

CUSTOMER FEEDBACK REPORT

Report of the Chief Executive

1. SUMMARY

This report provides detailed analysis of customer feedback received between 1 January 2011 and 31 March 2011 and also outlines key figures for the year 2010/11.

2. RECOMMENDATION

To note and comment on the information as detailed in Appendices 1, 2, 3, 4 and 5 Customer Feedback report.

3. MATTER FOR CONSIDERATION

- 3.1 Full details of all complaints received are shown on Pages 3 to 6 of Appendix 1. This also includes a breakdown of types of complaints in relation to service areas. Over this quarter, the majority (43%) of complaints were in relation to day to day repairs.
- 3.2 During Quarter 4, a total of 54 complaints were handled, of these 100% were acknowledged within the target time of 2 working days. 94% received a full response sent within the target 10 working days, compared to 92% in Quarter 4 2009/10. There were 5 stage 2 complaints. Over the year, there have been a total of 193 stage 1 complaints, 9 stage 2 and 1 stage 3. There has been one complaint which went to the Ombudsman but was upheld in Derby Homes' favour.
- 3.3 Page 4 of Appendix 1 details the % of complaints received in relation to the amount of works carried out in the main service areas. It shows that the highest ratio of complaints in Quarter 4 were with ASB (3.9%).
- 3.4 Details of complainants by Age and Ethnicity can be found on page 6 of Appendix 1. The information collected shows no trends.
- 3.5 There were a total of 266 Councillor enquiries and 24 MP enquires received during the year. 63% of the Councillor and 67% of the MP enquires were responded to within timescales. Detail can be found on page 7 of Appendix 1.
- 3.6 A summary of findings from the surveys during Quarter 4 including the mini status in North West, South East and South West areas can be found on page 9 of Appendix 1. This shows number of issues (129), which have been picked up and actioned during Quarter 4.

Figures of actions raised throughout the year are:

Q1: 179 actions Q2: 49 actions Q3: 45 actions Q4: 129 actions Total: 402

Further information relating to the combined results of wave 3 are shown on page 10 of Appendix 1. The overall satisfaction figure was 86%.

- 3.7 There were 45 compliments recorded during Quarter 4. Details can be found on page 11 of Appendix 1. There were a total of 118 compliments recorded during 2010/11.
- 3.8 During Quarter 4, a Mystery Customer Audit was carried out on 2 Housing Offices and the Enquiry Centre. The inspections of the empty properties are now being carried out by members of the Derby Association of Community Partners (DACP). They visited 10 properties and felt that all 10 were of an acceptable condition for relet. A full report can be found on pages 12 to 17, Appendix 1.
- 3.9 Pages 18 and 19 of Appendix 1 contains an analysis of the customer satisfaction surveys carried out during the 1 January 2011 to 31 March 2011, which are listed below along with confidence levels where possible.

Repairs	+/- 2.8
Complaints	+/- 27.3
Welfare Adaptations	+/- 3.1
Home Decoration	+/- 3.3
Heating	
New Lettings	
Tenancy Support – User Consultation	

- 3.10 Information on satisfaction levels and all comments received from the surveys are fed back to service managers to ensure action is taken to address any areas of underperformance. The Performance Team support and work with managers to ensure appropriate action is taken.
- 3.11 The Bright Ideas Scheme continues to attract a number of suggestions. In Quarter 4 of 2010/11 there were 25 Bright Ideas submissions, 3 from tenants and 22 from staff. So far this year we have received 97 ideas. Full details of the scheme can be found on page 20 of Appendix 1.

AVOIDABLE CONTACT

- 3.12 A snapshot of contact made in relation to the Home Decoration Scheme during January was recorded. Detail of the findings can be found in Appendix 2 of this report.

CUSTOMER JOURNEY

- 3.13 A Customer Journey exercise was completed in parallel with the recording of Avoidable Contact in the area of the Home Decoration Scheme. The interviews are now being carried out by members of the DACP. There were 30 tenants interviewed.

- 3.14 Detail of the findings can be found in Appendix 3 of this report.
- 3.15 A combined report outlining final action plans from Customer Journey exercises in the Home Decoration Scheme can be found in Appendix 4.

Performance Improvement Teams

- 3.16 Three new Performance Improvement Teams (PITs) have been formed and are Home, Tenancy and Neighbourhood & Community. These cover three of the five regulatory standards. The remaining two regulatory standards, Tenant Involvement and Empowerment and Value for Money, are cross cutting and will be considered across all areas of work.
- 3.17 There have been 7 CSM cases created on Capita Housing and distributed to the responsible managers for investigation. Appendix 5 of this report outlines the full process and update.

The areas listed below have no implications directly arising from this report:

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

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 – Phone: 01332 888528

Author: Margaret Wardle /Performance Officer/Customer Feedback / 01332 888395 /
Margaret.wardle@derbyhomes.org

Background Information: None.

Supporting Information: None.

