



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

www.southderbyshire.gov.uk

@SDDC on Twitter

@southderbyshiredc on Facebook

Please ask for Democratic Services

Phone (01283) 595722/ 595848

Typetalk 18001

DX 23912 Swadlincote

Democratic.services@southderbyshire.gov.uk

Our Ref

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Date: 19 December 2022

Dear Councillor,

Overview and Scrutiny Committee

A Meeting of the **Overview and Scrutiny Committee** will be held at **Council Chamber**, Civic Offices, Civic Way, Swadlincote, DE11 0AH on **Wednesday, 04 January 2023 at 18:00**. You are requested to attend.

Yours faithfully,

Chief Executive

To: **Labour Group**

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

Councillors Gee and L Mulgrew

Conservative Group

Councillors Ackroyd, Atkin, Hewlett and Muller.



AGENDA

Open to Public and Press

- 1** Apologies.
- 2** To note any declarations of interest arising from any items on the Agenda
- 3** To receive any questions by members of the public pursuant to Council Procedure Rule No.10.
- 4** To receive any questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 5** REGULATION OF INVESTIGATORY POWERS ACT 2000 (RIPA) – REPORT ON USAGE **3 - 4**
- 6** COUNCIL HOUSE LETTINGS AND VOID PROPERTIES **5 - 23**
- 7** VACANT POSTS AND AGENCY COSTS **24 - 30**
- 8** COMMITTEE WORK PROGRAMME **31 - 32**

Exclusion of the Public and Press:

- 9** The Chairman may therefore move:-
That in accordance with Section 100 (A)(4) of the Local Government Act 1972 (as amended) the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraph of Part I of the Schedule 12A of the Act indicated in the header to each report on the Agenda.
- 10** To receive any Exempt questions by Members of the Council pursuant to Council procedure Rule No. 11.

REPORT TO:	OVERVIEW AND SCRUTINY COMMITTEE	AGENDA ITEM: 5
DATE OF MEETING:	4 JANUARY 2023	CATEGORY: DELEGATED
REPORT FROM	CHIEF EXECUTIVE	OPEN
MEMBERS' CONTACT POINT:	ARDIP SANDHU – 595715 Ardip.sandhu@southderbyshire.gov.uk	DOC:
SUBJECT:	REGULATION OF INVESTIGATORY POWERS ACT 2000 (RIPA) – REPORT ON USAGE	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:

1.0 Recommendations

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

2.0 Purpose of Report

- 2.1 To note the report on the Council's use of the Regulation of Investigatory Powers Act 2000 since 1st September 2022.

3.0 Detail

- 3.1 The Committee, on 5th September 2018 approved the Council's amended RIPA Policy and Guidance document. The Overview and Scrutiny Committee is authorised to review the Council's use of RIPA, set the Council's general surveillance policy, and consider quarterly reports on the use of RIPA to ensure that it is being used as per the Council's policy.
- 3.2 RIPA is intended to regulate the use of investigatory powers and ensure they are used in accordance with human rights. This is achieved by requiring certain investigations involving covert surveillance to be authorised by an appropriate Authorising Officer and then a JP before they are carried out.
- 3.3 Directed surveillance is often conducted by local authorities to investigate benefit fraud or to collect evidence of anti-social behaviour. It may involve covertly following people, covertly taking photographs of them or using hidden cameras to record their movements.
- 3.4 RIPA stipulates that the person (Authorising Officer) granting an authorisation for directed surveillance must believe that the activities to be authorised are necessary on one or more statutory grounds. The members of the Leadership Team, identified in the Council's Policy and Procedure, consider all applications for authorisation. The Authorising Officer must ensure that there is satisfactory reason for carrying out the

surveillance, the covert nature of the investigation is necessary, proper consideration has been given to collateral intrusion, and the proposed length and extent of the surveillance is proportionate to the information being sought. This involves balancing the seriousness of the intrusion into the privacy of the subject of the operation against the need for the activity in investigative and operational terms. Following legislative changes, in addition to the aforementioned, the Council is required to obtain judicial approval prior to using covert techniques and the Councils use of directed surveillance under RIPA will be limited to the investigation of crimes which attract a six month or more custodial sentence.

3.5 The usage of RIPA during the period September 2022 to December 2022 has been nil. No authorisations have been requested or granted.

4.0 Financial Implications

4.1 None arising directly from this report.

5.0 Corporate Implications

5.1 The Council must act in accordance with recent legislative changes regarding the authorisation process and the surveillance crime threshold.

6.0 Community Implications

6.1 Covert surveillance is carried out in a manner calculated to ensure that the person subject to the surveillance is unaware of it taking place. The Council carries out directed surveillance which is covert, not intrusive, is not carried out in an immediate response to events, and is undertaken for the purpose of a specific investigation or operation in a manner likely to obtain private information about an individual.

6.2 Section 8 of the application form asks the applicant to supply details of any potential collateral intrusion and to detail why the intrusion is unavoidable. The idea behind collateral intrusion is to identify who else, apart from the subject of the surveillance, can be affected by the nature of the surveillance. Any application for authorisation should include an assessment of the risk of the collateral intrusion and this should be taken into account by the Authorising Officer when considering proportionality. The Authorising Officer needs to know by those carrying out the surveillance if the investigation or operation would unexpectedly interfere with the privacy of individuals not covered by the authorisation. An Authorising Officer must be made aware of any particular sensitivities in the local community.

REPORT TO:	OVERVIEW AND SCRUTINY COMMITTEE	AGENDA ITEM: 6
DATE OF MEETING:	4 JANUARY 2023	CATEGORY: (RECOMMENDED)
REPORT FROM:	HEAD OF HOUSING	OPEN
MEMBERS' CONTACT POINT:	paul.whittingham@southderbyshire.gov.uk	DOC:
SUBJECT:	COUNCIL HOUSE LETTINGS AND VOID PROPERTIES	
WARD(S) AFFECTED:	ALL WHERE THE REPORT AFFECTS THE DISTRICT AS A WHOLE <u>OR</u> SPECIFIC WARDS	TERMS OF REFERENCE:

1.0 Recommendations

- 1.1 That the contents of the report and the Improvement Plan are noted by the committee.
- 1.2 That a progress report is brought back to the Housing and Community Services committee on 25th April 2023.

2.0 Purpose of the Report

- 2.1 To update the Committee on progress against the actions to improve performance that were presented to the Housing and Community Services Committee on 19th April 2022.
- 2.2 To inform the Committee of the details regarding the performance against the target for reletting Council homes that was recently reported to the Housing and Community Services Committee
- 2.3 To identify the next series of actions that are to be implemented to improve performance.

