

# Public Document Pack



## COMMUNITY SELECT COMMITTEE

Date: Tuesday, 23 October 2018

Time: 6.00pm,

Location: Shimkent Room - Daneshill House, Danestrete

Contact: Lisa Jerome

Members: Councillors: S Mead (Chair), A Mitchell CC (Vice-Chair), S Barr, J Brown, L Harrington, R Hearn, J Mead, S-J Potter, S Speller and T Wren

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## AGENDA

### PART 1

1. **APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST**

2. **PRESENTATION FROM YOUNG ENTERPRISE**

To receive a presentation from Young Enterprise.

3. **DECENT HOMES SCRUTINY REVIEW**

To revisit the Scrutiny Review of Decent Homes completed in January 2014.

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4. **URGENT PART 1 BUSINESS**

To consider any Part I business accepted by the Chair as urgent

5. **EXCLUSION OF PUBLIC AND PRESS**

To consider the following motions:

1. That under Section 100(A) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the ground that they involve the likely disclosure of exempt information as described in paragraphs 1 – 7 of Part 1 of Schedule 12A of the Act as amended by Local Government (Access to Information) (Variation) Order 2006.

2. That Members consider the reasons for the following reports being in Part II and determine whether or not maintaining the exemption from disclosure of the information contained therein outweighs the public interest in disclosure.

**6. URGENT PART II BUSINESS**

To consider any Part II business accepted by the Chair as urgent

Agenda Published 15 October 2018

Executive Member Response To Decent Homes Scrutiny Review

**Date Recommendations agreed by Scrutiny Select Committee:**

Housing Select Committee, Thursday 30 January 2014,  
amended and circulated final report on Friday 31 January 2014

**Date responses should be made by:**

An Executive response on behalf of the Executive Portfolio Holder for Housing should be received  
by Monday 31 March 2014

**All actions have been allocated to Mike Haynes who will delegate internal responsibility regarding  
responses on behalf of the Executive Portfolio Holder for Housing.**

<b>Recommendations:</b>	<b>Executive Response March 2014:</b>	<b>Executive update October 2018</b>
1. That officers consider ways of providing improved monitoring of works throughout the process.	It is suggested that our Contractors should provide increased presence on site with two staff trained in resident liaison being present throughout the period of works. Officers to	SBC are currently operating a programme of works with reduced outputs when compared to the outputs at the time of the recommendation (currently 4 property

	<p>ensure scheme based staff double up during periods of intense works (such as Decent Homes programme) and that an SBC Project Manager attends on a daily basis.</p>	<p>openings a week compared to approx. 15 to 20 at the time of the recommendation). At this present time SBC's contractor, United Living operate with one Site Manager and one RLO, who both visit all open properties daily. In addition to this SBC's Project Surveyor also inspects work in progress daily. This resource level is considered adequate given the low number of properties in progress at present. In order to ensure resource levels remain sufficient a ratio of one RLO per eight property openings will be a requirement.</p>
<p>2. That officers consider the current communication with tenants prior to and during works to see where improvements can be made to the current processes.</p>	<p>Communication with tenants was reviewed as a result of feedback from Members during the Scrutiny review. Changes were made during the current programme – tenants receive visits prior to works commencing to explain the process and during works to ensure all is in order. Feedback from the Sheltered Housing team and from residents is that there has been a marked improvement in communication and consequently greater awareness of what is happening.</p>	<p>It is a continued requirement that tenants receive visits prior to works commencing to explain the process and during works to ensure all is in order, as well as post works to ensure works are completed to a satisfactory standard.</p>
<p>3. In an attempt to manage expectations, officers consider ways in which they can ensure that Tenants are made aware that carrying out Decent Homes works such as providing new kitchens, bathrooms,</p>	<p>At the pre-works visit tenants are advised of the disruption that can occur. Visits are made throughout the works programme to seek to ensure that tenants are being inconvenienced as little as possible, but also</p>	<p>We have no changes to the last update. At the pre-works visit tenants are advised of the disruption that can occur. Visits are made throughout the works programme to seek to ensure that tenants are being</p>

