

Derby Homes

Annual Report 2019/20



A brief history of key achievements and performance from 2019 to 2020

Contents

A word from the Chair	3
Spring 2019 (April)	4
Apprenticeships & Volunteers (May & June)	6
Summer Celebrations (July)	8
100 Year Celebrations (July)	10
Charity and Awards (August & September)	12
Community Investment (October)	14
Emergency Response/Fire Safety (November & December)	16
Winter 2020 - More Celebrations and 100 Trees (January & February)	18
100 Years - Beer, Coffee and Hampers (February)	20
Worldwide Pandemic (March)	22
Performance Highlights	24
Get Involved	26

High quality services for people, homes and communities.

Service that puts our customers first | Quality homes and contributing to sustainable communities

Reducing homelessness and enabling access to affordable housing | Value for money is a consideration in everything we do



Front cover image: houses being built at Casson Avenue in Alvaston (photo: picturethepast.org.uk) and on the back cover: Casson Avenue in 2020

A word from Mike

Mike Ainsley, Chair of Derby Homes



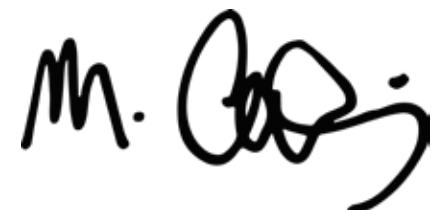
This has been a year of centenaries. In July 2019, it was 100 years since the passing of the 'Addison Act' which paved the way for Council housing. As a Registered Provider, Derby Homes now owns 100 properties ourselves. February 2020 marked a century since the completion of the first council house in Derby (in Victory Road), so council housing in Derby is also now 100 years old. Finally this year, we celebrate the building the 100th property using our own in-house model, in partnership with the council and local building firms.

There have been a wide range of events to celebrate 100 years, including a visit from the Princess Royal. My personal favourite was seeing the Derby Homes display at the beer festival in February with a special "Addison Ale" and the stall attracting a wide range of visitors. Alongside these events, our core work has continued with many other successful outcomes and innovation, many of which we cover in this report. Our role in managing homelessness on behalf of the council by working with other partners in the city has now been expanded, attracting further funding and resulting in greater support for rough sleepers with lower numbers on the streets.

We've taken a slightly different approach with our "Customer" Annual Report this year. In keeping with the historic timeline of social housing, we've presented events in chronological order, so you can see what a typical year for Derby Homes might look like. Though, I'm sure as you go through the months and seasons, you'll quickly realise that there is nothing typical about housing.

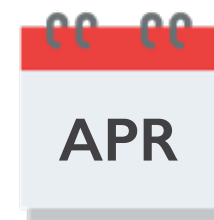
Housing is such an essential commodity, providing for that most basic of needs: *shelter*. Many of us can forget it's importance at times or indeed how lucky we are to have somewhere to call a home. But a home can also be a very fragile thing. Many things can threaten its security. Our work is also to ensure people are protected and supported through life's difficulties. As you see the events of the year unfolding, you will see the roles we play in people's everyday lives and the differences we make, whether big or small. We are constantly working to improve the lives of not just our tenants and leaseholders, but to support the Council in working towards a better Derby. Whilst there are lots of positives, there are also challenges and times when we have to make tough decisions.

Although the report finishes in March, at that time we were just starting to realise the implications of the COVID-19 pandemic. The way we reacted to this shows the true strength of our organisation. No matter what the future holds you can be sure we will continue doing our best for everyone.



30 July 2020 ³

Spring 2019



Looking back

100 years ago this month saw the second reading of the Housing and Town Planning Bill, also known as the “Addison Act”.

It’s likely that Addison Road in Osmaston is named after its author, Dr. Christopher Addison, the Minister of Health at the time.

The 1919 Act made housing a national responsibility after the First World War and local authorities were given the task of developing new housing and rented accommodation where it was needed by working people.

