

Corporate Plan 2020-2024

Performance Measure Report

Housing and Community Services Committee

Team: Organisational Development and Performance

Date: May 2024

Quarter 4, 2023-24

Performance Measure Report Index

Corporate Plan 2020-2024

Summary

The Corporate Plan 2020-2024 has 35 Corporate Measures which underpin the Council's three priorities Our Environment, Our People, Our Future.

The following Committees are responsible for overseeing the delivery of the following key aims and outcomes:

Environmental and Development Services Committee (E&DS) are responsible for 17 Corporate measures under the key aims:

- E1. Improve the environment of the District.
- E2. Tackle climate change.
- E3 Enhance the attractiveness of South Derbyshire.
- P2. Supporting and safeguarding the most vulnerable.
- F1. Develop skills and careers.
- F2. Support economic growth and infrastructure.

Housing and Community Services Committee (H&CS) are responsible for seven corporate measures under the key aims:

- E3. Enhance the attractiveness of South Derbyshire.
- P1. Engage with our communities.
- P2. Supporting and safeguarding the most vulnerable.

Finance and Management Committee (F&M) are responsible for 11 corporate measures under the key aims:

- P2. Supporting and safeguarding the most vulnerable.
- P3. Deliver Excellent Services.
- F3. Transforming the Council.

Housing and Community Services Committee (H&CS) are responsible for the following seven corporate measures.

Our Environment

Measure

- The number of Green Flag Awards for South Derbyshire parks

Our People

Measure

- Number of new and existing community groups supported
- Number of Anti-social behaviour (ASB) interventions by type
- % of households prevented from homelessness
- Deliver the objectives identified in the South Derbyshire Health and Wellbeing Group
- Deliver the Planned Maintenance Housing programme over four years
- Average time taken to re-let Council homes

| E3.2 Improve public spaces to create an environment for people to enjoy | | | | | |
|---|--------------------------------|--|--|------------------------------|--|
| Measure and Reference | | E3.2A The number of Green Flag Awards for South Derbyshire parks | | Committee | H&CS |
| Definition | | To measure the outcome of Green Flag inspections on parks or other green spaces within South Derbyshire. | | Why this is Important | To ensure that everybody has access to attractive, green and open spaces which are appropriately managed and meet the needs of the community they serve. |
| What Good Looks Like | | Increase the Green Flag Awards for South Derbyshire green spaces by two so that there are four Green Flag Awards in South Derbyshire by 2024 | | | |
| History of this Indicator | | At present there are two Green Flag green spaces in South Derbyshire, Eureka Park and Maurice Lea Memorial Park. | | | |
| 2019/20 Baseline Data | | Two Green Flag Parks in 2019 | | | |
| Reporting Year | Annual Target | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
| 2020/21 | 4 Green Flag Awards by 2024 | Achieved | Achieved | Achieved | Achieved |
| 2021/22 | Four Green Flag Awards by 2024 | Achieved | Achieved | Achieved | 3 |
| 2022/23 | Four Green Flag Awards by 2024 | 3 | 3 | 3 | 3 |
| 2023/24 | Four Green Flag Awards by 2024 | 3 | 4 | 4 | 4 |
| Performance Overview - Quarterly Update | | | Actions to sustain or improve performance | | |
| This is an annual measure which has been achieved. | | | Work will continue to retain the existing Green Flag awards through following the approved management plans. Going forward we are looking at other sites to become accredited in future years to increase this number further. | | |

Priority: Our People

P1.1 Support and celebrate volunteering, community groups and the voluntary sector

