

**CITY BOARD
20 JUNE 2013**

ITEM B7

PERFORMANCE MONITORING- LOCAL OFFERS QUARTER 4 2012/13

Report of the Acting Chief Executive of Derby Homes

1. SUMMARY

- 1.1 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, Tenant Involvement and Empowerment standards are cross cutting and run in conjunction with these.
- 3.2 This report only outlines any of those Local Offers which either have targets attached to them or have financial impact. Full details relating to all Local Offers can be found in Appendix 1.

Home Standard

- 3.3 There are 10 Local Offers under this standard and these assess how well we provide the Repairs and Maintenance service along with management of empty properties. There are 3 of the local offers within the Home standard which have targets attached to them. All have been fully met in Quarter 4. The other 7 have measures to monitor delivery of the local offer but no target attached. Full details can be found in Appendix 1.
 - 3.3.1 **We will keep our repairs appointments**
Target 98%, current performance 99.59%
 - 3.3.2 **We will complete non urgent repairs within 30 working days**
Target 93%, current performance 99.96%.
 - 3.3.3 **We will offer appointments for all urgent and non urgent repairs**
Target 93%, current performance 96.63%
 - 3.3.4 **We will ensure newly let homes meet agreed standards of repair**
In Q4 there were 252 newly let properties, 98% of newly let homes met the agreed standards.
 - 3.3.5 **We will regularly service any appliances we provide in your home**
All appliances in 1135 properties were serviced and safety checked during Q4. At 31st March 2013 we achieved 100% compliance with Gas Regulations.

3.4 **Tenancy Standard**

There are 6 Local Offers under this standard These offers have measures to monitor delivery of the local offer but no target attached. Full details can be found in appendix 1.

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

During Q4 141 Introductory tenancies were signed up, bringing the yearly total to 750. Out of these the number signed up to Tenancy Sustainment are:

Q1 86, Q2 84, Q3 83, Q4 64 YTD 317 (42%)

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

This year a lot of proactive work has been and continues to be done for tenants affected by Welfare Reform. Income Surgeries now also cover welfare reform as well as housing benefits and we are working with a credit union to provide access to bank accounts and financial services.

Number of arrangements made: Q1 117, Q2 117, Q3 107, Q4 113 YTD 454

3.5 **Neighbourhood and Community**

There are 7 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, full details can be found in appendix 1.

4. **CONSULTATION**

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:

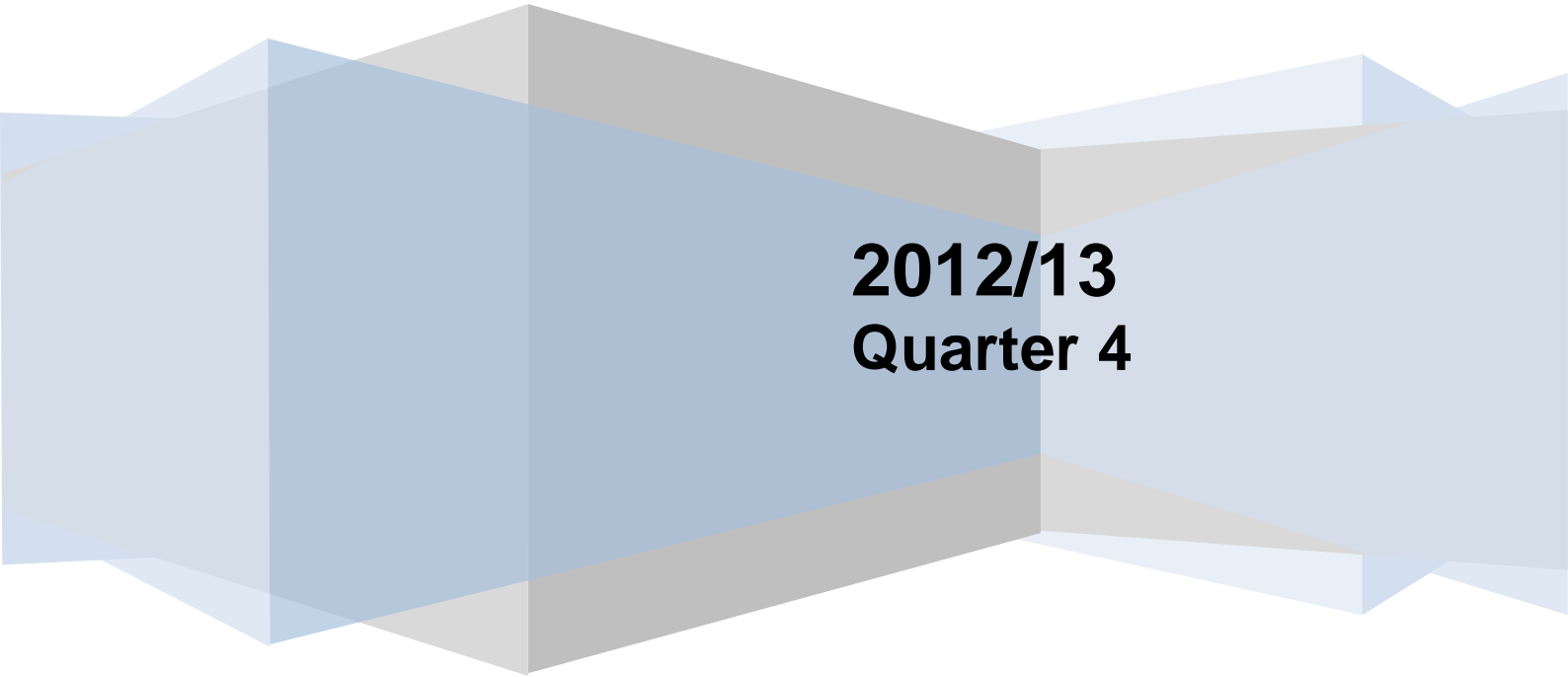
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review
- Financial and Business Planning Implications