Derby Homes

CUSTOMER FEEDBACK REPORT 2010/11 Appendix 1



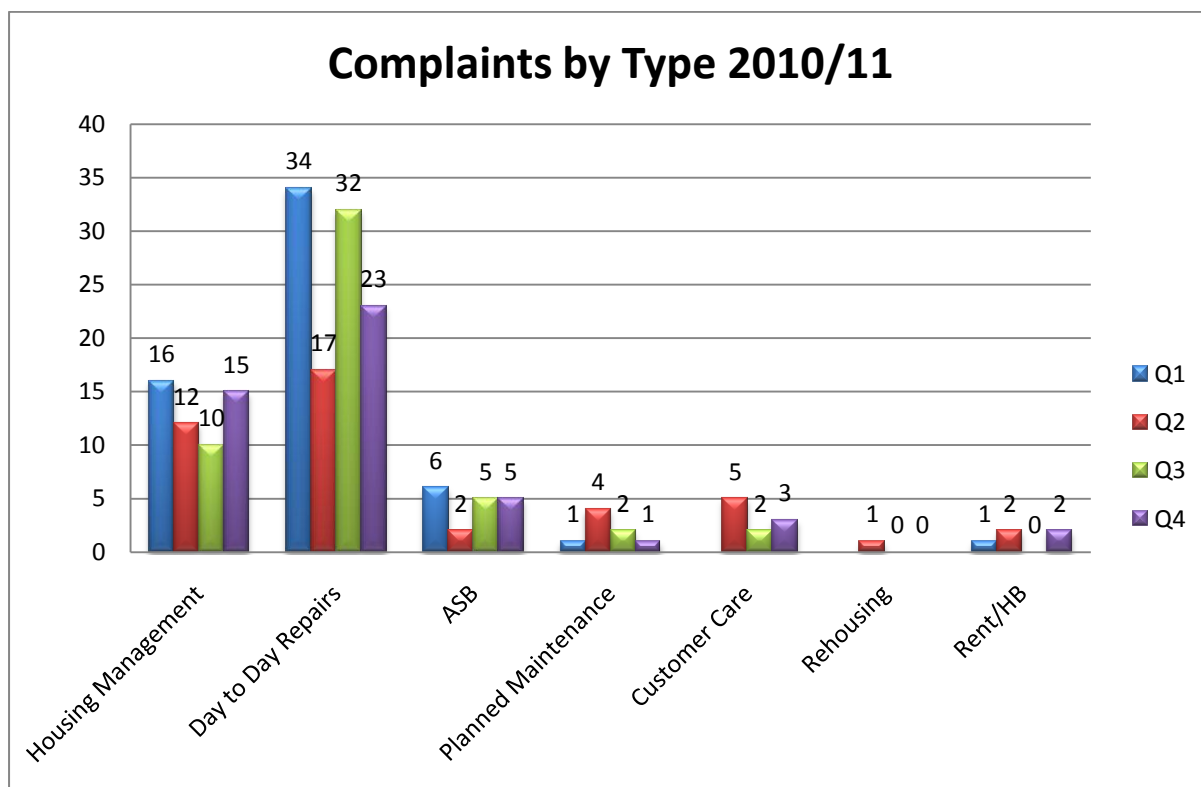
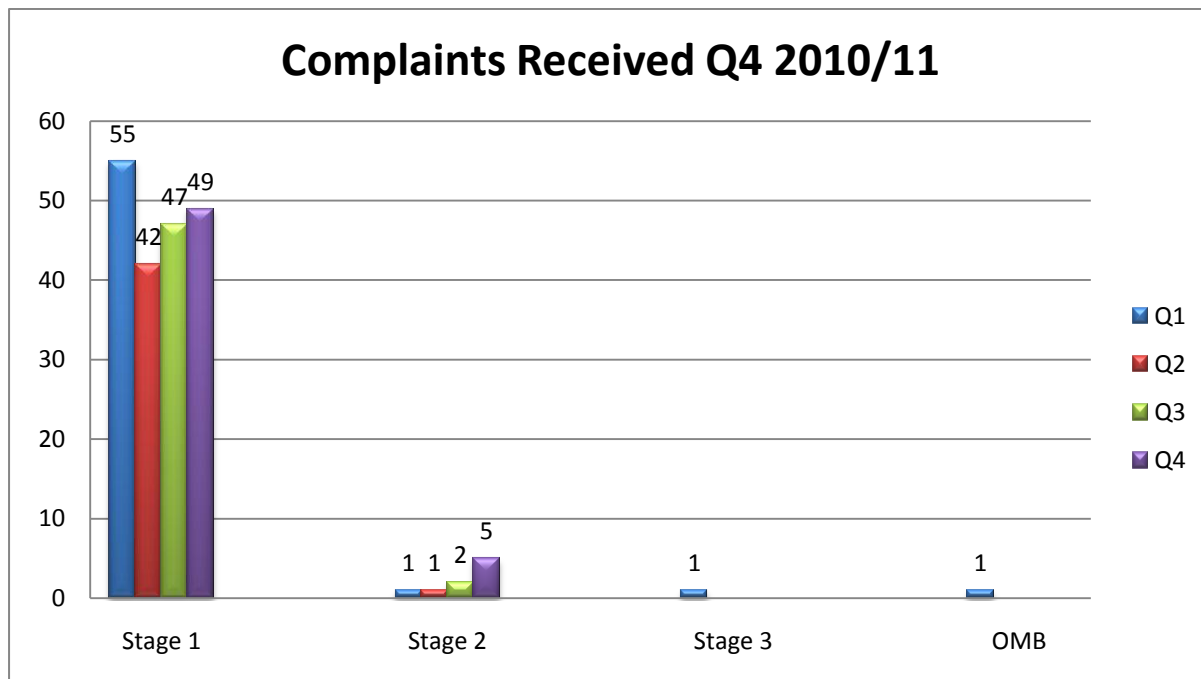
**2010/11
Quarter 4**

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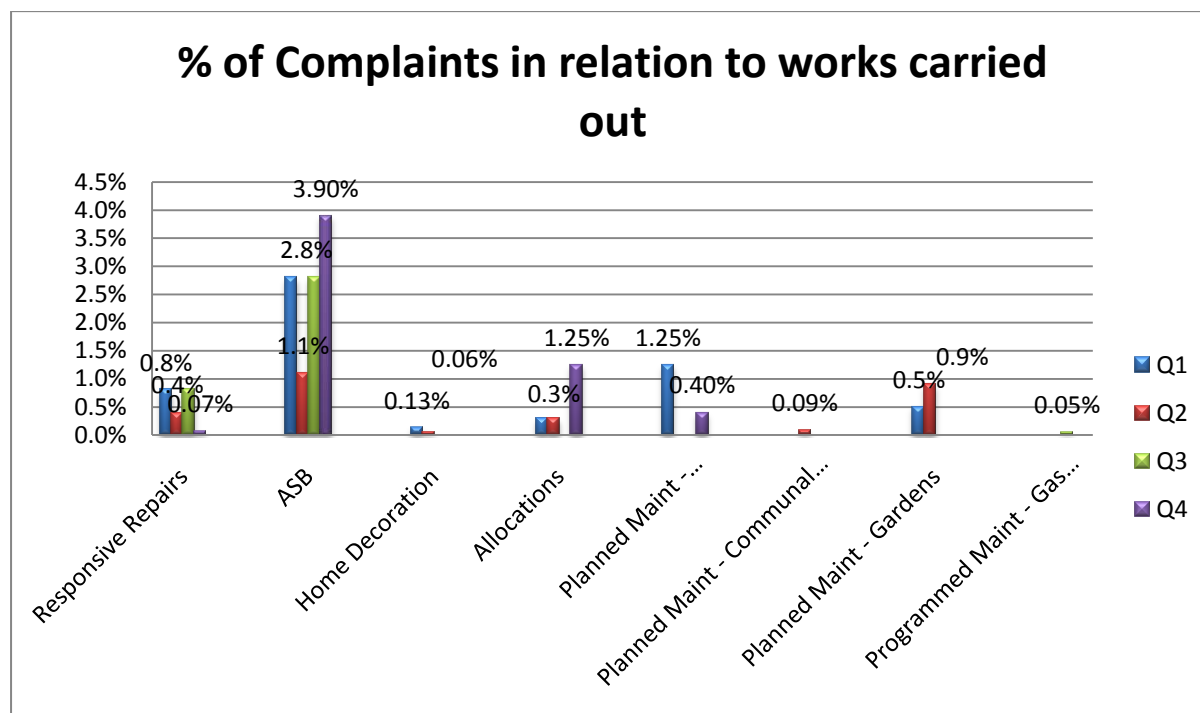
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COMPLAINTS

During Q4 2010/11 there have been a total of 49 stage 1 complaints. There were 5 stage 2 complaints recorded in quarter 4.



