

HEADS OF SERVICE UPDATE

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

Head of Housing Management and Housing Options

Homeless Reduction Bill

We have recently been communicating with the Department for Communities and Local Government (DCLG) regarding the progress of the Homeless Reduction Bill. The Bill requires Local Authorities to widen their duties to homeless people, particularly with a focus on Homelessness Prevention and widens the scope of those helped by including those that are not currently classed as 'priority need'. Royal Assent for this Bill is expected to take place in July of this year, turning it into a statutory Act of Parliament.

We have been advised that £61m will be made available nationally as transition funding for a two year basis – thereafter it is anticipated that the Act will become cost neutral as assumptions of reductions in Homelessness Acceptances are expected to be realised. We are also advised that there is likely to be a 12 month implementation process before the law is enacted.

We have made representation and been successful in requesting Derby joins the DCLG cost distribution group, to help shape the distribution of available money. Further information will be provided to the Operational Board when we have more information to share.

Partnership Engagement Programme (PEP)

We have been working with colleagues within the Office of Police and Crime Commissioner (OPCC), charitable groups, Public Health, Neighbourhoods and the Police to reduce the visibility of unwanted on-street activities by decreasing the number of people engaged in such activities, particularly in Derby City Centre. A Partnership Engagement Programme (PEP) has been established to provide leadership and strategic direction to operational decision making and to champion the removal of any blockages that might hinder individuals to access support and interventions. Derby Homes will be represented at both tactical and operational levels.

Midlands ALMO Board Members Group

Derby Homes hosted the Midlands ALMOs Board Members' Group on 7th March. There was particular interest in our approach and commitment to Children and Young People. Mash Up brought along a number of young people who talked about their experiences of being involved in the production of this year's annual report, their

experience of the Youth Board and of the Junior Wardens scheme, now operating within Derby Schools. Subsequently our Customer Engagement and Community Development lead, Jim Joyce, has been invited to speak to Engagement teams within Nottingham City Homes and Rykneld Homes to share and promote the benefits of our approach.

Head of Repairs

Day to Day

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

- Emergencies – 100%
- Very urgent works – 100%
- Urgent works – 99.82%
- Routine works – 99.97%
- Planned works – 99.91%

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

The 'appointments kept' target ended the month at 99.88% against a target of 99.75%.

Tenant satisfaction with repairs remains high and above target at 99.05% up until the end of February. Out of the 17,359 text surveys sent out we have only received 128 negative responses this year.

With one month to go this financial year we are confident of finishing above target on all of our responsive repairs performance targets.

Void Repairs

Up until the end of February the team have completed 886 voids compared to 855 for the same period last year. Performance is currently averaging 19.48 days to inspect and complete works.

The time to inspect and complete works in February was 18.6 days. Following a difficult period earlier in the year mainly due to staffing issues the relate time for works is continuing to reduce.

Gas Servicing and Electrical Testing

At the end of February, 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%.

During the month the Gas team have carried out 995 services and the voids team carried out 77 services.

In this quarter the Electrical Testing team and Voids Repairs team have completed 227 EICR's which makes Derby Homes 100% compliant.

We are continuing to incorporate a dynamic scheduling system with smartphones for our operatives in the electrical testing team. We are pleased with the results so far although we are continuing to make alterations and improvements to our process and system when appropriate.

Head of Housing Investment

At this time of year we are busy completing schemes and ensuring invoices are in order for the financial year close. This, however, is only a part of the activity of Investment. For the past few months we have been putting together the proposals for investment in our homes and estates for the next financial year, alongside ensuring permissions and procurement is in place.

We have worked to set out the number of individual works to be delivered and the great news is from April some of the projects we will be working on are:

- 2000 new doors to be fitted – improving the security of our homes
- 320 new Kitchens to be installed – bringing them up to modern standards
- 230 bathrooms re-fitted – to keep facilities decent
- 170 bathrooms to be converted to wet rooms - to improve the quality of the bathing facilities of tenants
- 950 boiler and heating upgrades – to improve energy efficiency and reduce tenant bills
- 71 new heating systems for Rivermead House – to replace inefficient storage heaters
- Over £1m of estate based improvements and services including targeting fly tipping
- 150 replacement roofs.

