

**HOUSING MANAGEMENT ADVISORY BOARD
12TH SEPTEMBER 2018**

Report of the Head of Landlord Services

ITEM 7 NEW 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 weekly basis between the Council and Fortem, and this will continue until all work streams are in place and performance is at an acceptable level.

Project Progress Summary

Milestones since the Board were last updated are as follows:

- A contract management training and away day for Surveyors from the Council and Fortem was completed on 30th May 18.
- The first tenanted kitchen has been completed and handed over. This work enabled the Council and Fortem to agree quality standards.
- Fortem have provided a spend forecast which estimates current spend in year 1 (2018/19) works to be £3.85m against the estimated invitation to tender value of £3.89m.

Delivery of Works

Delivery has commenced on site. At 26 July 2018 the position was as follows:

Work type	Status			Comment
	Opened	Complete	Work in progress	
Major adaptations	17	5	12	Work programme temporarily paused to ensure that existing works are completed to quality standards.
Bathrooms	14	8	4	Work programme temporarily paused to ensure that existing works are completed to quality standards.
Kitchens	14	3	11	Work programme temporarily paused to ensure that existing works are completed to quality standards.
Fixed wire testing	111	111	-	Follow on works to be programmed.
Heating upgrades	-	-	42	42 awaiting handover. 60 refusals / no access. Replacement will be identified from the programme.
Roofing	-	-	-	Programme to commence mid-August 2018
Door replacement	-	-	-	Surveys undertaken. Programme currently under review - to accommodate backlog of works from the previous year.
Painting	-	-	-	New sub-contractor being sought by Fortem.
Communal area refurbishments	-	-	-	Survey undertaken and specification produced. New sub-contractor being sought by Fortem.
External works	-	-	-	Programme being scoped for remedial footpath works (and other improvements) at Staveley Court and the Bell Foundry estate.

Communications

A suite of letters and information for tenants has been agreed. Following feedback from members of the Housing management Advisory Board and the Charnwood Housing Residents Forum, Fortem are now developing a *Customer Experience Innovation Programme*. As well as higher quality paper documentation for tenants, Fortem will develop a series of digital products to allow customers to easily access information online. To inform this process Fortem are due to deliver a workshop with customers at Aingarth where kitchens are currently being installed. The aim of the workshop is to seek tenant views on their experiences with Fortem and for improvements to be identified.

The *Customer Experience Innovation Programme* and the timetable for implementation is summarised below:

Programme Element	Summary Description	Timetable for Implementation
My Customer, My Responsibility	Personal commitments to the customer for each member of the Fortem team	July 2018
Introduction to Fortem	Professional and upbeat customer information. Digitalised for those who want it.	August 2018
Resident Handbook	Professional and upbeat customer information. Digitalised for those who want it.	September 2018
In home digital information	Tags in the home that can be scanned with a smart phone and link to customer information.	September 2018
Refer it Knowledge Capture	App that enables operatives to capture and refer onwards issues identified on site.	October 2018
Aftercare hints and tips	Pictorial self-help tutorials	October 2018
Improvement work induction videos	High quality improvement work induction videos	November 2018

Full digital journey	Paperless customer experience and an update to the Council	December 2018

A visit for members of the Board to Fortem's offices and to a tenanted property where the kitchen has been replaced is scheduled for Wednesday 15th August 2018.

Social Value

Fortem's July 2018 update on their social value promises to the Council can be found at appendix 1.

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Appendix 1 – Fortem Social Value Plan - July 2018 Update

