



DERBY HOMES QUARTERLY UPDATE

JULY - SEPTEMBER 2019

Highlights



July 18

HRH The Princess Royal visited Derby

August 24

The War Memorial Village celebrated it's 70th anniversary with a commemorative flyover

Derby Homes is ranked 9th in 24Housing's Top 50 Landlords, the second-highest ranking ALMO in the country



T-shirts, lanyards and badges have been issued to staff and cabinet members to celebrate 100 years of council housing

The Princess Royal's Visit in Full

The War Memorial Village Celebrates 70 Years

Events



10-11 July

Representatives from the Operational Board and Customer Voice attended the TPAS Conference to explore new ways of engaging with customers

20 July

Bramblebrook Community Centre Fun Day

24 July

Fairdene Court Community Consultation Event

25 July

Parkland View 3rd Birthday Garden Party

27 July

Sunnyhill Community Centre Fun Day

30 July - 1 August

Love Parks

9 August

Pets Day at Sussex Circus - providing residents with free microchipping for dogs

17 August

West End Fun Day, organised by the West End Residents Group

1 September

AJ Education Opening Party at Max Road

8 September

Normanton Park 110th Anniversary Celebration



Customer Engagement



Ignite and Connect

The Derby Homes Youth Board became the first ever winners of the Team of the Year at the Derby Youth Awards, run by Derby City Council. Two weeks later on August 21, they travelled to Skegness to see the renovations taking place at the Derbyshire Children's Holiday Centre.



Operational Board

Our Operational Board approved us to work with Community Action Derby for another year. We've also had approval from the Operational Board to continue with our Local Customer Priorities for another year. This will allow us to continue to tackle the main issues in our neighbourhoods and communities.



Customer Voice

The Customer Voice Scrutiny Panel are about to consult with tenants and leaseholders to help decide which service area they should scrutinise as their next project.

They attended tenant scrutiny training as well as the TPAS Annual Conference which was held on 10 & 11 July.

The panel completed their report on the 'sign up' process and presented it to the Operational Board meeting held on 29 August – their recommendations and management response to them are included in the link below.

[Item A5 Review of Sign Up Process Appendix 2](#)

Performance

Below is a breakdown of arrears information over the past quarter:

	Total Stock	Arrears by Ward	Tenants in arrears as % of stock	Vacant Properties	
				Active	Passive
ABBEY	544	£83,438	43%	4	3
ALLESTREE	72	£5,368	29%	0	1
ALVASTON	1156	£148,096	35%	3	8
ARBORETUM	822	£129,353	40%	4	1
BLAGREAVES	447	£37,798	31%	2	4
BOULTON	1132	£139,981	35%	2	15
CHADDESSEN	919	£93,137	34%	4	3
CHELLSATON	466	£29,191	32%	2	0
DARLEY	806	£87,776	32%	4	2
DERWENT	1800	£234,596	38%	6	8
LITTLEOVER	106	£9,710	32%	1	0
MACKWORTH	1290	£182,959	37%	4	10
MICKLEOVER	112	£4,041	23%	0	0
NORMANTON	714	£97,759	41%	3	3
OAKWOOD	283	£36,321	38%	1	0
SINFIN	1602	£226,703	43%	4	8
SPONDON	436	£33,994	31%	1	3
TOTAL	12,707	£1,580,264	37%	45	69