The Council has now approved £10 million for investment in our homes for the next year as a part of the Capital Programme. We have been working to ensure that this money is focused on the needs of our homes to keep them at a decent modern standard. We plan this investment around our asset management information held on the condition of the homes around the age of kitchens, bathrooms, doors and windows. This has identified which kitchens and bathrooms are replaced on an oldest first basis to ensure openness. We also work closely with the Repairs team to highlight issues on increased repairs and to identify areas where parts may be failing, such as roofs. We will also be using the money to replace heating systems, boilers and storage heaters to provide modern efficient heating to our homes.

Our work doesn't stop at the front door. We will also use the money to look at improvements to our estates and communal areas as a part of the Estates Pride works. The Operational Board has considered a range of proposals for estates work and approved the provisional programme at the February meeting.

We are putting together a letter to send out to those tenants who will receive works this year as a general notice which we will follow up with contact when works are due.

Head of Personnel

Apprentices

Derby Homes will be able to register for the Apprenticeship Levy which is effective from this year. The new National Regulations will enable employers to use the funding to support a range of formal qualification training that meet the apprenticeship model. The benefit for Derby Homes is that this training model will help us fund formal training for all employees – not just apprentices. To ensure we maximise the use of these new arrangements our Apprentice Development Manager will take some responsibility for managing our Qualification Training Scheme.

Employee Wellbeing

The Our Health Project, the 18 month research project into health awareness at Derby Homes, has now been completed. The results show that there are a range of interventions and initiatives that employees have engaged with and report a benefit. Our results show a comparison with outcomes from national research studies which evidence that increased activity and good nutrition provide a basis for good physical and mental health.

We have conducted an employee survey devised by the HSE and called the Management Standards Indicator Tool. It looks to assess if the core building blocks for a healthy workplace were in place. The results of the survey were very positive and showed that we had a good framework in place to support our employees. Over the next 12 months we will examine the results in detail and consider what other actions we can take.

As the Board is aware this year we have signed the Time to Change Pledge. We have produced an action plan in accordance with the Time to Change initiative. In the last few weeks we have trained managers on mental health awareness in the work place and plan to deliver a more in depth mental health First Aid course to managers who have volunteered to take a more active role. In addition we have trained 17 employees who volunteered to be Time to Change Champions. Trained by Time to Change, their role is to help us achieve our pledges and promote good mental health initiatives in the workplace.

Customer Service

We have recently undertaken a recruitment exercise and have a number of new Customer Service Advisor employees going through the pre-employment checking process.

We are working with the Open Housing Project team on the Customer Portal Module which will replace the Dashboard later this year.

Head of Income Management & Advice

TUPE Transfer of Derby Advice to Derby Homes (Money Advice/Welfare Rights)

On 15 March 2017 Derby City Council Cabinet approved, subject to consultation requirements, the TUPE Transfer of Derby Advice employees from Derby City Council to Derby Homes.

We are working with Council colleagues to establish a consultation timetable with affected employees. We anticipate a TUPE transfer on or around 1 July 2017.

Derby Winter Night Shelter

The Derby Winter Night Shelter is reaching its final weeks. Team members from Derby Advice have attended the weekly support session for guests. We have been consistently busy at the sessions and have been able to help resolve some on-going benefit issues for some very vulnerable street homeless. We have helped guests to get their Job Seekers Allowance /Universal Credit in payment which has enabled them to secure a property.

Disability Living Allowance / Personal Independent Payment

The Welfare Rights team are still helping with high numbers of Derby residents who are being transferred from Disability Living Allowance over to Personal Independence Payment. We are achieving an over 80% success rate at benefit appeals on these cases which is extremely positive.

Year End Performance Reporting

A verbal update will be provided at Operational Board regarding year end performance on rent collection.