

# SDDC & Novus Partnership: Whole House Framework

12<sup>th</sup> October 2022 O&S Committee



## Novus Attendees:

Executive Director – Lee Hartley

Operations Managers – Shaun Clewes (Planned) and Chris Bowdley (R&V)

Head of Operations – Gary Clay

Commercial Manager – Paul Grant



## Executive Summary

- **Financial Year (FY) Update**
  - ✓ Progress by work stream
  - ✓ Customer Satisfactions
- **Update on Commitments**
  - ✓ We said, We did
- **Update on Challenges**
- **Social Value**



# FY update – Works Progress

## ▶ Planned works

- All planned Kitchen refurb works complete by July '22 → 43 properties
- Planned Roofing works, urgent works complete to 5 properties, remainder budget moved to Q1 2023 as Partnership request
- Other planned works streams detailed further within
- £85k spend via Public Buildings & Environmental budgets

## ▶ Response & Repair works

- Repairs complete, target dates Apr-Aug 2022 (see Appendix 1)

700 electrical repairs complete in average 6.6 days (191 Emergency), 100% emergency on time, overall 98.7% on time

154 maintenance repairs: 100% on time for Emergency/Urgent/Routine/OOH, as continued DLO support

# FY update – Customer Satisfaction

## ▶ Planned works

- Kitchen refurb works – 93% satisfied, 97% return rate (High)
- Roofing works – 95% to date on 4 of 5 returns (High)
- Adaptations – 79% satisfaction score on 100% returns (improvement required), of which 14 of 27 recorded have received compliments, 19 properties scored 8/10 or higher
  - Dissatisfaction trend: communication between client, contractor & customer prior to and throughout works is not effective

## ▪ Response & Repair works

- Repairs satisfaction as recorded at property on job completion (PDA), very high levels
- Electrical repairs – 99% very satisfied, (8/10 or above)
- Maintenance repairs – 100% very satisfied, (8/10 or above)

A hand holding a paintbrush over a wooden surface, with the text "Update on Commitments" and "We said, We did" overlaid.

# Update on Commitments

"We said, We did"

## Our Commitment to You...

### ✓ Support for Retrofit works – Novus Sustain

Novus provided full bid support for SDDC on Social Housing Decarbonisation Fund (SHDF) Wave 1 application through the Novus 'Sustain' offer to existing partners

#### **HUGE SUCCESS:**

Inaugural bid secured over £1.10mil funding, improving circa 100 properties

Achievements to date to follow PAS 2035 process include:

- ✓ Joint upfront engagement and education of tenants, enabling buy-in for Decarbonisation journey
- ✓ Novus engaged PAS 2035 compliant partners: Completed over 130 Retrofit (RF) Assessments & Designs to date, opening the door to fully energy modelled properties, with a route to Net Zero carbon efficiency
- ✓ Extensive energy 'remodelling' by RF Designer has enabled most efficient cost route, helping to:
  - eradicate extensive EWI to large volumes
  - mitigate cost pressures due to double digit inflation since funding bid was returned

## Our Commitment to You...

### ✓ Support for Retrofit works – Novus Sustain



#### Ongoing Actions:

- ✓ Data gathered is extensive, using 'Fabric First' improvement measures, extensive planning & enabling works are underway to ensure further successful programme delivery
- ✓ Revised improvement measures are now to be programmed, with a provisional route march agreed

#### FUTURE SUPPORT:

- Overflow data and properties from Wave 1 work used as intel towards a successful Wave 2 bid
- Funding Wave 2 now open, first partnership meeting to launch partnering bid is complete (SDDC, Novus, Turner & Townsend - independent BEIS appointed consultant)
- Novus Sustain will fully support the partnership process as Wave 1, ensuring 100% compliant bid to BEIS at no additional cost to South Derbyshire