We also look at the % of complaints in relation to the amount of works carried out in the main service areas to ascertain the levels of dissatisfaction.



Breakdown of Complaint Reasons ASB

- Neighbour dispute x 6
- Children / rubbish
- Animal nuisance
- Complaint against Housing Officers handling of ASB case

Responsive Repairs

- Work not carried out x 4
- Missed appointment x 5
- Not happy with work carried out x 4
- Low level of customer service following a repair x 2
- Compensation due to damage to personal belongings following a repair
- Outstanding repairs x 2
- Declined missed appointment compensation

Tenant Issues

- Gaining information from tenant's GP without their consent
- Lack of information relating to annual rent increase
- Squirrels in loft causing damage
- Customer claiming for calling out independent plumber

- Customer cannot open washing machine as cooker is in the way
- Customer has not received their rent swipe card
- Rent charges in respect of ground maintenance

Planned / Programmed Maintenance

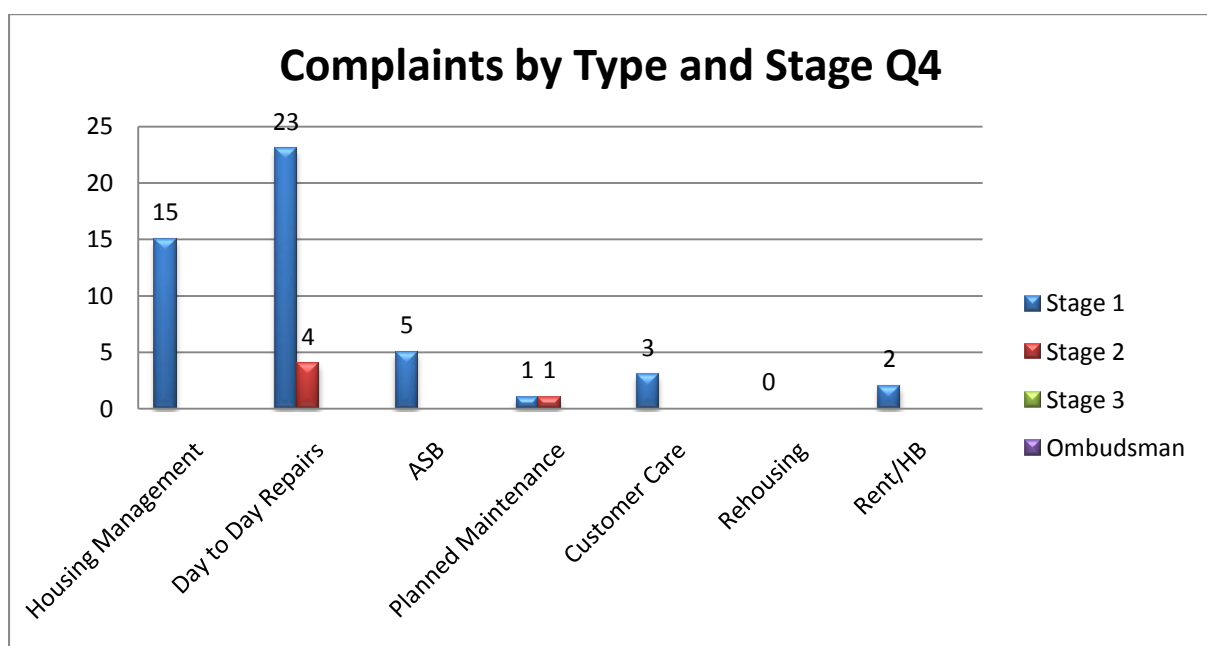
- Incorrectly fitted heating
- Failure to install a new bathroom suite despite promises
- Customer feels unfairly treated in her re-housing application
- Unhappy with the state of the newly installed windows

Housing Management

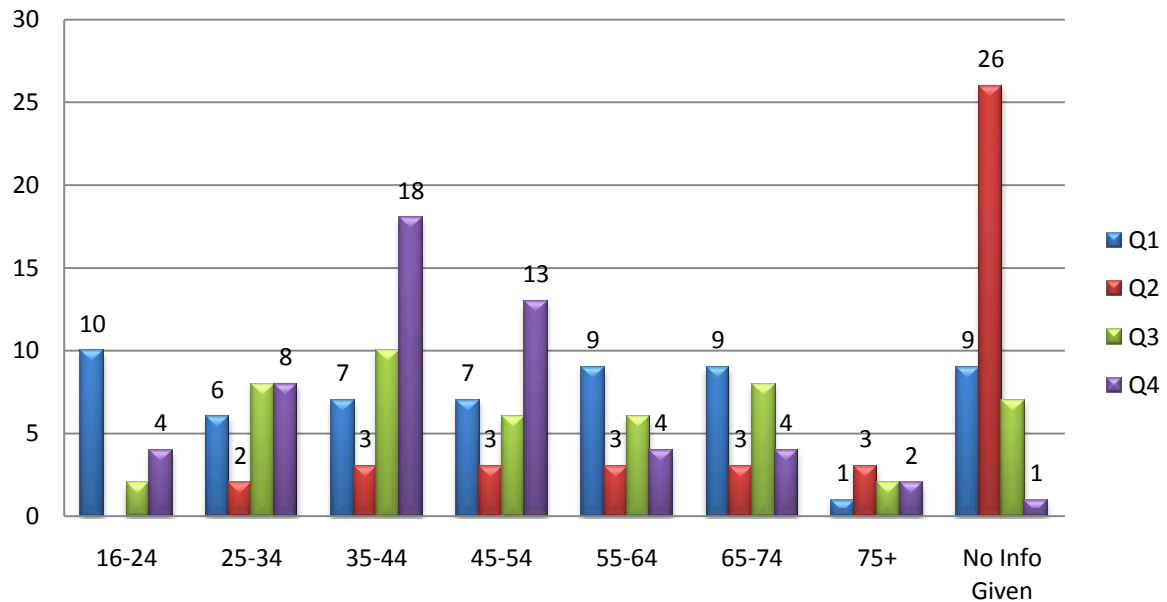
- Delayed exchange due to delay in rubbish removal
- Property not fit for living in when handed over
- Property damaged due to not being secured when tenant left
- Delay in obtaining bin shed key
- Problems with neighbours bin attracting vermin
- Customer states squirrels keep walking on her work surfaces
- Gardening promised at sign-up never happened
- Customers in neighbourhood removing hedges to allow vehicle access
- Member of the public complaining about the condition of a fence between her and a Derby Homes customer
- Personal injury on a low Derby Homes sign
- Compensation claim for a fireplace Derby Homes had to remove

