

# Housing Improvement Board

## February 2022

David Padfield  
Interim Corporate Director,  
Housing

24/02/22

# Data & Performance Info in Pack

- Door Knocking Data

- 664 interviews
- Concerns (Repairs)
- Ethnicity
- Contact

- Complaints

- Repairs is single largest category

- Voids

- Is turnaround improving?
- Currently 203 voids (1.5%)
- However, 56 voids are sheltered / extra care

# Further Information

- **Finances**

- Discussed at Tenant & Leaseholder Panel

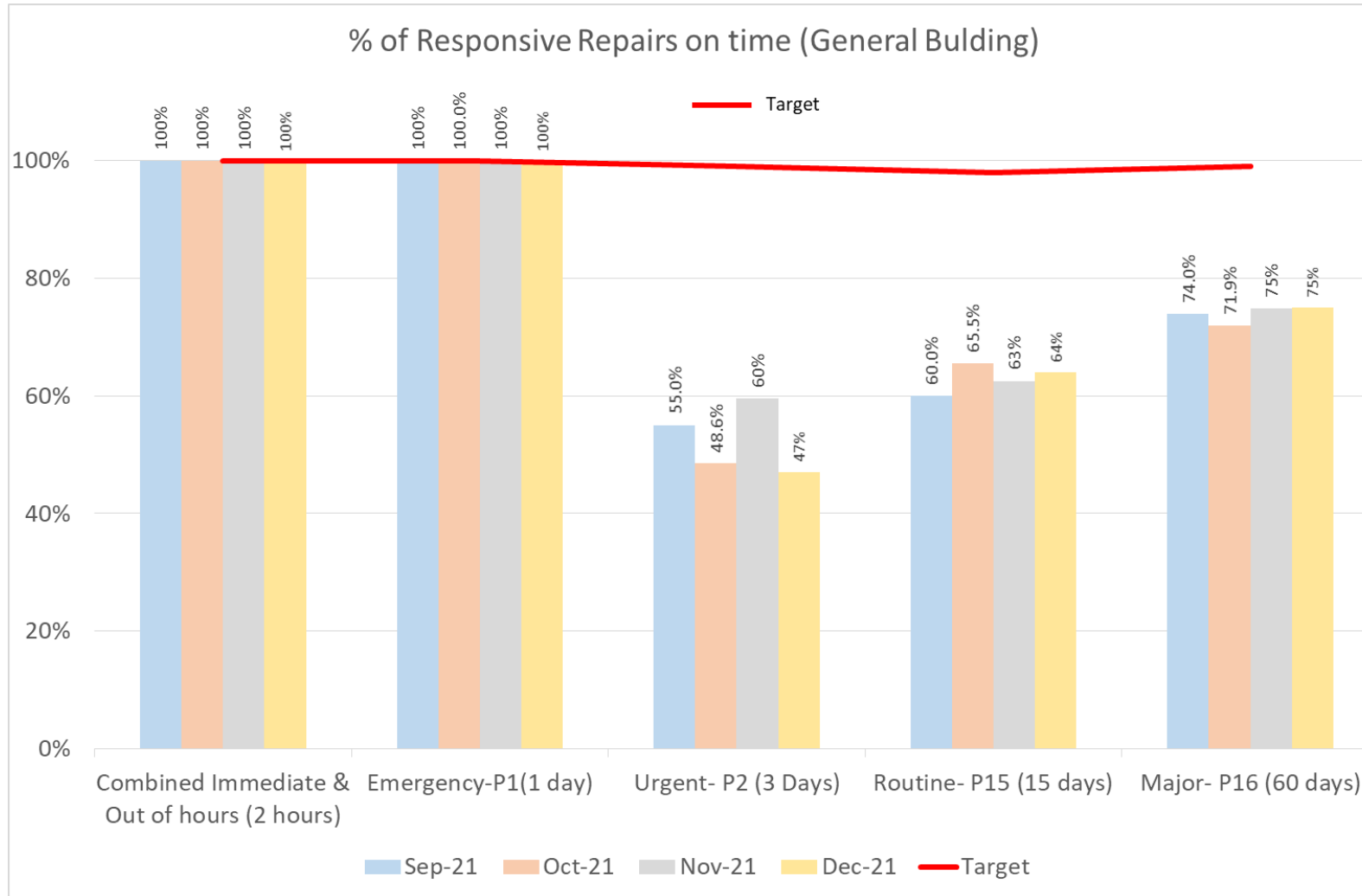
- **Compliance**

- Direction of travel is positive
- Asbestos contract now in place

- **Axis**