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Derby Homes

**LOCAL OFFERS REPORT
Q4 2012/13
Appendix 1**



**2012/13
Quarter 4**

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

Home Standard

There are 10 Local Offers under this standard and these assess how well we provide the Repairs and Maintenance service along with management of empty properties.

There are 3 of the local offers within the Home standard which have targets attached to them. All have been fully met.

We will keep our repairs appointments, target 98% current performance 99.59%

We will complete non urgent repairs within 30 working days, target 93%, current performance 99.96%.

We will offer appointments for all urgent and non urgent repairs, target 93%, current performance 96.63%

The other 7 have measures to monitor delivery of the local offer but no target attached. Progress to delivering these targets is as listed below.

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

During 2013 an ECO-funded programme to install solid wall insulation across various estates will be implemented. As it will target a few hundred homes that will have been pre-surveyed, we will communicate directly with those tenants by personal contact.

Interfaces with the Keystone asset management system mean that all planned programmes are now easily accessible by any Academy user (e.g. enquiry centre or housing officer) or by a tenant from our website.

We will ensure newly let homes meet agreed standards of repair

In quarter 4 there were 252 newly let properties, 98% of newly let homes met the agreed standards.

Throughout the year there were a total of 1148 newly let properties with 99.5% meeting agreed standards.

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

We have managed to achieve an Average SAP target of 72 across our housing stock. We are planning to target the remainder of Pre War properties without wall insulation, these will be included in an external wall insulation programme, that should be match funded through ECO, with work to be completed at the latest by 2015. At present we are working with Efficiency East Midlands (EEM) to obtain the best levels of funding for this work.

We will regularly service any appliances we provide in your home

All appliances in 1135 properties were serviced and safety checked during Q4. At 31 March 2013 we achieved 100% compliance with Gas Regulations i.e. every property which required one had a valid, (less than 12 months old), Landlords Safety Certificate.

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

There have been discussions around Home release properties for them to be included with the Home Dec Scheme, further discussions are required in relation to the budget.

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

All winter works are completed, we have started grass cutting across the city on both communal and residential areas.

2012/13 was a challenging year, both with the start of a new contractor and the weather conditions faced. There are now some proposed cost reallocations, which should allow for an improved service, across all areas. It is hoped that we will not encounter similar conditions than that of the previous year, with initial signs encouraging.

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

There are 6 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.