Welfare Adaptations

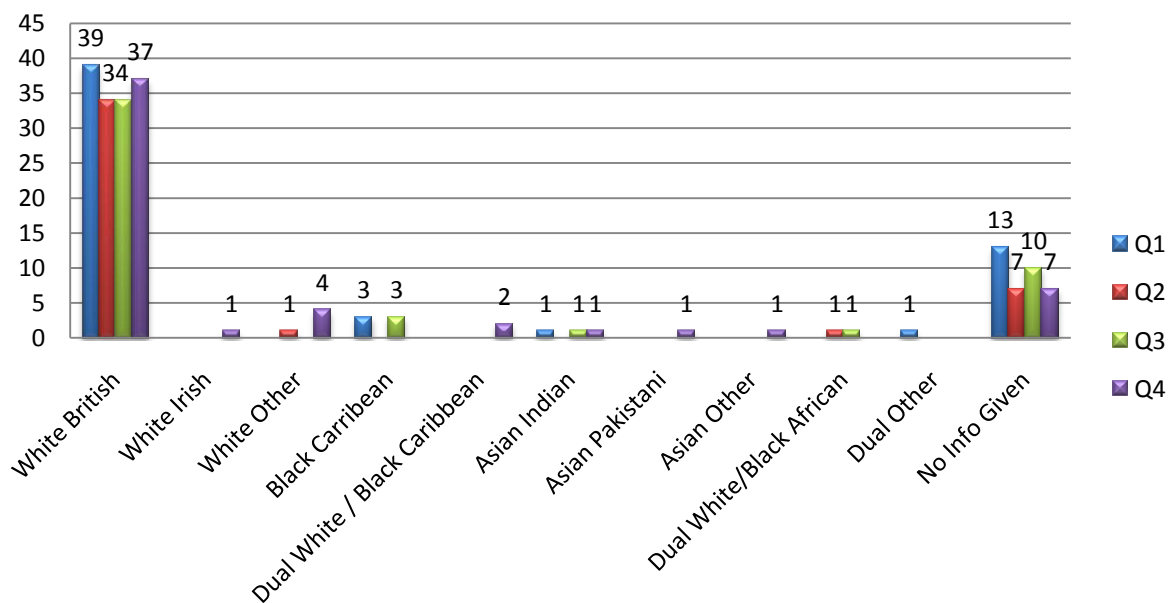
- Leaking disabled shower which is causing damage



Complaints by Age Q4

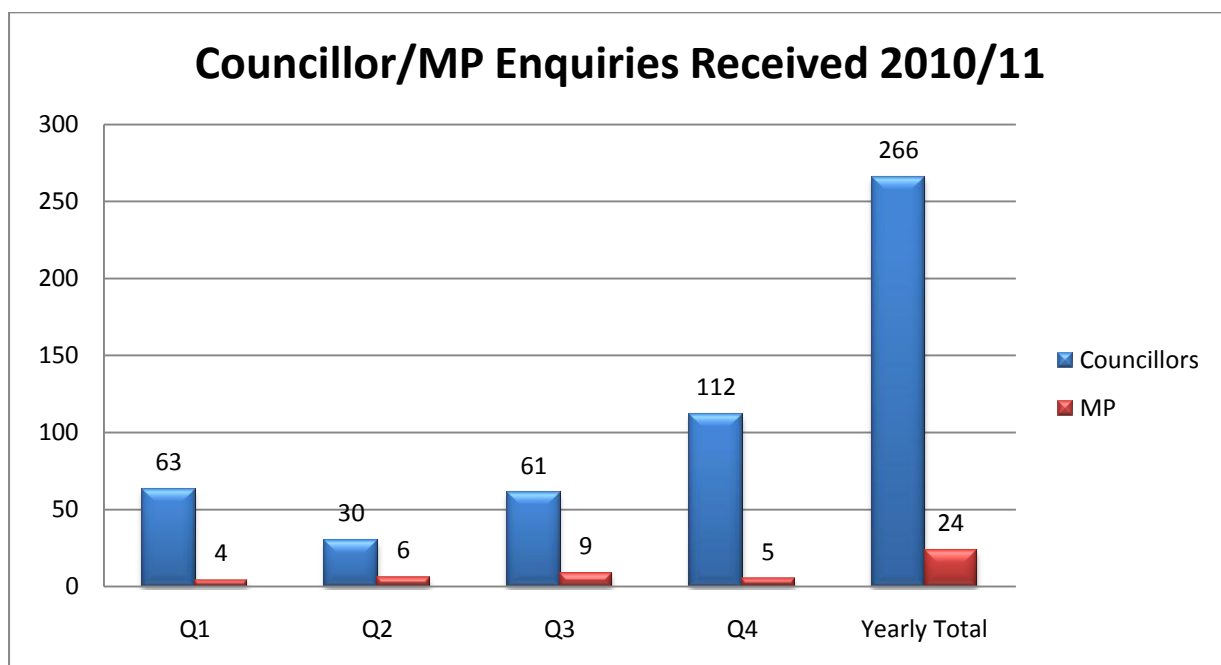


Complaints by Ethnicity Q4



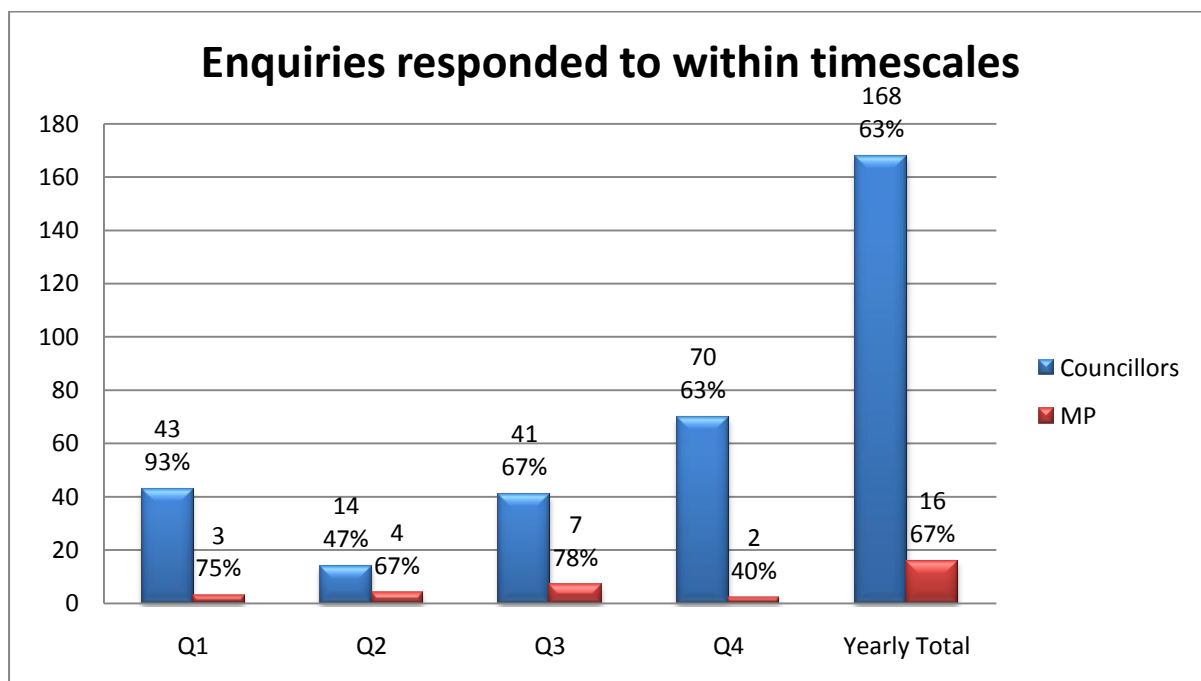
COUNCILLOR/MP ENQUIRIES

During 2010/11 there were a total of 266 Councillor enquiries and 24 MP enquiries received.



