

# **ST. LEGER HOMES OF DONCASTER LTD**

Company limited by guarantee registered in England

Company Number 05564649

## **Joint Area Board Meeting**

# **REPORT**

**Date** : **8 September 2008**

**Item** : **5**

**Subject** : **Decent Homes Programme  
Progress Report**

**Presented by** : **Paul Elliott  
Assistant Director for Capital  
Programmes**

**Prepared by** : **Paul Elliott  
Assistant Director for Capital  
Programmes**

**Purpose** : **Update Area Board members on Decent Homes  
Programme.**

### **Recommendation :**

Area Board discuss and note the contents of this report.

Company Number 05564649  
A Company Limited by Guarantee  
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**To the Chair and Members of the  
ST LEGER HOMES OF DONCASTER  
JOINT AREA BOARD**

**Agenda Item No. 5  
Date: 8 September 2008**

**1. Report Title**

- 1.1 Decent Homes Programme Progress Report

**2. Purpose**

- 2.1 The purpose of this report is to: -

Update board members on progress of Decent Homes programme for period 1<sup>st</sup> April 2008 to 31<sup>st</sup> July 2008.

To provide an analysis of customer satisfaction feedback for period 1<sup>st</sup> April to 31<sup>st</sup> July 2008.

**3. Recommendation**

- 3.1 Board discuss and note the contents of this report.

**4. Report Summary**

- 4.1 This report provides an overview of progress for the Decent Homes Programme.

Section 7 provides a summary of customer satisfaction feedback for the 2008/09 programme to 31<sup>st</sup> July 2008 and a detailed analysis of the number of customer complaints.

**5. Background**

- 5.1 The current Decent Homes programme commenced in November 2004, since this time a number of Decent Homes schemes across the borough have been delivered. This paper reports on progress of projects and customer satisfaction for the period 1<sup>st</sup> April to 31<sup>st</sup> July 2008.
- 5.2 The programme for the period 1<sup>st</sup> April to 31<sup>st</sup> July 2008 was delivering on average of approximately 95 completions per week across three programmes of one hits, windows & doors and Externals.

**6. Summary of 2008-09 Programme to 31<sup>st</sup> July 2008**

- 6.1 This section provides a detailed overview of the works completed during

period 1<sup>st</sup> April to 31<sup>st</sup> July 2008.

Contained in the table below is a summary position of the Decent Homes programme as at 31<sup>st</sup> July 2008.

Number of properties profiled to be completed – 31 <sup>st</sup> July 2008	Number of properties actually completed – 31 <sup>st</sup> July 2008	Number of properties in possession – 31 <sup>st</sup> July 2008
953 One Hit Programme	819 One Hit Programme	418 One Hit Programme
Window and Door Programme	1,422 Window and Door Programme	140 Window and Door Programme
0 External Works Programme	53 External Works Programme	54 External Works Programme
2,835 linear metres - Environmental Works Programme	2,615 linear metres- Environmental Works Programme	N/A

Profiled expenditure (cumulative) to the 31 <sup>st</sup> July 2008	Actual expenditure (cumulative) to the 31 <sup>st</sup> July 2008
£13,616,013	£14,293,000

- 6.2 The following section identifies the Decent Homes projects that have been, or are in, the process of being delivered. The projects are listed by location; with projects in the East listed first, followed by projects in the West.

## Capital Projects – East

Scheme	Description of Scheme	Start Date	Profiled completion date	Properties on Scheme	Properties completed to date (31 <sup>st</sup> July 2008)	Anticipated/ Actual Completion date	Estimated Project Cost	Contractor Used	Key Issues
Kingsway, Stainforth	Demolition of stock	1st April 2006	31st March 2008	168	162	TBC	£350,000	DSR	Problems with decanting and getting last two properties vacant so they can be demolished.
Austerfield (Houses)	Decent Homes Works - One Hit Works	21 <sup>st</sup> July 2008	29 <sup>th</sup> August 2008	7	0	N/A	£84,000	Bramall Construction	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Dunscroft Broadwater Estate (Bungalows)	Decent Homes Works - One Hit Works	6 <sup>th</sup> May 2008	29 <sup>th</sup> August 2008	113	24	N/A	£1,560,000	Bramall Construction	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Dunscroft Broadwater Estate (Houses)	Decent Homes Works - One Hit Works	6 <sup>th</sup> October 2008	5 <sup>th</sup> December 2008	37	0	N/A	£444,000	Bramall Construction	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Edenthorpe Traditionals (Houses)	Decent Homes Works - One Hit Works	4 <sup>th</sup> August 2008	17 <sup>th</sup> October 2008	53	0	N/A	£636,000	Bramall Construction	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Edenthorpe Traditionals (Bungalows)	Decent Homes Works - One Hit Works	28 <sup>th</sup> July 2008	29 <sup>th</sup> August 2008	8	4	N/A	£96,000	Bramall Construction	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.