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

During Q4 141 Introductory tenancies were signed up, bringing the yearly total to 750. Out of these the number signed up to Tenancy Sustainment are:

Q1	86
Q2	84
Q3	83
Q4	64

YTD 317 (42%) 750 signed up, 317 signed Tenancy Sustainment, 42%.

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

Pay to stay campaign is to be advertised on our vans to raise awareness of welfare reform. Tenants who have been identified as under occupying are being contacted and officers providing advice and support. Tenants in arrears are being individually contacted to make sure they are aware of what to pay and agreements changed where appropriate.

This year we have extended Income Surgeries to cover welfare reform as well as housing benefits. All tenants facing serious action for non-payment are referred for Money Advice. Office and Home appointments are made where necessary, we also will use telephone and e-mail to communicate so as to not inconvenience tenants with unnecessary travelling and taking up their time, this includes working in the evening and Saturday mornings for tenants who are at work during the day. Letters sent are kept securely on the computer system and diary page notes are being made of any communication with tenants for future reference.

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

Tenants affected by welfare reforms are being contacted and where there are existing arrears new affordable agreements are being made. Cases receiving notices, court summons or eviction warrants are referred for Money Advice and opportunities are provided for the arrears to be cleared or affordable instalments are agreed.

This year a lot of proactive work has been and continues to be done for tenants affected by Welfare Reform. Income Surgeries now also cover welfare reform as well as housing benefits and we are working with a credit union to provide access to bank accounts and financial services.

Over the year a total of 454 arrangements have been made:

Q1	117
Q2	117
Q3	107
Q4	113
YTD	454

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

The tenants dashboard has been in place for some time, as had the smartphone app which enables the dashboard to be used and viewed more effectively from smartphones as well as via PC's and laptops

The counter service at the new council house is now open as well as a bank of self service PC's which again gives greater access for customers. We have no plans to further increase or change the ways tenants can access their rent accounts at this stage. This target is therefore achieved

We will actively promote access to low cost credit

Key Updates

Marketing Material:

A design company has been employed by the CU Consortium to design leaflets, the leaflets will be designed to be used by staff working with tenants, with an advert on the front, then a listing and explanation of how the products on the back can help. These leaflets will also be accompanied by posters for use in office space, community centres etc. It is not recommended that we just mail these resources out. The leaflet is designed to help the housing officer to identify the service needed by the tenant and then, (by using web enabled laptops), carry out the application and account set up online. The marketing for the service has been agreed by the RSL Liaison Group.

Project Manager (PM):

A new PM has been appointed (Derek Doran) and he will be making contact with RSLs who have committed start-up funds both to introduce himself and also send out the first invoices for work done so far.

Account types: This area was felt to have still caused confusion amongst staff and tenants when consulted on. It was resolved to change the names as follows;

- Standard Membership is now to be called 'The CU Rent Account'
- Enhanced Membership is now to be called 'The Current Account'
- VIP Membership is to be called 'The Budget Account'.

Training Package for RSL staff:

This is currently being developed by NCHA staff and Nottingham CU. Currently, the RSL opens the training with raising awareness of the strategic objectives of the training and working with the CU. The CU then trains staff about how to sign people up for the accounts.

Sundry Issues:

Council Tax payments: these can be done through the rent account but they will not be subsidised by rent payers. If residents wish to use the CU service to pay their Council Tax, the resident will have to pay the cost of the transaction themselves. The CU consortium will continue to develop the service so that the cost to Council tax payers is reduced to a minimum. We will ensure that any details about developments in this area are passed onto DCC.

Tenants of all RSLs who are members of a CU now:

These clients will not be subject to £10 membership fee if they set up a rent account. This will be accounted for at sign-up. Tenants who will receive their universal credit on a weekly basis will still be subject to one charge of 75p for their transactions per month.

Developments in Derby

Erewash CU will deliver the Consortium service in the City of Derby. Erewash CU

extended their common bond into Derby under the Legislative Reform Order (2011) and in agreement with other credit unions in the area who are members of the East Midlands Chapter of CU s.

Derby Homes has appointed an officer on an honorarium to work with the CU project manager to roll out the service, organise training and local marketing of the service. This officer is Samantha Cholerton from the Income Management Team who will work the equivalent of 1 day per week on this project.