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|---|--|--|--|------------------|------------------|
| Measure and Reference | P1.1A Number of new and existing Community Groups supported | Committee | H&CS | | |
| Definition | The number of Community Groups (including Parish Councils) that are supported by the Services within the District Council. | Why this is Important | The Service offers support to Community Groups; however, this is not always recorded to gauge the level of impact on the Community | | |
| What Good Looks Like | First year will be benchmarking and then see an increase in the numbers of groups supported. | | | | |
| History of this Indicator | No historical monitoring of this indicator | | | | |
| 2019/20 Baseline Data | None | | | | |
| Reporting Year | Annual Target | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
| 2020/21 | Proxy | 28 | 66 | 113 | 153 |
| 2021/22 | Proxy | 24 | 65 | 112 | 160 |
| 2022/23 | Upward Trend on two-year average (>157) | 33 | 87 | 151 | 216 |
| 2023/24 | Upward trend on the average over two years >157 | 65 | 135 | 191 | 232 |
| Performance Overview - Quarterly Update | | Actions to sustain or improve performance | | | |
| <p>Groups supported included: 1st Newhall Scout Group Aston Well Dressing Birding for beginners Burton RFC Wheelchair Rugby Club Butterfly Conservation (and all their partner voluntary organisations in South Derbyshire) Coton in the Elms PC Derbyshire Wildlife Trust Elvaston Cricket Club Eureka Park Bowls Club Findern Annual Fete Findern Parish Council Foston & Scropton PC</p> | | <p>The Q4 figure 232 is an increase on the previous three years and is above the target of >157 groups supported over the year.</p> | | | |

| | |
|---|--|
| Gresley Old Hall Hartshorne Cricket Club Hatton PC Hilton Youth Group Lullington Park Cricket Club Melbourne Assembly Rooms Melbourne Carnival Melbourne Royal British Legion Club Melbourne Sporting Partnership Milton Village Hall Netherseal Almshouses Netherseal Village Hall Newhall Social Club Overseal Gala P3 People Express Princes Trust-Burton on Trent Recreation in Aston REMEDI Rosliston Forestry Centre Community Group Rosliston PC Sharpes Pottery & Heritage Arts Trust South Derbyshire CVS Swad and Burton Table Tennis Club Swadlincote Festival of Transport Swadlincote Festival of Words group Swarkestone Cricket Club The Old Post Community Centre Ticknall Cricket Club | |
|---|--|

Priority: Our People

P1.2 Help tackle anti-social behaviour & crime through strong and proportionate action

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|----------------------------------|--|------------------------------|---|
| Measure and Reference | P1.2A Number of ASB interventions by type | Committee | H&CS |
| Definition | The effectiveness of the delivery of the services will be assessed as High, Moderate, Minor or Minimal based on a comparison of the changes in numbers of anti-social behaviour complaints and relevant interventions | Why this is Important | This is intended to show the service activity around interventions and the result of the interventions. |
| What Good Looks Like | The assessment will be based on the matrix shown and calculated in accordance with the separate published methodology | | |
| History of this Indicator | No historical monitoring of this indicator | | |
| 2019/20 Baseline Data | In 2019/20 there were 2893 reports of relevant forms of Anti-social behaviour (ASB) which were received by Derbyshire Constabulary and South Derbyshire District Council and 95 formal legal interventions of the type described in the detailed methodology | | |

| Reporting Year | Annual Target | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|-----------------------|---|------------------|------------------|------------------|------------------|
| 2020/21 | 'Moderate' or 'High' | Minimal | Minimal | Minimal | Minimal |
| 2021/22 | 'Moderate' or 'High' | Moderate | Moderate | Moderate | Moderate |
| 2022/23 | 'Moderate' or 'High' | Moderate | Moderate | Moderate | Moderate |
| 2023/24 | Performance to be rated as 'High' or 'Moderate' | Moderate | Moderate | Moderate | Moderate |

| Performance Overview - Quarterly Update | Actions to sustain or improve performance |
|--|---|
| <p>Final Police data for March 2024 is pending.</p> <p>ASB reports to the Police in 2023/24 are 26% lower than in the same period in 2019/20. ASB reports to the Council in 2023/24 are 41% higher than in the same period in 2019/20. Overall, the number of ASB reports to both the Police and the</p> | <p>A recruitment process has started to appoint a temporary Community Safety Enforcement Officer funded by the Police and Crime Commissioner for Derbyshire</p> |

Council in 2023/24 are approximately 20% lower in 2023/24 than they were in 2019/20.



Priority: Our People

P2.1 With partners encourage independent living and keep residents healthy and happy in their homes.

