0	0
Suspended possession order (SPO)	0	0	0	0
Outright possession order	0	0	0	0
Eviction order	0	0	2	1
No further action at complainant's request	14	11	15	19
No further action – reported for information only	1	2	2	3
No further action – no perpetrator identified	13	5	11	9
No further action - other	77	65	46	124
Other (in this case non-	52	59	111	0

<b>engagement by complainant)</b>				
<b>Entered in error/duplicate case</b>	<b>31</b>	39	54	57
<b>Grand total</b>	<b>235</b>	<b>236</b>	<b>291</b>	<b>263</b>

Please note where a case has been re-opened the disposal will not be counted as the case is not closed which creates a difference between the number of cases closed and the number of disposals.

**6. Open cases at end of quarter 1**

<b>Cases open at end quarter 1</b>	<b>Q1 19/20</b>
<b>Numbers of cases</b>	68
<b>Total time open (days)</b>	5,301
<b>Average length of time open (days)</b>	78

**6. Repeat complainants**

<b>Repeat and anonymous complainants for cases opened during quarter Q1 19/20</b>	
<b>Anonymous/no victim or complainant</b>	42
<b>Reported just once</b>	180
<b>Reported twice</b>	36
<b>Reported three times or more</b>	6
<b>TOTAL</b>	<b>264</b>

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