It paved the way for large-scale building of council housing in the 20th Century and was the reason we planned a big, celebratory campaign to raise awareness of the history and value of Council Housing.

Charity of the Year

In April, we launched our charity partnership for the year, announcing our support for the Padley Group, who support the most vulnerable people in Derby.



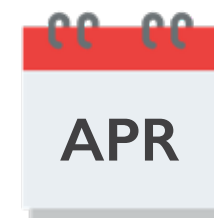
Founded in 1985, Padley is one of Derby's largest and most well established charities.

Over the course of a typical year, the Padley Development Centre on Rutland Street will accommodate between 100-160 residents, serve nearly 14,000 cooked meals, and receive more than 26,000 visits from people in need of services and support.

Customer Priority: Nuisance Behaviour

The year's focus on our Customer Priorities began with two events aimed at tackling nuisance behaviour, held in conjunction with the Council and the Safer Neighbourhood Teams to engage with young people in Allenton and Chaddesden. The "Half-Term Happening" Easter events showcased a range of activities and groups that were in the area. There was something for

Below: The official launch of Padley as Derby Homes Charity of the Year for 2019/20.



Promotional posters from the youth events held to engage with young people and families.

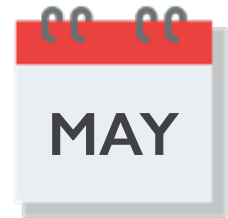
everyone, with sports activities, computer coding, craft, face-painting and more. At the same time, officers were on hand to discuss current issues.

Customer Priority: Responsible Pet Ownership

Another priority we take action on is nuisance pets. We do this in a range of ways, but one proactive way is by working with partner organisations such as the PDSA to hold events on our estates that encourage more responsible behaviour from those who do have pets. It also means anyone on a lower income isn't excluded from accessing basic veterinary services.



Apprenticeships

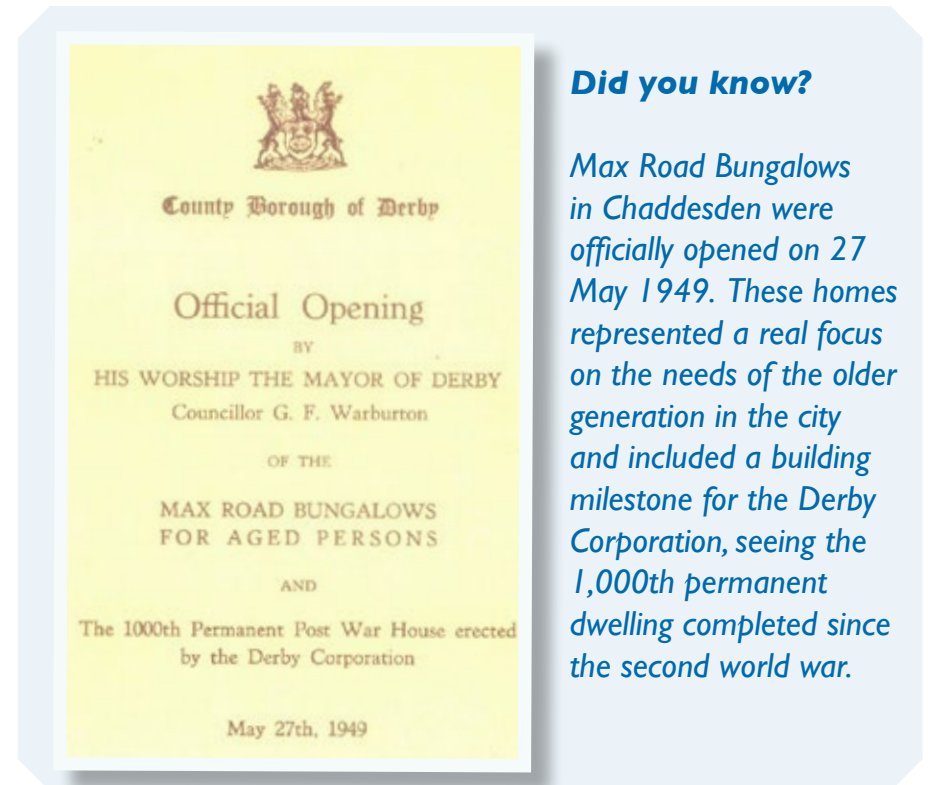


Derby Business Awards

In April, we were shortlisted for Apprentice Employer of the Year in the Derby Telegraph Business Awards. We didn't win at the ceremony in May, but it was fantastic to be recognised!