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|----------------------------------|---|------------------------------|--|
| Measure and Reference | P2.1A Number of households prevented from Homelessness | Committee | H&CS |
| Definition | The purpose of the performance indicator is to measure the total number of homeless cases whereby homelessness was prevented or relieved. | Why this is Important | To demonstrate the effectiveness of the Councils services in preventing homelessness from occurring. |
| What Good Looks Like | Good performance would be to increase the level of prevention work to prevent households from becoming homeless and have a reduced level of relief work which focuses on supporting households in secure accommodation after they have become homeless. | | |
| History of this Indicator | This is a new performance indicator which is guided by the Homeless Reduction Act 2017. | | |
| 2019/20 Baseline Data | During Q4 a total of 103 cases were either prevented or relieved. | | |

| Reporting Year | Annual Target | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|-----------------------|----------------------|------------------|------------------|------------------|------------------|
| 2020/21 | Proxy | 64 | 127 | 203 | 265 |
| 2021/22 | Proxy | 85 | 164 | 233 | 261 |
| 2022/23 | Proxy | 52 | 79 | 137 | 182 |
| 2023/24 | Proxy | 47 | 106 | 205 | 254 |

| Performance Overview - Quarterly Update | Actions to sustain or improve performance |
|---|--|
| <p>Quarter 4 Prevention V Relief Commentary:</p> <p>Of the 68 homeless cases that were closed during Quarter 4: 74.24% were closed with the positive outcome of the client being housed.</p> <p>2023-2024 Prevention V Relief Commentary:</p> <p>The ratio of prevention to relief cases for Q1 to Q4: 46.77% cases were prevented (households prevented from becoming homeless) v 54.84% cases were relieved (supporting</p> | <ul style="list-style-type: none"> • Homeless forum to be conducted for Q1. • Additional post has been approved at committee 'Housing Options & Housing Register' to aid the solutions team. • Temporary Accommodation and Prevention Officer post has been extended for a further 18 months. • Re-procurement of services to potentially maximise efficiency for Q1. • P3 Preventing mental health contract extended for a further 12 months. • Additional 'SHIP' post being sent to committee for approval, as an additional resource. |

households into secure accommodation after they have become homeless.)

Whilst relief cases (54.84%) are higher than the prevented cases (46.77%), work undertaken/measures put in place to address this are detailed below.

The Household Support Fund 4 has been used (homelessness prevention payments for arrears, deposits and rent in advance) and (new homes furnishing fund for furniture to set up home).

Continued use of the Flexible Fund (domestic abuse monies administered by New Horizon's on behalf of the Council to support survivors of domestic abuse to rebuild their lives).

Continued use of the P3 Preventing Homelessness by Supporting Mental Health Officers to support those suffering with mental health who are threatened with homelessness or with move on.

Whole team training was attended via Shelter along with individual training.

Priority: Our People

P2.2 Promote health and wellbeing across the District

| | | | | | |
|----------------------------------|--|-----------------------------------|--|---|---|
| Measure and Reference | P2.2A Deliver the objectives identified in the South Derbyshire Health & Wellbeing Group | Committee | H&CS | | |
| Definition | Delivery against the key themes identified in the Health and Wellbeing Group Action Plan as appropriate to the Council. | Why this is Important | To support the overall health and wellbeing of South Derbyshire residents. | | |
| What Good Looks Like | <p>Achieve project milestones: The current key themes are:</p> <ul style="list-style-type: none"> • Health inequalities between different communities are reduced. • People are supported to improve both their physical and mental wellbeing. • Older people, people with dementia and other long-term conditions and their carers have a good quality of life, retain their independence. for as long as possible, and receive the support they need at the end of their lives. • Social Connectedness – reducing social isolation and loneliness. • Supporting communities to respond to and recover from the impact of the Covid 19 pandemic. | | | | |
| History of this Indicator | No historical monitoring of this indicator | | | | |
| 2019/20 Baseline Data | Not applicable | | | | |
| Reporting Year | Annual Target | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
| 2020/21 | 100% of actions delivered | Action plan developed and adopted | Ongoing delivery of the action plan by partners | Ongoing delivery of the action plan by partners | Ongoing delivery of plan |
| 2021/22 | 100% of actions delivered | Draft action plan to be ratified | Action Plan adopted at SDP Co ordinating Group and Board Meeting | 100% of actions delivered | Delivery of Health and Wellbeing Action Plan over 2021-22 |
| 2022/23 | 100% of actions delivered | Action plan developed and adopted | Achieved | Ongoing delivery of the action plan by partners | 100% of actions delivered. |