3.0 Executive Summary

- 3.1 The Corporate Performance Indicator for the average time to relet council homes has failed to achieve the target during the last financial year and has not improved during the year 2022/23.
- 3.2 A series of actions were proposed to the Housing and Community Services Committee on 19th April 2022. Progress has been made with these actions; however, a further detailed action plan has been prepared to deliver improvements to performance.

4.0 Detail

4.1 The report to Housing and Community Services committee on 19/4/2022 identified a series of actions aimed at improving the performance of services to relet council homes. Progress against these actions is shown in the table below.

Actions Identified in April 2022	Target	Complete	Owner	Comment
Performance				
Measurable targets for Teams and Contractors for each stage of the relet process.	Sept 2022	Yes	Repairs Manager	Revised Process Includes Target Timescales
NOVUS Contract variation	July 2022	Yes	Head of housing	Now includes financial compensation
Property				
Follow on repairs after reletting rather than during void period	December 2022	Partial	Repairs Manager	Revision and clarification of the Lettable Standard for SDDC and contractors
Greater control of repairs that are chargeable to the tenant	March 2023	No	Repairs Manager	Improvement Project
Improve procedures for clearing utility meters	November 2022	Partial	Repairs Manager	Support service from British Gas identified. Debit card application accepted
Targeted decoration of properties	June 2022	Yes	Project Officers	Greater use of decoration vouchers
Information Technology				
Enhancing the use of the Lifespan Stock condition systems to update property safety information.	September 2022	Partial	Asset and Compliance Officer	Further work in progress to automate stock condition updates.
Staff Training in Orchard and Lifespan products	October 2022	Yes	Policy and Performance Officer	Further training needed to properly implement systems
Greater use of the Jigsaw system to identify demands and trends	January 2023	Partial	Housing Solutions and Support Manager	

Allocations				
Control of transfers to reduce tenancy terminations	February 2023	Partial	Tenancy Services Manager	New Transfer procedure in development.
Earlier advertising of vacant properties.	November 2022	Yes	Housing Solutions and Support Manager	
Streamlining Sign Up processes	February 2023	No	Tenancy Services Manager	"Secure Sign" "electronic document system in process of being procured
Hard to Let Properties				
Early identification of Hard to Let Properties and alternative advertising strategies	January 2023	Yes	Housing Solutions and Support Manager	Wider advertising through Home swapped network for identified low demand properties
Possible Declassification of Sheltered Housing Stock	TBC	No	Internal Audit	Audit review of current classification of sheltered properties
Electrical				
Additional electrical contractor		Yes	Asset and Improvement Manager	Newey Contract Amended
EICR Protocol		Yes	Asset and Improvement Manager	Agreed with External Auditors
EICR Process		Yes	Asset and Compliance Officer	Linked to Lifespan
Electrical project officer recruitment <ul style="list-style-type: none"> Agency officer appointed Advertising complete Interviews arranged	1/12/22	Yes Yes No	Asset and Improvement Manager	No applicants for full time post, agency staff in place.

4.2 Electrical Works

In the Quarter 1 Performance Report presented to the Housing and Community Services Committee on the 18th August 2022, the completion and management of Electrical Installation Condition Reports (EICR) was identified as “The main reason for delays in reletting properties” The report also explained that The Council has asked its Electrical Safety Auditor to review the current electrical safety protocol in order to ensure that checks and certification are compliant with electrical regulation. The table above includes specific actions that were completed to address this, especially with regard to procuring additional contractor capacity to carry out these checks which are necessary at the start of the void period for every property. This has made an immediate impact with the prompt completion of twenty EICRS at the start of the void process.

- 4.3 Unfortunately, the Councils Project Officer (Electrical) also left within this period and the Council has not been able to find a permanent replacement having to rely on agency staff in their place. This post along the Project Officer (Heating), Project Officer (Building) have recently been regraded through the Job Evaluation Process. All three are currently vacant and were advertised with a closing date of 18th November. There were no applicants for the Electrical post and only one applicant suitable for interview for each of the other posts. A review of salaries in the public housing sector has shown that the salaries offered as part of this recruitment process lag behind those for similar positions offered by other providers. The outcome of this recruitment may inform a forthcoming policy regarding market supplements for Council salaries in posts with a statutory responsibility. The Head of Housing has also requested a proposal from Norse (a wholly owned subsidiary of Norfolk county Council) for the outsourcing of statutory property safety client functions.

4.4 Recruitment

- 4.5 Whilst good progress has been made in many of these areas, work has been hampered with the departure of the Repairs Manager and also the Interim Void Manager.
- 4.6 The recruitment process for the Repair Manager has been successful with a new Repairs Manager starting in post on 21/11/22. During the vacancy period a temporary/ interim manager was required to manage the day to day and void repairs process. Two appropriately skilled and qualified candidates were appointed. One candidate did not appear on his first day, the other joined the Council but left after one day having received a permanent offer of employment. The Policy and Research Officer has carried out some additional duties in the meantime to maintain the service. These have included some of the Repairs Manager tasks of day to day supervision of Project Officers carrying out inspections, the planning of surveys and handovers along with the development of the Orchard Void system and the training of staff in its operation.
- 4.7 As well as successful recruitment of the Repairs Manager, additional temporary resource to complete survey and inspection works has also been secured and commenced work on 23/11/22.

4.8 Property

The increased use of decoration vouchers rather than the full decoration of properties has been implemented in order to reduce relet time. Decoration of some properties is still necessary in some cases given their poor overall condition. During the current financial year forty five decoration vouchers have been issued compared with only two during the previous year, when the vast majority of properties were decorated throughout.

- 4.9 The current “lettable standard” will be clarified for Council staff and contractors before the end of December. The current standard is very basic and the cause of poor specification and works ordering. This in turn leads to additional works, variation orders and the need to re inspect properties. The provision of accurate survey and specification information is key to the prompt completion of works and letting of property. At present around 30% of properties require variation orders. This will be reduced to a 10% of completed properties.
- 4.10 Clearing “pre-paid” utility meter debt is still a major obstacle to the whole re let process. However, the Council’s Finance team have supported the application for the use of a corporate debit card to clear meters at local retailers. The Repairs Manager has also now identified a more efficient solution for some meters through a service provided by British Gas, which is hoped to have in place soon. This will still require some meters to be cleared using credit or debit card. The additional temporary surveyor/inspector will be responsible for clearing meters as part of their duties, along with reviewing and reissuing existing surveys. Until this arrangement is in place all prepaid meters in properties need to be cleared and then “topped up “with credit by payment via credit card at local retailers.

4.11 Information Technology

As recommended in Earlier reports to the Audit Subcommittee, the Housing Team has re installed and reconfigured the Lifespan Asset Management system to improve the management of the electrical safety and certification process. It now holds electronic versions of all electrical certificates rather than the entirely paper based system that was in place previously. The system does need further development and further staff training before April 2023, this will also be required in order to meet the requirements of the new approach to Housing Regulation reported to the Housing and Community Services Committee on 28th January 2021.