## Our Commitment to You...

### ✓ Oneserve & Orchard Integration

- Initially scoping complete – our Provider has set aside 7-8 IT development days
- KO meet agreed early Oct '22
- Integration with Orchard is familiar, can be complete within one month
- Benefits include:
  - less manual input / double handling of info
  - Information 'pushed' direct from system to system, i.e. orders, completion dates
  - one version of data truth, shared views of progress
  - increased dashboard reporting





## Our Commitment to You...

### ✓ Partnership Refresh day

- Held at the Pirelli Stadium, Burton. All required stakeholders attended, team-building
- Introduction of Response & Voids dept to pick up these workstreams
- Processes revisited and improvements suggested

### ✓ Supply Chain Engagement day

- Attended as part of a wider networking event at Pride Park, Derby
- All Constructionline members were invited as part of extended reach
- Novus further plan to hold another self-promoted, targeted event in early 2023 to support areas of resource issue



A hand holding a paintbrush over a document, with the text "Update on Challenges" overlaid. The background is a solid orange color with a faint, semi-transparent image of a hand holding a paintbrush over a document. The text is centered and written in a white, sans-serif font.

# Update on Challenges

# Update on Challenges - Voids

## ► Backlog & turnaround

- Continued stream of new empty homes, extent of works to meet lettable standard, electrical compliance & certification of properties, consistency & resilience of management. Skilled, available labour resource remains challenge (i.e. Flooring)

## ► Solutions:

- Novus management team has strengthened from Sept under dedicated Response & Void Manager & dept
- Cradle-to-grave process to be aligned (Specification/survey to handover): **joint handovers implemented**, specification remains inconsistent
- Specification reduced: to encourage lower spend & quicker turnaround per property
- Additional labour allocated: Return rate of an average of 7-8 voids per week is challenge set - **forward run rate expected to be achieved by end of Oct 2022**

# Update on Challenges – Electrical Inspection Condition Reports (EICR)



## ▶ Blockage on certification approvals

- Issues with meeting protocol & issuing compliant cert – multiple contractors
- High 'no access' for the workstream

## ▶ Solutions:

- Updated 'Protocol' (Summer '22, Morgan Lambert – independent auditors) alongside the British Standard for EICR's has been assessed for suitability
- Full transparency meeting inc SDDC, Novus Compliance & subcontractor held; follow-up to review best practice changes
- No Access procedure improved: Novus acknowledged improvement on notification process/records, up-front customer comms
- Partnership working: Novus agreed to move no access stages back a step to avoid 'legal' cost requirement & resource burden to SDDC



# Update on Challenges – Adaptation works



## ▶ Actions Taken:

- ✓ New bespoke market-tested basket of rates is agreed – looking to continue to attract specialist, suitably qualified labour
- ✓ **More properties complete during Aug-Oct** than in previous 12 months since changes implemented, average run rate of 2-3 new properties commenced per week
- ✓ Management support: **Stream dedicated PM role created**
- ✓ **Engaging with 'Foundations'** as appointed by SDDC – National Body for Home Improvement Agencies, **looking to adopt advice** (inc spec support)
- ✓ Direct labour attributed to stream

## ▶ Outstanding private & council requests

- Experienced and suitable resource is scarce to deliver works
- Standardised specification for both private and council works required
- Delivery targets to be reviewed following independent review to support wider communication and commitment to customers





# Social Value

NOVUS

# Social Value

## ▶ Social Value, community payback:

- Novus will continue with regular events, including coffee mornings / fundraisers, Easter & Christmas food support initiatives
- 8 Community centres identified for refurbishment works, Novus will commit to support this through 2023, inc support via Volunteer days, materials and skilled labour for community payback
  - Refurb to communal areas, to include refresh of kitchen areas, new units – improvement works to be fully managed and free of charge as part of Social Value offering
- Employment / Apprenticeships
  - Partnership continues to support Electrical apprentice, now in final year awaiting sign-off
  - Direct floor layer secured as new role to support workstreams
  - Roofing Apprentice will gain experience on planned works as part of 2022 intake



# Thank You

End of Presentation and Questions

