

DERBY HOMES LIMITED OPERATIONAL BOARD

**Thursday 24 August 2017 at 6.00 pm
The Large Training Room, London Road**

AGENDA

1. Apologies
2. Admission of late items (if any)
3. Declarations of Interest – *please refer to advice at the end of this agenda*
4. Minutes of the meeting held on 29 June 2017
5. Matters arising
6. Questions from members of the public (maximum time 15 minutes)

To receive and respond to any question from members of the public as submitted in accordance with Standing Order 14.

Questions must be submitted at least 2 days in advance of the meeting.

7. Performance Management Q1
8. Voids Update (Presentation)

PART A – FOR DECISION

- A1 Part B Supplementary Questions
- A2 Home Contents Insurance
- A3 Operational Board Forward Plan
- A4 Fire Safety Report
- A5 Value for Money Report 2017

PART B – FOR NOTING/DISCUSSION

- B1 Service Update
- B2 Rent Arrears and Welfare Reform Update
- B3 Complaints & Compliments Quarter 1
- B4 Customer Survey Quarter 1
- B5 Customer Priorities Quarter 1
- B6 Anti Social Behaviour Quarter 1
- B7 Derby Homefinder 2016/17
- B8 Homelessness Quarter 1
- B9 Draft Minutes of Derby Homes Board meeting held on 27 July 2017
- B10 Date and time of next meeting – 19 October 2017

For information:

Operational Board Members Attendance

DECLARATIONS OF INTEREST

All Board Members have a duty to act in the best interest of Derby Homes when they make decisions at Board or Committee meetings. Board Members must not generally put themselves in a position where there is a conflict between their personal interests and the duty they owe Derby Homes.

Derby Homes' Governance Arrangements requires Board Members to declare any interest they may have in a matter before it is discussed

The declaration of 'the usual' interests covers the interests of councillors on matters relating to Derby City Council and the interests of tenants and leaseholders on matters relating to their interests as tenants and leaseholders of Derby City Council and customers of Derby Homes.

If at the beginning or during the meeting you realise that an item you are discussing directly affects you, your family or persons known to you then you should declare your interest straight away.

The general rule is that you should not remain present during the discussion of the matter in which you have a business or personal interest unless the other Board Members agree otherwise. You are not allowed to vote on the matter.

Any question arising at a meeting as to the eligibility of a Member to vote may be referred to the Chair before the conclusion of the meeting and the Chair's decision (other than in relation to him/herself) shall be final and conclusive.

You are welcome to raise and discuss any doubts you may have about a declaration of interest at any time by contacting the Company Secretary direct.

FOR INFORMATION

Fire Evacuation Procedure – London Road

No fire drills are scheduled.

Action on discovering a fire

1. Raise the alarm by operating one of the manual call points.
2. Leave by the nearest available exit to the assembly point on the grass next to the staff canteen.

Action on hearing the alarm

1. Do not stop to collect personal belongings.
2. Close windows and doors if it does not cause undue delay.
3. Escort any visitors and leave by the nearest available exit and go to the assembly point on the grass next to the staff canteen.
3. Check that someone has called the fire service by dialing 999.
4. Do not return to the building until given the all clear by the fire service.

DERBY HOMES LIMITED

MINUTES OF THE OPERATIONAL BOARD MEETING

Held on Thursday 29 June 2017

The meeting started at 6.00 pm

Operational Board Members present:

Paul Bayliss, Andrew Beresford, Richard Bruford, Jim Elks, Tony Holme, Samantha Hudson, Bob MacDonald (Chair), Elastus Mwaba, Dennis Rees, Jsan Shepherd, Anna Skrobisz

Officers present:

Steve Bayliss, Paul Cole, Tia Johnson, Jim Joyce, Andrew McNeil, Jackie Mitchell, Charlotte Quigley, Jackie Westwood, Barry Wilson.

Others in attendance:

Shirley Green, Tenant Panel

17/41 Apologies

Apologies for absence were received from Clare Mehrbani and Annabelle Barwick.

17/42 Admission of late items

There were no late items.

17/43 Declarations of interests

The Council Board Member was noted as declaring their interest in matters relating to Derby City Council.

The Tenant and Leasehold Board Members declared their interests as tenants and leaseholders (as defined in the Memorandum and Articles of Association) of Derby City Council.

Paul Bayliss declared his interests with Derbyshire Police Derby Domestic Abuse Service.

17/44 Minutes of the previous meeting

The minutes of the meeting held on the 27 April 2017 were accepted as a true and accurate record.

17/45 Matters Arising

**Minute 17/33 Estates Maintenance Small Scale Bids 2017-18
Alvaston Park BMX Track**

Andrew McNeil advised that discussions had taken place around providing vouchers or special night sessions at the track. He also advised that signage could be provided for the opening of the national event, publicising sponsorship by Derby Homes or alternatively prizes could be made available. The Operational Board was happy with this result.

17/46 Questions from members of the public

There were no questions from members of the public.

17/47 Voids Update

At a recent Board Training session on void properties, Board Members were shown a property that required substantial repairs and enquired as to the possibility of seeing details of the property once completed. It was planned to bring a video showing the completed property to this meeting, however, due to technical issues the update will be deferred until the August meeting.

17/48 Performance Management Quarter 4 Year End Results

The Operational Board considered a report on Derby Homes' performance for 2016/17 for key performance measures reported to Derby City Council. The report advised that overall year end performance remains positive with a few issues to be addressed where possible.

At the end of quarter four (up to 31 March 2017), 73% of measures, where data was available, achieved or exceeded their year-end target, with 53% exceeding target, 27% above target by 2% or more. Performance has improved or remains consistent in 2016/17 across 53% of the priority measures when compared with performance in 2015/16 and there are some areas of strong performance.

Maria Murphy stated that it had been an exceptionally good year in supporting tenants where Jackie Westwood's teams have collected more income and carried out fewer evictions. The Operational Board praised Jackie Westwood and her team for their effort and good work.

With regard to voids Maria Murphy informed the Operational Board that work is currently taking place but the complexity of new tenants which we are working with makes it difficult to re-let properties quickly.

Paul Bayliss asked if Derby Homes were able to credit back the care package savings and put forward an idea for future statistics to show that the target may have been missed but Derby Homes have saved Derby City Council X amount on care packages.

Paul Bayliss asked if Derby Homes are now housing more vulnerable people, and if so, does this mean that the customer client base is changing. Maria Murphy advised that this is a subject which could be discussed with Clare Mehrbani in the future.

A discussion was held around the increase on the working days lost due to sickness absence. Maria Murphy explained that whilst this figure has increased Derby Homes sickness absence is below that of other organisations. It was also confirmed that some sickness indicators point to stress and anxiety which fits extremely well with Derby Homes' mental health awareness.

It was noted that homeless approaches and acceptances have increased whilst preventions have decreased. However, the introduction of the Homelessness Reduction Act in April 2018 will provide a new legal framework to prevent homelessness. Also, following the transfer of the housing and advice service to Derby Homes the service are in the process of a restructure to focus attention on prevention.

Tony Holme asked if properties will be sought due to Derby Homes not having enough properties within their management stock. Maria Murphy confirmed that Derby Homes will have to work with private landlords to find properties; Clare Mehrbani will be bringing information back to the Operational Board on this subject.

Agreed

The Operational Board noted the 2016/17 performance results.

17/49 Fire Safety and Management Policy

Mike Ainsley, Chair of Derby Homes, provided an official statement on Derby Homes' position after the tragic Grenfell Tower incident (attached to these minutes at appendix 1).

The Operational Board received a presentation and report on the Fire Safety Management Policy, recently approved by the main Board.

The report explained that the policy has been revised and re-written to help ensure it meets the requirements of The Regulatory Reform (Fire Safety) Order 2005 and other relevant legislation. Derby Homes has taken over management responsibility for new premises with specific requirements and the new policy takes these into account.

The Operational Board queried why the Fire Safety officer sends a letter to the Housing Officer instead of tackling the issue whilst inspecting the building. Barry Wilson advised that when the tenant is in the property he will advise them of what actions need to be taken, but will then follow this up with a letter to the Housing Officer.

Samantha Hudson put forward her concerns around the 'Stay Put' policy. The policy informs people to stay within their property but after the recent tragic incident it seems that this policy was taken literally and those who unfortunately lost their lives, were those that stayed put. Barry Wilson said that he suspected that the Grenfell Tower will have numerous issues. He also explained that if the fire is within a property the people inside that property should leave.

The Operational Board discussed the stay put policy and opinions were put forward on the possibility of changing the policy name to 'fire safety policy'. Maria Murphy confirmed that the policy Derby Homes currently has is great, but will take on board the branding of the policy and how it is communicated with tenants.

Maria Murphy reassured the Operational Board that Derby Homes is taking this matter very seriously and Derby City Council remains confident and satisfied with Derby Homes' processes. Derby Homes will continue to work on fire safety and improve in any areas where possible. Maria Murphy advised that Derby Homes Fire Safety Officer will be assisting Nottingham City Homes as we have to work collectively to ensure nothing of this nature happens again.

Tony Holme queried if fire alarms in St Clare's Close notifies the fire service. Barry Wilson confirmed that it does not; you would need to ring the fire service. However it's very unlikely to have a fire in the communal area.

Maria Murphy agreed that in the next Derby Homes News there will be a section around alarms not linked with the fire service.

Agreed

The Operational Board noted the Fire Safety and Management Policy.

17/50 Complaints & Compliments Quarter 4

The Operational Board considered a report providing analysis of complaints received between 1 January and 31 March 2017 (Q4) and for the year 2016/17.

Jackie Westwood confirmed that there had been an increase in compliments from the previous financial year and stated that Derby Homes encourages staff to inform us when they have received a compliment in order for us to include it in our statistical analysis.

Jsan Shepherd stated that it would be beneficial within the complaints section to include more detail on the complaint in question and what has been put into place following the outcome.

The Chair asked when a letter is sent to the complainant does it explain how Derby Homes is going to rectify the issue. Jackie Westwood confirmed that we explain the outcome and what actions we have put in place following the complaint and Derby Homes also encourages feedback.

Agreed

The Operational Board noted the information detailed in Appendix 1 of the report on complaints and compliments received during Quarter 4 and for the year 2016/17.

17/51 Part B Supplementary Questions

The Operational Board raised did not raise any supplementary Questions from Part B. Queries raised prior to the meeting are attached to these minutes at Appendix 2.

17/52 Operational Board Forward Plan

The Operational Board received a copy of the forward plan of items for future meetings for the period August – December 2017.

Operational Board Members asked if meeting papers could be sent to them earlier so that they could read them and raise questions within the deadline. Maria Murphy confirmed that Derby Homes will endeavor to dispatch the papers as early as possible.

Maria Murphy suggested that due to Fire Safety being high profile at this current time that the Operational Board receives regular update reports explaining actions which Derby Homes is taking in order to evidence conversations around fire safety.

Agreed

The Operational Board

1. noted the Forward Plan.
2. agreed to receive Fire Safety Update, as a standard Part A agenda item, until further notice.

17/53 Operational Board Members Attendance & Retirement

The Operational Board considered a report confirming the rules regarding Operational Board Members attendance at meetings following consideration by the Governance Committee on 11 May 2017.

The report also explained the need to stagger retirement dates for Tenant Operational Board Members and requested those Members to draw lots at the meeting to determine the date at which they will stand down from the Operational Board.

Agreed

The Operational Board

1. noted the recommendation of the Governance Committee that the Board's rules for attendance as set out in Article 18, will apply to the Operational Board.

2. noted that all Operational Board Members will start this meeting with a 'clean slate' with respect to previous absences, subject to ratification by the main Board at the meeting on 25 July.
3. noted that the Chair and Vice Chair of the Operational Board will meet with those Members who have accrued 2 or 3 absences following the last meeting and with any Member who accrues 2 absences in any period of 12 consecutive months in future
4. agreed the retirement dates for each Tenant Operational Board Member as follows:

Tenant Operational Board Members retiring at the 2017 AGM:
Anna Skrobisz and Jim Elks

Tenant Operational Board Members retiring at the 2018 AGM:
Andrew Beresford and Richard Bruford

Tenant Operational Board Members retiring at the 2019 AGM:
Samantha Hudson and Elastus Mwaba
5. noted the arrangements for the reappointment of Tenant Operational Board Members when reaching their retirement date.

17/54 Domestic Abuse Policy

The Operational Board considered a report on a review of the Domestic Abuse Policy. Following the review, there were no significant changes required, the main changes relate to changes within partnerships, internal structures and in order to provide up to date statistics.

Lorraine Testro explained that Derby Homes has a dedicated Domestic Abuse Worker within the complex needs section which has enabled the team to become more victim focused.

Paul Bayliss asked if Derby Homes support people going to court to prevent any further incidents. Lorraine Testro confirmed that Derby Homes do support people at court proceedings.

Agreed

The Operational Board agreed the minor changes to the Domestic Abuse policy.

17/55 Standing Order 12

Agreed

The Operational Board agreed to waive Standing Order 12 to allow the meeting to continue after 8.00 pm.

17/56 Tenant Panel Review – Kitchens & Bathrooms

The Operational Board considered a report on the findings of the Tenant Panel's review of replacement kitchens and bathrooms that are carried out by Derby Homes. The review looked at the variety of choices available and the level of satisfaction with the replacement service.

The Operational Board asked that in future the positive and negative comments are split to make it clearer.

Agreed

The Operational Board

1. noted the information detailed in Appendix 1 of the report
2. approved the recommendations (Appendix 1 pages 4 – 5).

17/57 Partnership Framework

The Operational Board considered a report outlining a proposal to create a new Derby Homes Partnership Policy and Derby Homes Partnership Register building on the success of the Derby Association of Community Partners (DACP) Partnership Forum. The proposal will create a layered framework that will improve the awareness and understanding of partnership working at Derby Homes, and identify how we manage, maintain and monitor the outcomes achieved through partnership working.

Agreed

The Operational Board

1. acknowledged the successful achievements of the DACP Partnership Forum
2. agreed the development of a new Derby Homes Partnership Policy
3. agreed the development of a new Derby Homes Partnership Register.

17/58 Customer Service Strategy Update

The Operational Board considered a report providing an update against progress made on implementing the Customer Service Strategy, launched in April 2016, and the marketing opportunities now provided through the 'Get Online' incentive scheme approved by the Council in March.

Paul Bayliss expressed his concerns around removing telephone support before engagement levels have increased on the online system.

Maria Murphy confirmed that Derby Homes will not rush on withdrawing any level of staffing in the Customer Services Team; and will be working alongside the Operational Board.

Tony Holme asked if the web based systems could be extended to leaseholders. Jackie Westwood confirmed that unfortunately this is not currently possible.

Agreed

The Operational Board:

1. noted the report
2. approved the target figures for tenants registering and using 'my tenancy on line' as: April 2017 – April 2019 to increase the number of tenants registered from 4000 to 8000.
3. noted the actions being taken to implement the Customer Service Strategy.

17/59 Service Update

The Operational Board received a joint report from Heads of Service providing a general overview and update on current issues.

Agreed

The Operational Board noted the report.

17/60 Customer Engagement & Community Development Update

The Operational Board received an update report on further progress of the changes made to Customer Engagement and Community Development. In particular, work that the team lead with the delivery of Derby Homes News, Award writing success and Volunteering celebrations.

Agreed

The Operational Board noted the report.

17/61 Tenants Who May Pose a Risk to Staff Procedure Update

The Operational Board received an update on the new procedure for dealing with a range of potential risks to staff posed by tenants that are not covered by the violence and aggression procedure.

Agreed

The Operational Board noted the report.

17/62 Rent Arrears and Welfare Reform Update

The Operational Board received a report detailing;

- April position on rent arrears.
- Detail of Discretionary Housing Payments.
- Welfare Reforms and how we are mitigating the impacts.

Agreed

The Operational Board noted the report.

17/63 Estate & Flat Inspections Quarters 3 & 4

The Operational Board received a report giving detail of the number of cases by type arising from monthly flat and estate inspections for the period 1 October 2016 – 31 March 2017.

Agreed

The Operational Board noted the report.

17/64 Customer Priorities Quarter 4

The Operational Board received a report giving details of performance against the 10 Customer Priorities to the end of Q4 2016/17. The Customer Priorities have been created after speaking to 2253 customers during a large scale door step campaign.

Agreed

The Operational Board noted the report.

17/65 Customer Survey Quarter 4

The Operational Board received a report providing detailed analysis of the satisfaction results from the Customer Survey 2016/17, carried out during January 2017 – March 2017.

Agreed

The Operational Board noted the report.

17/66 Anti-Social Behaviour Quarter 4

The Operational Board received a report providing some key statistics for Derby Homes ASB service for the fourth quarter of 2017/18.

Agreed

The Operational Board noted the report.

17/67 Homelessness Quarter 4

The Operational Board received a report providing details of Homelessness Preventions, Approaches and Acceptances for Quarter 4 2016/17.

Agreed

The Operational Board noted the report.

17/68 Draft Minutes of Derby Homes Board meeting held on 25 May 2017

The Operational Board received the draft minutes of Derby Homes Board meeting held on Thursday 25 May 2017.

Agreed

The Operational Board noted the draft minutes of Derby Homes Board meeting held on Thursday 25 May 2017.

17/69 AOB

Jackie Westwood informed the Operational Board that Derby Homes has now obtained registration with the FCA but the TUPE of Derby Advice staff has been postponed until 1 August 2017; this is detailed within the Heads of Service Update Report.

Date of next meeting:

The next meeting will be held on Thursday 24 August 2017 at 6.00 pm in the Large Training Room at London Road.

The meeting ended at 8:20 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 29 June 2017.

**DERBY HOMES OPERATIONAL BOARD
29 JUNE 2017**

**STATEMENT FROM THE CHAIR OF DERBY HOMES
FIRE SAFETY**

Report of the Chair of Derby Homes

- 1.1 Following the tragic events at Grenfell Tower on 14 June 2017 I feel it appropriate as Chair of Derby Homes to make the following statement.
- 1.2 As the days and weeks move on the scale of this terrible tragedy and human cost becomes clearer, my thoughts and the thoughts of our Boards, Senior Managers and employees are with those who have been affected as a result of this fire.
- 1.3 I want to reassure Operational Board Members that as Chair of this organisation I have been received regular briefings from the Managing Director and her team in terms of fire safety issues within the city.
- 1.4 Derby Homes, as a registered provider has obligations to comply with all relevant legislation, specifically in this case we are required to

'meet all applicable statutory requirements that provide for the health and safety of occupants in their homes'.
- 1.5 I am satisfied that from the information I am receiving Derby Homes are compliant with these requirements.
- 1.6 During the last few weeks we, as an organisation have on behalf of the Council responded to all requests for information from the CLG, LGA and National Federation of ALMO's in respect of fire safety with particular reference to high rise blocks and external cladding.
- 1.7 Derby City Council owns only one high rise residential block of flats, Rivermead House. Derby Homes manage these flats on behalf of the Council. You will already been aware that we are working closely with Derbyshire Fire & Rescue Service who have confirmed that they are satisfied with all current fire safety measures that are in place. I can also confirm that the current concerns relating to

the use of some external cladding systems do not affect any properties within our stock.

- 1.8 We have provided reassurance to the resident of Rivermead House and similarly with individual tenants who have contacted us since the tragedy.
- 1.9 As the investigation into the cause of the fire continues we will respond appropriately to any recommendations and regular briefings are being provided to the Council and members of the main board and operational board.

Operational Board
29 June 2017

Part B Questions

B5 – Estate & Flat Inspections Qtrs 3 & 4

Fly tipping – no fly tipping in the South West, according to my reckoning there was 274 cases if the other figures are correct. The charts don't make sense to me.

Apologies, a line for Fly Tipping in the South West area had been accidentally deleted and should read:

Category Type	No of cases opened 1 Oct 2016 - 31 Mar 2017	No of cases in progress	No of cases over 3 months old at 04/04/17
Fly tipping on Derby Homes managed land	274	0	0

The graph shows the total figure for this latest 6 months and also for the previous 6 months. So for the fly tipping in the South West area, there were a total of 348 cases for the period 1/4/16 to 30/9/16 and then 274 cases for the period 1/10/16 to 31/3/17

B7 Customer Survey Q4

I like all the comments but what happens to them?
Do the tenants that make the comments get any feedback?

When a survey is undertaken with a tenant and an issue is raised through a comment, the housing officer is to raise an action to take steps to resolve the issue. We are currently looking into ways of feeding, non-action comments back in a timely manner to the appropriate area of the businesses.

**OPERATIONAL BOARD
24 AUGUST 2017**

ITEM 7

PERFORMANCE MANAGEMENT – QUARTER ONE 2017/18

Report of the Finance Director and Company Secretary

1. SUMMARY

- 1.1 This report presents a summary of performance for quarter one 2017/18 from key performance measures reported to Derby City Council.
- 1.2 Results are assessed using traffic light criteria, according to their performance against improvement targets. Accountable officers have provided commentary to put performance into context and identify actions that they are taking to address poor performance as shown at Appendix 1.
- 1.3 At the end of quarter one (up to 30 June 2017), 96% of measures, where data was available, achieved or exceeded their year-end target and 93% are forecast to meet or exceed their year-end target.

2. RECOMMENDATION

- 2.1 To discuss and note the quarter one 2017/18 performance results.

3. REASON(S) FOR RECOMMENDATION

- 3.1 The Board of Derby Homes has delegated responsibility to the Operational Board for the management of Derby Homes' performance measures. The report provides information to enable the Operational Board to carry out this responsibility.

4. MATTER FOR CONSIDERATION

- 4.1 Performance monitoring underpins Derby Homes' performance framework in terms of reviewing progress regularly in achieving our priorities and delivering value for money. Early investigation of variances in outturns enables remedial action to be taken where appropriate.
- 4.2 The contents of this performance report and supporting appendices is based on priority measures as approved by the Board and contained in the Delivery Plan 2017/18. This incorporates 32 priority measures reported on a monthly / quarterly basis and 39 in total. 6 measures are not yet measureable as they are annual targets and 8 measures do not have targets.
- 4.3 Level 1 and 2 performance measures within Derby Homes' Delivery Plan are monitored through DORIS on a quarterly and monthly basis. The traffic light criteria used by DORIS is as follows:

- Blue – performance above target by 2% or more
- Green – performance meets target
- Amber – performance within 5% of the target
- Red – performance more than 5% adverse of target

4.4 Four priority measures are included within the Council Scorecard (Appendix 1). The criteria used for identifying measures for the Council Scorecard reflects factors such as; corporate importance, previous and comparative performance levels, importance to external inspections, impact on the Council's reputation and budget implications.

- DH Local 62b Number of New Homes Delivered – see 4.7.5
- YA&H PM05 Number of Homeless Preventions – see 4.7.6
- YA&H PM06 Number of Homelessness Acceptances – see 4.7.6
- DH Local 48a Number of new households placed in bed & breakfast in a month – see 4.7.6

4.6 Performance Monitoring 2017/18 – Quarter One

4.6.1 A detailed summary of the performance measures is shown in Appendix 1, together with a guidance sheet for the summary at Appendix 2.

4.6.2 Summary performance results for monthly / quarterly priority measures as approved by the Board and contained in the Delivery Plan are as follows:

Traffic Light Status	2017/18 performance Qtr.1	2016/17 performance	2015/16 performance
Green / Blue – met or exceeded target	96% (23)	73% (22)	79% (27)
Amber - missed target by up to 5%	0% (0)	0% (0)	6% (2)
Red - missed target by more than 5%	4% (1)	27% (8)	15% (5)

Note: The comparative figures in previous years may relate to a different set of performance measures as the measures are reviewed and refreshed annually.

Data continues to be unavailable for 'DH Local 30 Customer satisfaction with the Customer Service Team'.

The performance measure highlighted as red is as follows:

- DH Local 76 – Average working days lost to sickness absence – Target 7.0 Actual 8.2.

4.7 Key areas to note

4.7.1 Rent Arrears

Performance in the rent arrears measures suite continues to be positive with all measures either meeting or exceeding their quarterly targets. This is an excellent achievement for the team. The focus remains in pro-activity supporting tenants to maximise their income and sustain their tenancy including targeted campaigns of support to those tenants affected by the overall benefit cap and specialist officers managing Universal Credit cases.

4.7.2 Voids & Relets

All measures in the voids relets suite of measures have either met or exceeded their quarterly target.

The average re-let time (standard re-lets) during quarter one was 23.9 days, an improvement when compared to the same period last year (25.7 days).

Minimising rent lost through dwellings becoming vacant continues to be an area of strength for Derby Homes with a slight decrease compared to the same period of the previous year (0.79% at quarter one 2016/17 to 0.76% at quarter one 2017/18) and we continue to remain below the challenging year-end target of 1.0%.

4.7.3 Housing Maintenance

Performance in completing responsive repairs across tenants' homes continues to remain consistent, with 100% of emergency repairs being completed within target timescales.

In total, 7,086 repair jobs have been completed in quarter one with only 10 (under 0.2%) out of timescale.

Of the 3,341 appointable jobs this quarter, 5 appointments have been missed.

Tenant satisfaction with repairs remains high and above target at 99.6%. Out of the 6,423 text surveys sent out we have only received only 27 negative responses this quarter.

Gas servicing is a legal requirement and as such it is vital that we gain access to a property to service and maintain gas appliances. We have maintained our 100% compliance in relation to both electrical and gas safety, with all homes having a yearly gas safety check carried out.

4.7.4 Satisfaction

Four of the five satisfaction measures have met or exceeded their targets. Due to ongoing IT issues with the reporting software we are unable to provide information on satisfaction with the customer services team.

Overall satisfaction with landlord has shown consistent improvement over the last three years. During quarter one over 700 responses were received to satisfaction surveys, with 92.4% reporting that they are satisfied overall with the services provided by Derby Homes. What is even better is that dissatisfaction has reduced to only 1%.

Satisfaction with views taken into account has seen a 3% improvement on the 2016/17 outturn with 86.8% of tenants who responded to this question satisfied that their views are listened to. With only 2% of respondents expressing dissatisfaction this is an excellent result.

Satisfaction with the way ASB cases were handled remains consistent at 94.5%, which is 4.5% above target. We aim to consistently achieve upper quartile performance and whilst the top quartile figure for 2016/17 will not be known until September, we expect quarter ones performance on satisfaction to be comfortably within that range based on 2015/16 figures. We will not continue to achieve this by becoming complacent however, and are always looking for ways to improve.

4.7.5 Investment

Our total number of new homes delivered as at 30 June 2016, in partnership with Derby City Council, stands at 334 with 22 units delivered in quarter one.

Derby City Council agreed a new target for affordable housing from 1 April 2017. Linked in with pledges made by the Council a new target of 500 new affordable homes over the next three years has been agreed, this target includes affordable homes across all sectors, so our contribution through either Derby Homes direct or the HRA will form part of this target. Derby City Council will lead on the overall target.

4.7.6 Homelessness

The Local Authority has a statutory duty to give advice to anyone who is homeless or at risk of homelessness. In quarter one there were 159 prevention cases, this is the lowest it has been in a quarter for the last seven years. However, the target for this measure was reduced for 2017/18 to reflect the current issues and the revised quarterly target has been achieved.

The introduction of the Homelessness Reduction Act in April 2018 will provide a new legal framework placing a legal obligation on local authorities to prevent homelessness. New performance measures are being developed by the DCLG and will inform future target setting.

Housing Options is restructuring to respond to the requirement of the new Act and we will be significantly re-focusing on prevention. We will also be increasing our partnership working with private landlords to provide better access to and prevent homelessness from this sector.

Homeless approaches continue to remain high with 280 in the first quarter of the financial year. This is not unique to Derby but is a worrying trend. Resources to deal with this increase in numbers are operating at capacity level.

Statutory homeless has increased and the number of homelessness acceptances (under Housing Act 1996) in quarter one was 125, the highest it has been at quarter one for the last seven years. This reflects the national picture with welfare changes, reductions in Government funding and legislative changes all contributing factors.

The total number of households in temporary accommodation is dependent on two factors; the number of households approaching the authority who are actually homeless and the ability to discharge our duties both to those for whom we have a main duty but also those for whom we have a limited housing duty such as intentionally homeless. 25 new households have been placed in temporary accommodation (other than bed and breakfast) since April 2017.

Bed and breakfast for families should only be used in emergencies and then for no more than 6 weeks. During quarter one 33 new households were placed in bed and breakfast and of these 29 were families. No young people under the age of 18 were placed in bed and breakfast.

4.7.7 Sickness Absence

At the end of Quarter 1 we have seen a decrease against the year end figure.

25% of absences are due to cough, cold and flu like symptoms which is typical of usual trends. During the quarter 65% of absences were long term (more than 4 weeks) and 35% short term.

5. OTHER OPTIONS CONSIDERED

5.1 Not applicable.

IMPLICATIONS

6. COUNCIL IMPLICATIONS

6.1 Four of the measures are included in the Council Scorecard and are reported to Council Cabinet on a quarterly basis (highlighted in Appendix 1).

7. EQUALITIES IMPLICATIONS

7.1 The performance measures and wider performance framework provide information regarding outcomes for vulnerable and equality groups.

The areas listed below have no implications directly arising from this report:

Consultation
Financial and Business Plan
Legal and Confidentiality
Personnel
Environmental
Health & Safety
Risk
Policy Review







If Board Members or others would like to discuss this report ahead of the meeting please contact:

Valerie Watson / Performance Planning Officer / 01332 643457 / Valerie.watson@derby.gov.uk

Background Information: None


Supporting Information: None




Description	Good is	Council Scorecard	Previous Year End Outturn	Previous Period Year to Date	Year To Date	Quarterly Target	Quarterly Target Status	Year End Forecast	Year End Target	Forecast Status	DoT Status	Commentary/Actions	Department	Frequency	Accountable Officer
Rent Arrears															
DH Local 01 (old bop 66b) Rent arrears of current tenants as a percentage of rent roll	Low		1.9%	2.3%	2.2%	2.8%	Blue	2.3%	2.3%	Green	↘	Current arrears are in a good position with levels currently being 0.6% better than the June target figure.	Derby Homes	Monthly	Jackie Westwood
DH Local 02 Rent arrears of current tenants	Low		1,082,740.0	1,288,859.0	1,229,366.0	1,533,404.0	Blue	1,300,000.0	1,300,000.0	Green	↘	Current arrears levels are £304,038 lower than the June target figure	Derby Homes	Monthly	Jackie Westwood
DH Local 07 (BVPI66a) Rent collected as a % of rent due (includes arrears brought forward)	High		99.4%	99.9%	100.3%	94.5%	Blue	96.0%	96.0%	Green	↘	This indicator is showing performance 5.86% better than the target figure. This figure being checked for accuracy as we expect it to be around 99%	Derby Homes	Monthly	Jackie Westwood
DH Local 11 No. of tenants evicted as a result of rent arrears	Low		49.0	9.0	10.0	15.0	Blue	55.0	55.0	Green	↘	There was a good outcome on evictions and now well less than the June target figure with only 1 eviction was carried out during June.	Derby Homes	Monthly	Jackie Westwood
DH Local 43 Rent collected as a % of rent due (excludes rent brought forward)	High		100.2%	97.8%	98.9%	97.4%	Green	98.7%	98.7%	Green	↘	The June collection rate is 1.5% higher than the June target figure	Derby Homes	Monthly	Jackie Westwood
Voids and Relets															
DH Local 06 Percentage of rent lost through dwellings becoming vacant	Low		0.8%	0.8%	0.8%	1.0%	Blue	1.0%	1.0%	Green	↘	The indicator has reduced from the previous month and remains under target. This follows the downward trend of the voids overall.	Derby Homes	Monthly	Clare Mehrbani
DH Local 32 (BVPI 212) Average time taken to relet local authority housing (days)	Low		25.3	24.8	23.9	24.0	Green	24.0	24.0	Green	↗	The re-let figure has fallen from 24.83 days the previous month to 23.86 days for the year to date which also means that the figure is also below the end of year target. At the end of the first quarter we are in terms of numbers of active voids let slightly down compared to last year with 210 let so far this year against 217, the let figure is in a better position as it was 25.7 days at the same point last year.	Derby Homes	Monthly	Clare Mehrbani
DH Local 79 Amount of rent lost through dwelling becoming vacant	Low		£469,501.8	£77,902.0	£107,394.5	£176,645.0	Blue	£533,000.0	£533,000.0	Green	↘	This is the monetary value of DH Local 06.	Derby Homes	Monthly	Clare Mehrbani
Maintenance															
DH Local 16 Percentage of emergency repairs carried out (attend and make safe within 2 hours and complete in 24hrs)	High		100.0%	100.0%	100.0%	99.0%	Green	100.0%	99.0%	Green	↗	Performance during the month of June has been excellent. During the month we completed 3 job all of which were carried out in time.	Derby Homes	Monthly	Steve Bayliss
DH Local 17 Percentage of very urgent repair (complete within 24 hours)	High		100.0%	100.0%	99.9%	99.0%	Green	99.5%	99.0%	Green	↘	Performance during the month of June has been good. During the month we completed 425 jobs all but 1 job were carried out in time.	Derby Homes	Monthly	Steve Bayliss




Description	Good is	Council Scorecard	Previous Year End Outturn	Previous Period Year to Date	Year To Date	Quarterly Target	Quarterly Target Status	Year End Forecast	Year End Target	Forecast Status	DoT Status	Commentary/Actions	Department	Frequency	Accountable Officer
DH Local 18 Percentage of urgent repairs completed within 5 working days	High		99.8%	100.0%	99.8%	99.0%	Green	99.5%	99.0%	Green		Performance during the month of June has been good. During the month we completed 468 jobs all but 2 jobs were carried out in time.	Derby Homes	Monthly	Steve Bayliss
DH Local 19 Percentage of non urgent repairs completed within 25 working days (44)	High		100.0%	99.9%	99.9%	99.0%	Green	99.5%	99.0%	Green		Performance during the month of June has been good. During the month we completed 1308 jobs all but 1 jobs were carried out in time.	Derby Homes	Monthly	Steve Bayliss
DH Local 22 Percentage of properties with CP12 Gas Safety certificate	High		100.0%	100.0%	100.0%	100.0%	Green	100.0%	100.0%	Green		The gas team issued 3483 Landlord gas safety certificates from 1st April – 30 June 2017, this makes Derby Homes 100% compliant under section 36 of the Gas Safety (installation and use) Regulations for the 1st quarter of the financial year	Derby Homes	Quarterly	Steve Bayliss
DH Local 44b Percentage of appointments kept	High		99.9%	99.9%	99.9%	99.0%	Green	99.5%	99.0%	Green		Performance during the month of June has been good. Of the 1353 appointable jobs we have missed only 2 appointments.	Derby Homes	Monthly	Steve Bayliss
DH Local 56 % of properties with completed Electrical Safety Testing	High		100.0%	100.0%	100.0%	100.0%	Green	100.0%	100.0%	Green		The Electrical testing team and Voids carried out 2211 EICR's on Derby Homes properties from 1st April-30th June 2017, this means that Derby Homes are 100% compliant for the 1st Quarter of the financial year	Derby Homes	Quarterly	Steve Bayliss
Customer Services															
DH Local 30 Customer satisfaction with the Customer Services Team	High					90.0%	No Data		90.0%	N/A	N/A	We are unable to provide this information as there are IT issues with the reporting software. An update will be provided as soon as the issue is rectified.	Derby Homes	Monthly	Jackie Westwood
DH Local 68 Number of complaints upheld by the Ombudsman	Low		0.0	0.0	0.0	0.0	Green	0.0	0.0	Green	N/A	Two complaints have progressed to the Ombudsman during this quarter. One has been concluded as not upheld and no maladministration by Derby Homes. The other complaint is still with the Ombudsman ACTIONS: Report to SMT and Operational Bioard	Derby Homes	Quarterly	Jackie Westwood
DH Local 74a % complaints responded to within timescale (not homelessness)	High		99.1%	99.1%	98.5%	96.0%	Blue	96.0%	96.0%	Green		129 stage one complaints received in quarter one and 127 responded to on time.	Derby Homes	Quarterly	Jackie Westwood
DH Local 74b % homelessness complaints responded to within timescale	High		0.0%	0.0%	100.0%	96.0%	Blue	96.0%	96.0%	Green	N/A	Two Homelessness complaints were received during this quarter	Derby Homes	Quarterly	Jackie Westwood
Satisfaction															

Description	Good is	Council Scorecard	Previous Year End Outturn	Previous Period Year to Date	Year To Date	Quarterly Target	Quarterly Target Status	Year End Forecast	Year End Target	Forecast Status	DoT Status	Commentary/Actions	Department	Frequency	Accountable Officer
DH Local 27 Tenant satisfaction with Landlord	High		89.9%	89.9%	92.4%	90.0%	Blue	90.0%	90.0%	Green	➡	The satisfaction figures have been calculated using a 5 bar scale with 3 being classed as a neither/nor score. Out of 714 people who answered this question during Q1 2017 (2017/2018 Financial Year) 92% were satisfied, 1% were dissatisfied and 6% responded that they were neither satisfied nor dissatisfied.	Derby Homes	Quarterly	Jim Joyce
DH Local 28 Tenant satisfaction with repairs (last completed repair)	High		99.3%	99.5%	99.6%	99.0%	Green	99.5%	99.0%	Green	➡	Satisfaction this month is above target. During the month out of 2078 surveys sent out 6 were dissatisfied. Also 15 compliments where received by text	Derby Homes	Monthly	Steve Bayliss
DH Local 29 Tenant satisfaction with views taken into account	High		84.2%	84.2%	86.8%	83.0%	Blue	83.0%	83.0%	Green	➡	The satisfaction figures have been calculated using a 5 bar scale with 3 being classed as a neither/nor score. Out of 664 people who answered this question during Q1 2017 (2017/2018 Financial Year) 87% were satisfied, 2% were dissatisfied and 11% responded that they were neither satisfied nor dissatisfied.	Derby Homes	Quarterly	Clare Mehrbani
DH Local 67 % satisfied with the way ASB case was handled	High		95.0%	95.0%	94.5%	90.0%	Blue	92.0%	90.0%	Blue	➡	Only 2 respondents said they were dissatisfied and 2 were neither nor. So this is an excellent first quarter result	Derby Homes	Quarterly	Murray Chapman
New Homes															
DH Local 62a Number of new homes started in year (HRA & DH)	High		22.0	22.0	0.0		Annual Collection	40.0	60.0	Red	➡	The target to deliver 60 is based on financial capacity and relies on a constant stream of sites being made available. There were no new starts on site during quarter one, however as of 14.07.17, 22 units have planning Permission with final site surveys being carried out prior to start on site. 8 units are still on site (carried forward from 2016/17).	Derby Homes	Annual	Andrew McNeil
DH Local 62b Number of new homes delivered in year (HRA & DH)	High	✓	30.0	30.0	22.0		Annual Collection	40.0	60.0	Red	➡	The target to deliver 60 is based on financial capacity and relies on a constant stream of sites being made available. The units delivered in quarter one comprise of 15 new homes and 7 acquisitions that have also been refurbished.	Derby Homes	Annual	Andrew McNeil
DH Local 62d Number of new affordable homes delivered since 2013	High		312.0	312.0	334.0		Annual Collection			No Target	N/A	22 properties delivered 2017/18 to date making a total of 334 since 2013.	Derby Homes	Annual	Andrew McNeil
Housing and Advice															

Latest Performance Report
Reporting -> Derby Homes
30-Jun-2017

Description	Good is	Council Scorecard	Previous Year End Outturn	Previous Period Year to Date	Year To Date	Quarterly Target	Quarterly Target Status	Year End Forecast	Year End Target	Forecast Status	DoT Status	Commentary/Actions	Department	Frequency	Accountable Officer
DH Local 116 Number of households living in Temporary Accommodation other than bed & breakfast (snapshot at period end)	Low		0.0	35.0	34.0		No Target			No Target	N/A	There have been fewer new placements in alternative temporary accommodation. The introduction of the Homelessness Reduction Act in April 2018 will provide a new legal framework placing a legal obligation on local authorities to prevent homelessness. New performance measures are being developed by the DCLG and will inform future target setting.	Derby Homes	Monthly	Clare Mehrbani
DH Local 45 Number of active homefinder applicants	High		1,675.0	1,674.0	1,623.0		No Target			No Target	N/A	Number of applicants who are registered who have placed a bid in the previous 12 months.	Derby Homes	Monthly	Sue Andrews
DH Local 48a Number of new households placed in bed and breakfast in a month	Low		11.0	13.0	7.0		No Target			No Target	N/A	33 households have been placed in bed & breakfast since April 2017. Fewer new households were placed in B&B during June but the numbers in this provision at the end of the month increased. The introduction of the Homelessness Reduction Act in April 2018 will provide a new legal framework placing a legal obligation on local authorities to prevent homelessness. New performance measures are being developed by the DCLG and will inform future target setting.	Derby Homes	Monthly	Clare Mehrbani
DH Local 48b Number of new households placed in temporary accommodation other than bed & breakfast in a month	Low		0.0	11.0	4.0		No Target			No Target	N/A	25 households have been placed in temporary accommodation to date this year. June's figure is considerably lower than in the last 2 months and corresponds with a lower figure for the number of new placements in B&B. It seems to indicate fewer households at the point of crisis but also includes fewer vacancies in Derby City Council's temporary housing stock for households to move to from B&B.	Derby Homes	Monthly	Clare Mehrbani
DH Local 87 Number of homeless approaches	Low		1,134.0	190.0	280.0		No Target			No Target	N/A	The number of households who are approaching the Authority as homeless is not something that can be easily influenced by our service. However, the introduction of the Homelessness Reduction Act will put a greater emphasis on homeless prevention and relief so that any increase in homeless approaches will not necessarily mean an increase in homeless acceptances.	Derby Homes	Monthly	Clare Mehrbani

Description	Good is	Council Scorecard	Previous Year End Outturn	Previous Period Year to Date	Year To Date	Quarterly Target	Quarterly Target Status	Year End Forecast	Year End Target	Forecast Status	DoT Status	Commentary/Actions	Department	Frequency	Accountable Officer
YA&H PM04 (DH) Number of households placed into B&B accommodation (snapshot at period end)	Low		14.0	13.0	16.0		No Target			No Target	N/A	The number of households in B&B has risen this month compared to April and June but is slightly lower than the average for the last financial year. There has been a lack of vacancies in alternative temporary accommodation this month with an increase in void periods. Housing Options and Allocations are being restructured into one team and provision for the management of temporary accommodation is being increased. We will be looking at overall provision and case management to increase the through flow of this accommodation and move onto permanent housing. We will also be focussing on homelessness prevention in order to avoid the need for temporary accommodation for families when they reach crisis point.	Derby Homes	Monthly	Clare Mehrbani
YA&H PM05 (DH) Number of homelessness preventions	High		570.0	108.0	159.0	143.0	Blue	640.0	570.0	Blue		In April 2017 our service transferred to Derby Homes and we are now in the process of a restructure to focus our attention on prevention. The introduction of the Homelessness Reduction Act in April 2018 will provide a new legal framework placing a legal obligation on local authorities to prevent homelessness. It has attracted some new, time limited resources and we will be introducing dedicated services to increase the ability to carry out case work at an earlier stage in process of homelessness and therefore utilise effective interventions. We are also using staff resources to concentrate on housing options within the private rented sector to increase the supply of affordable housing options. Prevention is proven to be a better outcome for both households at risk of homelessness and the housing options service.	Derby Homes	Monthly	Clare Mehrbani
YA&H PM06 (DH) Number of homelessness acceptances	Low		499.0	83.0	125.0		No Target			No Target	N/A	Demand continues to increase and we are now in the process of a restructure to focus our attention on prevention. The introduction of the Homelessness Reduction Act in April 2018 will provide a new legal framework placing a legal obligation on local authorities to prevent homelessness. New performance measures are being developed by the DCLG and will inform future target setting.	Derby Homes	Monthly	Clare Mehrbani

Description	Good is	Council Scorecard	Previous Year End Outturn	Previous Period Year to Date	Year To Date	Quarterly Target	Quarterly Target Status	Year End Forecast	Year End Target	Forecast Status	DoT Status	Commentary/Actions	Department	Frequency	Accountable Officer
HR															
DH Local 76 Average working days lost due to sickness absence	Low		8.4	8.1	8.2	7.0	Red	7.0	7.0	Green		This is a marginal seasonal increase largely attributed to short term absences.	Derby Homes	Monthly	Christine Hill
Asset Management															
DH Local 120 Energy Efficiency -average SAP rating of new build homes	High		0.0	0.0			Annual Collection	90.0	90.0	Green	N/A	Annual collection figure to be reported at year end.	Derby Homes	Annual	Andrew McNeil
DH Local 21 (NI 158) Percentage of non-decent council homes	Low		0.0%	0.0%	0.0%		Annual Collection	0.0%	0.0%	Green	N/A	Currently we have no properties failing decency	Derby Homes	Annual	Andrew McNeil
DH Local 24 Energy Efficiency -average SAP rating of dwellings (BV63)	High		73.9	73.9	74.0		Annual Collection	74.0	73.0	Green		Slight increase in the Average SAP from end of year report (73.94)	Derby Homes	Annual	Andrew McNeil
Corporate Services															
DH Local 63 % of apprentices who retain or move on to employment or further training	High		100.0%	100.0%			Annual Collection	95.0%	95.0%	Green		April to June 2017 Update - 3 apprentices have gone onto gain permanent roles, two with Derby Homes and one with another employer.	Derby Homes	Annual	Taranjit Lalria

Latest year to date figure (latest month or quarter), target and traffic light status.

Forecast for year end performance, year end target and traffic light status

Direction of Travel Arrow – comparing forecast performance with previous year outturn

Reporting -> Derby Homes
30-Sep-2014

Description	Good is	Council Scorecard	Previous Year End Outturn	Year To Date	Quarterly Target	Quarterly Target Status	Year End Forecast	Year End Target	Forecast Status	Direction of Travel	Commentary/Actions	Directorate	Department	Accountable Officer
DH Local 32 (BVP1212) Average time taken to relet local authority housing (days)	Low		24.1	22.1	22.6	24.0	Blue	24.0	24.0	Green	→ The re-let figure continues to increase with a small number of low demand properties again hitting the figure and hiding the fact that the majority of the properties let are done so within our current target. We are working with the Housing Options Centre and other landlords to make changes to the software that we use to incorporate our Choice Based Lettings System and the Open to All applications onto a single shortlist in order that we only have to advertise a property once. We are confident that this should be available to us in time to impact on this re-let figure. However overall demand for our properties remains low and those applicants who are bidding are appearing on several of our shortlists, we are again working with our colleagues at the Housing Options Centre and the other landlords in order to raise the profile of social housing to generate more demand.	Derby Homes	Monthly	Clare Mehrzad
Maintenance														
DH Local 16 Percentage of emergency repairs carried out (attend and make safe within 2 hours and complete in 24hrs)	High		100.0%	100.0%	100.0%	100.0%	Green	100.0%	100.0%	Green	→ Performance in quarter two is on target. During the quarter we have completed 107 jobs all within priority.	Derby Homes		
DH Local 17 Percentage of very urgent repair (complete	High		99.7%	99.9%	99.9%	99.7%	Green	99.7%	99.7%	Green	→ Performance in quarter two is well above target. During the quarter we have completed 816 jobs with only 1 job out of priority.	Derby Homes		
	High		99.9%	99.9%	100.0%	99.7%	Green	99.7%	99.7%	Green	→ Performance in quarter two is well above target. During the quarter we have completed 925 jobs with no jobs out of priority.	Derby Homes		
	Low		0.0%	0.0%	0.0%		Annual Collection	0.0%	0.0%	Green	N/A No further update. Blocks III meeting Decency Standards	Derby Homes	Annual	Matt Hands
	High		100.0%	100.0%	100.0%	100.0%	Green	100.0%	100.0%	Green	→ GAS SERVICE & SAFETY CHECKS Result 100% At end of 2nd quarter a valid 'Landlords Gas Safety Certificate' has been issued for all applicable properties. This once again is a superb performance by the gas team and continues yet again our 100% compliance with our legal obligations under the Gas Safety (Installation Use) Regulations 1998	Derby Homes	Quarterly	Shaun Bennell
DH Local 24 Energy Efficiency coverage SAP rating of dwellings (B1053)	High		72.6	72.6	72.6		Annual Collection	72.6	72.1	Green	→ No further updates to report	Derby Homes	Annual	Matt Hands

Measures are grouped by type e.g. Council Plan, Business Plan, local measures

Report shows previous year end figure where applicable and the previous period (quarter or month) year to date figure

Commentary to support performance data/provide a progress update if no data is available. Also shows actions in place to improve performance if underperforming

Last three columns show the reporting frequency of the indicator, directorate, department and the accountable officer.

HOME CONTENTS INSURANCE SCHEME REVIEW

Report of the Head of Operations (Income Management & Customer Services)

1. SUMMARY

- 1.1 Since Derby City Council first decided to offer Home Contents Insurance Scheme (HCIS), the market place has changed. Many companies now offer pay as you go insurance options at very little cost. As with utilities you get the best deal by shopping around in the market place.
- 1.2 Over the past 5 years the uptake of the Home Contents Insurance policy we offer has declined. Only 6% of our current tenants opt to join the scheme.
- 1.3 We currently have 841 tenants on the Scheme. This number varies between 840 and 850 out of approximately 13,200 tenants.

2. RECOMMENDATION

- 2.1 That Derby Homes stops providing a Home Contents Insurance Scheme.

The commission earned for providing the service no longer covers the administration costs and tenants are paying higher insurance premiums than they need to for the same policy which they could obtain directly with the current supplier independently of Derby Homes or seek alternative insurance options by shopping around the market place. If approved an exit strategy would be put in place and implemented, with the scheme ending 31 July 2018. Derby Homes will signpost existing customers on how they can obtain other insurance.

3. REASON(S) FOR RECOMMENDATION

- 3.1 The cost of running this scheme is not proving to be value for money.