- 4.12 Since April significant progress has been made with the use of the Orchard Void Management module. This has had to be designed, configured and implemented from “scratch” and then trained out across a number of teams involved in the management of empty properties. Whilst not totally complete this is a vast improvement on paper and spreadsheet-based systems that were in use previously, providing the capacity for auditable and measurable progress through the various stages of reletting property.
- 4.13 The Orchard Void Property module is now constructed so that the status of each property in the void process is clearly identified. The functionality of this module means that data can now be provided to measure performance against timescales at each stage of the process. This data is now being used to drive improvements in the

process and identify blockages. It provides accurate and up to date information which previously was only being partially collected on a number of diffuse spreadsheets which were not able to summarise or report on progress.

- 4.14 Members of this Committee may be aware that there are a number of outstanding recommendations from the Housing Repairs Audit that rely on the upgrading of the Orchard Repairs module generally. Specifically, these refer to the introduction of “mobile working” These recommendations will also impact on the management of the repair of void properties and provide the capacity for inspection and survey data to be captured electronically on site and linked directly to Schedule of Works orders. This will reduce the time taken to complete inspections and raise orders. It will also assist in managing the process so that orders are accurate with fewer variations.
- 4.15 The full mobile working system is being demonstrated to the staff team on 14th December 2022 with an outline timetable for completion in late 2023. In the meantime, an interim work around method for producing job tickets electronically is being trialled. The possibility of completing property survey documentation is being investigated with Orchard the current IT provider.

4.16 Allocations/Hard to Let Properties

- 4.17 The Jigsaw Housing Allocations /Choice Based Lettings system went live in January 2022. This provides the online advertising of properties in line with the Councils allocations policy.
- 4.18 The advertising of each individual vacant property is completed at the earliest opportunity – once an estimated date for completion of works is agreed. This will depend on the scope and scale of works required. The housing Solutions and support Team has identified other online vehicles for the advertising of eight current hard to let first and second floor “sheltered” flats which will be pursued further subject to compliance with the Councils Allocations Policy.
- 4.19 During this financial year 229 properties have been advertised for letting through the Councils Jigsaw, Choice Based Lettings system. 106 of these properties were with Housing Associations, 113 with the Council. There was an average of 27 bids for each property. Housing Association properties attracted an average of 37 bids per property with Council properties only receiving an average of 20 bids. Ten or less bids were received on 37 Council properties.
- 4.20 Of the Council properties 66 (58%) of properties advertised were flats which received an average of 13 bids. Of these 29 were sheltered flats,
- 4.21 In summary, council flats, (especially sheltered flats) which make up the majority of properties advertised are relatively more difficult to let than other social rented properties in the district.
- 4.22 This issue was identified in the report to Housing and Community Services Committee in April 2019, Internal Audit have agreed to review the current stock of “Sheltered Housing “to consider whether these properties especially those on the first and second floor are appropriate for this type of housing. The recommendations and responses arising from this review will form part of a report to the Audit Subcommittee.

4.23 Performance

The operation of the relet- repair process is managed through a weekly operational planning meeting between SDDC and Novus and daily contact to confirm progress. A weekly management is chaired by the Head of Housing. Overall performance is contained in a monthly contract report which is then reviewed at a monthly Contract meeting. During the first quarter of the year Novus returned 15 properties as being ready to let with no properties returned within target. A range of reasons for this performance were suggested: including delays in electrical certification, shortage of skilled labour/subcontractors, absence of key staff and the inaccuracy of SDDC survey and works order information.

During the second quarter completions increased with 33 properties being returned, three within target. The performance issue was escalated again via the Head of Housing to the Regional Director of Novus, who were invited to attend Overview and Scrutiny Committee in October 2022. Their presentation to this meeting confirmed their commitment to increase completions to 8 per week in order to resolve the backlog of properties and assist in reducing overall relet times. Whilst progress has been made on improving IT, processes and procedures, clearing meters etc, this has not yet been translated into improved performance of Average Relet time for properties already in the backlog. These changes and the proposed actions will make an impact on ensuring these properties are let and also that newly arising properties are let more quickly

4.24 The position at 14/11/22 compared with the position reported to Housing and Community Services Committee in April 2022 is shown in the table below, it is important to note that Since 1/4/2022 a further 211 tenancies have been terminated by outgoing tenants. 20 of these are under notice and not vacant. 83 Properties have been relet.

Relet stage	March 2021	March 2022	Nov 2022	Dec 6 th 2022
Awaiting Meter check/survey	8	12	19	44
Contractor	54	19	54	42
Final check	20	19	13	3
Ready to let	29	32	12	15
total	111	82	98	104

The table confirms that from April to November 2022 the number of properties being processed towards reletting has not kept pace with new terminations nor has it made sufficient progress with dealing with properties in the backlog.

NOVUS acknowledged in their presentation to Overview and Scrutiny Committee on 12th October 2022 the challenges that they had faced with regard to delivering EICR and works to void properties and confirmed their commitment to improve the position in both areas along with the actions in place to deliver this.

4.25 The outline target of 8 completions per week included in the improvement plan had already been discussed with NOVUS and was acknowledged in their presentation to the Committee.

4.26 The reconfigured Orchard system now gives the Council a more robust means to monitor performance at each stage of the relet process. The Housing Team have been able to provide data that illustrates the performance of the repair part of the process. The table below shows the number of properties returned by NOVUS to the Council in Quarter 2 and also so far in Quarter 3 of this financial year.

	Quarter 2	%	Quarter 3	%
Repair Time	Number of Properties		Number of properties	
Less than 30 Days	3	9%	8	28%
30-60 Days	2	7%	5	17%
61-90 Days	12	36%	3	10%
90-291 days	16	48%	13	45%
Total	33	100%	29	100%

4.27 It is clear that the return rate for properties has picked up so far during Quarter 3. It is also clear that a greater proportion of properties are being returned on target. Whilst this is positive the return rate is not yet at the 8 properties per week agreed by NOVUS.

4.28 As described above, the analysis of the data provided thus far shows that around 30% of properties require additional works which must be authorised through a Variation order. This increased both the works time and also the time take to re inspect and certify property.

4.29 A revised Improvement Plan has been prepared to address performance issues with all contractors involved in the void process and also with Council teams that are involved. The Improvement Plan is below. This will be managed by the Head of Housing; It includes specific actions for the new repairs Manager and the additional surveyor resource in order to make immediate progress to improve performance.

4.30 **Targets and assumptions**

Assuming that terminations continue at the same rate of an average of 6 per week, then a further 108 tenancies can be expected to terminate by the end of the financial year. Whilst there are on average 6 terminations per week over the year, this has slowed in the last few weeks with only 2 tenancies expected to terminate on the last two Mondays in December.

