



Service Delivery Committee	Tuesday, 11 September 2018	Matter for Information
-----------------------------------	-----------------------------------	-------------------------------

Report Title: **Community Services Update (Q1 2018/19)**

Report Author(s): **Steve Nash (Housing Services Manager)**
John Stemp (Community Property Manager)

Purpose of Report:	This report is to provide an update to the Committee regarding the delivery of community services primarily during quarter 1 2018/19 and, where available, an update relating to quarter 2 2018/19.
Report Summary:	This report includes standing reported items on rent arrears, voids, gas safety, capital projects and disabled facilities grants.
Recommendation(s):	That the contents of the report and appendix be noted.
Responsible Strategic Director, Head of Service and Officer Contact(s):	<p>Stephen Hinds (Director of Finance & Transformation) (0116) 257 2681 stephen.hinds@oadby-wigston.gov.uk</p> <p>Adrian Thorpe (Head of Planning Development and Regeneration) (0116) 257 2645 adrian.thorpe@oadby-wigston.gov.uk</p> <p>Steve Nash (Housing Services Manager) (0116) 257 2662 steve.nash@oadby-wigston.gov.uk</p> <p>John Stemp (Community Property Manager) (0116) 257 2726 john.stemp@oadby-wigston.gov.uk</p>
Corporate Priorities:	An Inclusive and Engaged Borough (CP1) Effective Service Provision (CP2) Green & Safe Places (CP4) Wellbeing for All (CP5)
Vision and Values:	"A Strong Borough Together" (Vision) Accountability (V1) Customer Focus (V5)
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	The implications are as set out in the report.
Corporate Risk Management:	Decreasing Financial Resources (CR1) Effective Utilisation of Assets/Buildings (CR5) Regulatory Governance (CR6)
Equalities and Equalities	There are no implications arising from this report.

Assessment (EA):	EA not applicable.
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	None
Appendices:	1. Capital Programme Update (Q1 2018/19)

1. Current Tenant Arrears

- 1.1 The table below shows the arrears at the end of each month as a monetary amount and as a percentage of the rent roll.

March 2018	April 2018	May 2018	June 2018	July 2018
£98,732.73	£126,991.82	£138,826.58	£153,008.32	£159,878.88
2.02%	2.65%	2.88%	3.17%	3.31%

- 1.2 Quarter 1 performance until the end of June 2018 shows that performance against the target of 2% was 3.17%. A year earlier, the March 2017 to July 2017 profile was very similar with June 2017 being 3.16% and July 2017 being 3.17%.
- 1.3 Universal Credit full service commenced on 13 June 2018 and arrears of £4,333.22 at the end of June 2018 and £10,281.79 at the end of July 2018 are attributed directly to existing tenants moving onto the new system.

2. Former Tenants Arrears

- 2.1 The table below shows the former tenant debt at the end of each month as a monetary amount and as a percentage of the rent roll. Whilst some payments are collected any reductions tend to result from the application of the corporate debt write-off procedure.

March 2018	April 2018	May 2018	June 2018	July 2018
£104,402.04	£110,834.64	£113,063.97	£113,987.17	£113,645.05
2.14%	2.30%	2.34%	2.36%	2.35%

- 2.2 Former Tenant debts can involve the use of Medina Credit Management.
- 2.3 Quarter 1 performance at 2.36% as of 30 June 2018 is above the 2.25 % target but there has been a small reduction in July 2018 to 2.35%.

3. Voids

- 3.1 Quarter 1 performance shows performance within target of 20 working days, with a void turnaround time of 16 working days for the 17 normal void properties which became available during the quarter.

4. Tenancy Agreement

- 4.1 Detailed work is currently progressing with the consultation document.
- 4.2 This includes identifying each change and explaining the reason for it. This has slowed the process down, however it is a legal requirement to identify each change and it is also important in ensuring that the consultation will be meaningful and effective once this work is completed the consultation process will commence.

5. Homelessness

- 5.1 The most pressing issue in the Borough continues to be temporary accommodation.
- 5.2 The opening of Belmont House in June 2018 now provides flexible temporary accommodation for between 4 and 5 families.
- 5.3 Negotiations are currently taking place to enter a lease for 3 new homes on Moat Street in Wigston to be used as temporary housing.
- 5.4 As at 21 August 2018, a total of 28 homeless households were in temporary accommodation. The last reported figure as at 21 June 2018 was 24 families, suggesting numbers continue to increase.
- 5.5 Of these: 5 households were at Belmont House; 4 households were at Daneshill Road Hostel (HIMO) in the City of Leicester; 5 households in other temporary accommodation (also mainly in the City of Leicester); and 14 households, including 2 long term non-secure tenancies, in OWBC stock (including the flat at Church Mews, Oadby).