Customer Priority: Responsible Pet Ownership

The second of our FREE health MOT events took place in May. The PDSA were at Sussex Circus this time, offering free microchipping for our tenants' pets, along with nail clipping, ear checks, and general advice.





Celebrating volunteers at St Martin's Church



Awards were presented by the High Sheriff of Derbyshire, Lord Burlington



All volunteers received commemorative mugs



National Volunteers' Week

On 4 June, as part of National Volunteers Week, we worked with Community Action Derby, Move More Derby and the Community Managed Libraries to host the Shining Stars Awards 2019 at St Martin's Church in Allenton.

We welcomed the High Sheriff of Derbyshire, Lord Burlington, to present the awards to volunteers and organisations for their outstanding contribution to the local community in Derby.

We were treated to a morning of fabulous entertainment - poetry, a volunteer rap and an amazing song and dance performance.

With over 150 nominations the panel had a hard time choosing winners and runners-up as everyone was so deserving of an award. It was a fantastic day!



Summer 2019



On 10 & 11 July the Customer Voice scrutiny group attended the TPAS National Tenant Conference, along with over 300 other residents, tenants and community leaders. With a mix of speakers, workshops and networking, it was a chance to discuss engagement with others and explore how they can influence change and improvements to housing services.

They learned a lot from other scrutiny groups and when they came back they changed how they were working, developing a clear timescale for projects and limiting themselves to two reviews per year. They also evaluated how they currently decide on a project and as a result now survey customers to help decide on the next service area to scrutinise. This led them to choosing “quality of repairs” as their next scrutiny project.



(l-r) Senior Engagement Officer, Sam with Bob MacDonald, Tenant Board Member, Shirley and Lynne from the Customer Voice.



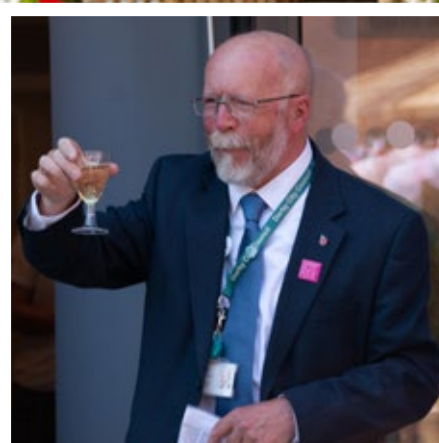
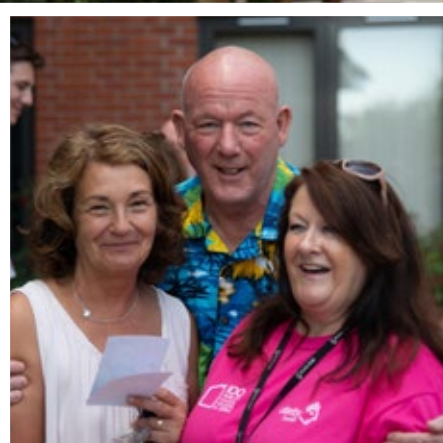
In July we were thrilled to find out that we ranked 9th in 24housing Magazine's Top 50 Landlords! This made us the second highest ranked ALMO in the country. The year before, we just squeezed into the rankings in 50th place, so this was a huge climb.

We'd been singled out in particular for our homelessness work, such as the Proactive Engagement and Enforcement Partnership, our multi-agency project with Derby City Council, Public Health and the Police that tackles rough sleeping in the city centre.