To achieve a target of there being no properties being vacant for more than 8 weeks (56) calendar days by 1/4/23 this would require the current voids (98) plus a further 60 properties to be let at around 8 lettings per week. (This includes an assumption that properties will not be let on 26th December or 2nd January).

Letting the current /backlog of voids at the same rate with the expected 60 new voids a target of 30 days will reduce void relet time to 82.59 days by the end of the financial year. Letting the void properties that are expected to arise in February and March under the new processes will reduce relet times to 56 Days within April with a target to achieve a relet time of 30 days before the end of the first quarter on 2023/24.

SDDC Void /Relet Improvement Plan 2022/23 Targets: • No Property (other than redevelopment /hard to let properties) vacant for longer than 8 weeks @ 1/4/23 • Average time of current voids to be 56 days by 1/4/23	Target	Complete	Owner	Comment
IT	Target	Complete	Owner	Comments
Direct IT Link from Orchard to contractors	1/3/23	No	Head of Housing/IT Project Support/NOVUS	Will improve process for placing orders for all repair work
PROCESS /PROCEDURE				
New process documented	1/10/22	Yes	Head of Housing/Policy and Performance Officer	The process map is attached at Appendix A.
Communications in place with SDDC staff team	28/11/22	Yes	Head of Housing/Policy and Performance Officer	
Voids planning and contract monitoring meetings in place	5/12/22	Yes	Head of Housing/Repairs Manager	
Sign off /handover documentation to be agreed	5/12/22		Head of Housing/Repairs Manager/NOVUS	
“New” Process to be applied to all properties currently under notice	5/12/22		Head of Housing/Repairs Manager /NOVUS	
Current Voids @14/11/22				
Target Date for Outstanding EICRS	2/12/22		Head of Housing/Asset and Improvement Manager/NEWAY/NOVUS	
Target dates for Meter Clearances agreed	5/12/22	Yes	Head of Housing/Repairs Manager	
Target dates for SDDC surveys agreed	5/12/22	Yes	Head of Housing/Repairs	

			Manager	
Target dates for outstanding safety certificates	2/12/22	Yes	Head of Housing/Asset and Improvement Manager	
Expected Completion dates for properties under repair agreed	2/12/22	Yes	Head of Housing/Repair Manager NOVUS	
Review and revise Survey reports	16/12/22	In Progress	Head of Housing/Repairs Manager	
Individual Property Plan	9/12/22	Yes	Head of housing/Repairs Manager /NOVUS	Attached at Appendix B
Fast Track for minor works	9/12/22	Yes	Head of Housing/ Manager/NOVUS	
Clarify "Lettable standard"	20/12/22	In Progress	Head of Housing/Novus	To reduce number of variation orders

Managing the Plan

- 4.31 As included in the table above, a works plan has been provided by NOVUS and is attached at Appendix B. The first phase of this plan details the duration of works on vacant properties up to the end of January 2023. There are a further 23 properties which will be planned once the Council has completed revised surveys and provided accurate specifications for the works. This is scheduled to be complete by 16/12/22.
- 4.32 It is expected that within the 23 properties awaiting survey will be a number of minor works voids that will be "fast tracked" for completion to add to the weekly completions identified in the plan.
- 4.33 Weekly planning meetings for void properties have been in place for some time with "front line" Council and NOVUS colleagues in attendance. The wider contractual issues are covered through the existing "whole house" contract meetings chaired by the Asset and Improvement Manager.
- 4.34 The Head of Housing will now also chair an additional meeting of SDDC and NOVUS management colleagues to review progress towards the targets identified.
- 4.35 In the short term the additional surveyor resource has been employed to update and correct all the surveys for existing vacant properties. This will remove the potential for delays due additional works or variation orders.
- 4.36 NOVUS have also confirmed their current level of resource employed to deliver the contents of the plan.
- 4.37 As a further contingency measure. The Councils procurement advisors have been asked to draft an "expression of interest" document to issue to contractors in the Efficiency East Midlands (EEM) Framework to ascertain whether there is any interest

or capacity in completing void property works. Earlier informal enquiries did not receive a positive response.

5.0 Financial Implications

- 5.1 The Financial Implications section of the report to Finance & Management Committee 24th November 2022. The reported stated that rental income is lower in year due to the average level of voids which is currently around 100 properties per month, together with the time being taken to relet voids, which on average currently stands at 183 days. The loss forecast for 2022/23 is £417k.
- 5.2 The assumptions applied to the calculations of rental income for the 2023/24 budget is for the level of voids to remain at 3.41% (100 voids) in 2023/24 reducing to 2.39% (70 voids) in 2024/25 and levelling back to 1.71% (50 voids) thereafter.
- 5.3 The effect of using these assumptions on the rental income budget for 2023/24 vary the rental income receivable from £13,065m at 3.41% (100), £13,204 at 2.39% (70) and £13,296m at 1.71% (50) this illustrates the impact on income depending on the level of voids.

6.0 Corporate Implications

Employment Implications

- 6.1 There are no direct employment implications contained within this report

Legal Implications

- 6.2 There are no direct Legal implications contained within this report.

Corporate Plan Implications

- 6.3 The contents of this report directly contribute to the aims within the Corporate Plan to: Support and safeguarding the most vulnerable. With partners encourage independent living and keep residents healthy and happy in their homes. Promote health and wellbeing across the district. Improve the condition of housing stock and public buildings.

Risk Impact

- 6.4 A number of Risks have been identified that could impact on the delivery of this plan.
- A higher number of terminations than expected.
 - Loss of skilled contractor labour
 - Loss of Skilled SDDC supervisory colleagues (electrical /gas Project officers)
 - Harder to let properties becoming vacant. Around 20% of vacant properties are consistently first and second floor sheltered flats with low demand.

7.0 Community Impact

Consultation

7.1 The process for reletting Council properties will be on an agenda for the Tenants Voice Group meeting in early 2023.

Equality and Diversity Impact

7.2 There is direct Equality and Diversity impact contained within this report.

Social Value Impact

7.3

Environmental Sustainability

7.4 There are no direct environmental sustainability impacts within this report.

8.0 Conclusions

8.1 Whilst progress has been made with implementing new operating and monitoring systems for repairs this has only made a modest impact on repairs performance.

8.2 An improvement plan is necessary to deliver the much needs performance improvements.

9.0 Background Papers

Housing and Community Services Committee 19th April 2022 Council House Reletting Overview and Scrutiny Committee 12th October 2022 Novus Presentation
Housing and Community Services Committee 17th November 2022 – Corporate Performance Report.

Notes:

- * Category – Please see the Committee Terms Of Reference in [Responsibility for Functions - Committees](#). This shows which committee is responsible for each function and whether it has delegated authority to make a decision, or needs to refer it elsewhere with a recommendation.
- ** Open/Exempt - All reports should be considered in the open section of the meeting, unless it is likely that exempt information would be disclosed. Please see the [Access to Information Procedure Rules](#) for more guidance.
- *** Committee Terms Of Reference in [Responsibility for Functions - Committees](#).