6. Gas Safety

- 6.1 100% compliance was achieved for quarter 1. 100% compliance has also been achieved for the months of July and August 2018.
- 6.2 The procurement process for a new Gas Servicing Contract is progressing as reported earlier in the year through the EEM (Efficiency East Midlands) Framework. There has been a delay however on the Council's side of the procurement process and, as a result, there will need to be a short extension of the current contract which is due to end on 30 September.
- 6.3 As at 29 August 2018, there are only 3 services that have not been completed for September and of the 99 due in the month of October, 68 have already been completed. This means there is little risk posed to ongoing service delivery through the delay in procurement.

7. Capital Programme Update

- 7.1 An update report detailing progress made in the quarter 1 is attached at **Appendix 1**.
- 7.2 Where there are significant events in quarter 2, imminent start dates or programme information, this has also been recorded.

8. Lightbulb Update (DFG's and Related Services)

- 8.1 Members received a direct communication from Lightbulb on 13 July following the last meeting. A request has subsequently been made for an update to include; progress and outcomes with regard to the cases handed over on 2 October 2017; a schedule of DFG's awarded October 2017 to June 2018, and performance information for 2018/19 to date.
- 8.2 The next meeting of the Lightbulb Delivery Group which would expect to receive reports of this nature is scheduled for 19 September 2018. A representative from the Lightbulb Project will also be in attendance at the next meeting of the Full Council to be held on 02 October.

9. Churchill Close, Oadby – Refurbishment and Reopening of the Lower Floor of the Car Park

- 9.1 It is unclear at the time of writing when the yellow lines will be painted and the parking restrictions come into force. Works taking place to reopen the ground floor level of the garage parking are however progressing well with an anticipated opening date of Monday 3 September.
- 9.2 Works being carried out include:
- Replacement lighting – movement activated;
 - Re – surfacing of the access ramp to the lower level (upper ramp to follow);
 - Roller shutter door being replaced and upgraded for remote opening;
 - Clearance and cleaning of the lower level and upper level stores;
 - Remaining stored items are to be collected / relocated;
 - Repainting of spaces and numbering;
 - Replacement of rear fire escape door; and
 - Signage / marking of any dangers.
- 9.3 A one week contingency was built into the programme should any of the above overrun and for finishing touches, update of fire and health and safety risk assessments etc.

10. Property Purchases

- 10.1 The property being purchased at Owston Drive in Wigston under the scheme to replace properties sold under the Right to Buy is now progressing. The searches and other documentation have been checked in detail and contracts will be exchanged shortly.

11. Cleaning Contract

- 11.1 The Cleaning Contract has now been in place for one year since 8 September 2017. It covers all Council property where cleaning is required to take place.
- 11.2 Since its inception there has been a number of complaints relating to the quality and frequency of cleaning provided against the requirements set out in the specification.
- 11.3 Following a change in personnel with responsibility for managing the Contract on behalf of the Council, an internal review took place in April 2018. This found that the Council was not monitoring the Contract as diligently as it should have been and, as a result, monthly meetings with the Contractor, as required by the Contract, were instigated.
- 11.4 In addition, the Contractor was asked to provide monthly monitoring reports in advance of the meeting which is also a requirement of the Contract.

- 11.5 Monthly meetings, preceded by consideration by Officers of the monitoring reports have taken place since May 2018. It was hoped that the imposition of this strict regime would lead to an improvement in the performance of the Contractor.
- 11.6 However, whilst this has allowed for regular contact, positive discussion, and an opportunity for the Council to bring forward and discuss issues of concern to the Council (and which the Contractor has largely accepted), unfortunately it does not yet appear to have resulted in improvement in the quality and frequency of cleaning provided against the requirements set out in the specification.
- 11.7 The Contract does not contain any financial penalty clauses for failure to deliver services to the required quality or standard which limits the Council's ability to deal with poor performance by this means. However, the Contract does allow the opportunity to put the Contract into dispute.
- 11.8 With this in mind, Officers are currently investing additional time/resources in closely monitoring the quality and frequency of cleaning provided against the requirements set out in the specification and will continue to keep Members informed in this respect.
- 11.9 It is of note that an Internal Audit of the Cleaning Contract has recently been carried out focusing on the period since 1 April 2018. A draft report was provided in August 2018. In summary, the draft report found that:

'Our review found that the Council has put in place an appropriate system for monitoring delivery of the cleaning contract, but that service delivery by the contractor has not been of an acceptable standard since the cleaning contract was let in September 2017. A significant amount of management time has been spent in protracted discussions with the contractor in an attempt to raise cleaning standards to an acceptable level. At the time the audit was completed, there were some early signs of service delivery improvement, but it remains to be seen whether this reaches a satisfactory level that is sustained for the duration of the contract. This report identifies a number of areas where improvements are required to the performance information being provided by the contractor. It also highlights areas where the Council can strengthen its monitoring processes; mainly in respect of ensuring that there is a sufficient management trail in place to demonstrate the contractor's failure to deliver an acceptable service should the Council need to take formal dispute action'.

- 11.10 Officers are already acting upon the actions identified within the Audit, some of which were identified jointly between officers and auditors during the course of the Audit taking place.