Out of these 63% were responded to within current timescales of:

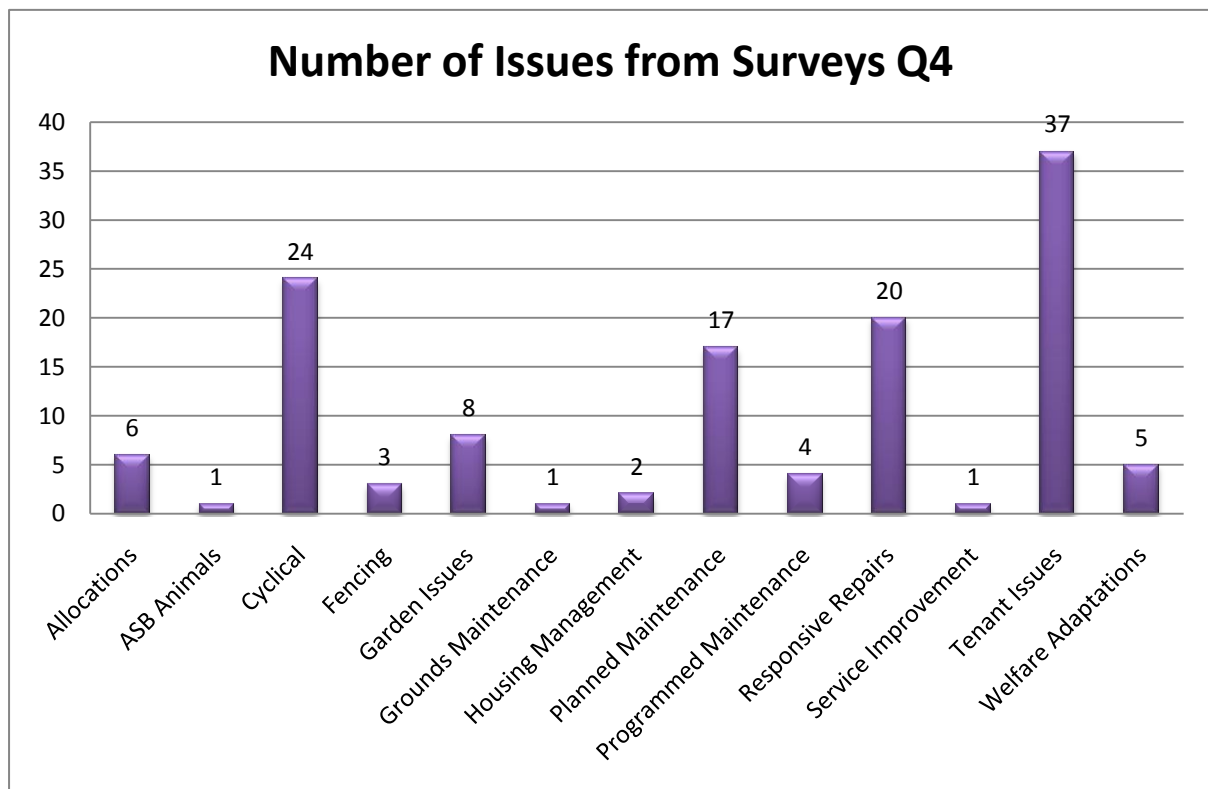
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days