On 25 July 2019, we celebrated the opening of the council's Extra-Care facility: **Parkland View**. The celebrations took place on the newly expanded outdoor terrace area on one of the hottest days of the year! Residents and visitors were treated to ice lollies, a BBQ, music, balloons, and sparkling juice. The new garden area was built by Derby Homes' Caretakers and has made a huge improvement on the outside area that many residents enjoy, with more seating, café-style table areas, raised planters and a central gazebo to give shade and shelter in all weathers.

00 00

JUL





Everyone welcomed HRH!



Even Private Derby attended



Presenting the commemorative plate



HRH meets residents from the village

100
YEARS OF COUNCIL HOUSING IN DERBY
1919 - 2019
Centenary Homes for Heroes
To commemorate the visit of
HRH The Princess Royal
to mark 100 years of Council Housing
in the City of Derby
18th July 2019

Rededicating the War Memorial



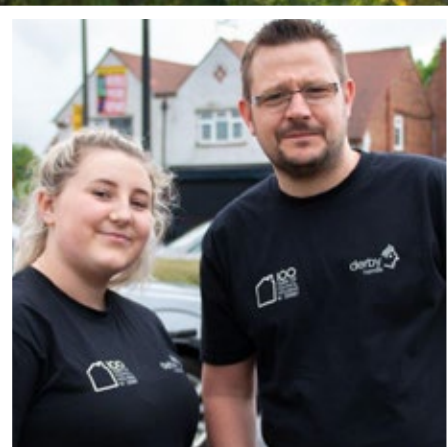
100 Year Summer Celebrations!

Celebrations continued when Her Royal Highness, The Princess Royal visited War Memorial Village Derby on 18 July. We joined in to support on the day. It was a chance to celebrate the Village's 70th anniversary early, along with raising awareness of 100 Years of Council Housing in Derby.

We joined members of Derby City Council to rededicate the War Memorial at the village and we also took the opportunity to unveil a plaque for the new "Centenary Homes for Heroes" being built for the village by Derby Homes. Managing Director, Maria Murphy also presented Princess Anne with a very special Royal



Top Centre: Director Shaun Bennett speaking at the staff briefing, whilst staff and board members model t-shirts



Crown Derby plate to commemorate the visit.

Across the city, we also arranged for lamppost banners to be erected, changing location each month. Staff were all issued with branded t-shirts and lanyards so we could use every opportunity to talk about the importance and significance of council housing. Even our board members wore them!

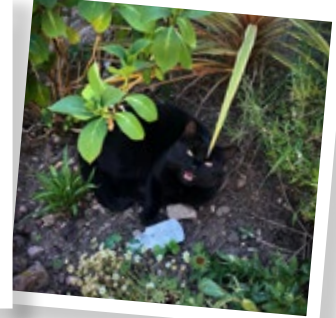
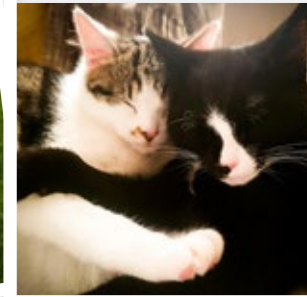
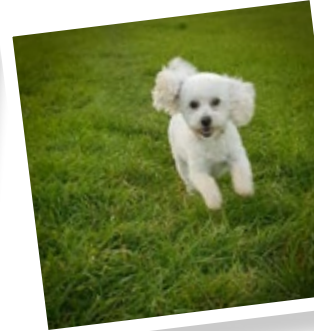
All staff also attended a staff briefing in June which focused on the history of council housing in Derby and informed them about the big campaign.



Charity & Awards



What a couple of months! Whilst staff were busy holding charity workplace events (like the Car Wash/ Burger Day, pictured right), “Ignite and Connect”, our Youth Panel became the first ever winners of the Team Award at the Derby Youth Awards 2019.



Along with the PDSA, we held two more “Petwise in your Community” events at Brook St and Sussex Circus. We also found out we’d won a Silver Housing Award in the RSPCA’s PawPrints Awards 2019, the only award scheme recognising good practice from local authorities and housing providers for animal welfare.



