

HEADS OF SERVICE UPDATE

This is a joint report prepared by Heads of Service. The report provides Operational Board Members with a general overview and update on current issues.

Head of Housing Management and Housing Options

'Trailblazers' funding application

In my last update I advised that we had been working with housing colleagues within the Council and across Derbyshire to submit a joint funding application to the Department of Communities and Local Government (DCLG) in support of preventing and tackling homelessness and rough sleeping. A total of £30 million is available nationally through this source.

I am pleased to advise that we have been successful in our bid to support the development of a No First Night Out service for homeless individuals in conjunction with the faith sector, building on the No Second Night Out service available within Derby. Work will now begin to further develop and implement this service, which we believe will offer additional support to those sleeping rough in Derby.

TUPE Transfer of Housing Options to Derby Homes

On 7 December Derby City Council Cabinet approved, subject to consultation requirements, the TUPE Transfer of Housing Options staff from Derby City Council to Derby Homes.

One key advantage of this transfer will be the ability to maintain current levels of resource within the Housing Options service. There will be many other advantages, not least the ability to restructure with a single employer status, allowing us to reduce duplication and maximise and direct resources to where they are most needed.

We have worked with Council colleagues to establish a consultation timetable with affected employees. We anticipate a TUPE transfer on or around 1 April 2017.

Award Submissions

We have been busy submitting applications for several regional and national housing awards and I thought you might be interested in seeing how we are doing. So far we have been shortlisted in 5 categories for the Energy East Midlands (EEM) awards, and in 5 categories for the Tenant Participation Advisory Service (TPAS) awards. The detail of both our shortlisted categories and those awaiting shortlisting are outlined below:

Awards with entries shortlisted

[BCEM \(EEM\)](#)

1. **Innovation** - In-House delivery of New Homes
2. **Health & Safety** – General approach to health and safety
3. **Sustainability & Renewable Technologies** - In House management and monitoring of Solar PV
4. **Tenant of the Year** – Mick Whitehead
5. **Apprentice of the Year (16-24)** – Connor Spence

[TPAS Awards 2017 \(Central\)](#)

1. **Excellence in Annual Reports** - Annual Report 2015/16 /Engaging with Young People
2. **Excellence in Contractor Engagement** - Normanton Project with Vaillant
3. **Excellence in Engagement in Supported Housing** ^(new!) – Tenancy Sustainability Service
4. **Excellence in Tenant Engagement** ^(new!) – Overall Strategy/Approach
5. **Team of the Year** – Customer Engagement and Community Development Team

Awards with entries submitted (awaiting shortlist announcements)

[UK Housing Awards](#)

1. **An outstanding approach to tenant involvement** – Overall Strategy/Approach
2. **An outstanding approach to tackling anti-social behaviour** – Rewrite of Resolve ASB Entry
3. **An outstanding approach to meeting specialist housing needs** - Tenancy Sustainability

[Public Finance Innovation Awards](#)

1. **Achievement in Financial Reporting & Accountability** – Annual Report 2015/16

Head of Repairs

Day to Day

At the end of the quarter 3, performance in terms of 'repairs completed in time' are as follows:

- Emergencies – 100%
- Very urgent works – 100%
- Urgent works – 99.81%
- Routine works – 99.96%
- Planned works – 99.89%

Performance up until the end of quarter 3 is pleasing with all priorities above / better than target.

Due to issues with IT The 'appointments kept' cannot currently be reported for December. However the target ended the month of November at 99.84% against a target of 99%. When the report is fixed we are expecting a similar level of performance up to the end of quarter 3.

Tenant satisfaction with repairs remains high and above target at 99.26% up until the end of the quarter. There has been a slight improvement in satisfaction this quarter compared to the previous quarter.

The new smartphone / PDA's continue to perform well and we are working at introducing them into other parts of the Repairs Team such as Gas Servicing.

Void Repairs

Up until the end of quarter 3 the team have completed 571 voids compared to 593 for the same period last year. Performance is currently averaging 19.9 days to inspect and complete works.

In recent months we have had a steady increase in the number of voids and we are also looking into the size and cost of individual voids.

Gas Servicing and Electrical Testing

At the end of Quarter 3, both the Gas and Electrical teams have met target and have achieved full compliance. Gas servicing and electrical periodic testing both finished the month at 100%.

In this quarter the gas team have carried out 3417 services, this makes Derby Homes 100% compliant as 13,666 properties have a relevant landlord gas safety certificate.

In this quarter the Electrical Testing team and Voids Repairs team have completed 637 EICR's which makes Derby Homes 100% compliant.