Appendix A Relet Process

Voids Weekly Schedule		
Monday	Tuesday	Wednesday
-	Joint Void Surveys	Joint Final Interim Inspections
Post Voids for Properties handed back previous Friday	- Order EPCs for any new notices received. - Check Asbestos Status, upload where existing and order where not existing. - Raise VOs as required	- Input works schedules - Scan works schedules to Novus & Orchard - Scan Meter Details to AJR -Order any dec vouchers required from Business Support
- Prep Void Survey docs for this weeks' voids - Cancel EPCs/Asbestos surveys for properties where keys not received - Prep for Void Meeting	Joint Void Surveys	Joint Final Interim Inspections
Void Meeting	Send updated snapshot to Novus	- Resolve any meters in debt - If meters in credit and we have asbestos rpts, release gas and electric jobs. - If no asbestos, just release gas
- Interim inspections for recent voids - Void Meeting - Void Meeting - Complete and Issue Minutes		
- Book in keys following post void inspections and move to RTL - Complete additional works forms/Gifted Goods forms as necessary		
Thursday	Friday	
-	-	
Day to Day	Day to Day	
- Check Environtec portal for any recently completed reports and upload - Chase up any proeprties where we are waiting info from Improvements (Check Improvements plan or Improvement works underway status)	-	
-	Advise all properties from Wednesday Inspections which are now ready	
Day to Day	Day to Day	
Update returned Snapshot comments onto Orchard	-Advise Inspectors of post voids required for Monday & Prep forms	

Appendix A Relet Process

	Completed by When?			Orchard Status		By Who?	What to do to move things on
	Week	Day	Time	Code	Description	Owner	Action Needed
Notice Period	1	Mon	Noon	NOTIFY	Notice received	Allocations	Send Termination form to customer & check if valid EPC available, upload if yes
	1	Mon	PM	EPCORD	EPC Order Required	Voids Team	Order EPC report
	1	Mon	PM	ASBCHQ	Check Asbestos Status	Voids Team	Check if valid Asbestos Report available, upload if yes
	1	Mon	PM	ASBORD	Asbestos Order Required	Voids Team	Order Asbestos Report
	1	Mon	PM	PLACHK	Check Planned Works	Voids Team	
	1	Wed	PM	BOOKPI	Book Pre Inspection	Voids Team	Contact customer and arrange pre-void inspection
	2	Fri	AM	PIBKD	PreVoid Inspection Booked	Voids Team	Attend & complete Pre-Void Inspection
4	Mon	PM	PRECOM	Pre Void Insp. Complete	Voids Team	Upload Pre-void inspection & await keys	
Void Period	1	Mon	Noon	KEYREC	Keys Received	Allocations	Record keys in & terminate tenancy
	1	Weds	Noon	TERM	Terminated	Voids Team	Complete Repairs Schedule
	1	Weds	Noon	METERS	Meters Status Checks	Voids Team	Establish meter type and credit/debit status, send info to AJR
	1	Weds	Noon	METDEB	Meters in Debt	Voids Team	Load up meters until in credit
	1	Weds	Noon	INSCOM	Void Survey Complete	Voids Team	Arrange gas, electric checks - raise jobs for only these on Orchard
	1	Fri	PM	SAFUND	Safety Checks Underway	Voids Team	Upload certs as they become available
	AS PER MAJORS TIMELINE			REWUN	Rewire Underway	Improvements	Update on progress/completion of rewire
	AS PER MAJORS TIMELINE			HEAUN	Heating Upgrade Underwa	Improvements	Update on progress/completion of heating upgrade
	2	Mon	AM	SAFETY	Safety Checks Complete	Voids Team	Ensure all certs uploaded & raise jobs for remaining void works on Orchard
	2	Mon	AM	ADMIN	Orders With Admin	Voids Team	Establish if works require mgmnt sign off and issue if not
	4	Tues	Noon	REP	Undergoing Repairs	Novus	Complete required void works
	3	Weds	PM	INSFA	Interim Inspection Failed	Novus	Address highlighted snagging issues
	3	Weds	PM	INSOK	Interim Inspection OK	Novus	Continue with required void works
	4	Thurs	PM	REPCOM	Repairs Complete	Improvements	Check electric certification and upload
	5	Mon	PM	CERTOK	Certs OK	Voids Team	Complete Post Void Inspection
	AS PER BREACHED TIMELIN			CERTRE	Certs Retd to Contractor	Novus	Amend certificates as required
AS PER BREACHED TIMELIN			RETURN	Void Return to Contract	Novus	Address highlighted snagging issues	
AS PER BREACHED TIMELIN			SNAGG	Snags/Repairs	Novus	Address highlighted snagging issues	
AS PER BREACHED TIMELIN			SECPVI	Second Post Void Needed	Voids Team	Inspect snagging issues completed satisfactorily	
Sign Up Period	5	Tues	PM	RTL	Ready To Let	Tenancy Servic	Complete sign up appointment with customer
	5	Fri	PM	REDES	Property Redesignated	Business Supp.	Amend property information on Orchard
	5	Fri	PM	OCCUPY	Occupied	Business Supp.	Verify Tenancy on Orchard

Appendix A Relet Process

Day	Number	Tasks to be done	Comments
Monday	-28	Record notice, check for valid EPC & Asbestos survey and order if not available. Check Improvements plans for any planned work	EPC/Asbestos to be ordered on Day -28 but to be completed on day 4 or 5
Tuesday	-27	Improvements Team to authorise if planned works to be completed during void period	If planned works identified, change Void Type to "Major Voids"
Wednesday	-26		
Thursday	-25	Arrange pre-void inspection with customers	Must be carried out if transfer inspection
Friday	-24		
Saturday	-23		
Sunday	-22		
Monday	-21		
Tuesday	-20		
Wednesday	-19		
Thursday	-18		
Friday	-17		
Saturday	-16		
Sunday	-15		
Monday	-14		
Tuesday	-13		
Wednesday	-12		
Thursday	-11		
Friday	-10		
Saturday	-9		
Sunday	-8		
Monday	-7	Attend pre-void inspection	Completed in final week so can potentially start ensuring meters in credit, we have keys/cards for them etc
Tuesday	-6		
Wednesday	-5		
Thursday	-4		
Friday	-3		
Saturday	-2		
Sunday	-1		
Monday	1	Terminate tenancies, book in keys, print void work schedules & obtain keysafe if applicable	
Tuesday	2	Complete Work Schedules and meter status checks	
Wednesday	3	Bring meters into credit and raise orders gas/electric checks for gas/electric checks on Orchard	
Thursday	4	Gas/Electric/Asbestos/EPC checks to be completed (could these be fixed appointments?)	
Friday	5	Gas/Electric/Asbestos/EPC checks to be completed (could these be fixed appointments?)	If unplanned improvement works (kitchen/bathroom/heating/rewire) identified at survey/EICR/gas decommission, change Void Type to "Major Voids"
Saturday	6		
Sunday	7		
Monday	8	Asbestos reports sent to Novus & all remaining void works uploaded to Orchard	
Tuesday	9	Novus complete repairs	
Wednesday	10		
Thursday	11		
Friday	12		
Saturday	13		
Sunday	14		
Monday	15		
Tuesday	16		
Wednesday	17		
Thursday	18		
Friday	19		
Saturday	20		
Sunday	21		
Monday	22		
Tuesday	23		
Wednesday	24	Check & Upload Elec Certs	
Thursday	25	Check & Upload Elec Certs	If faults in certs found or additional electrical works required highlight "target breached"
Friday	26	Post Void Inspections & Change Locks	If snagging works found and 2nd post void required, thightlight "target breached"
Saturday	27		
Sunday	28		
Monday	29	Post Void Inspections & Change Locks	
Tuesday	30	Properties moved to Ready to Let	
Wednesday	31	Sign Up (but Tenancy Start date on Day 29)	
Thursday	32	Sign Up (but Tenancy Start date on Day 29)	
Friday	33	Tenancies loaded on Orchard	