| 2023/24 | 100% of actions identified delivered | Action plan for 2023/24 in development to be adopted. | On Track - Delivery against the 5 Keys priorities is underway. all 5 of the priorities are being addressed and intervention is assigned accordingly. | On Track - Delivery against the 5 key priorities is ongoing | |
|--|--------------------------------------|---|--|---|--|
| Performance Overview - Quarterly Update | | | Actions to sustain or improve performance | | |
| <p>All five of the priorities are being addressed and intervention is assigned accordingly an update of quarter four activity is detailed below:</p> <ul style="list-style-type: none"> *Health and Wellbeing small grant applications were assessed and awarded, 4 small grants have been awarded. *Children and Young People Emotional Health and Wellbeing Funding - 4 projects awarded funding. *Childs sports mentoring program awarded funding to deliver the sports mentoring program. *Childs Choice program launched and a Coordinator has been recruited - Childs choice program addresses physical inactivity of young people identified through The National Child Measurement Programme (NCMP.) | | | n/a | | |

Priority: Our People

P2.3 Improve the condition of housing stock and public buildings.

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|--|--|--|--|---|--|
| Measure and Reference | P2.3A Deliver the Planned Maintenance Housing programme over four years | Committee | H&CS | | |
| Definition | Each financial year a programme of planned maintenance will be drawn up which addresses statutory and other guidance for maintaining homes up to any regulatory standard and safety standard | Why this is Important | To ensure that Council properties are being maintained through a programme of planned and contracted works | | |
| What Good Looks Like | Deliver 100% of the planned maintenance project over four years. The annual maintenance and expenditure plan will be reported to Housing and Community Services Committee and progress measured against this plan. | | | | |
| History of this Indicator | No historical monitoring of this indicator; The plan will change annually subject to stock condition surveys and any other property fitness assessment. | | | | |
| 2019/20 Baseline Data | Not applicable | | | | |
| Reporting Year | Annual Target | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
| 2020/21 | 100% against the annual plan for 2020-21 | 35% (£ 594,406) | 88.95% (£ 1,188,813) | 95.6% (£ 1,783,219) | 114.10% (£ 2,377,625) |
| 2021/22 | 100% against the annual plan 2020-21 | 111.5% (£662,477.87) | 105.6% (£1,255,878.14) | 77.5% (£1,841,719.16) | 89.1% (£2,116,365.65) |
| 2022/23 | 100% against the annual budget 2022-23 | 18.38% (£1,927,550) | 34.25% - (£660,135.65) | 50.54% - £974,241 against total budget for 2022-2023. | 89.29% - £1,721,162.36 against total budget for 2022-2023. |
| 2023/24 | 100% spend against the planned maintenance budget | 22.67% £415,879.94 | 49.41% £882,083 of £1,785,216 | 70.83% £1,264,530.52 of £1,785,216 | 87.63% £1,825,418 of £2,083,000. |
| Performance Overview - Quarterly Update | | Actions to sustain or improve performance | | | |
| We have achieved 87.63% however, including the accrual of SHDF W2.1 which will be carried over to 2024-2025 we would be at | | Including the accrual for SHDF W2.1, overall, the outcome was on target. The budgets and profile spend for 2024- | | | |

99.95% £2,081,952 of £2,083,000 annual budget.

The asset team have monitored the profile spend throughout the year. The team have been proactive in changing the profile spend and moving the budgets when required to. This has been reviewed monthly with finance and by management.

Although it will be seen there has been several underspends, this was required to address the need to allow for the underspend in the previous FY of the SHDF W1 co funding of £209,787, which was not allowed to be accrued forward.

Kitchen (inc Voids) – Budget £280,000, Spend £245,226 - 31 void Kitchens were completed and 12 out of the 13 planned Kitchen's completed. The remaining planned Kitchen will complete in April, and this is due to a redesign issue which has been raised.