rewiring, new boilers and central heating systems will be disruptive.	as a reminder that these are disruptive works. Complaints are dealt with on site and as they occur to avoid undue worry and concern for tenants.	inconvenienced as little as possible, but also as a reminder that these are disruptive works. Complaints are dealt with on site and as they occur to avoid undue worry and concern for tenants.
<b>4.</b> That subsequent Decent Homes works at sheltered schemes should involve two Resident Liaison Officers and two Scheme Managers to improve resident liaison.	As noted in <b>1</b> above, staff now double up when major works programmes are being undertaken at sheltered housing schemes whilst the contractor has two staff trained in resident liaison on site at all times.	At present we do not have any decent homes internal works programmes in progress at sheltered schemes as works are complete to the majority of properties. Where works are carried out on an adhoc basis we will continue to apply the approach of increased resident liaison.
<b>5.</b> That a log book for resident's comments should be introduced when carrying out Decent Homes works in Sheltered Accommodation Schemes and that this should be reviewed on a daily basis by the Scheme Managers for feedback to the Project Manager.	Tenant comments are now logged and discussed with the SBC Project Manager on a daily basis. As noted in <b>3</b> above, complaints are dealt asap after being received..	When works are carried out to sheltered schemes we now use a log book and operate a review process in line with the recommendation.
<b>6.</b> Provision of an 'easy to understand' instruction guide (with practical assistance) for tenants regarding new equipment including heating systems and extractor fans should be provided.	Our contractor is developing an easy to use guide in readiness for the completion of works at Gladstone and Shaftsbury; the two schemes where we are currently undertaking Decent Homes works.	United Living will explain all heating and extractor fans on handover and SBC have developed an easy to understand guide which is available to all tenants.
<b>7.</b> That, where appropriate, there should be daily sign off list for trades working in a property.	A daily sign-off list is now in use at each property or scheme, covering both works to an individual house or flat, and communal works.	A daily sign-off list is now in use at each property or scheme, covering both works to an individual house or flat, and communal works. SBC also carry out and record and Health and Safety checks at all properties.

<p><b>8.</b> That the role of Sheltered Housing Wardens during Decent Homes works be reassessed by officers with a hope that this would lend additional support to the Wardens. The Housing Select Committee is of the view that expectations regarding the liaison role of the Wardens must be realistic.</p>	<p>The role of all staff involved in the Decent Homes programme has been re-assessed, paying particular attention to that played by non-technical staff, such as scheme wardens/managers. SBC Project Managers, who have a technical expertise, have been instructed to ensure they explain all works in straightforward terms to staff who do not have a technical background. The comments of Committee Members re 'expectations regarding the liaison role of the Wardens must be realistic' have been taken on board in this regard.</p>	<p>No changes have been made to the 2014 recommendations</p>
<p><b>9.</b> That Housing Officers ensure that the contractors and the Resident Liaison Officer (RLO) are present when tenants are given the option to choose between conduit or chasing, which is signed off by the contractor and the RLO.</p>	<p>On further interrogation of our database it became clear that the flat at Pitt Court had previously undergone a re-wire, resulting in conduit being run across walls as opposed to being chased-in or in conduit hidden behind curtains. Following comments by Committee Members we have now reviewed our approach to all re-wires, be they part of a Decent Homes contract or not. We have recently employed a qualified Building Surveyor and will be taking on additional qualified staff over the next few months to ensure we have the capacity to undertake more pre and post-works inspections to ensure this situation does not arise again.</p>	<p>All rewires are chased into internal wall unless it is not possible to do this or in some cases the tenant are unable to have the internal walls chased and we will look at this as an one off. In the event that a contractor recommends the use of conduit an assessment is made by SBC and either approved or rejected.</p>
<p><b>10.</b> That the Clerk of Works for the BMO to carry out a site visit on the Decent Homes works carried out on Pitt Court that was</p>	<p>This has now been undertaken and a report provided. As mentioned above, this scheme had a re-wire prior to Decent Homes works</p>	<p>N/A</p>

<p>completed under the previous Decent Homes contact and provide feedback on the completed works.</p>	<p>being undertaken, and it was this which resulted in the majority of the problems. Wates are to re-visit the scheme and change some of the conduit they fitted, whilst the BMO's electricians will correct all other problems. A post-works inspection will be undertaken by the BMO Clerk of Works.</p>	
<p><b>11.</b> That Members support officers in pursuit of setting up a social enterprise with trainers such as North Herts College/Ridgmond Training or other interested training providers to provide apprentices to carry out decoration works.</p>	<p>This is on the Housing work-plan for 2014/15. The Housing Portfolio Holder has a keen interest in this subject and has asked to be kept informed of its progress. Officers will also update the Chair of this Committee at a future Chair's briefing.</p>	<p>A formal alliance has recently been established between SBC, Hart Learning and the DWP (Job Centre Plus). The Alliance are driving forward a scheme names Stevenage Works which looks at maximising the opportunity for social value through a coordinated approach between the parties and the Councils contractors. There are contractual requirements for apprenticeships, work experience and the use of local labour in all of the Councils large refurbishment contracts. The Councils contractors have delivered on significant social value promises since the review and continue to do so. To date a Social Enterprise has not been established; however this option is currently being explored by staff involved in Stevenage Works.</p>
<p><b>12.</b> That the legacy elements introduced in the Decent Homes Contract continue as a feature of future capital works programmes.</p>	<p>Member's comments with regard to this matter are welcomed and noted. Officers will build into any future procurement the need for contractors to leave a positive legacy.</p>	<p>As per response 11 above</p>

