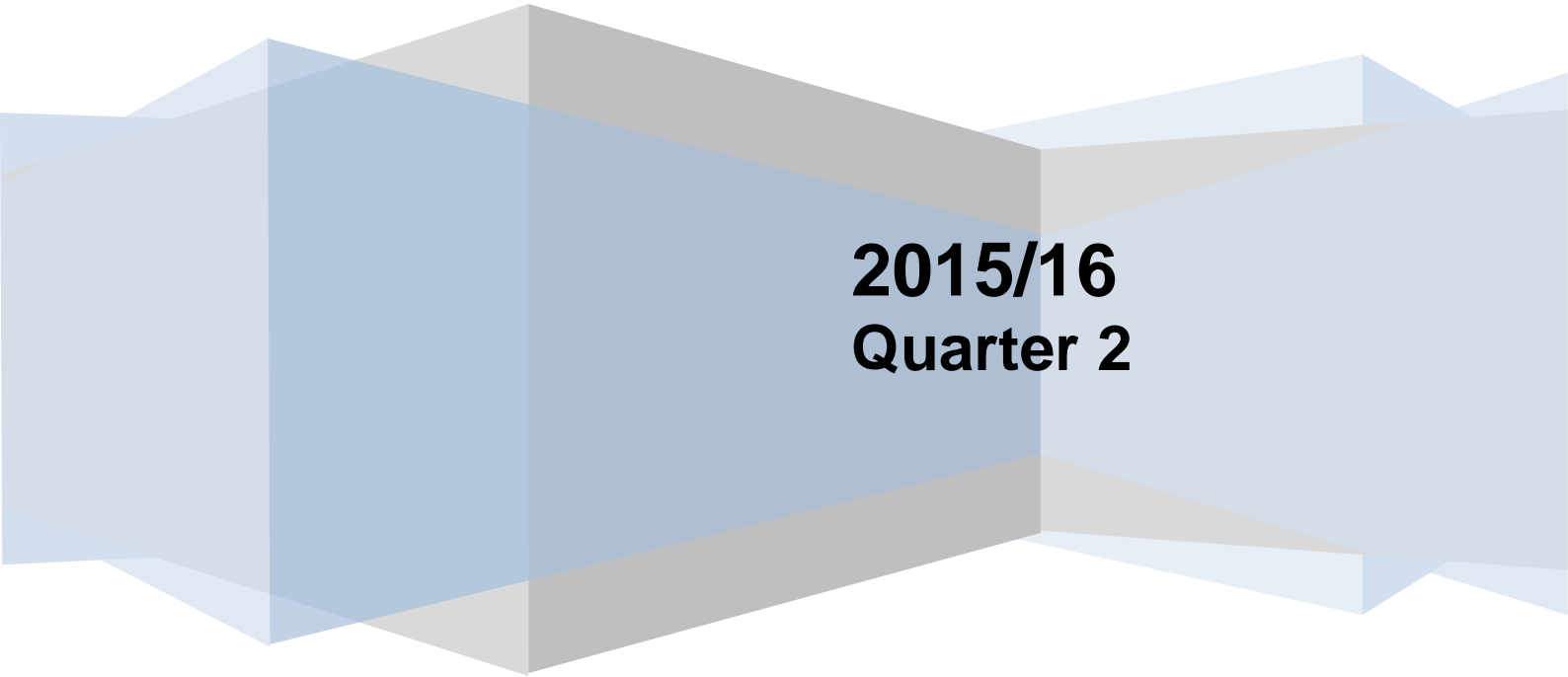


Derby Homes

**CUSTOMER PRIORITIES
Q2 2015/16
Appendix 1**



**2015/16
Quarter 2**

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 plans for 2015/2016.

