

PERFORMANCE MONITORING - LOCAL OFFERS QUARTER 3 2011

Report of the Chief Executive

1. SUMMARY

This report details Quarter 3 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 3, with one just falling short of target.

We will keep our repairs appointments

Target 98% current performance 99.47%

We will complete non urgent repairs within 30 working days

Target 93%, current performance 97.9%.

We will offer appointments for all urgent and non urgent repairs

Target 93%, current performance 90.56%

- 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

The live link from Academy to Keystone is in place. Andy Palmer and Jenny Veater-Smith are producing a simple guide for Academy users, with screenshots, and relevant staff will then be trained. This will help housing officers in particular to be able to inform tenants about planned maintenance, for example at sign up, but will also make this information accessible to a variety of staff.

Planned area programmes are publicised in the usual ways, documented here previously, and this generally includes direct letters or similar contact to all affected tenants. We have no new programmes to publish as these are major events that occur every few years. Tenants being offered one-off improvements are written to or contacted directly as usual.

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

The Derby Association of Community Partners (DACP) carry out inspections on empty properties to assess the quality against the standard. In Quarter 3 they found that all properties inspected were of an acceptable standard, however they did note very minor issues in a few properties such as a loose bathroom tap.

3.4.3 We will develop our own energy efficiency standards that will be above the Government's requirements

Following modernisations and Community Energy Saving Programme work (insulation, boiler replacement etc) the Standard Assessment Procedure levels rise above 70 which is the Warm Front level.

The Government's revised carbon plan, produced in December, indicated that it will be producing guidance to Local Authorities and Social Landlords in order to cut carbon emissions and create opportunities for increased energy efficiency for retro fitting using Green Deal and Energy Company Obligation funding

We have installed solar panel systems to over 600 properties where the tenant is able to access produced electricity without charge as it is produced. There is no government requirement to install, however we have achieved 600+ tonnes of carbon saved per year and a minimum of £60K tenant savings per year on energy bills. At present there is no efficiency standard for solar panel installations however after April 2012 new installations will only receive maximum funding if the property achieves an Energy Performance Certificate (EPC) level C, which the majority of our properties will comply with.

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

All properties require a gas service annually and to date we have serviced 11,645 of the 13,454 properties. All fire alarm, 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 the previous year's.

External Painting - phase one is complete with phase two under way, phase three (renders only) at Osmaston is also complete. Regular checks are made during works in progress by daily site visits and all works are checked and signed off on completion by Derby Homes and Bell Group. Internal Painting is in progress at St Clare's and St Swithin's Close.

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

The leaf collection to all sheltered and flat complexes has been completed.

The teams are now carrying out 'half mooning' to the grass edges of the pathways and hard areas.

The winter hedge and shrub pruning has started and are working around the City.

We are also carrying out site audits of our schemes and notifying the contractor of any default and rectification works that are required.

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 on the notice boards on each scheduled visit. This process is being monitored to ensure this task is carried out.

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 3 there were 198 new sign-ups, 67, (34%), of these have been given support. Since the service was started, 30 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. So far this year we have made 619 arrangements to clear outstanding balances on rent accounts.

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 over 710 people signed up. We are having a big push on Direct Debit and did a mass mailshot to around 6,800 tenants in November, aimed to help get us towards an eventual target of 5,000 people on Direct Debit. Tenants can now also ask about their rent accounts at the Council's Albion Street office.

3.5.5 We will actively promote access to low cost credit

We have completed our secondment to the Credit Union and have helped to recruit and train volunteers.

The Regional Growth Funding bid was unsuccessful.

We met with Midlands Community Finance and agreed we would work with them to supply white goods.

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

Supported Living was involved in a showcase event on 4 November at the Riverside Centre. They have worked with service users to develop a film highlighting the benefits of the service. The Team Leaders also delivered a presentation about the service. A party was held at Rebecca House on 1 November to celebrate the completion of the works there. This was a success and residents asked for their thanks to be passed on to the staff involved. The showcase event was also a success, feedback received was very positive. Supported Living had a stall at the Personalisation Event held at the Assembly Rooms on 2 November to promote the service. New settees have been ordered to improve the comfort in the community room at Kestrel House and new flooring has been ordered for Fairdene Court community room, as the current carpet is stained and smells which puts customers off using the room.

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

Since April, we have had a total of 1,408 opportunities to update complainants about anti-social behaviour complaints they have made. We managed to do this on 1,320 occasions. This achieves 94% and we have systems in place to ensure we improve.

3.6.2 We will ask you for feedback once your anti-social behaviour case is closed

We went live with web surveys and text messaging this month; we have had one response so far and will continue to promote the different ways of providing feedback.

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 available on our website, in Local Housing Offices and publish it in Derby Homes News

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 - the Project & Research Officer has been informed by the Group Architect that the file is with the Compliance Manager at Derby City Council (DCC). Mark Crown, the Project & Research Officer will check for completion again in January 2012.

2. T16. At the end of December 2011 only one Derby Homes volunteer has been contacted with a view to arranging a session by the Council's Youth Service. The Project & Research Officer will raise this with the Youth Service co-ordinator.

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

During November we have completed the following improvements:

- St Clare's Close - External pathways, retaining walls and landscaping works
- Barley Croft - External pathways, drying areas, block paving and various fencing
- Oakleigh Avenue - Fencing, block paving, pathways, retaining walls and drainage
- Harvey Road – Front Fencing

We have started works on:

- Mayfield Road/ Hollington Close - Pathways, fencing to front area and landscaping
- Stonebroom Walk – Creation of additional car parking bays

Mackworth Allotment - Provided a new water supply and marked out the pathways around the perimeter.

Play Areas - We are seeking additional match funding (£20k) for the Oriel Court play area, upgrading Lord Street and Inveraray Close play area

OSCAR - We have advertised for Pre Qualification Questionnaires for a Contractor to provide a brand new a play area on Tennyson Street. We are in consultation with Leisure to provide a BMX track on Cotton Lane.

During December we have completed the following improvements:

- Exeter House - Laundry refurbishment
- Acorn Close - Fencing to the drying areas

We have started work on:

- Henry Street - Pathway and Fencing has started
- Mayfield Road – Pathways and Fencing

Other Funding

We have submitted an application for Oriel Court Play area with Veolia for £25,000 to upgrade this area.

We have submitted an applications for Parker Street improvement with the Lottery for £25,000 to upgrade this area

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

In November we have recruited a social activities volunteer and new mediation volunteers. The volunteer mediators are already making a difference in their role.

The volunteer forum continues to meet regularly to progress volunteering at Derby Homes and identify new roles. In December we have introduced more checking processes for volunteers including asking for references and medical questionnaires. A volunteer database has been created which holds all information on volunteers.

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

We currently have a variety of ways for tenants and leaseholders to get involved in improving our service and we continually gather feedback from customers that we work with.

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