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Gary Ridley Acting Chief Executive

4th July 2008

Dear Councillor,

I hereby give you Notice that a Meeting of the **HOUSING SERVICES SUB-COMMITTEE** will be held in the **COUNCIL CHAMBER, CIVIC CENTRE, CROOK** on **MONDAY 14th JULY 2008 at 2:00PM.**

AGENDA

Page No.

1. Apologies for absence.
2. Declarations of Interest

Members are invited to declare any personal and/or prejudicial interests in matters appearing on the agenda and the nature of their interest.

Members should use either of the following declarations:

Personal Interest – to be used where a Member will be remaining and participating in the debate and any vote:

I have a personal interest in agenda item (...) regarding the report on (...) because I am (...)

Personal and Prejudicial Interest – to be used where a Member will be withdrawing from the room for that item:

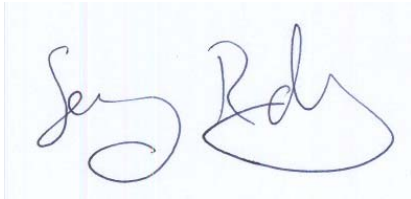
I have a personal and prejudicial interest in agenda item (...) regarding the report on (...) because I am (...)

Officers are also invited to declare any interest in any matters appearing on the agenda.

NOTE: Members are requested to complete the enclosed declarations form and, after declaring interests verbally, to hand the form in to the Committee Administrator.

3. To receive an update regarding Dale and Valley Homes' performance on the Decent Homes programme of work during this current financial year. 1 - 9

Yours faithfully

A handwritten signature in blue ink, appearing to read 'Sey Rd', is displayed within a light blue rectangular box.

Acting Chief Executive

Members of this Sub-Committee: Councillors Mrs Burn, Mrs Carrick, Gale, J Shuttleworth and Ward.

Chair: Councillor J. Shuttleworth

TO: All other Members of the Council for information
Management Team
Director of Development – Dale and Valley Homes
Customer Panel Representative



HOUSING SERVICES SUB COMMITTEE

14 JULY 2008

Report of the Strategic Director for the Community
DALE & VALLEY HOMES – DECENT HOMES PERFORMANCE

purpose of the report

To provide an update regarding Dale & Valley Homes' performance on the decent homes programme of works during this current financial year.

background

1. Following the initial meeting of the Housing Sub Committee held on 14 January 2008, members requested regular updates on progress.
2. Attached in Annex A is a report received from Dale & Valley homes that illustrates:-
 - Performance on decent homes programme during April and May
 - Details on the Partnership Board and sub-groups

RECOMMENDED

1. That consideration be given to the report attached as Annex A.

Officer responsible for the report
David Milburn
Acting Strategic Director for Community
Ext 379

Author of the report
David Milburn
Acting Strategic Director for Community
Ext 379

WEAR VALLEY DISTRICT COUNCIL

HOUSING SUB-COMMITTEE

14 JULY 2008

Report of the Director of Development

DALE & VALLEY HOMES DECENT HOMES PROGRESS REPORT

purpose

To provide information to Wear Valley District Council Housing Sub Committee about the performance for April and May of the Decent Homes contractor (Dunelm Property Services).

To inform members of the work plans of the Partnership Board and its associated sub-groups dealing with supply chain, commercial issues and customer care.

To present to Members details of the specifications and types of components used in the programme (presentation by Dale & Valley Homes/Dunelm Property Services).

background

- 1 The Decent Homes internal works programme for 2008/09 comprises the following elements:-

| | | |
|--|-------------------|-----|
| Completion of phases began in November 2007 at St Helens Auckland Properties | April – June | 98 |
| Completion of Low Mown Meadows, Crook Properties | April – June | 49 |
| First phases of Watergate, Crook Properties | April - October | 146 |
| St Andrews North End Gardens, Bishop Auckland | July - March 2009 | 129 |
| Wolsingham Properties | July – March 2009 | 118 |
| Total number of properties | | 540 |

- 2 The total budget for Dunelm Property Services internal works programme was set at set at £4,460,000. A copy of the current 2008/09 budget can be found at Annex 1.