Bathroom (inc Voids and shower replacements) - Budget £109,366, Spend £93,421 - One void bathroom replaced, and 215 showers replaced. Showers have been changed from Mira to Triton showers which have a longer warranty period and repairs support to decrease the number of complete showers being replaced over time.

Roofing – Budget £215,000, increased by £5,000 to £220,000, Spend £220,303 – Increase due to additional properties added as they were beyond repair. 24 roofs completed.

Rewires (inc Voids) – Budget £384,600, reduced to £284,100, Spend £250,204– 36 void rewires completed. 24 Planned rewires completed, these were behind due to staff changes within the rewire contractor. Although reassurances work would commence again in Q3 & 4 were given, they were still not at the level predicted and the programmed was reduced for spending in other areas.

Electric fire/heating – Budget £0, Spend £0 – Budget reduced from £20,000 to £0.

Active Fire Protection – Budget £30,000, Spend £18,510 – full review of fire alarms and emergency lighting components currently in progress. Fire alarm works at Smallthorn Place was expected to complete in February/March 2024, however only half of

2025 has been set and will continue to be regularly reviewed. This will be shared with all staff in monthly meetings and monthly meetings between finance and manager will continue.

As the stock condition and Housing health and safety (HHSRS) data comes in this will affect the budgets and the profile will need to be reviewed.

the works have been completed and will be finalised in April 2024.

Passive Fire Protection – Budget £40,000, Reduced to £36,500, Spend £35,943 – new contractor procured from 25 May 2023. Works issued to contractor following Fire Risk Assessments.

Door renewal – Budget £65,000, Spend £59,561 – budget based on last year's spend. Budget increased from £58,000 to £65,000. These are reactive and front door replacements carried out through day-to-day repairs.

Heating Installations – Budget £319,750, Increased to £408,250 Spend £393,044 – 146 installs completed. The boiler lifecycle has been changed from 15 years to 17 years for future programmes.

Window renewal – Budget £50,000, Spend £10,242 – Works on patio doors that are defective at Rowley Court were expected to be completed by end of March 2024. Due to lead times on manufacturing these are now due to complete in Q1 of the new FY.

Communal Doors – Budget £50,000, Spend £16,200 – orders placed for intercom upgrades with contractor only one completed and remainder to be completed in FY 2024/25.

Smoke Alarm renewal (inc Voids) – Budget £250,000, Spend £231,726 - changes to Smoke/CO Alarm Regulations came into force on 1st October 2022, with CO2 detectors being installed to all properties that have a gas boiler.

SHDF W2.1 – Co Funding Budget £297,784, Spend £41,250. Accrual forward to FY 2024/25 to complete programme £256,534. There have been several setbacks within the first year of SHDF W2.1. PAS co-ordinators have been slow to provide the designs and surveys required to allow the decarbonisation contractor to put a programme in place. This has further been hindered by unforeseen Asbestos removal requirements at Percywood Close, Hilton which has delayed commencement of the decarbonisation works. The contractor has now produced a plan which expects to complete all 103 properties

by Q3 of next FY, therefore the co funding is require

Priority: Our People

P2.3 Improve the condition of housing stock and public buildings.

| | | | |
|----------------------------------|---|------------------------------|---|
| Measure and Reference | P2.3C Average time taken to re-let Council homes | Committee | H&CS |
| Definition | This indicator measures the average time (in calendar days) to re-let all vacant Council properties during the reporting period. | Why this is Important | Re-letting Council homes in a timely manner reduces the amount of rent loss (£) and ensures stock is available to allocate to applicants on the waiting list. |
| What Good Looks Like | This measure will be benchmarked via Housemark, the benchmarking provider for Housing Services. Good performance would be to achieve 'Median Quartile' performance when benchmarked against a similar peer group. | | |
| History of this Indicator | This is a new indicator and will report against the average time to re-let all Council homes. | | |
| 2019/20 Baseline Data | During Q4 the average re-let time was 157 days (this includes all council properties, irrespective of whether major or minor repair work was carried out) The average re-let time for 2019/20 was 122 days. | | |