Armthorpe Wallbank – Bungalows	Decent Homes Works - One Hit Works	2 <sup>nd</sup> June 2008	29 <sup>th</sup> August 2008	83	38	N/A	£996,000	Bramall Construction	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Armthorpe Wallbank – Houses	Decent Homes Works - One Hit Works	29 <sup>th</sup> September 2008	7 <sup>th</sup> November 2008	11	0	N/A	£132,000	Bramall Construction	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Armthorpe – Toftstead (Bungalows)	Decent Homes Works - One Hit Works	19 <sup>th</sup> May 2008	4 <sup>th</sup> July 2008	14	14	TBC	£168,000	Bramall Construction	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Armthorpe – Toftstead (Houses)	Decent Homes Works - One Hit Works	22 <sup>nd</sup> September 2008	31 <sup>st</sup> October 2008	10	0	N/A	£120,000	Bramall Construction	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Balby Galsworthy Bungalows	Decent Homes Works - One Hit Works	27 <sup>th</sup> May 2008	29 <sup>th</sup> August 2008	95	31	N/A	£1,140,000	Wates Living Space	Problems in management of site by Wates Living Space. These issues have been raised with Wates, and meeting held between Chief Executive of SLHD and Wates Living Space regarding ongoing problems associated with quality of works and complaints.
Rossington – Central Drive/Rossington Clay Lane/Bawtry/Blaxton – Bungalows	Decent Homes Works - One Hit Works	21 <sup>st</sup> April 2008	15 <sup>th</sup> August 2008	120	75	N/A	£1,440,000	Bramall Construction	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.

Rossington – Central Drive/Rossington Clay Lane/Bawtry/Blaxton – Houses	Decent Homes Works - One Hit Works	14 <sup>th</sup> July 2008	20 <sup>th</sup> March 2009	263	0	N/A	£3,156,000	Bramall Construction	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Clay Lane Brick Estate – Bungalows	Decent Homes Works - One Hit Works	28 <sup>th</sup> April 2008	18 <sup>th</sup> July 2008	12	0	N/A	£144,000	Bramall Construction	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Clay Lane Brick Estate – Houses	Decent Homes Works - One Hit Works	19 <sup>th</sup> January 2009	13 <sup>th</sup> March 2009	50	0	N/A	£600,000	Bramall Construction	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Wheatley – Traditional Estate – Traditionals (Bungalows)	Decent Homes Works - One Hit Works	21 <sup>st</sup> April 2008	30 <sup>th</sup> May 2008	68	75	TBC	£816,000	Bramall Construction	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Wheatley – Traditional Estate – Traditionals (Houses)	Decent Homes Works - One Hit Works	24 <sup>th</sup> June 2008	13 <sup>th</sup> March 2009	283	0	N/A	£3,396,000	Bramall Construction	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Hatfield – Woodhouse Estate	Decent Homes Works - One Hit Works	3 <sup>rd</sup> November 2008	12 <sup>th</sup> December 2008	14	0	N/A	£168,000	Bramall Construction	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.