performance april and may

- 3 Performance reports are collated quarterly for all indicators, in particular customer satisfaction, defects and delivery against programme targets and dates. The quarter ending June 2008 will be reported to Dale & Valley Homes Investment Committee at the end of July and Housing Sub-committee 22 September 2008. An interim statement on performance against programme can be found at Annex 2.
- 4 During April, Dunelm Property Services directly employed 37 operatives and during May, this was 34.
- 5 Due to the contract only commencing in November 2007, we negotiated with Dunelm Property Services to accelerate the number of properties to be completed to ensure we hit the targets set to the available budget for that full year. This meant Dunelm Property Services had to resource the programme with more labour than anticipated.
- 6 The programme for this financial year has been developed with Dunelm Property Services to ensure that there is an even number of properties completed over the year within the available budget. The planning of this has resulted in fewer resources needed as in the previous year, where it was accelerated due to the programme only running from November to March. Some of these resources have been moved to other contracts and four operatives have been made redundant.
- 7 Dunelm Property Services continue to employ the contractors as reported to May Housing Sub-Committee with the exception of Ho'ton Heating. Dunelm Property Services regularly conduct performance reviews of sub-contractors and the review of Ho'ton Heating's performance was not to the required standard. Therefore Dunelm Property Services are no longer using Ho'ton Heating on this contract.
- 8 Average defects across the programme for April and May 2008 is 3.0, which is a slight increase on the performance for 2007/08, which was on average 2.8 per property. Performance is monitored across the three teams and the differential between teams at this time is 2.5 – 3.7. Dunelm Property Services are working to address the issue where one team is returning properties with more than 3 defects per property.

stock condition survey

- 9 The Council approved the appointment of a stock condition survey company at Policy and Strategic Development Committee on 26 June 2008. It is anticipated the surveys will begin in August running over four months. The stock condition surveys will provide the following information:-

- Assessment of extent of the works required to bring each property up to Decent Homes Standard.
 - A housing health and safety rating standard assessment.
 - Visual examinations of electrical and mechanical installations.
 - Internal plan of each property.
 - External photographs of front and rear.
- 10 The information is used to inform the day to day contract works, which Dunelm Property Services will carry out to each property. It will also enable Dunelm Property Services and Dale & Valley Homes to project costs across the remaining 3.5 years of the programme to test affordability. Dunelm Property Services can then use the projections for works to determine the overall need for equipment/components and negotiate with suppliers to make savings/efficiency gains across the remainder of the programme.
- 11 Dale & Valley Homes will use the data to prepare an asset management attributes database, which will eventually record not only the needs of the stock, but works that are completed and then project expenditure requirements across all the stock for up to thirty years. This then informs the asset management strategy detailing when further planned maintenance or cyclical works need to occur post 2012.

programme management

- 12 The window and door programme has been significantly delayed and we propose to move the under spend on the window and door programme to increase the numbers of homes upgraded with internal Decent Homes works. At this stage, we propose to increase the overall number of properties within the Decent Homes Programme for 2008/09 from 540 to 786. This means that the majority of properties in Watergate Estate which were scheduled to receive works in 2009/10 will be pulled forward a year.
- 13 In order to maximise the funding available, we will move up to £1.3m from the window/doors budget into the internal works budget increasing this to £5,760,000. Should the window and door programme be further delayed, we propose to concentrate on the delivery of decent homes during 2008/09 bringing forward other properties from 2009/10 programme into this financial year.

partnership board and sub groups

- 14 The role of the Partnership Board and membership was reported to Housing Sub-Committee in January 2008. The format and actions to be undertaken by each group has been revised. The Partnership Board retains responsibility for strategic lead on advising the operation of the team, monitoring key performance indicators and monitoring the procurement of the supply chain. However, the working groups which feed into it have now revised work plans, which reflect a joint approach between Dale & Valley Homes, Dunelm Property Services and customers to the development of all policies and procurement decisions.

15 The groups are now tasked and arranged as follows:

- The work of the Operational team has been split to reflect technical and customer focus. The Customer Care Group is led by Dunelm Property Services with membership from Resident Liaison Officers and the Vice Chair of the Customer Panel. A draft work plan has been produced.

| Task timescales | |
|---|--------------------------|
| Process mapping of work flows involving customer care and support | July 2008 |
| Review of the Decoration Voucher policy and procedure | July – August 2008 |
| Equality Impact Assessment of Decoration Policy | July – August 2008 |
| Amalgamation of individual procedures into one shared procedure guide for staff and customers | August – September 2008 |
| Development of workshop and mystery shopper feedback systems | August – September 2008 |
| Review of the access policy and equality impact assessment | September – October 2008 |
| Benchmarking and monitoring of KPIs by household type | August – March 2009 |
| Review of the information provided to customers (letters/packs/handovers) | November – February 2009 |

supply chain group

16 This group has been meeting since December and was responsible for the revision of the kitchen supplier from Howdens to Moores in Spring 2008. The group will lead on the showcasing of various equipment, reviewing quality and use, negotiating efficiency savings across the programme, assessing the performance of individual components against specification over time.