We will also be seeking to organise a pilot of around 100 tenants to test Erewash and Derby Homes systems in the running of the 'jam-jar account' before it is rolled out across the City.

The jam jar/Rent Account service is to be aimed at particular groups of tenants:

- New tenants

- Those tenants in arrears and not paying by direct debit

- Tenants who do not have arrears but who will need an account for the introduction of universal credit.

The SLA and Data Sharing protocol has been agreed (however, there has been no response from DCC on this matter).

Murray Chapman has identified that we can use some of the booths we've hired from the Council in the Council House to have an Erewash CU presence available for potential customers.

Mark Crown continues to push the Consortium for a CU solution to the collection of Council Tax under the new CT regime. The launching of the Rent Payment Account (RPA) to 1st April is to be now a gentle roll-out as the Universal Credit is to be introduced to the following timetable (from the DWP website):

1. New claims for Housing Benefit from customers who are out of work will move to Universal Credit from October 2013
2. New claims for Housing Benefit from customers who are working will move to Universal Credit from April 2014
3. Existing claimants will move from Housing Benefit to Universal Credit from October 2013 to October 2017 and claimants may need support locally.

Therefore, Derby Homes will in the first instance encourage new tenants to sign up, from May 2013 up to April 2014. The pace of this roll out will enable both the CU and Derby Homes to learn how the system works and ensure that it does work. As the system begins to grow, the RPA will be made available to other categories of tenant identified as benefiting from this service - such as those who maybe at risk from the 'bedroom tax'.

A meeting was held between Derby Homes and key members of the East Midlands Credit Union on 21st March to tackle the behind the scenes technical issues that will actually make the RPA work. The meeting included IT specialists from both the CU and Derby Homes and DH Rental Control, and members of staff who will be

working in the field with tenants. This meeting resulted in a number of tasks being set that have to be completed by the end of April 2013. Here is a list of the key objectives:

1. DH IT team to investigate possibility of portable scanning equipment to enable staff to obtain proof of identity for sign ups to the RPA. Under Financial Regulations, no personal account can be created without retaining hard copies of ID or signed copies of financial agreements.
2. Initially, signing up to the RPA will be at sign ups for new tenancy agreements or by invitation to LHO or to Income Team Surgeries.
3. The RPA sign up form must be simplified for staff to use - it is currently too long and the EMCU are to produce a shorter plain English version.
4. It was made clear that it was unacceptable for the CU to recover the 75p transaction cost from the tenants RPA because it would put the rent account into arrears so a solution was agreed whereby the CU would invoice DH and an adjustment would be made to the posting of receipts to the HRA. This change also means that the SLA needed to be amended.
5. A dry testing regime needed to be set that would pretend payments had been made and then see how the other parts of the process (all electronic) reacted.

EMCU has created an online portal where DH staff can sign on and either sign up new tenants or download lists/receipts of rent transactions. DH staff signed up to this with their own log in include Income, Rental Control and IT Teams.

Mark Crown is to meet with Samantha Cholerton who has been trained in how to sign up the tenants to the RPA by EMCU so that this training can be rolled out to DH staff. Samantha is also to work with the Graphics Team to implement any marketing we do of the RPA. The updated SLA and Data Sharing Protocol is in the process of being reviewed by members of SMT.

Training on Financial Capability that complements our work with the EMCU took place for 28 members of staff on the 18th/19th March which included ways of helping tenants save money that they could then put towards their bedroom tax or start saving with the CU. Mark Crown is working with senior managers to roll this out across the service.

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

Support staff received training around PIP and Welfare Reform to equip them to provide advice and support to our vulnerable and elderly tenants.

We have provided seated Tai Chi taster sessions in conjunction with Derby Adult learning and Age UK aimed at reducing falls and improving balance and mobility. Support staff received a briefing from the Crime Prevention team enabling them to provide advice and support to our vulnerable and older tenants.

Support staff delivered "Age UK Winter Wrapped Up" packs and winter recipe booklets to our vulnerable and older tenants.

Tracy Slater is currently working with Ruth, as an additional resource assisting

tenants identified as having mental health issues.

A large number of the team undertook and passed an Emergency First Aid at Work course.