Work Experience and School Engagement	
WORK EXPERIENCE PLACEMENTS - 20 LOCAL PEOPLE PER ANNUM	Rebecca Wallis visited Charnwood College however no one was available to discuss our Pathways programme. Rebecca has followed this up with a 2nd email but no response has been received. Rebecca will follow this lead up in September. Rebecca and Jane attended a meeting with Sally and the community team - the team offered to visit local community groups to introduce Fortem - Rebecca has not yet received an invite for this visit. 2 applications for work experience have been received and the local site team have been asked to book in these placements.
ADOPT A SCHOOL - 1 PER YEAR - 4 SPECIFIC EVENTS TO TARGET 120 STUDENTS	We will look to adopt Charnwood college following the meeting with the Council's Customer Engagement Team, they feel this college has the highest number of Charnwood customers. Charnwood College are currently in special measures.
Community Projects	
COMMUNITY PROJECTS - 20 LOCAL PROJECTS PER ANNUM	There has been one helping hands day during June. At the meeting with Council's Customer Engagement Team it was agreed that their team would arrange joint visits to the local community centres which include MTC, Warwick Way Community Centre, Longcliffe Community Centre for example to introduce Fortem to enable us to identify local projects for local people.
MAJOR JOINT COMMUNITY PROJECT - 1 PER ANNUM - INVOLVE 20 RESIDENTS , 10 FORTEM VOLUNTEERS TO BENEFIT 500 LOCAL PEOPLE	Following on from the meeting with the Council's Customer Engagement Team we are currently waiting for the rejected tenant bids.
ESTATE IMPROVEMENT SCHEMES - JUNE & SEPTEMBER - 2 EVENTS PER YEAR TO IMPROVE THE LOCAL ENVIRONMENT - C.200	Awaiting feedback around Estate Improvement Schemes. Emily confirmed she would speak with the relevant team and come back to me however they did say there is a plot of land at Thorpe Acre (near some shops) which needs a clean-up - it's a bit of a dumping ground and over grown, they said this would be a perfect project and would really help the local area. The local TARA Jane Bush is the contact for this area. This area also takes part in Loughborough in Bloom (opposite side to this dumping ground)
ENERGY EFFICIENCY EVENT - RESDIENTS AT RISK OF FUEL POVERTY - JANUARY AND NOVEMBER - 100 PEOPLE PER EVENT	The team will attend the Tenant Networking Event at Loughborough Town Hall on the 27th September 2018
Tenant Training Opportunities	
DIY TRAINING - free class at local college - CHARNWOOD CUSTOMERS X 20 PER EVENT - FEBRUARY AND OCTOBER	At our meeting with the Council's Customer Engagement Team we talked about the DIY sessions – we explained we had an idea to do some trade tasters at St Pauls. We suggested taking some tenants (identified by the local community groups) to Charnwood College, if we can get them on board.
DIGITAL INCLUSION - MAY & OCTOBER (TBC) - 50 LOCAL PEOPLE PER EVENT	Rebecca will attend the Senior Citizens meeting on 25th July to discuss Smart4Life and digital sessions.

SPARE SEAT INITIATIVE - AS AND WHEN PLACES BECOME AVAILABLE	
Other	
DEMENTIA FRIENDS - BY JUNE 2018 - ALL STAFF AND TRADES - ALL FORTEM STAFF AND SUPPLY CHAIN TO SIGN UP TO DEMENTIA FRIENDS	Jane confirmed that all staff and trades are now Dementia Friends.
BEFRIENDING SCHEME - 10 ELDERLEY RESIDENTS TO BE SUPPORTED PER ANNUM	Sally has identified 6 local residents however would like a plan of what we propose for this scheme. Sally will then make contact with the residents to check if they want to take part in this scheme.
FOODBANK PARTNERSHIP - DECEMBER - 50 USERS	Chloe Cripps Management Trainee has made contact with PACE to offer our support through #OperationChristmas. The team will donate food as part of this national initiative.
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	Chloe Cripps has begun doing research on local charities that support young carers. Once a group has been identified this will allow us to plan activities.
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	Update to follow
CREATE 4 NEW JOBS - POTENTIALLY 4 NEW JOBS TO BE CREATED BY THE CONTRACT (SUBJECT TO MORE TUPE DETAILS) - TO BE EMPLOYED APRIL 2018 -	4 new jobs have been created from this contract: Danielle Armstrong (Office Assistant), Jane Bradley (Customer Liaison Officer), Steve Franks (Site Manager) Liam Riley (Assistant Site Manager)
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	Update to follow

<p>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</p>	<p>Update to follow</p>
<p>MANAGEMENT TRAINEE CHALLENGE - COMMITTED THAT ONE OF THEIR PROJECTS OVER THE CONTRACT TERM SUPPORTS CBC AND THEIR RESIDENTS</p>	<p>Charnwood didn't take part in Plastic Fantastic. The trainees did contact the Council but no suitable areas was undertaken for the litter pick. This was raised with the Customer Engagement Team who will look into this.</p>
<p>SUPPLY CHAIN DELIVERING WORK EXPERIENCE AND APPRENTICESHIP COMMITMENTS - WITHIN 6 MONTHS OF GO LIVE</p>	<p>Matthews and Tannert [our sub-contractor] have begun taking on work experience students.</p>
<p>ALL APPRENTICES SECURE A PERMANENT JOB ON COMPLETION OF THEIR TRAINING - WILL DEPEND ON LENGTH OF APPRENTICESHIP (1-4 YEARS)</p>	<p>Not due</p>