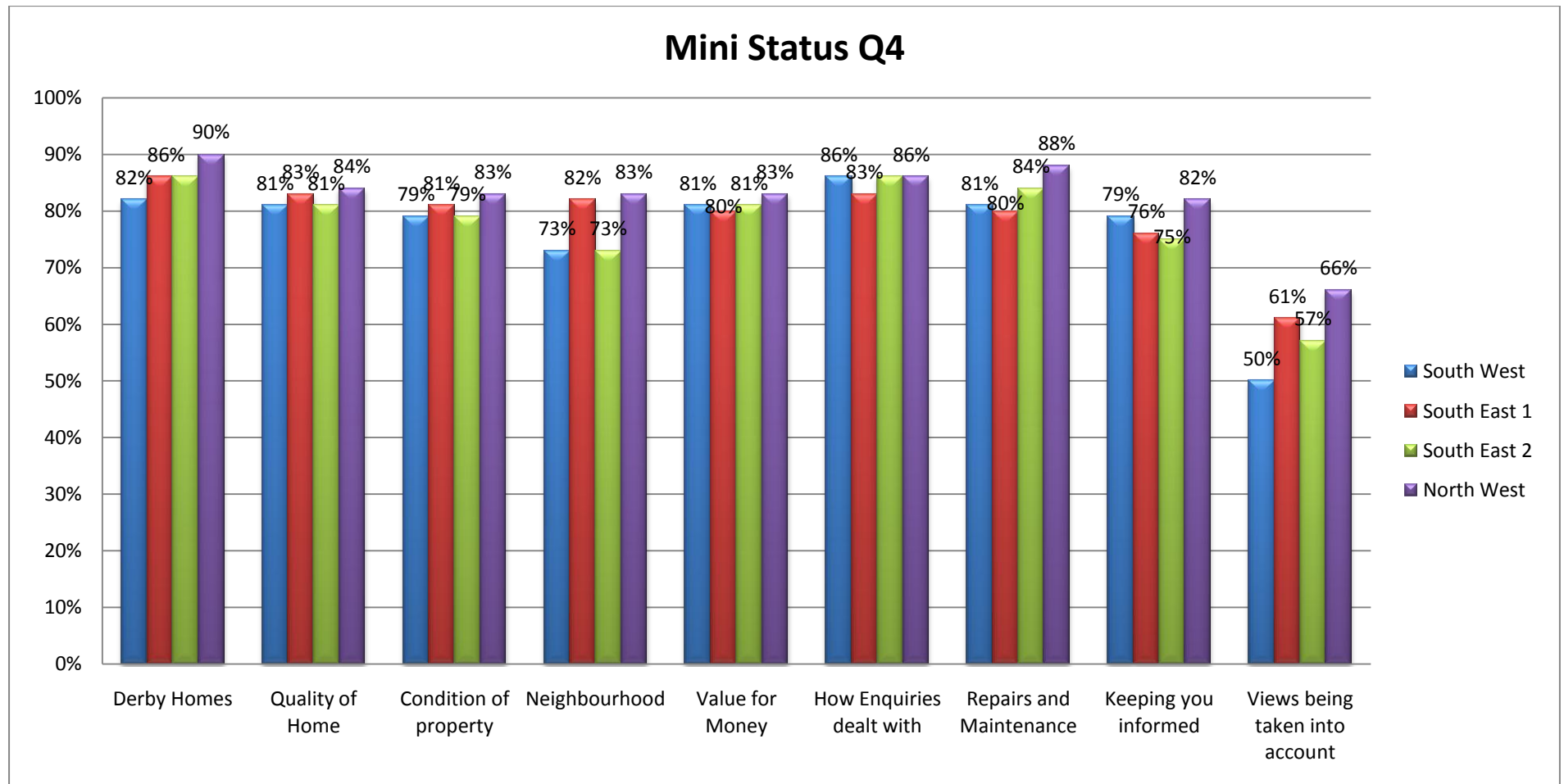
LEARNING FROM COMPLAINTS

During quarter 4 there have been 129 actions raised from the comments received on surveys including those from the North West, South East and South West Mini Status. Each of the customers have been contacted and any necessary action taken.

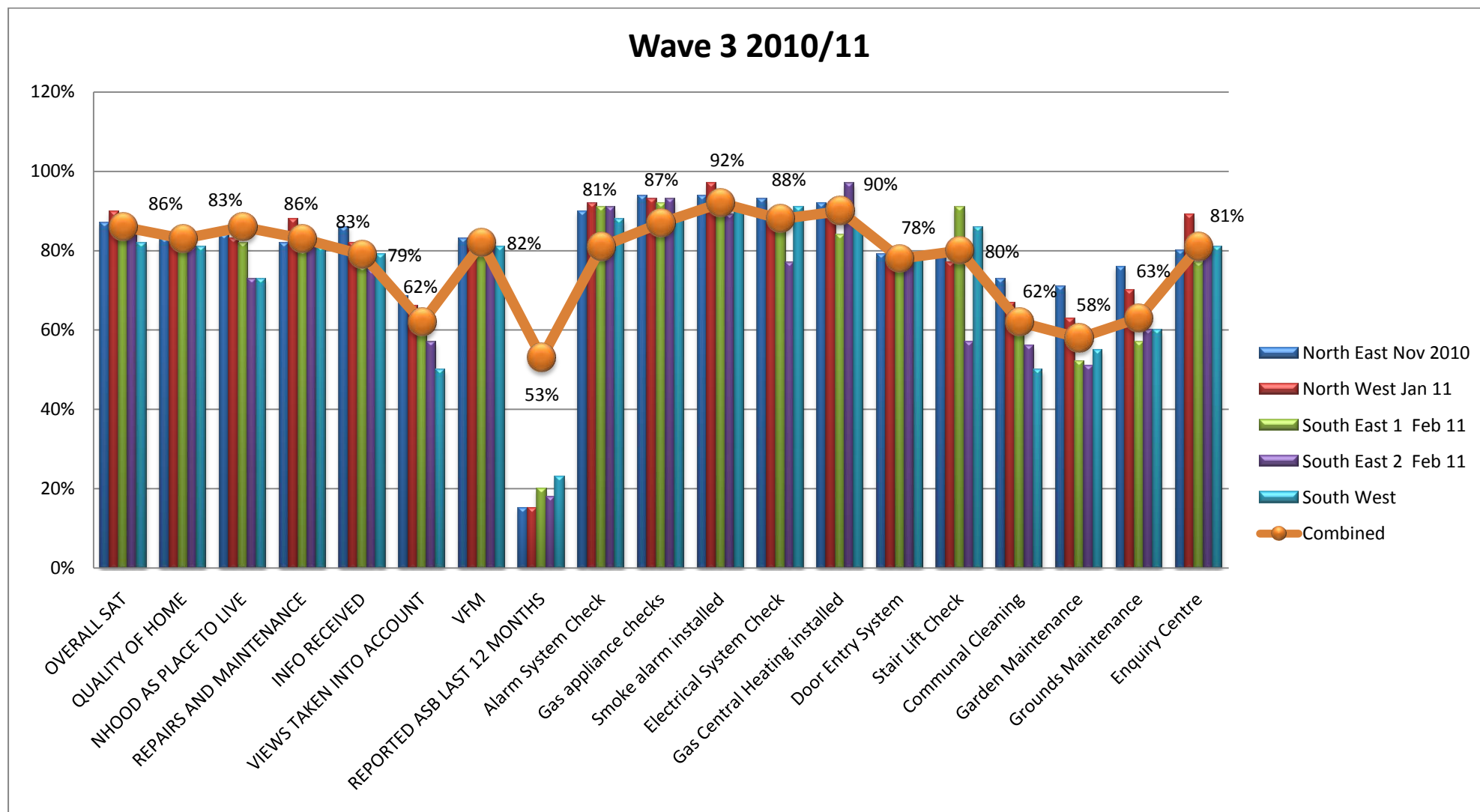
Q1: 179 actions Q2: 49 Q3: 45 Q4: 129 Yearly Total; 402



During Q4 there was a Mini Status survey sent out to the North West, South East and South West areas. The graph outlines the satisfaction results.



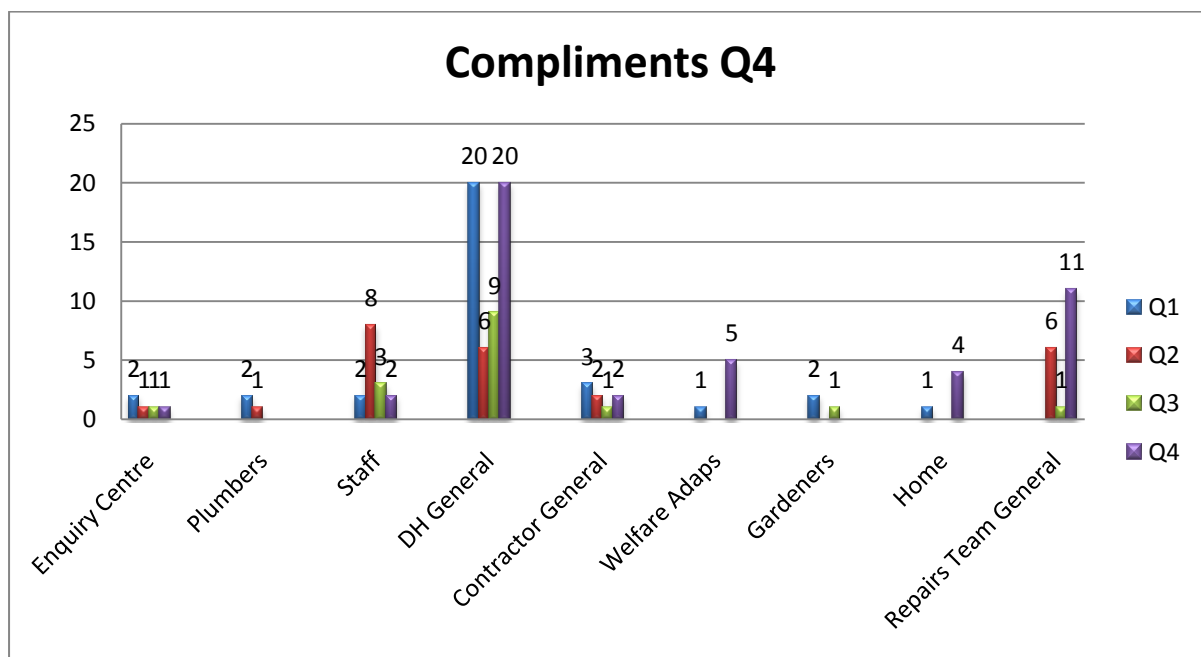
The following graph shows the overall satisfaction from wave 3. The year end overall satisfaction figure of 86% is a 4% increase on last year at this point.