Neighbourhood and Community

There are 7 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.

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

Monthly contact for January was 100%
Monthly contact for February was 100%
Monthly contact for March was 99%

Average for the Quarter 99.7% Average for the year 97%

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

Feedback is requested at the end of each case. Satisfaction for 2012/13 is:

Way in which case was handled 96.65%

Satisfaction with outcome 93%

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

All of our standards for estate services are available on Derby Homes' website and within Derby Home's publications available in Local Housing Offices.

All of our estate services are widely published and easy to access via our local housing offices, website and Derby Homes News. We also report to Housing Focus Groups and the DACP as necessary. This local offer is complete in terms of its present scope, however we will continue to review this as necessary.

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

T16

Derby Homes is currently reviewing our Youth Strategy as there is a lot of activity surrounding young people that we need to review and set aims and objectives for that focus on outcomes. This review will start in the first week of March.

Derby Homes, (Mark Crown), has facilitated two T16 sessions at Sinfin and Lees Brook Schools using a slightly amended format and these have been positively

received by students and support staff alike.

As well as a session for West Park school in early March, there is an additional session at St Martin's School the same week making 4 final sessions. Staff supporting these sessions (from the Locality Teams) are keen to keep this work going on in some form or other but this is subject to whatever changes the City Council may make in the future. When the final session is complete, a meeting will be held to reflect on the content and see how we can make it even more relevant to future school leavers.

The last session took place at St Martin's School and went very well. Staff involved with the T16 feel that it is worth pursuing some sort of work that helps young people to understand more about their access to independent accommodation when leaving school. Mark Crown is to contact all staff plus their Locality Managers to organise an exploratory meeting about how to take a housing centred approach to helping school leavers gain realistic expectations and knowledge about rights and responsibilities.

Given the current budgetary issues, a shared approach is needed to realise such work in the future. The DH Project & Research Officer ended up co-ordinating and carrying out the housing centred work for the T16 in the absence of a DCC co-ordinator so that these school leavers could finish their course. It is doubtful if Derby Homes could carry all the work in the future alone. It is understood however that the original DCC co-ordinator has been re-employed.

Youth Rugby

Existing providers of rugby in Derby do not have the capacity to add more to their current involvement (Derby Rugby club won an award for its work in 2012).

No progress has been made on this issue but the Project & Research Officer has been tasked with organising a 'brain storming session' for this Local Offer in time for taking some new ideas to the June City Board in 2013. The session may well include people from different teams including those skilled in applying for external funding.

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

Works Completed

Cobden Street
Donnington Close
Trevone Court
Ashworth Avenue
Roosevelt Avenue
Arnhem Terrace
Hillcrest Road/Cardigan Street
High Street

Works To Start

Roosevelt Avenue 11/2/13 resurfacing paving to shop fronts

Ashworth Ave 11/2/13 removal of play area & fit planters
High Street 18/2/13 renew paths & block paving
Churchside Walk, gardens, paths & other estates disrepair work, to encourage further HFG applications,
Oriel Court, refurbishment & extension of existing play area, April/May planned start.

Recycling

Due to changes in disposal types, this work will recommence in June 2013 and will look to introduce & improve our managed sites.

The Estates Pride team are currently planning the 13/14 budget spend and have started a phased procurement on some of the schemes. Working with the Local Managers, we are also seeking to show a plan of the works for years 2014/15 and 2015/16. Included into these works will be additional hardstanding and landscaping

We will develop and support volunteering opportunities for our tenants

The Derby Award (for employability, Leadership and management) requires students to volunteer for a minimum of 70 hours. During their placement they must evidence some aspect of leadership and management skill, through successful completion of a project for example. In conjunction with Derby University one volunteer has completed the Derby Award.

In conjunction with the Gas and electrical testing teams we are exploring opportunities to offer work experience to volunteers in these teams. This has arisen following recent recruitment to these teams. Many applicants had the qualifications but were fresh out of college and lacking any real on the job experience. During March, 3 work experience volunteers started in the Gas and Electrical testing teams, these volunteers will be with us for 2 days a week for 2 months shadowing our engineers and gaining some relevant experience.

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

We continue to receive positive comments back from people who get involved with us.

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