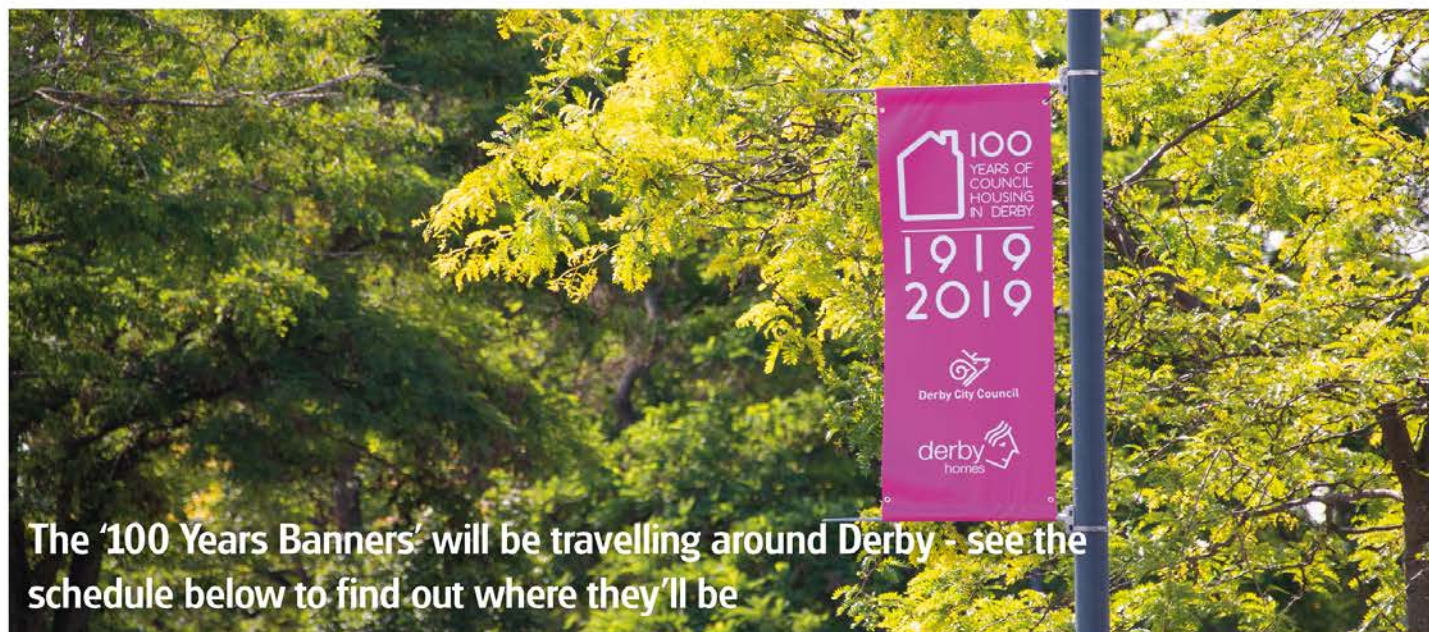
Residents at Faidene Court organised their own Macmillan Coffee Morning on 28 September

Community Rooms

We have 22 community rooms across the city, which are managed by the Derby Homes Customer Engagement Team. The team provide support to volunteering groups, who run a variety of events including coffee mornings, bingo sessions, craft groups, quiz nights, computer classes, exercise classes, health and wellbeing sessions and church services. Rooms are free for residents to use.

This Quarter

- A new coffee morning was launched at Tintagel Close Common Room
- AJ Education launched tutoring sessions for children at Max Road and Oakleigh Avenue Common Rooms
- A weekly community café was launched at the Boyer Street Common Room
- We have begun the 'relaunch' of our common rooms, which have been decorated and refurbished



The '100 Years Banners' will be travelling around Derby - see the schedule below to find out where they'll be

Month	Proposed Location of Celebratory Lamppost Signs
OCTOBER 2019	Uttoxeter Old Road – close to Rebecca House DE1 3GA
NOVEMBER 2019	Sinfin Lane – close to Shakespeare Street turn DE24 9GP
DECEMBER 2019	Osmaston Park Road – close to Spider Island DE24 8DD
JANUARY 2020	Stockbrook Street DE22 3WH
FEBRUARY 2020	Perth Street – Sussex Circus DE21 4EL
MARCH 2020	Harvey Road – Alvaston end DE24 0ED
APRIL 2020	Lower Dale Road – close to Fairdene Court DE23 6WZ
MAY 2020	Prince Charles Avenue – Mackworth DE22 4BG
JUNE 2020	Nightingale Road – Osmaston DE24 8BG
JULY 2020	Addison Road – Osmaston DE24 8FN

Employees



Derby Homes' Electrician Neilesh Champeneri won the East Midlands Apprentice Champion of the Year at the Apprenticeship Awards 2019. He now moves on to the National Finals!

Apprenticeship Levy

Derby Homes have utilised their apprenticeship levy and currently have 36 employees on an apprenticeship. In June 2018, Derby Homes entered co-investment, when employers and government share the cost of training and assessing apprentices. We've used our full apprenticeship levy and this reflects the amount of training that has been taking place.



The Knife Angel has arrived in Derby; several of our staff are volunteering and supporting the project.



Our staff continue to volunteer their time to join in the monthly rough sleepers counts. These are unofficial figures, but they help inform our homelessness work

Charity of the Year

12 September

Breakfast Cobs

20 September

Charity Car Wash

26 September

Macmillan Coffee morning



Next Quarter...

Working on the Dirt Track consultation
and going into schools

Customer Voice are having TPAS training and
starting their next project

Move More are starting holding activity
sessions in five of our community rooms

Youth Panel are hoping to hold an Open Mic night

Youth Panel are hoping to cook a meal
for the Padley residents

Holding relaunch events in 7 of our
refurbished Community Rooms

Working in partnership with the
National Careers Service to assist
our customers into work