<p><b>13.</b> That officers revisit the EIA for Decent Homes with a view to refreshing the document using the new SBC template and procedure to ensure that the appropriate protected characteristic groups are addressed (Disability and Age) by 31 January 2014.</p>	<p>The EIA was refreshed prior to 31 January 2014, as requested by Members. No additional works in this regard were noted following this re-fresh.</p>	<p>The EIA was last reviewed in January 2016 (no change from 2014) and will be reviewed again as part of a planned procurement for a new decent homes contract early 2019.</p>
<p><b>14.</b> That officers continue to monitor 10% of the tenant profiling information sheets that the contractors currently undertake before carrying out Decent Homes works and report back to Members on this process.</p>	<p>The comments of Members in this regard are noted. Officers will report back to Members on this matter at a future meeting of this Committee, as requested.</p>	<p>It is recommended that this position be reviewed in light of the new GDPR regulations. Clarity is required on the purpose of collecting this information and what would be done with it should this practice continue.</p>
<p><b>15.</b> That officers report back to Members on the learning derived from responding to tenant's comments on their Customer Satisfaction Surveys as detailed at paragraph 3.6.2 in the report.</p>	<p>The Council is currently reviewing its management of the complaints service it runs. The input and suggestions from Members with regard to this matter are welcomed, with the Council wide review providing an ideal opportunity for these to be fed into the process, and for improvements in the management of negative comments to be rolled out across the Council and not just for Decent Homes projects. In addition to the Council wide activity, Officers will be redesigning the Decent Homes satisfaction survey forms to use on any new contracts which are let, including future Decent Homes works.</p>	<p>Customer satisfaction and complaints feedback information has been sent to Stephen Weaver.</p>





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## APPENDIX A TO RECOMMENDATION 12



### Stevenage MRC Wates Contract Commitments:

#### Commitments Document

Note: The following highlights key commitments made by Wates Services within its Proposals that are not included within the Term Brief or other Specifications. The minimum contractual requirements as set out within the Term Brief and associated Contract Documents will be monitored and managed separately unless otherwise stated below. Where Wates has offered to deliver 'over and above' the minimum requirements, the additional activities/targets will be included within this document during the mobilisation phase, to ensure they are built into operational management plans/KPIs as needed before Contract go live. They will then be removed from this Commitments Document.

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Commitment
Will develop a wider PR and communication plan
Update local businesses regularly, via email, text message and social media to highlight emerging opportunities, within Wates, the supply chain and other relevant local opportunities
Large supply chain event will be held during mobilisation period at Stevenage Borough Football Club
Rent desks in local trade merchant premises in Stevenage for Wates employees
Agree and establish Key Performance Indicators and set targets with subcontractor partners
Subcontractors' performance against KPI targets will be reviewed on a continuous basis <ul style="list-style-type: none"> <li>Formal feedback at monthly meetings</li> <li>New targets will be agreed</li> </ul>
Procure through TP
Commit to paying 100% of tier 1 suppliers within 19 days of certification
Tier 1 partners pay tier 2 suppliers within 23 days of certification <ul style="list-style-type: none"> <li>Monitor through regular meetings</li> </ul>
Constantly benchmark prices against other contracts and market test supply chain, by going out for alternative prices bi-annually
Supply Chain Sustainability Academy provides on-line and distance learning tools and resources which help equip SMEs
All information will be recorded on-site by the team using a tablet that synchronises automatically with the WLS-Project database
Contract Manager to produce a progress report 3 working days before each monthly meeting
Monthly Reports for Stevenage
Annual 'Project Impact Report'
Monthly commercial meetings to cover- Risk Register, Cost Reporting and Cash Flow
Weekly production meetings- identify variations or delivery trends and examine amendments needed to meet schedule
As soon as works are completed on a property, the information will be uploaded to Keystone