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 bin collections in areas around the City
Apply for funding for waste collections	We have obtained £1000 from Derby Homes' small scale fund to extend the free bulky waste programme that operates in Derwent. 200 residents have taken this up so far and the extra funding will mean another 100 collections will be possible
Record and monitor litter/fly tipping issues on HMCSM	These are recorded and reported to derby homes operational board quarter 1 & 2 figures are 672 issues reported
Neighbourhood Boards to fund educational talks	Several are planned examples of completed talks are at Derwent junior school and da Vinci College both funded by Derwent board
Evidence of fixed penalty notices for littering	These have been served in the Sinfen and Normanton areas
Enforcement action through tenancy conditions	We have issued final warnings to 6 tenants that have been found to be littering
Publicise litter picking campaigns	We have conducted 2 campaigns in Chaddesden publicised these locally on lampposts/shops/local booklets and in Derby Homes news
work with Parks on reactive litter picks	We have done litter picks with Parks and local conservation groups such as Friends of groups at Chaddesden and Alvaston parks and one was completed on 17 September by staff from Allenton Office and Neighbourhoods staff
Apply for funding for compactor days either through neighbourhood boards or derby homes	No applications have been made for this service to date as the free bulky waste collection is working well
Identify littering hotspots in each area	These have been identified via estate inspections and the number of issues reported for quarter 1 & 2 is 672
Publicise successful enforcement action	none so far
Deal more effectively with fly tipping	We have held campaigns in Chaddesden and Derwent and installing preventative measure to deter fly tipping in hotspot areas
Target tenants for bulky waste/compactor days	Boulton, Alvaston and Derwent Neighbourhood Boards have provided funding to the City Council for free Bulky waste collections for residents in these wards. We are ensuring that we promote this with our tenants in these areas to ensure a maximum take up. The figures so far is Alvaston 141, Boulton 71 Derwent 196

Access Education programmes around waste/littering	None so far
Link into litter picking groups & raise awareness	We have identified some local groups and publicised these groups where possible to other tenants in our local offices and notice boards in flats
Enable Derby Homes to issue community protection notices	At this time we are not able to issue these orders
Poster competition in schools to raise awareness	We have got into schools and arranged for these to be done. One has been completed in Nightingale School
Arranged Litter pick events involving schools JW & residents	We have completed events in Chaddesden/Derwent involving the local youth club and residents from both areas
Work with Neighbourhoods & Environmental Health	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	This is done routinely.

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	A new memorandum of understanding between Environmental and Regulatory Services (formerly Environmental Health Services) has been put in place, effective from 1 st September 2015.
Review the Local Lettings Plans	We have carried out a review of LLPs and identified some that are no longer relevant.
Nuisance by dogs will be dealt with effectively	Revised tenancy conditions are being used to deal with nuisance dogs, in addition to existing ASB processes.
Promote the use of the Noise App	The Noise App is now used when appropriate, which is in around 90% of noise nuisance cases.
Agree a budget for phones to lend to tenants	We have no progress on this as yet.
Ensure sensitive allocations are carried out	Area Housing Managers always take into account ASB related issues when approving offers
Set up a group of interested tenants	We have no progress on this as yet.
Staff will be trained on how to deal with noise cases	Training has been given on the new tools and powers, use of the Noise App and the use of the NORSONIC noise monitoring

	equipment. This was completed by October 2015.
Identify Noise Nuisance hotspots using GIS mapping	We have produced a prototype map of cases in Allenton and Sinfin.
Promote our noise service via DHN	We promoted our use of the Noise App in the April 2015 edition of Derby Homes News.
Cross reference all tenants who mentioned this	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	Roadshows were held at Asda Sinfin and at Booth Street, Allenton in October 2015.
Work with the Police and Neighbourhoods	We attend monthly Police Section Tasking meetings and work with local SNT and Neighbourhood Officers.
Ensure success stories/prosecutions are publicised	No progress on this as yet

Priority 3 We will promote responsible pet ownership

Outcome of reports to Streetpride to be monitored	We report all cases on estate inspections and report these to the Operational Board every quarter
Work with neighbourhoods stencilling the ground	We have stencilled in 27 locations during quarter 1 and 2
Actions taken against owners to be monitored	We have opened and monitored 38 cases in relation to pets issues during quarter 1 and 2 city wide
Contact all residents that raised this problem	We have contacted 70% of residents during quarter 1 and 2. This task will be completed by the end of January 2016
Design a leaflet to drop to residents	A leaflet has been designed for use by officers
Work with Neighbourhoods to provide bins	Neighbourhoods are no longer considering funding to supply additional bins
See if residents will watch for/report stray dogs	During quarter 1 and 2 there have been no stray dogs reported
Promote responsible pet ownership	A responsible pet ownership event organised by Derby Homes took place in the Sussex Circus area of the city on the 19 August 2015
Publicise the use of street bins to put dog mess	Neighbourhoods did put stickers on bins to publicise this but they no longer do this.

