

HOUSING MANAGEMENT ADVISORY BOARD - 7 AUGUST 2018

Report of the Head of Landlord Services

ITEM 07 DECENT HOMES CONTRACT MOBILISATION UPDATE

Purpose of Report

To provide information to the Board on the mobilisation of the new decent homes contract.

Recommendation

The Board is asked to note the mobilisation update.

Background

Since February 2018 the Council and Fortem Solutions Limited have been working together to ensure that suitable arrangements are in place to enable delivery of works in tenants' homes.

Mobilisation meetings are taking place on a fortnightly basis between the Council and Fortem.

Project Progress Summary

Milestones since the Board were last updated are as follows:

- Publicity has been issued around the first completed kitchen works at a property in Anstey.
- The first set of management information has been produced.
- A shared online website holding contract documentation and procedures has been created.

Operational Performance

Delivery of works continues on site. Performance for kitchens, bathrooms, and level access showers to the end of September 2018 can be found at appendix 1. Only work signed off as completed by the Council is included.

Targets have not been met. Fortem are undertaking a range of actions to improve performance, including:

- Bringing in additional management resources to support quality.
- A review of the supply chain, with new sub-contractors brought on board to complete works faster, and achieve the Council's high quality standards.

- Bringing in additional administrative support, and reviewing systems to support effective project management.

An update on the adaptations programme will be provided to the Board at their meeting on 7th November 2018.

Communications

Following feedback from members of the Housing management Advisory Board and the Charnwood Housing Residents Forum (CHRF), Fortem are developing a *Customer Experience Innovation Programme*. As well as higher quality paper documentation for tenants, Fortem are developing a series of digital products to allow customers to easily access information online. To inform this process Fortem have delivered a workshop with customers at Aingarth where kitchens have been installed.

The following enhanced draft customer documentation has been produced:

- Introduction to Fortem booklet
- Kitchen, Bathroom, heating, wiring works information leaflets
- Aftercare booklet
- *My customer, my responsibility* value statements and cue cards for Fortem staff and customers

Members of the CHRF are due to review the new customer materials at their November 2018 meeting. It is expected that there will be a subsequent workshop to develop a scope of works video and an outline proposal and content has been developed in this respect.

Social Value

Fortem's September 2018 update on their social value promises to the Council can be found at Appendix 2.

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Appendix 1 - Fortem performance

Kitchens

	Actual		Targets	
	Qty	Calculation against target %	Target	Minimum level of acceptable performance
Predictability - time - completions by unit - Construction time - time from opening the property to handover of the completed property by CBC with all defects completed	29 days	238%	102%	107%
Number of properties completed on time	0/10	0	98%	93%
Customer satisfaction - overall service Was the tenant satisfied with the work completed	3 / 4	75%	95%	90%
Right first time - The number of completed works that pass a quality inspection expressed as a percentage of the total number of inspections carried out by CBC.	0	0	95%	90%

Bathrooms

	Actual		Targets	
	Qty	Calculation against target %	Target	Minimum level of acceptable performance
Predictability - time - completions by unit - Construction time - time from opening the property to handover of the completed property by CBC with all defects completed	51 days	726%	102%	107%
Number of properties completed on time	0/12	0	98%	93%
Customer satisfaction - overall service Was the tenant satisfied with the work completed	6/6	100%	95%	90%
Right first time - The number of completed works that pass a quality inspection expressed as a percentage of the total number of inspections carried out by CBC.	0	0	95%	90%

Level Access Showers

	Actual		Targets	
	Qty	Calculation against target %	Target	Minimum level of acceptable performance
Predictability - time - completions by unit - Construction time - time from opening the property to handover of the completed property by CBC with all defects completed	41 days	406%	102%	107%
Number of properties completed on time	0/5	0	98%	93%
Customer satisfaction - overall service Was the tenant satisfied with the work completed	0/2	0	95%	90%
Right first time - The number of completed works that pass a quality inspection expressed as a percentage of the total number of inspections carried out by CBC.	0	0	95%	90%