<b>Commitment</b>
Introduce a resident portal and virtual noticeboard
Leave the virtual notice boards for Stevenage
Implement WLS-Project to create a priced schedule of work and manage all commercial aspects of the project
At Handover WLS-Project will capture works completion signatures from the client , site representative, and resident, and capture “As Built” photographs
Wates will hold basic IT training utilising local Social Enterprise ‘Mine of Innovation’, providing short courses as well as the loan of laptops
Wates will devise and implement a bespoke communications plan that will take specific groups into account e.g. the elderly
Wates will employ and train a second RLO during the first year who will shadow Danielle Cracknell
Wates will tailor our service to the specific needs of Stevenage residents through the implementation of a jointly agreed communications plan
Proactively engage with the resident groups around Stevenage
Deliver an introductory letter to each resident
1:1resident appointments with RLOs. RLOs will distribute and guide residents through “12 Steps” booklet
Offer residents electronic version of Information Pack
Open days will be held during mobilisation on the estate where work is taking place
RLO hold Leaseholder meetings, host extra evening/weekend discussions with leaseholders
Provide: <ul style="list-style-type: none"> <li>• Electronic residents’ newsletter</li> <li>• Residents Portal and Social Media</li> <li>• Virtual Noticeboard</li> </ul>
RLOs will engage with neighbouring freehold properties that are close to the works and invite neighbours to meetings, send the same introduction and pre-start letters, and hold individual meetings
“12 Steps Booklet” developed for each individual block
Value Engineering Workshop at the end of year one and following years 2-5
KPI’S: Key areas for continuous improvements and suggested improvements <ul style="list-style-type: none"> <li>• Year 3- Aim to achieve 100% resident satisfaction</li> <li>• Year 4 &amp; 5- ensure desired improvements have been achieved in 3 &amp; 4. Update/Measure/Share</li> </ul>
Cost Certainty and Savings <ul style="list-style-type: none"> <li>• Year 1- Wates and Contract 2 will agree a template for validation surveys</li> <li>• Reverting to Archetype model- in first 6 months of the contract, seek to revert from a SOR model back to an archetype model. Propose the creation of a standard NBS specification</li> <li>• Year 2- seek to improve buyers club</li> <li>• Year 3- Inflation and Brexit- Stevenage Buyers Club assess upcoming works and forward fund purchase materials</li> <li>• Year 4- enter fully open book process, review at end of year</li> <li>• Year 5- Review investment funds</li> </ul>
Social value offer as detailed
Create a HUB based In the centre of Stevenage- creating a “walk-in” facility
At end of year Community Investment Manager will produce a Project Impact Report to highlight social impact
Apprenticeships- have 4 trade apprenticeships. Will begin recruiting for a new apprentice as existing apprentices near the end of their three years

<b>Commitment</b>
<p>Work experience</p> <ul style="list-style-type: none"> <li>• Wates staff will deliver the Build yourself inside day, a two-hour workshop to students in Stevenage schools</li> <li>• Offer one work placement each year, providing a workplace 'buddy' for the student</li> <li>• Work with local schools to support career and employment events</li> <li>• Each of the 4 Stevenage managers will mentor a local student, meeting monthly</li> </ul>
<p>Training</p> <ul style="list-style-type: none"> <li>• Deliver building futures in areas SBC consider appropriate</li> <li>• Resident Liaison team will deliver a range of short courses, along with Wates Trade based supervisor</li> </ul>
<p>Community Benefits</p> <ul style="list-style-type: none"> <li>• Set up a community garden project for local residents</li> <li>• Volunteer project delivery members' for 16 hours per year</li> <li>• Ensure vacancies within team are filled with people living within the Stevenage Borough</li> <li>• VIY volunteering, to recruit students and provide mentors</li> <li>• Produce 10,000 copies, twice per year of Quids In! Magazine for SBC residents</li> <li>• Link in with SoStevenage partnership to assist with the 'Money, Money, Money' programme</li> <li>• Train members of staff in mental health</li> </ul>
Electrical Compliance Manager, Paul Jackson 100% dedicated to the Stevenage Contract
Electrical Compliance Manager will put together an initial design and proposal to meet each site's needs
Weekly meetings to ensure all works on site are on time and to the correct specification
Temporary power in the form of a generator is available if necessary
Day of connections RLO, will be on site visiting properties
After connection, will test equipment before sign off. Electrical test certificate will be produced
All deliveries will be taken to site on a 'just in time' basis on smaller less intrusive vehicles
From issue of first years property list, allowed a 9 week period for scoping, pricing, design and programming of all of year 1 properties
Will prepare leaseholder packs and resident packs
<p>During 4 week pre commencement period</p> <ul style="list-style-type: none"> <li>• Write introduction letters to each resident informing them of when work will commence, giving contact details.</li> <li>• Distribute Resident packs</li> <li>• Hold a resident meeting</li> <li>• Write to all neighbouring properties</li> </ul>
Write to residents after 3 months of completion to ensure that there are no issues
Carry out a full check of works between 10 and 11 months following completion
A scaffolding coordinator will be appointed for the project to co0ordinate and manage all scaffolding operations
Scaffolding materials delivered avoiding peak pedestrian times
Ensure Heras fencing surrounds the base of the scaffold, preventing unauthorised access during works
Scaffold fitted with brick guards; fans above entrances; toe boards and debris netting

<b>Commitment</b>
Management arrangements for safeguarding members of the public on this project will be assessed via protection of the public plan- a live document, regularly reviewed during works
Ensure all working areas are kept clear of materials and plant and that materials delivered are stored safely
Before work commence visit Larwood School and Hampson Park Community Centre to speak to staff and Children about the works and dangers. 'Lonsdale Road Order'
Traffic management plan will be developed to assist in managing deliveries, coordinate deliveries out of school hours and busy periods
Prior to work Refurbishment and Demolition Asbestos surveys will be carried out by UKAS accredited consultancy
All operatives on site will be required to have UKATA or equivalent asbestos awareness. Emergency Personal Asbestos Kit (EPAK) box on site
Works planned each day by carrying out a Star Right briefing, all operatives must attend
Regular inspections of the work area and access routes. End of Day checklist to be completed
All domestic electrical works carried out by NICEIC qualified operatives. Lock off kits used
No work commences without approved Risk assessment and method statements in place
Gas flues, will use stop/go cards to indicate where it is safe to work. End of checks will include visual inspection of gas flues
Residents will be kept informed of any potential noisy activities in advance
Manual handling assessments will be carried out for any activities that pose a manual handling risk
Operatives will have received asbestos awareness training
Prior to excavating to the rear, use of Ground Penetrating Radar (GPR) scanning facility to plot any buried service 'Lonsdale Road Order'
Excavations will be visually checked at the start and end of every shift



