

PERFORMANCE MONITORING - LOCAL OFFERS QUARTER 4 2011/12

Report of the Chief Executive

1. SUMMARY

This report details Quarter 4 performance against the Local Offers set by the Tenants and Leaseholders of Derby Homes.

2. RECOMMENDATION

To note and comment on the content of this report.

3. MATTER FOR CONSIDERATION

- 3.1 There are 23 Local Offers and they cover the Home, Tenancy and Neighbourhood and Community standards. The Value for Money and Tenant Involvement and Empowerment standards are cross cutting and run in conjunction with these.

Home Standard

- 3.2 There are ten Local Offers under this standard and these assess how well we provide the Repairs and Maintenance service along with management of empty properties.
- 3.3 There are three of the local offers within the Home standard which have targets attached to them. Of these Local Offers, two are fully met in Quarter 4, with one just falling short of target.

We will keep our repairs appointments

Target 98% current performance 99.5% Yearly: 98.88%

We will complete non urgent repairs within 30 working days

Target 93%, current performance 98.4% Yearly: 98.2%.

We will offer appointments for all urgent and non urgent repairs

Target 93%, current performance 89.54% Yearly: 91.76%

- 3.4 The other seven have measures to monitor delivery of the local offer but no target attached. Progress to delivering these targets is as listed below.

3.4.1 We will inform you in advance of any planned maintenance to your home

Tenants can now use the Derby Homes website to view major work that is planned for their own home. A system has been set up for the IT team to update this weekly from Keystone.

3.4.2 We will ensure newly let homes meet agreed standards of repair

The Derby Association of Community Partners (DACP) carries out inspections on empty properties to assess the quality against the standard. In Quarter 4 they found that all but one of the properties inspected were of a good standard, whilst the remaining one was acceptable but did require some further work to bring it up to standard.

3.4.3 We will develop our own energy efficiency standards that will be above the government requirements

It is still unclear what proposed energy efficiency standards will be imposed by Government. The Green Deal primarily will oblige private landlords not to relet properties with a low Energy Performance Certificate (EPC) rating but at present there is no proposal to enforce this on social housing. An indicator of where the EPC level for social housing could be set is in the consultation for future solar panel installations which recommends that they would not get feeding tariff unless the property had an EPC of D or higher. We anticipate that our level of EPC will be in excess of these minimum requirements.

To date we have installed 900 systems of solar panels on houses increasing energy efficiency of the homes by generating electricity for use by the tenants.

3.4.4 We will regularly service any appliances we provide in your home

All properties require a gas service annually and we are pleased to report that the gas servicing team has achieved 100% of servicing of all homes within 12 months of the last service. All fire alarms, stair lifts and solid fuel appliance tests have been carried out. All other appliances such as smoke alarms, and stair lifts comply with a schedule of works.

3.4.5 We will ensure any decoration work to your home will be carried out to an agreed standard

Home Decoration scheme is on programme and standards continue to improve over previous years.

External painting work has commenced in the Cowsley, Beaufort Street area and will progress through the estate. Cowsley, Sussex Circus and Chaddesden Park will be the areas most focused on in Year 1 of our new 5 year programme.

3.4.6 We will ensure that any garden or grounds maintenance work will be carried out to agreed standards

The weather has been a little problematic due to the snow and the heavy frost. This has caused some minor disruption in the works.

Litter picking across the City took place at the end of February 2012.

We have replaced all padlocks with the same suited padlock, giving residents a key to the same.

The 15th and final cut has been completed for this year. All works have been completed to a satisfactory standard.

3.4.7 **We will keep you informed if you report a communal repair**

Every communal area now has a notice board. The Housing Officers complete a template with all the outstanding repairs and this is placed in the notice boards on each scheduled visit. Monitoring has ensured that this is carried out and is working well.

Tenancy Standard

- 3.5 There are six Local Offers under this standard and these assess how well we provide support to tenants and deliver our Income Management Services. These offers have measures to monitor delivery of the local offer but no target attached.

3.5.1 **We will provide new tenants with help and assistance to allow them to maintain their tenancy**

During quarter 4 there were 203 new signups, 64 (32%) of these have been given support. Since the service was started 33 Introductory Tenancies have been extended due to tenancy breaches.

3.5.2 **We will offer to help manage your finances in a confidential and professional manner**

There is access to advice lines and self assessment is available via the website. Within our arrears processes we can refer tenants to independent specialist money advisors who will negotiate on their behalf and try to increase disposable income.

3.5.3 **We will give you opportunities to discuss any rent arrears and to clear any outstanding balances in full or by affordable instalments**

The Arrears Team help tenants by agreeing payment arrangements with them. Where payment agreements are maintained no further action will be taken. There were 178 arrangements made to clear outstanding balances on rent accounts during Q4, with a total of 797 being made throughout the year.

3.5.4 **We will provide and develop convenient ways to access your rent account**

The tenants dashboard is now fully operational and there are now 968 people signed up.

The new pay.net system was implemented in February together with a new on-line payment system.

3.5.5 **We will actively promote access to low cost credit**

The Housing Operations Manager and Project & Research Officer are scheduling meetings with the East Midlands Chapter of Credit Unions to explore other options and opportunities in the Credit Union (CU) sector. It is expected that this meeting will occur in late April.