Cantley 6 – Non-traditional Bungalows	Decent Homes Works - One Hit Works	27 <sup>th</sup> May 2008	1 <sup>st</sup> August 2008	55	14	N/A	£660,000	Wates Living Space	Problems in management of site by Wates Living Space. These issues have been raised with Wates, and meeting held between Chief Executive of SLHD and Wates Living Space regarding ongoing problems associated with quality of works and complaints.
Cantley 6 – traditional Bungalows	Decent Homes Works - One Hit Works	14 <sup>th</sup> July 2008	29 <sup>th</sup> August 2008	51	17	N/A	£612,000	Wates Living Space	Scheme commenced 14 <sup>th</sup> July 2008. Awaiting handovers following suspension of works.
Cantley 6 – traditional Houses	Decent Homes Works - One Hit Works	11 <sup>th</sup> August 2008	5 <sup>th</sup> September 2008	2	0	N/A	£24,000	Wates Living Space	Scheme to commence. Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Cantley 6 – non-traditional Houses	Decent Homes Works - One Hit Works	26 <sup>th</sup> August 2008	19 <sup>th</sup> December 2008	120	0	N/A	£1,440,000	Wates Living Space	Scheme to commence. Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Cantley 6 – Externals – Non-traditional bungalows	Decent Homes Works - One Hit Works	30 <sup>th</sup> June 2008	29 <sup>th</sup> August 2008	120	0	N/A	£1,440,000	Wates Living Space	Scheme commenced 30 <sup>th</sup> June 2008. Awaiting handovers following suspension of works.
Balby – Stanley Gardens (Bungalows)	Decent Homes Works - One Hit Works	27 <sup>th</sup> May 2008	25 <sup>th</sup> July 2008	40	17	N/A	£480,000	Wates Living Space	Problems in management of site by Wates Living Space. These issues have been raised with Wates, and meeting held between Chief Executive of SLHD and Wates Living Space regarding ongoing problems associated with quality of works and complaints.

Balby – Stanley Gardens (Houses)	Decent Homes Works - One Hit Works	23 <sup>rd</sup> June 2008	18 <sup>th</sup> July 2008	190	0	N/A	£2,280,000	Wates Living Space	Scheme commenced 23 <sup>rd</sup> June 2008. Awaiting handovers following suspension of works.
Balby – Galsworth (Bungalows)	Decent Homes Works	27 <sup>th</sup> May 2008	29 <sup>th</sup> August 2008	95	31	N/A	£1,140,000	Wates Living Space	Problems in management of site by Wates Living Space. These issues have been raised with Wates, and meeting held between Chief Executive of SLHD and Wates Living Space regarding ongoing problems associated with quality of works and complaints.
Balby – Galsworth (Houses)	Decent Homes Works	4 <sup>th</sup> August 2008	30 <sup>th</sup> January 2009	190	0	N/A	£2,280,000	Wates Living Space	Scheme to commence. Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Cantley 1 – Bungalows	Decent Homes Works - One Hit Works	27 <sup>th</sup> May 2008	15 <sup>th</sup> August 2008	77	34	N/A	£924,000	Wates Living Space	Problems in management of site by Wates Living Space. These issues have been raised with Wates, and meeting held between Chief Executive of SLHD and Wates Living Space regarding ongoing problems associated with quality of works and complaints.
Cantley 1 – Houses	Decent Homes Works - One Hit Works	28 <sup>th</sup> July 2008	19 <sup>th</sup> September 2008	35	0	N/A	£420,000	Wates Living Space	Scheme commencement delayed due to suspension of works. Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Armthorpe Beach & Bevre Road	Decent Homes Works - One Hit Works	14 <sup>th</sup> November 2007	31 <sup>st</sup> March 2008	81	83	31 <sup>st</sup> March 2008	£1,109,000	Bramall Construction	Scheme complete.

Armthorpe Lime Tree Crescent	Decent Homes Works - One Hit Works	19 <sup>th</sup> November 2007	31 <sup>st</sup> March 2008	104	90	31 <sup>st</sup> March 2008	£1,132,000	Bramall Construction	Scheme complete
Cantley	Decent Homes Works - One Hit Works	7 <sup>th</sup> January 2008	30 <sup>th</sup> April 2008	92	81	30 <sup>th</sup> April 2008	£1,104,000	Wates Living Space	Scheme complete
Stainforth/ Moorends	Windows and Doors	10 <sup>th</sup> December 2007	31 <sup>st</sup> March 2008	601	275	31 <sup>st</sup> March 2008	TBA	Nationwide	Scheme complete
Bessacarr/ Cantley	Windows and Doors	24 <sup>th</sup> September 2007	31 <sup>st</sup> March 2008	504	397	31 <sup>st</sup> March 2008	TBA	Sovereign	Scheme complete