| Reporting Year | Annual Target | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|-----------------------|---|------------------|------------------|------------------|------------------|
| 2020/21 | Median Quartile Performance (Benchmark via Housemark) | 206 days | 209 days | 192 days | 200 days |
| 2021/22 | Median Quartile Performance (Benchmark via Housemark) | 190 days | 174 days | 160 days | 156 days |
| 2022/23 | Median Quartile Performance (Benchmark via Housemark) | 183 days | 183 days | 189 days | 169 days |
| 2023/24 | Median Quartile Performance (Benchmark via Housemark) | 199 days | 176 days | 164 days | 157 days |

| | |
|--|---|
| Performance Overview - Quarterly Update | Actions to sustain or improve performance |
| Through the course of 2023-24, a total of 244 properties have been let, with an average void days per property of 157.41 days. Steady improvement have been demonstrated throughout the year with average void days decreasing each quarter: | <p>Staffing</p> <ul style="list-style-type: none"> • An interim Repairs Manager is now in post and is providing guidance and support to the |

Q1 = 199.91
 Q1/Q2 = 176.01
 Q1/Q2/Q3 = 164.27

If we look at Q4 in isolation, the average void days across the 51 properties let was 131.45 compared to a result in Q3 in isolation of 131.61.

Most of the properties have been delivered by Novus, with the Councils additional contractor Matthews & Tannert delivering the remainder of the properties. The breakdown for each contractor is as follows:

| Contractor | No of properties Let | Average Void Days |
|---------------------|----------------------|-------------------|
| M&T Void Properties | 48 | 112.75 |
| Novus | 196 | 168.35 |
| All properties | 244 | 157.41 |

Whilst the average void days remains above target, the following should be noted:

- The level of work, and subsequent costs required to bring our properties up to the Lettable Standard continues to increase – the average void cost for properties let over this period is £4,122.08 per property, compared to an average of £3,818.81 per property at the end Q3 and £3,437.41 per property at the end of Q2, an increase of over £680 in 6 months.
- The voids are categorised as Major Voids (currently defined as any void costing more than £2,500) and Standard Voids. This means that, based on the average void cost, most of our voids would be classed as “Major”. For 2022/23, just 18% of voids let were classed as Major. For 2023/24, the outturn on this figure is 56.15%.
- Within their benchmarking, Housemark allows for 50% more days to turn around a major void. As we move forward to reporting the re-let of council properties in the Council Plan, reporting of standard and major property re-lets will be targeted and reported as two separate performance measures.
- If we were to split out the average void days for this year’s lettings across the two void types, the comparison with last year is as follows:

2023-2024

2022-2023

| | |
|------------------|-------|
| Total Days | 38409 |
| Total Households | 244 |

| | |
|------------------|-------|
| Total Days | 41140 |
| Total Households | 223 |

voids team

- Interim Voids Officer remains in post to provide a more focussed management of the voids.
 - One of our DLO Supervisors has been seconded to become a dedicated Voids Inspector, providing a single point of contact for contractors and a consistent “eye” when reviewing surveys and approving works.
 - A part-time Voids Administrator has been recruited to support the voids officer in managing voids through the process and completing property visits.
 - The Housing service and especially repairs have undergone some significant staff changes over the last 12 months, however, this has now stabilised.
- The conclusion of the Housing Service review will provide recommendations to further support the organisational structure of the service and ensure we can move forward to provide a better service to our tenants.

Meter Top Ups

- Replacement procedure devised making use of Strategic Director credit card to allow for timely meter top ups and thorough recording of expenditure. All meters are now being topped up in a timely manner with support from Voids Admin.
- To reduce the resources needed for meter top ups, the voids team are working closely with Finance and our Utility Management company – AJR, to ensure that all outstanding gas and electricity invoices owed by SDDC are paid. Having a clear account

| | | | |
|----------------------|--------|----------------------|--------|
| Average days for all | 157.41 | Average days for all | 184.48 |
| Average if Major | 186.00 | Average if Major | 211.60 |
| Average if Standard | 120.81 | Average if Standard | 178.01 |

Year on year improvement can be seen across both major and standard void relet times, with major void relet times reducing by 25 days and standard relet times reducing by 57 days.