Appendix B NOVUS work programme

Properties	Novus Update	SDDC Update	Stage Action Complete By	08-Dec	09-Dec	10-Dec	11-Dec	12-Dec	13-Dec	14-Dec	15-Dec	16-Dec	17-Dec	18-Dec	19-Dec	20-Dec	21-Dec	22-Dec	23-Dec	24-Dec	03-Jan	04-Jan	05-Jan	06-Jan	07-Jan	08-Jan	09-Jan	10-Jan	11-Jan	12-Jan	13-Jan	14-Jan	15-Jan	16-Jan	17-Jan	18-Jan	19-Jan	20-Jan	21-Jan	22-Jan	23-Jan	24-Jan										
	NOVUS COMMENTS	SDDC Comments	Date																																																	
FLAT 86 High Street, DE11 7EA	Awaiting Orchard Order	Copy Void survey sent to ST 25.11 along with EICR works order. Still awaiting EICR cert. Repair works will be released from Dichard once EICR received. Change to process discussed with NP/DS - works orders will be released 09/12	12/12/2022																																																	
FLAT 4 Coniston Court, DE11 0PA	Awaiting Orchard Order	Copy Void survey sent to ST 25.11 along with EICR works order. Still awaiting EICR cert. Repair works will be released from Dichard once EICR received. Change to process discussed with NP/DS - works orders will be released 09/12	12/12/2022																																																	
9 Windsor Close, Newhall, DE11 0JF	ECD 12/12/22																																																			
112 Chestnut Avenue, Midway, DE11 0EW	ECD 12/12/22																																																			
12 Wilmot Avenue, DE72 2BN	ECD 19/12/22																																																			
40 Cleveland	ECD 12/12/22																																																			
37 Salisbury	ECD 12/12/22																																																			
32 Peniston Rise, DE73 8EZ	ECD 23/12/2022	Copy Void survey sent to ST 25.11 along with EICR works order. Still awaiting EICR cert. Repair works will be released from Dichard once EICR received. Change to process discussed with NP/DS - works orders will be released 09/12	12/12/2022																																																	
27 Maple Road Road, DE11 0EZ	ECD 04/01/2022																																																			
11 The Crescent DE11 0DS	ECD 15/12/2022																																																			
FLAT 21 Thomas Cook Close, DE73 8SQ	ECD 12/12/22																																																			
32 Springfield Road Midway, DE11 0BZ	ECD 23/01/2022	Awaiting inspector feedback to admin on VO's																																																		
FLAT 24 Smallthorn Place, DE11 7EJ	ECD 15/12/22																																																			
FLAT 35 Davis Road, DE11 0PT	ECD 19/12/2022																																																			
131 Salisbury Drive, DE11 7LF	ECD 19/12/2022																																																			
FLAT 4 Carnegie House, DE11 9AY	ECD 16/12/2022																																																			
7 Wideshaft, DE11 8LQ - SO	ECD 23/12/2022																																																			
FLAT 30 Smallthorn Place, Woodville, Swadlincote, Derbyshire, DE11 7EJ	ECD 24/01/2022	Void repair works were released 26/11. Confirmation email was sent to ST on the same date. ECD required																																																		
12 Hall Farm Close, Swadlincote, Derbyshire, DE11 8LJ	ECD 16/01/2022	Copy Void survey sent to ST 13.10 along with EICR works order. Still awaiting EICR cert. Repair works will be released from Dichard once EICR received. Change to process discussed with NP/DS - works orders will be released 09/12	12/12/2022																																																	
36 Belvoir Crescent, Newhall, Swadlincote, Derbyshire, DE11 0JE	ECD 17/01/2022	Copy Void survey sent to ST 10.11 along with EICR works order. Still awaiting EICR cert. Repair works will be released from Dichard once EICR received. Change to process discussed with NP/DS - works orders will be released 09/12	12/12/2022																																																	
FLAT 35 Jubilee Close, Melbourne, Derbyshire, DE73 8GR	ECD 18/01/2022	Copy Void survey sent to ST 04.11 along with EICR works order. Still awaiting EICR cert. Repair works will be released from Dichard once EICR received. Change to process discussed with NP/DS - works orders will be released 09/12	12/12/2022																																																	
1 Princess Avenue, Linton, Swadlincote, Derbyshire, DE12 6QH	Novus complete on 25/01/2022	Copy Void survey sent to ST 18.11 along with EICR works order. Still awaiting EICR cert. Repair works will be released from Dichard once EICR received. Change to process discussed with NP/DS - works orders will be released 09/12	12/12/2022																																																	
FLAT 73 Belvoir Crescent, DE11 0JE -	ECD 27/12/2022	Copy Void survey sent to ST 06.12 along with EICR works order. Still awaiting EICR cert. Repair works will be released from Dichard once EICR received. Change to process discussed with NP/DS - works orders will be released 09/12	12/12/2022																																																	
FLAT 11 Newlands Close, Church Gresley, Swadlincote, Derbyshire, DE11 9QX	ECD 23/12/2022	EICR works order released 03/12 by Natalie. Still awaiting EICR cert. Will send copy void survey and asbestos report today as don't know if Nat sent as she is off today. Change to process discussed with NP/DS - works orders will be released 09/12	12/12/2022																																																	
7 Stoneydale Close, Newhall, Swadlincote, Derbyshire, DE11 0UN	ECD 09/12/2022																																																			
FLAT 25 Hill Street, Swadlincote, Derbyshire, DE11 8HL	ECD 19/12/2022	Awaiting inspector feedback to admin on VO's	VO forms to be sent by Novus no later than EOP 18/12/2022																																																	
FLAT 6 Smallthorn Place, DE11 7EJ	ECD 19/12/2022																																																			

REPORT TO:	OVERVIEW AND SCRUTINY COMMITTEE	AGENDA ITEM: 7
DATE OF MEETING:	4 JANUARY 2023	CATEGORY:
		RECOMMENDED
REPORT FROM:	STRATEGIC DIRECTOR (CORPORATE RESOURCES)	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE Kevin.stackhouse@southderbyshire.gov.uk	DOC: h/KS/budgets/budet2324/review of agency costs
SUBJECT:	VACANT POSTS AND AGENCY COSTS	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: FM 08

1.0 Recommendations

- 1.1 That the analysis of vacant posts and agency costs as detailed in the report is considered and any recommendations referred back to Finance and Management Committee.