Appendix 2 - Social Value Update - September 2018

Client Priorities	Explanation
Work Experience and School Engagement	
<p>WORK EXPERIENCE PLACEMENTS - 20 LOCAL PEOPLE PER ANNUM</p>	<p>There is still no change with Charnwood College and Fortem's Rebecca Wallis is still waiting to hear back from the Council's Customer Liaison Officer Emily Conway. Rebecca met with Job Centre Plus (JCP) at the Tenant Networking event on 27th September - work experience applications and details of our Pathways4Life programme passed over to them - they did say they struggle with getting businesses on board and were very happy to work with us. On the 2nd of October Samantha from JCP in Loughborough emailed Rebecca to ask for the application forms to be sent electronically. Samantha has confirmed she has received applications and these will be circulated to work coaches in Charnwood and Loughborough. Rebecca has confirmed placements from trade, site management, administration and customer care. Rebecca also received a call from Brooksby Melton College requesting placements for Joiners who live in the Charnwood and Loughborough areas. Rebecca has sent applications to the college and awaits completed forms.</p>
<p>ADOPT A SCHOOL - 1 PER YEAR - 4 SPECIFIC EVENTS TO TARGET 120 STUDENTS</p>	<p>We will look to adopt Charnwood college following the meeting with Charnwood community team; they feel this college has the highest number of Charnwood customers. Charnwood College are currently in special measures.</p>
Community Projects	
<p>COMMUNITY PROJECTS - 12 LOCAL PROJECTS PER ANNUM</p>	<p>There has been one helping hands day during June; Rebecca has requested an update from the team on further days. Rebecca has contacted the Council's Customer Engagement Team Hameed and Sally regarding joint visits to Longcliffe Community Centre to introduce Fortem to enable us to identify local projects for local people. Rebecca is waiting for a date from Al-Hameed with regards to meeting with Longcliffe. Rebecca met with Warwick Way Action Group at the Tenant Networking Event on the 27th September and will be visiting the group on Thursday 18th October - the group was very interested in working with Fortem. Fortem will support Ashby Road Estate Community Group by donating £100 to purchase gifts for the Santa's Grotto at their Christmas Party this year.</p>
<p>MAJOR JOINT COMMUNITY PROJECT - 1 PER ANNUM - INVOLVE 20 RESIDENTS , 10 FORTEM VOLUNTEERS TO BENEFIT 500 LOCAL PEOPLE</p>	<p>Mario's Tinenti Centre (MTC) Kitchen will go ahead and will be counted as the major community project for 2018. An update is required from the team to confirm dates which this work can take place. The team are currently trying to source a kitchen with the help of Steve Preston Fortem Operations Director.</p>
<p>ESTATE IMPROVEMENT SCHEMES - JUNE & SEPTEMBER - 2 EVENTS PER YEAR TO IMPROVE THE LOCAL ENVIRONMENT - C.200</p>	<p>Rebecca will meet with Adam Goodall a Project Officers in the Council's Green Spaces Team on 24th October to review possible environmental projects, a meeting was set up in September but had to be cancelled due to the Customer Service Excellence meeting at the MTC. Rebecca did chat with Adam at the meeting and he has lots of thoughts where these improvement schemes could take place. Adam was very excited about working with Fortem.</p>