COMPLIMENTS

During Q4 there were 45 compliments received via letter, email, surveys or at Housing Focus groups and have covered many areas. The areas receiving compliments are shown on the graph below.

Q1: 33 Q2: 24 Q3: 16 Q4: 45 Yearly Total: 118



Sample of compliments received

I truly believe we are extremely fortunate to live under the banner of Derby Homes. I speak to friends and relatives who live in other parts of England, when I tell them of the help and services we are given I am always told they don't receive as much as we do. Our homes are well maintained and our safety is very important to Derby Homes. The wardens are beyond helpful I take this opportunity to thank you for all the help and kindness your organisation shows to its tenants.

My housing office is very helpful and good at his job, shows concern and is easy to contact

'I consider the decorating contractors you now employ are the best all rounders Derby Homes have ever had, from Management down. I wish to thank you all, very much.'

Since my tenancy began in September 2009 I have been supported by the housing office in Sussex Circus and Mackworth. The housing officers have been extremely supportive and have kept me well informed as a result I have now settled into my new home and could not be happier I feel the team needs more recognition.

MYSTERY SHOPPER AUDIT

A Mystery Shop was recently carried out and the tenant mystery shop panel were involved along with the Derby Association of Community Partners. The audit consisted of visiting two Local Housing Offices and ten voids.

The Enquiry Centre was also contacted and two questions were asked, the same questions were asked at the Local Offices.



Local Housing Offices

The offices visited in the audit were Alvaston and Allenton.

Both of the office exteriors were marked as good. One of the office interiors was rated as clean and tidy, the other was not. However, no notes indicated why this was.

There were two questions asked during the 'shop' and the staff handled these to a good overall standard. On only one occasion did the shopper feel the question was not answered fully.

Only one staff member was in uniform / wearing a badge. One comment was made about the name badge being too low and thus not being able to be read.

The wait at both offices was 2-4 minutes and both members of staff were friendly and approachable.

All comments have been passed to the appropriate managers.

Enquiry Centre

Two calls were made to the Enquiry Centre with two different questions being asked. One of the calls was answered within 10 seconds and one within 30 seconds.

Both calls were answered in a satisfactory manner. The shopper felt the staff members were interested in the problems, were polite & courteous, genuinely wanted to help and treated the shopper with respect.

All comments have been passed to the appropriate managers.

Carelink and Language Line

The Derby Association of Community Partners made the calls to Carelink and a member of the Enquiry Centre staff made the calls to Language Line.

The calls to language line were made in Urdu and Punjabi. The shoppers reported that on both occasions the interpreter was helpful and accurate.

The calls to Carelink consisted of two questions. It was felt that on every call the staff member was polite and courteous but on a few occasions felt uninterested in the questions posed and did not genuinely want to help.

All but two calls was marked as satisfactory. The reason for the unsatisfactory result was that the caller felt Carelink made them feel that because their call was not of an urgent nature they should have waited for the Derby Homes Enquiry Centre to re-open.

All issues raised in this audit have been passed to the relevant managers and a copy sent to the Derby Association of Community Partners.

Empty Properties

The ready to let properties inspected were chosen at random, a cross selection of property types was the only requisite.

When inspecting the properties, we looked at each one as if we were being offered the property and each were scored on the basis of whether we would be happy to accept the property given its condition.

To ensure consistency of inspections, a checklist was used with a simple pass or fail option for various standards. A cleaning score out of 10 was also given to each one.

All properties were given an overall mark of either poor, acceptable, good or excellent.

Ten properties were inspected in the Allenton, Chaddesden and Mackworth areas by Harry Margett, Dennis Rees and Jim Elks. Property types were as follows

Address	Property Type	Local Office
440 Harvey Road	1 Bed Flat	Allenton
16 Barrett Street	1 Bed Flat	Allenton
51 Slindon Croft	1 Bed Flat	Allenton
44 Slindon Croft	1 Bed Flat	Allenton
6 New Zealand Square	2 Bed House	Mackworth
30 Hawke Street	1 Bed Bungalow	Mackworth
9 Rebecca House	2 Bed Flat	Mackworth
11 Denbigh Street	1 Bed Bungalow	Sussex Circus
8 Radnor Street	2 Bed House	Sussex Circus
124 Church Street	2 Bed Flat	Sussex Circus

Conclusions

Bungalows

Two bungalows were visited in total and we found the overall condition was acceptable for one of them and good for the other. A few minor issues were found, these were some broken wall tiles and missing floor tiles in the kitchen and a plug missing from the kitchen sink.

Flats

Six flats were visited in total and we found five properties were in good condition with one being in excellent condition. Some issues picked up in the good and acceptable properties were:

- Some broken tiles in the passageway.
- Crack in the cupboard wall although this was confirmed as being a minor plaster crack and not structural.

- Decoration required in two properties, we recommend that £75 - £100 worth of vouchers should be issued (440 Harvey Road and 16 Barrett Street)
- Metal fixings possibly from a stair lift left on communal area at the front.

In the Church Street property, there was a gas safety check – missed appointment calling card. We recommend there should be more joined up working within Derby Homes to ensure that gas engineers are not calling to appointments at vacant properties.

The excellent property was at Rebecca House which has just under gone a complete refurbishment.

Houses

Two houses were visited and we found both to be in poor condition. Some issues picked up in these two houses were:

- Rubbish strewn around the bins
- Floor board to kitchen a trip hazard
- Wallpaper in the hallway not stuck down
- Carpet tacks left in the floor boards after the carpet has been removed
- Bathroom and living room windows not opening
- Paint on the living room window
- Rear downpipe broken
- Rear gate would not close, due to the broken downpipe
- Bedroom window catch loose

Although both of these properties were poor we would still consider accepting them if we were offered them. The issues highlighted were minor issues that would not stop us from moving into the properties.