- Have increased operatives to 38
- Aim to get to 45 (but experiencing industry-wide challenges)

# % of responsive general building repairs on time



Total Work In Progress as at 18 February

Jobs in progress: 8,635

Of which overdue: 4,903 (57%) (64 at Regina Road)

Disrepair: 251 live cases plus 74 settled but not closed

# Housing Workforce Capacity & Capability

## Number of staff in Housing

2019	408 staff	212 vacancies
Now	394 staff	90 vacancies

## Ethnicity

33% White

47% Non-White

20% Not Disclosed

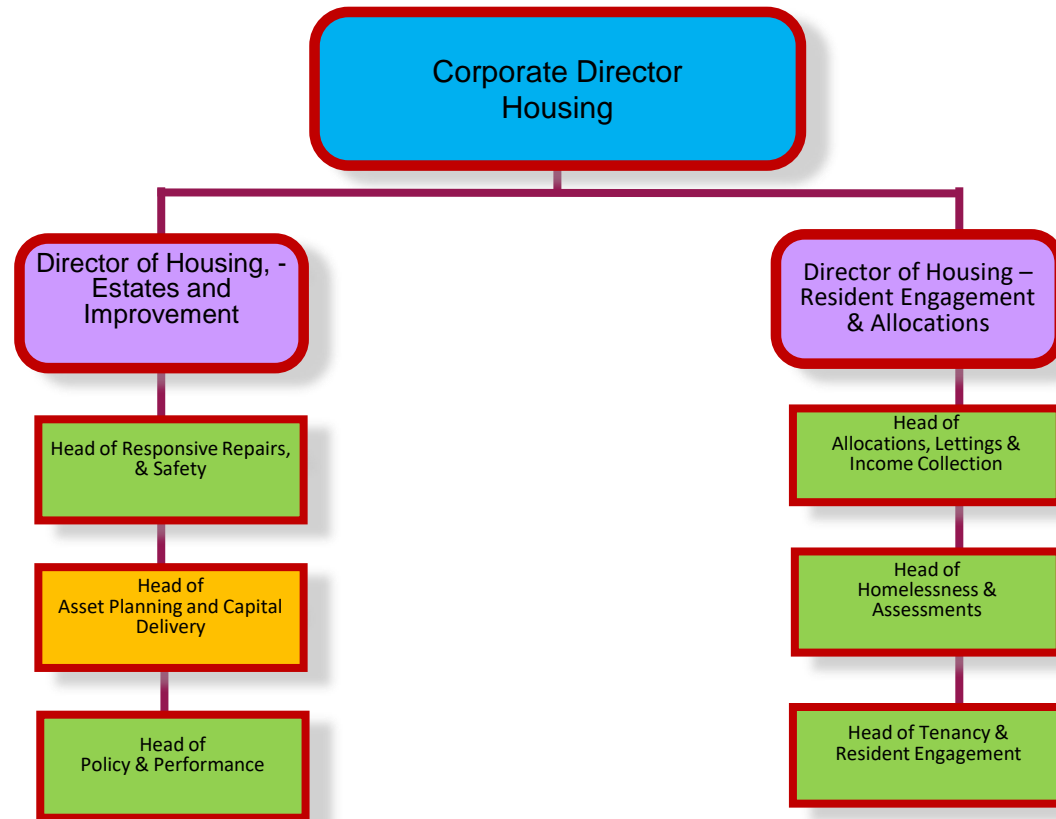
## Disability

76% No

6% Yes

18% Non-Disclosed

# Former Structure



Key:

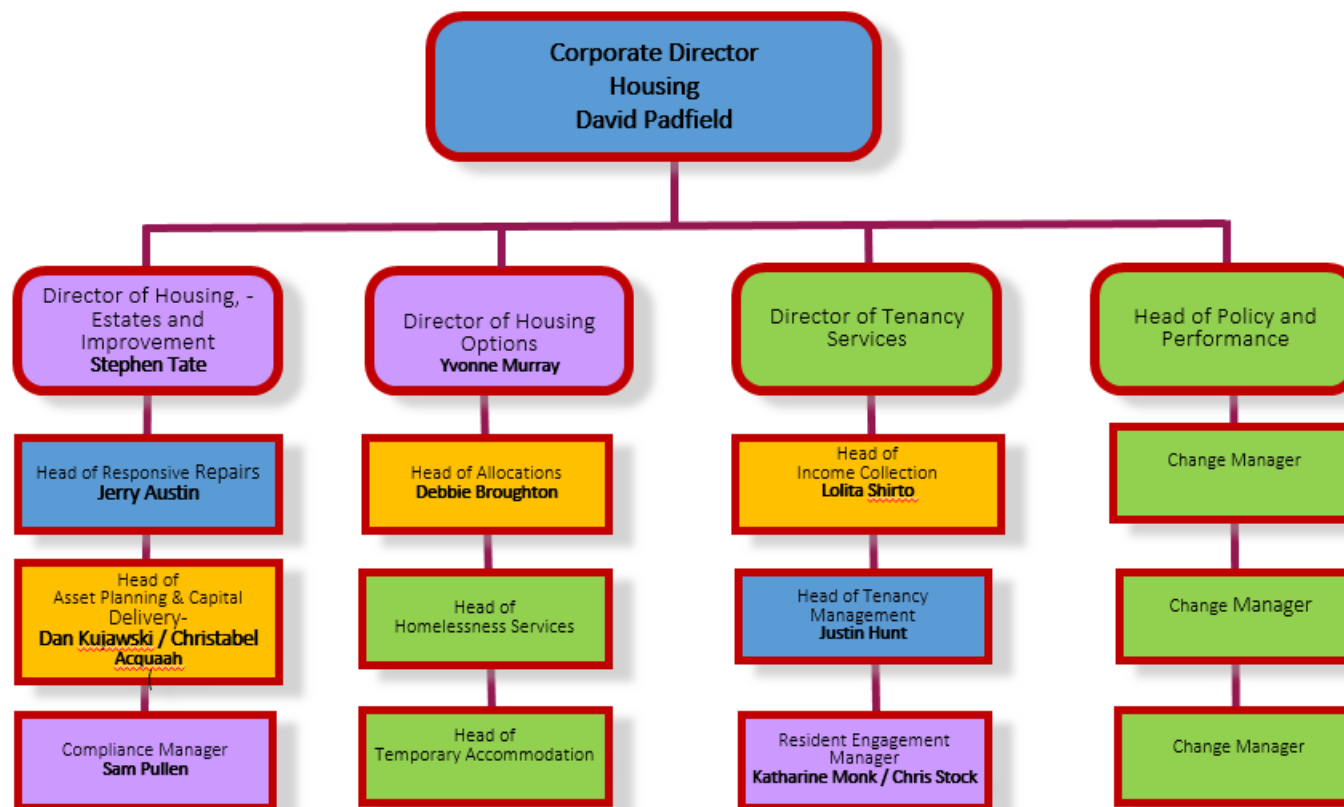
In post

Vacant

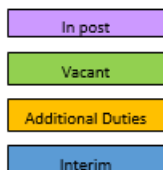
Absent

Interim

# Current Proposed Structure



Key:



# Housing Workforce Capacity & Capability

What has been done or is in train to address the following areas of concern?

- Contract/supplier management
- Asset management/asset health and safety management
- Customer service management
- Data collection and performance management
- Digital
- Project management