Commission payments earned by Derby Homes: £12,854.57
Cost of running the scheme: £13,157.61
Loss: £303.04

- 3.2 Just 841 tenants are on the scheme out of 13,200 tenants despite scheme promotion through direct mailing, website, Derby Homes News etc.
- 3.3 287 tenants have cancelled their policy over the last 5 years. We asked them why, these are the main reasons given:
 - Better Insurance deal offered by their bank
 - Found a cheaper provider

- Want a policy not linked to rent payments
 - Cannot afford Insurance anymore
 - Discount offered by other providers for paying by Direct Debit
 - Discount offered for paying in lump sum
 - Receive less benefit than used to, so has less disposable income
 - Believe they can claim through Derby Homes for damage rather than needing their own insurance.
 - Have been paying for years but never claimed.
- 3.4 The average of tenants on the scheme is 64 years old which suggests that taking HCIS through this scheme has been their historical first choice, rather than shopping around for the best deal in the market place.
- 3.5 If a tenant who is on the HCIS has rent arrears there insurance cover is suspended. This would not be the case if they obtain this independently of Derby Homes.

4. MATTER FOR CONSIDERATION

- 4.1 417 tenants are paying a higher premium by taking insurance via Derby Homes. If they went directly to the provider the same policy would cost less.
- 4.2 10% cheaper for yearly payers.
- 4.3 5.2% cheaper for monthly Direct Debit payers.
- 4.4 Can a tenant go directly to our current provider?
Yes, and be offered the same policy.
- 4.5 Could our tenants automatically transfer over to current provider?
Yes, existing policyholders would be able to transfers keeping the cover and insurer the same.
- 4.6 Is there any legal process we would need to do?
No, tenants would be informed in writing of the change in administration, the Insurance provider will remain the same.
- 4.7 How many tenants who pay for insurance only pay weekly in cash?
Pay Point have a minimum transaction of £3.00, therefore tenants tend to pay fortnightly or monthly.
- 4.8 Would our tenants benefit from the change?
Yes, the majority would gain financially due to lower premiums and being able to take advantage of the discounts offered for paying by direct debit or yearly in advance.
- 4.9 What assistance can the insurance company provide us if we switch to Arm's Length Management?
Guidelines between DH & Supplier to ensure current balances were transferred correctly. Initially our involvement would be high but decline over time.
- 4.10 Stopping the scheme would create a budget pressure of 0.5 FTE at scale 2/3 post in Rental Control from 18/19.

5. OTHER OPTIONS CONSIDERED

- 5.1 If we continue to offer a HCIS this would require full procurement. A waiver is in place for the current contract until 31.3.18.

IMPLICATIONS

6. CONSULTATION IMPLICATIONS

- 6.1 Operational Board

7. EQUALITIES IMPLICATIONS

- 7.1 Completed (see Appendix 3).

The areas listed below have no implications directly arising from this report:

Environmental

If Operational Board Members or others would like to discuss this report ahead of the meeting please contact:

Jackie Westwood, Head of Operations (Income Management & Customer Services)

Background Information: Appendix A - Breakdown of Costs

Supporting Information: Appendix B – Profile of Tenants using Scheme

APPENDIX 1

Breakdown of Costs

	Daily	Weekly	Monthly	Yearly
Salary Day to Day				
Scale 2/3 2 days per week	£86.20	£172.40		£8,964.80
1 day per month on stats			£86.20	£1,034.40
DD Maintenance Ins Only	£112.07			£448.28
Mail Merge Yearly 2 days	£86.20	£172.40		£172.40
Two this year due to Tax increase	£86.20	£172.40		£172.40
Cost of printing & Postage (CDP)				£639.77
Hybrid Mail (6 Pages) included corticated & Schedule				£520.00

Note - new law

Every time the premium changes we have to issue a new Insurance Certificate itemising what's covered by the policy.

Cost of raising Cheque - Accounts team monthly		£15.00	£180.00
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Promotions Staff Time estimated at 1 day per quarter			£344.80
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News letter

Training Staff

Additional costs not factored in cost of payments made at Pay point for Insurance only 31p transaction

183 tenants paying monthly (183 x0.31x12)		£56.73	£680.76
If tenants paid weekly the cost would be £2723.04			

Total Cost of running the scheme			£13,157.61
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Commission received April 16 to March 17			£12,854.57
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Loss to Derby Homes			£303.04
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Profile of Tenants on the Scheme

Out of the current 841 on the Insurance Scheme

778 tenants have a premium under £3.50 per week
63 over £3.50 ranging up to £7.81 per week

353 pay their premium by direct debit

488 choose other payment options of these:

183 pay for insurance only, of which:

- 64 tenants have paid the years premium in advance
- 105 are in credit
- 14 are in arrears
- 178 weekly premiums are less than £3.50 per week

109 pay part rent of which

- 72 are in credit
- 2 zero balance
- 35 arrears

196 pay full rent

- 116 are in credit
- 6 zero balance
- 74 in arrears

Average of tenants on the scheme 64 years old



Equality Impact Assessment form

1) Name the Strategy, Policy, and Procedure or Function being assessed.

Stopping of Home Contents Insurance Scheme

2) What are the aims of the strategy, policy, procedure or function being assessed?

Whose need is it designed to meet?

Are there any measurable elements such as time limits or age limits?

That Derby Homes stops providing a Home Contents Insurance Scheme. The commission earned for providing the service no longer covers the administration costs and tenants are paying higher insurance premiums than they need to for the same policy which they could obtain directly with the current supplier independently of Derby Homes or seek alternative insurance options by shopping around the market place. If approved an exit strategy would be put in place and implemented, with the scheme ending 31.7.18. Derby Homes will sign post existing customers on how that can obtain other insurance and help them in accessing internet and or IT training.

The cost of running this scheme is not proving to be value for money. Commission
 Payments earned by Derby Homes £12854.57
 Cost of running the scheme £13157.61
 Loss £303.04

Just 841 tenants are on the scheme out of 13,200 tenants despite scheme promotion through direct mailing, website, Derby Homes News etc.

Will be cheaper for tenants, if they pay by Direct Debit its 5.2% cheaper and 10% for yearly payments.

3) Who has been consulted?

SMT
The Operation Board
Exit interviews

4) Identify potential impact on each of the of the diversity 'groups' by considering the following questions. There may be other questions you need to think about which are specific to the strategy, policy, procedure or function you are assessing.

- Might some groups find it harder to access the service?
- Do some groups have particular needs that are not well met by the current service, policy, procedure or function?
- What evidence do you have for your judgement (e.g. monitoring data, information from consultation / research / feedback)?
- Have staff / residents raised concerns and or complaints?
- Is there any local or national research to suggest there could be a problem?

Please use the table below to record your findings / answers.

Strand	No Impact	Negative Impact	Positive Impact	Comments / Evidence
Age	X			Will be cheaper for tenants, if they pay by Direct Debit its 5.2% cheaper and 10% for yearly payments. This will be for whatever age the tenant is.
Disability	x			No impact can be paid by Direct Debit

Gender	x			
Race	x			
Religion & Belief	x			
Sexual Orientation	x			
Transgender	x			
Marital Status	x			

5) Does the strategy, policy, practice or function promote equality of opportunity?

- Does it link to Derby Homes Core objectives
- Can any positive impacts be promoted as best practice

Objective 4 – Great Value - the cost of running the scheme is £13157.61 and the commission is £12854.57, Derby Homes is losing £303.04, customers, we are also promoting savings for the tenant as if they pay by Direct Debit its 5.2% cheaper and 10% for yearly payments.

Objective 3 – Great Customer Service Since Derby City Council first decided to offer HCIS the market place has changed. Many Companies now offer pay as go insurance options at very little cost. As with utilities you get the best deal by shopping around in the market place.

We are proposing to stop administering the service, however we will sign post existing customers on how they can get HCIS.

6) If ‘adverse Impacts’ are identified is it?

- Legal (i.e. not discriminatory)
- What is the level of impact?

7) Are there any changes you could introduce which make this strategy, policy, procedure or function, work better for this group of people? Detail the actions planned and any further research or consultation required and how the actions will be monitored.

We will write to all customers on the scheme explaining how they can change provider if they wish, and the contact details for the current provider should they wish to remain. We can sign post tenants for support in accessing IT and using the internet. This links in with our Customer Service Strategy and the help we can provide.

8) If actions / suggestions for improvement have been identified, what should the positive outcome be for Derby Homes customers?

- Will be cheaper for tenants, if they pay by Direct Debit its 5.2% cheaper and 10% for yearly payments or seek alternative quotes in the market place.

9) Do you consider a full Equality Impact Assessment is required or do the actions identified and planned meet the adverse impacts identified?

No

Monitoring

Review / New EIA (date or Timeframe)	No review required
Name of person/s completing this form	Ewan Hannah, Rental Control Team Leader Annabelle Barwick, Customer Services & Equalities Manager
Date assessment completed	08.08.17

Name (and signature) of manager approving EIA	Jackie Westwood Head of Operations

**OPERATIONAL BOARD
24 AUGUST 2017**

ITEM A3

**OPERATIONAL BOARD FORWARD PLAN
OCTOBER 2017 – FEBRUARY 2017**

19 October 2017

Reports for approval	
Estates Maintenance Small Scale Bids*	A McNeil
Fire Safety Update	M Murphy
Safeguarding Policy	C Mehrbani
Charge for Missed Appointments Policy	J Westwood/S Bayliss
Income Management Strategy	J Westwood
Home Release Policy	C Mehrbani/J Westwood
Equalities Policy & Scheme	T Lallia
Customer Feedback & Complaints Policy	J Westwood
Former Tenants Arrears & Sundry Debts Policy [October 16]	J Westwood
Tenant Panel Report – Voids Revisit	Tenant Panel
Estates Maintenance Large Scale Programme 17-18 Update	A McNeil
CCTV on Estates	C Mehrbani
Forward Plan	T Lallia
Reports for noting	
Service Delivery Update	C Mehrbani/S Bayliss J Westwood/A McNeil
Rent Arrears & Welfare Reform Update	J Westwood
Estate & Flat Inspections Q1 & 2	C Mehrbani
Complaints and Compliments Q2	J Westwood
Customer Survey Q2	C Mehrbani
Customer Priorities Q2	C Mehrbani
ASB Statistics Q2	C Mehrbani
Homelessness Q2	C Mehrbani
Customer Engagement & Community Development Update	C Mehrbani
Equalities Monitoring End of Year Report	T Lallia

December

Reports for approval	
Performance Management Q2	H Greenan (DCC)
Forward Plan	T Lallia
Fire Safety Update	M Murphy
Estates Maintenance Bids	A McNeil
Services for Older People Policy Review	C Mehrbani
Former Tenants Arrears & Sundry Debts Policy	J Westwood
Reports for noting	
Schools Mentoring Programme Update	C Mehrbani
Service Delivery Update	C Mehrbani/S Bayliss J Westwood/A McNeil
Rent Arrears and Welfare Reform Update	J Westwood

* Estates Maintenance Small Scale Bids – reports are dependent on whether any bids (over £10,000) have been received.

February

Reports for approval	
Performance Management Q3	H Greenan (DCC)
Forward Plan	T Lalia
Fire Safety Update	M Murphy
Estates Maintenance Bids	A McNeil
Volunteering Strategy	Clare Mehrbani
Derby Homes Tenancy Policy	Clare Mehrbani
Reports for noting	
Service Delivery Update	C Mehrbani/S Bayliss J Westwood/A McNeil
Rent Arrears and Welfare Reform Update	J Westwood
Customer Priorities Quarter 3	C Mehrbani
Customer Survey Quarter 3	C Mehrbani
Complaints & Compliments Quarter 3	J Westwood
Anti Social Behaviour Quarter 3	C Mehrbani
Homelessness Quarter 3	C Mehrbani
Customer Engagement & Community Development Update	C Mehrbani

* Estates Maintenance Small Scale Bids – reports are dependent on whether any bids (over £10,000) have been received.

Heads of Service Contact Details

Name	Title	Telephone	Email
C Mehrbani	Head of Housing Management & Housing Options	888596	clare.mehrbani@derbyhomes.org
J Westwood	Head of Operations	888419	jackie.westwood@derbyhomes.org
S Bayliss	Head of Repairs	888391	steve.bayliss@derbyhomes.org
A McNeil	Head of Housing Investment	888545	andrew.mcneil@derbyhomes.org
T Lalia	Head of Governance & Corporate Services	888608	taranjit.lalia@derbyhomes.org
H Greenan	Head of Performance and Intelligence (DCC)	643462	heather.greenan@derby.gov.uk

* Estates Maintenance Small Scale Bids – reports are dependent on whether any bids (over £10,000) have been received.

FIRE SAFETY REPORT

Report of the Managing Director

1. SUMMARY

- 1.1 This report provides Operational Board Members with information and updates on actions taken in relation to fire safety in our properties.
- 1.2 The detail within this report is provided to reassure tenants and leaseholders of our commitment to health and safety.

2. RECOMMENDATIONS

- 2.1 To note the content of this report.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To ensure that the Operational Board is fully briefed and updated on any new and ongoing matters following the Grenfell Tower tragedy. This report is also intended to stimulate debate and invites feedback on the subject.

4. MATTER FOR CONSIDERATION

- 4.1 At the Operational Board meeting held on 29 June 2017 it was requested that updates on Fire Safety matters were provided until further notice.
- 4.2 At the same meeting the board members considered the Fire Safety and Management Policy which was approved by the Board in May 2017. It was suggested that some improvements could be made to the general information made available to people living in flats, particularly in relation to the 'stay put' policy. It was also requested that an article be produced for Derby Homes News regarding fire alarms in blocks of flats (not just high rise). I can confirm that both of these issues are in hand, due to timescales the Derby Homes News article will be within the Autumn edition.
- 4.3 I can confirm that there have been no issues that have come to light since the last meeting which give me cause for concern and I continue to be satisfied that our arrangements in relation to fire safety remain appropriate.
- 4.4 The requests for information have now reduced but we continue to act on behalf of Derby City Council in responding to statutory bodies, the media and individuals who may contact us.

- 4.5 We are obviously continuing to work very closely with Derbyshire Fire and Rescue Service (DFRS) to ensure that residents of our one and only high rise block, Rivermead House feel safe in their homes.
- 4.6 On 19 July 2017 a planned evacuation exercise was carried out. This was led by DFRS with support from Officers from Derby Homes.

DFRS were pleased with the outcome, all 12 floors were evacuated (residents who agreed to assist) in approximately 50 minutes. We have now evidenced that the DFRS high rise platform can reach the roof of Rivermead House which reassured residents.

Some residents asked further questions about the 'stay put' policy, the communal area alarms, why fire extinguishers were removed and how we would support disabled residents in the event of an evacuation.

In the de-brief following the exercise the fire service raised some issues which we are now working on, these are in relation to the building plans and issues around access to the river for portable pumps and appliances.

We are also taking into account the positioning of the designated fire parking area within the planned new car park. The fire service will be fully involved in this decision.

Radio Derby and Derby Telegraph were both on site and the follow up reporting of the exercise was positive.

- 4.7 Although I have stated on a number of occasions that our arrangements for fire safety are appropriate we have still taken this opportunity to review our processes and seek improvement wherever we can and will continue to do so.
- 4.8 At the time of writing this report there have been no changes to legislative requirements or indeed recommendations arising from the review of the Grenfell Tower fire which affect our current arrangements.

5. OTHER OPTIONS CONSIDERED

- 5.1 Not applicable.

IMPLICATIONS

6. COUNCIL IMPLICATIONS

- 6.1 Derby Homes is undertaking the landlord responsibilities acting on behalf of the Council, we are continuing to keep the Council informed as this progresses.

7. LEGAL & CONFIDENTIALITY IMPLICATIONS

- 7.1 Derby Homes has wide ranging responsibilities for fire safety. As a landlord for residential properties we own, manage or control and as an employer for our places of work.

7.2 There are three main pieces of legislation that place responsibilities for fire safety on Derby Homes:

- The Regulatory Reform (Fire Safety) Order 2005 (RRFSO)
- The Housing Act 2004
- Health & Safety at Work Act 1974.

The Board of Directors of Derby Homes are the 'Responsible Person' with the overall responsibility for fire safety and in particular:

- Ensuring an effective fire management policy is in place for work activities undertaken by Derby Homes.
- Ensuring an effective fire management policy is in place for properties managed by Derby Homes.
- Ensuring adequate resources are made available to meet Derby Homes' legal obligations with respect to fire and ensure as far as reasonable the safety of staff and residents.

8. FINANCE & BUSINESS PLAN IMPLICATIONS

8.1 There are none arising at the present time, any further work which is identified as necessary will be prioritised and budgeted for within existing revenue and capital budgets as required.

9. HEALTH & SAFETY IMPLICATIONS

9.1 It is a legal responsibility of the Derby Homes Board to ensure health and safety management is maintained within the Company.

10 EQUALITY IMPLICATIONS

10.1 Equality implications in relation to all matters within this report have, where necessary been the subject of specific equality impact assessments. Further details are available on request.

11. RISK IMPLICATIONS

11.1 The risk implications have been incorporated within the strategic and operational risk registers of Derby Homes and are reported to the Board and Operational Board at regular intervals. Financial risks are monitored through reports of the Finance Director.

The areas listed below have no implications directly arising from this report:

Consulation
Environmental
Personnel Implications
Equality Implications

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Maria Murphy / Managing Director / 01332 888522 / Email maria.murphy@derbyhomes.org

Background Information: None

Supporting Information: None

VALUE FOR MONEY ANNUAL REPORT 2017

Report of the Finance Director & Company Secretary

1. SUMMARY

- 1.1 The Operational Board monitors Derby Homes' performance as part of its functions. Value for Money considerations have to be balanced against costs and this report attempts to bring these issues to the Board's attention.
- 1.2 A series of reports are produced each year and the Board is invited to comment on them.
- 1.3 The HCA has again published data relating to average costs and Derby City Council and Derby Homes' joint costs are well below the median level.
- 1.4 The Value for Money strategy 2016-2019 was approved last year and is attached for reference (Appendix 1).

2. RECOMMENDATION

- 2.1 That the Operational Board considers the attached Value for Money statement and Housemark reports and offers any comments that it feels appropriate.

3. REASON FOR RECOMMENDATION

- 3.1 This report is to inform the Operational Board of Derby Homes' performance relating to Value for Money issues.

4. MATTER FOR CONSIDERATION

- 4.1 This is the second annual report to the Operational Board on the issue of Value for Money (VfM). Each year, the Derby Homes Board publishes its accounts. The Homes and Communities Agency (HCA) require Registered Providers (RPs) to include in those accounts a Value for Money statement which concentrates on the Value for Money that has been delivered.
- 4.2 This year's Value for Money statement is attached at Appendix 2.
- 4.3 The Operational Board is charged with monitoring the performance of Derby Homes. As part of that function, it is helpful for the relative Value for Money of those services to be taken into account. This report is an annual update on this issue.

- 4.4 A second source of VfM information is our annual Housemark report which is attached at Appendix 3.
- 4.5 The Homes and Communities Agency (HCA) figures published for the previous year (2015/16 – 2016/17 not yet available) can be compared with our budgeted figures for 2017/18: that is comparing our costs in the current financial year to actual data from two years ago. While this is slightly unfair as a comparison it does set a challenging target for us to try and achieve.
- 4.6 The overall total operating costs excluding major repairs but including the costs of both the Council and Derby Homes can then be compared to Registered Providers' performance. The results are:

Derby	2017/18	£2,564 per property
RP Upper Quartile	2015/16	£2,580 per property
RP Median	2015/16	£2,760 per property
RP Lower Quartile	2015/16	£3,300 per property

This indicates that our costs are lower for core operating costs of management and maintenance than for three quarters of Registered Providers.

- 4.7 A similar comparison can be done with other Councils – we are 8th out of 24 (9th out of 26 in later updated version released after our accounts finished) for Councils' planned operational spending for 2017/18 in a comparison group across the country. This uses a slightly different definition but gives similar results:

Derby	2017/18	£2,323 per property
RP Upper Quartile	2017/18	£2,205 per property
RP Median	2017/18	£2,431 per property
RP Lower Quartile	2017/18	£2,658 per property

This shows Derby to be about 5% lower cost than median council costs

- 4.8 The HCA are working with Housemark on some new indicators or scorecard that will apply to most Registered Providers from next year on a trial basis for now. This initiative will be monitored to see if it provides any useful information for us. As an ALMO RP, it is sometimes difficult to compare as our business is the management and maintenance of Council housing and the rent belongs to the Council – this is why the comparisons above involves the joint costs of both Council and Derby Homes rather than just our own.

5. OTHER OPTIONS CONSIDERED

- 5.1 Not to report on this matter. It is important to keep the Operational Board aware of Derby Homes' and the Council's overall performance as this impacts on our ability to support services.

6. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

- 6.1 The low costs of both Derby Homes and the Council mean that the average rent remains low and services can be maintained for tenants.

The areas listed below have no implications directly arising from this report:

Consultation
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

David Enticott / Finance Director & Company Secretary / 01332 888523 / Email
david.enticott@derbyhomes.org

Background Information: HCA Summary Report on unit costs June 2016
Supporting Information: Appendix 1: Value for Money Strategy 2016
Appendix 2: Value for Money Statement 2016/17
Appendix 3: Housemark report 2015/16



DERBY HOMES

VALUE FOR MONEY STRATEGY

2016-2019

Introduction

Value for Money (VfM) in delivery of public services is high on the Council's, Government's and Homes and Communities Agency (HCA)'s agendas. Derby Homes has embraced the ethos of the Value for Money standards, meeting requirements and ensuring that tenants receive an efficient, effective, consistent, quality and VfM service.

HCA Value for Money standard

Derby Homes is a Registered Provider of social housing (RP) and is required by the Homes and Communities Agency (HCA) to publish a Value for Money statement as detailed below. These principles are in line with the Council and Derby Homes' drive to continuously improve VfM.

Required outcomes

Registered providers shall articulate and deliver a comprehensive and strategic approach to achieving value for money in meeting their organisation's objectives. Their boards must maintain a robust assessment of the performance of all their assets and resources (including for example financial, social and environmental returns). This will take into account the interests of and commitments to stakeholders, and be available to them in a way that is transparent and accessible. This means managing their resources economically, efficiently and effectively to provide quality services and homes, and planning for and delivering on-going improvements in value for money.

The VfM standard is addressed each year in the formal accounts of Derby Homes. The VfM statement considers the issues above in the context of that year's performance and other issues. This element of the accounts will be used as the basis of a report to the Operational Board each year as part of their scrutiny of Derby Homes' Value for Money.

Derby Homes has been committed to continuously improving value for money since it was set up in 2002 and has a robust and transparent VfM Strategy embedded in the organisation which:

- Supports the mission, objectives and values of the organisation
- Reflects our customers' priorities
- Ensures that external resources are selected and effectively managed through effective and transparent procedures
- Ensures that internal resources are fit for purpose and deliver VfM
- Obtains the best possible value for money outcomes for us and our tenants
- Seeks best practise from other organisations
- Learns from past experiences.

Value for Money (VfM) is a requirement for any successful organisation. It means better services for customers, ensuring that priorities are met. This strategy is now embedded in the annual budget setting process and procurement standing orders to help identify potential efficiencies and raise awareness of the VfM agenda amongst staff.

What do we mean by excellence in VfM?

Excellent VfM can be assessed across three elements

- Cost input into a service,
- Productivity, measured by staff or other units, such as houses or vehicles
- Outputs measured in performance information and customer satisfaction levels.

Excellence in Value for Money is when there is an optimum balance between these 3 elements - relatively low costs, high productivity and successful outcomes.

Delivering quality services that meet customer expectations, at a lower cost has never been more important. Attaining value for money means obtaining the maximum benefit from goods and services acquired and provided, within available resources. It involves economy, efficiency and effectiveness and ethics.

- **Economy**- price paid for what goes into providing a service at best value, taking both price and quality into account.
- **Efficiency**- is a measure of productivity-how much you get in relation to what you put in. The efficiency of converting resources (inputs) into outputs.
- **Effectiveness**- is the measure of the impact achieved and can be quantitative or qualitative. It is the application of outputs to achieve our organisations objectives. Outcomes should be equitable across communities.
- **Ethics**-describes how Derby Homes' business activities link into the communities in which it works, contribute to reducing the carbon footprint, its work practices, and its links with suppliers and customers.

Long Term Financial Plan

The financial outlook for Council housing and ALMOs has been fundamentally affected by changes in 2015 that come into effect over the next few years. These include:

- 1% a year rent cuts for four years from 2016/17
- Welfare Reforms – reduced benefit cap of £20,000, local housing allowance (LHA) cap from 2018 for new tenants, slow roll out of universal credit, continued benefit freezes for next four years and other changes (eg universal credit thresholds).
- Sale of 'higher value' homes
- 'Pay to Stay' initiative for 'higher earning' tenants above £31,000 a year

Taken together these changes mean that the HRA will have substantially less funding in future. This has required substantial reductions in Derby Homes' management and maintenance fees, capital spending and efficiencies within the Council itself. The VFM approach adopted over the last few years has proved helpful in delivering a plan that impacts less on tenants' services than might have been the case otherwise. This will continue to be the case as further efficiencies in operations are considered over the next few years.

What is Derby Homes' approach to VfM?

Planning and Performance Management

We successfully have and plan to continue to fully integrate VfM into our planning and performance and risk frameworks:

- VfM considerations embedded into all stages of service planning
- VfM considered in financial management and budget processes
- Robust performance management structure with VfM included in performance reports and reports to the Board as part of financial considerations
- Benchmarking with other ALMO's and RPs on cost and performance
- Customer involvement in setting priorities and monitoring performance
- Scrutiny of procurement
- Tenant reviews of our services
- Risk management embedded within the yearly cycle and discussed at Audit Committee.

Procurement

Competitive tendering and procurement of goods, services and works are a critical part of the value for money process. Derby Homes' Procurement Strategy involves: a strong functional leadership and devolved procurement responsibilities.

Our procurement standing orders have 5 objectives:

1. To comply with the laws that governs the spending of public money.
2. To protect employees and individuals from undue criticism and wrongdoing.
3. To secure the best value for money.
4. Generate market competition.
5. Procure in an open and transparent manner.

Procurements are based on estimated spend levels as defined below:

- EU - procurements with an estimated spend level above the EU threshold current at the time of the procurement
- Strategic procurements for procurements with an estimated spend level between £25,000 to the current EU threshold
- Tactical procurements for estimated spend levels between £25,000 and £5,000 and between £5,000 and £0.

Business Transformation

Our aim is to streamline business processes to gain efficiencies whilst maintaining a strong customer focus and customer involvement in setting priorities. We will maximise the ICT in improving processes.

We are currently procuring a new housing management IT system for the future and this will aim to integrate more efficiently our systems in future to improve resilience and enable further efficiencies in the medium term.

Over time, increased use of web based tools is intended and the new system should enable this and more flexible working arrangements.

Tenant Review

Involving tenants in the development of this Strategy is essential if Derby Homes is to demonstrate direct links between customer priorities, resource allocation performance outcomes and customer satisfaction. Customer satisfaction levels are currently the highest they have ever been and more feedback is sought about issues. Overall customer satisfaction levels will continue to be checked as an indicator for VFM.

Customers can also influence VFM by challenging the effectiveness of services by scrutinising quality and cost. This is why priority is given to improving the ways in which customers can get involved with challenging and testing the services they receive. Without effective communication with customers, shareholder and other stakeholders much of what is achieved in relation to VFM can be overlooked.

Tenant Panel

In 2012 Derby Homes recruited a Tenant Panel to review our services, particularly against the 'Local Offers' the tenants agreed. The Panel continue to review services and feedback into improvements and assist with the complaints panel as part of co-regulation.

Benchmarking

The relationships between costs, and outcomes is a key priority. The annual benchmarking exercise conducted through Housemark provides an opportunity to identify services which are relative high cost in comparison with other providers and potentially less efficient.

Benchmarking is already an established part of performance management in core service activities including, income management, anti social behaviour, repairs and void management, estate services, contact centre, satisfaction surveys and resident involvement.

In 2016, the HCA published quartile information on overall cost levels for social housing. This can be compared with the overall costs between Derby Homes and the Council in supporting Council housing in Derby to see the relative value for money of our arrangements and to check the Housemark outcomes are giving the same messages.

Benchmarking reports will be taken to the Board and Operational Board to allow for further scrutiny of the relative VFM of services overall.

Detailed benchmarking is undertaken within the entire company whether considering contractors or supplies. Further development of the potential of our systems will help to develop detailed monitoring still further.

Long Term Future

In order to continue providing high quality services to customers and communities, we shall seek additional business and funding to offset declining stock numbers if at all possible and where such operations can significantly contribute to Derby Homes' overheads. Any new areas of work will require the approval of the Council. Derby Homes needs to ensure that the Delivery Plan remains appropriate to the aspirations

of our tenants and continue to identify alternative and complementary areas of new business.

Examples are

- Managing other services on behalf of the Council
- Reviewing externalised or subcontracted work and bringing it in house
- Providing our core business to new customers, such as neighbouring local authorities, housing associations and private sector landlords or owner occupiers
- Building and acquiring new homes, and helping the Council to do the same
- Seeking new sources of funding, such as bidding for European and Lottery funds.

How will we scrutinise and review progress?

Annual progress reports on the implementation of the VfM Strategy will be provided to the Board and Operational Board as indicated above. Customers will be kept informed on progress through the full range of existing communications channels.

- VfM articles will be published in Derby Homes News
- Reporting on performance and value for money to the Operational Board
- Consultation with tenants in the budget setting process.

Table of Key Outcome Measures

Measure	Source	Frequency
Value for Money statement	Accounts	Annually
Customer Satisfaction	Survey	Annually
Performance Monitoring	Council/DH systems	Monthly
Benchmarking	Housemark	Annually
Benchmarking	HCA comparison	As HCA publish (likely annually)
Customer Relationship Management	Complaints	Quarterly

Value for money (VfM) self-assessment

Derby Homes has consistently delivered efficiency gains and has the delivery of excellent, value for money services to tenants as a central strategic objective (Great Value).

History of efficiency gains and strategic approach

Derby Homes has a culture of seeking VfM throughout the organisation to make sure we meet the needs of all of our stakeholders. This is shown in financial and operational performance and also by:

- Track record of delivery of savings.
- The budget process is linked to Delivery Plan development and Risk registers
- Benchmarking with other Arm's Length Management Organisations (ALMO's) and Housing Associations on cost and performance through Housemark
- Operational Board (tenant majority) involvement in setting priorities and monitoring performance
- Tenant Reviews of our services

Every year further efficiency gains are made and this is evidenced through the budget process. Further efficiency gains made this year include:

- Reduced senior management team
- Investment in asbestos manager delivering asbestos training.
- Investment in new lifts reducing on-going maintenance
- Increased income from capital works overheads
- Reduced spending on alarms/emergency equipment (by in-housing)
- Housing management savings

Further savings are planned for 2017/18, including:

- Further alarm spending reduction
- Further housing management / customer service cost reductions
- IT support savings (through DCC direct)
- Additional service charge income
- Planned reduced spending on cyclical maintenance

Overall the income we are likely to receive from the Council in the future is being reduced significantly. The Board is confident that it should be able to deliver the required savings to sustain good service for tenants. The scale of new efficiency gains and savings each year is, however, starting to reduce as it gets harder to deliver further savings without impact on tenants' services.

Investment of savings

The scope for reinvestment of savings for the 2017/18 is much less than in previous years. What savings have been made have been used to support key Council initiatives relating to housing services under severe financial and operational pressures. These include Milestone House, Refuge and homelessness services.

Value for money self-assessment cont.

New Homes

The Board approved a strategy in January 2013 of investing as much as possible into subsidising the creation of as many new homes as possible. This strategy remains. Discussion with the Council about future strategy for Derby Homes may change the extent of this ambition, especially as the Council cannot allocate Right to Buy 141 replacement funds to Derby Homes and may need to invest more directly in Council housing stock rather than Derby Homes owned stock as a result of the need to use Right to Buy 141 funds which are increasing with higher sales levels. This remains positive for Derby Homes as we will manage those new homes and in many cases will build, or help to build them too.

Derby Homes now has 90 homes directly owned, with a further six under construction and continues to plan to increase this to around 300 depending on funding and site availability. Current and future plans include:

- Delivery of the HCA approved plan at Wood Road now on site (HCA Affordable Homes Programme).
- Purchase of affordable homes as a result of the joint venture vehicle for Osmaston (former Rolls-Royce factory site) between the Council and Keepmoat – expected to be around 30 to 40 more homes.
- Further sites as agreed with the Council.

In terms of VfM, the strategy recognises that these assets will not be financially viable on their own and require subsidy. Many have the support of the Council (through land) and the HCA (through grant) which reduces the investment required by Derby Homes and therefore stretches overall plans. This support is critical to Derby Homes' ambitions to deliver more homes, but works counter to any formal measure of VfM. There is therefore a need to factor in the social value of a home.

Overall, new homes investment is good for the public purse in the very long term (debt should be repaid within about 50 years) and helps to sustain lower rents and lower spending on benefits. The value of such homes should increase over time and generate long term gains in overall value. The short term subsidy required can be covered from the funds that we have set aside for this purpose.

Derby Homes could of course do more, with more direct support through grants or if government rules allowed Councils to recycle more directly and locally their Right to Buy receipts in companies owned by Councils – something that is currently not permitted.

Land remains an issue, along with the extent of the Right to Buy receipts needing to be used directly by the Council. Numbers of Right to Buys has increased further this year to 176 (1.3% of overall housing stock). This will reduce our income from fees for management and maintenance next year (2018/19) by 0.9% under the Council's agreed formula to fund Derby Homes' core activity.

Value for money self-assessment cont.

Social Value

A simple measure of the VfM of new homes delivered through the Council or RPs including Derby Homes is to compare the rent paid by tenants (average £78 a week) with the median rent for the city. This results in a saving to either the tenant or benefits of between £25 (at the comparable LHA rent for a 2 bed property) and £49 (at the full private sector median rent) a week, or the equivalent of between £17m and £34m a year. Around 51% of this gain results in lower rental elements within the housing benefit system, with the other 49% for tenants. In other words, if rents were set by the Council at average market levels, rents would rise by almost £50 a week and this would cost paying tenants £17m a year (and a further saving to the government of another £17m a year).

The long term public benefit underpins the Board's commitment to new homes. The Right to Buy and impending higher value sales undermine this positive case for direct Council investment, and the Board has therefore agreed to assist with overall development targets for the Council as much as it reasonably can, where the rules that apply to ALMOs or RPs differ from those that apply to Councils. This flexibility in development remains available to the Council and will help to sustain the long term future of Council housing in Derby.

Social benefits

In addition to the financial benefit of social housing, there are considerable other positive social impacts of Derby Homes' activities including:

Planned improvement – Our Estates Pride programme delivered a further £0.6m of improvements across the city. Key works completed included:

- Further improvements to car parking facilities. There were 50 individual hardstanding's installed to enable off street parking in tenants gardens. We also resurfaced residents' communal car parks at Lathkill Road, Ellesmere Avenue, Laurie Place bungalows and Rebecca House.
- New improved bin stores to the Burton Road flats, which included a recycling facility.
- Landscaping and fencing works to various sites including Ashworth Avenue, Audrey Drive, Hollis Street, Stratford Road
- Path renewals to Cavan Drive, Southcroft, Stockbrook Street and Ellesmere Avenue (to allow a gas main to be installed to flats),
- Structural improvements to the boundary wall at Faidene Court and the bridges at Lambe and Rauche Court
- New secure external Mobility Scooter stores at Filbert Walk and Humber Close, including charging points.

Value for money self-assessment cont.

A positive impact on the local labour market through decent working conditions and opportunities for apprentices in particular – we pay the minimum wage not an apprentice rate for apprentices, but for all our employees. We have continued to manage to avoid compulsory redundancies and have a positive relationship with our Trade Unions. We have also implemented the Living Wage for all our non apprentice employees, and are looking to require this of suppliers in future contracts. Our new build team has also engaged a number of local builders who give us good value and retain the work within Derby wherever possible.

Fire Safety impacts – we remain committed to installing sprinklers in all our new homes where this is technically feasible, and have hard wired smoke detectors in all homes. We are working in partnership with Derbyshire Fire and Rescue Service to support their national and local campaigns to get sprinklers fitted as standard in all new homes. A few years ago, Derby Homes funded the University of Dundee to undertake research into smoke alarms' effectiveness in waking children. Significant progress on this has been made this year, with a working model that appears to be much more effective than standard alarms. If this now leads to production of useful units, this investment will have paid off not just for Derby but for the wider community.

Support for tenants – welfare reform has had and will have a significant impact on many tenants, and our support continues to help many tenants to access discretionary housing payments and other support and advice. We continue to prevent many evictions and house many of the most vulnerable tenants in the City. We also continue to support the Council's 'Ordinary Lives' project to help tenants to sustain tenancies that might not otherwise be possible. This has extended into helping to deliver bespoke solutions for a few tenants with particularly high levels of need. This has again resulted in further pressure on our services to support those with higher needs. This has so far been funded through the partnership between the Council and Derby Homes.

We have also developed a 'Housing Pathway' which is a multi-agency approach to finding housing solutions for individuals and families with complex needs. A similar pathway has been agreed for working with care leavers to make the transition to independent living as smooth as possible.

Energy Saving – The housing stock in Derby is in the top quartile in the country for energy efficiency ratings, despite our stock being relatively old when compared to other social housing. All homes (other than refusals) will within the next financial year have the benefit of wall and roof insulation, double glazing and energy efficient heating systems. We also have a small team that provides tailored advice to tenants to help them manage their fuel use as efficiently as possible.

Value for money self-assessment cont.

Apprentice Scheme

Our apprentice scheme continues to deliver positive results for both the apprentices and our own performance. At the end of March we had 20 apprentices employed. While we cannot guarantee posts for all, we are managing the situation through vacancy control to identify options for those within their final year. 14 apprentices have found employment with us this year upon completing their apprenticeships. We are keen to ensure that having invested in the apprentices we should retain their skills and knowledge. Where this is not possible we will support them to gain employment with other employers.

Building new homes

Our partnership with the Council in producing new homes is creating high quality, affordable homes for local people. Our approach of building as many homes as possible ourselves means that most of those jobs are local, either within our own workforce or with small, local building firms, helping to retain and recycle the money within the local economy. At the end of 2016/17, 312 completions and 24 properties on site have been made towards the target. The rate of progress has slowed over the last year but we are expecting it to pick up again to around 60 a year from now on.

Youth Intervention Work

Derby Homes continues to support and commission Enthusiasm – a local youth work charity. This service provides essential youth work and one to one mentoring on estates. We also run a Junior Wardens scheme that involves younger children in taking responsibility for their communities and also provides them with basic life skills essential for their development. Mash Up Theatre now runs our Junior Wardens scheme and was instrumental in helping young people to shape our award winning Annual Report last year.

Partnership Working

We continue to work with a large number of partners including the Council, Fire, Police and Health services. Additionally the Derby Community Association of Partners (DACP) representing tenants across the City and also the Osmaston Community Association of Residents (OSCAR) with whom we have delivered the largest Community led HCA grant scheme in the country, transforming an area of Osmaston from a travellers' site to 95 new homes, of which 40 are rented at affordable rents and the remaining 55 have all been sold.

We are also a full member of the Central Midlands Audit Partnership which delivers Internal Audit services to public sector bodies in Derbyshire and Nottinghamshire.

Value for money self-assessment cont.

Benchmarking / Financial returns

Derby Homes has consistently used Housemark to consider its relative VfM and to report to the Board. It continues to use the analysis that this provides to suggest areas of concern and to target savings accordingly.

Each year the Board receives a report summarising the performance of Derby Homes within the Housemark group. We also report to the Board year end performance against our targets. These reports show that most areas continue to move in the right direction. The reports are available on www.derbyhomes.org

Other approaches to comparisons are undertaken within specific teams, with regional groups, Housemark benchmarking clubs and other methods that managers find useful to support their day to day delivery.

A combination of other benchmarking approaches by both CIPFA and Capita are shown below. These approaches tend to be mostly financial but further confirm similar messages to the other approaches.

The approach to overall financial ratios relates to the whole HRA Business Plan and its financial position, not just to Derby Homes. Extracts of key results from the CIPFA and Capita approaches are set out below. CIPFA recommend that Boards select a few key indicators to monitor. ALMO Boards do not have full responsibility for the HRA and these figures are included to indicate that these are still actively monitored. The key ones are highlighted in the table in bold. The overall pattern remains similar to previous years but shows improvements in most areas. The Capita data available at the time of writing relates only to 8 authorities, but again supports an approach of lower rents and costs compared to most other Councils.

Rents and operating margins are in the lower quartile, and operating costs are low. Derby operates a low cost model which does not translate into poor quality – indeed our stock continues to improve in energy efficiency terms, with our SAP rating now standing at 73.9 compared to around 70.7 for our comparator Housemark group. This equates to a saving for tenants in their energy bills of around £500k a year, and Co2 emission reductions of about 5,300 tonnes better than our comparator group.

Value for money self-assessment cont.

Measure	Derby 2017/18 budget	Derby 2016/17 budget	Change	Capita Med'n	Capita position (out of 124)	CIPFA Green	CIPFA Red	CIPFA Result
Income								
Rent and service charges per home £	4,451	4,476	-0.6%	4,736	17			
Costs								
Management costs / turnover % (DH+DCC)	22%	24%	-2%	-	-	< 20%	>25%	Amber
Maintenance costs per home £	1,284	1,248	3%	-	-	<£1,200	>£1,500	Amber
Operating costs per home £	2,323	2,261	3%	2,428	8			
Operating Surplus per home £	1,087	1,078	1%	1,514	6			
Operating Surplus / turnover %	22%	24%	-2%	21%	11	>20%	<10%	Green
Capital spend per home £	795	768	4%	1,369	2			
Debt and Ratios								
Return on Capital Employed	3.3%	3.5%	-6%	1.8%	2			
Debt per home £	17,554	17,422	1%	17,233	14			
Interest rate on debt %	4.6%	4.6%	0%	3.7%	21	<5.5%	>7%	Green
Debt/Debt+Reserves%	52%	44%	8%	37%	16			
Reserves /Turnover %	81%	80%	1%	-	-	>20%	<5%	Green
Debt / Asset Value (EUVSH) %	50%	60%	-10%	-	-	<60%	>80%	Green
Use of the Debt Cap	96%	96%	0%	90%	19			
Interest Cover	1.2	1.4	-14%	1.5	21	>1.2	<1.05	Green

The figures overall reflect the strategic approach adopted by the Council and Derby Homes to the management of the HRA. HRA costs are about median while rent is lower than the median, with a lower but still adequate operating margin as a result. The debt is below average at ~£17,500 a home and is around 50% of the Existing Use Value for Social Housing (EUVSH) – which itself is only 42% of the Open Market Value (average £84k), indicating that there would be significant capacity to support further borrowing in future if the investment conditions are right. The gross yield is 11% reflecting the very low asset values in the plan as a result of valuing on a EUVSH basis (about £35k a home).

The average return on capital employed is 3.3%, again reflecting the approach to lower returns in order to support lower rents and better service to tenants.

Value for money self-assessment cont.

The rent cuts have directly impacted on the margins above – the loss of 1% of rental income has squeezed the margin by 2% and Derby Homes has had to reduce budgets for management by 2%. The overall HRA margin is now about £2m (or £150 a property) and has fallen by half this year. As two more years of rent reductions are due, it is expected that this will turn into a loss over that time before gradually returning towards a break even position. The HRA has sufficient reserves to sustain this pattern without eliminating services to tenants, but clearly the financial position is becoming much more challenging over time.

The HCA now publishes an annual assessment of costs per property in housing associations. For **2015/16** these were as follows:

	Upper Quartile	Median	Lower Quartile
Management	£ 740	£1,020	£1,320
Service Charge costs	£ 240	£ 360	£ 600
Maintenance	£ 790	£ 970	£1,180
Major Repairs	£ 540	£ 810	£1,080
Other costs	£ 80	£ 210	£ 450
Total	£3,120	£3,570	£4,380
Exc. Major Repairs	£2,580	£2,760	£3,300

The total cost planned in the HRA for DCC and DH together for 2017/18 (two years later) is £3,349 per property. Within that total is £795 for Major repairs, meaning that the core revenue cost per property excluding major repairs (which are more of an investment than a cost) is lower than the upper quartile for Registered Providers a year ago (£2,564 or £49 a week per property).

These low costs are crucial in sustaining low rents of an average of £78 a week.

The strategic approach also includes investing in new homes and this leads to a higher than average use of the debt cap and also lower interest cover ratios than elsewhere, although they both remain acceptable.

HouseMark Benchmarking Analysis Report 2015/16

Introduction

This report summarises results from the HouseMark annual benchmarking exercise. Benchmarking is primarily used as a tool for internal performance management and self-assessment, and can be used to understand current levels of performance in comparison to other organisations. This in turn helps us to understand where we need to improve and how we can learn from other organisations.

In September 2016, HouseMark provided our Annual Bespoke Summary Benchmarking Report that detailed comparisons with open share organisation with between 10,000 to 15,000 stock, this was to ensure that Derby Homes are compared to a similar group of providers. In total we have been benchmarked against 38 organisations for the 2015/16 report.

To make sure that the outputs of benchmarking meets the needs of the variety of subscribing organisations, HouseMark offers a range of formats for the reports and have moved away from the 'league table mentality'. Charts in this report are therefore now produced in the format of boxplots, stacked bar charts and scatter diagrams. The report also contains waterfall charts which show in detail the peer group trends for four of the headline housing management performance indicators. We have also maintained a link to the previous way of reporting results by providing some quartile information where appropriate. To maximise the outputs of the analysis the benchmarking comparisons have however been maintained, where appropriate, with previous years methodology, using the traditional quartile analysis.

The purpose of this analysis is therefore to present a summary of the latest performance and cost information, comparing Derby Homes with other housing organisations and also identifying any changing trends from previous years with the aim of supporting the delivery planning process for 2017/18 (including target setting).

It should be noted, that the data behind this report, compiled by Derby Homes, has been subjected to validation and quality assurance processes by HouseMark to ensure data integrity and improved comparability across areas. Despite this, as in previous years, there should be some caution when interpreting the results, as performance information is un-audited and organisations do not necessarily always record costs and information in the same way. However, the results act as a valuable can-opener, highlighting areas where more detailed investigation and analysis may be useful.

The following table summarises the 2015/16 headline costs, performance and satisfaction data. Quartile symbols are presented for ease of interpretation but it should be noted that high costs do not necessarily represent a 'negative interpretation' if this is in line with Derby Homes' current objectives.

Headline measures	Your value	Quartile
Costs headlines		
Overheads as a % of direct revenue costs	24.7	
Total CPP of Housing Management	456.89	
Total CPP of Responsive Repairs & Void Works	694.87	
Total CPP of Major Works & Cyclical Maintenance	1,130.62	
Operational performance headlines		
Current tenant arrears as a percentage of rent due	1.94	
Rent arrears of former tenants as % rent due (excluding voids)	3.18	
Average re-let time in days (standard re-lets)	22.95	
Rent loss due to empty properties (voids) as % rent due	0.88	
Average number of calendar days taken to complete repairs	8.50	
Percentage of repairs completed at the first visit	NoData	
Percentage of dwellings that are non-decent at the end of the year	0.00	
Percentage of properties with a valid gas safety certificate	100.00	
Staff turnover in the year %	8.8	
Sickness absence average working days/shifts lost per employee	7.2	
Satisfaction headlines		
Satisfaction with the service provided (%)	90.0	
Satisfaction that views being listened to (%)	80.0	
Satisfaction with the repairs & maintenance service (%)	NoData	
Satisfaction with rent VFM (%)	87.0	
Satisfaction with quality of home (%)	79.0	
Satisfaction with neighbourhood (%)	81.0	

Quartile key							
	Upper Quartile	Middle Upper	Median	Middle Lower	Lower Quartile	N/A	No Data
Valid dataset							

Value for Money Scorecard

The following scorecard has been developed by HouseMark as a business effectiveness tool that can be used to help understand and challenge organisational performance.

The data is set across four areas:






- Business & Financial – operating efficiency, profitability and maximising income
- People – getting the most out of our most important resource
- Process – effectiveness of key business processes
- Value – effectiveness of service outcomes.

Each area contains a number of indicators:






- Value – performance or cost value for 2015/16
- Previous – corresponding value for 2014/15 (where available). (Please note that this has not been uplifted in line with inflation)
- Trend – how the rate of improvement between 2014/15 and 2015/16 compares with the rate of improvement of the peer group (where previous year data is available)
- Median – the peer group median
- KPI – how actual performance for 2015/16 compares with the peer group.

The arrows show how Derby Homes' trend or performance relates to others in the peer group.