This year Derby Homes have carried out earth upgrades to 210 properties. Due to a change in the 17th edition electrical wiring regulations we are also carrying out upgrades to some of our Customer fuse boards and at the same time we are upgrading the sockets within the lounge area.

Head of Income Management & Advice

National Housing Federation Welfare Reform Conference

I was invited to speak at the National Housing Federation Welfare Reform Conference on 24 January 2017 in London. I did a presentation with the Director of Housing from Wakefield District Council on 'Partnership Working' Joining the Dots. The presentation was very well received with a lot of interest in what we are doing in Derby to manage the impact of the benefit changes.

D2N2 – Money Sorted project

I have previously reported on this project and I am pleased to provide an update. The focus of this project is to work intensively to improve the financial resilience and financial inclusion of vulnerable Derby residents. This is a 3 year project which officially started on 16/01/17. We have successfully recruited to the post - funded entirely by the monies awarded - and that staff member has now started in the role.

Money Advice, Income and Advice Surgeries

These continue to be very well attended and working well in providing support to tenants who need advice and support on claiming housing benefit. We are also delivering a National Lottery funded service in the Derwent area for debt and money advice. These sessions are monthly and are well attended.

Head of Housing Investment

Lift Replacement for Eaton Court, Whitecross and Rivermead House

The replacement of the lifts at Eaton Court, Whitecross House and Rivermead House by our contractor Rubax is progressing well. Eaton Court is now complete and was commissioned in December 2016. Residents who had mobility problems were supported by Derby Homes staff.

Whitecross House followed the Eaton Court installation. Works started in January 2017 and completed on the 3 February. The lifts are commissioned and working. A further upgrade to the call system will follow in February.

Rivermead House will begin on the 19 February. There are 2 lifts which will be replaced in sequence. The first lift will be finished and commissioned before works commence on the second one. Each lift is programmed to take 11 weeks so final works should complete in July 2017. There are a number of tenants with mobility issues, however with support all but 1 are remaining in their homes. The remaining tenant is due to be moved on a temporary basis in February 2017.

Development and In-house new build

The old Co-Op and fishing tackle shop at Nightingale Road was completed in December 2016 with 5 flats being formed within the building and the refurbishment of the next door 2 bed house. The development presented a number of issues following years of neglect but the new homes have proved a success with all being let as soon as they were ready.

Work is also complete at Peel Street, 2 houses and Whitecross Street, 5 bungalows, again all let prior to being finished and are now occupied.

Coronation Avenue remains our largest in-house build project so far, with 15 new homes which is due to finish in April 2017, letting is in progress. This has shown that Derby Homes new build team can deliver more complex housing developments above the infill of small sites and we are keen to continue to expand our capabilities. This will follow hot on the heels of Alison Close, 2 bungalows, which are due to be handed over in February.

Wood Road, 6 houses, is now in the pre-construction phase with planning obtained and work is commencing in February/March. Other sites due to start in the coming months are Berwick Close, a purpose built adapted bungalow, and Richmond Road, 2 houses. All will be delivered by the in house build team and will provide a range of training opportunities for our apprentices.

The next major scheme to be brought forward will be Perth Street which is currently in the planning process. This will deliver 11 homes and again our in house team has been asked to deliver the build for the Council. Other schemes in planning include Bracknell Drive, 1 bungalow, and Gerard Street, 4 houses.

Where it applies we have claimed Homes and Communities Agency grant to support these developments. Specifically Nightingale Road, Watson Street, Peel Street, Alison Close and Coronation Avenue have all had grant claimed totalling £450,000

Head of Personnel

Since the last meeting, 3 new Business Admin Apprentices have started with us, based in Housing Management, Income and Investment and have settled in well.

On the 2 February Derby Homes signed the Time to Change pledge. This campaign, supported by two mental health charities Mind and ReThink, aims to reduce the stigma attached to mental health illness and asks employers to make a pledge in support. We have put together an action plan and intend to run a range of activities throughout 2017.

We have recently undertaken an employee survey and the results are very positive. The HSE designed survey provides a framework for understanding how effective the management structure is in supporting employee wellbeing and motivation. The results are very positive and will help us build on the good work we already do to support employees.

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

Clare Mehrbani, Head of Housing Management & Housing Options: Tel 888596 Email clare.mehrbani@derbyhomes.org

Jackie Westwood, Head of Income Management & Advice: Tel 888419 Email jackie.westwood@derbyhomes.org

Steve Bayliss, Head of Repairs: Tel 888774 Email steve.bayliss@derbyhomes.org

Andrew McNeil, Head of Housing Development: Tel 888545 Email andrew.mcneil@derbyhomes.org

Christine Hill, Head of Personnel: Tel 888406: Email christine.hill@derbyhomes.org

Background Information: None

Supporting Information: None