ENERGY EFFICIENCY EVENT - RESIDENTS AT RISK OF FUEL POVERTY - JANUARY AND NOVEMBER - 100 PEOPLE PER EVENT		The team attended the Tenant Networking Event at Loughborough Town Hall on the 27th September 2018. The event was attended by 124 local Charnwood residents and the team spoke with local people about works we are doing in Charnwood, specific questions around their homes, Energy Advice for example. The events aims and objectives were to engage our tenants in a different format, to increase tenant involvement, provide an opportunity to reach new tenants, meet and talk with tenants who are not currently engaged, and meet other landlord services staff, contractors and council staff
Tenant Training Opportunities		
DIY TRAINING - free class at local college - CHARNWOOD CUSTOMERS X 20 PER EVENT - FEBRUARY AND OCTOBER		Rebecca has contacted Charlie Grayson (Fortem Academy Manager) to look at options of using the Academy.
DIGITAL INCLUSION - MAY & OCTOBER (TBC) - 50 LOCAL PEOPLE PER EVENT		Rebecca has emailed Loughborough Library with regards to a programme delivered by an organisation called Good things Foundation (getting people online and tackling loneliness). Rebecca has emailed them about the Digital commitment and our offering of the Smart4Life van for hard to reach communities in Charnwood. Rebecca worked with Sally the Council's Customer Engagement Manager to design a customer survey to find out what elderly residents would like to learn. This survey was sent to all 14 courts and unfortunately the feedback from the residents was mainly that the customers did not want support getting online. Rebecca contacted Emily and Sally to look at holding or joining an event in Charnwood during Be Online Week.
SPARE SEAT INITIATIVE - AS AND WHEN PLACES BECOME AVAILABLE		Mel Checkley of Fortem met with the academy on Friday 05/10/18 regarding Spare Seat and how the branches can promote these to client. Mel is putting together a National poster as well as process. Yvette is going to work with the 2 management trainees at each Academy and then give us an overview at our Team Meeting on 24th October.
DEMENTIA FRIENDS - BY JUNE 2018 - ALL STAFF AND TRADES - ALL FORTEM STAFF AND SUPPLY CHAIN TO SIGN UP TO DEMENTIA FRIENDS		Jane Bradley of Fortem is currently looking into finding the list of employees and supply chain who completed Dementia Friends Training.
BEFRIENDING SCHEME - 10 ELDERLEY RESIDENTS TO BE SUPPORTED PER ANNUM		Liam (management trainee at Fortem) has created a befriending scheme which has been given to Leigh a Fortem to share with Geoff Parkinson a Director at Fortem to approve/amend. If this draft is approved we will meet with Sally to role this out. Sally has identified 6 local residents however would like to see the proposed service before passing on customer details. Sally will make contact with the residents to check if they want to take part in this scheme.
FOODBANK PARTNERSHIP - DECEMBER - 50 USERS		The team will donate tinned and dried food throughout October and November which will be donated to PACE after 7th December.
SUPPORT LOCAL CHARITY - ONGOING THROUGHOUT THE YEAR		We will support PACE (as above) during 2018.
YOUNG CARERS RESPITE DAY - FUNDING AND VOLUNTEERING TO SUPPORT A DAY OUT TO GIVE RESPITE FROM CARING RESPONSIBILITIES - JULY - 20 YOUNG CARERS PER ANNUM		Emily has contacted a young carers group on behalf of Rebecca and we are awaiting their reply. No further update from Emily.

Employment	
APPRENTICES - MINIMUM OF 3 - 1 EMPLOYED AT GO LIVE, ALL 3 EMPLOYED WITHIN 6 MONTHS OF GO LIVE - NO GAPS BETWEEN ONE LEAVING AND ANOTHER STARTING	We have employed 1 Apprentice at "Go Live"
MANAGEMENT TRAINEE - 1 EMPLOYED BY SEPTEMBER 2018	?
CREATE 4 NEW JOBS - POTENTIALLY 4 NEW JOBS TO BE CREATED BY THE CONTRACT (SUBJECT TO MORE TUPE DETAILS) - TO BE EMPLOYED APRIL 2018 -	Administrator at Fortem starting 29th October, Julie Froggert starting 1st October, Steve Cartwright started at Fortem, Nigel Tomlinson starting at Fortem 1st October.
MEET THE BUYER - TO PROMOTE FORTEM OPPORTUNITIES AND BUILD RELATIONS WITH LOCAL BUSINESSES - SEPTEMBER - CHARNWOOD BUSINESSES, ESPECIALLY SME'S AND SOCIAL ENTERPRISES - 25 BUSINESSES PER EVENT	Ryan Wilkes Matt Ellway and James Hogg of Fortem to organise a joint Scape and Charnwood Meet the Buyer Event by end of November 2018.
SOCIAL ENTERPRISE SUPPORT - PROVIDE FREE/SUBSIDISED ACCREDITATION TRAINING (E.G. PASMA, CHAS SMSTS) USE OF LOCAL SMALL CATERING COMPANY FOR EVENTS/MEETINGS - ONGOING THROUGHOUT THE YEAR - 10 TRAINING PLACES AVAILABLE A YEAR, 1 X CATERING BUSINESS	Rebecca of Fortem has sent this commitment to Charlie Grayson to offer advice and assistance.
MANAGEMENT TRAINEE CHALLENGE - COMMITTED THAT ONE OF THEIR PROJECTS OVER THE CONTRACT TERM SUPPORTS CBC AND THEIR RESIDENTS	Charnwood didn't take part in Plastic Fantastic. The trainees did contact Charnwood but no one came back to them with suitable areas to undertake a litter pick. This was raised in the Community meeting with Sally and Emily who said they would look into this.
SUPPLY CHAIN DELIVERING WORK EXPERIENCE AND APPRENTICESHIP COMMITMENTS - WITHIN 6 MONTHS OF GO LIVE	Once new supply chain is fully mobilised Rebecca will deliver a training session on work experience and mentoring.
ALL APPRENTICES SECURE A PERMANENT JOB ON COMPLETION OF THEIR TRAINING - WILL DEPEND ON LENGTH OF APPRENTICESHIP (1-4 YEARS)	