The **trend** arrow ascertains whether Derby Homes' rate of improvement is greater or less than the improvement of the peer group as a whole, this is shown in the following categories:

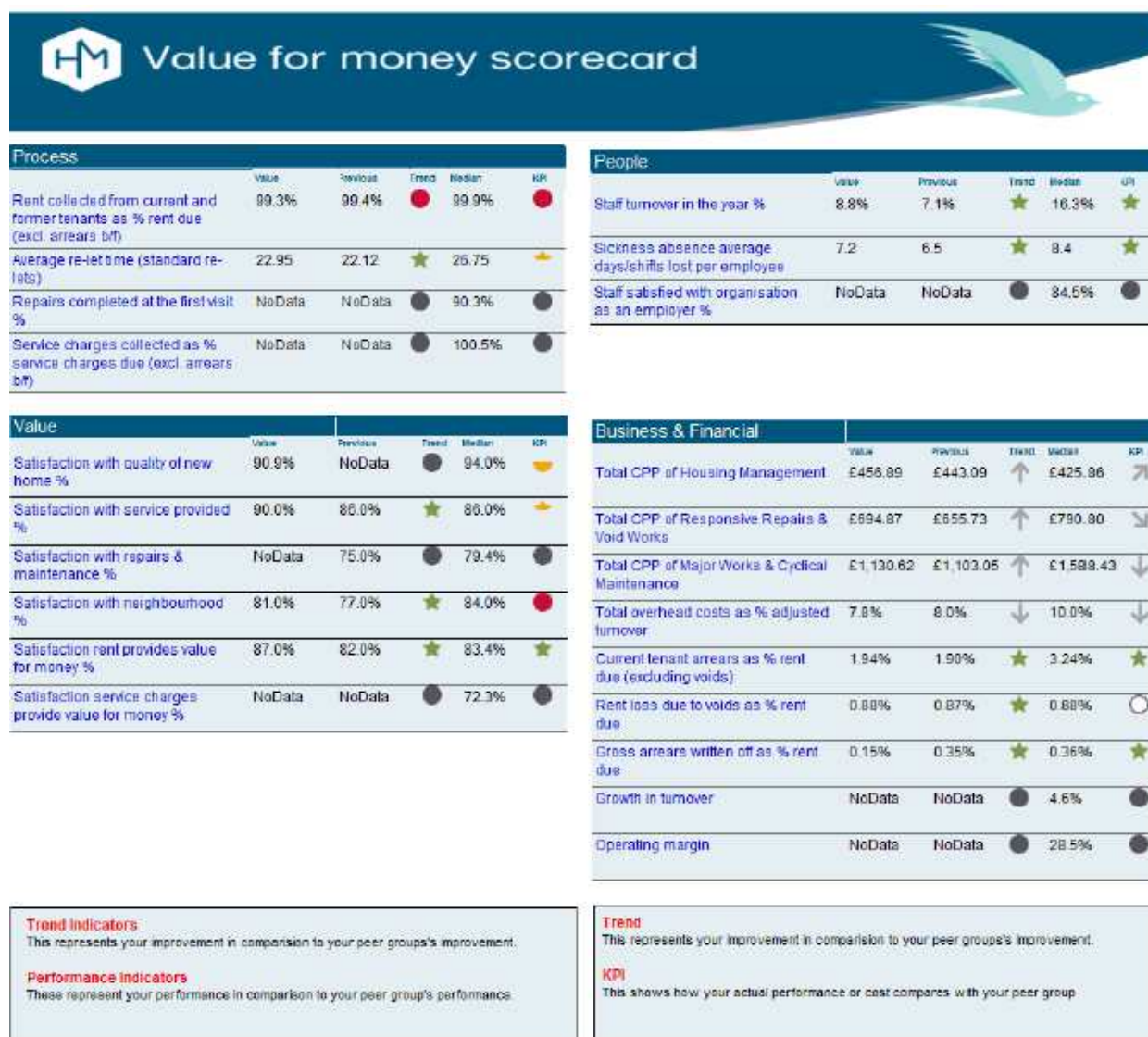
-  = The actual change in year on year costs shows that costs are decreasing more quickly (or increasing more slowly) than three quarters of the peer group
-  = The actual change in year on year costs shows that costs are decreasing more quickly (or increasing more slowly) than half of the peer group
-  = The actual change in year on year costs shows that costs are increasing (or decreasing) at the median rate for the peer group
-  = The actual change in year on year costs shows that costs are increasing more quickly (or decreasing more slowly) than half of the peer group
-  = The actual change in year on year costs shows that costs are increasing more quickly (or decreasing more slowly) than three quarters of the peer group

The **KPI** arrow (costs) compares Derby Homes' value to the median of the comparator group for each key performance indicator, shown as:

-  = Costs are lower than three-quarters of the peer group (lowest 25%)
-  = Costs are less than the average for the peer group
-  = Costs are equal to the median of the peer group
-  = Costs are higher than the average for the peer group
-  = Costs are higher than three-quarters of the peer group (highest 25%)

Polarity

Trend and performance arrows for the **cost** measures in the scorecard are grey as they do not have a value polarity (e.g. high or low is neither good nor bad). Whereas low cost is generally considered to be good it may be that Derby Homes have chosen to invest more to achieve certain results. As such, the direction of arrows reflects simply the direction of cost i.e. an upwards arrow in the 'KPI' column reflects higher than median costs. An upwards arrow in the trend column indicates costs increasing faster than average for the peer group.



Business & Financial

The key indicators in the business and financial domain show the three main cost areas that make up the core landlord function – housing maintenance, housing management and overheads.

The direction of the arrows in the 'KPI' column indicates that the total cost per property (CPP) of responsive repairs/void works, major works/cyclical maintenance and total overhead costs as a % of adjusted turnover are lower than the median of the peer group (lower than three quarters of the peer group for major works/cyclical maintenance and total overhead costs as a % of adjusted turnover). The actual change in our year on year costs are however increasing more quickly than three

quarters of the peer group for responsive repairs/void works and major works/cyclical maintenance and decreasing more quickly for total overhead costs as a % of adjusted turnover.

Housing management costs are slightly higher than the median costs for the peer group and the actual change in the year on year costs are increasing more quickly than three quarters of the peer group.

Performance on current rent arrears and rent loss due to voids continues to compare well to peers with results for rent arrears in the upper quartile (top 25%) and rent loss due to voids equal to the median of the peer group.

People

The delivery of any organisation is heavily dependent on its biggest resource – its employees. It is not just about processes and systems; it is about effectiveness – where staff motivation and engagement are crucial. Key indicators in the people domain show that staff time lost to sickness has remained constant and this compares well to peers.

Despite the fact that staff turnover has increased slightly from 7.1% to 8.8%, it remains in the upper quartile of the peer group.

A staff satisfaction survey was not carried out in 2015/16.

Process – rent arrears and re-lets

The key indicators for this domain show how well the organisation's processes are working. Results overall show that there is very little change in performance compared to the previous year for both rent collected and average re-let time.

Performance for rent arrears is in the lower quartile of the peer group (between 75% and 100%) and the year on year performance is also within the lower quartile when compared to our peers.

Average re-let times remains positive and performance is in the upper quartile of the peer group (top 25%).

Value

Key indicators in this domain are about outcomes (value for money) as judged by the tenants. 2015/16 results are showing that overall satisfaction with landlord has increased and the result is in the middle upper quartile compared to the peer group. The performance trend is in the upper quartile compared to peers.

Satisfaction with neighbourhood has also increased although overall performance is in the lower quartile. It should however be noted, there are a number of factors that impact on the satisfaction of this indicator, some of which Derby Homes has no influence upon.

Costs and Performance – Key Measures

Housing Management costs per property

The total cost per property has slightly increased from £443 in 2014/15 to £457 in 2015/16 an increase of £14

The reason for the increase is the higher employers pension costs, now at 20%, (previous year 15%). This accounts for approximately £18 per property.

Without the pension change there would have been a reduction as the number of full time equivalent (FTE's) has fallen by three.

Overall costs are around £30 per property above the median and there are two main reasons for this ...

- 1) On average Derby Homes have 9.5 FTE Housing Management staff per 1,000 properties (only one out of the 39 comparators has more, with an overall average of 7.5 FTE's).
- 2) Derby Homes pension costs at 20% will be higher than most of the comparators, particularly Housing Associations who may not have Local Government Pension Scheme (LGPS) deficits to fund.

The average salary (inclusive of on-costs) however is the second lowest at £28.5k, against the average of £32k

It is worth noting that the Housing Management cost per property does not include the "Intensive Housing Management" team as the HouseMark definition still includes their functions under Supporting People works. However a Supporting People CPP is not included because there is no other data (grant income and KPI's) entered on this area. If they were to be included then the 17.6 whole time equivalent (FTE) team costing of £510k would add approximately £38 per property to the £457 CPP shown here for "General" Housing Management functions.

Arrears performance has been managed well despite the introduction of welfare reform. Current tenant arrears as a percentage of rent due are nearly half the level of the median, a sign of significant achievement.

Headline performance on former tenant's arrears is however bottom quartile and this is explained further in the main Arrears section.

Rent loss through voids continues to remain positive at under 0.9%, the median level. The reduction in void losses from over 1.8% to under 0.9% over the last six years represents a gain in HRA income for the Council. Void turnover has fallen for the second year placing Derby Homes in the second quartile.

Average void days on standard lets of 23 days, is Q2 performance, whereas 91 days for passive voids is Q4 performance.

A balance between rent generation of, for example, £12 per day has to be considered against the costs of when works can economically be scheduled to be undertaken.

Major Works and Cyclical costs per property

The low major works and cyclical spend per property is because the HRA capital programme is at a relatively low spend stage of the 30 year cycle following the completion of the Decent Homes programme. Other organisations will still be completing this. It also reflects the good value for money that we obtain in our services in this area, particularly using the in-house teams on certain works. A high or low result in this area is therefore a product of the value for money and underlying needs reducing costs and our investment increasing it, making it an indicator of spending but not of performance in itself.

The CPP in 2015/16 was £1,131, an increase of £28 from 2014/15. This was mainly due to extra works undertaken on the catch up element of the Repairs Prior / Internal & External painting programmes. This will decrease in 2017/18 once the 5 year catch up programme has been completed.

The majority of these works are undertaken by contractors; hence the pension scheme increase has not made a material impact on this area.

Responsive Repairs and Voids costs per property

The CPP of £695 in 2015/16 was £39 higher (6%) than 2014/15.

The employers contribution increase to the pension scheme (£229,000) accounts for £17 of the increase.

There were however additional costs in 2015/16 on gas breakdowns to cover staff shortages, increased spending on scaffold hire and costs associated with the emergency control valves in flats and replacement of gas fires with electric fires.

Additionally the service suffered with a number of IT problems (around the handhelds) which would also have also affected productivity.

Despite this, overall costs are still way below the median of £791, but they now fall within Quartile 2 (2014/15: Quartile 1).

Overheads

Overhead costs should not be looked at in isolation – they need to be considered alongside the direct service performance.

Overheads are generally a combination of employee costs (allocation of overheads are based according to staff time allocated to this indicator and reflects whether staff are office based and have access to IT facilities), and non-pay costs. Although it is usually preferable to have low overheads, the right level of investment is fundamental to supporting front line activities effectively.

The HouseMark system splits overheads into the following four categories as part of its overall overheads assessment:

- Office premises - overall Q1 ranking
- IT & Communication – Q3
- Finance –Q2
- Central & Other – Q1

These are shown in the table below:

KPI	Per Employee £		Total Overheads Costs £'000	
	Result	Median	Result	Median
Office Premises	2,572	3,422	561	1,020
IT	5,432	5,119	1,833	1,655
Finance	1,916	2,253	708	924
Central	5,471	6,976	2,021	3,307

The relatively low office costs represent the accommodation savings that have been made since the move out of the Council House and investment in London Road depot.

IT costs are consistent with expectations due to the investment that this area has in service delivery.

Finance and central costs (inclusive of Derby City Council (DCC) support services) are relatively low. This is particularly strong considering that these teams operate within centralised teams in both DCC and Derby Homes enabling service teams to concentrate time on service issues.

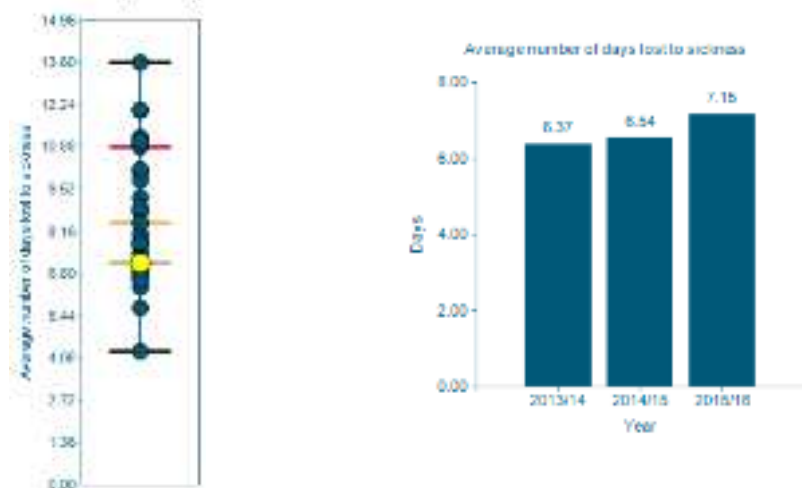
Overall the overheads remain reasonable and are not out of line with comparable organisations.

Corporate Health

Staff are a key asset to any organisation and the following data identifies how Derby Homes compares to others with regard to both sickness absence and staff turnover. Satisfaction data was not available for this section.

Staff absence includes long and short term sickness absence.

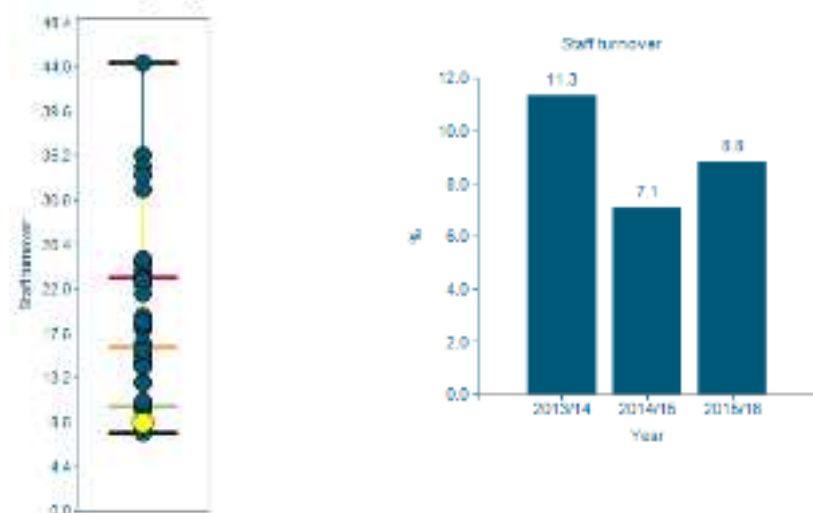
Position in peer group



There has been a slight increase in the average number of working days lost due to sickness. The increase of 0.61 compares to the average increase of 0.16 of the peer group, however Derby Homes remains in the first quartile.

Staff turnover, which includes both voluntary and involuntary turnover, has increased from 7.1% in 2014/15 to 8.8% in 2015/16. We would consider this a moderate increase for an organisation of this size and this is upper quartile performance compared to our peer group for whom median performance is 16.28%.

Position in peer group



Housing Maintenance

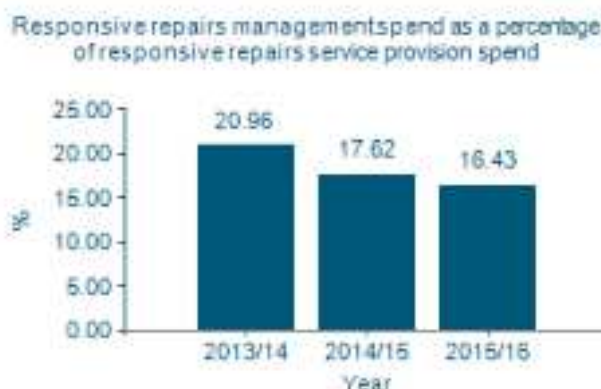
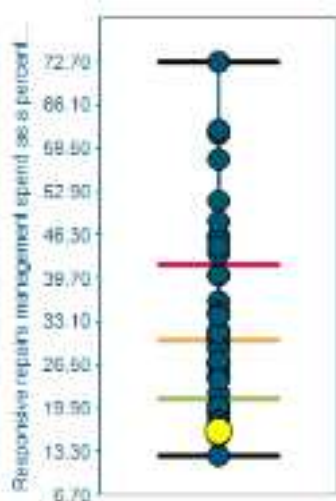
Responsive Repairs and Void Works

All services provided as a social landlord are important, but tenants pay particular emphasis on receiving a cost-effective, high quality repairs and maintenance service. The benchmarking data shows that the total cost per property (CPP) of responsive repairs and void works is £695 and places Derby Homes in the second quartile compared to the peer group. This is an increase of £39 from the total CPP in 2014/15 for Derby Homes compared to an average increase of £5.72 for the peer group. Reasons for this are shown on page 7.

KPI	Median £	Quartile	2015/16 £	2014/15 £
Total CPP of Responsive Repairs & Void Works	791	Middle upper	695	656
Total CPP of Responsive Repairs (Service Provision)	407	Middle lower	431	395
Total CPP of Responsive Repairs (Management)	121	Upper	71	70
Average cost of a responsive repair	124	Lower	182	186
Total CPP of Void Works (Service Provision)	187	Middle upper	159	158
Total CPP of Void Works (Management)	40	Middle upper	34	33
Average cost of a void repair	2,415	Middle upper	2,237	1,817

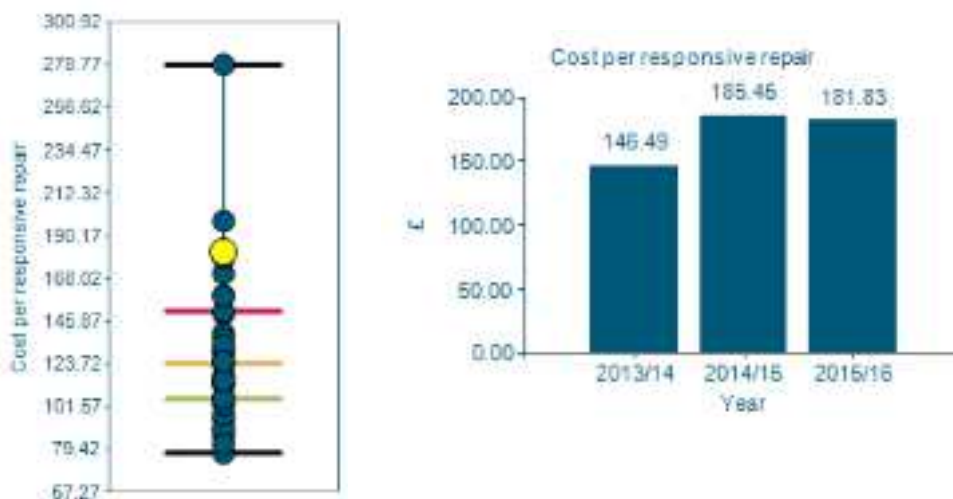


The following charts show the management costs as a percentage of service provision spend for responsive repairs. The responsive repairs management spend as a percentage of responsive repairs service is 16.43% and places Derby Homes in the first quartile. The spend has decreased by 1.19% and compares to a position of 'no average change' for our peer group.



There has been an 11.27% increase in the average number of repairs per property from 2.13 in 2014/15 to 2.37 in 2015/16 due to a significant increase in roofing jobs, which has meant that we

have taken on a new team to carry out the works. We will be analysing the areas in which we have been working in order to formulate a more comprehensive re-roofing programme through our planned maintenance teams going forward. Further to this, more recently we have employed a new two person fencing team that have carried out more works around the city on a reactive basis. This partly explains the increase in scaffolding costs, which have contributed to an increase in overall costs. Overall, the job numbers per property is upper quartile performance compared to our peer group for whom median performance is 3.25.



Costs of a responsive repair have decreased slightly this year (from £186 to £182) and we remain in a lower quartile performance. It should however be noted that there is an inconsistent approach to how job numbers are calculated across the HouseMark group – with no pre-defined definition of what should be classed as one job. From a Derby Homes perspective we don't compare the average cost per job figure due to the inconsistent basis that users record a job. Even within Derby Homes a few years ago a 'single' job may have had say five jobs raised against it for each of the trades working on it, now it has one. Naturally this artificially increases the average cost per job. In reality the total workload has remained relatively consistent.

What is important is the cost per property indicator which is how Derby Homes truly compares with others in the benchmarking group. This is explained on page 7.

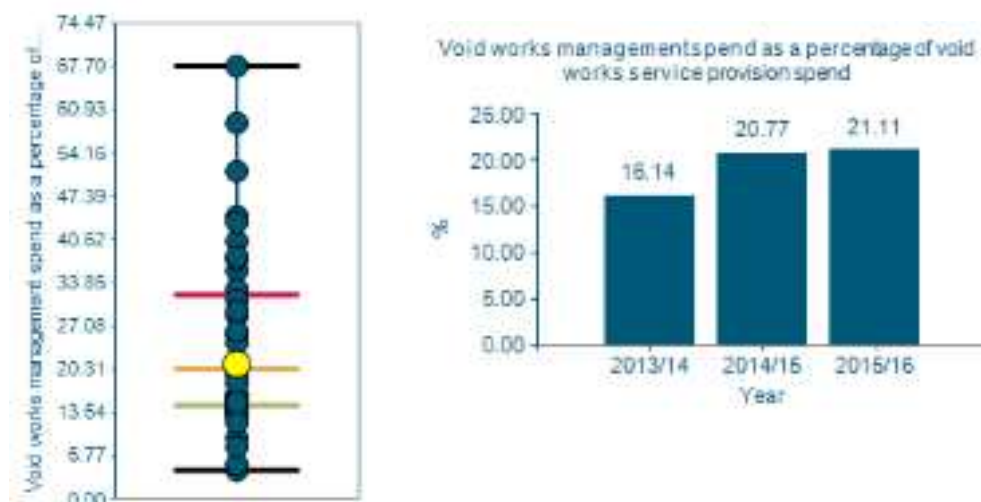
Performance on repairs is consistent, with similar completion times to last year.

The average number of calendar days taken to complete repairs has increased from 7.8 in 2014/15 to 8.5 in 2015/16, an increase of 0.70 compared to an average decrease of 0.09 for the peer group, and places Derby Homes in the second quartile.

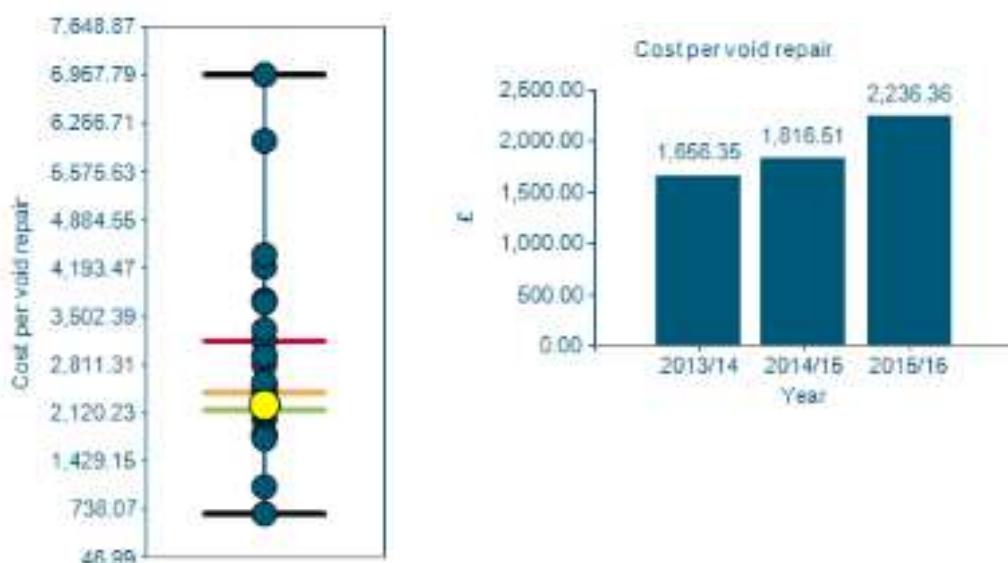
Appointments kept as a percentage of appointments made has also decreased by 0.05% to 99.87% but we remain in the first quartile. This decrease compares to an average increase of 0.01% for the peer group.

Void costs are driven by a combination of the average costs of a void repair (costs in this area have increased but remain well below the median) and the volume of voids during the year. Total costs for management and service provision has increased slightly but is still well below average when compared to our peers.

The following charts identify that the void works management spend as a percentage of void works service provision has increased from 20.77% in 2014/15 to 21.11% in 2015/16, an increase of 0.34% and places Derby Homes in the third quartile when compared to our peers.



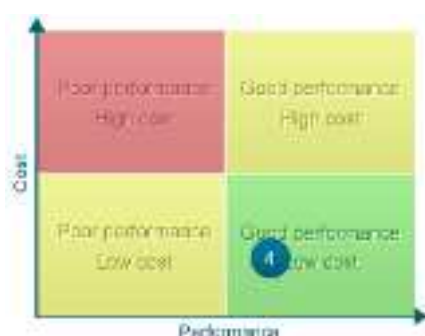
Cost per void repairs has increased by £420 and compares to an average increase of £121 for the peer group between 2014/15 and 2015/16 and places us in the second quartile. This can be attributed to the total number of void properties in the year which decreased from approximately 1200 in 2014/15 to approximately 920 in 2015/16. The costs of the voids repair team is relatively fixed (staffing), hence the average cost per void increase is as a result in the reduction in number of void properties in the year.



It is critical at this point to mention the planned works element which will be attributing to the positive outcome of the repairs service, and the fact that Derby Homes has a dedicated customer service team for repairs. However, the main contributor to the excellent results presented will be the value from the in-house repairs team. Please note that 23 of the 39 organisations in the peer group also have direct labour organisations (DLO's).

We are unable to show the correlation between repairs costs and satisfaction as the satisfaction data for repairs was not available.

Major Works and Cyclical Maintenance



KPI	Median £	Quartile	2015/16 £	2014/15 £
Total CPP of Major Works (Service Provision)	1,183	Upper	709	708
Total CPP of Major Works (Management)	105	Upper	45	43
Total CPP of Cyclical Maintenance (Service Provision)	247	Lower	323	305
Total CPP of Cyclical Maintenance (Management)	49	Middle lower	54	46

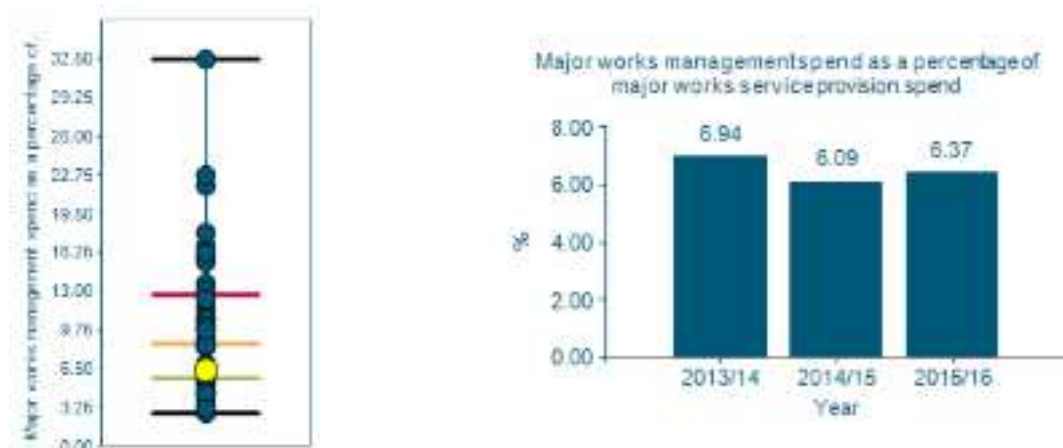
Major works and cyclical maintenance (investment) is split between client side costs (management) and contractor side costs (service provision). The total cost per property (CPP) for this area is £1,131 for 2015/16, placing Derby Homes in the first quartile. This is an increase in costs of £28 which is higher than the average increase of £10 compared to the peer group between 2014/15 and 2015/16. This is mainly due to the works relating to timing profiling of the catch up programme of cyclical works due to end in 2017/18 (this accounts for £15 CPP).

The total costs of major works are way below the median levels and within the lowest in the peer group. Due to the completion of the Decent Homes standard, capital works are at a relatively low level at the moment. Costs are also contained by a number of these works now being delivered in house (such as kitchen & bathrooms, gas central heating etc.). Costs in this area have increased by £2.49 between 2014/15 and 2015/16 compared to an average increase of £9.68 for the peer group.

Major works total costs per property relative to peers



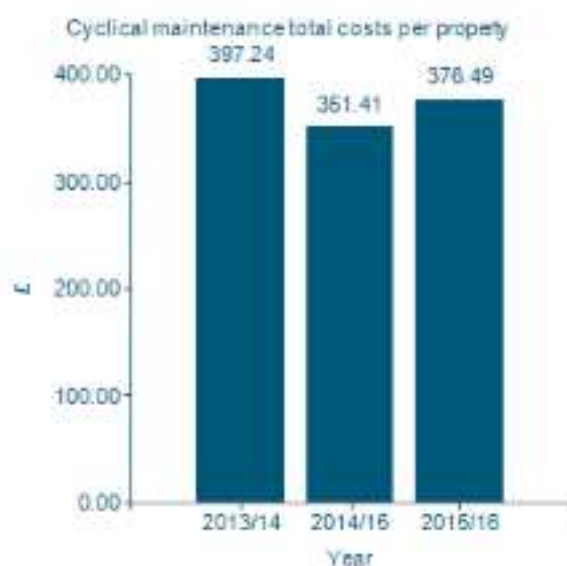
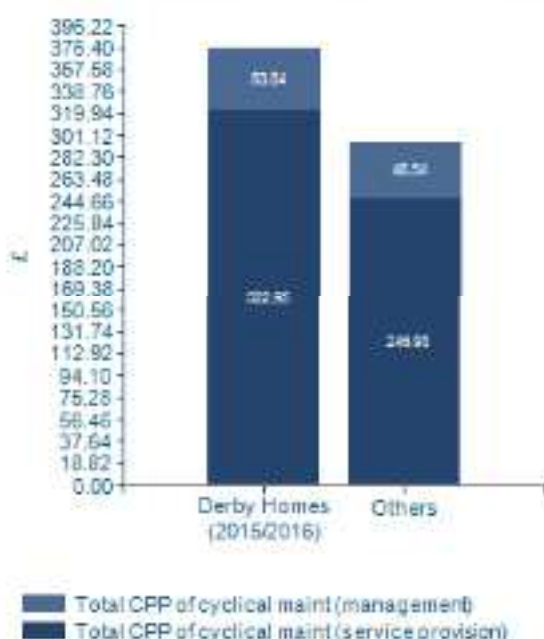
The following charts identifies that the major works management spend as a percentage of major works service provision has increased from 6.09% in 2014/15 to 6.37% in 2015/16, an increase of 0.28% and places Derby Homes in the second quartile when compared to our peers.



The total costs for cyclical maintenance per property is higher than the median for the peer group, increasing from £351 in 2014/15 to £376 in 2015/16 due to increased expenditure on this area as part of a two year catch up programme of approximately £200,000 on external painting and Repairs Prior to Painting.

The increase of £25 compares to an average increase of £2.54 for the peer group between 2014/15 and 2015/16.

Cyclical maintenance total costs per property relative to peers

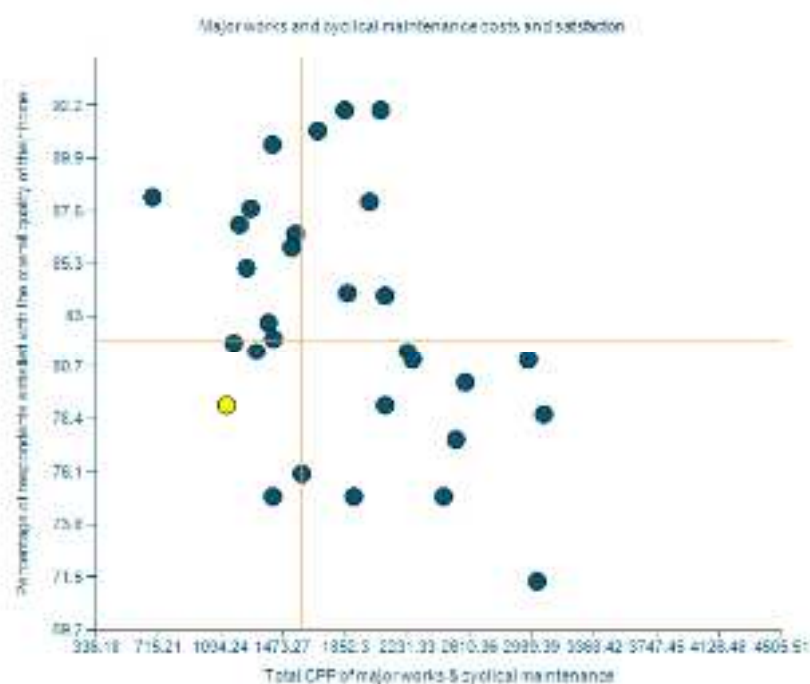


The following charts identifies that the cyclical maintenance management spend as a percentage of cyclical maintenance service provision has increased from 15.22% in 2014/15 to 16.58% in 2015/16, an increase of 1.36% and places Derby Homes in the second quartile when compared to our peers.



Percentage of dwellings that are non-decent, average SAP rating and dwellings with a gas safety certificate are all placed in the first quartile.

The following scatter chart shows the correlation between costs per property for major works and cyclical maintenance and tenant satisfaction with the overall quality of the home, along with Derby Homes' position in relation to the peer group.



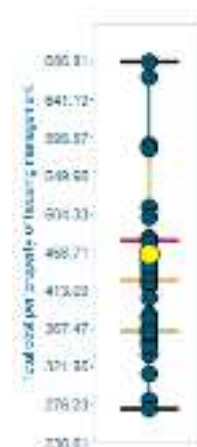
Housing Management

Housing management is a core landlord function. The total cost per property of housing management shows the total costs of the housing management function, including direct employee costs, direct non-pay costs and allocated overheads expressed as a cost per property. It also includes rent arrears and collection, resident involvement and consultation, anti-social behaviour, tenancy management and lettings.

As reported last year, 2015/16 costs increased as expected because of the increase in employers pension contributions (from 15% to 20%), adding approximately £18 to the CPP.

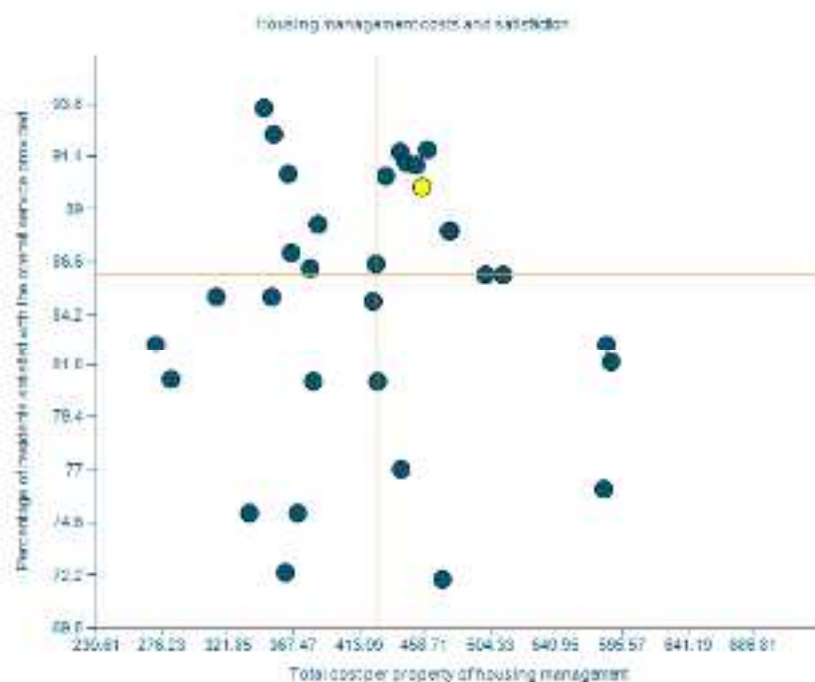
The following table provides detail of the total and direct costs per property for Housing Management, including the five constituent parts of the Housing Management Service.

KPI	Median £	Quartile	2015/16 £	2014/15 £
Total CPP of Housing Management	426	Middle lower	457	443
Direct CPP of Housing Management	280	Middle lower	294	281
Direct CPP of Rent Arrears and Collection	79	Median	79	79
Direct CPP of Resident Involvement	37	Middle lower	41	37
Direct CPP of Anti-Social Behaviour	41	Upper	31	28
Direct CPP of Lettings	43	Middle Upper	36	35
Direct CPP of Tenancy Management	65	Lower	107	103



The total cost per property of housing management is £457 which places Derby Homes in the third quartile when compared to the peer group. Total costs per property have increased by £13.80 between 2014/15 and 2015/16 which is higher than the average increase of £2.83 for the peer group; this is predominately due to the pension contribution change.



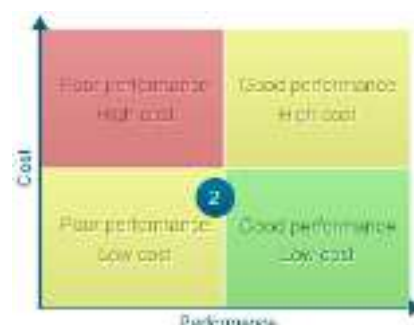


The above chart plots Derby Homes' total housing management costs per property against tenant satisfaction with landlords along with our position compared to that of our peers. As a value for money indicator this would identify a high cost, high performance service. However, it should be noted that the costs relating to Tenancy Management include the Tenancy Sustainment Team (£19 per property) which accounts for most of the £31 extra cost per property compared to the median. This may be shown within Supporting People costs in other returns (the Derby Homes Intensive Housing Management team comes under the Supporting People category).

Rent Arrears and Collection

Performance on rent arrears compares well to peers, but continues to command increased resources in response to the challenges presented by welfare reform. The combined rent arrears as a percentage of rent due has increased by 0.41% between 2014/15 and 2015/16 compared to an average decrease of 0.13% for the peer group.

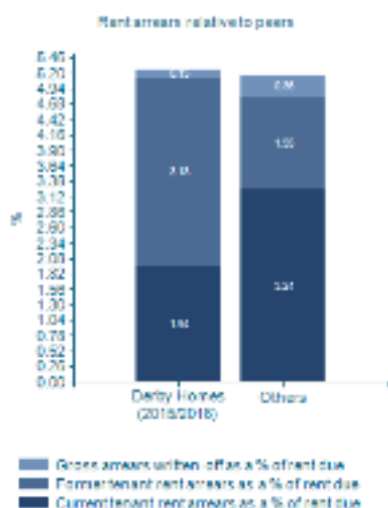
KPI	Median	Quartile	2015/16	2014/15
Total cost per property of Rent Arrears and Collection	£131	Middle Upper	£127	£125
Direct cost per property of Rent Arrears and Collection	£79	Median	£79	£79
Current tenant arrears at the end of the year as a % of rent due	3.24%	Upper	1.94%	1.90%
Former tenant arrears at the end of the year as a % of rent due	1.55%	Lower	3.18%	2.80%
Total tenant arrears at the end of the year as a % of rent due	4.6%	Middle Lower	5.12%	4.71%
Gross arrears written-off as a % of rent due during the year	0.36%	Upper	0.15%	0.35%
% of tenants evicted as a result of rent arrears	0.35%	Middle Lower	0.49%	0.36%



When analysing arrears, performance needs to be assessed across a range of different measures, which in turn is dependent on an organisations approach. For example a high number of evictions

may have an adverse impact on former tenant arrears, though this could reduce if write-off levels were high.

The following stacked bar chart shows Derby Homes' full tenant arrears and write-offs compared to the peer group and the table below summarises Derby Homes' 2014/15 performance against the median:



Type of arrears	Derby Homes %	Median %
Current arrears	1.94	3.24
Former arrears	3.18	1.55
Write-offs	0.15	0.36
Total	5.27	5.15

This indicates that overall arrears levels for Derby Homes have risen slightly above the median.

Performance on current tenant arrears is very pleasing at 1.3% below the median. Very roughly 1% arrears equates to £550,000 of rents, so a figure (of 1.9%) that is 1.3% below the median equates to approximately £700,000 extra rent being collected annually above the median.

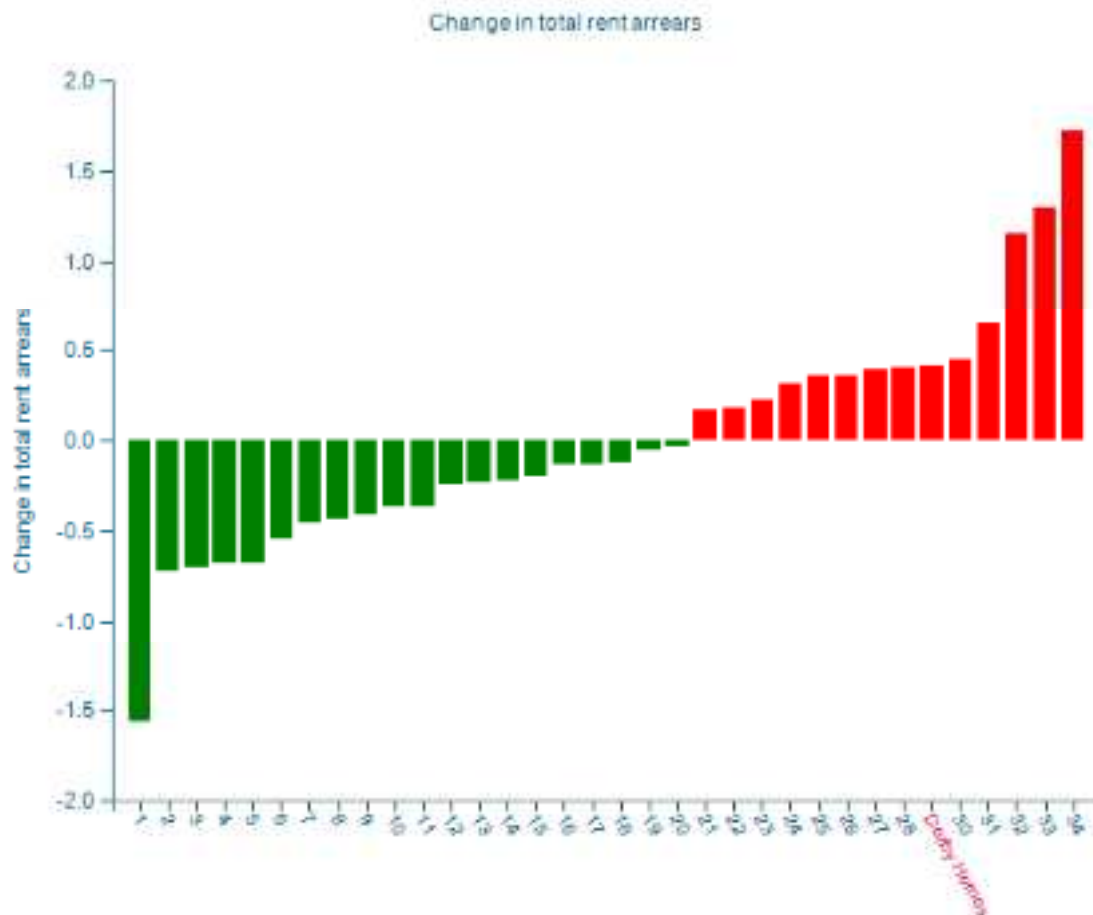
On former tenant arrears, the relatively high percentage is because of the cumulative position on these arrears (built up over a number of years) being included in the figures each year. A more realistic measure would be to only include those new FTA's arising in the year.

Former tenant arrears have increased by 13.57%. During the year we had a high number of vacancies meaning that the team was not at full strength and priority was given to collecting arrears from current tenants. We have now recruited an officer to deal with former tenant arrears so expect an improvement in performance in this area which is currently lower quartile compared to the peer group for whom the median performance is 1.5%.

It should be noted that the practice within Derby on minimising write offs distorts the overall collection figure for former tenant arrears in particular.

The 36.11% increase in evictions to 0.49% is a reflection of a lower position in the previous year reported by Derby Homes. The performance is lower quartile compared to the peer group for whom median performance is 0.4%.

The following waterfall chart illustrates the change in the total tenant arrears trend compared to our peers. This is calculated by taking the total arrears at the beginning of the year from the total arrears at the end of the year. The chart shows that Derby Homes' total arrears have increased over the course of the year. It should be noted that this will however include both current and former arrears (please refer to page 18).



Customer Engagement and Community Development



KPI	Median	Quartile	2015/16	2014/15
Total cost per property of Resident Involvement	£56	Middle Upper	£56	£53
Direct cost per property of Resident Involvement	£37	Middle Lower	£41	£37
% of tenants who are satisfied that their views are listened to and acted upon	70.15%	Upper	80.0%	69.0%

The HouseMark benchmarking data continues to identify Customer Engagement and Community Development as low cost with an overall improvement in performance – measured by the percentage of diversity data held and the percentage of tenants satisfied that their views are being taken into account.

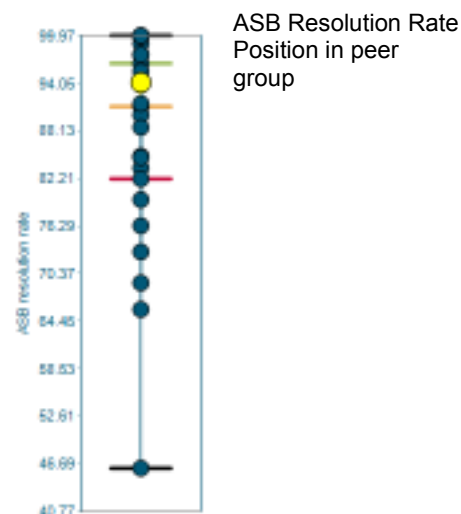
There has been an increase in direct costs and total costs per property, though Derby Homes remains below median overall when compared to the peer group.

The percentage of tenants who are satisfied that their views are listened to and acted upon has increased by 11% raising Derby Homes from middle lower quartile (2014/15) to upper quartile. The percentage of diversity information held also contributes to the performance indicator in this area. Currently Derby Homes only holds 62% diversity information which is amongst the lowest in the group. We have followed HouseMark guidance when submitting this data and entered the percentage where we hold no data for the tenant and the tenant has not refused to provide the information. This will either be because we have not asked the tenant for the information or have not recorded the information in an appropriate place and relates primarily to the protected characteristics; disability, sexuality, religion and belief.

There was an overall decrease in the number of residents who have received some training provided or part funded by the organisation as a percentage of properties managed (1.28% in 2014/15 compared to 0.22% in 2015/16). The decrease is likely to be down to the fact that we changed the way we measure this particular indicator. During 2014, we still relied on manual methods, which were unreliable as they were collected from a variety of sources. This also meant that we were not able to eliminate duplication of residents attending multiple events across the year. In short, we anticipated that this figure would be inaccurate but at the time it was the best we could get. From 2015, we began to use an electronic customer engagement suite to record all activities. We are now able to capture all events which tenants have been invited / attended. In addition, we are able to link attendance at any activity back to people in our housing database and count attendances separate to attendees in a cumulative way, eliminating duplication. This is still to be implemented across the organisation, so current performance represented for 2015/16 may still not include all engagement with residents and should therefore be treated with caution.

Anti-Social Behaviour

KPI	Median	Quartile	2015/16	2014/15
Total cost per property of Anti-Social Behaviour	£62	Middle Upper	£48	£40
Direct cost per property of Anti-Social Behaviour	£41	Upper	£31	£28
% of anti-social behaviour cases resolved successfully	91.16%	Middle Upper	94.16%	92.01%
% of respondents satisfied with case handling	81.0%	n/a	No data submitted	No data submitted
% of respondents satisfied with case outcomes	71.7%	n/a	No data submitted	No data submitted

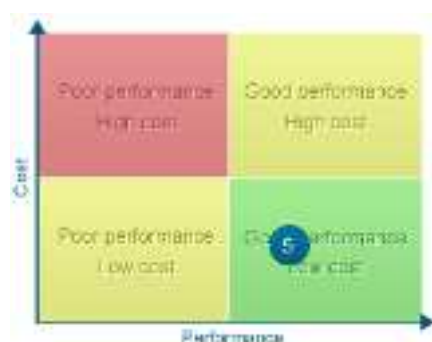


There was a 15% increase in the direct cost of an anti-social behaviour (ASB) case, however following a radical review and restructuring of the ASB service we are now confident that we capture all ASB complaints and deal with them effectively and quickly. Connected to this we resolve a very high proportion of cases with informal interventions before they get more serious and we have much higher levels of contact with complainants and much more rigorous procedures around risk assessment and support to victims.

Satisfaction data for customer satisfaction with case handling and outcome was not available.

Derby Homes' ASB resolution rate has increased by 2.15% between 2014/15 and 2015/16 compared to an average decrease of 0.06% of the peer group and remains in the second quartile.

Lettings



KPI	Median	Quartile	2015/16	2014/15
Total cost per property of lettings	£70	Middle Upper	£55	£57
Direct cost per property of lettings	£43	Middle Upper	£36	£35
Average time in days to re-let (standard) empty properties	26.75	Middle Upper	22.95	22.12
Average time in days to re-let (passive) empty properties	67	Lower	91	72
Rent loss due to empty properties as a % of rent due	0.88%	Median	0.88%	0.87%

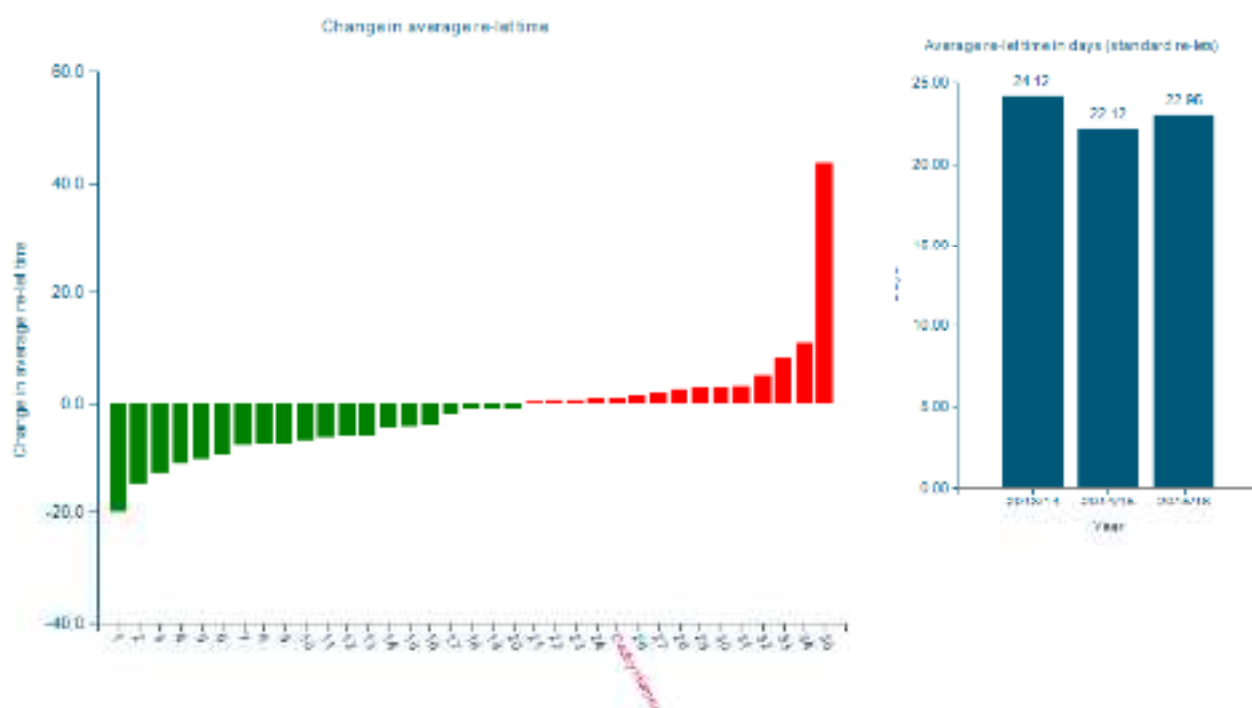
Overall lettings management is rated as good performance and low costs compared to our peers. Non pay costs are above average but employees costs are low compared to the peer group which is keeping overall costs down.