**Integrated Asset Management Contract:**

**Commitments Document**

Note: The following highlights key commitments made by Mullalley and Co within its Proposals that are not included within the Term Brief or other Specifications. The minimum contractual requirements as set out within the Term Brief and associated Contract Documents will be monitored and managed separately unless otherwise stated below. Where Mulalley has offered to deliver ‘over and above’ the minimum requirements, the additional activities/targets will be included within this document during the mobilisation phase, to ensure they are built into operational management plans/KPIs as needed before Contract go live. They will then be removed from this Commitments Document.

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<b>Commitment</b>
Nick Price (Director) to be 100% allocated to Mobilisation Phase
Mulalley to organise a mobilisation launch meeting and workshops with Stevenage
Mulalley will continually review mobilisation timetable- ensure meeting key dates.
Mulalley will hold 360° mid-mobilisation review meeting with Stevenage
Mulalley will set up and maintain contract risk register and contract execution plan
Assign Electrical Coordinator, Mike McDonagh
Quantity Surveyor Claire Perrin and Lauren Noonan- 100% dedicated to project
Assign two 100% dedicated full-time RLOs <ul style="list-style-type: none"> <li>• Victoria Kent</li> <li>• Sharon Martin</li> </ul>
Senior Project Manager Paul Lynch to inspect the blocks they are working in at least twice a month to ensure method statements and company policies are followed.
Health and safety advice, training and guidance provided.
Quality control team, will visit a selection of blocks , each month to inspect workmanship and performance materials used <ul style="list-style-type: none"> <li>• Will provide a monthly photographic report identifying any remedial works and categorising items by severity</li> </ul>
Procure a local depot/warehouse with full time warehouse manager to ensure warehouse is fully stocked and all processes are followed
Offer hot-desking for Stevenage Delivery Team
Maintain up-to-date electronic documentation key points of contact for Stevenage throughout 5 year contract
Procure 60% of supply chain through local supplies in year 1, rising by 5% per year to 80% by end of year 5

<b>Commitment</b>
Throughout year 1, collaborate with Stevenage's other service provider to seek to establish a joint supply chain before year 2
Supply Chain Map, will be continually developed throughout mobilisation and the Term programme
Host 'Meet the Buyer Event' in April 2018
Use Stevenage Business directory
During mobilisation hold a supply chain launch meeting undertake a pilot programme of work
Undertake a pilot programme of work
Supply chain to attend weekly site meetings
Project managers, Jeffery Wharton and David Taylor will carry out regular inspections throughout the day
Develop a supply Chain KPI Handbook
Create smaller work packages
Offer free mentoring/training to bring suppliers to the required standards
Where local suppliers/subcontractors are rejected provide a de-brief meeting and report to detail why they were unsuccessful and provide advice
Provide support to smaller companies with invoicing process, provide reduced (7 day) payment terms for small local suppliers
Establish credit agreements with local building merchants
Use HACT's LM3 Tool to provide an auditable and transparent record of supply chain contribution to local economy
Mulalley will continuously benchmark suppliers against each other and national indices
Reports issued to Stevenage team: <ul style="list-style-type: none"> <li>• Weekly Site Report</li> <li>• Weekly Complaint Report</li> <li>• Monthly Financial Report</li> <li>• Monthly Progress Report</li> <li>• Monthly Quality Inspection Report</li> <li>• Quarterly Report</li> <li>• Annual Report</li> </ul>
Hold an annual KPI presentation to Stevenage and their residents, including presentations from other service providers
Will access mPROJECT and capture data on mobile web-enabled tablets,
On completion of each block, electronic and hard copies of a full property pack will be provided
Provide a data file of key asset attribute data
Setup Stevenage residents' website and mobile version
Dedicated Leaseholder Liaison Officer (LLO) Kris Egan will hold regular walkabouts with leaseholders and Stevenage
RLOs will carry out a profiling exercise and a Vulnerability assessment and create a tailored management plan
RLO's will meet with Housing Officers and Sheltered Scheme Managers
At least 8 weeks before access, RLO will hand deliver introductory letter to each resident, hold one-to-one interviews and hand deliver confirmation letters 28, 14 and 7 days before access is required