The Department of Work & Pensions (DWP), whilst offering no money, is asking Credit Unions around the country to merge where possible to make bigger Credit Unions and use resources to develop infrastructure such as current accounts and high street access through shops etc. The DWP estimates that it will take up to 7 years for the CU sector to get its act together, such is the unequal development of CU's around the country (some have more capacity than others to modernise). There is no doubt that in some cases, CU's will benefit from resources or financial investment from external partners under the 2011 Legislative Reform Order (LRO).

This means that an external organisation invests money into a Credit Union, but instead of receiving a dividend or interest allows the CU to keep this money as a means of helping the CU to grow its lending portfolio.

3.5.6 We will ensure that elderly or vulnerable tenants have access to a range of services to help them live independently

We have worked with the Healthy Housing Project to distribute the Winter Wrapped Up booklet and thermometers to all of our clients. This is a guide for older people on how to stay warm in the winter. A small number of cold weather alarms have also been distributed to some of our most vulnerable clients.

We have consulted with clients at Whitecross House and provided new sofas for the community room/lounge.

We have consulted with residents at Humber Close and are in the process of ordering new blinds and a new carpet for the scheme. We are also ordering blinds for Whitecross House following resident consultation.

Neighbourhood and Community

3.6 There are seven Local Offers under this standard and these assess how well we provide our Neighbourhood Safety and Estate Services. These offers have measures to monitor delivery of the local offer but no target attached.

3.6.1 We will at the very least ensure that you receive monthly updates on any anti-social behaviour complaint you make

There had been a drop in contact being made over the last two months. This has been discussed with Managers and the downturn has been linked with cases that have had no issues during the time period. Staff have been reminded that they must still make contact or close cases if appropriate. This is also to be addressed in the future by texts or letters if phone contact cannot be made. Since April, we have had a total of 1,771 opportunities to update complainants about anti-social behaviour complaints they have made. We managed to do this on 1,674 occasions. This achieves 94.5%.

3.6.2 We will ask you for feedback once your antisocial behaviour case is closed

All letters have been amended to encourage customers to use all methods of feedback with a focus on the web feedback form. To date we have received nine responses.

3.6.3 We will ensure our standards for Estate Services are published and easy to access

Our website contains details on standards for our estate services and these link back to estate management, grounds maintenance and cleaning contracts. Our Housing Officers' carry out monthly estate and flat inspections to ensure that we are meeting our standards. We encourage tenant and leaseholder representatives from the DACP to attend these. We continue to make this information available via our website, tenants dashboard, e-news, housing focus groups and in our local housing offices

3.6.4 We will encourage and support projects that benefit the communities in which our tenants live

1. Imari Park Health and Safety File - We are still awaiting the Health & Safety file from Derby City Council (DCC) - The Project and Research (P&R) will continue to press for this. We also continue to monitor the site for repairs that may be covered by the guarantee period of 1 year, so that we can recover costs. Other than that, Imari Park has settled down well and the involvement of the key residents in the management of the site has contributed to the smooth day to day running of the site with Sinfon Local Office.
2. Sessions have been taking place with staff as volunteers and so far feedback has been positive, although there are still some gaps created by the fact that there have been huge changes in the DCC Youth Team. The last session will be at Bemrose School on 30 April aimed at tenants who are from East European backgrounds. The P&R Officer is devising a custom version of the session to explore the themes of English citizenship with the assigned Youth Worker. Feedback from all staff involved has been requested by the P&R Officer so that a review/evaluation of the work can be generated. The good news is that the funding for T16 in 2012/13 has been approved, so we will be working with the Youth Team again from October 2012.

3.6.5 We will carry out estate improvements that benefit the communities in which our tenants live

During Q4 we have completed the following:

Large Scale improvements:

Stonebroom Walk - Car Parking Area

Alwards Close - external pathways and drying area

Burton Road - fencing

Acorn Close - pathways fencing and drying areas

Holly Court - pathways and drying area

Henry Street - pathways, drying area, car park walling, block paving and new metal and recyclable fencing

Arthur Hind Close - pathways and fencing

Quick Fix:

Northumberland Street Car Park - Metal fencing on top of existing wall to stop people climbing over the wall and causing ASB

We have started on site the following:

- Greenacres - All external pathways
- Holly Close - All external pathways front garden areas including fencing
- California Gardens - fencing and groundworks
- Watermeadow Road - pathways, drying area and pathways
- Hillcrest Road - pilot scheme for back garden areas
- St Anne's and Leaper Street - fencing, pathways

3.6.6 **We will develop and support volunteering opportunities for our tenants**

The process of offering volunteering opportunities is embedded within Derby Homes. Systems and processes which allow and enable this to happen have been developed and volunteering opportunities at Derby Homes will continue.

In January a volunteer safeguarding leaflet was created and training for all volunteers on safeguarding arranged. We also have one employee undertaking a Volunteer Management NVQ.

3.6.7 **We will ask for your feedback when you've been involved with improving the service that we provide**

We are issuing end of year correspondence to all of our representative groups and people who have been actively involved in the last year. It will ask for feedback on their involvement with us over the last year. It will be based on the current regulatory standards for involvement and empowerment, how we support their group and communicate with them, the amount and relevance of information we give them, what they think of the annual report/local offers and how we support them to become more effectively involved. We will also ask them if they think their involvement improves our services and what they think of our arrangements for scrutiny. This information will then be collated and used for future planning of the service.

4. **CONSULTATION IMPLICATIONS**

The Local Offers have been set by the Tenants and Leaseholders of Derby Homes and will be reported in the Annual Report.

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

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

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

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Background Information: None

Supporting Information: None