## Capital Projects – West

Scheme	Description of Scheme	Start Date	Profiled completion date	Properties on Scheme	Properties completed to date (31 <sup>st</sup> July 2008)	Anticipated/ Actual Completion date	Project Costs	Contractor Used	Key Issues
Scawthorpe 1, 2, 3 & Arksey	Decent Homes Works - One Hit Works	24 <sup>th</sup> September 2007	17 <sup>th</sup> March 2008	416	326	18 <sup>th</sup> April 2008	£4,992,000	Wates Living Space	Scheme complete.
Hyde Park & Balby Ivor Grove	Decent Homes Works - One Hit Works	24 <sup>th</sup> September 2007	28 <sup>th</sup> February 2008	204	121	31 <sup>st</sup> March 2008	£2,448,000	Wates Living Space	Scheme complete.
Scawsby	Decent Homes Works - One Hit Works	18 <sup>th</sup> February 2008	31 <sup>st</sup> May 2008	92	92	31 <sup>st</sup> May 2008	£1,104,000	Henry Boot	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Toll Bar	Decent Homes Works - One Hit Works & Flood Repairs	8 <sup>th</sup> December 2007	26 <sup>th</sup> June 2008	137	137	26 <sup>th</sup> June 2008	Final Account being agreed by Turner Townsend	Henry Boot	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Mexborough	Decent Homes Works - One Hit Works	3 <sup>rd</sup> March 2008	5 <sup>th</sup> December 2008	594	217	N/A	7,128,000	Henry Boot	Some delays in property completions due to late installation of gas mains by sub contractor – Fulcrum. Henry Boot working with Fulcrum and DMBC Highways to improvement programming and execution of installation works.

Scawsby 3	Decent Homes Works - One Hit Works	11 <sup>th</sup> February 2008	27 <sup>th</sup> February 2009	99	95	N/A	£1,188,000	Henry Boot	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Bentley 3	Decent Homes Works - One Hit Works	19 <sup>th</sup> May 2008	28 <sup>th</sup> November 2008	248	36	N/A	£2,976,000	Henry Boot	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Woodlands	Decent Homes Works - External	14 <sup>th</sup> January 2008	28 <sup>th</sup> February 2008	214	17	31 <sup>st</sup> March 2009	£1,299,953	Bramall Construction	Delays associated with YEDL undertaking works to electrical supplies. YEDL now agreed to install new shrouding on electrical cabling running along fascia's. To only complete re-roofing works due to H & S issues associated with removal of fascias and soffits where mains electricians are located.
Mexborough	Windows and Doors	17 <sup>th</sup> September 2007	31 <sup>st</sup> March 2008	585	585	30th April 2008	TBA	Nationwide	Scheme complete.
Askern Spa	Windows and Doors	1 <sup>st</sup> December 2007	31 <sup>st</sup> March 2008	129	129	31 <sup>st</sup> March 2008	TBA	Nationwide	Scheme complete.
Bentley	Windows and Doors	1 <sup>st</sup> December 2007	31 <sup>st</sup> March 2008	321	321	31 <sup>st</sup> March 2008	TBA	Kier	Scheme complete.
Adwick	Windows and Doors	1 <sup>st</sup> December 2007	31 <sup>st</sup> March 2008	886	886	31 <sup>st</sup> March 2008	TBA	Kier	Scheme complete.

Central	Windows and Doors	1 <sup>st</sup> December 2007	31 <sup>st</sup> March 2008	23	23	30 <sup>th</sup> April 2008	TBA	Anglian	Scheme complete.
Adwick	Environmental Fencing Programme	7 <sup>th</sup> January 2008	31 <sup>st</sup> April 2008	1569 linear metres	700 linear metres	31 <sup>st</sup> May 2008	TBA	BCL	Delayed by minimum of 5 weeks due to suspension of works. SLHD resources being mapped against programme to agree mobilisation plan.
Askern	Environmental Fencing Programme	7 <sup>th</sup> January 2008	31 <sup>st</sup> April 2008	2180 linear metres	0 linear metres	3 <sup>rd</sup> July 2008	TBA	BCL	Completion delayed due to suspension of decent homes works. New completion date to be agreed once suspension lifted.
Bentley	Environmental Fencing Programme	7 <sup>th</sup> January 2008	31 <sup>st</sup> April 2008	2186 linear metres	1200 linear metres	31 <sup>st</sup> May 2008	TBA	BCL	Completion delayed due to suspension of decent homes works. New completion date to be agreed once suspension lifted.