Work with neighbourhoods to put up no fouling signs	We have put up 40 no fouling signs
Ensure stray dogs are picked up quickly	During quarter 1 and 2 there have been no stray dogs reported
Where necessary take more formal action	Since the new pets policy we have issued 95 pets permits city wide during quarter 1 and 2
Publicise prosecution success through social media	There have been no prosecutions during quarter 1 and 2
Ensure cases are recorded on HMCSM code HMPETS	We have recorded 38 cases during quarter 1 and 2
Housing Management trainer to attend team meetings, give updates	The trainer has attended team meetings to give updates
Work to provide evidence for fixed penalty notices	During quarter 1 and 2 there have not been any fixed penalties issued

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	We have dealt with parking issues cases during the last two quarters
Work to introduce Parking Permit Schemes	We consulted the residents at Nuns Street Kingsmead Close, Colville Street and Noel Street to consider introducing a Parking Permit Scheme. The Nuns Street scheme is now running since 14.10.15 and the others are still in progress
Work with groups to deal with parking issues	We are working with the Neighbourhood Teams to resolve a problem at Mundy Street
Commit £48,000 to install 24 hard standings.	Works will start on the hard standings week commencing the 11.1.2016. All of them should be completed by the end of March 2016.
Commit £30,000 to provide car parking bay	Planning approval has been received from DCC on the 23.12.2015 for Derby Homes to proceed with the installation of 6 car parking bays at Downing House

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	Customers are being visited once they have lived in the new build for 6 months, this is an on- going process.
Create a flag alert on CH to identify new builds	This is in the development stage.
Develop a process to transfer calls from CST	The Customer Service Team identify a property as New Build and contact the Development Team who will co ordinate issues with the New Build Team.
Revise and control all documentation and processes	Process procedure for collating standards documents has been completed and is in operation.
Create a single point procedure	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	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	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	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	<p>The project is due to be completed by the end of March 2015. Due to resource issues there have been some delays although we are still aiming for the project to be completed this financial year.</p> <p>Following completion we will then be arranging for our customers to see the completed project.</p>
Publish maintenance and energy saving results	The project is due to be completed by the end of March 2015. Due to resource issues there have been some delays although we are still aiming for the project to be completed this

	financial year. Once the project has been completed it will then be possible to work out savings made and publish them in the agreed formats.
Review maintenance and energy savings	<p>The project is due to be completed by the end of March 2015. Due to resource issues there have been some delays although we are still aiming for the project to be completed this financial year.</p> <p>At this point we will then be in a position to calculate efficiencies and savings made.</p>
Raise awareness of scheme in DH news and Website	Adverts were placed in the first Derby Homes News this year.
Publicise in a variety of methods	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	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 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.
Present recommendations from the review	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.
Review the effectiveness of post let repairs	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.
Implement changes	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.
Revise and control all documentation and process	The lettable has been revised and controlled as required. Any processes involved have now been updated.
Assemble a review group of customers and staff	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.
Evaluate the introduction of IT software & tablets	Due to issues we have been having for a number of months with introducing tablets into the Day to Day Repairs Team we have delayed introducing the software and tablets. We believe it would be prudent to resolve the issues before we introduce new planning software, processes and tablets into voids.

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	There are now posters up at ASDA Sinfen and ASDA Spondon offering support. These can be updated to deliver topical messages around paying, payment options, welfare reforms and incentives.
Commission an area shot of our customer profiles	This report has now been received and signed off. The detail is shown at estate and street level which will help us target tenants who need the support and advice in areas with the highest volumes.