2.0 Purpose of the Report

- 2.1 As part of the Committee's Work Programme for 2022/23, the report provides an overview of the situation regarding vacant posts at the Council, together with the cost of agency staff to cover vacant posts.

3.0 Background

- 3.1 In recent years, the Council has had difficulty in recruiting into posts across a range of services. Over the past year, this has become more acute, where recruitment and retention across local government has been an issue.
- 3.2 This has been more significant in specific services such as Planning, Housing and Waste Collection, where a national shortage of staff is being experienced. This has also led to the rates of pay in other sectors increasing way in excess of the Council's pay structure.
- 3.3 Consequently, the Council is becoming more reliant on employing Agency staff to temporary fill vacant posts and to keep services operational. Where posts can be temporarily covered internally, including overtime provided by other staff, this is the first option.
- 3.4 However, this is not always practical due to the specialist and technical nature of many roles, or there is simply no capacity due to the small size of individual teams, etc.
- 3.5 The Council's Base Budget provides for a 100% full Establishment each year and does not factor in a vacancy or turnover rate. Although vacant posts produce savings against the Budget, agency staff are generally more expensive where day or hourly rates reflect the

temporary nature of employment and market conditions. This additional cost can more than offset the reduction in the salary budget.

3.6 Salary savings and costs are reported to the Finance and Management Committee on a quarterly basis as part of budget monitoring during the financial year. That Committee have become increasingly concerned about the level of vacancies which have impacted on the delivery of some services, in addition to the growing cost of employing agency staff.

4.0 Detail

4.1 **Appendix 1** provides a detailed analysis of vacant posts and agency staff used between 1 April and 30 September 2022. The analysis also shows the number of vacancies filled across Council services in the same period.

4.2 The following headlines are worth noting:

- 46 vacancies have been filled in the period, which is 12% of all posts on the Establishment.
- There were 70 vacant posts as at 30 September 2022, which is 18% of all posts on the Establishment.
- Of these 70 posts, 57 (80%) were being covered by agency staff.
- Overall, the cost of agency staff was £105,000 **less** than the salary savings.
- However, in individual services, the picture is more skewed. The cost of agency staff in Waste Collection, Planning and Housing services is far in excess of salary savings.
- The reverse exists in many back-office, professional and regulatory services where vacant posts are less frequent and are covered internally or potentially, not at all with a consequential effect on service provision.

4.3 **Appendix 2** provides a list of the 70 vacant posts as at 30 September 2022.

4.4 It should be noted that clearly this was the position as at 30 September 2022 and will have changed given recruitment processes on-going in many services and the volatility of current labour markets.

4.5 The next analysis will show the situation up to 31 December 2022, although this report does show the overall trend and highlights the issues faced by the Council.

5.0 Financial Implications

5.1 As detailed in the report.

6.0 Corporate Implications

Employment Implications

6.1 Given the current issues, recruitment and retention initiatives are being reviewed and reports regarding market supplements for example, are planned for forthcoming Finance and

Management Committees.

- 6.2 In the meantime, recent restructure reports in Customer Services and Planning, have implemented trainee/graduation schemes, together with the employment of Modern Apprenticeships, to sustain staff retention in the longer-term.

Legal Implications

- 6.3 None directly

Corporate Plan Implications

- 6.4 None directly

Risk Impact

- 6.5 Capacity and Resilience is a risk monitored in the Council's Corporate Risk Register as it has the potential to adversely impact service provision.

7.0 Community Impact

Consultation

- 7.1 None

Equality and Diversity Impact

- 7.2 None directly

Social Value Impact

- 7.3 None directly

Environmental Sustainability

- 7.4 None directly

8.0 Background Papers

- 8.1 None

APPENDIX 1

Line No.	SERVICE	Total Headcount	Vacant Posts Filled in Year	Current Number of Vacant posts	Number of Agency Workers Used	Vacancy Savings £	Agency Costs £	NOTES
1	Finance	11	4	0	1	43,191	-942	Vacancies Recruited to
2	Senior Management	6	1	0	0	29,034	0	As above
3	Community Safety	4	0	1	0	8,475	0	Vacant post seconded to - no recruitment in place
4	Pollution Reduction	9	1	0	0	8,718	0	Vacancies Recruited to
5	Grounds Maintenance	35	2	5	0	77,297	0	Covered by Staff Overtime £13k
6	Household Waste Collection	48	0	4	8	53,786	-141,434	Recruitment in progress - Agency also covering long term sickness
7	Street Cleansing	17	0	5	2	90,345	-34,771	Recruitment in progress - Overtime covering vacancies £13.5k
8	Transport Services	6	0	1	0	13,739	-9,346	Vacancy covered by Denis Eagle Mechanic Pool
9	Operational Services Central Admin	9	2	2	1	79,478	-59,950	Recruitment in progress
10	Recycling	18	12	2	8	178,054	-257,914	As above
11	Community Parks & Open Spaces	7	1	1	1	22,937	-31,044	Vacant Post is Tree Inspector - Consultancy Covering Post and recruitment in process
12	Sports Development & Community Recreation	7	1	2	0	41,442	0	Recruitment in progress
13	Grants and Support to Voluntary Bodies	1	1	0	0	2,643		Vacancy recruited to
14	Community Centres	2	2	0	0	26,960	-4,680	As above
15	Rosliston Forestry Centre	7	1	0	0	15,534		As above
16	Promotion and Marketing of the Area	4	0	1	1	28,849	-5,748	Unsuccessful recruitment - options for vacancy being investigated
17	Tourism	3	0	1	0	3,217	0	Recruitment in progress
18	Legal Services	5	1	1	0	14,194	0	Consultancy used to cover post
19	Land Charges	2	0	2	0	35,816	-54,163	SLA with Lichfield District Council to cover service
20	Conducting Elections	4	0	1	0	12,588	0	Restructure pending
21	Democratic Services	2	0			12,442	-15,859	As above

