

## **PERFORMANCE MONITORING- LOCAL OFFERS QUARTER 1 2011**

Report of the Chief Executive

### **1. SUMMARY**

- 1.1 This report details Quarter 1 performance against the Local Offers set by the Tenants and Leaseholders of Derby Homes.

### **2. RECOMMENDATION**

- 2.1 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 10 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 3 of the local offers within the Home standard which have targets attached to them. Of these Local Offers 3 are fully met in Quarter 1.
- **We will keep our repairs appointments**, target 98% current performance 99.38%
  - **We will complete non urgent repairs within 30 working days**, target 93%, current performance 99.22%.
  - **We will offer appointments for all urgent and non urgent repairs**, target 93%, current performance 93.25%
- 3.4 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** - information is given via direct contact with tenants, through articles in Derby Homes News and the website. The information displayed on the website is currently being reviewed to make the information more meaningful to tenants.
  - **We will ensure newly let homes meet agreed standards of repair** - in quarter 1, 100% of newly let homes met the agreed standards.

- **We will develop our own energy efficiency standards that will be above the government requirements** - the Community Energy Saving Programme (CESP) will ensure all properties within the area will benefit from whole house energy efficient measures, these include wall and loft insulation along with boiler upgrades. Derby Homes have also committed to provide home energy advice service to tenants.
- **We will regularly service any appliances we provide in your home** - during quarter 1, 4,817 properties have had appliances serviced.
- **We will ensure any decoration work to your home will be carried out to an agreed standard** - new policies and procedures have been introduced and in quarter 1 the overall satisfaction level was 98%.
- **We will ensure that any garden or grounds maintenance work will be carried out to agreed standards** - a service level agreement has been implemented which sets out a schedule of works on a yearly cycle.
- **We will keep you informed if you report a communal repair** - notice boards have been installed in all communal areas. It is intended to display a weekly report outlining communal repairs requested. The tenant reporting the repair will also be informed once the work has been carried out.

### Tenancy Standard

3.5 There are 6 Local Offers under this standard and these assess how well we provide support to tenants and deliver our Income Management services.

3.6 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 quarter 1 there were 225 new signups, 67 of these have been given support.
- **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.
- **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. There were 140 arrangements made during quarter 1.
- **We will provide and develop convenient ways to access your rent account** – Derby Homes' website has been redesigned and now tenants have access to their rent account details.
- **We will actively promote access to low cost credit** – the Credit Union project has now ended with a total number of 60 accounts being opened. Derby Homes continues to promote volunteering, saving and borrowing opportunities.
- **We will ensure that elderly or vulnerable tenants have access to a range of services to help them live independently** – Derby Homes offers a range of support and has attended 4 promotional events in quarter 1.

### Neighbourhood and Community

3.7 There are 7 Local Offers under this standard and these assess how well we provide our Neighbourhood Safety and Estate Services.

3.8 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** – 98% of all open cases have received a monthly update during quarter 1.
- **We will ask you for feedback once your antisocial behaviour case is closed** – feedback is gathered via the mini status survey which goes to all areas of the City on a rolling programme. The options on how we can gather more specific feedback from tenants who have accessed this service is currently under review and the proposals will be discussed at the end of August.
- **We will ensure our standards for Estate Services are published and easy to access** – there is an Estates Management page on Derby Homes website.
- **We will encourage and support projects that benefit the communities in which our tenants live** - We continue to support the Arboretum Community Project . We have worked closely with and supported residents in Osmaston in creating OSCAR – Osmaston Community Association of Residents. We have worked with the community and regional and national partners to facilitate the launch of a Neighbourhood Watch scheme that encompasses 2,700 properties. We continue to develop and support social activities throughout our community rooms together with residents and our partners.  
There are various events planned for 2011.
- **We will carry out estate improvements that benefit the communities in which our tenants live** – the Regeneration Team works with residents and other partners to develop and support their ideas and involvement in environmental regeneration projects on Derby Homes' housing estates.
- **We will develop and support volunteering opportunities for our tenants** - we have established a volunteer forum group to progress volunteer opportunities with Derby Homes. It is planned that volunteering will feature as a key part of the tenants and staff conference, which will be held on 21 September 2011, to promote volunteering opportunities at Derby Homes alongside showcasing example of existing volunteers.
- **We will ask for your feedback when you've been involved with improving the service that we provide** - We have identified that we need to formalise areas of our service, capturing the feedback from, Scrutiny, Mystery Shopping, DACP, Customer Journey, Equalities Groups such as SHOUT, MEAG, TRAQ, WINC & Leaseholder Focus Group.

## 7 Consultation

7.1 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 the author, or Phil Davies, Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) – Phone: 01332 888528

Author: Margaret Wardle/ Performance Officer / Customer Feedback 01332 888395 Email [margaret.wardle@derbyhomes.org](mailto:margaret.wardle@derbyhomes.org)

Background Information: None

Supporting Information: None