<b>Commitment</b>
Provide neighbouring residents introductory letters and hold one on ones
Provide Neighbouring Property Booklets
During mobilisation, RLO team will hold meetings with residents
During consultation, RLO will show residents product brochures and photos of completed works
RLO will organise visits to meet other Stevenage residents and see their finished blocks
RLO and site team undertake a photographic condition survey for the entire area
Commercial Team will undertake annual Life Cycle Costing exercises
At the end of the year, Mulalley will undertake an annual KPI Presentation to Stevenage, their other Service Providers and resident representatives
Implement benchmarking annually
Quarterly 360 degree Review Meetings, with Stevenage, consultants, Mulalley and Key suppliers
Provide full time employment opportunities for all apprentices upon completion of their course
The creation of at least 5 gardens, pocket parks, wild play areas or biodiversity hubs
Support a minimum of 12 trade apprentices to NVQ level 3 and provide training and reskilling opportunities
During mobilisation Mulalley will host a Social Value workshop to develop SMART Action Plan and populate a Promise Matrix
Will seek trade apprentices with a view to providing sustainable employment. Will target school leavers/ young persons 16-24/lone parents
Work experience opportunities of 2 weeks will be offered to pupils/school leavers
Work placements for 16+ will target school leavers and those claiming benefits
Supported internships offered to young people 16-24 with an EHCP or LDA
Mulalley will provide longer term work experience/work with shadowing opportunities the training will be geared towards updating skills and getting residents back to work
Host construction skills sessions at local warehouse
Visit local schools/colleges to provide talks about the industry and take part in CV workshops/job fairs
Host communal cooking classes at community centres
RLO's host Walking Clubs in areas where they are working on multiple blocks, including guided woodland/grassland walk to teach about the environment
Provision of secure cycle storage in residential areas and town centres through partnership with Stevenage
Host events for isolated/vulnerable residents identified by RLOs
Refurbish one green space of Stevenage's choice each year
Provide guided walking tours of local woodlands/grasslands to educate residents
RLO provide impartial advice to residents to reduce carbon emission and save money on energy bills
Provide staff with annual volunteer days

**Commitment**

Schedule deliveries strictly outside of school drop off/pick up times

2 weeks prior to commencement health and safety information will be posted in communal entryway/staircase and site logistic plans displayed

Host a 'Meet the Contractor' event at Wedgewood Park facility 'Lonsdale Road Order'

Provide safety talks from Mascot at a number of schools in the area 'Lonsdale Road Order'

Adopt a Permit to Work System for Electrical Works, and a Permit to Access System for roof works

Induction run prior to works for all operatives and sub-contractors

Planned improvement satisfaction surveys returned - March 2018

Number of surveys returned

	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Internal works	1	0	0	0	0	1
External works	110	32	6	2	1	151
<b>Total works</b>	<b>111</b>	<b>32</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>152</b>

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Internal works	1	0	0	1
External works	142	6	3	151
<b>Total works</b>	<b>143</b>	<b>6</b>	<b>3</b>	<b>152</b>
<b>Total works (%)</b>	<b>94.08%</b>	<b>3.95%</b>	<b>1.97%</b>	<b>100.00%</b>

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Internal works	100.00%	0.00%	0.00%
External works	94.04%	3.97%	1.99%
<b>Total works</b>	<b>94.08%</b>	<b>3.95%</b>	<b>1.97%</b>

External works satisfaction surveys - breakdown by contractor - March 2018

Number of surveys for external works returned

Contractor	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Breyer	0	0	0	0	0	0
United Living	111	32	6	2	1	152
<b>Total external works</b>	<b>111</b>	<b>32</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>152</b>

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Breyer	0	0	0	0
United Living	142	6	3	151
<b>Total external works</b>	<b>142</b>	<b>6</b>	<b>3</b>	<b>151</b>

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Breyer	#DIV/0!	#DIV/0!	#DIV/0!
United Living	94.08%	3.95%	1.97%
<b>Total external works</b>	<b>94.08%</b>	<b>3.95%</b>	<b>1.97%</b>

Number surveys returned

	Very good	fairly good	neither	fairly poor	very poor
Aids & Adapts YTD	23	13	0	1	0

Satisfied	36
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Planned improvement satisfaction surveys returned - February 2018

Number of surveys returned

	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Internal works	2	0	0	0	0	2
External works	104	14	0	5	1	124
Total works	106	14	0	5	1	126

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Internal works	2	0	0	2
External works	118	0	6	124
Total works	120	0	6	126
Total works (%)	95.24%	0.00%	4.76%	100.00%

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Internal works	100.00%	0.00%	0.00%
External works	95.16%	0.00%	4.84%
Total works	95.24%	0.00%	4.76%

External works satisfaction surveys - breakdown by contractor - February 2018

Number of surveys for external works returned

Contractor	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Breyer	8	1	0	1	1	11
United Living	96	13	0	4	0	113
Total external works	104	14	0	5	1	124