Deliver pop up money advise in targeted areas	Monthly surgeries have been arranged at local offices. These are in there infancy and will be developed depending on requirements. Currently appointments are being arranged by Income Team Officers who come across tenants suffering hardship.. Money Advice team have secured funding to deliver advice sessions in the Revive Centre in the Derwent area.
Through 2015 we will deliver Money Advise	During 2015 we integrated money advice into the arrears process meaning tenants can access money advice prior to court to pay the arrears and avoid court and the associated costs. Currently appointments are being arranged by Income Team Officers who come across tenants suffering hardship. Once the Money Advice Manager is in post a schedule of pit stop money advice sessions will be planned based of the information from the outcome of the customer profile shot.
Regularly produce information about our services	Regular articles in Derby Homes news and information on our website. Universal Credit article was included in the last edition explain the benefits of budgeting in preparation for this new benefit.
Use targeted texts to alert customers to events	This is being done and will improve as we gain more mobile numbers and deliver more events. . So far these have been used for raising awareness of the summer campaign at Allenton Market and will be used to notify tenants in the pit stop event areas. We continue to use these on an individual tenant basis for contact and payment reminders.
Work in partnership with recognised organisations	<p>We continuously work with Direct Help and Advice on tenants facing court and eviction action. We are working with Derby City Council on the customer profiling and have always worked with them in the area of Housing Benefit, Money Advice, Welfare Rights, Universal Services Delivered Locally project, Social Services and Legal. We use a collection agency (Wescot) to support us on our sundry debt collection and CDP to print bulk leaflets and letters.</p> <p>We attend the East Midlands and West Midlands Welfare Reform Groups and have a good working contact with in the DWP for Universal Credit training and advice.</p>

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	<p>Estates Pride improvements and renovation of communal areas of estates, so we have decent estates as well as decent homes</p> <p>Communal areas inside blocks of flats that are secure and well lit and maintained</p> <p>A regular programme of maintenance and painting for the outside of homes, working round the city on an on going cycle</p> <p>Adapting the homes of disabled tenants to meet their needs</p>
We will install high security doors	<p>Double-glazed windows, with decent security and which don't need painting</p> <p>High security external doors with multi-point locks, looking very smart and not needing painting - offering a choice of styles and colours</p>
Continually monitor heating systems in properties	<p>High efficiency gas boilers with controllable central heating systems (or equivalent heating)</p> <p>Wall and loft insulation</p>
Continue replacing Kitchens and Bathrooms	<p>New kitchens, with decent storage and worktop space – offering a choice of unit, worktops, handles and flooring and some choice about layout</p> <p>New bathrooms, with built in electric showers and full height wall tiling – offering a choice of feature tiles and floor colour</p>
Work closely with our customers to offer choice , creating a choices showroom	<p>A tenant's showroom for kitchens and bathrooms, along with any other items that can be usefully displayed</p>

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	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.
Dh to report to Youth Board on changes	
Engage children &YP in all services where possible	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	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.	<p>The Youth Board identified development of community rooms to be the topic they would like to discuss this year and also prioritised the topics from Derby Homes' delivery plan.</p> <p>The Tenancy Sustainment Manager will draft a lesson plan for schools about independent living and bring back to the Youth Board meeting in January 2016 for further consultation and development.</p>
Engage with children & YP living in DH properties	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 Met with 3 young people from Enthusiasm on a one to one, to explain the role of the Youth Board, giving a tour of the Council House, showing them where we hold the Youth Board meetings.

	<p>Engaged 2 young people from the Sinfin Junior Warden Scheme.</p> <p>Held 2 Youth Board meetings.</p> <p>To date 8 out of 10 young people engaged have attended the Youth Board meetings.</p>
Embed the voice of child/YP in decisions of DH	<p>The Youth Board lead has also met with the Chair and Vice Chair of the Operational Board to reinforce the importance of the 'voice of the child / young person in decision making' and attended SMT.</p> <p>Derby Homes 2014/15 Delivery Plan has been reviewed by the Youth Board lead to inform the development of the Youth Board's forward plan (this links to the proposals of the Engagement Report considered by the Operational Board). Meetings have also taken place with four service leads to support the development of a plan for the Youth Board which links to the priorities of Derby Homes.</p> <p>Pilot Youth Board meeting took place in June 2015 – attendance was low and further work has been undertaken to engage providers to identify young people for participation in the Board.</p> <p>The Youth Board lead has supported the Tenancy Sustainment Manager to present at the November Youth Board meeting.</p> <p>Provided a summary of the key findings to the consultation about independent living training for schools.</p>