The reason for the increase in the number of passive voids is mainly down to the number of damp proofing works carried out. The cost of carrying out damp proof works whilst the properties are tenanted is substantial because of the associated costs of often decanting tenants. Additionally we were aware of the massive disruption our tenants have to deal with when this type of intrusive work is carried out.

Therefore we improved the voids inspections to ensure that empty properties are fully checked for damp. This has subsequently led to an increase of damp proof works in void properties. Often such works lead to the void being made passive.

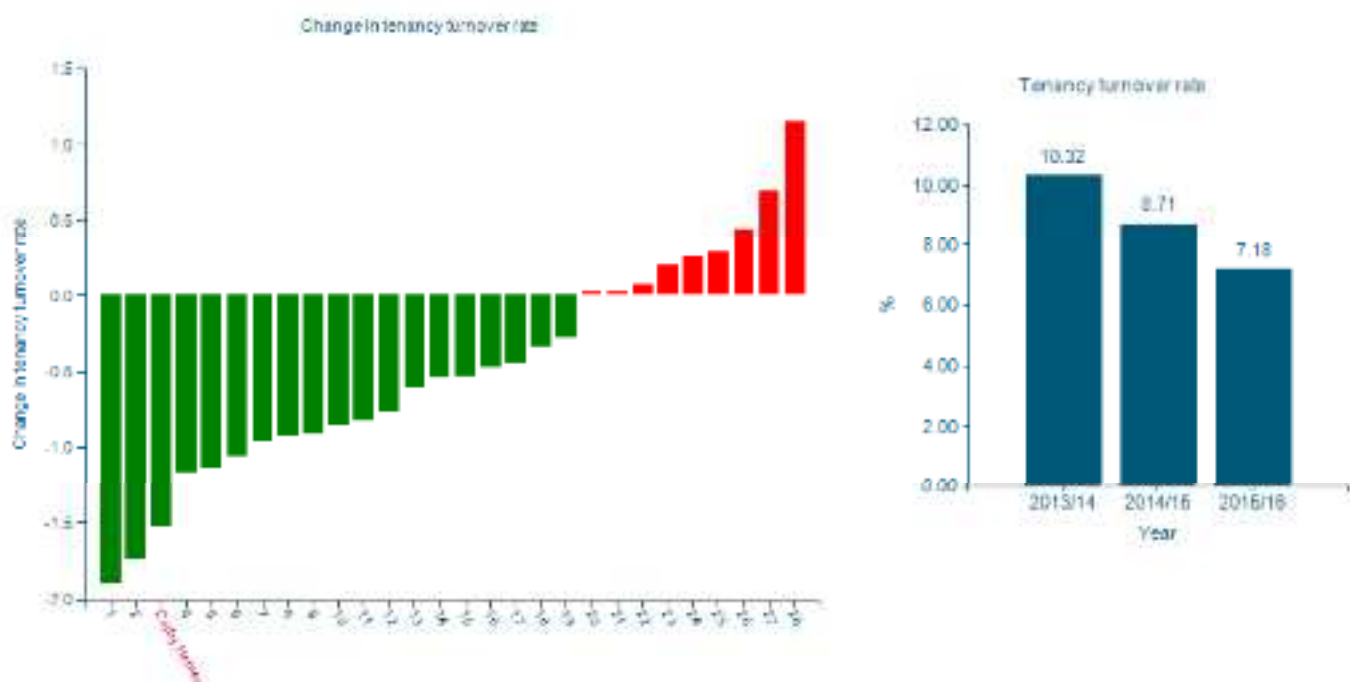


A key focus in this area is the rent loss due to voids performance which will be compared to business plan assumptions. Rent loss in 2015/16 increased slightly from 0.87% in 2014/15 to 0.88% in 2015/16, placing us on the median when compared to our peers. This 0.01% increase compares to the average decrease of 0.05% of the peer group.



Average re-let time has increased from 22.12 in 2014/15 to 22.95 in 2015/16 placing Derby Homes in the second quartile. The waterfall chart shows the trend on average re-let time for the peer group. The formula to calculate the trend is 'average re-let time 2015/16 – average re-let time 2014/16 (22.95 – 22.12 = 0.83)'. The median difference is -1.29.

It is important to look at these measures alongside tenancy turnover to assess the sustainability of new tenancies. Tenancy turnover has decreased by 1.53% from 8.71% in 2014/15 to 7.18% in 2015/16 and compares to an average decrease of 0.53% for the peer group.



Tenancy Management



KPI	Median	Quartile	2015/16	2014/15
Total cost per property of Tenancy Management	£111	Lower	£171	£168
Direct cost per property of Tenancy Management	£65	Lower	£107	£103
Number of tenancies terminated as % of properties managed	7.43%	Middle Upper	7.18%	8.71%
% of respondents satisfied with the overall service provided	86.00%	Middle Upper	90.00%	86.00%

Tenancy management is rated as high costs and good performance. There are virtually no non-pay costs and the average employee costs are amongst the lowest but tenancy management remains amongst the highest in costs per property. This is because of how Intensive Housing Management has been accounted for as previously highlighted. Derby Homes has a specialist approach to managing tenancies and this model is reflected in the overall objectives - therefore a higher expenditure is to be expected.

Estate Services

The reported expenditure in this area is below the median with direct costs amongst the lowest in the peer group. The decrease relates to 'Estates Pride' works which was included in the 2014/15 figures, whereas in the 2015/16 figures this has been allocated to the major works category. Estates Pride capital works are mainly hard landscaping improvements to HRA land, both in the curtilage of the property and surrounding HRA land.



KPI	Median	Quartile	2015/16	2014/15
Total cost per property of Estate Services	£189	Upper	£132	£209
Direct cost per property of Estate Management	£163	Upper	£123	£201
% respondents very or fairly satisfied with their neighbourhood as a place to live	84%	Lower	81.00%	77.0%

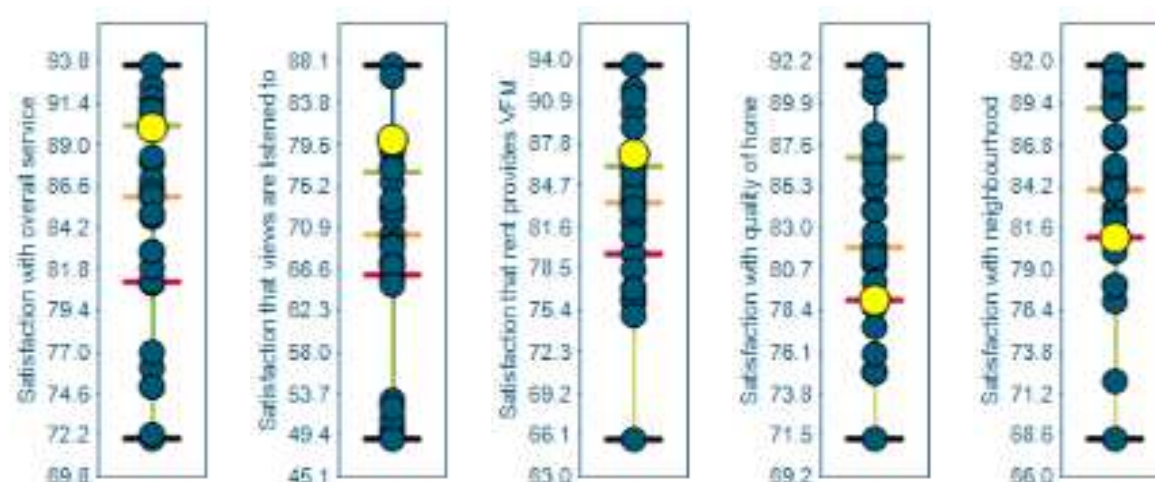
Care should be taken when evaluating the satisfaction with neighbourhood as there are a number of factors that impact on this indicator, a number of which Derby Homes has no influence upon and this specific service is only one element of the satisfaction level.

Development

Development was excluded because the information requirements would have been too time consuming to prepare for each individual site in each of the spend headings HouseMark were asking for. There was also confusion over how costs spanning more than one year (which is likely on most schemes) should be accounted for and how work in progress on schemes was to be recorded. Looking through the HouseMark report, none of

the 39 contributors ended up supplying the full data requested (most submitted nothing). It is unlikely that we will contribute to this area in its current format.

Satisfaction



Satisfaction has increased for all measures with satisfaction with overall service, views listed to and value for money all positioned above the average compared to the peer group. Satisfaction with neighbourhood and quality of home both remain in the bottom quartile, however Derby Homes' ranking has improved for both measures compared to the previous year.

Please note, the survey question 'Percentage of respondents very or fairly satisfied with the repairs service received' was not asked this year but the survey returned a satisfaction level of 75% in 2014/15.

Conclusion

Derby Homes continues to compare well amongst its peers and using the HouseMark Benchmarking data ensures that service leads have an informed understanding of value for money (VFM).

Cost is plotted using the total cost per property of delivering a service (including overheads). Performance is plotted using an aggregate score of a selection of performance measures and are shown on the following dashboard:



1. Responsive Repairs and Void Works (not included as satisfaction data missing)
2. Rent Arrears and Collection
3. Anti-Social Behaviour (not included as satisfaction data missing)
4. Major Works and Cyclical Maintenance
5. Lettings
6. Tenancy Management
7. Customer Engagement and Community Development
8. Estate Services

Mapping our costs and performance results in key areas onto the HouseMark VFM grid (above) we can see two patterns...

Firstly, major works and cyclical maintenance, lettings and customer engagement and community development represent good value for money in relation to the comparatively low expenditure and high performance levels achieved.

Secondly, tenancy management have higher costs than average which appears to suggest poorer value for money in comparison to the peer group. It is important to note though, that when viewing the dashboard above, care should be taken as there are a number of factors which will be influenced, sometimes heavily, by a range of other features and more detailed analysis may be required.

As a final point of reflection, senior managers must consider whether the outcomes of the benchmarking analysis presented is in line with Derby Homes' objectives and investment is in line with commitments in the Delivery Plan.

**OPERATIONAL BOARD
24 AUGUST 2017**

ITEM B1

HEADS OF SERVICE UPDATE

This is a joint report prepared by Heads of Service. The report provides Operational Board Members with a general overview and update on current issues.

Head of Housing Management and Housing Options

Demand for Larger Properties

In February of this year the Council agreed to set aside £200,000 of the Capital Programme over the next 12 months to respond to the demand for larger properties.

So far this year 3 extensions and 2 conversions have been completed, with a further 4 extensions in progress and an additional 12 properties identified as suitable.

Overall the work so far has created 8 additional bedrooms within 5 properties, with these properties now ranging from 4 to 6 bedrooms.

Reorganisation of Housing Management and Income Management services

Housing and Income Management Services continue to evolve. Over the past 3 years the role and scope of Local Area Managers has changed.

The creation of an Intensive Housing Management Service, Complex Needs Housing Management Service and dedicated Anti-Social Behavior teams have enhanced our ability to respond to increasingly vulnerable and/or challenging tenants, whilst maintaining high levels of tenancy sustainment. These teams have required dedicated management resource, resulting in a reduction in the breadth of responsibility for Local Housing Managers.

The role of Neighborhood Management has formally returned to the City Council Neighborhood service, although Local Housing Managers remain involved in responding to Neighborhood issues and councillor liaison.

We have recently undertaken a review and concluded that the reduction in breadth of responsibility of the role of Local Housing manager has created capacity to manage larger Housing Management Teams across larger geographical locations. To this end we will shortly be reducing from 5 Local Manager to 3, and will be relocating our housing management resources to three main estate based locations: Stockbrook Street Housing Office, Allenton Housing Office and Sussex Circus Housing Office.

Income teams will relocate to Brook Street and Sinfen bases, utilising the freed up space as those local offices. Staff will continue to hot desk from all 5 locations where necessary, and will continue to meet customers at all 5 offices by appointment, or within their homes if more convenient. We do not anticipate any reduction in customer access to housing management and/or income management services or a reduction in face to face customer contact as a result of this change.

Head of Operations (Income Management & Customer Services)

Senior Management Team Changes

Christine Hill our Head of Personnel will retire at the end of August 2017. In light of this, Senior Management Teams responsibilities have been reviewed, and as from 3 July 2017, I became the Head of Service responsible for Customer Services and Leasehold Management. My job title has changed to incorporate this from Head of Income Management & Advice to Head of Operations (Income Management & Customer Services). Our Leasehold Manager, Arshad Mahmood now reports into Barbara Peach, Income Manager. Barbara attended the last Leaseholders Meeting and is committed to working with leaseholders to understand current issues and form a strong working relationship moving forward. I am really pleased to be back managing the Customer Services Team working with Annabelle Barwick, Customer Services & Equalities Manager, my priorities for the next 12-18 months are to deliver the actions of the Customer Service Strategy and implement the Tenants Incentive Scheme.

Derby Advice – TUPE

Derby Homes achieved registration with the FCA in June 2017. The original TUPE date of 1 July 2017 has been rescheduled to 1 August 2017 to allow for the consultation process with employees to be completed. At the time of writing I do not envisage any slippage.

Chartered Institute of Housing (CIH) Income Management Accreditation

I nominated the Income Team to undertake this accreditation as I feel that this is a fantastic opportunity for Derby Homes to work with the CIH on this.

External accreditation is positive, it's about both benchmarking our services and seeking good practice from others – it's a real opportunity to ensure that we are providing an excellent customer focussed income management service. Derby Homes is just one of a handful of housing providers that have either achieved the accreditation or are currently in process. The registration form has been completed and we received the self- assessment document on 6 June 2017 from the CIH. In the meantime information has been gathered to inform the self- assessment which will be completed by the end of July. The CIH inspection should commence in August 2017. I will report back to Operational Board once the final report has been received.

Head of Housing Investment

The Normanton Project

The Operational Board will recall that since April 2016 Derby Homes has been working with colleagues from the Council and a representative from Derby University to collate a joint plan of actions aimed at the physical and social environment in a specified area of Normanton and Peartree. After last year's deep clean of Reeves Road, Derby Homes Investment and Local Office staff again joined with the Council Neighbourhood team earlier this year to work with residents refreshing the streets.

This comes on the back of our first purchases in the area which have now been refurbished and are entering management. A further 7-10 properties are in negotiations as potential purchases or are being evaluated for suitability.

Roofing Projects

Each year a part of the Capital Programme, investing in the long term maintenance of our homes, is set aside for re-roofing projects. The range of housing we manage has been built over a number of broad phases ranging from:

- Pre war – Before WW2
- Post war – built in 1950-80
- New Build since 2009

In general terms a number of roof systems have been upgraded in the past, however given the age of the homes a number of roofs are beginning to require replacement as the costs of repairing increases. We have worked closely with the Repairs Team to identify those groups of house types that are falling into this category. Re-roofing schemes are then commenced on a block basis where possible to increase the impact of works and make efficient use of resources.

This year we have identified a range of schemes to commit the available budget over the year. These are:

- Completion of block roofing at Old Sinfin
- Border Crescent
- Ad hoc addresses where there is an urgent need.

In total we aim to spend £600k between now and next April and we have already identified the properties to use this budget.

In the future we are looking to increase the roofing budget, both next year and potentially further in the year after, as the asset management information, taking into account repairs, indicates there will be further pressure to carry out re-roofing works.

Head of Repairs

Day to Day

At the end of Quarter 1, performance in terms of 'repairs completed in time' are as follows:

- Emergencies – 100%
- Very urgent works – 99.90%
- Urgent works – 99.82%
- Routine works – 99.89%
- Planned works – 99.82%

Performance up until the end of June is pleasing with all priorities above / better than target.

The 'appointments kept' target ended the month in June at 99.85% against a target of 99.00%.

Tenant satisfaction with repairs remains high and above target at 99.58% up until the end of June.

We have generated rechargeable repairs up to the end of Quarter 1 realising £6234.34.

We currently have 15 live disrepair cases.

Void Repairs

Up until the end of quarter 1 the voids team has completed 185 active voids compared to 217 for the same period last year. Performance is currently averaging 16.1 days to inspect and complete works for the quarter.

The time to inspect and complete works in June was 11.9 days. The void works time is continuing to reduce and we are confident that this level of performance will continue.

Gas Servicing and Electrical Testing

At the end of quarter 1, both the Gas and Electrical teams have met target and have achieved full compliance. Gas servicing and electrical periodic testing both finished the month at 100%.

Up to the end of June the Gas team has carried out 3483 services.

Up to the end of June the Electrical Testing team and Voids Repairs team have completed 2211 EICR's which makes Derby Homes 100% compliant.

We are attaining high levels of first time access for gas servicing which is currently running at 89%. This is encouraging although the school holidays may provide us with a challenge. We will work hard to ensure this level of performance continues.

There has been a good piece of work carried by both the repairs and customer experience team in publishing a "how to" guide for gas central heating, controlling condensation to prevent damp and mould and water hygiene. This will be published in the Derby Homes News Summer edition. This will be also published on the Derby Homes web site and will be used as part of the ongoing training that is being carried out within the Customer Service Team and also to relevant Housing Management staff.

If Board Members or others would like to discuss this report ahead of the meeting please contact

Clare Mehrbani, Head of Housing Management & Housing Options:

Tel 888596 Email clare.mehrbani@derbyhomes.org

Jackie Westwood, Head of Operations (Income Management & Customer Services)

Tel 888419 Email jackie.westwood@derbyhomes.org

Andrew McNeil, Head of Housing Investment:

Tel 888545 Email andrew.mcneil@derbyhomes.org

Steve Bayliss, Head of Repairs:

Tel 888774 Email steve.bayliss@derbyhomes.org

Background Information: None

Supporting Information: None

RENT ARREARS AND WELFARE REFORM UPDATE

Report of the Head of Operations (Income Management & Customer Services)

1. SUMMARY

1.1 This report gives details on:

- June position on rent arrears
- Detail of Discretionary Housing Payments
- Welfare Reforms and how we are mitigating the impacts.

2. RECOMMENDATION

2.1 Derby Homes Operational Board notes the report and agrees to continue receiving further update reports.

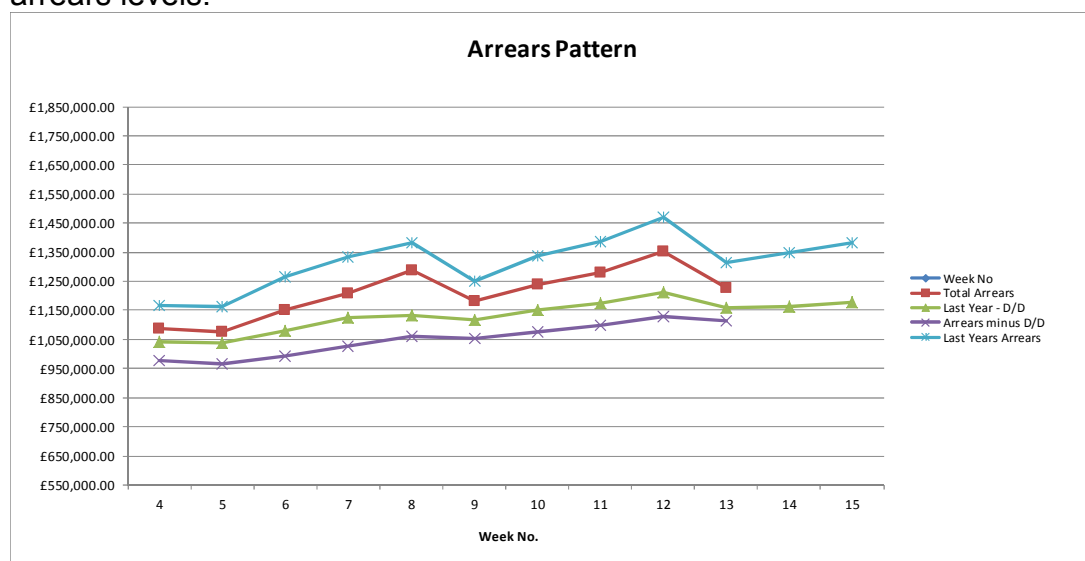
3. REASON(S) FOR RECOMMENDATION

To ensure Operational Board Members are kept up to date on the current position regarding rent arrears and welfare reform.

4. MATTER FOR CONSIDERATION

4.1 Current tenant rent arrears for June (week 13 ending 2nd July) were £1,229,366. against the June target of £1,533,404. Current rent arrears levels are under the June target by £304,038 and the monthly target status is blue. The seasonal trend will see current arrears levels rising along with the effect of welfare reforms increase and affect household incomes.

4.2 The graph below shows our performance on a weekly basis against last year's arrears levels.



- 4.3 As at 1st June 2017 there are 1002 tenants affected by the under occupancy charge and we have helped 317 downsize to avoid the charge.
- 4.4 As at 1st June 2017 there are 132 tenants who are affected by the Overall Benefit Cap and 100 of these are currently in arrears. Since the lower rate was applied in Derby there is a dedicated Income Advisor working directly with the tenants to help them to budget and applying for Discretionary Housing Payments where appropriate.
- 4.5 Below is a table showing where the DHP awards are being granted and amounts obtained up to 03/07/2017.

Type	Number of awards	Amount allocated
Benefit Cap	18	£19,759.02
Combination of Reforms	1	£2,134.34
Disabled	8	£5,978.84
Foster Carer	0	£0
Income Taper	1	£516.10
Non dependant deductions	1	£416.78
Under occupation	41	£15,738.21
UC with Housing costs	9	£1,139.12
LHA		
No Welfare Reform		
Other		
Total	79	£45,682.41

- 4.6 The Allowable expense has now been reviewed and the updated software for applications to be assessed is now in use. Applications for this financial year started to be processed early June.
- 4.7 The Income Advisors work with tenants who have their applications declined to apply for a review of the decision and pro-actively discuss future options with tenants who have been unsuccessful with their claim.

Universal Credit

- 4.8 Universal Credit is a new benefit that has started to replace six existing benefits and tax credits with a single monthly payment. Universal Credit will eventually replace:
- Income based Jobseeker's Allowance
 - Income-related Employment and Support Allowance
 - Income Support
 - Working Tax Credit
 - Child Tax Credit
 - Housing Benefit
- 4.9 Derby went live on 25th January 2016 to single new claims only. As at 30 June 2017 we have 177 Universal Credit cases. The caseload consists of 26 introductory tenancies, 41 tenancies affected by under occupancy, 24 which already have a court order at the time they claimed Universal Credit.

- 4.10 We have applied for 96 managed monthly payments of Housing costs direct to Derby Homes, to date 83 have been authorised for payment.
- 4.11 We have applied for 80 direct deductions, 60 have been authorised and we are awaiting payment.
- 4.12 We have applied for 40 DHP's for those also affected by the under-occupancy charge.
- 4.13 A new structure has been introduced in the Income Team to help mitigate the impacts of Universal Credit and other reforms our tenant's maybe affected by.
- 4.14 Officers have established a good working relationship with the DWP and staff at the Job Centre. The Universal Credit Income Recovery Officer now hot- desks at the Becket Street Job Centre each Wednesday.
- 4.15 The current information that we have is that Derby will go onto the digital roll out in April 2018. When Derby goes live only families with with 2 or less children will be able to claim UC as the DWP software is not yet in place to limit benefit to 2 children. Those with larger families will stay on legacy benefits until the software is in place.

5. OTHER OPTIONS CONSIDERED

- 5.1 No applicable.

IMPLICATIONS

6. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

- 6.1 Welfare Reform has a critical impact on Derby Homes Business if rent is not collected. Forecasts for arrears and write offs have been written into the HRA Business Plan and Risk Register.

7. RISK IMPLICATIONS

- 7.1 As above.

The areas listed below have no implications directly arising from this report:

Consultation
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Julie Eyre/ Income Manager / 01332 888393 / julie.eyre@derbyhomes.org

Background Information: None

Supporting Information: None

COMPLAINTS AND COMPLIMENTS QUARTER 1

Report of the Head of Operations (Income Management & Customer Services)

1. SUMMARY

- 1.1 This report provides detailed analysis of complaints received between 1 April and 30 June 2017 (Q1) and for the year 2017/18.

2. RECOMMENDATION

- 2.1 To note and comment on the information detailed in Appendix 1.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is updated on complaints received during the quarter.

4. MATTER FOR CONSIDERATION

- 4.1 Full details of all complaints received are shown on pages 3 - 7 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.
- 4.2 During Quarter 1, a total of 122 stage one complaints were received, 121 were acknowledged within the target time of 2 working days. One complaint didn't receive acknowledgement within timescale as we were awaiting instruction as to whether or not it was a complaint. Of the 119 responses sent during Q1 118 received a response within the target 10 working days.

One complaint was escalated to become stage two complaint during Quarter 1.

There was no stage three complaints received during Quarter 1.

- 4.3 Out of the 151 total complaints closed during Quarter 1:

53 were upheld
83 were not upheld
15 were partially upheld.

Out of the 53 upheld 49 were deemed to be caused by a fault of Derby Homes. There were no real trends showing this quarter, there was mixture of general repair complaints, compensation claims and staff complaints.

During this quarter, 1 stage two complaint was received and 2 stage two complaints were closed and 1 was upheld and 1 was not upheld.

No complaints were escalated to stage three during Q1.

Two complaints have progressed to the Ombudsman during this quarter. One has been concluded as not upheld and no maladministration by Derby Homes. The other complaint is still with the Ombudsman.

Where, as a result of a complaint investigation, good practice or lessons learnt are identified, this is brought to the attention of the Head of Service and disseminated to the relevant officers.

Where significant failings are identified, which require a change to policy or procedure, this will be reported to the Operational Board.

4.4 Compensation

During Quarter 1 2017/2018 a total of £775 compensation was paid out following complaints being made. Details of which departments made payments can be found on page 8 - Appendix 1.

Of this £700 was paid directly onto the tenant's rent account and £75 paid in decoration vouchers.

4.5 Councillor & MP Enquiries

There were a total of 161 Councillor enquiries and 19 MP enquiries received during Quarter 1.

152 Councillor enquiries were responded to within timescale and 18 of MP enquiries were responded to on time.

A breakdown of enquiry reasons and Ward detail has been included in the report. Details can be found on pages 9 - 11 of Appendix 1.

4.6 Compliments

There were 56 compliments recorded during Quarter 1. Details can be found on page 12 of Appendix 1.

In Quarter 1 out of the 56 compliments received 44 were for the Day to Day Repairs Service.

5. OTHER OPTIONS CONSIDERED

5.1 Not applicable

The areas listed below have no implications directly arising from this report:

Consultation
Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Annabelle Barwick /Customer Service and Equalities Manager / 01332 888402 / Email
annabelle.barwick@derbyhomes.org

Background Information: None
Supporting Information: None

Derby Homes

COMPLAINTS & COMPLIMENTS REPORT 2017/18

**2017/18
Quarter 1**

INDEX

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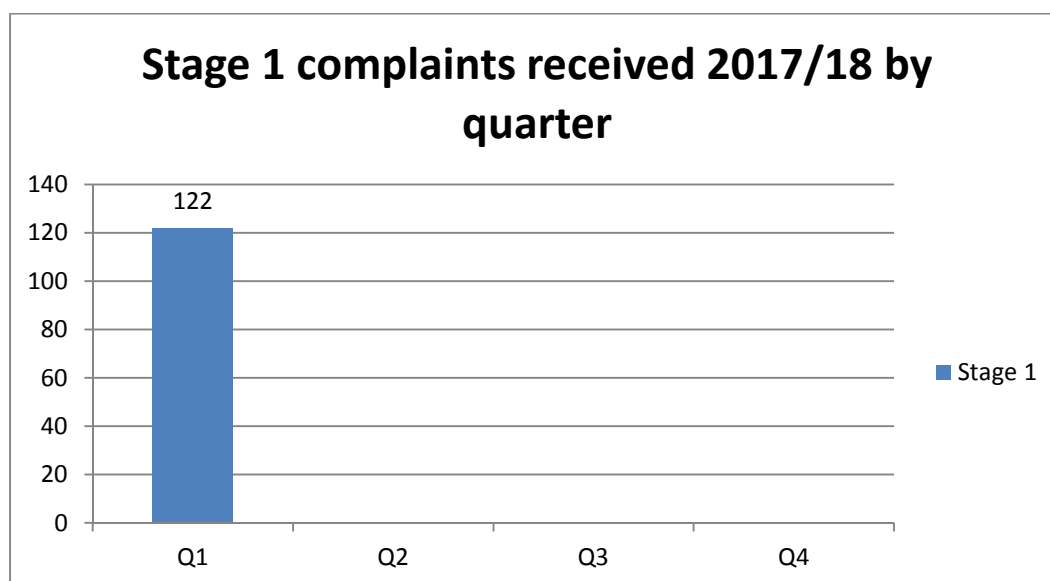
COMPLAINTS

STAGE ONE COMPLAINTS Q1

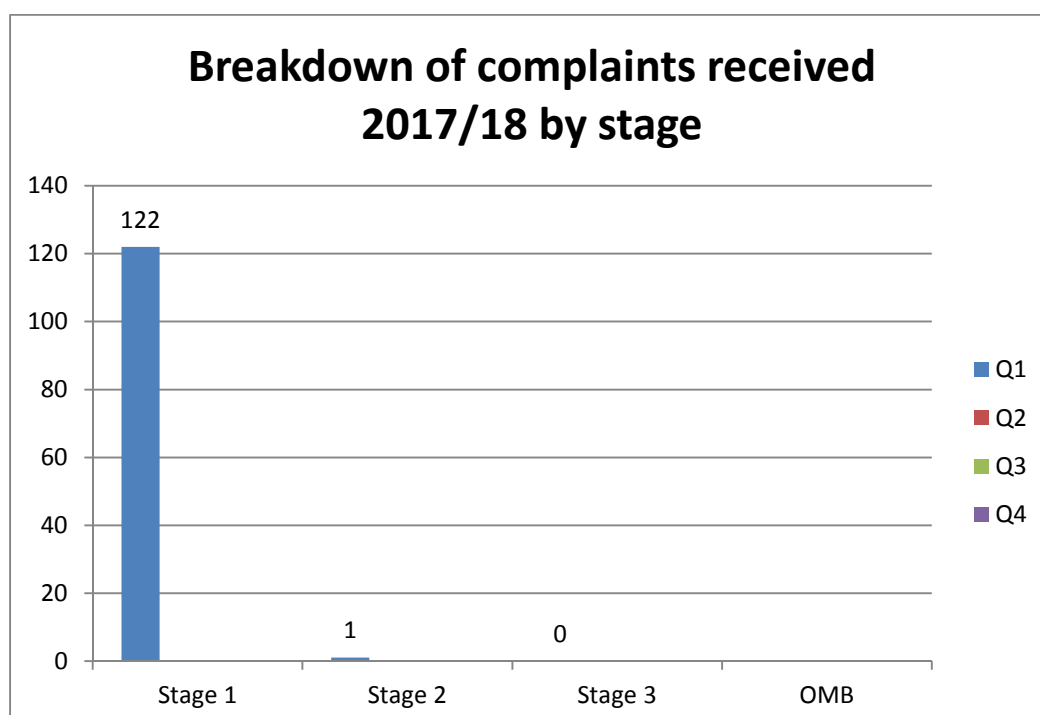
During Q1, 2017/18 there has been a total of 122 stage one complaints recorded.

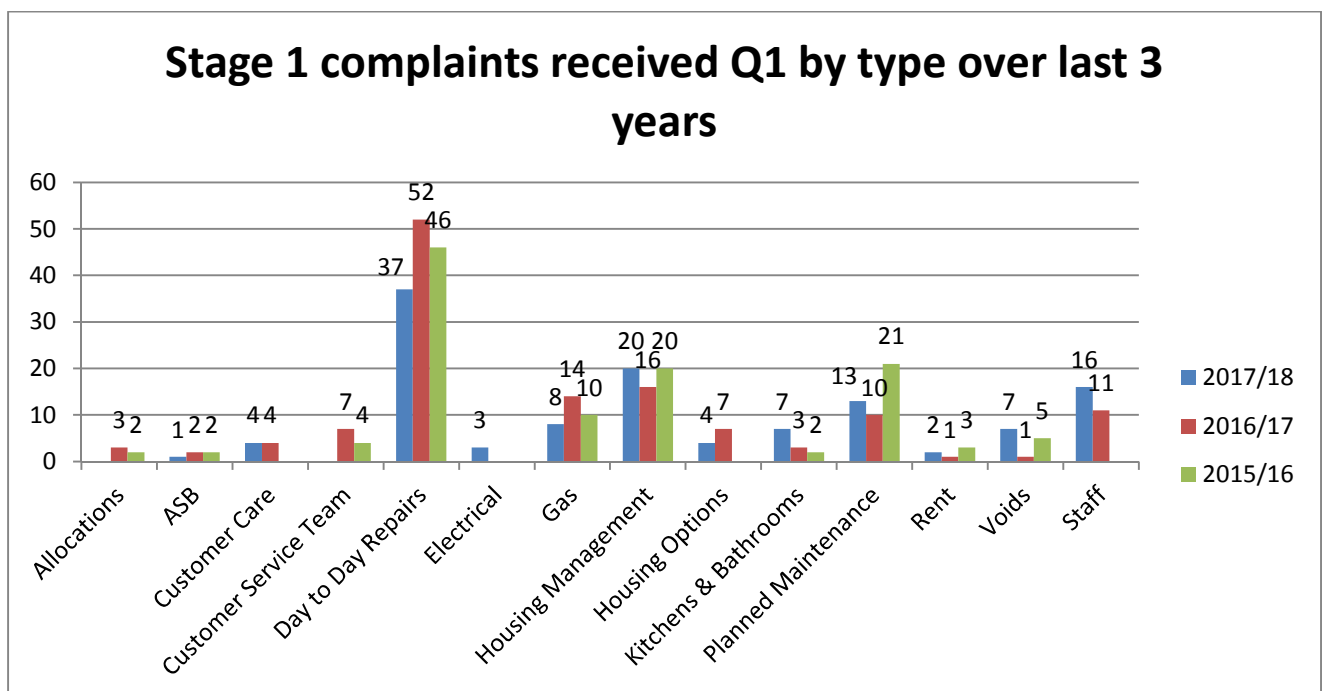
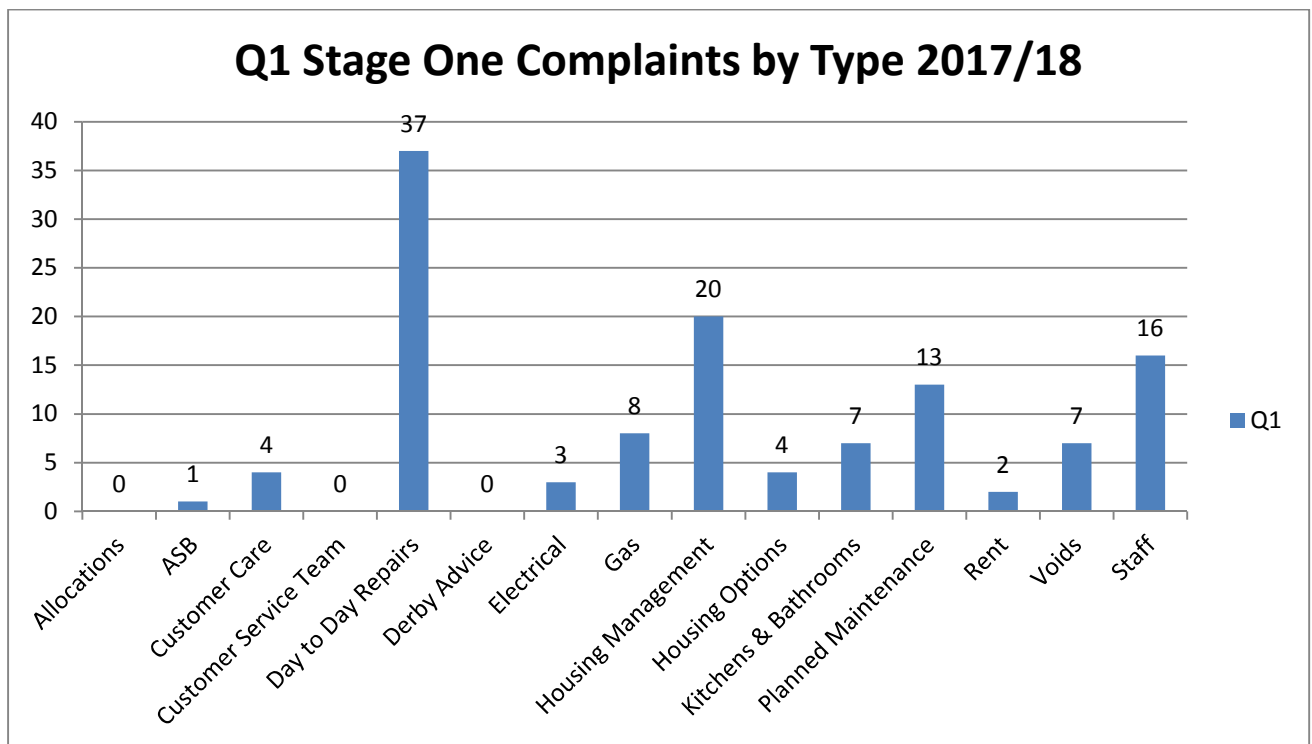
Stage One complaints received over last 3 years

	2015/16	2016/17	2017/18
Q1	116	131	122



There has been a very slight reduction in the number of Stage One complaints received during Q1 in comparison to Q1 2016/17, with 9 less complaints received.





The largest number of complaints received were relating to the following teams:
 Day to Day Repairs - 37
 Housing management - 20
 Staff - 16

Breakdown of the top three departments which received the highest number of complaints in Q1

Repairs and Maintenance - Total 37	Housing Management - Total 20	Staff – Total 16
Delay in repair -9	Recharges - 5	Housing Management - 5
Workmanship -6	Rehousing - 4	Repairs - 4
Damage to property / compensation -5	Compensation - 3	Customer Services - 4
Missed appointment -3	ASB - 2	Rents - 2
Work not complete -3	Gardens - 1	Gas - 1
Decision by officer -3	Damp - 1	
Mould and damp -2	Succession - 1	
External Contractor -2	Car park - 1	
Pest Control - 2	Tenancy advice - 1	
Condition of property - 1	Visit without prior notice - 1	
Recharge - 1		

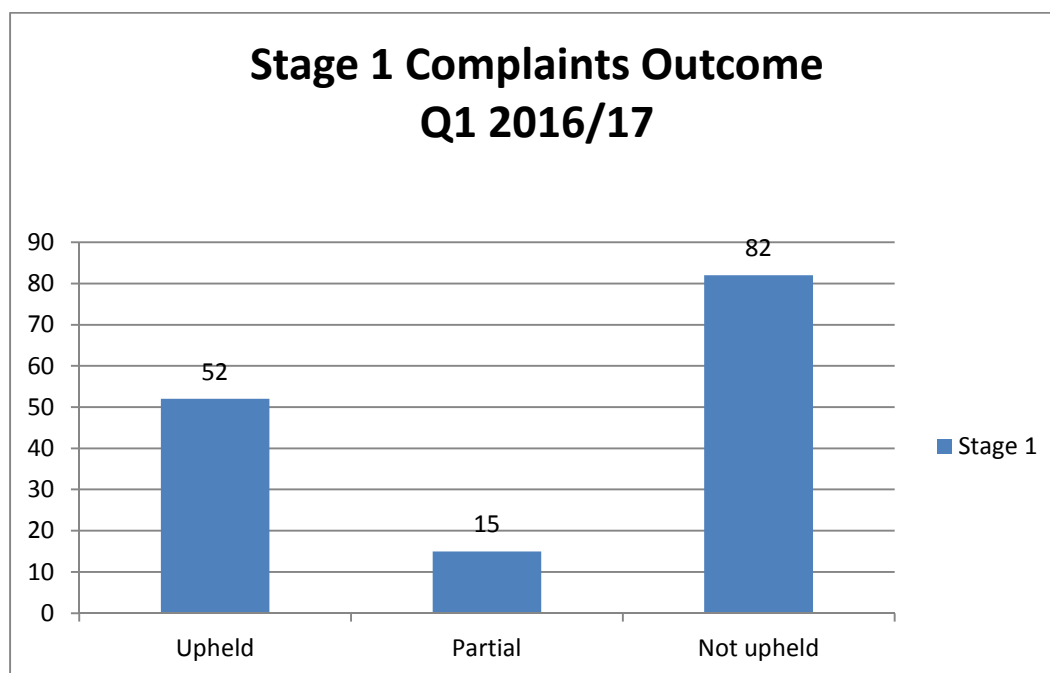
Total complaints closed in Q1 2017/18

Total closed - 151

Upheld - 53

Not upheld - 83

Partially upheld - 15



Breakdown of all complaints outcome by service area

	Closed	Upheld	Partial	Not upheld
Day to Day	66	31	6	29
Housing Management	17	4	1	12
Gas	18	6	1	11
Planned Maintenance	7	2	0	5
Staff	14	2	2	10
Customer Service Team	0	0	0	0
Customer Care	3	1	0	2
Housing Options	3	0	1	2
Rent / HB	3	1	0	2
Voids	8	2	1	5
Kitchens & Bathrooms	7	2	0	5
Allocations	0	0	0	0
ASB	1	0	0	1
Electrical	4	2	2	0

56% of the complaints received for the Day to Day Repairs service we upheld or partially upheld.

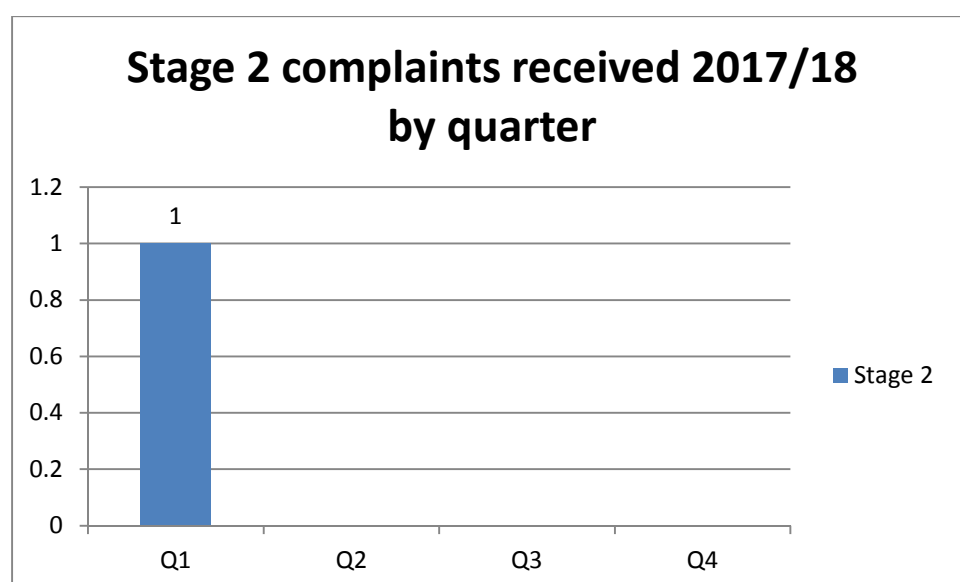
During this quarter the Day to Day Repairs team completed 9476 jobs.

STAGE TWO COMPLAINTS

During Q1, 2017/18 there has been a total of 1 stage two complaints recorded.

Stage 2 complaints over last 3 years

	2015/16	2016/17	2017/18
Q1	3	4	1



The stage two complaint received during Q1 was upheld, there was also a stage two complaint from the previous quarter which was not upheld.

STAGE THREE COMPLAINTS

Total Stage Three complaints for 2017/18

Q1: 0

Stage Three complaints received in Q1 over last 3 years

	2015/16	2016/17	2017/18
Q1	0	1	0

COMPENSATION

In total during Q1 of 2017/18 £775 compensation has been paid out. Out of this figure £700 was paid directly onto the rent account.

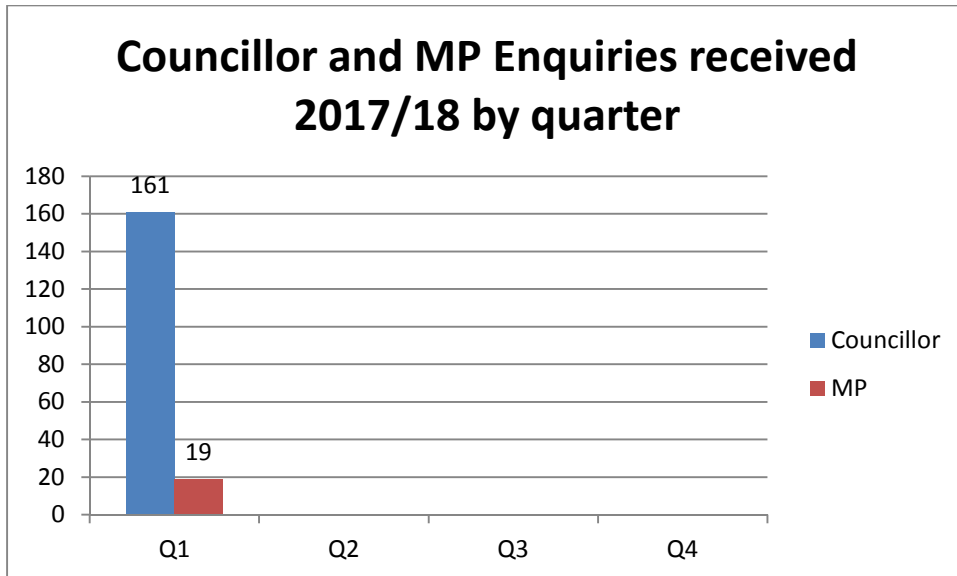
This compensation figure is solely made up of payments made following a complaint.

Below is a breakdown of departments who have made compensation:

Team	Amount of compensation paid	Number of compensation payments made
Day to Day Repairs	£645	12
Voids	£75	1
Gas Team	£45	3
Customer Service	£10	1

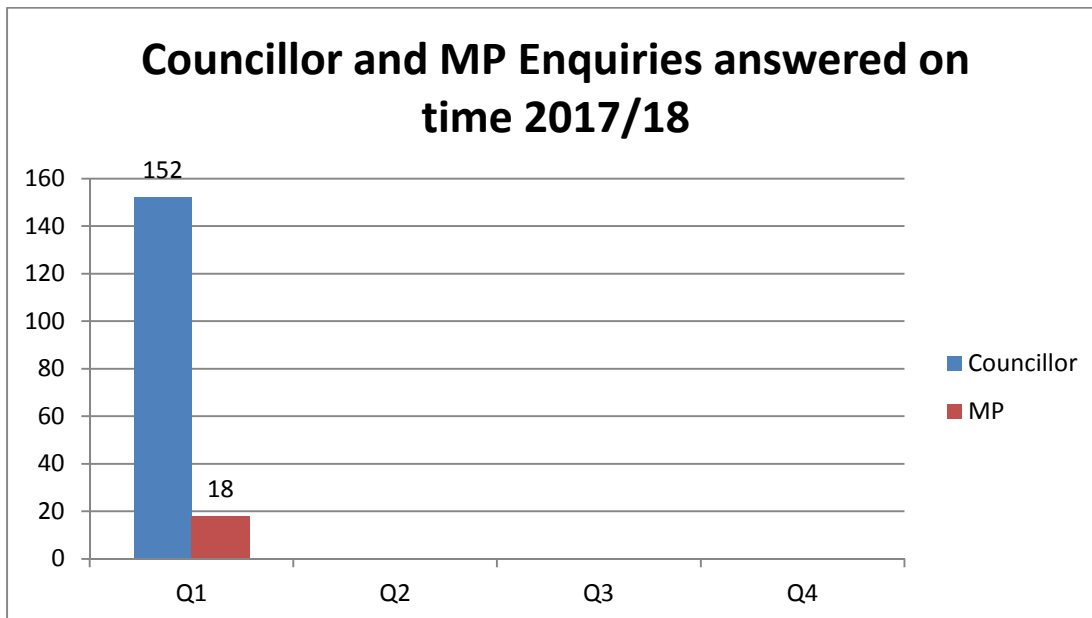
COUNCILLOR/MP ENQUIRIES

During Q1 2017/18 there was 161 Councillor and 19 MP enquiries received.