Key issues to note on the Decent Homes Programme include:

### 6.3 Quality of works

During 1<sup>st</sup> April to 31<sup>st</sup> July 2008 there continues to be problems with quality of works undertaken by Wates Living Space. This follows on from previous high level meetings with Wates Living Space providing assurances that additional resource and change processes and procedures would provide necessary improvements. There have been a number of issues with quality in some properties worked on by the Contractors. SLHD have investigated the problems and identified the causes of the problems to be:-

- Start up problems associated with a new project and new project teams.
- Poor management of site specific issues
- Poor sub-contractor performance

### 6.4 Time in Properties

There have been issues with properties being open for longer periods than expected. SLHD have investigated the problems and identified the causes of the problems to be:-

- Issues with windows and doors on site, which has resulted in properties not being completed within the allocated time.
- Due to inexperienced site teams elements of work have not been programmed/managed efficiently.

SLHD have implemented positive management actions to address the above issues (item 5.3 and item 5.4). On-going problems with the performance of two contractors, Wates (One-Hit works) and Kier (Windows & Doors) has resulted in the following actions:-

- Workshop held between SLHD management and Wates to discuss issues and lessons learnt.
- Wates Living Space and Kier have reviewed their organisational structure and introduced new management.
- Stringent monitoring and frequent communications with both construction partners to ensure their performance improves in accordance with set standards.
- Introduced capping on number of properties each constructor can have in possession at any one time, 5 x weekly possessions.

## 6.5 Communication

We are currently in the process of implementing the following improvements:-

- Introduction of site tours with ward councillors prior to commencement of each decency scheme
- Streamlining of communications pack, introducing invitation cards to launch and choice events
- Production of a new Tenants Choice Brochure
- Introduction of a mobile display trailer
- Weekly monitoring of customer satisfaction rates to improve response to complaints on particular schemes.
- Increasing number of Customer care officers employed by St Leger Homes on Decent Homes scheme to respond to customer complaints.
- Increased monitoring of contractor Tenant Liaison Officers ensuring daily visits are undertaken to all properties in possession.

## 6.6 Suspension of the programme

Following Health and Safety incidents at Woodlands and Balby Bridge, a joint decision was taken by St Leger Homes and Doncaster MBC to suspend Decent Homes works until a thorough review of processes and procedures had been undertaken.

This review is now coming to conclusion and additional staffing resource being recruited to increase number of property inspections undertaken across all Capital works to 100% for an interim period. Remobilisation plans have been submitted by all one hit and window & door contractors. It is anticipated that all works will be fully operational by end September 2008 subject to sufficient staffing resources being in place.

Letters apologising for continued delays have been sent jointly by Doncaster MBC and St Leger Homes of Doncaster to all tenants affected by the stoppage. It is proposed that all properties in possession at the time of suspension will also receive a hamper as a goodwill gesture to apologise for inconvenience caused.

## 6.7 Property Omissions from the programme

221 properties were omitted during the period. The omissions fall within the following categories:-

<b>Decent Homes Programme 1<sup>st</sup> April – 31<sup>st</sup> July 2008</b>					
<b>Number of Properties Omitted from Programme</b>					
<b>Programme</b>	<b>Declines</b>	<b>Appeals</b>	<b>Right to Buy</b>	<b>No Access</b>	<b>Removed</b>
<b>One-Hit</b>	33	82	20	86	0

<b>Window &amp; Door</b>	0	0	0	0	0
<b>TOTAL</b>	33	82	20	86	0

An account of the above categories follows:-

### **Declines**

All tenants have the right to refuse works under the Decent Homes programme, unless works are required for Health and Safety reasons, i.e. electrical rewiring. Tenants can decline packages of work, but not individual elements of work within each package, except in exceptional circumstances. The majority of declines are confirmed at survey stage, however declines are still received up to schemes commencing, often due to a change in tenancy and/or the tenant has had a change of mind.