17 The key tasks include:-

| | |
|---|------------------------|
| Showcasing of Boilers | July 2008 |
| Review of the boiler supplier and selection of new supplier | September 2008 |
| Selection of changed or new supplier | December 2008 |
| Revision of the electrical supply chain | August – December 2008 |
| Revision of the heating supply chain | December – March 2009 |
| External works and roofing will be sourced | April 2009 onwards |

commercial group

18 The commercial group meets monthly to revise costs and consider the programming of works. Their work is ongoing and covers:-

- Review of preliminary costs
- Value engineering which covers achieving savings across the programme
- Completion and monitoring of a risk register
- Agreement of final accounts
- Agreement of year on year target costs
- Issuing pre-construction programme (surveys/planning/health and safety)

19 Reports dealing with each aspect of the work plans such as introduction of new or revising of existing policies will be considered by Dale & Valley Homes Investment Committee and Housing Sub-Committee.

value for money/financial implications

20 The value for money implications will be reported as part of the formal third quarter performance indicator report to Housing Sub Committee in September 2008.

equality and diversity implications

21 Those customers who are vulnerable or have support needs continue to be supported by Dale & Valley Homes' Resident Liaison Officer and Dunelm Customer Care officers with regular visits, risk assessment for those with support or disability needs, referrals to social services where appropriate. Dale & Valley Homes continues to use its customer profile to inform

customer service prior to visiting any customer as part of the decent homes programme.

consultation

- 22 Customer representative sit as full members of the Partnership Board, and all sub groups and have regularly attended and contributed to meetings.
- 23 Customer Launch Events have been held in Watergate and Wolsingham during May and June. Customers can explore the exhibits and choose colours and kitchens/bathroom types during the meeting or make individual arrangements for late visits. Those who cannot or do not attend are visited individually by Dunelm Property Services. Meetings are held on afternoons and run through to the early evening to allow customers who work or who have dependents to attend outside work hours.
- 24 Attendance was as follows:-

| | Invited | Attended |
|------------------------|---------|----------|
| Watergate 15 May 2008 | 54 | 29 |
| Watergate 21 May 2008 | 54 | 38 |
| Wolsingham 30 May 2008 | 98 | 59 |

- 25 Dale & Valley Homes have also attended meetings of Watergate Residents Association, Low Mown Meadows Residents Group and West Auckland Residents Group to report on progress.
- 26 Review workshops are planned for each area when individual phases have been completed – customer representatives and resident associations will be asked to help with facilitation.

recommendations

- 1 That Housing Services Sub Committee notes the report.

Officer responsible for the report

Amanda Senior

Dale & Valley Homes Director of Development

Ext 506

Decent Homes Capital Budget 2008-09 (April)

| | | 2008-09 £ |
|--|---------|------------------|
| INTERNAL WORKS | | |
| Bathrooms | | 661,300 |
| Electricals | Full | 50% 570,350 |
| | Partial | 50% 285,600 |
| | | 855,950 |
| Heating | | 1,683,850 |
| Kitchens | | 1,259,700 |
| Total Internal Works | | 3,146,000 |
| Total External Doors & Windows | | 4,460,800 |
| Other Works | | |
| Roof Structure and Coverings | | 50,000 |
| Wall Structure and Finish | | 100,000 |
| Stock Condition Survey | | 140,000 |
| Demolition | | 70,000 |
| Environmental | | 0 |
| Asbestos Survey | | 10,000 |
| Decoration Allowances | | 106,250 |
| Renewable Energy | | 50,000 |
| Total Other Works | | 526,250 |
| Total | | 8,133,050 |
| Technical Services Charges | | 8.0% |
| | | 650,950 |
| Total Cost including Technical Services Charges | | 8,784,000 |
| Current Year Budget | | 8,650,000 |
| Add 2007-08 carried forward | | 134,000 |
| Available budget | | 8,784,000 |

1 April – 31 May 2008

Elemental Works carried out by Dunelm Property Services

| | Target | Outcome Actual |
|--|---------------|-----------------------|
| Properties planned to open up (works commence) | 166 | 135 |
| Homes complete and handed back | 87 | 91 |
| Full central heating | 65 | 65 |
| Full rewire | 67 | 67 |
| Electrical upgrade | 63 | 63 |
| Kitchen replacement | 65 | 65 |
| Bathroom replacement | 83 | 83 |
| Fire appliance installation | 54 | 53 |

Reported Reasons for Works Not Carried Out

| | |
|--------------------|----|
| Works Refused | 25 |
| No access attained | 4 |
| No work required | 0 |
| Right to Buy | 1 |
| Void | 1 |