Later that month, they joined other residents on the annual trip to Skegness, where they visited the Derby Childrens Holiday Centre and bumped into Patricia from our Customer Voice group!



War Memorial Village 70th Anniversary

On Saturday 24 August, we returned to the War Memorial Village Derby for their official 70th Anniversary celebrations.

SEP



Congratulations Neilesh!

WINNER

East Midlands Apprentice Champion Of The Year 2019

In September, former apprentice, electrician and Head of the East Midlands Young Apprentice Ambassador Network, Neilesh Champaneri was named East Midlands Apprentice Champion Of The Year 2019.

Later in the year, he would receive a "Highly Commended" in the Royal Air Force Award for Apprentice Champion of the Year category in the National Apprenticeship Awards.

The awards challenge top apprenticeship employers, apprentices and those who champion apprenticeships across England to come forward and show how apprenticeships have made a real difference to their organisation and careers.



Community Investment



Funding for resident groups

As a member of Efficiency East Midlands (EEM, a not-for-profit organisation) we received a cheque for £6,589 as a result of our usage of their procurement frameworks.

EEM distributes all operating surplus to their membership in the form of Community Donations. These donations are split proportionally between members based on their spend. The donation must be spent on projects that benefit the community and is not something that usual budgets cover. Our initial donations helped lots of our community groups hold their own Christmas events.

Six more community room re-launches

In October, we re-launched yet more community rooms with residents, following their complete refurbishment. Streatham Road, Glengarry Way, Colville Street, Filbert Walk, Donnington Close, Watermeadow Road and Slaney Close all had a range of renovations carried out such as new kitchens, flooring, lighting, furniture and redecoration.



Above: Shaun Bennett, Director of Property receives the cheque from EEM Chief Executive Pete Smith and Deputy Chief Executive, Rebecca Dermody-Simmons



Groups receive their donations



Residents enjoy the new room at Filbert Walk

Commemorative coffee

What does coffee have to do with council housing? Good question. Derby Homes and Derby City Council worked with Sacred Bean Coffee, a local Social Enterprise, to produce a special coffee blend to commemorate 100 Years of Council Housing.

On 25 October, Mike Ainsley, Chair of Derby Homes and Councillor Roy Webb, Cabinet member for Adults Health and Housing, spent a morning roasting coffee and learning how Sacred Bean is helping people overcoming life-controlling issues to find purpose, belonging and the structure they need to make positive, sustainable change in their lives.

The roasting day took place at Sacred Bean's current premises: Susanna Wesley House, in Castleward. Councillor Webb took over monitoring a batch of coffee himself.



Below: Final batches of coffee were given to new tenants in early 2020



Above: Councillor Roy Webb monitors a roast with Sacred Bean founder, Reverend Darren Howie.



Emergency Response



At the start of November, we picked up our brand new “engagement van” that both ourselves and the Council make use of at major city events and smaller local fundays and consultations.

Halfway through the month things got very challenging for Derby as heavy rain caused the Derwent to flood the city. Our staff quickly joined in the emergency response to help residents, particularly at Exeter House, which sits right on the river bank in town. Thing happened fast and in the space of a few hours Derby was gridlocked, which made getting to those affected a challenge.



Above: Gridlocked Derby (Google Maps)



Emergency responders in the city centre installed flood defences to groundfloor flats at Exeter House, whilst housing staff spoke to individual tenants offering help.

Above: Images from Derby City Council's Public Protection Response Team  /SaferDerby



Partner Award

At our Annual General Meeting, Hope City Furniture were awarded our Partnership Award, which recognises the work of Derby Homes' Board Member, Lionel Massingham, who sadly passed away in 2006.



Customer Priority: Litter

Along with the council, we ran a competition at four schools in the city where pupils were asked to come up with designs to highlight the issue of fly tipping and littering. The winning poster was installed on the side of a refuse truck that can now be seen across the city!