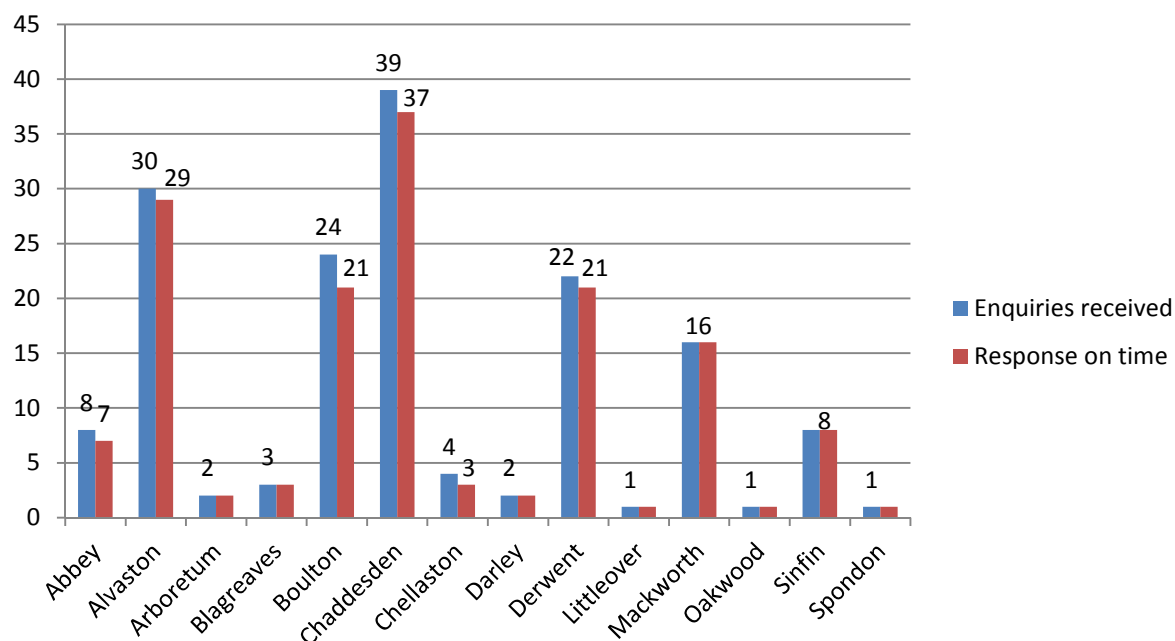


During Q1 152 Councillor Enquiries and 18 MP enquiries were responded to on time

- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days



Enquiries received by ward Q1 2017/18



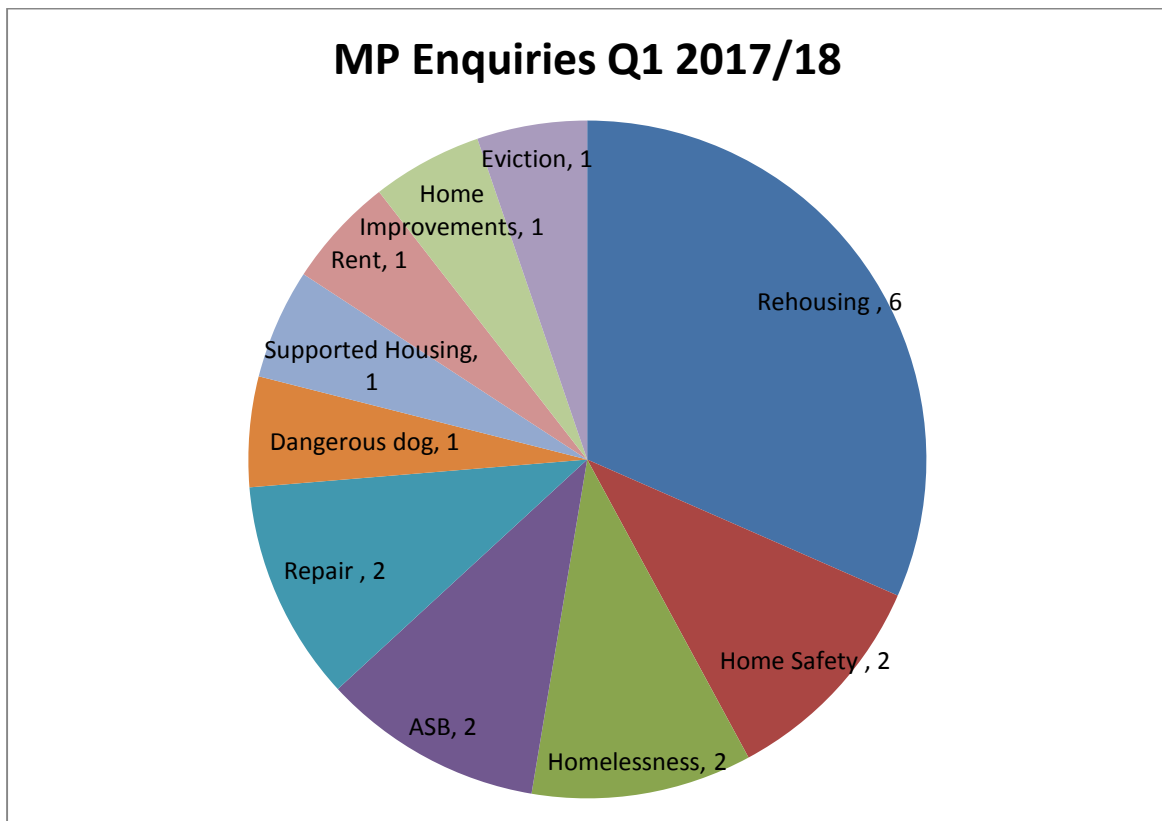
Breakdown of the three departments which received the highest number of Councillor Enquiries.

Housing Management - 80	Enquiries - 44	Estate Issues - 11
General - 20	General Enquiry - 20	Parking - 3
Repairs - 15	Communal - 4	Repairs - 3
Rehousing - 13	Parking - 3	Fly tipping - 2
Gardens - 8	Garden - 3	Communal - 2
Communal issues - 5	Health & Safety - 3	ASB - 1
Adaptations - 4	Rent - 2	
ASB - 4	Bins /Fly tipping - 2	
Rent - 3	Rehousing - 2	
Advice - 3	Repairs - 2	
Parking - 2	Tenancy advice - 2	
Pest Control - 1	Right to Buy - 1	
Condition of property - 1		
Decoration Scheme - 1		

MP Enquiries

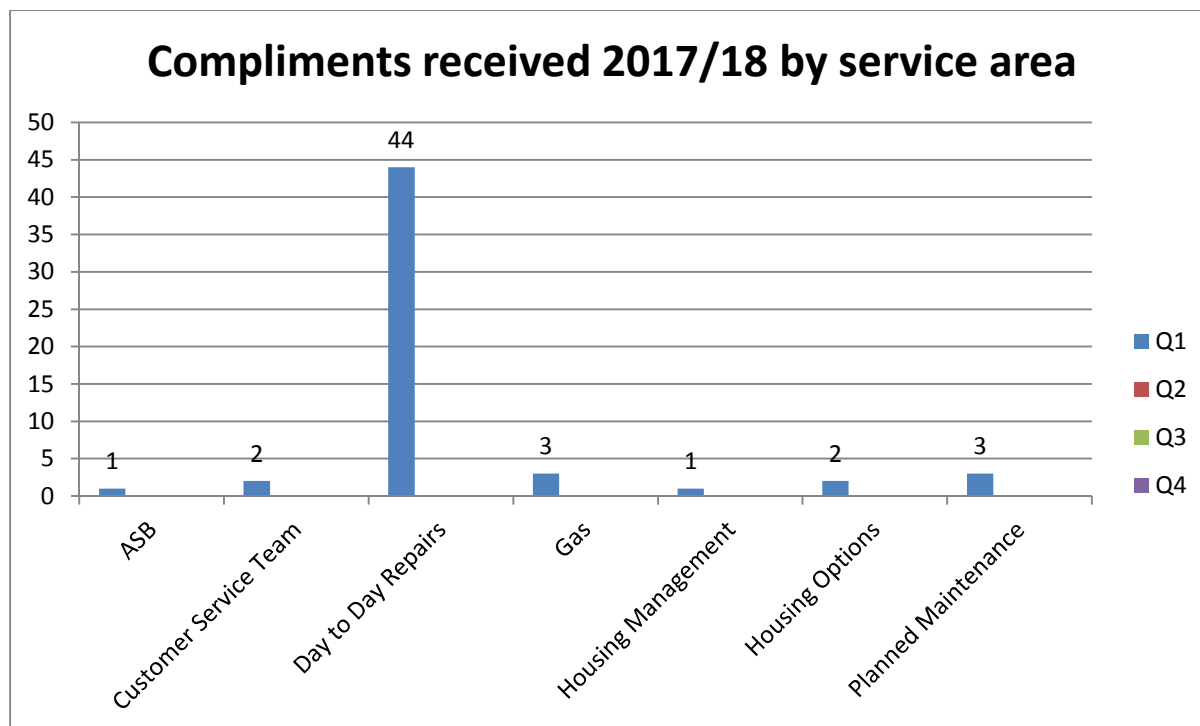
There was a total of 19 MP Enquiries in Q1 2017/18

Breakdown



COMPLIMENTS

During Q1 there were 56 compliments recorded.



Whilst we get the largest number of complaints for the Day to Day Repairs service, we also consistently get the largest number of compliments about this service area too.

Day to Day Repairs

Mrs A from Rebecca House, called and said that the workmen that attended the serious roof leak yesterday were really good, and absolutely brilliant. Unfortunately the block of flats is being targeted by a gang of youths and they had seriously vandalised the roof so with the rain yesterday a lot of damage was caused inside the flats. Mrs A says that the workmen did everything they could to reduce the roof leak, made all the electrics safe, but that they also borrowed mops and buckets from the residents so that they could clean up all the excess water from the corridors to make it safe for the residents.

ASB

X is the best ASB officer I have had. He always takes the time to listen and try to help me. I recently made a complaint regarding a neighbour making too much noise. I was in tears when he came to my address, I feel I was suffering from an anxiety attack, as my mother had just passed, and the added stress from my neighbours was too much to handle. He calmed me down, asked me to sit down and to talk about everything when I feel ready. Making sure there wasn't any pressure to rush

though it as he made the time for me. He was really understanding and within just a few days I noticed results from my neighbours, which proves that he is proactive. He is a really supportive ASB officer and I could not be happier with him. He makes you feel like he would go out of the way for you. Such a good officer, I could not thank him enough.

Gas Team

I had my gas safety check and the person who did it found that I had a leak. He phoned to report the fault and waited until it was fixed. He then finished the safety check. I would like to say a big thank you, for having such caring staff and keep up the very good customer service.

Rent

My wife & I felt that we just had to send you an email regarding one of your staff.

X first contacted us earlier this year regarding our council house in an attempt to save us some money. My wife & I are both disabled & my wife has mental health problems that makes dealing with 'official' phone calls very difficult.

As my wife usually is the one to speak to X she felt that we must praise her customer skills! X is very patient & pleasant & takes her time to explain things & should my wife not understand her, X will rephrase until my wife does understand what point is trying to be put across.

It is rare in this 'High Speed' age to find a customer service person who will take the time & put in the effort to ensure that her customers are satisfied. We salute her work ethic! We both feel that X is a credit to Derby Homes & should be praised for her excellent approach to dealing with its customers.

CUSTOMER SURVEY QUARTER 1

Report of Head of Housing Management and Housing Options

1. SUMMARY

This report provides detailed analysis of the satisfaction results from The Customer Survey 2017/18, carried out during April 2017- June 2017. Full details can be found in Appendix 1.

2. RECOMMENDATION

To note and comment on the information as detailed in Appendix 1.

3. REASON(S) FOR RECOMMENDATION

3.1 To ensure the Operational Board is aware of recent customer satisfaction results.

4. MATTER FOR CONSIDERATION

4.1 **Overall satisfaction with Derby Homes Services:** 92% of those asked said they were satisfied.

4.2 **Quality of home:** 85% asked were satisfied with the quality of their home.

4.3 **Rent value for money:** 92% of those asked said they felt that their rent was value for money.

4.4 **Views taken into account:** 87% said they felt that their views are taken into account.

4.5 **Neighbourhood as a place to live:** The percentage of those satisfied is 82%.

4.6 **Most recent repair:** 91% of people answering this question were satisfied with their most recent repair.

4.7 The top 3 issues reported are:

Car Parking	16%
Rubbish or litter	16%
Dog fouling/Dog mess	14%

These are part of the Customer Priorities. All issues are being proactively tackled in local areas.

The areas listed below have no implications directly arising from this report:

Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Tricia Trice/Customer Engagement Officer 01332 888395/tricia.trice@derbyhomes.org

Background Information: None

Supporting Information: None

Customer Survey Results

QT1 2017/2018

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BACKGROUND

In 2014 the Customer Survey – Listening to you, Learning from you was launched. We carried out doorstep campaigns and visited tenants on their doorstep. This proved to be very successful so we repeated the exercise in 2015.

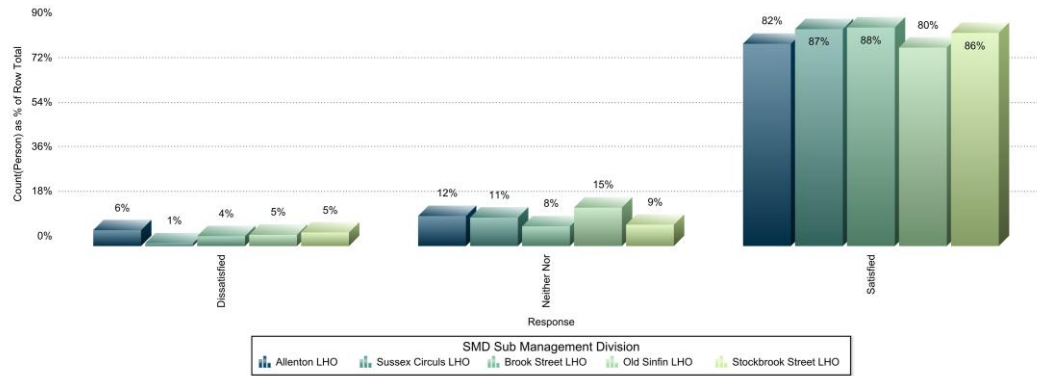
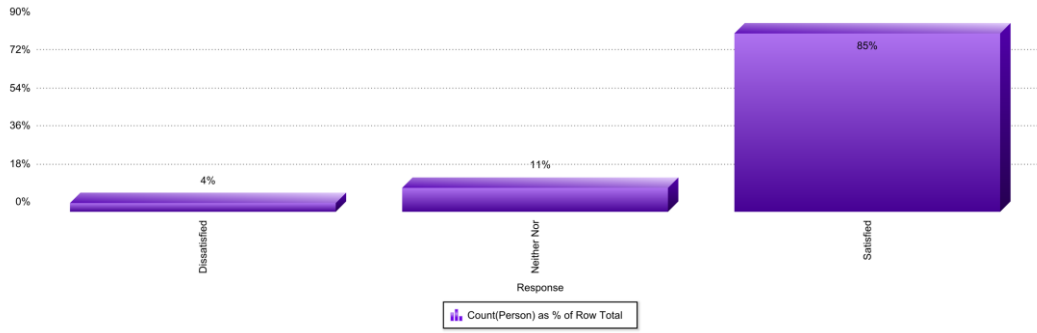
As a result of the doorstep campaigns we created 10 new Customer Priorities based on issues raised which will run to the end of August 2017. A new doorstep campaign will start at the beginning of September 2017 until the first week of October 2017.

RESULTS

Please note that as a 5 bar scale has been used in the question set, a score of 3 has been deemed neither satisfied nor dissatisfied but as we have allowed people to select 3, they must be counted in the overall satisfaction figure, (this does bring the overall figure down).

Where possible, all comments/qualitative data included in this report have been grouped into compliments and comment sections.

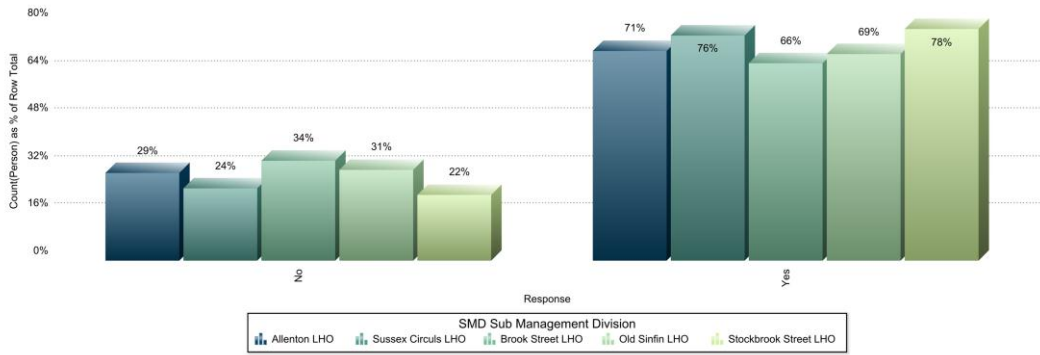
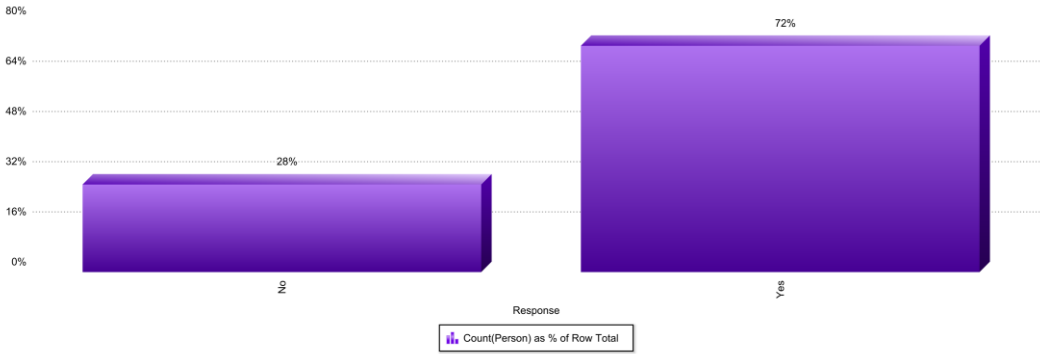
Quality of Home



	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you with the overall quality of your home? 5 is satisfied, 1 is dissatisfied	31	85	634	750
Total	31	85	634	750

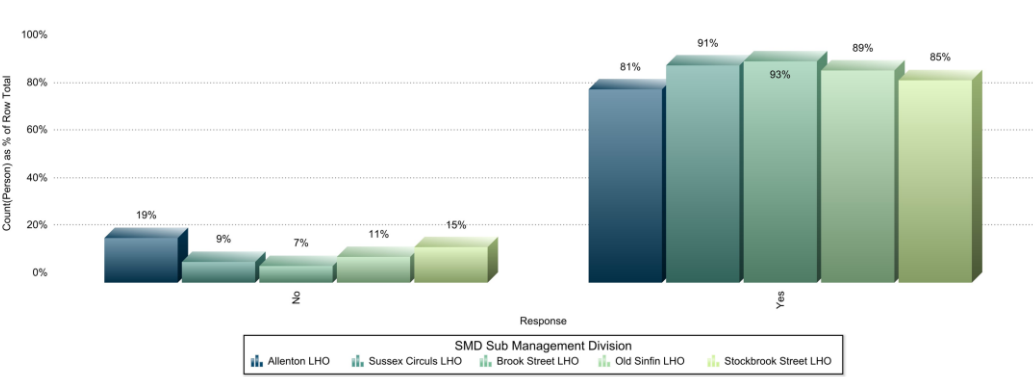
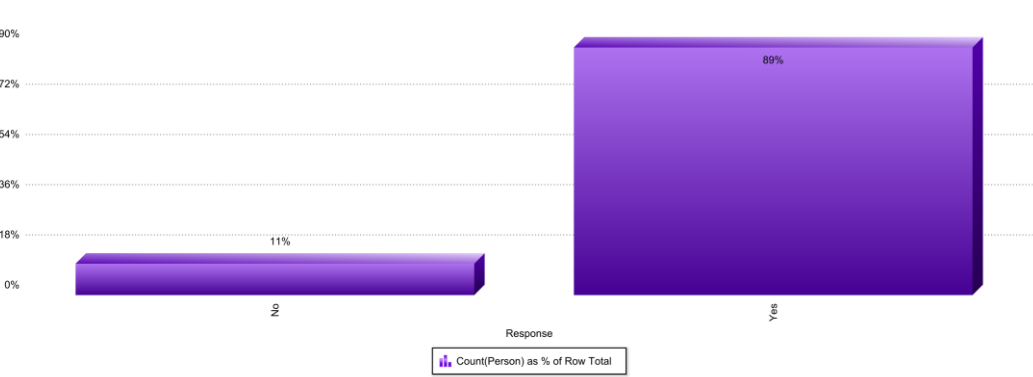
	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	10	19	128	157
Sussex Circuls LHO	2	21	160	183
Brook Street LHO	5	10	111	126
Old Sinfin LHO	7	24	124	155
Stockbrook Street LHO	7	11	110	128
Total	31	85	633	749

Repairs



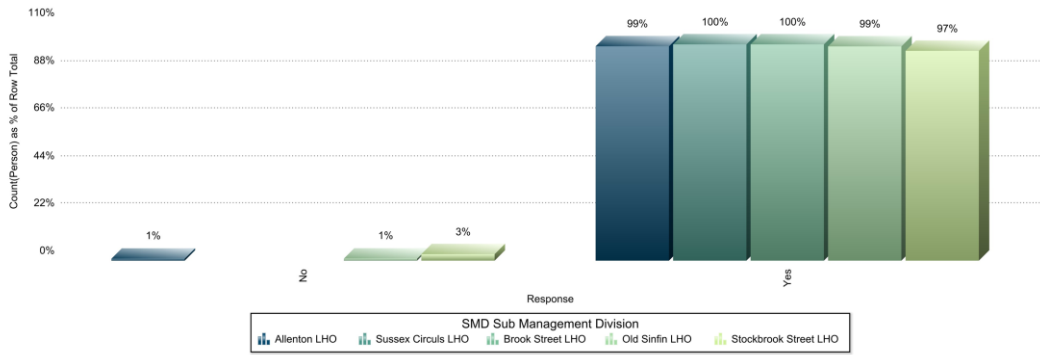
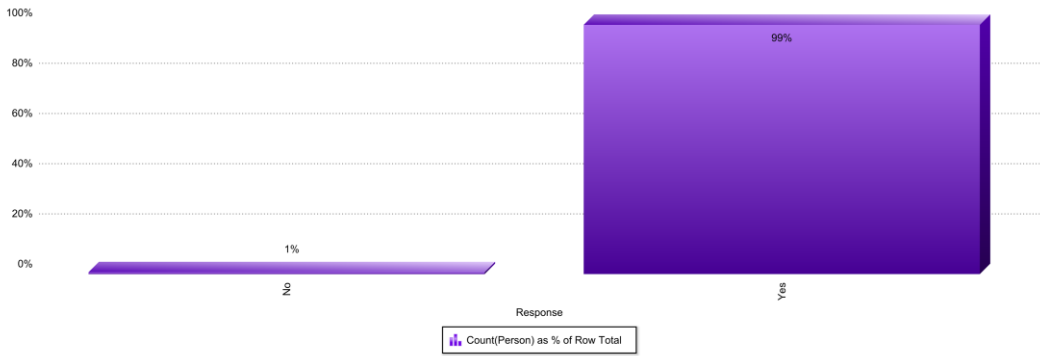
	No	Yes	Total
Have you had a repair carried out in the last 12 months?	209	540	749
Total	209	540	749

	No	Yes	Total
Allenton LHO	46	110	156
Sussex Circuls LHO	44	137	181
Brook Street LHO	42	83	125
Old Sinfin LHO	47	107	154
Stockbrook Street LHO	19	67	86
Total	198	504	702



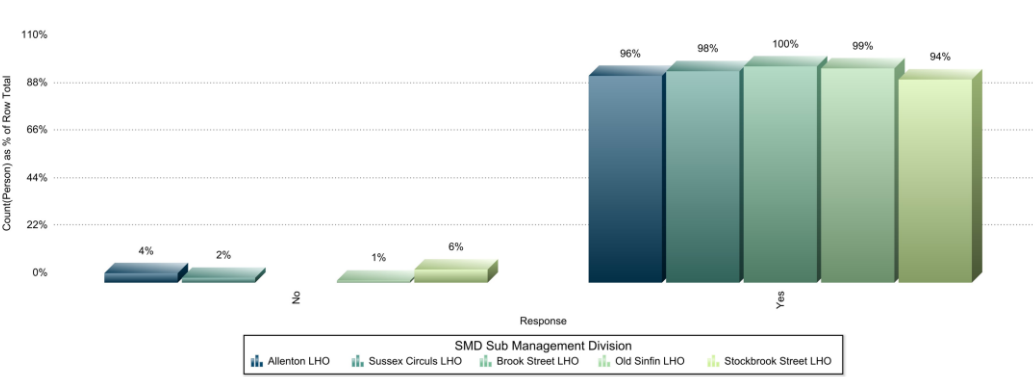
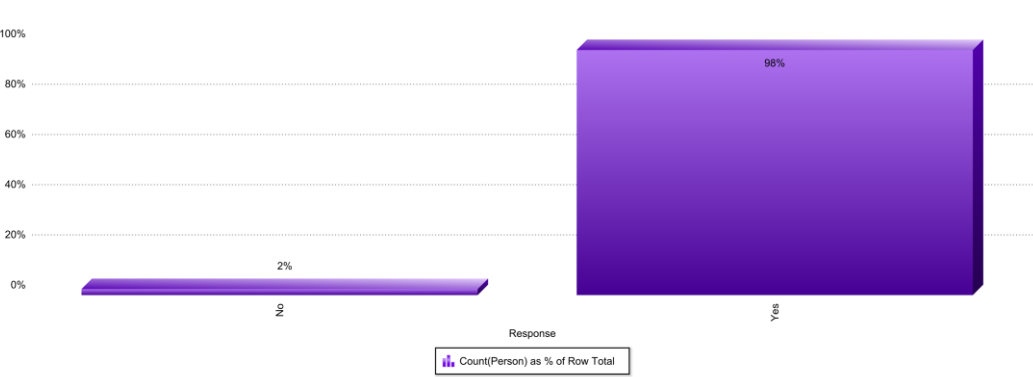
	No	Yes	Total
Were you happy with the time it took to complete your repair?	62	489	551
Total	62	489	551

	No	Yes	Total
Allenton LHO	21	91	112
Sussex Circuls LHO	12	126	138
Brook Street LHO	6	80	86
Old Sinfin LHO	12	99	111
Stockbrook Street LHO	10	57	67
Total	61	453	514



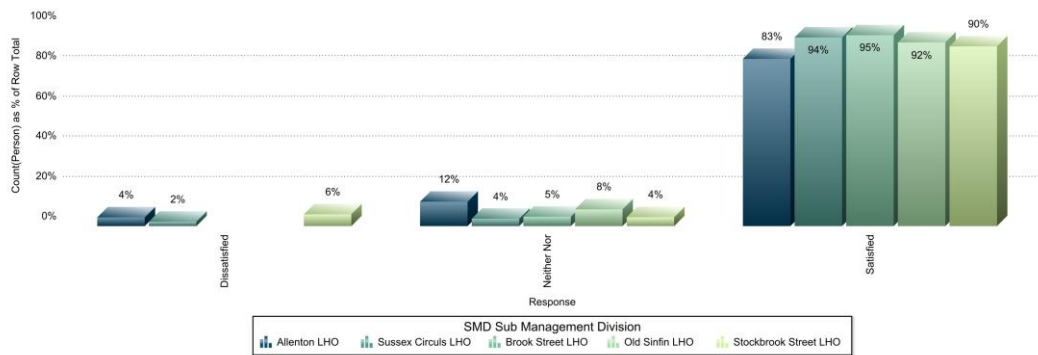
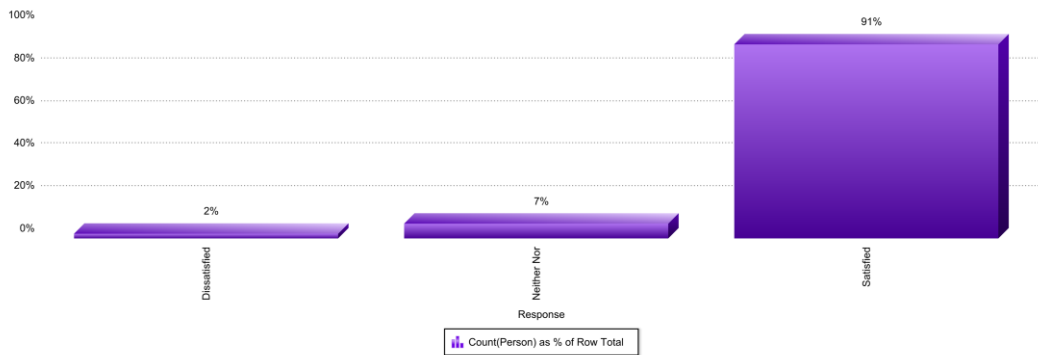
	No	Yes	Total
I was happy with the attitude of the workers	4	538	542
Total	4	538	542

	No	Yes	Total
Allenton LHO	1	111	112
Sussex Circuls LHO		134	134
Brook Street LHO		85	85
Old Sinfin LHO	1	106	107
Stockbrook Street LHO	2	65	67
Total	4	501	505



	No	Yes	Total
The workers kept dirt and mess to a minimum	13	528	541
Total	13	528	541

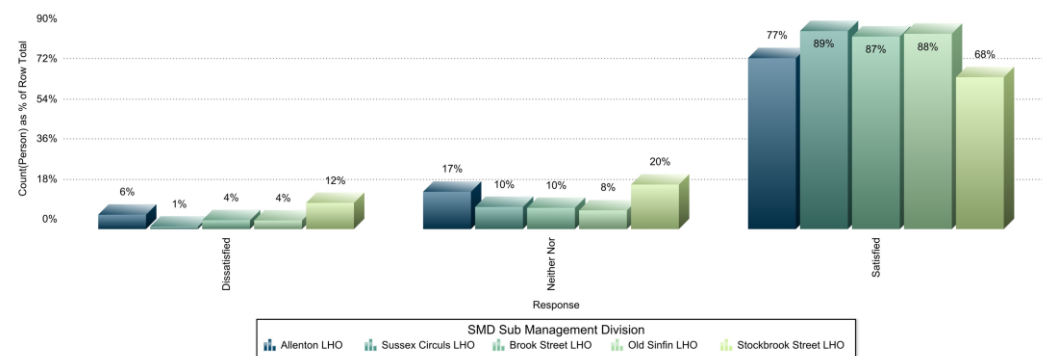
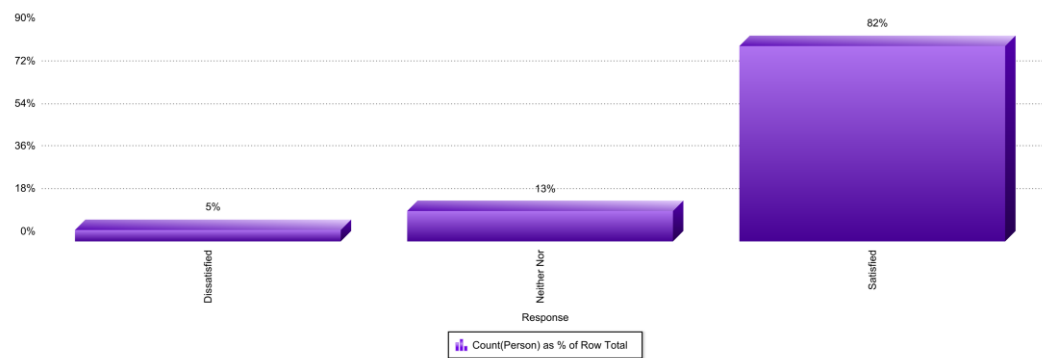
	No	Yes	Total
Allenton LHO	5	109	114
Sussex Circuls LHO	3	131	134
Brook Street LHO		83	83
Old Sinfin LHO	1	106	107
Stockbrook Street LHO	4	62	66
Total	13	491	504



	Dissatisfied	Neither Nor	Satisfied	Total
Overall, how satisfied or dissatisfied are you with your most recent repair? 5 is satisfied, 1 is dissatisfied.	12	38	500	550
Total	12	38	500	550

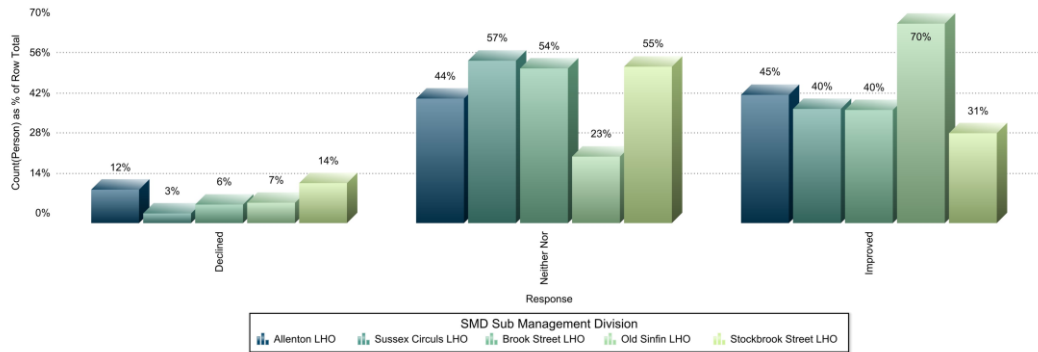
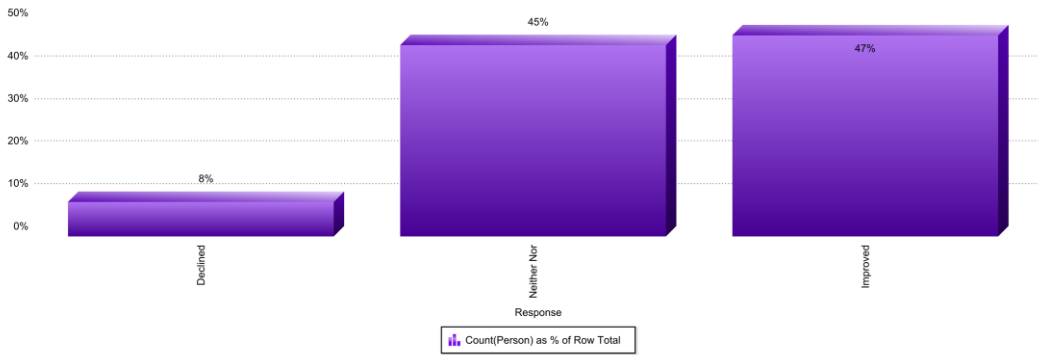
	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	5	14	96	115
Sussex Circuls LHO	3	5	129	137
Brook Street LHO		4	81	85
Old Sinfin LHO		9	99	108
Stockbrook Street LHO	4	3	61	68
Total	12	35	466	513

Your Neighbourhood



	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you with your neighbourhood as a place to live? 5 satisfied, 1 is dissatisfied	36	96	617	749
Total	36	96	617	749

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	10	26	119	155
Sussex Circuls LHO	2	18	161	181
Brook Street LHO	5	12	109	126
Old Sinfin LHO	6	13	136	155
Stockbrook Street LHO	10	17	58	85
Total	33	86	583	702



	Declined	Neither Nor	Improved	Total
In the last 3 years, would you say your neighbourhood has improved or declined? 5 is improved, 1 is declined	60	333	350	743
Total	60	333	350	743

	Declined	Neither Nor	Improved	Total
Allenton LHO	18	67	69	154
Sussex Circuls LHO	6	101	71	178
Brook Street LHO	8	67	49	124
Old Sinfin LHO	11	36	108	155
Stockbrook Street LHO	12	47	27	86
Total	55	318	324	697

	Very much a problem	Neither Nor	Not a problem	Total
Rubbish or litter 1 very much a problem, 5 is not a problem	80	73	594	747
Noisy neighbours 1 very much a problem, 5 is not a problem	61	71	616	748
Dog fouling/Dog mess 1 very much a problem, 5 is not a problem	69		621	751
Other problems with pets and animals 1 very much a problem, 5 is not a problem	23		712	748
Disruptive children/teenagers 1 very much a problem, 5 is not a problem	34		659	750
Racial or other harassment 1 very much a problem, 5 is not a problem	17	16	712	745
Drunk or rowdy behaviour 1 very much a problem, 5 is not a problem	33	47	668	748
Vandalism and graffiti 1 very much a problem, 5 is not a problem	13		717	744
People damaging your property 1 very much a problem, 5 is not a problem	14		714	749
Drug use or dealing 1 very much a problem, 5 is not a problem	45	41	661	747
Abandoned or burnt out vehicles 1 very much a problem, 5 is not a problem	10	16	717	743
Other crime 1 very much a problem, 5 is not a problem	11		707	742
Noise from traffic 1 very much a problem, 5 is not a problem	18		691	742
Car parking 1 very much a problem, 5 is not a problem	82		588	747
Total	510	564	9377	10451

The top three issues identified by our customers whilst completing the Customer Survey are:

- Car parking16%
- Rubbish or litter16%
- Dog Fouling/Dog mess14%

These three issues remain constant and are being proactively tackled under the Customer Priorities

		Very much a problem	Neither Nor	Not a Problem	Total
Rubbish or litter	Allenton LHO	23	18	115	156
	Brook Street LHO	5	5	112	122
	Sussex Circus LHO	12	12	158	182
	Stockbrook Street LHO	23	11	52	86
	Sinfin LHO	12	13	129	154
Noisy neighbours	Allenton LHO	19	12	125	156
	Brook Street LHO	7	18	98	123
	Sussex Circus LHO	5	15	162	182
	Stockbrook Street LHO	15	7	64	86
	Sinfin LHO	10	13	132	155
Dog fouling/Dog mess	Allenton LHO	15	14	128	157
	Brook Street LHO	9	10	105	124
	Sussex Circus LHO	22	13	148	183
	Stockbrook Street LHO	7	7	72	86
	Sinfin LHO	10	9	135	154
Other problems with pets and animals	Allenton LHO	8	4	144	156
	Brook Street LHO	3	3	116	122
	Sussex Circus LHO	5	1	177	183
	Stockbrook Street LHO	3	2	80	85
	Sinfin LHO	3	1	151	155
Disruptive children/teenagers	Allenton LHO	13	12	130	155
	Brook Street LHO	5	9	109	123
	Sussex Circus LHO	4	13	168	185
	Stockbrook Street LHO	5	13	68	86
	Sinfin LHO	6	7	141	154

Racial or other harassment	Allenton LHO	4	4	147	155
	Brook Street LHO	1		120	121
	Sussex Circus LHO	1	4	177	182
	Stockbrook Street LHO	4	6	76	86
	Sinfin LHO	6	2	146	154
Drunk or rowdy behaviour	Allenton LHO	7	6	143	156
	Brook Street LHO	5	7	110	122
	Sussex Circus LHO	3	5	174	182
	Stockbrook Street LHO	10	12	64	86
	Sinfin LHO	2	12	141	155
Vandalism and graffiti	Allenton LHO	5	2	147	154
	Brook Street LHO	1	2	118	121
	Sussex Circus LHO	1	3	177	181
	Stockbrook Street LHO	1	3	82	86
	Sinfin LHO	5	4	146	155
People damaging your property	Allenton LHO	4	6	146	156
	Brook Street LHO	2	1	120	123
	Sussex Circus LHO	2	3	179	184
	Stockbrook Street LHO		5	80	85
	Sinfin LHO	5	4	146	155
Drug use or dealing	Allenton LHO	8	5	143	156
	Brook Street LHO	5	8	108	121
	Sussex Circus LHO	7	7	168	182
	Stockbrook Street LHO	14	9	63	86
	Sinfin LHO	4	9	142	155
Abandoned or burnt out vehicles	Allenton LHO	2	2	151	155
	Brook Street LHO	1	3	118	122
	Sussex Circus LHO	1	5	173	179
	Stockbrook Street LHO	4	2	80	86

	Sinfin LHO	2	4	148	154
Other crime	Allenton LHO	2	4	147	153
	Brook Street LHO	1	3	118	122
	Sussex Circus LHO		6	176	182
	Stockbrook Street LHO	3	5	77	85
	Sinfin LHO	2	6	146	154
Noise from traffic	Allenton LHO	7	12	135	154
	Brook Street LHO	3	3	115	121
	Sussex Circus LHO	3	8	171	182
	Stockbrook Street LHO	3	5	78	86
	Sinfin LHO	2	4	146	152
Car parking	Allenton LHO	19	15	121	155
	Brook Street LHO	23	14	85	122
	Sussex Circus LHO	24	23	137	184
	Stockbrook Street LHO	3	10	72	85
	Sinfin LHO	12	11	132	155
Total		473	516	8808	9797

The top three issues in each area are:

Allenton

Rubbish/Litter	17%
Noisy neighbours	14%
Car Parking	14%

Brook Street

Car Parking	32%
Dog Fouling/Dog mess	13%
Noisy neighbours	10%

Sussex

Car Parking	27%
Dog Fouling/Dog mess	24%
Rubbish/Litter	13%

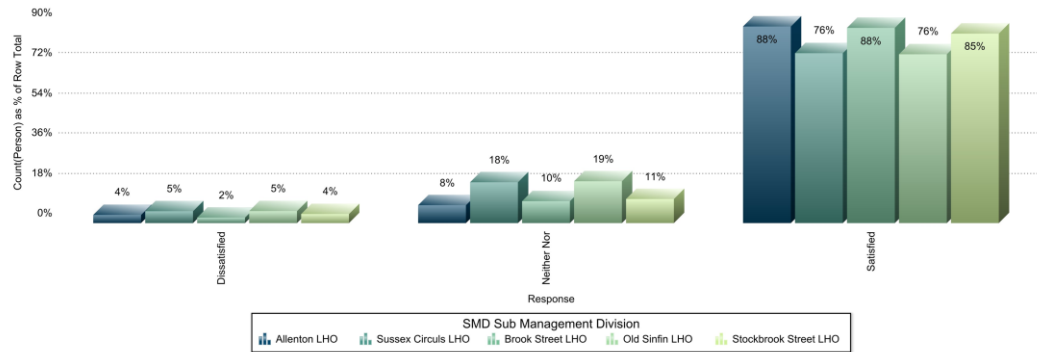
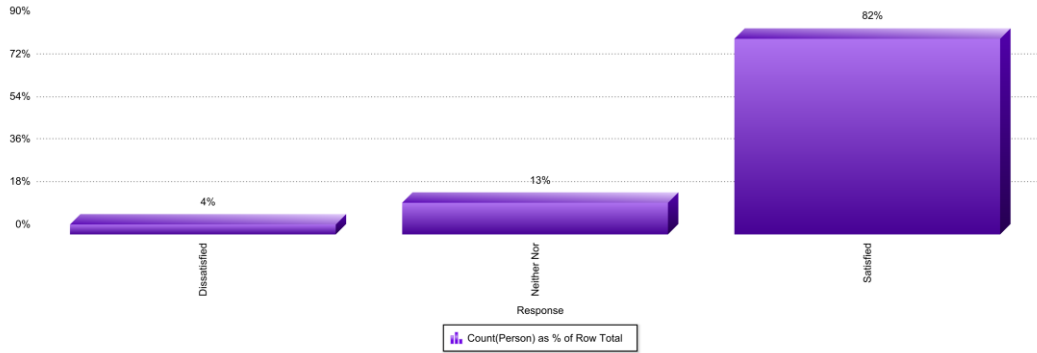
Stockbrook Street

Rubbish/Litter	24%
Noisy neighbours	16%
Drug use or dealing	15%

Sinfin

Car Parking	15%
Rubbish/Litter	15%
Dog Fouling/Dog mess	12%
Noisy neighbours	12%

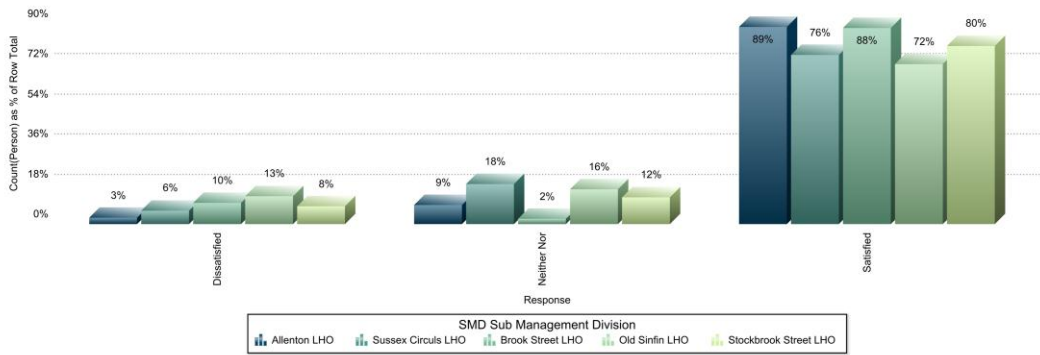
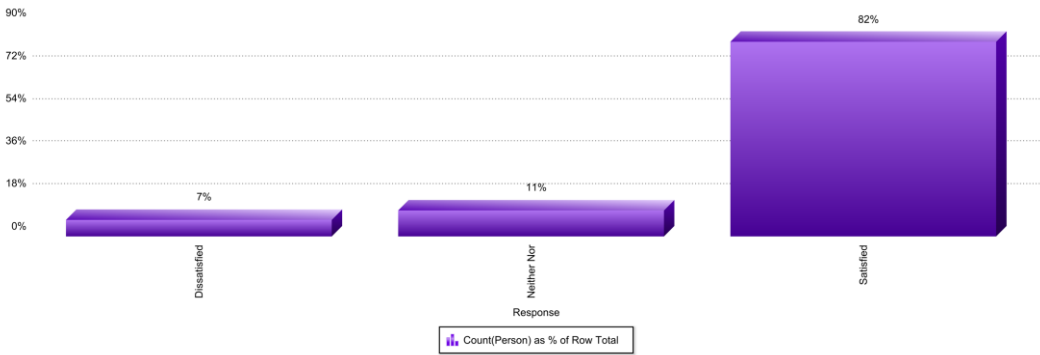
Grounds Maintenance



	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you with the grounds maintenance provided by Derby Homes? By grounds maintenance we mean grass cutting and shrub beds to communal land.	29	93	575	697
Total	29	93	575	697

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	5	11	121	137
Sussex Circuls LHO	9	31	129	169
Brook Street LHO	3	12	107	122
Old Sinfin LHO	8	28	113	149
Stockbrook Street LHO	3	8	63	74
Total	28	90	533	651

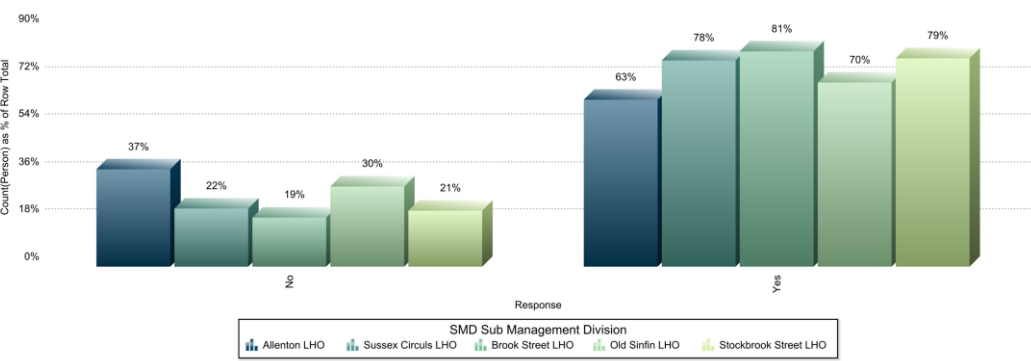
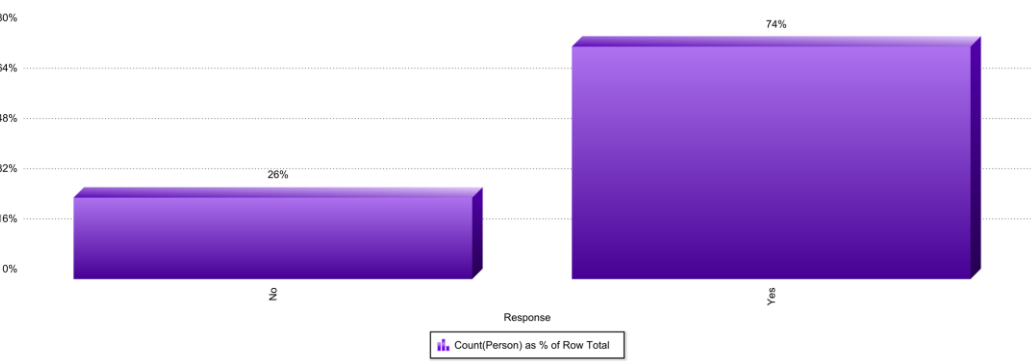
Communal Cleaning



	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you with the cleaning of your communal areas where you live? 5 is satisfied, 1 is dissatisfied	14	22	165	201
Total	14	22	165	201

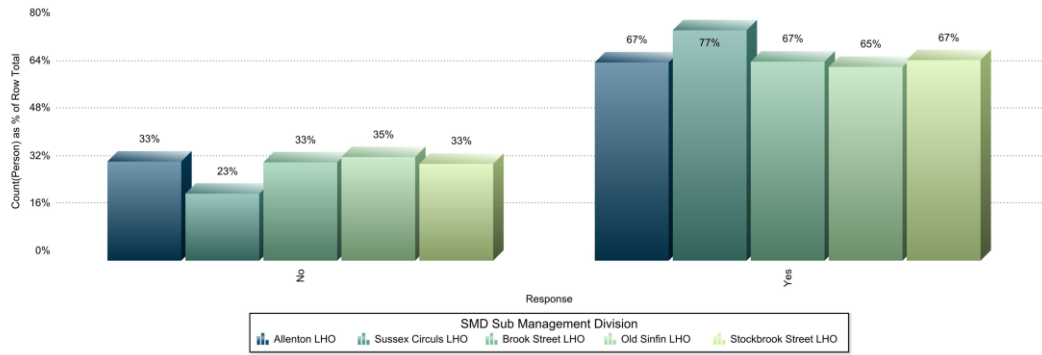
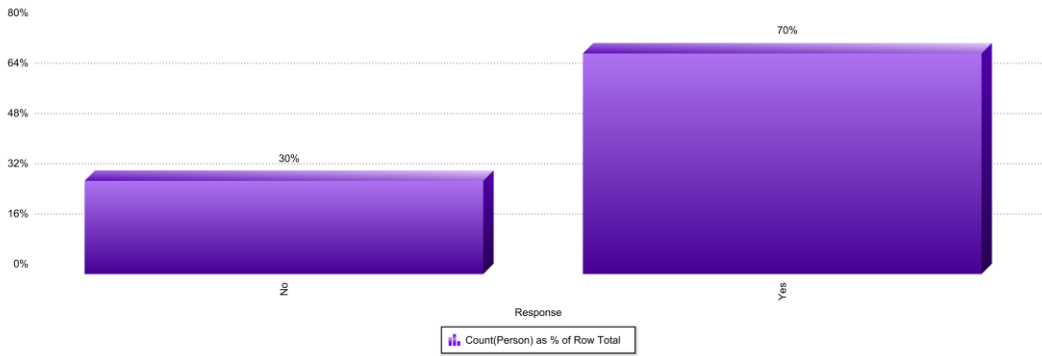
	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	1	3	31	35
Sussex Circuls LHO	3	9	38	50
Brook Street LHO	4	1	37	42
Old Sinfin LHO	4	5	23	32
Stockbrook Street LHO	2	3	20	25
Total	14	21	149	184

Improvements to Area



	No	Yes	Total
Do you know that Derby Homes carry out large and small improvement works across the city? These improvements can include landscaping works, such as paving and fencing. They can also include social improvements such as helping to improve/resolve ASB.	193	551	744
Total	193	551	744

	No	Yes	Total
Allenton LHO	56	96	152
Sussex Circuls LHO	40	142	182
Brook Street LHO	23	101	124
Old Sinfin LHO	47	108	155
Stockbrook Street LHO	18	67	85
Total	184	514	698