### **Appeals**

Prior to works commencing, tenants receive a Scope of Works letter which details all elements of works that are scheduled for the tenants' home. The elements of work are acknowledged at the time the property is surveyed. If, upon receiving the Scope of Works letter, the tenant disagrees with the content of work, the tenant has 14 days to complete an 'appeals' form and return SLHD, following which arrangements are made for a further assessment to be undertaken in the tenants home. If the assessment confirms the same as the original survey, the tenant has the opportunity to accept or continue with the appeal. To continue, the matter is then presented to the '\*Appeals Panel' to determine the final outcome, though the panel do not have delegated authority to override the decency specification/ standard. The panel is made up of the following representatives:-

- 1 x Council representative
- 1 x Tenant representative
- 1 x Independent representative

No Appeal Panels have been convened during the period due to appeal being upheld at survey stage or withdrawn by tenant.

### **Right to Buys**

Tenants who have applied for the right to buy (RTB) their home. In this instance the property is removed from the scheme. The property is re-directed to SLHD Business Planning who, pending a change in status (i.e. the RTB application is cancelled) will re-issue the property to the Decent Homes scheme at a later date.

### **No Access**

Where there has been a failed attempt to access a property by contractors, tenants are notified and given the opportunity to provide access at the next available opportunity in line with the scheme schedule of works. Following 3 failed attempts, contractors are permitted to notify SLHD following which they are removed from the scheme. Tenants are kept informed at all stages. Properties removed are re-directed to SLHD Business Planning and reissued

to the decency programme at a later date.

## Removals

Rationale for removal of other properties from schemes include abusive tenants, sold properties, leasehold properties, substandard level of cleanliness and property archetype issued inconsistent with planned scheme of works, i.e. non-traditional properties issued by Business Planning instead of traditional properties as per planned works.

## 7. Customer Satisfaction

For Quarter 1 2008-09 there was a slight increase in the Customer Satisfaction rating for the period 1<sup>st</sup> April to 31<sup>st</sup> July 2008 to 95% customers satisfied or totally satisfied with works. The return rate across all schemes was 55%.

7.1 A total of 161 complaints were received on Decency during the reporting period – Quarter 1 2008/09. The table below demonstrates how many of the complaints were upheld, not upheld, or partially upheld (where only part of the complaint is upheld).

7.2

<b>Decent Homes Programme – 1<sup>st</sup> April 2008 to 31<sup>st</sup> July 2008: Complaints Analysis</b>	
Number of complaints received	161
Number of complaints upheld	93
Number of complaints not upheld	38
Number of complaints partially upheld	30

7.3 Comparatively, the number of complaints received in relation to the number of properties that have had decency works or are in progress during the period 1<sup>st</sup> April to 31<sup>st</sup> July 2008, amounts to 13% of customers. This is a noticeable increase of previous figure of 3%. Reasons for this are associated with increase in complaints due to suspension of works across the Decent Homes Programme during July 2008.



## **Consultation**

Consultation on the Decent Homes programme, which is driven by the Investment Strategy, has been undertaken. Key groups consulted include SJC, DMBC, Contract Partners and local TARA's.

Consultation is also ongoing with staff and councillors. Throughout April and May 2008 a series of staff briefing sessions were held to raise awareness on the 2008-09 programme. We have also held a Councillor briefing session following the local elections and are now introducing site tours with ward councillors prior to commencement of each scheme.

## **Legal Implications**

Not applicable.

## **Financial Implications / Risk / Diversity**

The major risk is associated with the future cost of the decency programme. This risk is mitigated by monthly financial reports that highlight any areas of overspend. This risk has been further mitigated by the employment of Turner Townsend who work as the Cost Consultants for Decent Homes schemes.

## **Value For Money**

Turner Townsend works with the Decent Homes contractors to value engineer the cost of delivering the Decent Homes programme over the forthcoming year. This helps to ensure that the programme will be delivered within the total budget of approx £303 million.

## **Diversity**

Not Applicable.

## **Report Author**

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## **Background Papers**

Not Applicable.