Health & Safety



Fire Safety Awareness

As well as our online campaigns, in December our staff joined colleagues from the council and Derbyshire Fire & Rescue for a pop-up event at Allenton Shops to raise awareness of faulty tumble dryers that were still in circulation nationally.

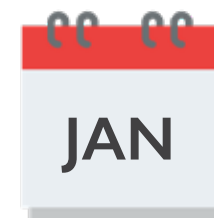
The same month, we found out we had received the ROSPA Gold Award for Health and Safety, making this fourteen consecutive years for achieving this standard (also our fifth ROSPA President's Award for Occupational Safety).

This not only means that we're working hard to ensure our staff get home safely to their families at the end of every working day, but that we proactively work to ensure our customers are kept safe too.

Organisations receiving a RoSPA Award are recognised as being world-leaders in health and safety practice.



Winter 2020



2020 started well as we completed work on our commemorative history booklet and companion document to this report:

100 Years of Council Housing in Derby.

Far from being a heavy read, the free-eBooklet gives a fantastic overview of council housing and tells Derby's story in particular, set against the backdrop of key events over the last century.

Grab the free download on our website!



Apprentice celebration

We celebrated National Apprentice Week 2020 by jointly holding our first ever Apprentice Award Ceremony with the Council.



Apprentices celebrate their achievements

Regional Recognition

In the Building Communities Awards we received runner-up for for both “In-House Maintenance Team of the Year” and “Project of the Year” for the Allenton Big Build partnership project on St. Martin's Church.

Both entries reached the final.

Did you know?

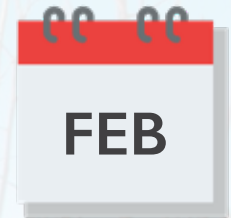
Our in-house maintenance team is 10 years old this year!



100 Years Exactly!

On 9th February it was 100 years since first council house in Derby was let on Victory Road!

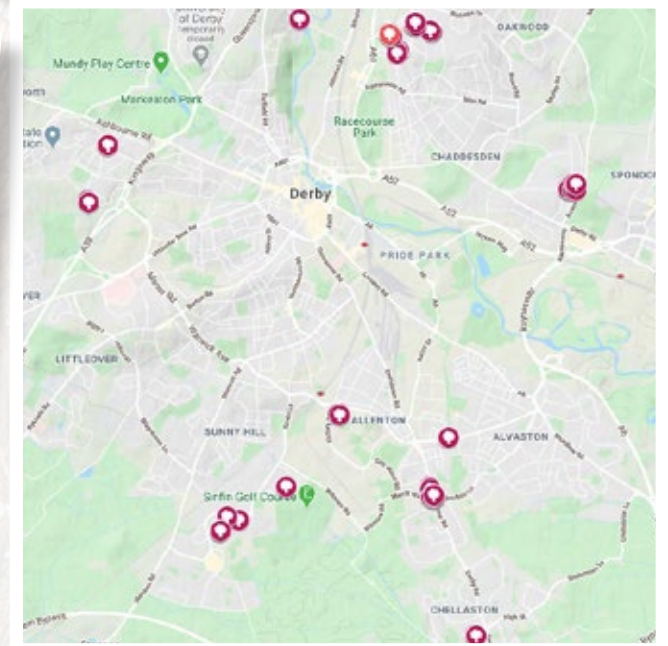
100



100 New Trees for Derby!

In February, we planted the first of 100 new trees for the city. In total, sixteen young trees were planted on the green at the corner of Merrill Way and Chellaston Road, close to the War Memorial Village in Allenton. We were joined by Councillor Roy Webb, Cabinet member for Adults, Health and Housing, members of our Customer Voice and Ignite & Connect Youth Panel.

More trees would then be planted in a total of 17 locations across the city to add to the trees already on housing and council land, contributing to a greener, healthier city. You can find all the tree locations on a publicly viewable Google Map.



Rough sleeping reduction

The government released the autumn 2019 figures for the annual single-night snapshot of the number of people sleeping rough in in England.