22	Business Change	4	1	1	0	35,845	0	Recruitment in progress
23	Digital Services	4	1	1	0	5,634	0	As above
24	Personnel/HR	7	2	1	0	14,715	0	As above
25	ICT Support	8	1	0	0	7,477	0	Vacancy recruited to
26	Caretaking	16	1	5	3	21,391	-2,333	Recruitment in progress
27	Customer Services & Revenues	30	0	7	4	94,226	-68,441	Recruitment in progress, new structure including 3 MAs, £56k are Welfare Reform (Reserve) funded
28	Pre-tenancy Services	9	1	1	2	15,267	-53,472	Recruitment in progress
29	Housing Departmental Support Staff	8	1	1	2	5,186	-40,196	As above
30	Responsive Maintenance (DLO Trading HRA)	20	0	8	7	122,577	-154,197	Recruitment in progress - previous attempts unsuccessful
31	Planned Maintenance (HRA Revenue)	8	2	3	4	64,974	-67,797	As above
32	Supported Housing (HRA)	18	3	0	3	19,219	-10,530	As above
33	Managing Tenancies (HRA)	11	1	2	2	23,481	-16,542	As above
34	Planning Delivery	21	2	5	7	90,997	-238,345	Recruitment in progress - New structure pending to help recruitment. Some agency to cover additional work load (funded by Income)
35	Housing Strategy	3	0	2	0	22,028	0	Unsuccessful recruitment - options for vacancy being investigated
36	Development & Regeneration (HRA)	2	0	1	0	17,337	0	As above
37	Planning Policy	7	1	2	0	13,720	0	Recruitment in progress - New structure pending to help recruitment
TOTALS		383	46	70	57	1,372,815	-1,267,704	

LIST OF VACANT POSTS

APPENDIX 2

Post	Department
Tree Inspector	Culture
Leisure Contract Officer	Culture
Health Partnership Manager	Culture
Community Safety Enforcement Officer	Environmental
Grounds Maintenance Operative	Operational
Grounds Maintenance Operative	Operational
Grounds Maintenance Operative	Operational
Snr Grounds Mtce Operative (Cemeteries/Sports)	Operational
Park Attendant (ML Park)	Operational
Refuse Loader	Operational
Refuse Loader	Operational
Refuse Driver / Chargehand	Operational
Clinical Waste Driver	Operational
Street Cleansing Operative	Operational
Street Cleansing Operative	Operational
Gully Tank Driver	Operational
Street Scene Manager	Operational
HGV Sweeper Driver	Operational
Apprentice Mechanic	Operational
Purchasing & Stores Officer	Operational
Business & Resources Manager	Operational
Refuse Driver/Chargehand	Operational
Refuse Driver/Chargehand	Operational
Senior Economic Development Officer	Economic Development
Swadlincote Tourist Information Assistant	Economic Development
Senior Legal Officer	Legal & Democratic Services
Land Charges Technician	Legal & Democratic Services
Land Charges Assistant	Legal & Democratic Services
Electoral Services Officer	Legal & Democratic Services
Senior Democratic & Electoral Services Officer	Legal & Democratic Services
Senior Business Change Officer	ICT & Business Change
Systems Support Analyst	ICT & Business Change
EDI Officer	Organisational Development
Deputy Facilities Supervisor	Property Services
Office Cleaner	Property Services
Customer Services Officer	Customer Services
Customer Services Training & Technical Officer	Customer Services
Customer Services Advisor	Customer Services
Benefits overpayments apprentice post	Revenue & Benefits
Revenues apprentice post	Revenue & Benefits
Debt recovery apprentice post	Revenue & Benefits
Customer Services Administrator fixed term 2 years	Customer Services
Senior Housing Options Officer	Housing
Business Support Officer	Housing

Bricklayer	Housing
Property Inspector	Housing
Apprentice Plumber	Housing
Apprentice Joiner	Housing
Plumber	Housing
Joiner	Housing
Joiner	Housing
Repairs Manager	Housing
Project Officer (Building)	Housing
Project Officer (Mechanical/Electric)	Housing
Project Officer (Heating)	Housing
Housing Officer	Housing
Housing Officer	Housing
Area Planning Officer	Planning
Planning Officer	Planning
Planning Delivery Team Leader	Planning
Senior Planning Officer	Planning
Senior Planning Officer (Design)	Planning
Planning Assistant	Planning
Planning Policy Team Leader	Planning
Housing Development Officer	Housing Strategy
Housing Research Officer	Housing Strategy
Housing Development Officer	Housing Strategy

REPORT TO:	OVERVIEW AND SCRUTINY COMMITTEE	AGENDA ITEM: 8
DATE OF MEETING:	04 JANUARY 2023	CATEGORY: DELEGATED
REPORT FROM:	CHIEF EXECUTIVE	OPEN
MEMBERS' CONTACT POINT:	DEMOCRATIC SERVICES democraticservices@southderbyshire.gov.uk	DOC:
SUBJECT:	COMMITTEE WORK PROGRAMME	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

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

2.0 Purpose of Report

2.1 The Committee is asked to consider the work programme.

3.0 Detail

3.1 Attached at Annexe 'A' is a work programme document. The Committee is asked to consider and review the content of this document.

4.0 Financial Implications

4.1 None arising directly from this report.

5.0 Background Papers

5.1 Work Programme.

Overview & Scrutiny Committee Work Programme 2022/23																				Annexe A	
Project	Committee Date																			Responsible Head of Service	
	Jun-22		Aug-22		Oct-22		Nov-22		Jan-23		Feb-22		Mar-22								
	15		31	12		23	4		8			29									
Overview of the Public Realm Works in Swadlincote Town Centre and Leisure															Chief Executive						
Land Charges Update															Chief Executive						
Digital Derbyshire and Broadband (TBC)															Strategic Director (Corporate Resources)						
Setting the Work Programme															Strategic Director (Corporate Resources)						
Flexible Working Policy Review (subject to report to F&M Committee on 12 January 2023)															Strategic Director (Corporate Resources)						
Budget															Strategic Director (Corporate Resources)						
RIPA															Head of Legal and Democratic Services						
Housing Repairs and Maintenance Contractor															Strategic Director (Service Delivery)						
East Midlands Airport Update															Strategic Director (Service Delivery)						
Planning Service Delivery Update (subject to reports to EDS Committee on 10 November and F&M on 24 November 2022)															Strategic Director (Service Delivery)						
Agency Costs and Vacant Posts															Strategic Director (Corporate Resources)						
Housing Relets and Void Properties															Strategic Director (Service Delivery)						
GP Surgeries / Appointments (TBC)															Strategic Director (Service Delivery)						
Report to Committee															Verbal Update / Presentation						
Report to Task Group															Public Meeting						