	No	Yes	Total
Do you know how to let us know if you think improvements could be made in your area?	221	523	744
Total	221	523	744

	No	Yes	Total
Allenton LHO	50	100	150
Sussex Circuls LHO	41	141	182
Brook Street LHO	41	83	124
Old Sinfin LHO	54	101	155
Stockbrook Street LHO	28	58	86
Total	214	483	697

Need zebra crossing to cross over to shop.	Acorn Close
Cleaning of windows outside and bins	Aldwych
paths could be wider for loading and unloading when people move in, vehicles have ruined the grass.	Aldwych
Surgery at Mackworth Library closing. Want to keep it open.	Aldwych
My property states it is fully wheelchair accessible, I am wheelchair bound and have real difficulties with the doors and garden. My housing officer has tried helping and visited the property. I have raised a complaint regarding the issues.	Arleston Lane
already having improvements done in the area soon	Arthur Court
A Community Centre for children.	Arthur Street
Improvements made to local parks	Aston Road
want to know if the people should cut the hedge on their side of the allotment. Housing officer to check	Baker Street
would like place boxing around the pipework in the bathroom downstairs. Advise that she will have write for a permit. Also advised that if DH needed to do work if there was a leak then the boxing would have to be removed.	Baker Street
add extra fencing around the back and change gates. I know the housing officer has had site meetings and is looking into this.	Ballater Close
He stated that roof repairs to the properties	Barrett Street
not for the area, queried private owner fence next door in poor state of repair. blank permit sent out in post so she can request to install on fence on her side of the boundary to secure her garden. advised we cannot enforce private owners maintain rear boundaries and DH would only mark with post and wire.	Bea
better car parking facilities.	Belsize Close
Adding extra car parking.	Birdcage Walk
Neighbourhood watch	Birdcage Walk
Upgrade the flats and surrounding areas	Boulton Lane
Replace hedges with fencing	Browning Street
Replace hedges with fencing	Browning Street
better play area for children	Caxton Street
make something of the green squares on the estate like on emerson square, patmore square etc. maybe put children's play equipment in them or make into allotments for residents. might stop them being used for fly tipping.	Caxton Street

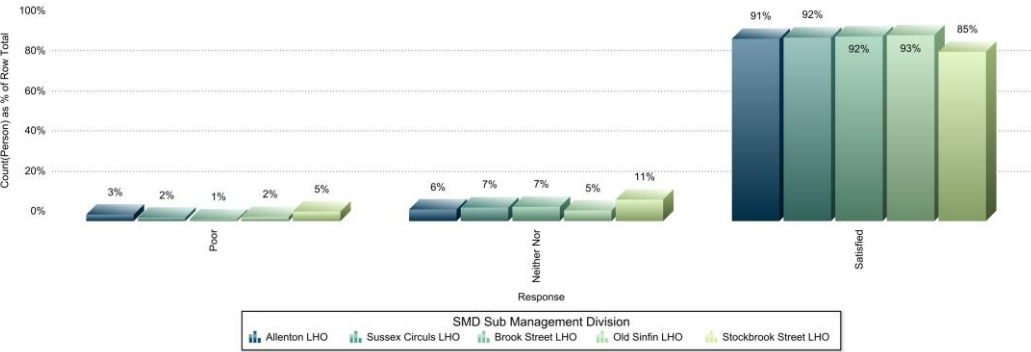
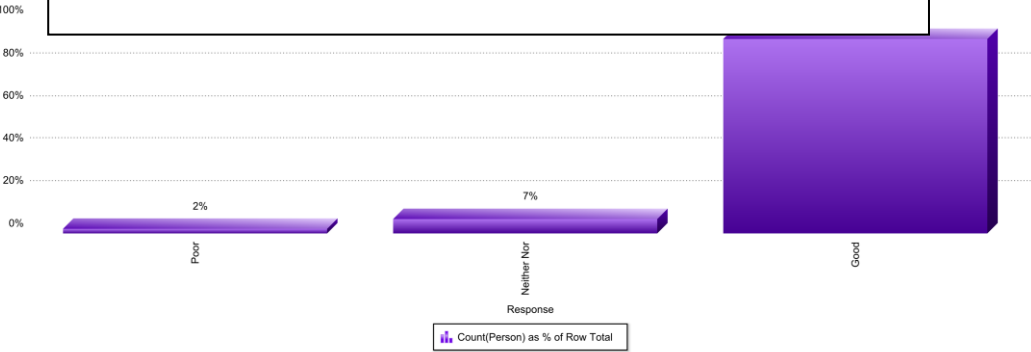
my side of caxton street, like it very much, old people over the road. no problems at all, doesn't need anything doing to it.	Caxton Street
Jitty Ways need trimming back due to stinging nettles	Chadwick Avenue
no - only problem is fly tipping down jitty at top of coleridge street near scout hut. not sure what solution is.	Coleridge Street
thinks estate should have cctv on lamposts.	Coleridge Street
would like street sign at corner of coleridge and kitchener. advised would pass her request to streetpride.	Coleridge Street
To take out green area in the middle of the square and make into communal parking area for residents.	Dickens Square
Provide something for the kids to do in the area. Provide more activities for kids on the Racecourse.	Dorset Street
The green grassed area on Elm Tree Avenue could be cut a bit more. May be once more to what is done now.	Elm Tree Avenue
Fencing to be repaired & painted.	Essex Street
Maintain Trees more often & send road sweepers more often to collect leaves & litter.	Essex Street
Remove the gravel in the front garden	Farndale Court
Need to put better tenants in area.	Filbert Walk
more trees would be nice.	Finsley Walk
something that could possibly deter youths in the jitty as they smoke weed and congregate in the summer.	Grimshaw Avenue
My Kids often visit to the small park which is on Boulton Lane behind the Merrill Academy. Its need more improvement and to put more stuff for kids activity- currently there is not much to play.	Hatfield Road
Patio areas to be cleaned/weed sprayed 2 x yearly by DH.	Holly Court
Patio areas to be weed sprayed/cleaned by DH twice a year.	Holly Court
Would like fencing at front made individual like on Northumberland St	Howard Street
Remove shale to front gardens	Humber Close

car park	Kensal Rise
car park	Kensal Rise
Clean exterior of properties & put drives in for those who don't have them to ease parking issues.	Kerry Street
More skip days. Help to take away garden waste.	Kerry Street
She wants more trees to be planted	Kings Mead Walk
More disabled bays in car park	Langwith Close
Have an outside seating area	Laurie Place
Get rid of the green area & provide more parking spaces.	Lothian Place
Get rid of the tree in front garden which is a nuisance.	Lothian Place
Would like new doors in flat and someone to look into her walls of the flat as her home feels very cold (have raised this as an inspection and emailed housing officer)	Louvain Road
improve park at end of cheviot street as there is not much for the kids to do there	Lyttelton Street
Improvements by DH scheduled to start April 2017. Would like to see dog fouling posters up around Madeley - these are to be erected with the improvements.	Madeley Court
Improvements going to be done September 2017.	Madeley Court
rip out hedges and install fencing.	Marlborough Road
He struggles to get from front door to footpath or car park to get in taxi, taxi drivers are very good but not sure if there is any thing else that can be done.	Marlowe Court
Large grassed area nearby requires better maintenance	Marston Close
Previous ideas highlighted	Max Road

Yellow lines on Michigan Road to stop unknown cars parking outside driveways	Michigan Close
cut all hedges and do all gardens	Monsal Drive
More for children, like a park, activities being put on etc if possible.	Moray Walk
Tackle Fly Tipping in the Area	Moray Walk
Nidderdale car park needs resurfacing - drop curb needed by 2-4.	Nidderdale Court
more car parking required	Norbury Crescent
More parks for smaller children - MUGA	Oaklands Avenue
It would be nice if there was a play park/equipment for children locally.	Orchard Way
More Parking Space - Our Tenant finds it hard to park the car nearby to her house. It can block up street if they park on the street area.	Oregon Way
improvement in area ongoing - still waiting for patio door.	Osmaston Road
provide dog bins	Quarn Gardens
More Bins to replace old bins or bins taken out when redid pavement larger bins stop overflowing	Quarn Way
More Youth Clubs for the youths in the area	Radford Street
doing them at the minute, taking time but thinks that good jobs do take time.	Rauche Court
i know i can ring 888777 - very handy number.	Rauche Court
Would like something done about dog waste. Mirror needed at bottom of hill as blind bend.	Ridgeway
Keep upgrading external appearance of properties	Rodsley Crescent
Metal Fencing	Rowland Street
provide youth centre for local children 9yrs upwards.	Sanderson Road
More police on the beat	Sinfin Lane
car park extension	Slindon Croft

MUGA for kids living on Southcroft	Southcroft
MUGA required for Southcroft. A lot of children play football on the communal lawns.	Southcroft
would be good if area could be an "alcohol free zone" like stockbrook area is.	St Davids Close
Maintenance of public hedgerows. Hedges at bungalows at Meadow Way should be cut more regularly.	St Peter'S Road
I was promised 2 years ago that DH would renew my rear fencing as my garden is so big and the fencing has never been renewed. HO to look into this matter further with cyclical team as rear fencing is normally tenants responsibility.	Station Road
Fence off green area at back	Stonesdale Court
There is no play area for children in the area, or social club for children.	Summerbrook Court
fencing at the rear needs painting. Advised tenant that this was on a yearly time period all over the city.	Thorndike Avenue
Security of garages	Watermeadow Road
Cut back hedge in summer as cannot see out window - fit a fence instead of a wall as children/ teenagers sit on the wall	Whitecross Gardens
Fencing around the flat - went out with [name removed] and going to send over to the Hub to raise a survey.	Whitecross Gardens
More car parking required on Bowbridge Avenue especially as new housing is being constructed at the end of the road. [Name removed] would like communal land opposite her property turned into additional car parking spaces due to the number of cars parked on the road and the narrowness of it.	Willowcroft Road
Work has been completed to Wiltshire Road recently	Wiltshire Road

Keeping you Informed



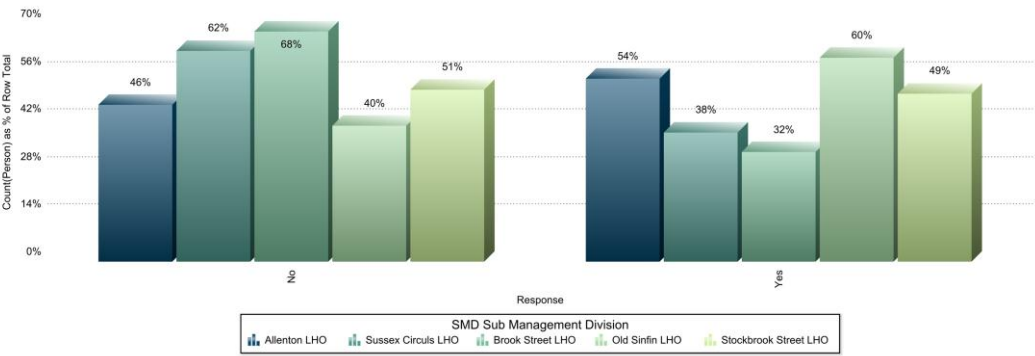
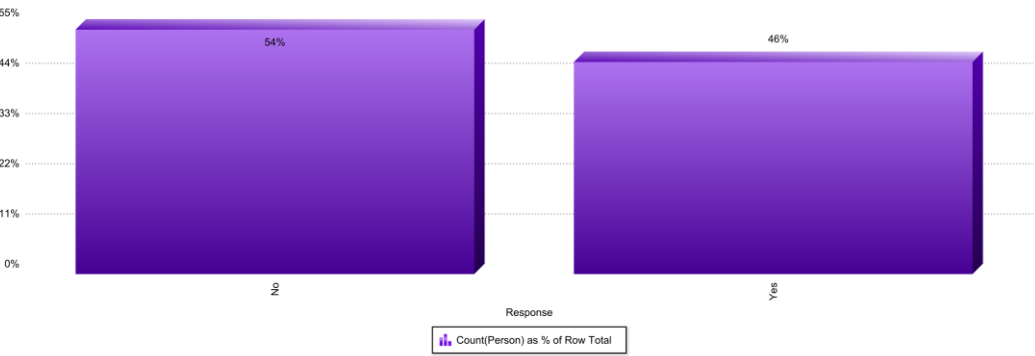
	Poor	Neither Nor	Good	Total
How good or poor do you think Derby Homes is at keeping you informed about things that might affect you as a tenant? 5 is good, 1 is poor	16	50	677	743
Total	16	50	677	743

	Poor	Neither Nor	Good	Total
Allenton LHO	5	9	141	155
Sussex Circuls LHO	3	12	163	178
Brook Street LHO	1	9	117	127
Old Sinfin LHO	3	8	141	152
Stockbrook Street LHO	4	9	71	84
Total	16	47	633	696

Compliments	
I have always been informed/ notified on repairs/work. Derby Homes have been really good	Elm Tree Avenue
happy with how it is done now.	Woodroffe Walk

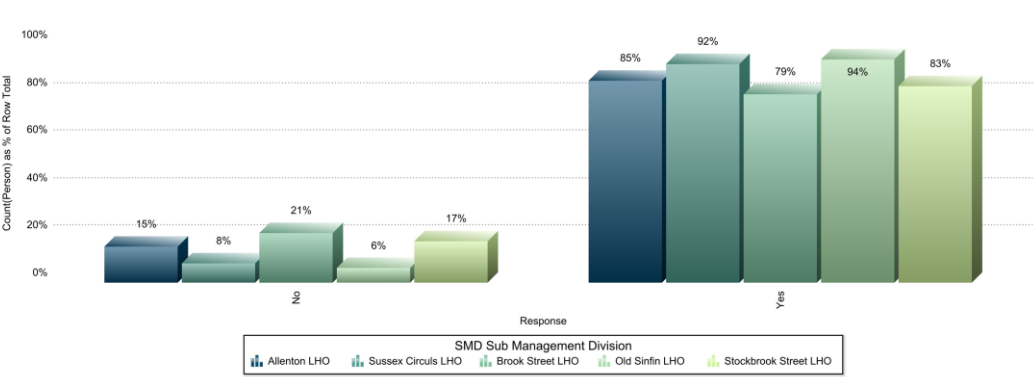
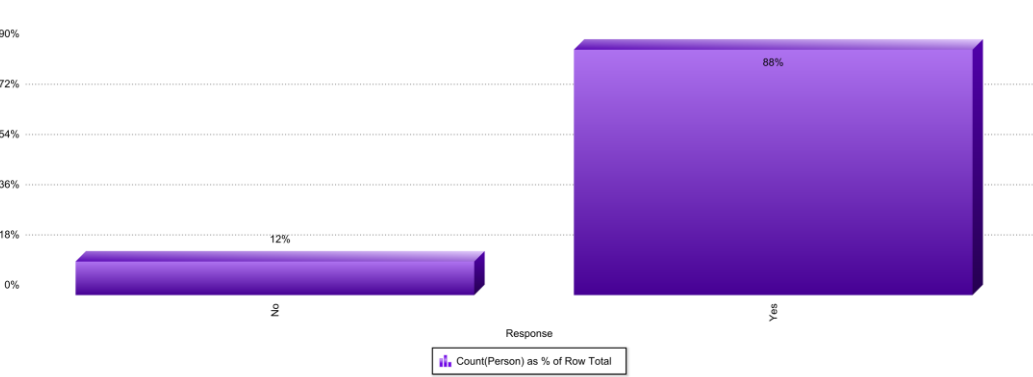
Comments	
More newsletters.	Arthur Street
more texts and social	Beckenham Way
letters/ newsletters	Boulton Lane
More face to face - home visits	Bretton Avenue
Don't get the newsletter	Eden Street
More on social media as it will get more people talking.	Elton Road
Have more staff to man phones etc	Falcon Way
Not send so many letter if we text or call	Fenchurch Walk
Would like to go paperless	Holyrood House
Find ways to interact with those without the internet.	Kerry Street
Send newsletters more frequently.	Kerry Street
her dad got a parking ticket and she was not told she needed a parking permit	Kings Mead Walk
Improvements required to dashboard - doesn't update rent accounts regularly.	Langwith Close
more visits from housing officer at least once a year	Louvain Road
when I had support from [name removed] in tenancy sustainment it was really good and he helped me a lot but since not having him anymore I feel like I haven't got anyone to contact.	Marlowe Court
any information would be an improvement	Marston Close
Would like Derby Homes to visit more at home. Housing Officer discussed whether there was anything in particular that tenant wanted to discuss on a home visit but tenant didn't specify anything and said he was managing ok at property and didn't have any questions relating to tenancy.	Merrill Way
Dog Bins	Quarn Gardens
Make sure the derby homes news gets out before date pass a lot of the time I get it after dates passed	Quarn Way
Doesn't receive a newsletter any longer	Rochester Close
more use of personal emails	Ruskin Way
Newsletter to tenants	Uttoxeter New Road
Send out more derby homes news articles	Whitecross Gardens

Contact with Derby Homes



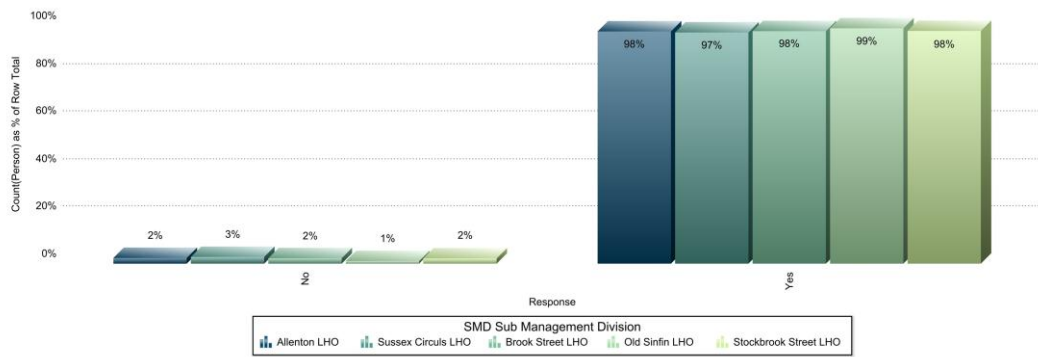
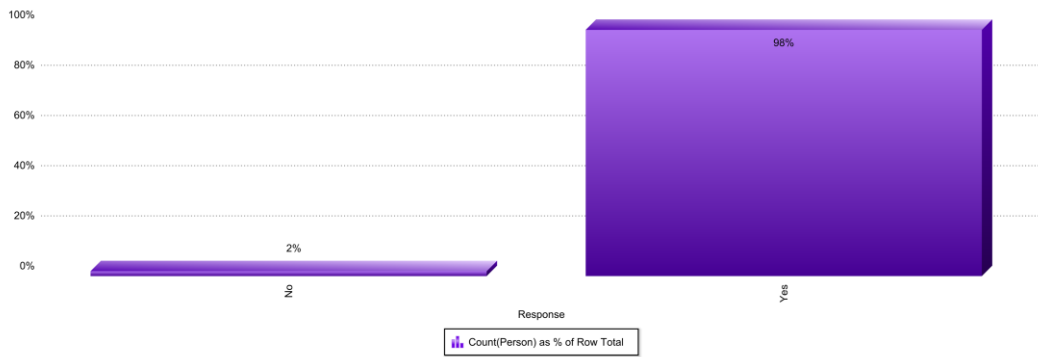
	No	Yes	Total
Have you contacted Derby Homes in the last 12 months with a query other than to pay your rent or service charge?	400	347	747
Total	400	347	747

	No	Yes	Total
Allenton LHO	72	84	156
Sussex Circuls LHO	111	68	179
Brook Street LHO	86	41	127
Old Sinfin LHO	62	93	155
Stockbrook Street LHO	43	42	85
Total	374	328	702



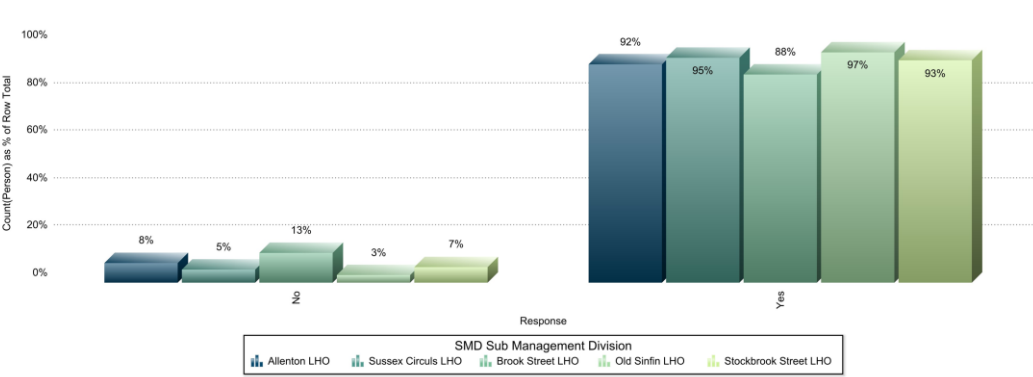
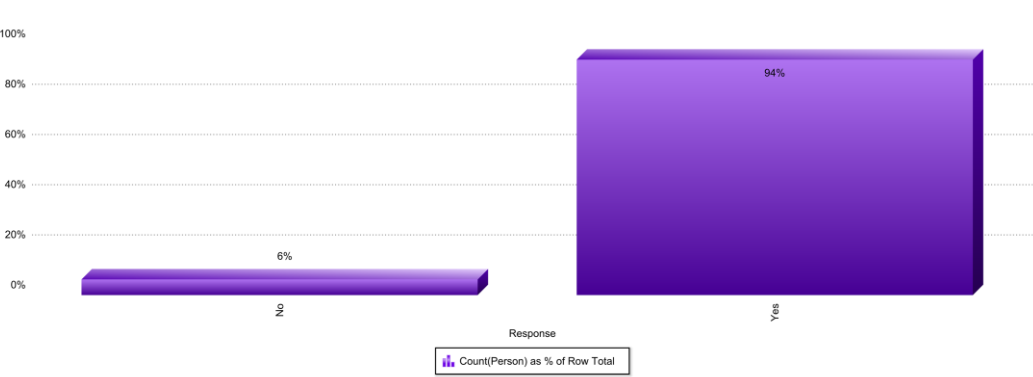
	No	Yes	Total
Getting hold of the right person was easy	45	329	374
Total	45	329	374

	No	Yes	Total
Allenton LHO	13	73	86
Sussex Circuls LHO	6	68	74
Brook Street LHO	10	38	48
Old Sinfin LHO	6	91	97
Stockbrook Street LHO	8	38	46
Total	43	308	351



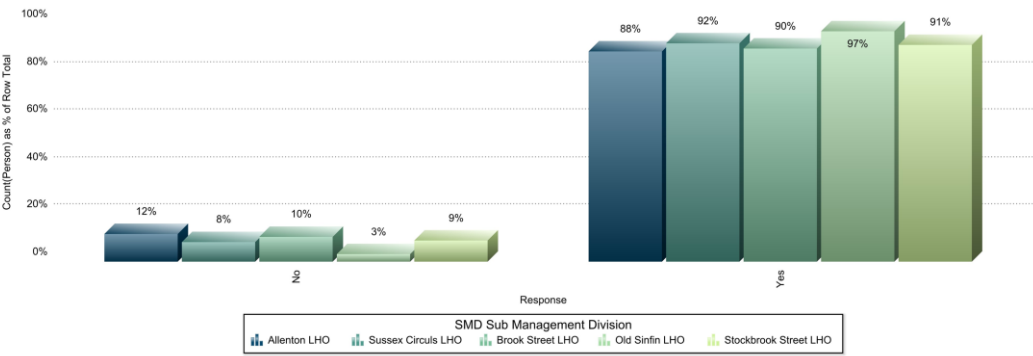
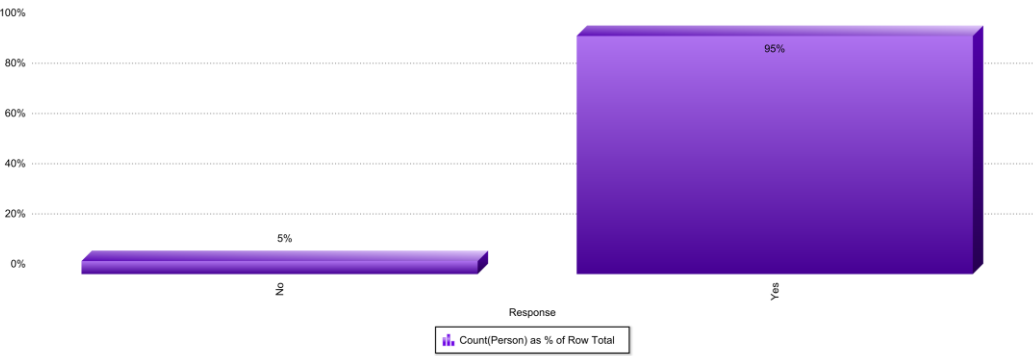
	No	Yes	Total
The staff I spoke to were helpful	7	354	361
Total	7	354	361

	No	Yes	Total
Allenton LHO	2	82	84
Sussex Circuls LHO	2	69	71
Brook Street LHO	1	43	44
Old Sinfin LHO	1	92	93
Stockbrook Street LHO	1	45	46
Total	7	331	338



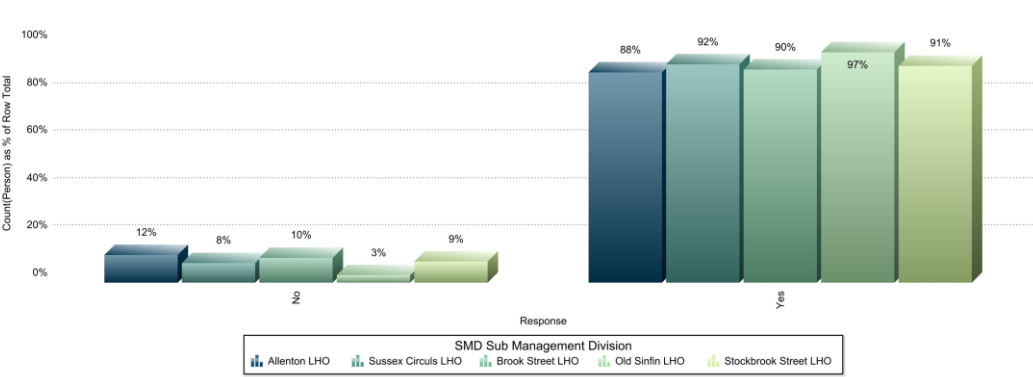
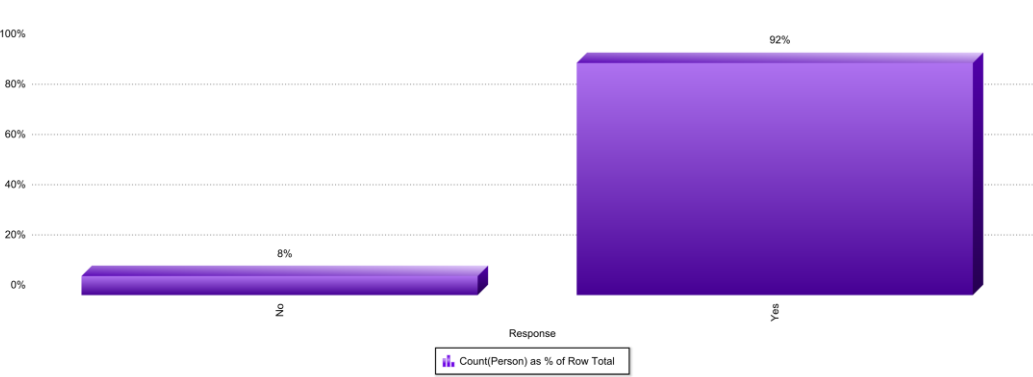
	No	Yes	Total
My query was answered in a reasonable time	23	346	369
Total	23	346	369

	No	Yes	Total
Allenton LHO	7	78	85
Sussex Circuls LHO	4	69	73
Brook Street LHO	6	42	48
Old Sinfin LHO	3	91	94
Stockbrook Street LHO	3	43	46
Total	23	323	346



	No	Yes	Total
I was satisfied with the ability of staff to deal with my query quickly and efficiently	19	348	367
Total	19	348	367

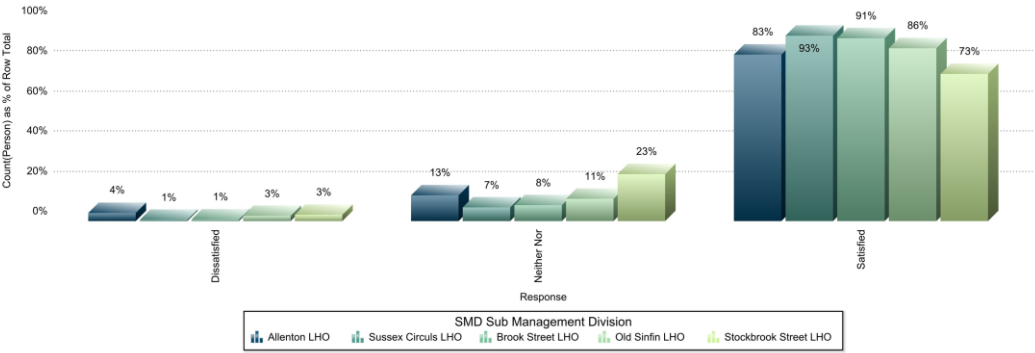
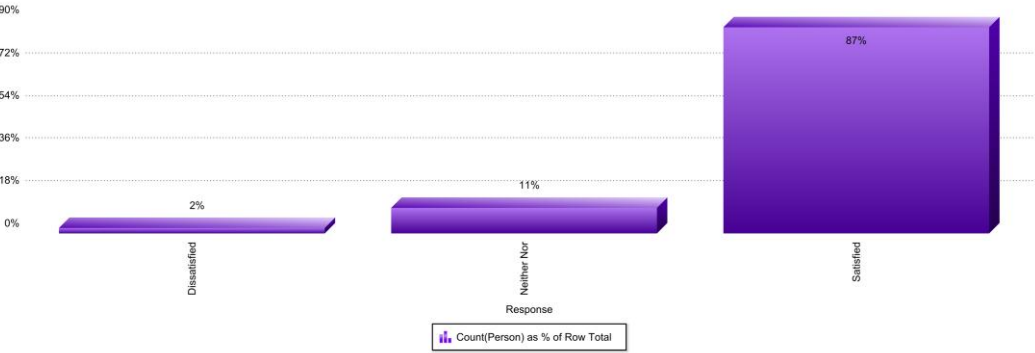
	No	Yes	Total
Allenton LHO	10	76	86
Sussex Circuls LHO	6	67	73
Brook Street LHO	5	43	48
Old Sinfin LHO	3	92	95
Stockbrook Street LHO	4	41	45
Total	28	319	347



	No	Yes	Total
I was satisfied with the outcome of my query	28	342	370
Total	28	342	370

	No	Yes	Total
Allenton LHO	10	76	86
Sussex Circuls LHO	6	67	73
Brook Street LHO	5	43	48
Old Sinfin LHO	3	92	95
Stockbrook Street LHO	4	41	45
Total	28	319	347

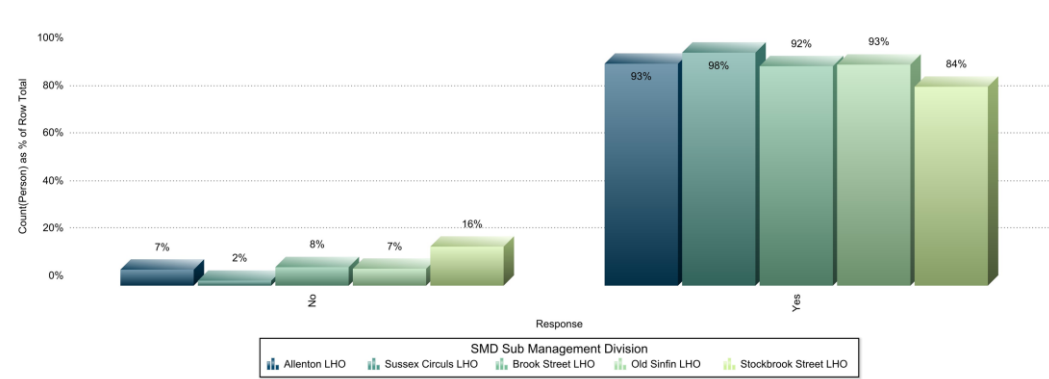
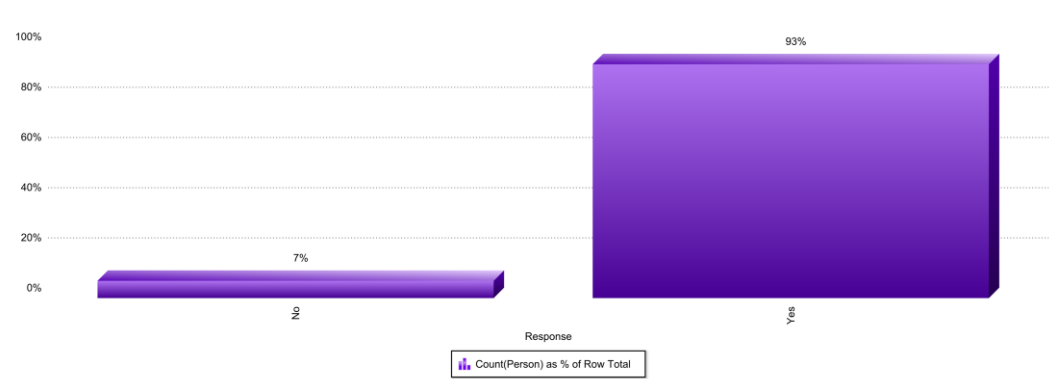
Views Taken Into Account



	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you that your views are being taken into account by Derby Homes? 5 is satisfied, 1 is dissatisfied	16	75	605	696
Total	16	75	605	696

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	6	19	123	148
Sussex Circuls LHO	1	11	149	161
Brook Street LHO	1	10	115	126
Old Sinfin LHO	4	17	132	153
Stockbrook Street LHO	2	15	47	64
Total	14	72	566	652

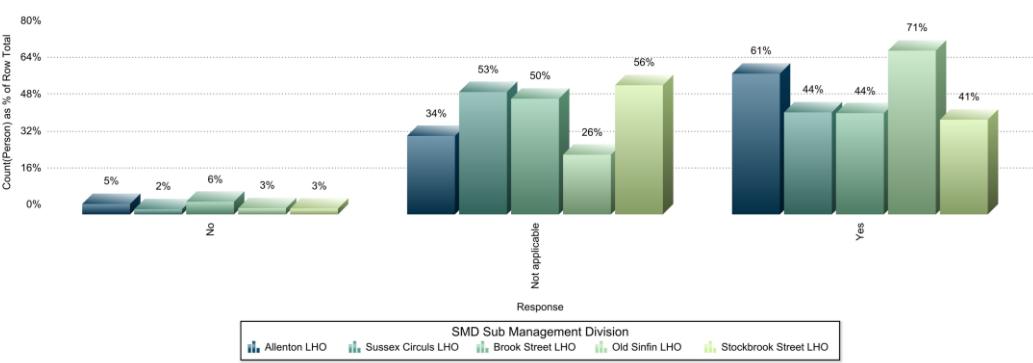
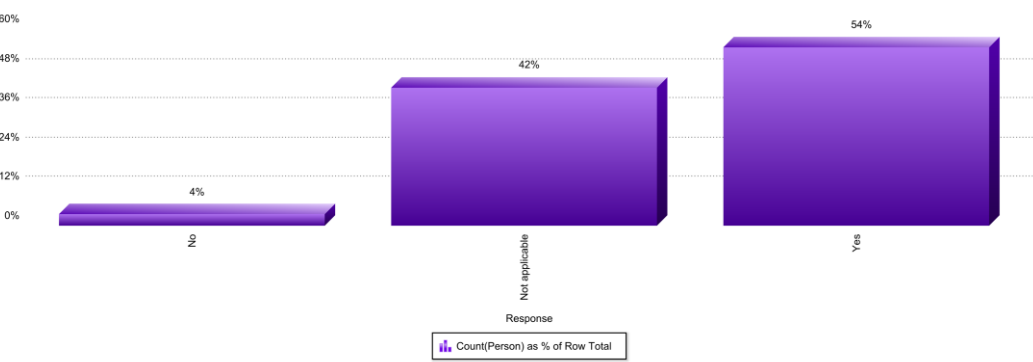
Customer Feedback



	No	Yes	Total
Do you think Derby Homes listens to customer feedback and makes changes as a result?	46	623	669
Total	46	623	669

	No	Yes	Total
Allenton LHO	10	139	149
Sussex Circuls LHO	3	143	146
Brook Street LHO	9	107	116
Old Sinfin LHO	11	144	155
Stockbrook Street LHO	10	51	61
Total	43	584	627

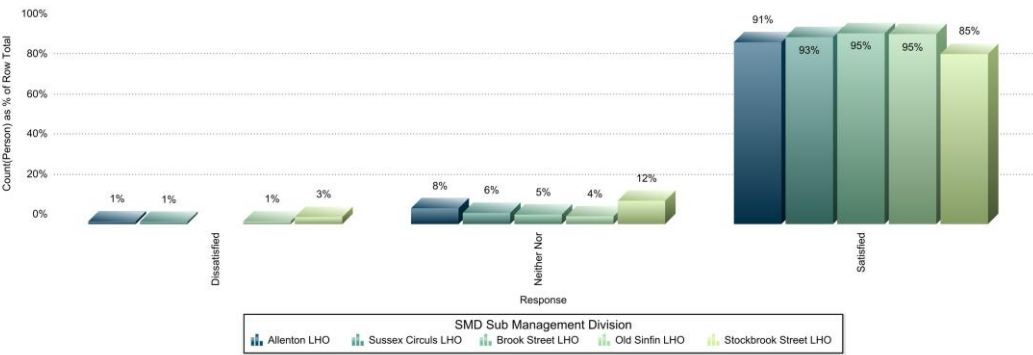
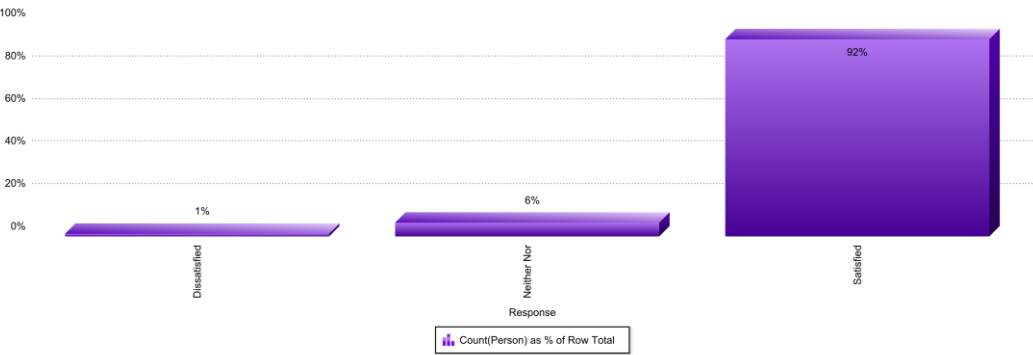
Rent, Income and Benefits



	No	Not applicable	Yes	Total
Are you satisfied with any advice and support you have received from Derby Homes on managing your finances or paying rent/service charges?	26	311	402	739
Total	26	311	402	739

	No	Not applicable	Yes	Total
Allenton LHO	7	53	95	155
Sussex Circuls LHO	4	96	80	180
Brook Street LHO	7	64	56	127
Old Sinfin LHO	4	39	107	150
Stockbrook Street LHO	2	45	33	80
Total	24	297	371	692

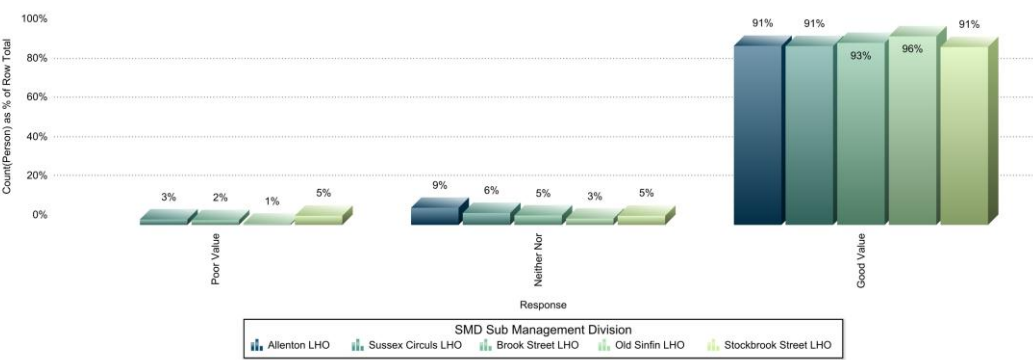
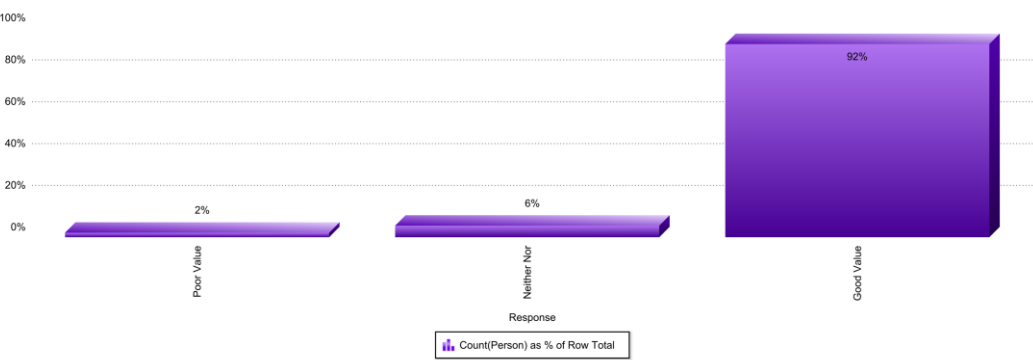
Overall Satisfaction with Derby Homes



Dissatisfied	Neither Nor	Satisfied	Total
9	48	690	747
9	48	690	747

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	2	12	138	152
Sussex Circuls LHO	2	10	168	180
Brook Street LHO		6	120	126
Old Sinfin LHO	2	6	148	156
Stockbrook Street LHO	3	10	73	86
Total	9	44	647	700

Value for Money

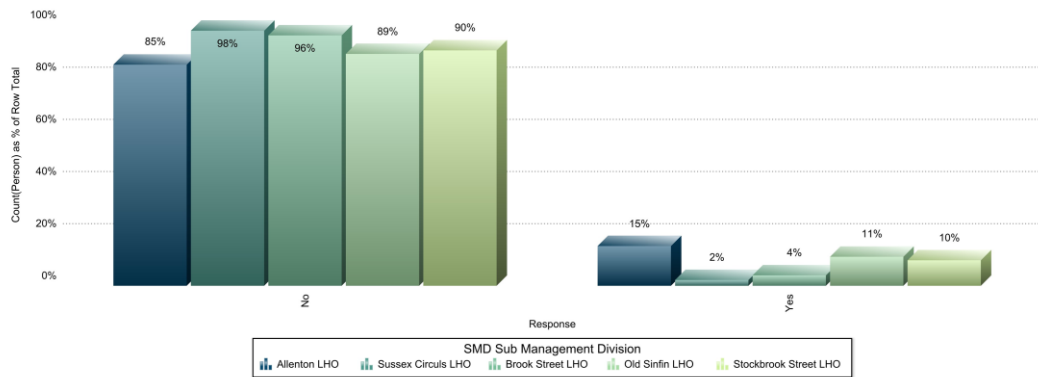
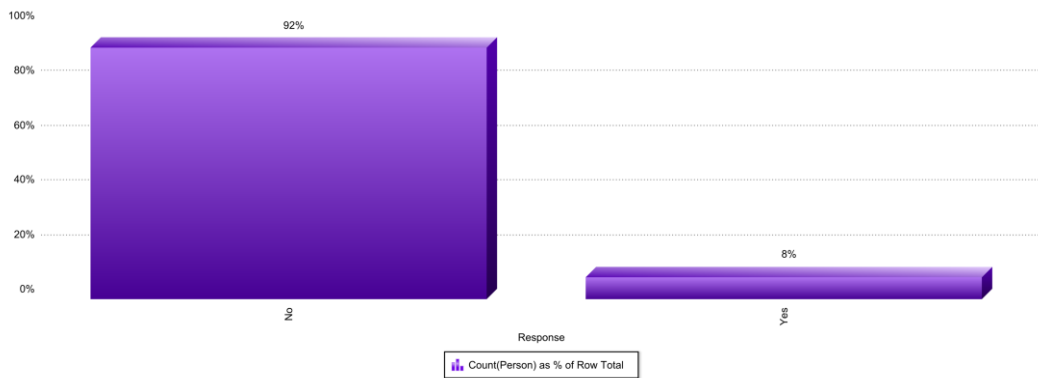


	Poor Value	Neither Nor	Good Value	Total
Based on the rent you pay, do you think that the overall service provided by Derby Homes is value for money ? 5 is good value, 1 is poor value	16	41	686	743
Total	16	41	686	743

	Poor Value	Neither Nor	Good Value	Total
Allenton LHO		13	136	149
Sussex Circuls LHO	5	11	165	181
Brook Street LHO	3	6	116	125
Old Sinfin LHO	1	5	149	155
Stockbrook Street LHO	4	4	78	86
Total	13	39	644	696

Compliments	
just had new door fitted, had letter for new heating next year. repairs service is good, some workmen could be a little less grumpy but otherwise ok. only thing I would like is a new kitchen or better layout.	Coleridge Street
Leaseholder but does engage with DH frequently.	Field Lane
"everything ok, no problems"	Finsley Walk
My housing officer is helping me with my housing application and other issues with ASB and support she has referred on	Islay Road
Housing officer has offered to assist with my rehousing application should I need the help.	Katrine Walk
Excellent service	Madeley Court
"love it here, really do. she downsized here and didnt think she would adjust but lives in a block with good neighbours. nothing at all wrong. very happy with Derby Homes.	Rauche Court
last year august we got a letter about DH improvements on Rauche Court, well informed. find the 888777 handy and have not experienced any unnecessary delays. satisfied with derby homes, not had any recent repairs but grass was cut 2 days ago and looks good. fly tipping is an issue but is quickly removed by council.	Rauche Court

Comments	
housing officer check housing application form.	Baker Street
Housing Officer to give DCC leaflet about Hedges.	Baker Street
Emailed the Housing officer first about my issue but had no response. Once I spoke to the customer service team, it was sorted instantly.	Bentley Street
Advised tenant his re-glaze order has been passed to Customer service team to re-raise and they will be in contact with him with a new appointment.	Caxton Street
doesn't like automatic telephone service, preferred the old way. not very happy with private address over the road as children playing out until 9pm and quite noisy. advised not sure if anything can be done but would make asb officer aware.	Caxton Street
DH mail arriving 7 days after postal date	Challis Avenue
already volunteering for Derby Homes. she said that she read in Derby Homes news about paying to go on gardening scheme but then phoned up for more information and no-one new what she was talking about. she has requested GM application form twice and it has never arrived. HO arranged to send it to her via email today.	Coleridge Street
daughter interpreted for mum. only issue raised was gap in rear hedge where neighbours dog can get through. advised rear boundary is tenants responsibility and cheapest way to cover it would be with chicken wire.	Coleridge Street
finds getting through to DH a problem as works nights so is sleeping in the day - HO provided details of dashboard so can use online service to make things easier.	Coleridge Street
ASB reported in regards to [address removed]- information passed to ASB team to action.	Holly Court
I am still waiting for someone to repair/replace by bathroom hot tap as it is unuseable. I have requested serveral times for a repair	Knutsford Green
it would be good if there was an incentive to do the survey - such as to win a holiday.	Marlborough Road
it's 50/50 on trying to get hold of the right person.	Osmaston Road
Drug problem on the estate. Damage to my car. Will be reporting to DH online after discussion with HO as the perp in question is a DH tenant	Rodsley Crescent
just want to mention that bin men when they emptied his new blue bin did not give him it back and gave him an old one back. he is ok with it but thinks it was because they were rushing and could have taken more care over giving him the right bin back. managed to get hold of DH staff except for once when he struggled but found out later that was because the person he was trying to get hold of was on holiday. dog mess on park is an issue, understands difficult to patrol but that environmental health / dog wardens at DCC can assist. He said that he is fed up of seeing dumped furniture outside, advised we know about it and where it has come from and we are taking action for the perpetrator to remove. He said he doesn't like it in summer when people sit outside but they don't cause any trouble as such just laying about. I asked him why he scored his quality of home as 1 and he said it hasn't been modernised but gas team are coming to do survey 06.06.17.	St Davids Close
Fly tipping in communal wash areas cat urine smell in our flat from [address removed] [name removed] customer service team very polite and helpful	Whitecross Gardens
he has reported abandoned brown bin in woodroffe walk car park to DCC to remove. also there was some graffiti but it has been removed by DCC who jet washed it. He said in the last 6 months he has seen drug dealing but wants to remain anonymous and gave advice on how to report via crimestoppers telephone number and website which he will do in the future. he feels the rent is fair and wanted to tell Derby Homes to "keep up the good work" he has requested an email in regards to volunteering opportunities in Derby Homes - emailed [name removed] to contact him.	Woodroffe Walk



	No	Yes	Total
Would you be interested in getting involved by volunteering your time?	679	59	738
Total	679	59	738

	No	Yes	Total
Allenton LHO	128	23	151
Sussex Circuls LHO	177	4	181
Brook Street LHO	120	5	125
Old Sinfin LHO	136	17	153
Stockbrook Street LHO	74	8	82
Total	635	57	692

PERFORMANCE MONITORING - CUSTOMER PRIORITIES QUARTER 1

Report of the Head of Housing Management & Housing Options

1. SUMMARY

- 1.1 This report details performance against the 10 Customer Priorities to the end of Q1 2017/18. The Customer Priorities have been created after speaking to 2253 customers during a large scale door step campaign.

2. RECOMMENDATION

To note and comment on the content of this report.

3. REASON FOR RECOMMENDATION

To ensure the Operational Board is able to monitor performance in key service areas and request additional information where areas of concern/interest arise.