Derby's figure dropped to 14, from 26 in 2018 and 37 in 2017.



FREE BOOKLET COMMEMORATIVE BEER

Housing staff are joined by Mikey from Sacred Bean

Derby Winter Beer Festival Goes Pink!

We attended Derby CAMRA Winter Ale Festival (19 – 22 February 2020) to officially launch our commemorative beer: **Addison Ale!** The beer was brewed in partnership with Derby Brewing Company and it was a good opportunity to reach a lot of people attending the festival.

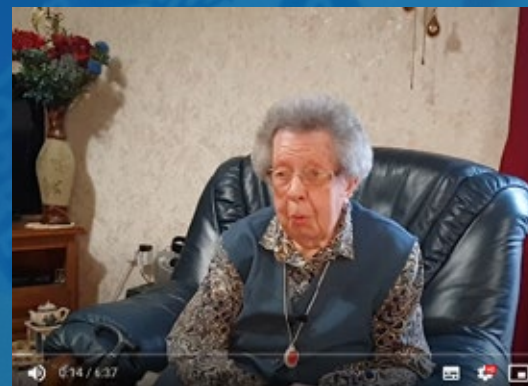
In just a few days, we spoke to a range of people, many of whom had a genuine interest in Derby's council housing story! We were also joined by Sacred Bean Coffee, who helped us raise even more funds for Padley, through donations for coffee and our history booklet.

Right: Councillor Webb pulls the first pint of Addison Ale at The Tap



Capturing memories

In February, we also worked with Community Action Derby to chat with and film some of our residents who were almost as old as social housing itself. They spoke about their lives and the changes they've seen in housing and Derby during their century of life!



Presenting the welcome hampers



Above: Volunteers roasting coffee at Sacred Bean with founder, Revd Darren Howie

Welcome hampers for new tenants in February

To raise awareness with new tenants moving in to their new homes in February, we put together special welcome hampers, full of things to help them get settled in, but also our history booklet and some commemorative coffee!

Worldwide Pandemic



From early news stories in February, like many across the country, we were dimly aware of something big that was happening around the world.

By early March, UK coronavirus cases were in the 30's and there was at least one confirmed death. Things then moved very fast. Within two weeks, cases had passed 1000 and guidelines were being issued for people who had returned from travel to a range of destinations or who were symptomatic. Advice was changing almost daily. We started to see an impact on daily life, with some music festivals, theatres and cinemas and TV shows announcing cancellations or closures. Panic buying meant that supermarkets ran out of essential items like pasta, flour, toilet paper and hand gel.

On Monday 23 March, following closures of food and drink businesses for on-site serving and a short period of general advice for the public to socially distance, the Prime Minister announced a UK-wide lockdown from 26 March 2020 to contain the spread of the virus.

Naturally, this led us to have to make major changes to our services and it affected everything about the way we worked, with almost all staff homeworking or carrying out tasks remotely to enable important services to continue running. This meant finding ways to work to keep tenants safe as well as protecting the most vulnerable in our homes and the city in general. In practical terms, it meant that many staff shifted their roles to help out with essential services for the council elsewhere in the city (see opposite). We even block booked all 100 rooms at the Holiday Inn Express on Pride Park to give those rough sleeping or at risk of homelessness a safe place to stay.

We ended the year in uncertain times, but it was encouraging to see our staff rise to the challenges that came up. Things would certainly be very different for a while to come.





Supervisor and electrician Karl delivered 10 new vans under pedal power that were urgently needed for essential duties during lockdown



Everyone remembers the announcement



Matthew and Kevin installed a temporary screen at St Mark's (Chadd) to help it run as a local food hub



It brought people closer together to help those most in need and we celebrated our vital, national workers

Excerpt from April Newsletter

"These are challenging times. We've had to make some difficult and unprecedented decisions on how we can continue to deliver essential services to our most vulnerable customers and the residents of Derby. The health and safety of our staff, customers and partners is our top priority and we are closely monitoring the situation around the coronavirus.