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Breyer	9	0	2	11
United Living	109	0	4	113
Total external works	118	0	6	124

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Breyer	81.82%	0.00%	18.18%
United Living	96.46%	0.00%	3.54%
Total external works	95.16%	0.00%	4.84%

Number surveys returned

	Very good	fairly good	neither	fairly poor	very poor
Aids & Adapts YTD	10	5	0	1	

Satisfied	15
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Planned improvement satisfaction surveys returned - January 2018

Number of surveys returned

	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Internal works	0	1	0	3	1	5
External works	42	10	1	0	2	55
<b>Total works</b>	<b>42</b>	<b>11</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>60</b>

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Internal works	1	0	4	5
External works	52	1	2	55
<b>Total works</b>	<b>53</b>	<b>1</b>	<b>6</b>	<b>60</b>
<b>Total works (%)</b>	<b>88.33%</b>	<b>1.67%</b>	<b>10.00%</b>	<b>100.00%</b>

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Internal works	20.00%	0.00%	80.00%
External works	94.55%	1.82%	3.64%
<b>Total works</b>	<b>88.33%</b>	<b>1.67%</b>	<b>10.00%</b>

External works satisfaction surveys - breakdown by contractor - January 2018

Number of surveys for external works returned

Contractor	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Breyer	0	0	0	0	0	0
United Living	42	10	1	0	2	55
<b>Total external works</b>	<b>42</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>55</b>

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Breyer	0	0	0	0
United Living	52	1	2	55
<b>Total external works</b>	<b>52</b>	<b>1</b>	<b>2</b>	<b>55</b>

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Breyer	#DIV/0!	#DIV/0!	#DIV/0!
United Living	94.55%	1.82%	3.64%
<b>Total external works</b>	<b>94.55%</b>	<b>1.82%</b>	<b>3.64%</b>

Number surveys returned

	Very good	fairly good	neither	fairly poor	very poor
Aids & Adapts YTD	3	3	0	0	0

Satisfied	6
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Planned improvement satisfaction surveys returned - December 2017

Number of surveys returned

	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Internal works	0	1	0	2		3
External works	39	5	0	0	1	45
<b>Total works</b>	<b>39</b>	<b>6</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>48</b>

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Internal works	1	0	2	3
External works	44	0	1	45
<b>Total works</b>	<b>45</b>	<b>0</b>	<b>3</b>	<b>48</b>
<b>Total works (%)</b>	<b>93.75%</b>	<b>0.00%</b>	<b>6.25%</b>	<b>100.00%</b>

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Internal works	33.33%	0.00%	66.67%
External works	97.78%	0.00%	2.22%
<b>Total works</b>	<b>93.75%</b>	<b>0.00%</b>	<b>6.25%</b>

External works satisfaction surveys - breakdown by contractor - December 2017

Number of surveys for external works returned

Contractor	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Breyer	0	0	0	0	0	0
United Living	39	5	0	0	1	45
<b>Total external works</b>	<b>39</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>45</b>

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Breyer	0	0	0	0
United Living	44	0	1	45
<b>Total external works</b>	<b>44</b>	<b>0</b>	<b>1</b>	<b>45</b>

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Breyer	#DIV/0!	#DIV/0!	#DIV/0!
United Living	97.78%	0.00%	2.22%
<b>Total external works</b>	<b>97.78%</b>	<b>0.00%</b>	<b>2.22%</b>

Number surveys returned

	Very good	fairly good	neither	fairly poor	very poor
Aids & Adapts YTD	3	3	0	0	0

Satisfied	6
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Planned improvement satisfaction surveys returned - November 2017

Number of surveys returned

	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Internal works	1	0	1	3	4	9
External works	45	14	1	2	0	62
Total works	46	14	2	5	4	71

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Internal works	1	1	7	9
External works	59	1	2	62
Total works	60	2	9	71
Total works (%)	84.51%	2.82%	12.68%	100.00%

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Internal works	11.11%	11.11%	77.78%
External works	95.16%	1.61%	3.23%
Total works	84.51%	2.82%	12.68%

External works satisfaction surveys - breakdown by contractor - November 2017

Number of surveys for external works returned

Contractor	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Breyer	0	0	0	0	0	0
United Living	45	14	1	2	0	62
Total external works	45	14	1	2	0	62

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Breyer	0	0	0	0
United Living	59	1	2	62
Total external works	59	1	2	62

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Breyer	#DIV/0!	#DIV/0!	#DIV/0!
United Living	95.16%	1.61%	3.23%
Total external works	95.16%	1.61%	3.23%

Number surveys returned

	Very good	fairly good	neither	fairly poor	very poor
Aids & Adapts YTD	3	1	0	0	0

Satisfied
4

Planned Improvement satisfaction surveys returned - October 2017

Number of surveys returned

	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Internal works	0	0	0	3	1	4
External works	43	13	1	0	2	59
<b>Total works</b>	<b>43</b>	<b>13</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>63</b>