4. MATTER FOR CONSIDERATION

- 4.1 There are 10 Customer Priorities, below is a summary of the main actions carried out in relation to these. Full updates on each Customer Priority can be found in Appendix 1.
- 4.2 The current Customer Priorities will be coming to a close at the end of August 2017.
- 4.3 A new door step campaign will be undertaken from September to October 2017 to feedback on the work that has been done under the established Customer Priorities and to find out our customers' current concerns.
- 4.4 The information gathered from the Customer Survey will be used to establish the new Local Customer Priorities within each housing management area.

Priority Actions

4.5 Priority 1 We will develop and deliver a proactive litter campaign

We have completed litter picks over all of the north east with schools and community groups. We are now working with councillors and other agencies on a monthly basis conducting litter picks. We will also be continuing with estate inspections and identifying streets for the new campaign.

4.6 Priority 2 We will increase awareness of and community confidence in, our response to noise nuisance in your communities

We are actively promoting use of our Noise App on all noise nuisance cases citywide. This forms part of the Action Planning process when we get a new case. This is appropriate in around 85-90% of noise nuisance cases. We will continue to promote the app through our nuisance/ASB roadshows. We have developed a separate section on the ASB page of Derby Homes' website promoting the use of this app.

This service was also promoted earlier in the year in an edition of Derby Homes News and we will continue to do so in future editions.

4.7 Priority 3 We will promote responsible pet ownership

During quarter 4 2016/2017 we have received 107 pet permit requests. During this quarter 107 have been dealt with and 22 are to be decided. The ASB team now manage the pet permit procedure.

4.8 Priority 4 We will commit £100k to target improved parking schemes over the next 24 months. We will strengthen partnership working with Police and others to take enforcement action illegal parking where necessary

This Action will continuously run at 100% due to the ongoing nature of Housing Officer identifying parking issues. There is one CSM that has been setup and this will take some time to resolve due to needing a dropped curb. We have no other CSM open at the present time for any parking issues.

4.9 Priority 5 We will provide comprehensive support to tenants moving into new build properties including a customer relations single point of contact during the first 12 months of your new tenancy

We are carrying out a 6 month visit with customers to establish any issues with their newly built home. This is an ongoing process to allow us to ensure that we are building new homes to fit the needs of our customers.

All queries regarding New Build Houses are directed by Customer Service Team to a single point in The Development Team.

4.10 Priority 6 We will complete an LED lighting upgrade to all communal areas of flats, to improve energy efficiency, and reduce the frequency of replacement bulbs

Since the completion of the initiative in June 16 we have carried out a review of three blocks completed. This review was carried out from Sept 13-14 and from Sept 15-16 to see the difference in cost.

Despite changes in the cost of electricity we believe there has been a cost saving in the region of 15%. We would like to carry out a review of a longer period to see what true savings are made. We believe there have been savings in the cost of maintenance as since the fitting of the LED lighting, repair costs have reduced drastically. Again we will be carrying out a review for a longer period.

When we are in a position to review the costs of maintenance and the energy saving results for 6 months, we will look to publish the results.

4.11 Priority 7 Following the review of the Voids lettable standard, we will carry out additional works and improvements on difficult to let properties and areas to enable us to potentially let properties quicker and reduce void rent loss

The lettable standards review has been completed. The standard has had minor updates and we have now set up a decorating scheme for difficult to let properties. All changes were passed by the operational board.

4.12 Priority 8 We will help our customers and stakeholders to maximise their income through promoting the availability of advice and support, such as welfare benefits advice, money management and debt counselling

The financial inclusions strategy has been agreed and will be implemented during 2017/2018. The implementation of this strategy during the year will drive the direction of the poster campaign.

Information continues to be provided through the website and Derby Homes News. We are currently working on leaflets to be given to new tenants at viewing and sign up stage to help them understand their responsibilities for their rent. We are also carrying out an exercise to check and update the website on the latest information on Welfare Reform.

4.13 Priority 9 We will work to improve your homes to a higher standard than the governments' decent homes standard

A regular programme of maintenance and painting for the outside of homes is in place and will continue around the city. The door replacement programme was programmed over 5 years ending in 2018. In 2016/17 we fitted 1000+ doors. We have also installed 800 new boilers in 2016/17.

We continually offer existing residents choices on kitchen replacements including prospective tenants on void properties. We no longer provide a display showroom of which was agreed by the Operational Board

4.14 Priority 10 We will listen to children and young people to improve and develop our services

We continue to use a variety of methods to engage a broad range of children and young people, including the commissioning of the junior warden scheme, the youth board and specialist services from Enthusiasm. We also link into the Children and Young People (CYP) participation network amongst other CYP forums and frameworks.

The Youth Board continue to provide a voice of young people to Derby Homes, whom live on the estates that we manage. They have delivered sessions of Youth Board recruitment in partnership with Mash Up, Enthusiasm & Allenton Big Local in the form of a Christmas community event. The Youth Board have been supporting the Regeneration Team on refurbishing a play area at Mackworth Estate. Their views have influenced key elements of the planned project. The

Youth Board are producing a workflow for 2017 of where they will support officers in consultations of service delivery changes and improvement to estates, ensuring the voices of young people are heard and represented. They have delivered presentations of their work around recruiting new members to the Youth Board to key staff from Derby Homes.

5. OTHER OPTIONS CONSIDERED

Not applicable.

The areas listed below have no implications directly arising from this report:

- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review
- Financial and Business Planning Implications

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Tricia Trice/Customer Engagement Officer/ 01332 888385/ tricia.trice@derbyhomes.org

Background Information: None

Supporting Information: None

CUSTOMER PRIORITIES QUARTER 1 2017/18

Appendix 1

CUSTOMER PRIORITIES QUARTER 1 2017/18

Derby Homes have refreshed the way we engage with our customers and completed a large scale door step campaign throughout the Summer of 2014, aimed at understanding more fully the needs and wants of our tenants. During the campaign we spoke face to face with 1086 of our customers. Since the Summer campaign to the end of March 2015, using a variety of means to engage, we have spoken to 2253 customers.

Such wide ranging conversations have led to an increase in our understanding of customer priorities. The last time we carried out a customer survey was in 2013, where we received a total of 301 responses, so getting out there into our communities, talking on the doorstep, has been a positive step!

The information gathered gives us a clear insight into how our customers feel about the services we provide and the estates and homes where they live. Analysing the results through our Clearview system, we have been able to prioritise our responses based on customer needs/wants, in a way never possible before. We have been able to design a refreshed set of Customer Priorities that correlate to the issues told to us by our customers and have focussed on having clear outputs and a clear measurable journey of progress.

Staff, Senior Managers and volunteers from the Tenant Panel and DACP have been involved in creating the Customer Priorities, ensuring they are realistic, meaningful and align with Derby Homes' delivery work plan..

There are 10 Customer Priorities:

Priority 1 We will develop and deliver a proactive litter campaign.

Priority 2 We will increase awareness of and community confidence in, our response to noise nuisance in your communities.

Priority 3 We will promote responsible pet ownership

Priority 4 We will commit £100k to target improved parking schemes over the next 24 months. We will strengthen partnership working with Police and others to take enforcement action illegal parking where necessary.

Priority 5 We will provide comprehensive support to tenants moving into new build properties including a customer relations single point of contact during the first 12 months of your new tenancy.

Priority 6 We will complete an LED lighting upgrade to all communal areas of flats, to improve energy efficiency, and reduce the frequency of replacement bulbs.

Priority 7 Following the review of the Voids Lettable Standard, we will carry out additional works and improvements on difficult to let properties and areas to enable us to potentially let properties quicker and reduce void rent loss.

Priority 8 We will help our customers and stakeholders to maximise their income through promote the availability of advice and support, such as welfare benefits advice, money management and debt counselling.

Priority 9 We will work to improve your homes to a higher standard than the government's decent homes standard.

Priority 10 We will listen to children and young people

Under each Customer Priority there are a number of bullet points. The following tables show the progression against each:

Priority 1 We will develop and deliver a proactive litter campaign	
Identify frequency of bin collections in areas	Completed - We have a schedule of litter bin collections in areas around the City.
Apply for funding for waste collections	Completed - Due to budget constraints we are unable to access Council funding to jointly provide this service. We will assess the level of litter/fly tipping during the year via estate inspections to identify if there is a need to provide this service
Record and monitor litter/fly tipping issues on HMCSM	Completed - Recording of littering incidents is done routinely on estate inspections.
Neighbourhood Boards to fund educational talks	Completed – We have completed the school delivery and awarded prizes. The winning poster will be used on corex boards to promote the next stage, 'Take pride in your street campaign' which is aimed at getting residents to pick up litter in their street and put it in their bin.
Evidence of fixed penalty notices for littering	Completed – No fixed penalty notices have been issued in relation to litter in quarter 4 and only 2 have been issued throughout the year in Normanton and Sinfin.
Enforcement action through tenancy conditions	Completed - Where evidence is found that tenants are littering we use the conditions in their tenancy agreement to tackle this.
Publicise litter picking campaigns	Completed - We are working with local groups and schools to generate interest in litter picking and are advertising for volunteers in libraries/Derby Homes news and local free publications that are distributed to all households.
Work with Parks on reactive litter picks	Completed - We are working with local neighbourhood groups to identify possible volunteers to assist in litter picks in the Chaddesden area. We will encourage our tenants

	to participate in reactive litter picks in the area that they live.
Apply for funding for compactor days either through Neighbourhood Boards or Derby Homes	Completed - No applications will be made as the council has closed this service
Identify littering hotspots in each area	Completed - It was identified that there were no recycling facilities at some of our schemes on Keldholme Lane, Humber Close, Slindon Croft, Streetpride explained that unfortunately they could not commit to collect the orange bags for papers as it wasn't viable, however they agreed to put some extra bins in for residents for recycling this will be monitored to see how it works. We had an issue with the communal bins at Field Lane flats the bins were old and unlocked causing issues of contamination, and items being dumped and causing a mess to the area, this also led the flats to become a Red block as per our flat inspections. Again Streetpride have provided us with new lockable bins and a separate bin for recycling we will monitor to see if this has an effect. A letter has also been sent to residents to advise.
Publicise successful enforcement action	Completed - We have been successful in dealing with tenants who dump litter and items in the garden as the evidence can be seen. These cases are dealt with by speaking to our tenants and setting actions for them to clear. However, if tenants do not cooperate they are made aware that enforcement action could be taken against them.
Deal more effectively with fly tipping	Completed - Where we have identified hotspot areas we have monitored more often and tried to identify culprits. This has helped reduced the number of incidents being picked up or reported
Target tenants for bulky waste/compactor days	Completed - Neighbourhood funding for bulky waste collections has ended. If this is resumed we will target our tenants to make use of these days to get rid of unwanted items/rubbish.
Access education programmes around waste/littering	We are working with schools in Chaddesden and Spondon.
Link into litter picking groups & raise awareness	Completed - Where we identify local litter picking groups we will publicise these groups where possible to other tenants.
Enable Derby Homes to issue community protection notices	Completed - Environmental Protection will not be giving delegated powers to Derby Home's staff to issue Community Protection Notices (CPN) for littering and fly tipping. However, we will continue to work closely with colleagues from

	Environmental Protection and the Neighbourhood Team on enforcement through CPNs.
Poster competition in schools to raise awareness	Completed - We have completed a poster competition at Nightingale Primary School after a programme of drama workshops with MashUp. The winning posters have now been turned into signs for displaying around the estate. We have also had a presentation evening at the school for parents to see what the children have done.
Arranged Litter pick events involving schools JW & residents	Completed - We have completed litter picks over all of the north east with schools and community groups. We are now working with councillors and other agencies on a monthly basis conducting litter picks. We will also be continuing with estate inspections and identifying streets for the new campaign
Work with Neighbourhoods & Environmental Health	Completed - We continually work with these departments to ensure hotspot areas are targeted and do joint campaigns to increase resident awareness.
Record issues of littering on estate inspections	Completed - Recording of littering incidents is done routinely on estate inspections.

Priority 2

We will Increase awareness of and community confidence in, our response to noise nuisance in your communities

Work jointly with Environmental Health and Neighbourhoods	Completed – The links have been established with Environmental Health and the partnership work is ongoing.
Review the Local Lettings Plans	Completed - We have carried out a review of Local Lettings Plans and updated, with most having been removed. There are only a small number of LLPs now still in place. These will be reviewed on a regular basis. The age designation policy is currently under review.
Nuisance by dogs will be dealt with effectively	Completed - Revised tenancy conditions are being used to deal with nuisance dogs, in addition to existing Anti-Social Behaviour (ASB) processes.
Promote the use of the Noise App	Completed - DCC Environmental Health department are now trialling the use of the app.
Agree a budget for phones to lend to tenants	Completed - we have explored this option and decided this is not necessary at the moment
Ensure sensitive allocations are carried out	Completed - Area Housing Managers always take into account ASB related issues when approving offers.
Set up a focus group of interested tenants	Completed - In conjunction with ASB accreditation recommendation, The Tenant

	Scrutiny Panel have met with a group of ASB service users and compiled a list of 4 areas which they want to explore further. Further meeting arranged with Manager of the Customer Service Team.
Staff will be trained on how to deal with noise cases	Completed - ASB Team completed NORSONIC training in January 2016.
Identify Noise Nuisance hotspots using GIS mapping	Completed - We have produced a prototype map of cases in Allenton and Sinfin.
Promote our noise service via DHN	Completed – The Noise App is being actively promoted via the DH's website through Twitter and in the DHN
Cross reference all tenants who mentioned this	Completed - Following the 2014 doorstep campaign, tenants who were unhappy because of anti- social behaviour were cross referenced with known ASB cases and all were visited by September 2015.
Set up a Noise Nuisance Roadshow using the van	Completed - this task was carried out in October 2015 at Asda Sinfin and Booth Street, Alvaston
Work with the Police and Neighbourhoods	Completed - We attend monthly Police Section Tasking meetings and work with local Safe and Neighbourhood Team and Neighbourhood Officers.
Ensure success stories/prosecutions are publicised	Completed: We are working with the Customer Communications Team to produce articles for future use.

Priority 3 We will promote responsible pet ownership	
Outcome of reports to Streetpride to be monitored	Completed - We report all cases on estate inspections and report these to the Operational Board every quarter.
Work with neighbourhoods stencilling the ground	Completed - We have not stencilled in any locations during quarter 4 2016/17.
Actions taken against owners to be monitored	Completed - At the start of quarter 4 pet issues other than pet permits are now dealt with by the ASB team.
Contact all residents that raised this problem	Completed: residents that raised this as an issue have now all been contacted by Derby Homes staff.
Design a leaflet to drop to residents	Completed: A leaflet has been designed for use by officers
Work with Neighbourhoods to provide bins	Completed: Neighbourhoods are no longer considering funding to supply additional bins
See if residents will watch for/report stray dogs	No stray dogs have been reported in Quarter 3 2016/17.
Promote responsible pet ownership	Completed: 3 events have taken place during Quarter 2 at Chaddesden, Sinfin and Stockbrook Street. The events were well attended and publicised using social media.

Publicise the use of street bins to put dog mess	Completed: Neighbourhoods did put stickers on bins to publicise this but they no longer do this.
Work with neighbourhoods to put up no fouling signs	Completed: We have put up 40 no fouling signs in key areas established by Residents.
Ensure stray dogs are picked up quickly	Completed: No stray dogs have been reported in Quarter 4 2016/17
Where necessary take more formal action	Completed: During quarter 4 2016/2017 we have received 107 pet permit requests. During this quarter 107 have been dealt with and 22 are to be decided of these 16 have been received during this quarter and 6 were received during the previous quarter.
Publicise prosecution success through social media	Completed: At the start of quarter 4 the ASB team took over the task for dealing with pet issues other than pet permits.
Ensure cases are recorded on HMCSM code HMPETS	Completed: HM CSM PETS is no longer a category. All pet issues other than permits are now dealt with by the ASB team.
Housing Management trainer to attend team meetings, give updates	Completed: The Housing Officer trainer has attended team meetings to discuss updating task codes which did include this area of work.
Work to provide evidence for fixed penalty notices	Completed: We have not provided any evidence that has led to a fix penalty notice in quarter 4 2016/2017.

Priority 4 We will commit £100k to target improved parking schemes over the next 24 months. We will strengthen partnership working with Police and others to take enforcement action illegal parking where necessary.

Work with residents to encourage sensible parking	This Action will continuously at 100 % due to the ongoing nature of Housing Officer identifying parking issues. A CSM 105490 was set up on the 16.2.2017 due to a customer installing a hardstanding that needed permission for this work to be completed. Derby City Council will have to install a dropped kerb which will take some time. We have no other CSM open at present for any Parking issues.
Work to introduce Parking Permit Schemes	Completed: All of the consultation for the Brook St Estate parking Permit schemes were completed on the 4.7.2016. Downing House permit scheme has been operational since the 26.9.2016 and is running smoothly
Work with groups to deal with parking issues	Completed: Following consultation with residents no further parking permit schemes will be implemented.

Commit £48,000 to install 24 hard standings.	Completed: All 24 Hardstanding's in Mackworth have now been completed with the last one being done on the 29 February 2016. So this task is now complete. However we will add additional properties to the original list to alleviate the ongoing parking issues in Mackworth/Brook St areas.
Commit £30,000 to provide car parking bay	Completed: The parking bays for the residents at Downing House have now been completed. This will alleviate the car parking issues in that area.

Priority 5

We will provide comprehensive support to tenants moving into new build properties including a customer relations single point of contact during the first 12 months of your new tenancy.

Customers to be visited to establish satisfaction	Completed: Customers are being visited once they have lived in the new build for 6 months, this is an on- going process. First report presented to the April Operational Board
Create a flag alert on Capita Housing to identify new builds	Completed: No comment provided
Develop a process to transfer calls from CST	Completed: The Customer Service Team identify a property as New Build and contact the Development Team who will coordinate issues with the New Build Team.
Revise and control all documentation and processes	Completed: Process procedure for collating standards documents has been completed and is in operation.
Create a single point procedure	Completed: All queries regarding New Build Houses are directed by Customer Service Team to a single point in The Development Team.

Priority 6

We will complete an LED lighting upgrade to all communal areas of flats, to improve energy efficiency, and reduce the frequency of replacement bulbs.

Programme work	Completed: A programme of works was set up in February 2015 to carry out the first phase of works. The first phase has been completed and the second phase is progressing well.
Assemble specialist team to carry out work	Completed: A specialist team of 3 electricians was set up to carry out the LED lighting works in January 2015.
Carry out consultation process with leaseholders	Completed: We carried out a consultation process with leaseholders and tenants of the blocks of flats where LED lights were to be fitted. This was carried out in November - December 2014 and we received 100% agreement to proceed.

Offer visits to customer to see completed blocks	Completed -Visits have been offered to tenant and leaseholders groups to visit completed sites but as yet we have had no take-up. However this is an open offer and should there be interest, visits will be arranged.
Publish maintenance and energy saving results	<p>Since the completion of the scheme in June 16 we have carried out a review of three blocks completed. This review was carried out from Sept 13-14 and from Sept 15-16 to see the difference in cost. Despite changes in the cost of electricity we believe there has been a cost saving in the region of 15%. We would like to carry out a review of a longer period to see what true savings are made. We believe there have been savings in the cost of maintenance as since the fitting of the LED lighting, repair costs have reduced drastically. Again we will be carrying out a review for a longer period.</p> <p>When we are in a position to review the costs of maintenance and energy saving results for 6 months we will look to publish the results.</p>
Review maintenance and energy savings	Completed: Since the completion of the scheme in June 16 we have carried out a review of three blocks completed. This review was carried out from Sept 13-14 and from Sept 15-16 to see the difference in cost. Despite changes in the cost of electricity we believe there has been a cost saving in the region of 15%. We would like to carry out a review of a longer period to see what true savings are made. We believe there have been savings in the cost of maintenance as since the fitting of the LED lighting, repair costs have reduced drastically. Again we will be carrying out a review for a longer period.
Raise awareness of scheme in DH news and Website	Completed: Adverts were placed in the first Derby Homes News this year.
Publicise in a variety of methods	Completed: The work was publicised by consultation with tenants, writing to all residents and adverts in the Derby homes News.

Priority 7

Following the review of the Voids lettable standard, we will carry out additional works and improvements on difficult to let properties and areas to enable us to potentially let properties quicker and reduce void rent loss.

Review the existing lettable standard and develop	Completed: The lettable standard review group looked at the standard and made some minor adjustments. It was generally felt that the standard was fit for purpose. A proposal was put forward to the Operational Board to provide
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	<p>funding to enable the most difficult to let properties have a room decorated. This was approved by the board. The review group also advocated ensuring a consistent standard to voids across the city. All the recommendations approved by the Operational Board have been implemented.</p>
Present recommendations from the review	<p>Completed: The review of the lettable standard was presented to the Operational Board on 20 August 2015. The board agreed some minor changes to the standard and to introduce a decorating scheme on difficult to let properties. They agreed a budget of up to £50k per annum if required.</p>
Review the effectiveness of post let repairs	<p>Completed: The review panel agreed that post let repairs was not a viable option as leaving repairs until the property was let effectively meant the property, when released by the voids team, was actually not ready to let. This would dilute the point of the council set ready to let target. The only exception to this would be jobs where materials have to be ordered and where the tenant would not be affected when moving in. There would also be a complication of trying to plan work around tenants after they have moved in compared to completing works in an empty void property. The difficulties of doing this was another reason the panel was against generally carrying post let repairs.</p>
Implement changes	<p>Completed: The lettable standards review has been completed. The standard has had minor updates and we have now set up a decorating scheme for difficult to let properties. All changes were passed by the operational board.</p>
Revise and control all documentation and process	<p>Completed: The lettable standard has been revised and controlled as required. Any processes involved have now been updated.</p>
Assemble a review group of customers and staff	<p>Completed: Following conversations with the Operational Board we set up a consultation panel consisting of 3 Repairs Team staff, 3 Housing Management staff and 5 members of the Operational Board.</p>
Evaluate the introduction of IT software & tablets	<p>Completed: Due to the re procurement of the Housing Management system this target has had to be delayed.</p>

Priority 8 We will help our customers and stakeholders to maximise their income through promoting the availability of advice and support, such as welfare benefits advice, money management and debt counselling.	
Develop a poster campaign to alert customers	The financial inclusions strategy has been agreed and will be implemented during 2017/2018. The implementation of this strategy during the year will drive the direction of the poster campaign.
Commission an area shot of our customer profiles	Completed: This report has now been received and the results will be the ongoing basis for our work to target areas with high deprivation.
Deliver pop up money advice in targeted areas	Completed: Due to continuing demand Money Advice surgeries take place monthly at all local offices. In addition to this a further surgery is delivered for residents in the Derwent area of the city from the Revive centre in Chaddesden, these surgeries are funded by the Lottery.
Through 2015 we will deliver Money Advice	Completed: Money Advice continues to be delivered through surgeries as well as tenant self-referral and officer referral on identification and to avoid further enforcement action. The welfare reform team are also targeting tenants to be affected by the further welfare reforms to raise awareness and money advice is being offered to support tenants.
Regularly produce information about our services	Completed: Information continues to be provided through the website and Derby Homes News. We are currently working on leaflets to be given to new tenants at viewing and sign up stage to help them understand their responsibilities for their rent. We are also carrying out an exercise to check and update the website on the latest information on Welfare Reform.
Use targeted texts to alert customers to events	Completed: Text messaging continue to be used for any campaigns and events carried out. Texts were also being sent to tenants in arrears but we have put these on hold whilst we review the use and contents of texts with the company solicitor to ensure we are meeting data protection requirements on reasons for the providing and holding of telephone numbers.
Work in partnership with recognised organisations	Completed: We continue to work with internal departments and external organisations to improve liaison and working in the interest of tenants. This work

	<p>is ongoing.</p> <p>We are now working with the DWP to identify and support universal claimants, including weekly surgeries at job centre plus. We provide assistance on credit union accounts with the Derbyshire Community Bank and working with tenants and Derby Benefits on claims for DHP. Unsuccessful DHP claimants are being referred for money advice to help tenants who need to be able to be in a position to pay their rent.</p> <p>Currently we are working with Capita on loading and testing Open Housing in preparation for going live July 2017.</p> <p>We attend the CIH 'working together to collect rent' workshops to learn about other organisations partnerships and process to improve our own service.</p>
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Priority 9

We will work to improve your homes to a higher standard than the governments' decent homes standard

We will deliver energy efficiency programmes 15/16, whilst exploring and installing renewable energy sources	Completed: No comment provided
We will install high security doors	The door replacement programme was programmed over 5 years ending in 2018. In 2016/17 we fitted 1000+ doors.
Continually monitor heating systems in properties	Completed: 800 boilers installed in 2016/17
Continue replacing Kitchens and Bathrooms	Completed: No comment provided
Work closely with our customers to offer choice, creating a choices showroom	Completed: We continually offer existing residents choices on kitchen replacements including prospective tenants on void properties. We are no longer creating an alternative choices showroom, as discussed at the Operational Board.

Priority 10

We will listen to children and young people to improve and develop our services

Use a variety of methods to include social media	Completed: We continue to use a variety of methods to engage a broad range of children and young people, including the commissioning of the junior warden scheme, the youth board
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	and specialist services from enthusiasm. We also link into the Children and Young People (CYP) participation network amongst other CYP forums and frameworks.
Engage children & YP in all services where possible	Completed: We continue to use a variety of methods to engage a broad range of children and young people, including the commissioning of the junior warden scheme, the youth board and specialist services from enthusiasm. We also link into the CYP participation network amongst other CYP forums and frameworks.
Consistent approach to engaging young people	Completed: Enthusiasm, Mash Up and our youth board service provider continue to submit performance data into the CYP monitoring framework on a twice annual basis.
Act on recommendations of the Youth Board.	Completed: The Youth Board continues to work alongside the Operational Board, providing the thoughts of young people living on our estates. They have been involved in the creation of the Derby Homes Annual Report. They continue to work on specific project such as assisting the Customer Engagement team with the Community Rooms renovations scheme.
Engage with children & YP living in DH properties	<p>Completed: Work has been on-going to recruit young people to the Youth Board through</p> <ul style="list-style-type: none"> - Planning their own event in Mackworth, 4 young people have been actively involved over 4 meetings and attended their first YB meeting in September. - The YB now has 8 active members. <p>The YB lead met with Enthusiasm to plan a similar YP lead local event for other CYP who live in the area of Allenton as a way to engaging them in the YB. The first meeting planned for October.</p>
Embed the voice of child/YP in decisions of DH	Completed: The Youth Board continue to provide a voice of young people to Derby Homes, whom live on the estates that we manage. They have delivered session of recruitment in partnership with Mash Up, Enthusiasm & Allenton Big Local in the form of a Christmas community event. The Youth Board have been supporting the Regeneration Team on refurbishing a play area at Mackworth Estate. Their views have influenced key elements of the planned project. The Youth Board are producing a workflow for 2017 of

	<p>where they will support officers in consultations of service delivery changes and improvement to estates, ensuring the voices of young people are heard and represented. They have delivered presentations of their work around recruiting new members to the Youth Board to key staff from Derby Homes.</p>
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QUARTERLY ASB STATISTICS

Report of the Head of Housing Management and Housing Options

1. SUMMARY

This report gives some key statistics for Derby Homes ASB service for the first quarter of 2017/18.

2. RECOMMENDATION

That the Operational Board notes the report.

3. MATTER FOR CONSIDERATION

- 3.2 The attached table shows some key statistics for Derby Homes ASB service. These are based on the former RESPECT standard statistics, and also some other statistics which we hope Operational Board members will find useful.

3.3

PI No	Performance Indicator	Quarter 1
1	Number of new ASB cases opened	279
2	Number of live ASB cases at the end of the quarter	264
3	Number of closed resolved ASB cases during the quarter	213
4	Number of closed unresolved ASB cases during the quarter	0
5	Number of early intervention actions taken	815
6	Number of enforcement actions taken including NOSPS / Demotions & Injunctions.	3
7	Number of perpetrator supportive actions taken and support service referrals for victims and perpetrators of ASB.	145
8	Percentage of respondents satisfied with the way their ASB complaint was dealt with	95%
9	Percentage of respondents satisfied with the outcome of their ASB complaint	89%

10	Number of perpetrators evicted for ASB	0
11	Average cost of an ASB case not including legal costs.	£309
12	Number of contacts made to complainants in Qtr 4	2144

- 3.4 PI 2 shows that at the end of the first quarter we had 264 cases being worked on. That figure fluctuates throughout the year and is higher in the summer months. Around half of those are noise nuisance cases.
- 3.5 PI 3 shows the number of cases closed in the quarter where the complainant has told us the ASB has now stopped.
- 3.6 PI 4 shows cases which we have had to close 'unresolved'. This is where we have had to close a case because there is nothing more we can do, but the complainant is not satisfied and believes the problem is still happening. This sometimes happens in 'clash of lifestyle' cases, and also where sometimes complainants have unrealistic expectations, either in terms of what we can do, or in terms of what they can expect from their neighbour. To achieve zero for this is really pleasing.
- 3.7 The vast majority of ASB is not resolved by the use of formal Court action. It is resolved by the use of a range of 'early interventions' which are informal warnings, letters and visits carried out by the ASB team and other staff who support the process. PI 5 shows that there were 825 early intervention actions carried out during the quarter. These break down as follows:

Action	Number
Verbal and written warnings	122
Other contact with alleged perpetrator	344
Cases where CCTV , noise monitoring equipment and Noise App have been used	191
ABC's and Parenting Contracts	12
Complex Needs referrals	14
Mediation referrals	3
Family Intervention Project / Priority Families referrals	0
Junior Wardens (Mash Up) and Enthusiasm referrals	2
Police referrals	123
Contacts made with Adult Social Care	14

- 3.8 As explained in 3.7, the number of cases where we have to use enforcement action is relatively small. This is also the case throughout the country. However PI 6 shows the number of enforcement actions taken during the quarter. This breaks down as follows:

Action	Number
Injunctions	0
Notices of Seeking possession	1
Extentions of Tenancy	2

The above table is formal action initiated during the quarter.

- 3.9 In addition to supporting victims of ASB, it is also very important to provide support to alleged perpetrators. Some have problems with mental health, drugs and alcohol and often the best way to resolve the ASB is to provide support and make referrals to other services who can help. PI 7 shows the number of these actions for the quarter.
- 3.10 Operational Board approved a report 'Step Change in ASB' on 24 October 2013 which had an action plan aiming to greatly improve customer satisfaction levels. PI 8 and PI 9 show satisfaction levels for the quarter. Our performance on satisfaction is now amongst the best in the Country.
- 3.11 PI 11 shows the total staffing cost per case for the quarter. Derby Homes is actually one of the best value for money ASB services in terms of direct staffing costs when compared to our comparitors on Housemark. This figure does not include legal costs.
- 3.12 Derby Homes has had a long standing target for a minimum of monthly feedback to complainants of ASB. This was one of the former 'tenants top ten targets' and 'local offers'. Whilst this remains in Derby Homes ASB Policy and Procedure as a bare minimum, the procedure makes clear that much more frequent contact is expected, and that this must be agreed with the complainant in the action plan. The frequency and type of contact depends on a number of factors but particularly:
- The level of vulnerability of the complainant. An intitial risk a assessment is carried out which is reviwed throughout the case
 - The nature and seriousness of the case itself and the risk to the complainant
 - The wishes of the complainant – they can request how they want feedback and contact with us.

This means that although we have 264 cases live at the end of the quarter, I would expect the total number of contacts in a month to be very much higher than one per case. PI 12 shows that there were 2144 contacts with complainants during the quarter. Tthis equates to an average of over 8 contacts per case each month. As explained, some complainants will have a lot more than 8 in the month, some will have less but none will have less than one.

- 3.13 We received some compliments for our ASB service during quarter 1 and a small selection of those comments are listed below:

- Mrs K wanted to thank Alison and said she was really pleased. She also

said that she appreciated the way that Alison dealt with her case and that her case was all good once resolved.

- Anthony Jones is the best ASB officer I have had. He always takes the time to listen and try to help me. I recently made a complaint regarding a neighbour making too much noise. I was in tears when he came to my address, I feel I was suffering from an anxiety attack, as my mother had just passed, and the added stress from my neighbours was too much to handle. He calmed me down, asked me to sit down and to talk about everything when I feel ready. Making sure there wasn't any pressure to rush though it as he made the time for me. He was really understanding and within just a few days I noticed results from my neighbours, which proves that he is proactive. He is a really supportive ASB officer and I could not be happier with him. He makes you feel like he would go out of the way for you. Such a good officer, I could not thank him enough.
- Miss S called to say thank you to Jenna Jeffery in the ASB team for sending a letter to her neighbour, who was playing their music loud till the early hours of the morning, asking them to keep the volume down on their music or stop playing it in the early hours of the morning. Miss S says because of the loud music she was unable to sleep which was affecting the medication that she needs to take. Miss S says she has now had 2 night's sleep with no loud music playing so really appreciates what Jenna has done for her.

The areas listed below have no implications directly arising from this report:

Consultation
Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Murray Chapman/ Housing Services Manager / 01332 888593 / [murray.chapman @derbyhomes.org](mailto:murray.chapman@derbyhomes.org)

Background Information: None

Supporting Information: None

DERBY HOMEFINDER YEAR END REPORT 2016/17

Report of the Head of Housing Management and Housing Options

1. SUMMARY

This report provides information on Derby Homefinder for the period 1 April 2016 – 31 March 2017.

2. RECOMMENDATION

That the Operational Board notes the report.

3. REASONS FOR RECOMMENDATION

To ensure the Operational Board is updated on Derby Homefinder and matters concerning the Council's housing register.

4. MATTER FOR CONSIDERATION

4.1 The appended report details headline information in relation to Derby Homefinder for the year 2016/17 and provides analysis and context to Operational Board members on

- Section 1 – Housing Register analysis
- Section 2 – Adapted properties required by applicants on the housing register
- Section 3 – Impact on demand and turnover
- Section 4 – Profile of demand by property type and area
- Section 5 – Bids: Derby Homes Refusal Analysis
- Section 6 – Lettings for all landlords: Analysis of length of time on the housing register.

5. OTHER OPTIONS CONSIDERED

Not applicable.

The areas listed below have no implications directly arising from this report:

Consultation
Legal and Confidentiality
Council
Personnel
Environmental

Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Clare Mehrbani/ Head of Housing Management and Housing Options / 01332 888596 /
cholford@derbyhomes.org

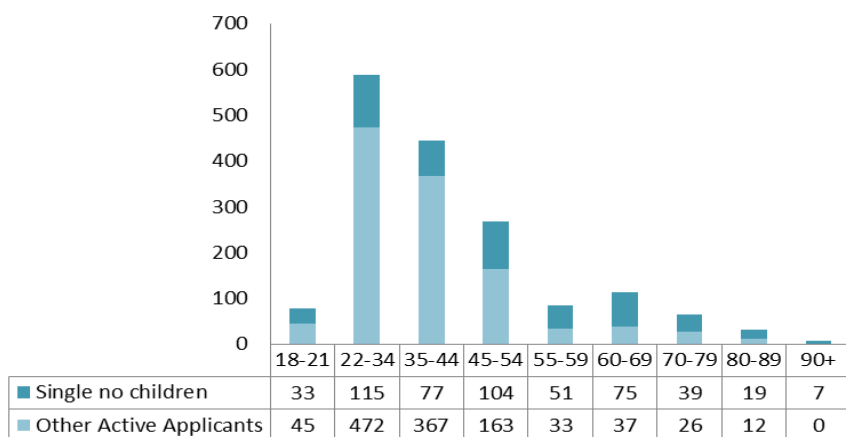
Background Information: None

Supporting Information: None

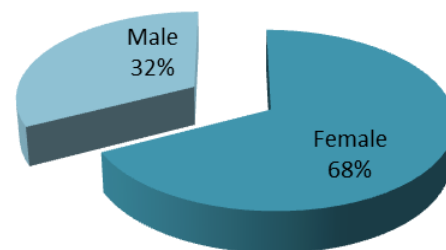
Homefinder Report – 2016/17

Section 1: Housing Register Analysis (snapshot March 2017) – active applicants

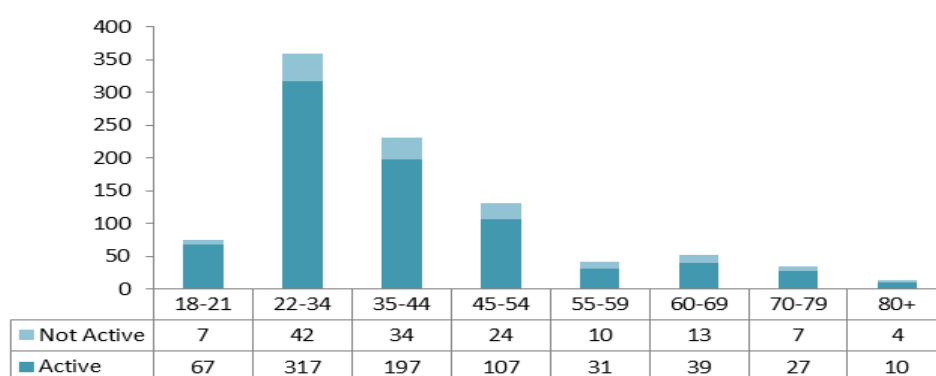
Age profile of the lead applicant (active only)



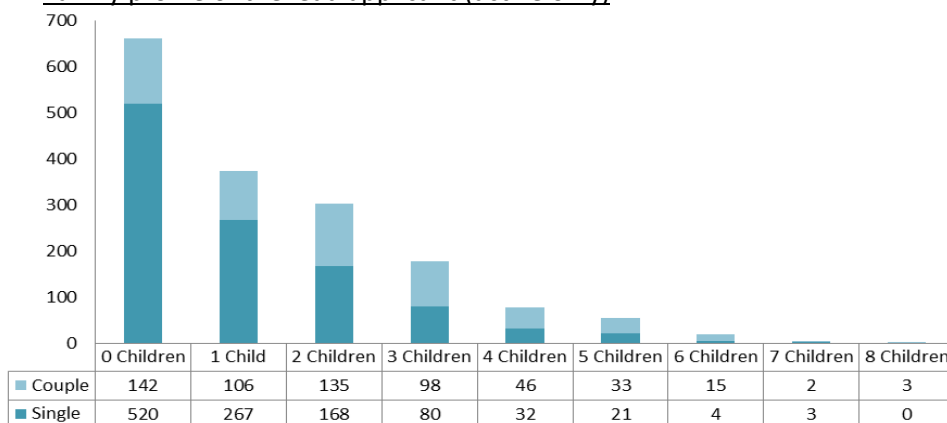
Gender profile of the lead applicant



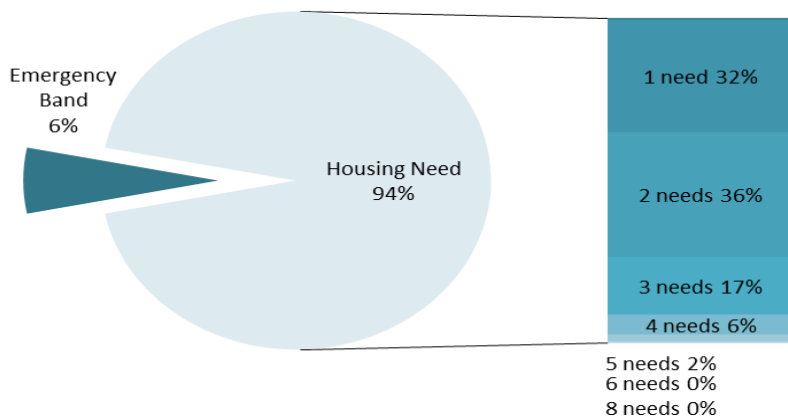
Age profile of applicants coming on the register (April 2016 – March 2017)



Family profile of the lead applicant (active only)



Housing Need and Emergency Band profile of the lead applicant



There were 1,675 active on the housing register at the end of March 2017. These applicants have made a bid within the last 12 months.

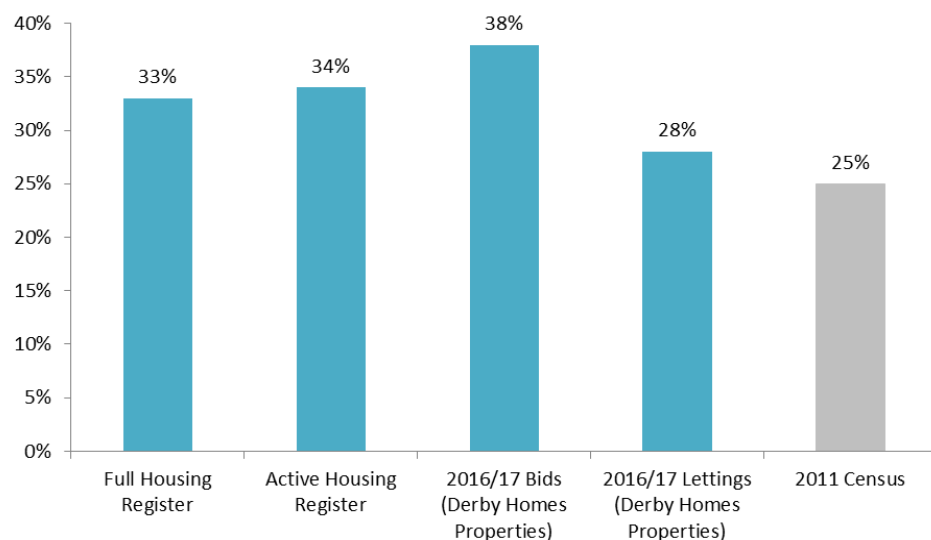
40% of lead applicants that are active on the housing register are between 18-34 years old (46% at March 2016). 148 in this age group (22%) are single with no children. 13% of lead applicants are 60 years old and over. 68% of lead applicants are female.

The age profile of those coming on the housing register in April 2016 – March 2017 shows there are a high proportion aged between 18 and 34 (46%).

40% of all active applicants on the housing register have no children, 20% have 3 children or more.

6% of the lead applicants on the housing register have an emergency need (7% at March 2016). Of the 94% with a number of general housing needs, 32% have 1 need and 36% have 2 needs.

Ethnicity: Percentage of BME lead applicants



34% of lead applicants who are active on the housing register have a Black or Minority Ethnic (BME) origin or background. The percentage of bids on Derby Homes Properties is slightly higher from BME applicants at 38%, with lettings at 28%. For comparison to the profile of Derby City residents the 2011 census recorded the BME population in Derby at 25%.

Note this does not include where there is no information recorded / not stated.

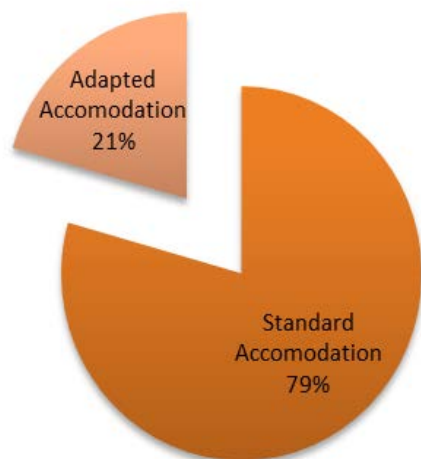
Data does not include open to all applicants (however for bids data it will include previous OTA bids made by an applicant now on the housing register).

Nationality recorded of lead applicants active on the Housing Register

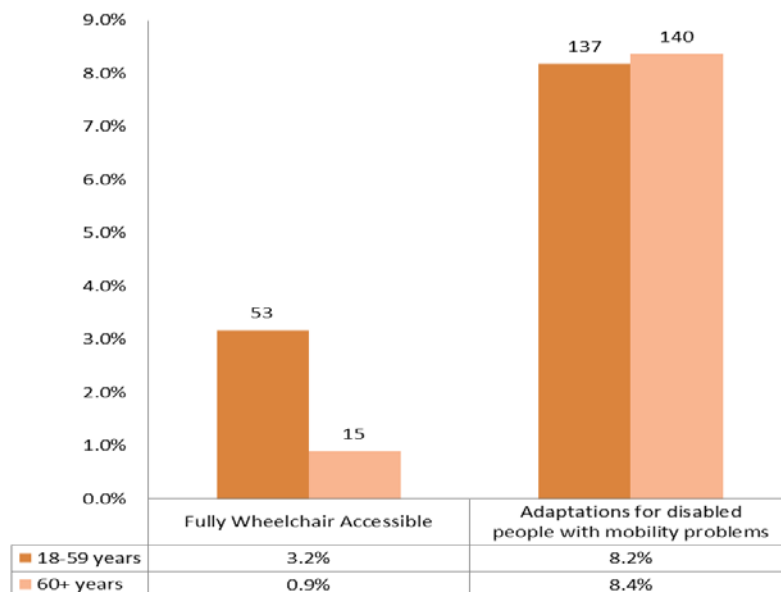
Nationality	Applicants
British Citizen	1.3%
Croatia	0.1%
Czech Republic	0.5%
Estonia	0.1%
Hungary	0.1%
Latvia	2.6%
Lithuania	0.4%
Non-EEA National	6.0%
Not stated	0.1%
Other EEA National	2.0%
Poland	3.0%
Slovakia	1.0%
Slovenia	0.1%
UK National	72.5%
No Information	10.4%

Section 2: Adapted properties required by active applicants on the housing register

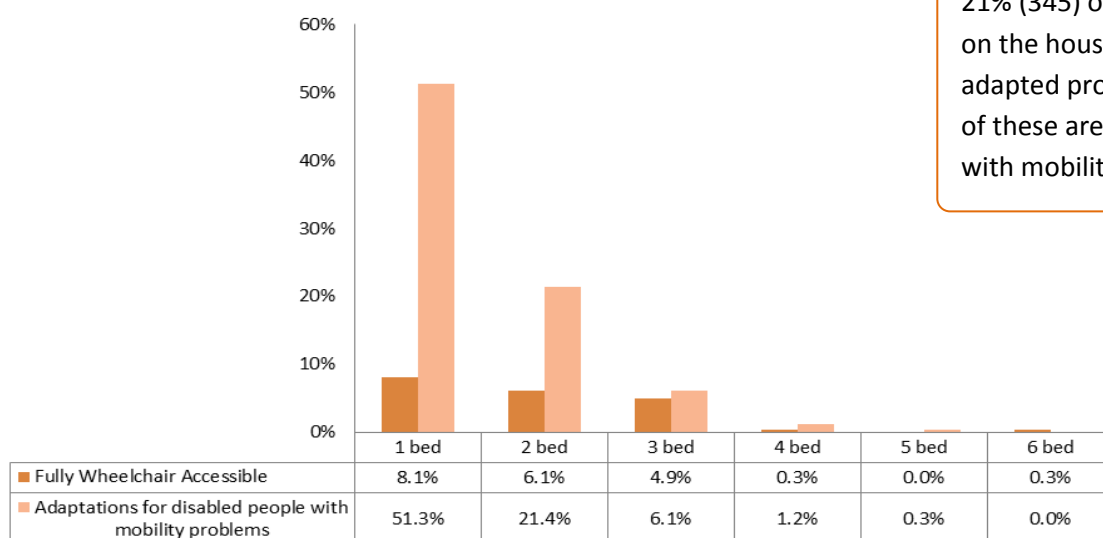
Percentage requiring an adapted property



Type of adapted property required



Minimum room size required by those needing adapted accommodation



21% (345) of all active applicants on the housing register require adapted properties, the majority of these are for disabled people with mobility problems.

59% of lead applicants which need an adapted property require a property with a minimum of one bedroom, a further 28% require a two bedroom property. This shows that the majority of the demand is for adapted one or two bedroom properties.

Section 3: Impact on demand and turnover (Derby Homes Properties) 1 April 2016 to 31 March 2017

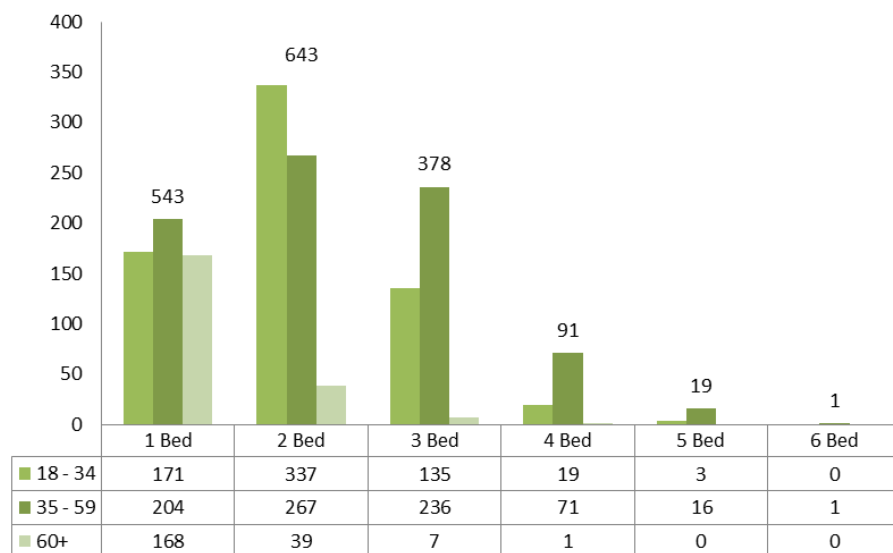
Number of properties advertised, total adverts and number of bids

Landlord	Properties Advertised	Adverts on Properties	Total number of Bids
Derby Homes	957	1,227	35,774
Total	1,699	2,089	68,891

Stock Profile 31 March 2017

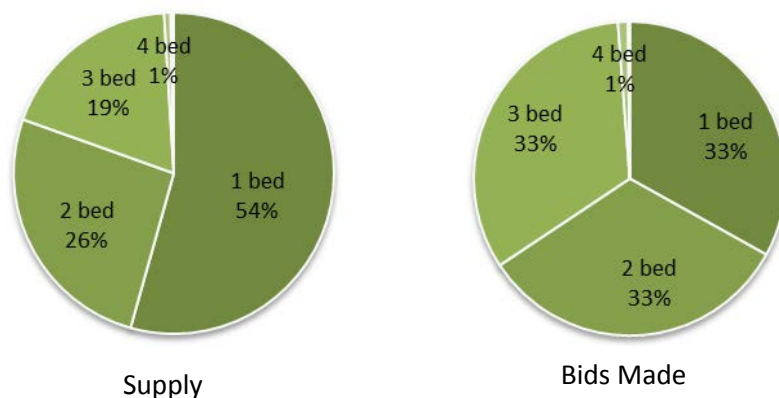
	Supported Living	General Needs
0 Bed	29	6
1 Bed	1,930	1,928
2 Bed	334	3,127
3 Bed	7	5,540
4 Bed	1	129
5 Bed	0	9
6+ Bed	0	7
Total	2,301	10,746

Breakdown of the property size required by the lead applicant active on the housing register



The highest requirement on the active housing register is for properties with a minimum of 2 bedrooms, 38% of active applicants require this. 32% require a 1 bed property as a minimum. 31% of those requiring a 1 bed property are 60 years of age or above.