Things continue to change on a daily basis both nationally and globally, so if you can, check our website and social media channels for the most up-to-date information and advice.

We are constantly reviewing things and will attempt to return to normal services as soon as we can.

A new Derby COVID Community Response Hub has been set up to coordinate volunteers to help and support people who live alone or who are self-isolating.

Thank you for being patient and understanding. We're doing our best to help those who need it most.

Take care and look out for each other."

Maria Murphy
Managing Director of Derby Homes

Performance Highlights

Service that puts customers first

“Performance continues to be excellent, with most key indicators meeting or exceeding targets set by the Council. While spending has been restrained, this has not been at the expense of performance.

Derby Homes has met the majority of its targets and has seen overall tenant satisfaction increase still further to 95.3% (2018/19 94.4%).”

For complete performance information, see our reports online.
(click to follow link)



95.3%

Overall tenant satisfaction with landlord

78.3%

Customer satisfaction with views taken into account

91.5%

Tenant satisfaction with the way their ASB complaint was dealt with

98.0%

Customer complaints resolved at initial contact

Value for money

93.0% £7,798 75.5

Satisfaction that rent provides value for money

Total funds raised by staff for Charity of the Year: Padley

Average SAP (Standard Assessment Procedure) rating of dwellings

£3,112 25.2 3.15%

Headline social housing cost per unit (Q1, median £3,690)

Average time taken to re-let local authority housing (days)

Rent arrears of current tenants as a percentage of rent roll

Value for money is a consideration in everything we do

“Rents remain good value for money, providing a significant direct social benefit, plus additional ‘social value’ generated by the overall operation of council housing in Derby. Current arrears are increasing as the coronavirus lockdown takes effect and has an impact on tenants employment and incomes.”

Get involved

Want to know more?

This report is intended for tenants and is produced as a part of meeting the “Consumer standards” that apply to all registered providers, including local authorities.

The Tenant Involvement and Empowerment Standard (2017) explains how Derby Homes, as a housing provider, should work with tenants to co-regulate its services in particular areas: customer service; choice and complaints; involvement and empowerment; and understanding and responding to the diverse needs of tenants.

We know many people may not want to read our full Report and Financial Statements (Year ended 31 March 2020), so this is intended as an accessible overview of our activities over the last year, along with some key highlights of achievements and performance.

Our full report is available online and on request, along with many public documents, reports and detailed performance information. [\[Link to report, PDF\]](#)

We welcome feedback on this report and any aspect of our service. We regularly use surveys and consultations to collect feedback and to incorporate customer experiences and ideas into service reviews as a means of continuous improvement. If you think you can make an ongoing commitment, why not

join our Operational Board or Customer Voice group - you can help us review and approve services for tenants to ensure that they are designed with customers in mind. If you have children, maybe they'd enjoy our Ignite & Connect group?

Whilst we're still in the early stages of returning Derby Homes to a “new normal”, it means we're likely to be involving customers in more remote ways or exploring new ways to do things.

If you'd like to find out more, you can email us at hub@derbyhomes.org, call us on 01332 888499 or give us a shout on Facebook or Twitter.

Read more about the regulatory standards



**Find more information on
social housing regulation
at GOV.UK**

[www.gov.uk/guidance/
regulatory-standards#consumer-
standards](https://www.gov.uk/guidance/regulatory-standards#consumer-standards)

Some of the photographs in this booklet are from www.picturethepast.org.uk, which is a not-for-profit project that makes archived images of photographs, slides, postcards, engravings and other resources available from the libraries and museums of Derby, Derbyshire, Nottingham and Nottinghamshire.



Read the Report &
Financial Statements
Year end
31 March 2020 [[link](#)]



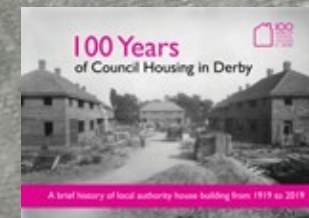
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Don't forget to
download our **free**
history book [[link](#)]