- There have been several high value voids let over the year which, due to the level of works required, have taken longer to bring up to standard. A breakdown of properties let by void value is as follows:

| Cost Between | | No of Properties | Average Void Days |
|--------------|---------|------------------|-------------------|
| £0.00 | £1,000 | 35 | 117.14 |
| £1,001 | £5,000 | 132 | 137.46 |
| £5,001 | £10,000 | 60 | 204.56 |
| £10,001 | £30,000 | 17 | 228.76 |

- Whilst it is a positive that these high value, long term voids are now available for our customers to move into, it must be noted that this has had a detrimental effect on the outturn of this year's performance.

- As stated above, most of our longer-term voids have been let but there are still 12 properties which have already been void for over 8 months. Of these 12, 7 are ready to let and offers are being finalised to customers to start their tenancies within the first 6 weeks of 2024-25. The remaining 5 requiring extensive works to resolve either damp issues, structural issues, or roof defects to bring them up to the lettable standard. It is worth noting that when these properties are let, the average void days will be affected significantly. Steps are being taken to bring these properties to the lettable standard within the first quarter of 2024-25 to minimise effects on performance figures through the rest of the year.

- A recurring theme for our void properties has been roof defects and issues caused by damp. Our older stock is showing the need for additional investment on a capital level to prevent the levels of void costs we have seen this year with some properties costing up to £25-£30k to bring them to a lettable standard.

- A further cause for delays in turning around voids this year has been the issues we have had with topping up utility meters. This requires use of a corporate credit or

will enable AJR to support SDDC in signing up to an exclusive contract with British Gas where all our void properties have gas and electric signed by them. This will

1. Bring about cost savings on invoices, as British Gas add credit to all prepayment meters where supply is transferred to them.
2. Reduce the time taken/mileage costs involved in topping up meters as British Gas meters can be topped up online from the office.

Property Condition

- Stock Condition surveys will be carried out over the course of 2024-25 and 2025-26.

This, along with the HRA 30 year plan, should bring about capital investment in our properties which, in turn, will have a positive effects on the level and costs of works required to bring our void properties back to a lettable standard.

- During the first quarter of 2024-25, the voids team will be working on ensuring that recharges for works required as a result of customer damage/neglect are applied fairly and according to the policy, to recoup some of the costs involved in turning around properties.

- To support with identifying recharges and also to provide direction to our contractors on the level of works required in each property, the voids team carry out a post termination visit. A report is produced from this which captures photographic evidence of rechargeable items, identifies

debit card which can only be used at specific outlets throughout the district where officers have built a relationship with the owners of those establishments. Most outlets will not take payment for gas or electric top ups with a card. This means additional time and resource driving between properties and outlets to get meters topped up.

any non-standard fixtures and fittings installed by previous tenants and also advises contractors if a property requires decoration.

Contractors

- SDDC are providing temporary resource to compete some of the backlog of surveys still to be drawn up. The aim of this is that Novus should be in a position to turn around surveys within the agreed 5 day SLA within the next 3-4 weeks.
- Additional sub-contractors have been onboarded by Novus to support with completion of void works to the required standard.
- There will be more focus on the part of the Council to encourage Novus to use SOR pricing rather than relying on acceptance of quoted works costs with the aim of reducing the average void cost where possible.
- The voids team are in daily contact with contractors to ensure that any issues arising are dealt with quickly and decisions made at the appropriate level.

Commercial discussions with Wates are progressing at pace with the target date of 17 June 2024 for commencement. Voids is the top priority and Wates have shown on existing contracts their performance.

Self-referral to the Regulator of Social Housing was made on 12 April 2024. Additional resource has been brought in and the Housing Working Group set up. An action plan is in progress and the

performance of this will be overseen by the group and reported back to H&C's Committee.

DLO Voids:

- As part of the post termination procedure, the voids team will identify "quick wins", i.e. voids requiring less work which can be turned around in less time.
- The work for these voids will be completed by DLO operatives, with the Voids Inspector completing the survey and the Voids Team managing the statutory certification.
- One property has been completed this way on a trial basis and was turned around in 30 days. 18 days of this were where certification (Asbestos Surveys and Electrical Certs) were awaited, so work is progressing to reduce this timescale. The void works, including cleaning were completed by the DLO in 12 days, which included a 4-day weekend, which was a positive result.