Percentage breakdown of supply and bids made by the size of the property



Over half of the properties advertised have 1 bedroom, however the proportion of bids made suggests higher demand for 2 and 3 bedroom properties. Note this does include bids made by open to all applicants.

Number of properties becoming vacant during April 2016 to March 2017, average days taken to re-let and turnover

No. of Beds	No. of Empty Properties	Average Days to re-let	Turnover
1 Bed	397	27.59	10%
2 Bed	234	25.58	7%
3 Bed	185	20.54	3%
4 Bed	3	4.33	2%
5 Bed	0	-	0%
6+ Bed	1	0	14%
Total	820	25.31	6%

820 properties became vacant during April 2016 and March 2017 with an average re-let of 25.31 days. Turnover of empty properties to overall stock is 6%.

Note: This refers to active lettings and mutual exchanges only.

Section 4: Profile of demand by property type and area (1 April 2016 to 31 March 2017)

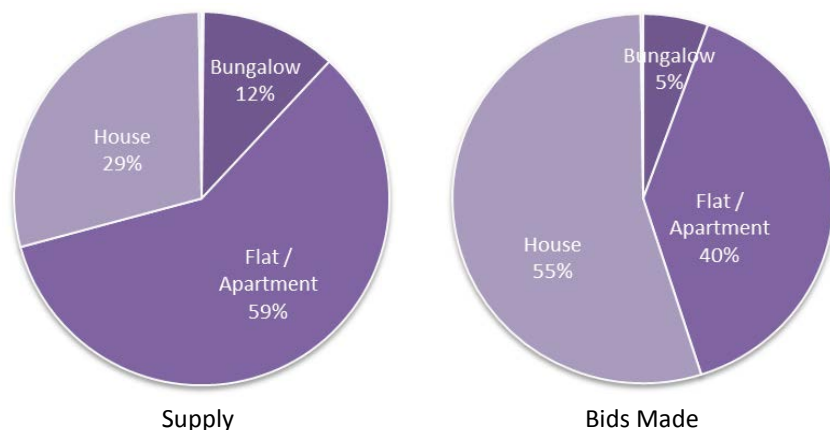
Derby Homes Properties

Property Type	Supply		Bids	
Bedsit / Studio Flat	2	0%	2	0%
Bungalow	144	12%	1,970	6%
Flat / Apartment	723	59%	14,154	40%
House	355	29%	19,570	55%
Maisonette	3	0%	78	0%
Total	1,227		35,774	

All Landlords

Property Type	Supply		Bids	
Bedsit / Studio Flat	14	1%	124	0%
Bungalow	150	7%	2,067	3%
Flat / Apartment	1,265	61%	30,241	44%
House	657	31%	36,381	53%
Maisonette	3	0%	78	0%
Total	2,089		68,891	

Percentage split of Derby Homes supply and bids by type of property



59% of adverts in 2016/17 were on flats and apartments (there will be repeated advertising where bids are lower). The highest demand in terms of bids made on Derby Homes properties has been for Houses (55%). Note this does include bids made by open to all applicants.

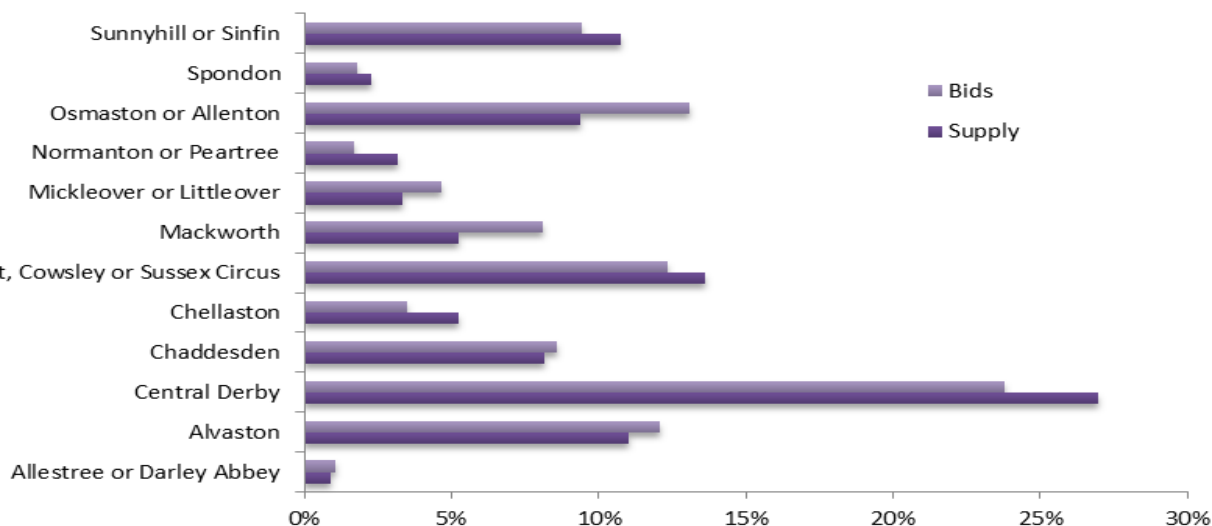
Stock profile by housing area

Housing Area	Stock	Percentage
Allenton	1,138	9%
Alvaston	1,190	9%
Austin	1,019	8%
Brook Street	831	6%
Chaddesden	966	7%
Chellaston	473	4%
Cowsley	935	7%
Littleover	430	3%
Mackworth	1,315	10%
Osmaston	931	7%
Parkland View	62	0.5%
Sinfin	747	6%
Spondon	449	3%
Stockbrook St	1,368	10%
Sussex Circus	1,171	9%
Other	22	0.2%
City Total	13,047	-

The proportion of bids made on properties in Osmaston/Allenton, Mickleover/Littleover, Mackworth, Chaddesden and Alvaston are higher than the proportion of adverts on properties within these areas. Note this now includes bids made by open to all applicants as well as applicants on the housing register.

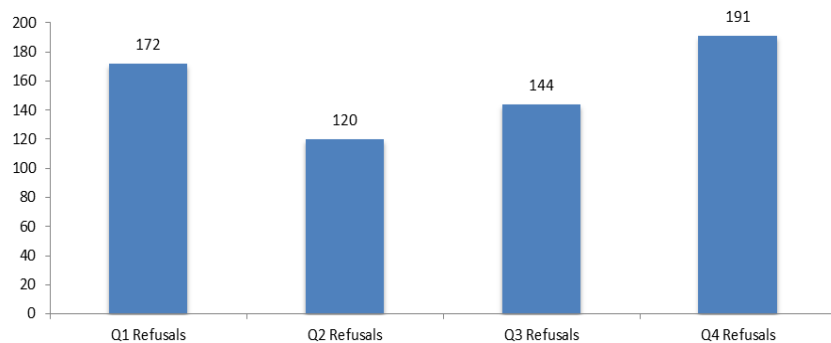
The proportion of bids on properties within central derby is lower than the supply suggesting that demand for properties here is less. This may reflect the higher number of properties available in central derby with 17% of the stock profile in Stockbrook Street and Brook Street.

Percentage of Supply and Bids on Derby Homes Houses by area



Section 5: Bids: Derby Homes Refusal Analysis (1 April 2016 to 31 March 2017)

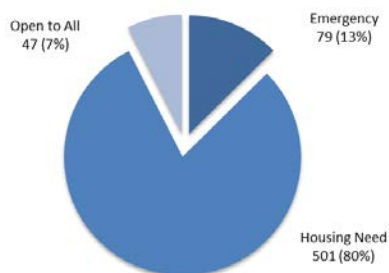
Number of times a property offer was refused by quarter in 2016/17



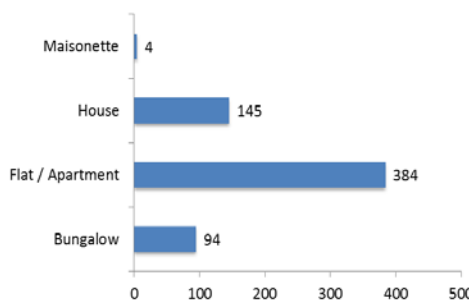
There were 627 occasions a property offer was refused by an applicant in 2016/17, compared to 510 in 2015/16. This relates to 360 properties and includes open to all applicants.

147 properties were refused more than once, 59% of refusals were for 1 bedroom properties and 61% were flats / apartments. 13% of refusals were made by applicants within the emergency housing band.

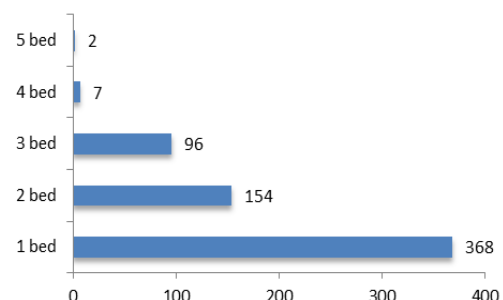
Refusals by housing need band



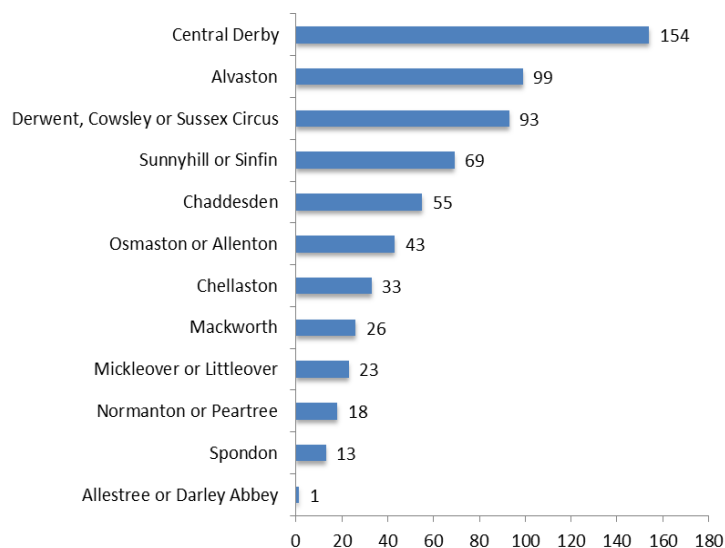
Refusals by property type



Refusals by property size



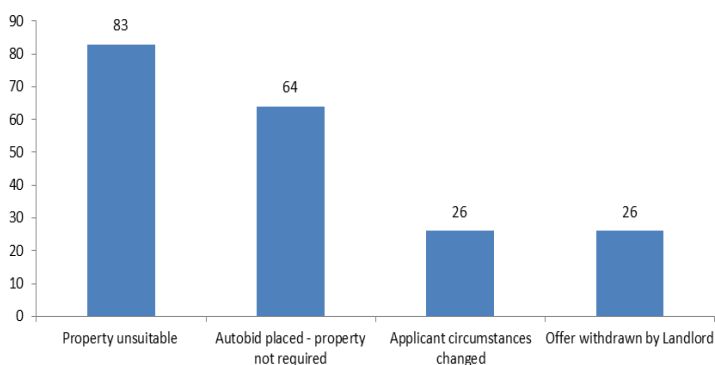
Refusals by housing area



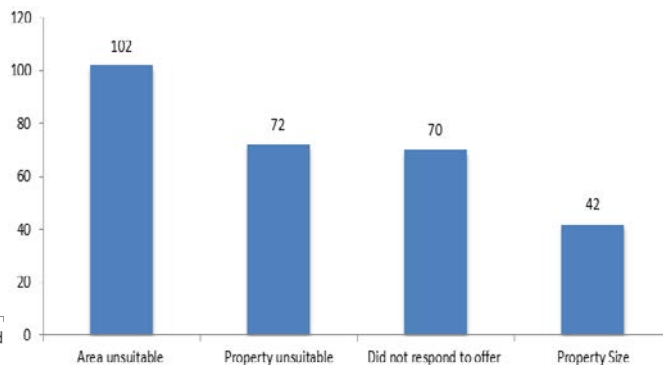
25% of refusals were for properties within Central Derby and 16% within Alvaston. 39% of refusals by applicants were reasonable, with 13% because the property was unsuitable. 10% were due to an autobid placed and the property was not required.

61% of refusals were recorded as unreasonable, 16% were because the area was unsuitable, 11% because the property was unsuitable and 7% because of the property size. Where the unreasonable refusal was due to an unsuitable property, the majority was for 1 or 2 bedroom properties. The majority of unreasonable refusals for unsuitable area relate to properties within the Central Derby area.

Top 4 reasonable reasons given for refusal



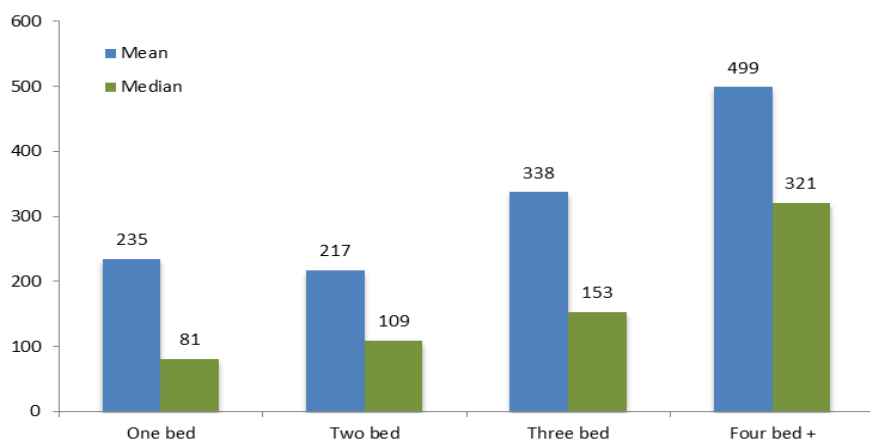
Top 4 unreasonable reasons given for refusal



Section 6: Lettings for all landlords: Analysis of length of time on the housing register for properties let between 1 April 2016 and 31 March 2017

Note that for the purpose of this analysis the calculation of average days is the difference between the letting 'accepted date' and the date the applicant joined the housing register. This analysis does not include open to all applicants, only those with a housing or emergency need. It does not take into account whether or not applicants have been an active bidder during this time or any offer refusals made. The mean average can be affected significantly by a small number of applicants with particularly long lengths of time on the register therefore the median average (middle value) is also displayed.

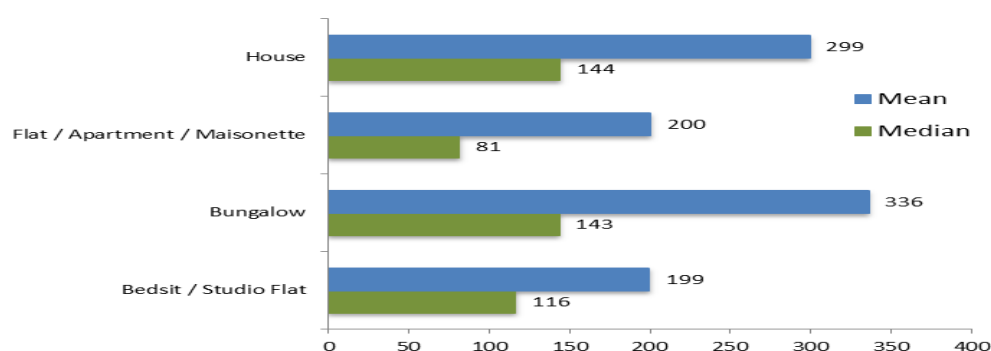
Breakdown of average length of time in days by property size



Percentage of occasions where length of time on housing register was more than 365 days before accepting a letting

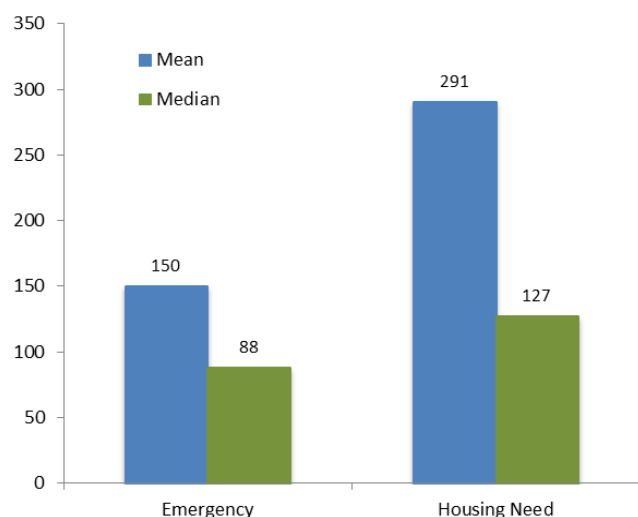
Property Size	Total Lets	% over 365 days
1 bed	588	14%
2 bed	525	18%
3 bed	274	22%
4+ bed	14	50%
Total	1,401	17%

Breakdown of average length of time in days on housing register by property type



Property Type	Total Lets
House	564
Flat / Apartment / Maisonette	717
Bungalow	115
Bedsit	5

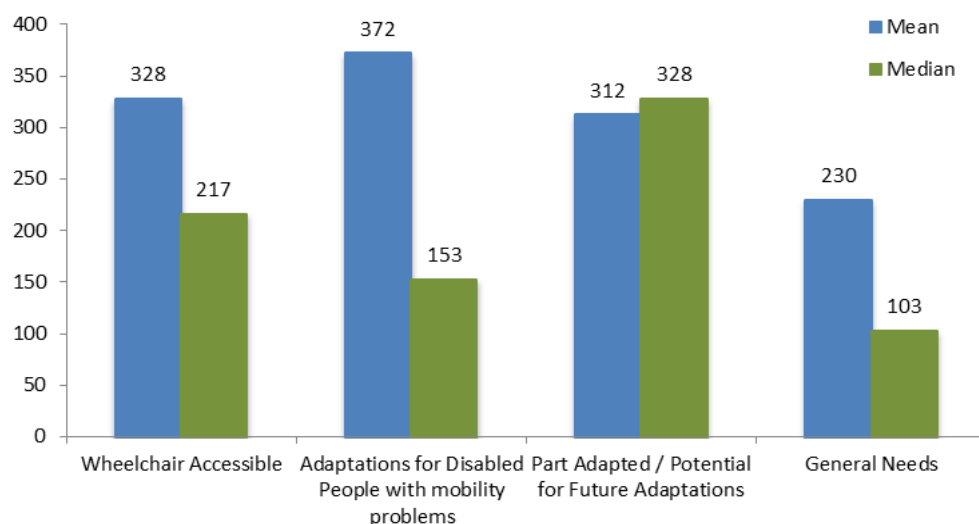
Average length of time in days on the Housing Register by Housing Need and Emergency Band



Housing Band	Total Lets
Housing Need	1,004
Emergency	397

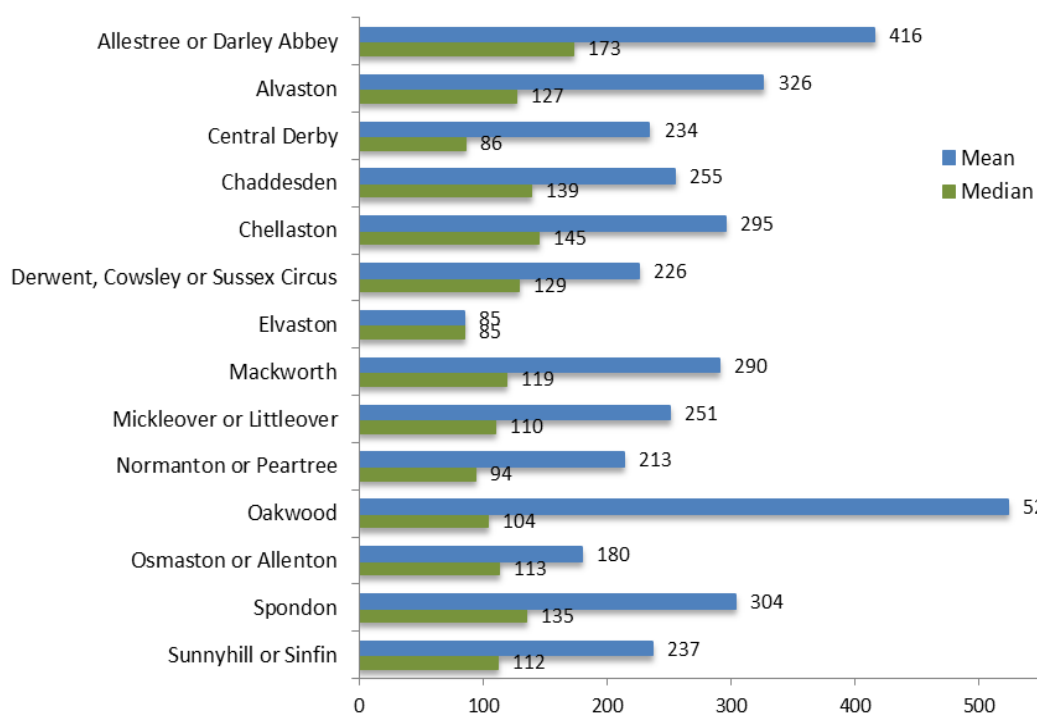
Lettings within 2016/17 show that applicants are on the housing register for a longer period of time on average for a larger property. There are also less 3 and 4+ bedroom properties being let in total. This is a continued trend.

Average length of time on the housing register in days by the adaption level required by lead applicant



Adaption Level Required	Total Lets
Wheelchair Accessible	28
Adaptations for Disabled People with mobility problems	186
Part Adapted / Potential for Future Adaptations	5
General Needs	1,182

Average length of time on housing register in days split by housing area



Housing Area	Total Lets
Allestree or Darley Abbey	13
Alvaston	149
Central Derby	409
Chaddesden	96
Chellaston	58
Derwent, Cowsley or Sussex Circus	123
Mackworth	73
Mickleover or Littleover	79
Normanton or Peartree	120
Oakwood	7
Osmaston or Allenton	93
Spondon	40
Sunnyhill or Sinfen	140

Lettings within 2016/17 continue to show that applicants are on the housing register for a longer period of time on average for adapted properties. The average length of time on the housing register for lettings in different areas of the city varies depending on the housing area.

HOMELESSNESS REPORT Q1 2017/18

Report of the Head of Housing Management and Housing Options

1. SUMMARY

This report gives details on:

- Homelessness Preventions
- Homelessness Approaches
- Homelessness Acceptances

2. RECOMMENDATION

Derby Homes Operational Board notes the report.

4. REASON FOR RECOMMENDATION

To ensure the Operational Board is able to monitor performance in key service areas and request additional information where areas of concern/interest arise.

3. MATTER FOR CONSIDERATION

The appended report details headline information in relation to Homelessness Preventions, Homelessness Approaches and Homelessness Acceptances for quarter 1, 2017/18 and provides analysis and context to Operational Board members.

4. OTHER OPTIONS CONSIDERED

Not applicable.

The areas listed below have no implications directly arising from this report:

Consultation
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

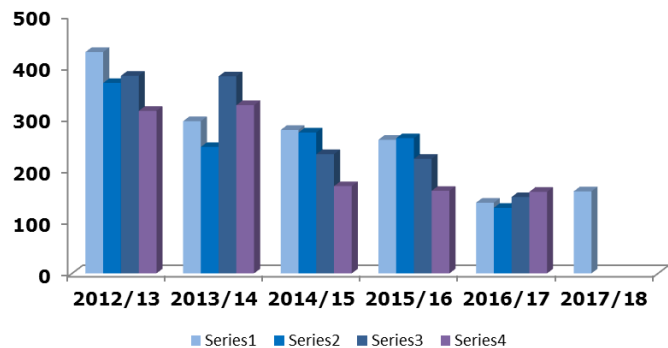
Clare Mehrbani/ Head of Housing Management and Housing Options / 01332 888596 /
cholford@derbyhomes.org

Background Information: None

Supporting Information: None

Homelessness Report – Qtr 1 2017/18

Number of Preventions



Breakdown of Preventions

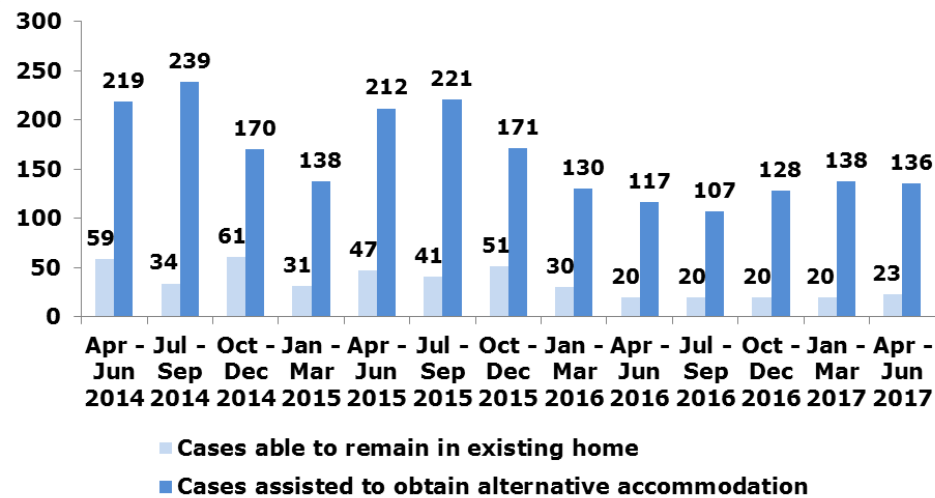
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
2012/13	429	369	383	315	1496
2013/14	295	245	382	326	1248
2014/15	278	273	231	169	951
2015/16	259	262	222	160	903
2016/17	137	127	148	158	570
2017/18	159				159

Headline Information

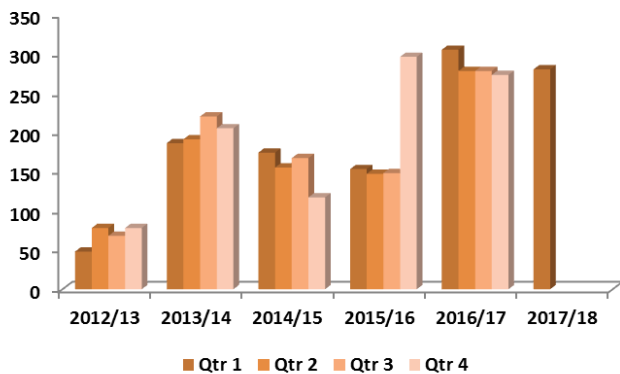
159 households were prevented from becoming homeless during quarter one 2017/18, against a quarterly target of **143**. The previous target for preventions has been reduced from **250**.

The prevention figure has increased for the fourth consecutive quarter and is **22 (16%)** higher than the 2016/17 quarter one figure of **137**.

Outcome of Positive Action



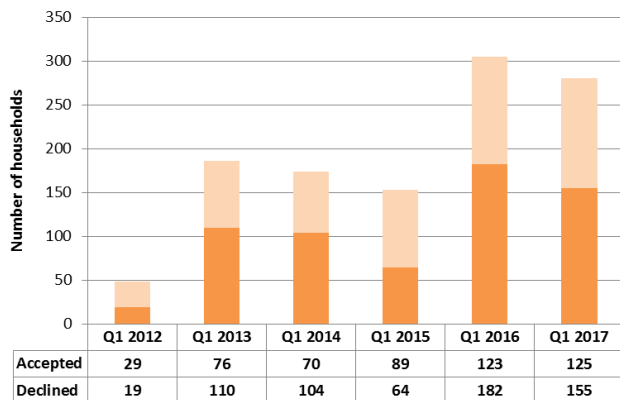
Number of Approaches



Breakdown of Approaches

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
2012/13	48	78	68	78	272
2013/14	186	191	220	205	802
2014/15	174	155	167	117	613
2015/16	153	147	148	296	744
2016/17	305	278	278	273	1134
2017/18	280				280

Approaches Q1 2012 - 2017



The number of households who are approaching the authority as homeless is not something that can be easily influenced by our service. However, the introduction of the Homelessness Reduction Act will put a greater emphasis on homeless prevention and relief so that any increase in homeless approaches will not necessarily mean an increase in homeless acceptances.

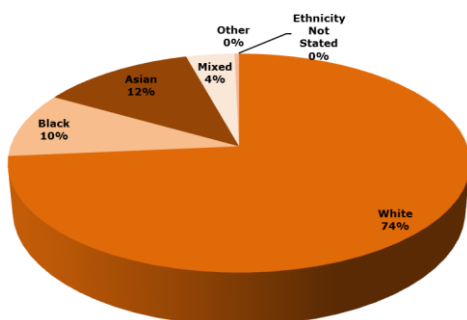
Headline Information

280 households approached the authority as homeless during quarter one 2017/18, compared to **305** during quarter one 2016/17, a reduction of **25 (9%)**.

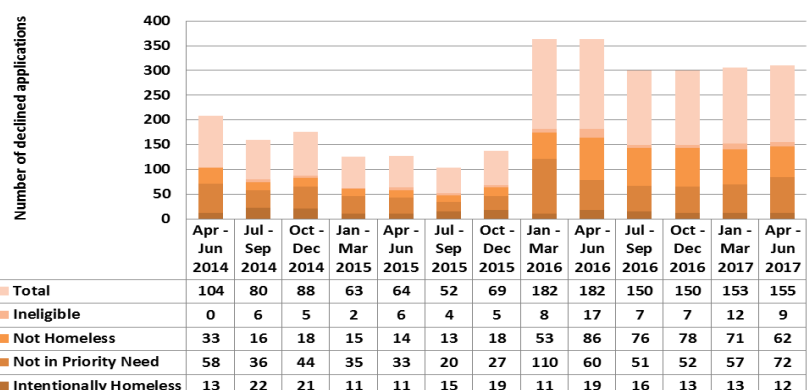
72 households were considered not to be a priority need, an increase of **12 (20%)**, when compared to the quarter one 2016/17 figure of **60**.

The number of households declined as homeless decreased from **182** during quarter one 2016/17 to **155** during quarter one 2017/18, a reduction of **27 (15%)**.

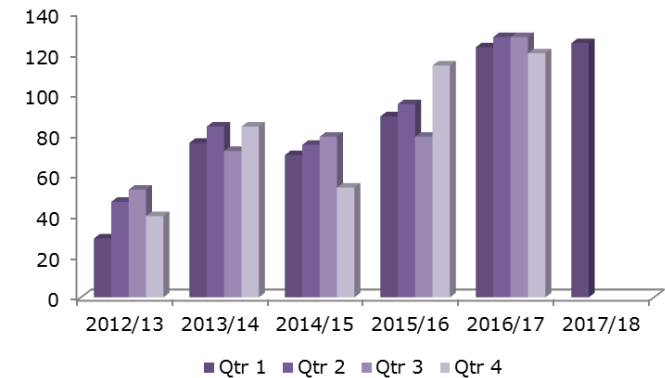
Ethnicity



Reasons for Non-Acceptance



Number of Acceptances



Breakdown of Acceptances

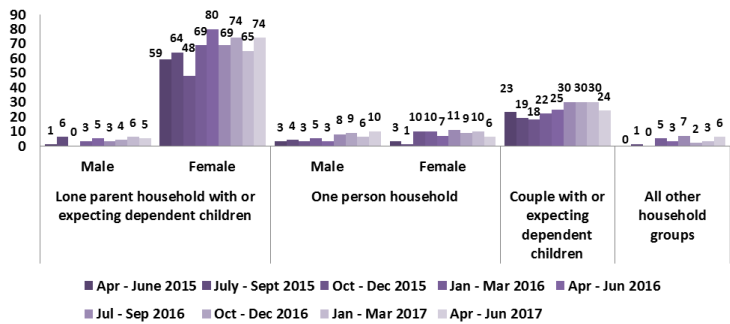
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
2012/13	29	47	53	40	169
2013/14	76	84	72	84	316
2014/15	70	75	79	54	278
2015/16	89	95	79	114	377
2016/17	123	128	128	120	499
2017/18	125				125

Headline Information

125 households were accepted as homeless during quarter one 2017/18, compared to 123 during quarter one 2016/17, an increase of 2 (2%).

Homelessness due to parents not willing or able to accommodate (7) has dropped by half during quarter one 2017/18 compared to the same quarter last year (14).

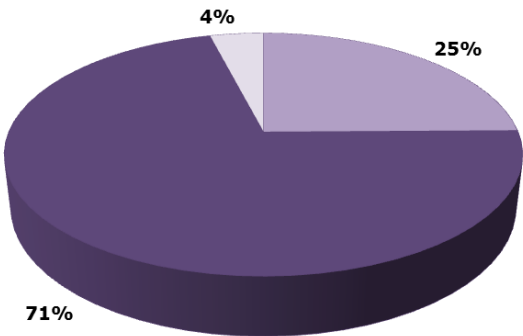
Analysis by Household Type



The main reason for acceptances continues to be loss of rented or tied accommodation.

11 households were accepted for homelessness as a result of non-violent relationship breakdowns during quarter one 2017/18. This figure increased by 5 (83%) from the 2016/17 quarter one total of 6.

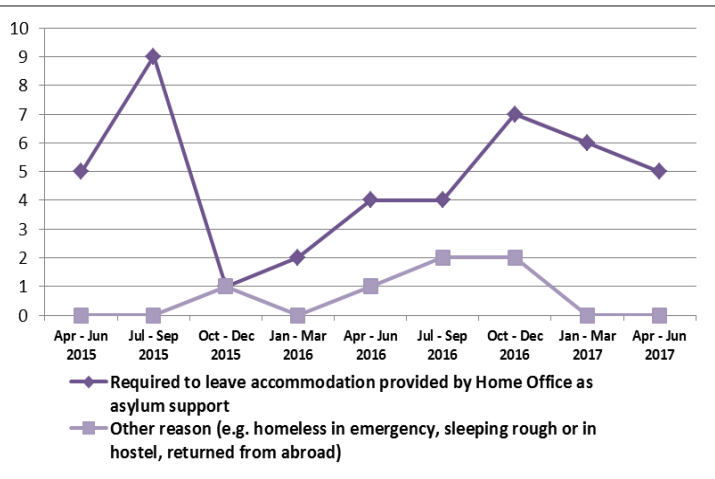
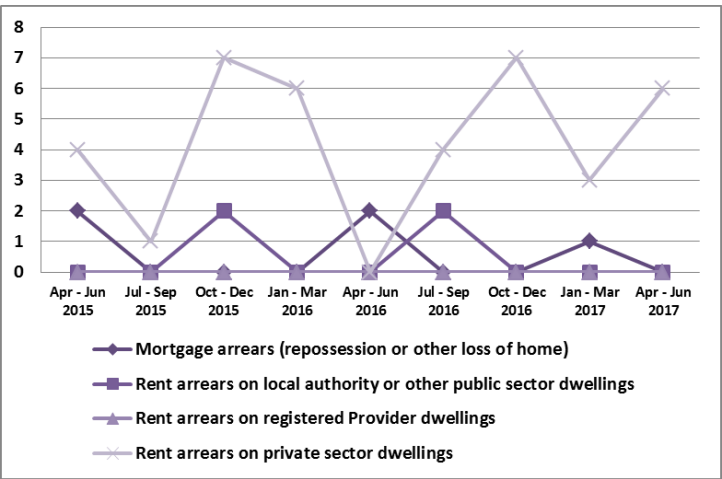
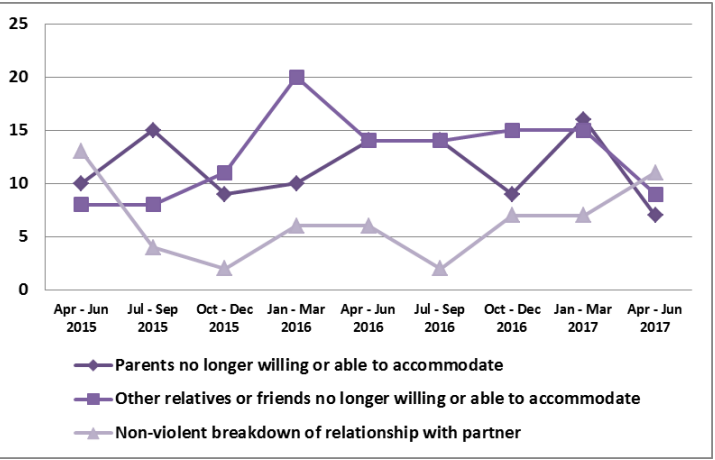
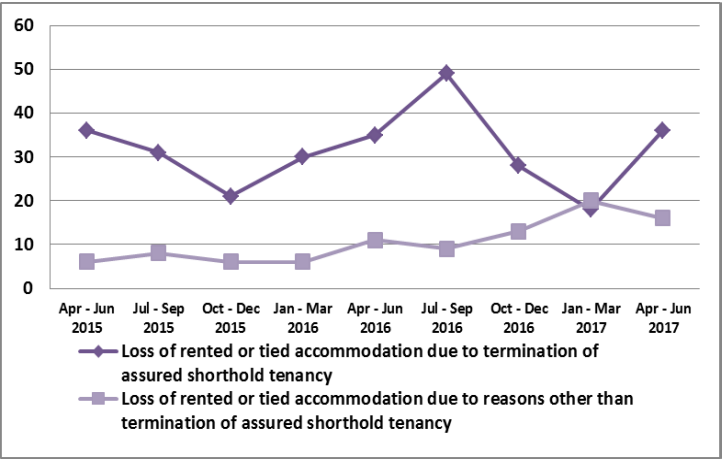
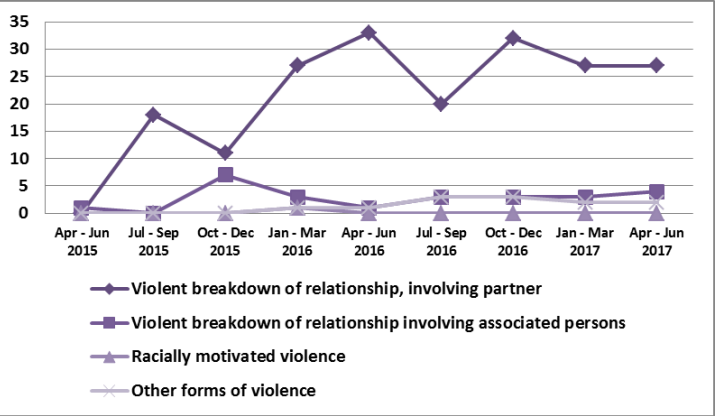
Immediate Outcome



- Applicant placed in temporary accommodation for the foreseeable future
- Applicant owed a main duty but either remains in accomm from which accepted as homeless or is making own arrangements for temporary accom
- Applicant accepted "Part 6" offer (including LA nomination to a Registered Provider) or accepted an assured tenancy made directly by an RP

Key Reasons for Acceptances

	Apr - Jun 2015	Jul - Sep 2015	Oct - Dec 2015	Jan - Mar 2016	Apr - Jun 2016	Jul - Sep 2016	Oct - Dec 2016	Jan - Mar 2017	Apr - Jun 2017
Loss of rented or tied accommodation	42	39	27	36	46	58	41	38	52
Parents no longer willing or able to accommodate	10	15	9	10	14	14	9	16	7
Other relatives or friends no longer willing or able to accommodate	8	8	11	20	14	14	15	15	9
Violence	1	18	18	32	35	26	38	32	33
Non-violent breakdown of relationship with partner	13	4	2	6	6	2	7	7	11
Mortgage arrears (repossession or other loss of home)	2	0	0	0	2	0	0	1	0
Left an institution or LA care	0	0	0	0	1	1	2	1	1
Required to leave accommodation provided by Home Office as asylum support	5	9	1	2	4	4	7	6	5
Rent arrears	4	1	9	6	0	6	7	3	6
Harassment, threats or intimidation	4	1	1	2	0	1	0	1	1
Other reason for loss of last settled home	0	0	1	0	1	2	2	0	0
Total	89	95	79	114	123	128	128	120	125



Qtr 4 Local Homelessness Comparison:

	Derby Q4 16/17	Leicester Q4 16/17	Nottingham Q4 16/17
Homelessness Approach	273	41	273
Homelessness Acceptance	120	16	148
% of Acceptance	44%	39%	54%

Homelessness approach and acceptance figures for Derby in quarter four of 2016/17 compared to Leicester and Nottingham.

The level of homelessness approach and acceptance for each local authority can be affected by a number of factors, such as a greater availability of alternate housing outside of the statutory route.

Social housing provision is also proportionally greater in Leicester and Nottingham along with both being awarded disproportionate homeless grant monies when compared with Derby, despite lobbying through the 'Fair Deal for Derby' Campaign.

DERBY HOMES LIMITED

MINUTES OF THE BOARD MEETING

held on Thursday 27 July 2017

The meeting started at 6.00 pm

Board Members Present:

Mike Ainsley (Chair), Bob MacDonald, Iain MacDonald Cadine Reid (left at 7.50 pm), Jsan Shepherd, Ian Veitch and Roy Webb

Officers in Attendance

Maria Murphy, Managing Director
David Enticott, Finance Director & Company Secretary
Shaun Bennett, Director of Investment & Maintenance
Jackie Mitchell, Governance Services Manager
Tony Billingham, Specialist Works Manager (Item

17/82 Apologies

Apologies for absence were received from Paul Bayliss, Fareed Hussain, and Christine Durrant.

17/83 Admission of Late Items

There were no late items.

17/84 Declarations of Interests

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

The Tenant Board Members declared their interests as tenants (as defined in the Memorandum and Articles of Association) of Derby City Council.

17/85 Minutes of Previous Meeting

The minutes of the meeting held on the 25 May 2017 were accepted as an accurate record.

17/86 Matters Arising

Minute 17/77 Board Appraisals

The Board was advised that a Board Away Day was not likely to take place in time to hold the Board's appraisal and it was therefore proposed that it would take place at the next Board meeting in September.

17/87 Announcements from the Chair

The Chair announced that Derby Homes had been presented with the RoSPA President's Award at a ceremony in Birmingham on 13 July.

The Chair and Managing Director attended Rykneld Homes 10th anniversary celebration. The celebrations included an all day event for tenants, funded by Lottery grant. The Managing Director will be looking into whether Derby Homes could obtain funding for an event in 2018.

17/88 Statements from Members of the Board

There were no statements from Members of the Board.

17/89 Questions from members of the public

There were no questions from members of the public.

17/90 Committee Chairs' Feedback

The Operational Board and Audit Committee Chairs provided feedback from recent meetings.

The Operational Board Chair requested the Board to

1. Ratify the writing off of Operational Board Members absences up to the last meeting on 29 June (Operational Board Minute 17/53)
2. Agree an appointments panel to interview two Operational Board Members whose term of office is due to end at the November AGM.

The Board discussed a proposal that places on the Board and Operational Board are advertised externally when the current board member is due to stand down, irrespective of whether or not they wish to continue.

Agreed

The Board

1. noted the feedback from recent meetings of
 - a Audit – 10 July 2017
 - b Operational Board – 29 June 2017
2. Agreed the appointments panel would be Bob MacDonald, Jsan Shepherd and Maria Murphy.
3. Board agreed that from 2018 all places on the Board and Operational Board that are due for reappointment will be advertised externally.

17/91 Confidential Business

Agreed

The Board agreed, under Part IV of the Derby Homes Governance Arrangements, members of the public be excluded from the meeting during discussion of the following items on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 20.2 (b, j and n).

17/92 Managing Director's Report

The Board received an update on strategic and key issues currently affecting Derby Homes.

Agreed

The Board the report.

17/93 Medium Term Finance Strategy

The Board considered a report setting out a medium term finance strategy for Derby Homes.

Agreed

The Board approved the recommendations set out in the report.

17/94 HRA Risk Register

The Board considered the year end update on developments in the management of risks with regards to the HRA risk register for 2016/17 for council housing in Derby.

Agreed

The Board noted the report.

17/95 Procurement Waivers

The Board considered a report on the position with regards to procurement standing order waiver requests currently in force.

Agreed

The Board noted the report.

End of Confidential Business

17/96 Items from Part C to be discussed

The Board did not identify any items for discussion on Part B of the agenda.

17/97 Health & Safety Update

The Board considered details of recent health and safety performance and current issues including a briefing on Derby Homes legal responsibilities for fire safety and actions taken following the Grenfell Tower incident.

The Board was advised of the news that Kensington & Chelsea & the TMO may be charged with corporate manslaughter and requested a report back on the reasons for the charge and any potential implications for Derby Homes and the Board.

There was discussion regarding the stay put policy at Rivermead House and the Board requested that Derbyshire Fire & Rescue Service should be alerted that, post Grenfell, there is potential that some residents are not likely to adhere to the stay put policy.

Agreed

The Board noted the report.

17/98 Investment & Maintenance Update

The Board considered an update on current issues within the Investment & Maintenance Directorate including an update on new build progress, new projects and repair service performance.

Currently the new build total still stands at 334 homes towards the old target of 700. In addition we are on site with a further 10 and 103 have approval to proceed, up from 65 at the last meeting; this gives a guaranteed total of 447 homes.

Agreed

The Board noted the content of the report.

17/99 Internal Controls – Annual Report of Audit Committee

The Audit Committee, at its meeting of 10 July 2017, considered a report from the Senior Management Team on the internal controls in place across the Company. As a result, the Audit Committee reported that it considered the system of internal controls to be adequate in order that the Board can state that internal controls are, in its consideration, acceptable.

Agreed

The Board noted the report and approved the statement on internal controls assurance within the Report of the Directors on the financial statements for the year to 31 March 2017.

17/100 Annual Report & Financial Statements 2016-17

The Board considered the draft annual report and financial statements for Derby Homes for the year ended 31 March 2017.

Particular reference was made to the value for money self-assessment which provided a broad, positive overview of Derby Homes' achievements during the last financial year.

Agreed

The Board

1. accepted the draft annual report and financial statements as a true and fair view of the Company's financial affairs as at 31 March 2017 and as a going concern.
2. authorised the Chair and the Company Secretary to sign the accounts, at this Board meeting
3. authorised the Chair to sign a letter of representation requested by BDO (LLP) Ltd, at this Board meeting.

17/101 Standing Order 12

Agreed

The Board agreed to waive Standing Order 12 to allow the meeting to continue after 8.00 pm.

17/102 Policy Updates

The Board considered Derby Homes' Freedom of Information (FOI), Data Protection (DP) and Procurement Strategy and Policy (PSP) policies which had been reviewed in accordance with the Board's policy to review key policies at least every three years.

The Board was advised the FOI and PSP policies did not require any material changes. As there is going to be a substantial change to the law on Data Protection with the introduction of the General Data Protection Regulation (GDPR) next year, it was recommended the DP policy remain in place until that time. The DPA Policy will be redrafted to comply with the new legislation and presented to the Board for approval.

Agreed

The Board

1. approved the policies on Freedom of Information and Procurement Strategy and Policy.
2. Agreed the DPA policy in its current form remain in force until the repeal of the Data Protection Act 1998.

17/103 Urgent Approval Rents Consultation after 2020

The Board considered a report containing Derby Homes' response to a consultation paper on options for council rent policy after 2020. The consultation paper has been issued by ARCH, CWAG and the NFA in response to a proposal by the government, arising from the recent Housing White Paper, to hold discussions with the sector before setting out a rent policy for the period beyond 2020.

The urgent approval of the Chair and a Vice Chair was sought due to the short response deadline.

Agreed

The Board

1. noted and endorsed the joint response to the ARCH, CWAG and NFA consultation paper on options for council rent policy after 2020,
2. noted the response was approved by the Chair and Vice Chair as an urgent action, due to the short timescale requiring responses by 30 June.

17/104 Insurance Act 2015

Under the Act Derby Homes is obliged to disclose to insurers “relevant information” at both the insurance tender / renewal time and within the year if relevant issues occur.

The Board considered whether there was any new relevant information that should be disclosed to the insurer under the Insurance Act 2015.

Agreed

The Board, having considered whether there is any new relevant information that should be disclosed to insurers, as required under the Insurance Act 2015, agreed it was not aware of any such information.

17/105 Draft Minutes of Committees of the Board

The Board received the draft Minutes of:

- c Audit – 10 July 2017
- d Operational Board – 29 June 2017

Agreed

The Board noted the draft Committee Minutes.

17/106 Performance Monitoring Information Q4

The Board received a summary of the performance of Derby Homes for 2016/17 for key performance measures reported to Derby City Council. The report advised overall year end performance remained positive with a few issues to be addressed where possible.

Agreed

The Board noted the report.

17/107 Forward Plan of Agenda Items

The Board received the Forward Plan of Agenda Items for the period August – December 2017.

Agreed

The Board noted the Forward Plan.

17/108 AOB

A report will be brought to the next meeting on the lessons learnt arising from a disciplinary appeal and review of the disciplinary process (Minute 17/11).

Date of next meeting

The next meeting will be held on Thursday 28 September 2017 at 6.00 pm in the Board Room at London Road.

The meeting ended at 8.05 pm.

.....
CHAIR

Signed as true and accurate record of the meeting held on 27 July 2017.

OPERATIONAL BOARD MEMBERS ATTENDANCE

August 2017

	June 2017	No of Absences
Andrew Beresford	P	0
Richard Bruford	P	0
Jim Elks	P	0
Tony Holme	P	0
Samantha Hudson	P	0
Elastus Mwaba	P	0
Dennis Rees	P	0
Anna Skrobisz	P	0

Key

P – Present

A – Absent

Disqualification and Removal of Board Members

Article 18

A person [shall be ineligible for appointment to the Board and if already appointed] shall immediately cease to be a Board Member if the relevant individual:-

- (7) in any period of 12 consecutive months, he shall have been absent from three Board meetings held during that period unless the Board (at or before such meeting where a Board Member would be removed under this Article) resolves otherwise;
- (8) in any period of 12 consecutive months, he shall have been absent from three Board meetings held during that period and on application to the Board they resolve not to reinstate him;

Article 19

Where a Board Member has been reappointed absences from Board meetings incurred prior to their reappointment will not be carried over into the new term of office.