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Internal works	0	0	4	4
External works	56	1	2	59
<b>Total works</b>	<b>56</b>	<b>1</b>	<b>6</b>	<b>63</b>
<b>Total works (%)</b>	<b>88.89%</b>	<b>1.59%</b>	<b>9.52%</b>	<b>100.00%</b>

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Internal works	0.00%	0.00%	100.00%
External works	94.92%	1.69%	3.39%
<b>Total works</b>	<b>88.89%</b>	<b>1.59%</b>	<b>9.52%</b>

External works satisfaction surveys - breakdown by contractor - October 2017

Number of surveys for external works returned

Contractor	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Breyer	7	0	0	0		7
United Living	36	13	1	0	2	52
<b>Total external works</b>	<b>43</b>	<b>13</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>59</b>

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Breyer	7	0	0	7
United Living	49	1	2	52
<b>Total external works</b>	<b>56</b>	<b>1</b>	<b>2</b>	<b>59</b>

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Breyer	100.00%	0.00%	0.00%
United Living	94.23%	1.92%	3.85%
<b>Total external works</b>	<b>94.92%</b>	<b>1.69%</b>	<b>3.39%</b>

Number surveys returned

	Very good	fairly good	neither	fairly poor	very poor
Aids & Adapts YTD	2	1	0	0	0

Satisfied
3

no new forms since 17 August 2017



Planned improvement satisfaction surveys returned - September 2017

Number of surveys returned

	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Internal works	5	1	0	0	0	6
External works	0	1	0	0	0	1
Total works	5	2	0	0	0	7

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Internal works	6	0	0	6
External works	1	0	0	1
Total works	7	0	0	7
Total works (%)	100.00%	0.00%	0.00%	100.00%

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Internal works	100.00%	0.00%	0.00%
External works	100.00%	0.00%	0.00%
Total works	100.00%	0.00%	0.00%

External works satisfaction surveys - breakdown by contractor - September 2017

Number of surveys for external works returned

Contractor	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Breyer	0	0	0	0	0	0
United Living	0	1	0	0	0	1
Total external works	0	1	0	0	0	1

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Breyer	0	0	0	0
United Living	1	0	0	1
Total external works	1	0	0	1

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Breyer	#DIV/0!	#DIV/0!	#DIV/0!
United Living	100.00%	0.00%	0.00%
Total external works	100.00%	0.00%	0.00%

Number surveys returned

	Very good	fairly good	neither	fairly poor	very poor
Aids & Adapts YTD	2	1	0	0	0

Satisfied	3
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Planned improvement satisfaction surveys returned - August 2017

Number of surveys returned

	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Internal works	0	0	0	0	0	0
External works	68	16	2	0	0	86
Total works	68	16	2	0	0	86

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Internal works	0	0	0	0
External works	84	2	0	86
Total works	84	2	0	86
Total works (%)	97.67%	2.33%	0.00%	100.00%

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Internal works	#DIV/0!	#DIV/0!	#DIV/0!
External works	97.67%	2.33%	0.00%
Total works	97.67%	2.33%	0.00%

External works satisfaction surveys - breakdown by contractor - August 2017

Number of surveys for external works returned

Contractor	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Breyer	17	1	1	0	0	19
United Living	51	15	1	0	0	67
Total external works	68	16	2	0	0	86

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Breyer	18	1	0	19
United Living	66	1	0	67
Total external works	84	2	0	86

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Breyer	94.74%	5.26%	0.00%
United Living	98.51%	1.49%	0.00%
Total external works	97.67%	2.33%	0.00%

# Asset Management satisfaction survey

Name:  SBC tenant   
Leaseholder

Address:

Telephone:  Email:

Contractor:

Works carried out:

Date work completed:

## 1. Overall how satisfied or dissatisfied are you with the service you have received?

Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

## 2. How satisfied or dissatisfied are you with the quality of the work carried out?

Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

## 3. How satisfied or dissatisfied are you with the contractor who carried out the work for the following?

a. Giving you enough information before the work started

Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

b. Arranging appointments that were convenient for you?

Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

c. Keeping you informed about the progress of work?

Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

d. Keeping dirt and mess to a minimum and removing all rubbish?

Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

e. Keeping inconvenience to a minimum?

Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

f. Being able to answer your questions?

Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

g. Able to deal with any problems?

Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

h. With the workers for being friendly and supportive/helpful?

Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**4. If the workers entered your home, did they show identification?**

Yes

No

Not applicable

**5. Would you like to make a comment about the service you have received from either Stevenage Borough Council or the contractor ?**

**6. Would you like a member of the Asset Management Team to contact you to discuss further?**

Yes

No

Thank you for taking the time to complete this survey, which will be used to improve standards where required and help monitor performance.

Please return the completed form to:

Asset Management  
Daneshill House  
Danestrete  
Stevenage  
Herts  
SG1 1HN