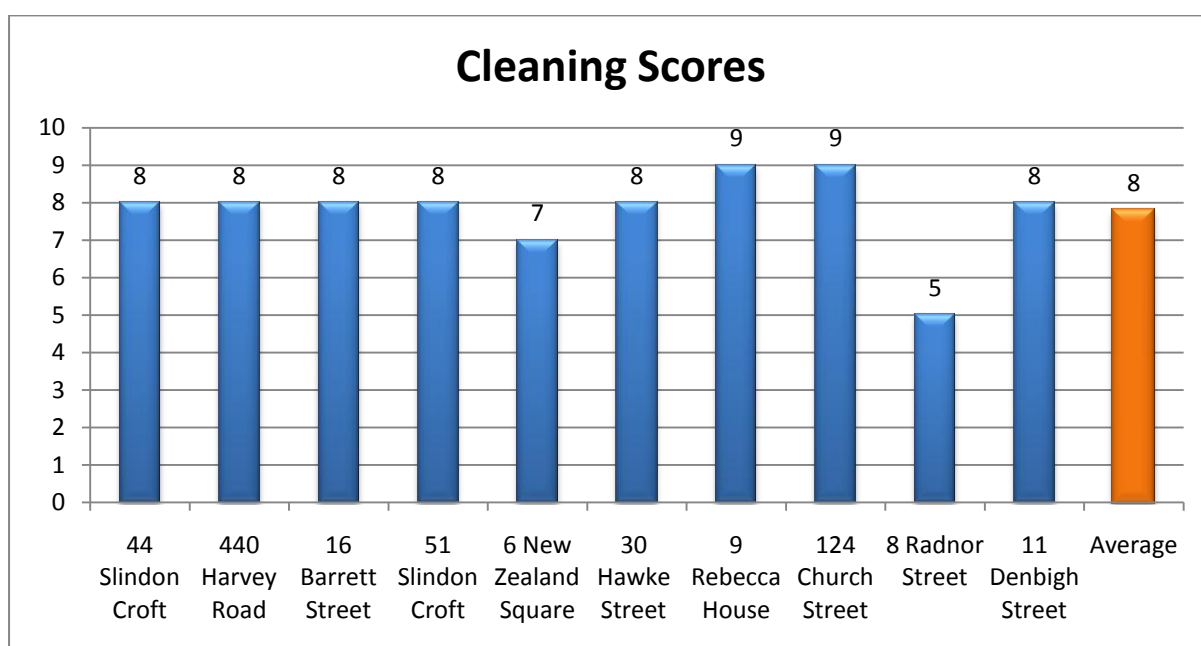
Overall

Most of the issues we found were minor cosmetic problems and had we been offered these properties, we would have accepted all ten of them.

Overall Scores



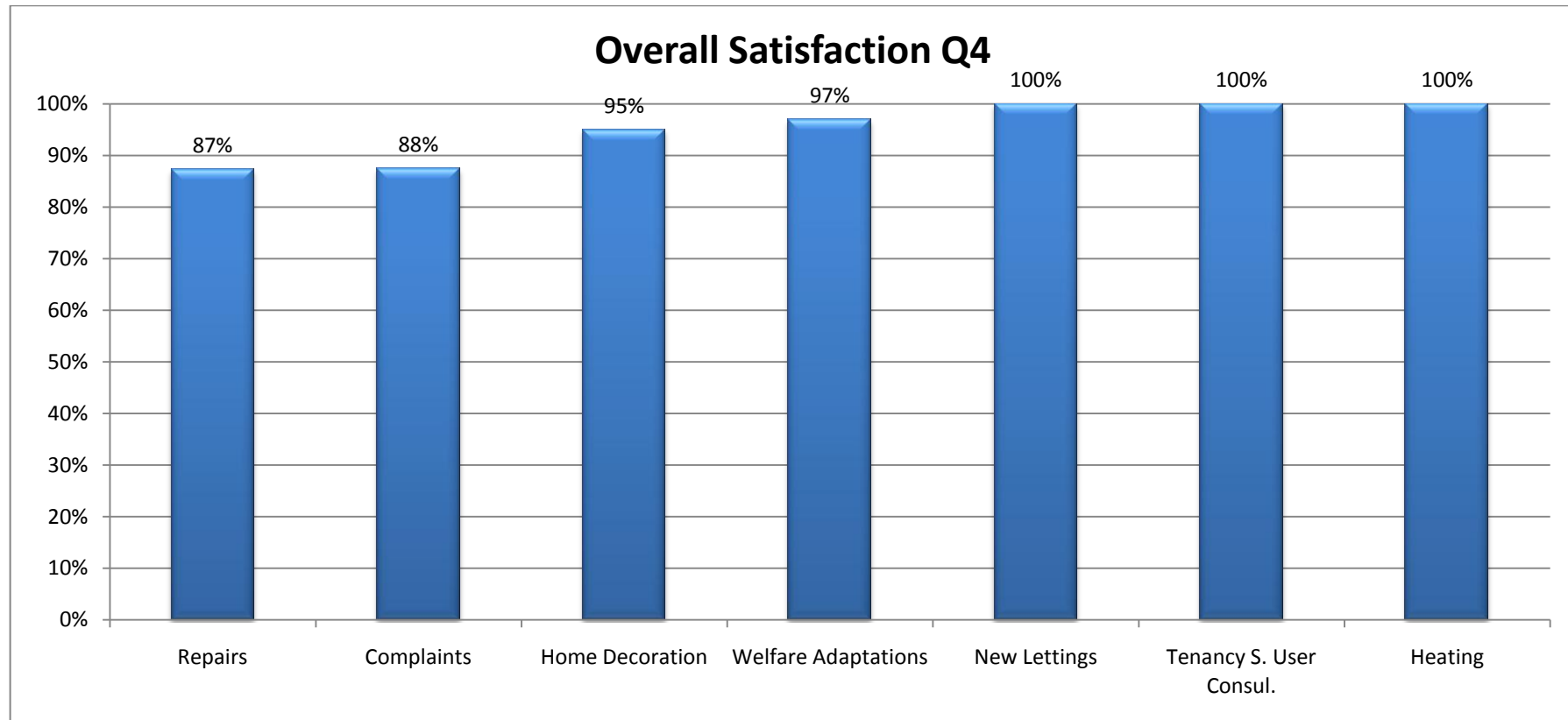
Address	Local Office	Condition
9 Rebecca House	Mackworth	Excellent
51 Slindon Croft	Allenton	Good
440 Harvey Road	Allenton	Good
16 Barrett Street	Allenton	Good
44 Slindon Croft	Allenton	Good
11 Denbigh Street	Sussex Circus	Good
124 Church Street	Sussex Cirucs	Good
30 Hawke Street	Mackworth	Acceptable
6 New Zealand Square	Mackworth	Poor
8 Radnor Street	Sussex Circus	Poor



Recommendations

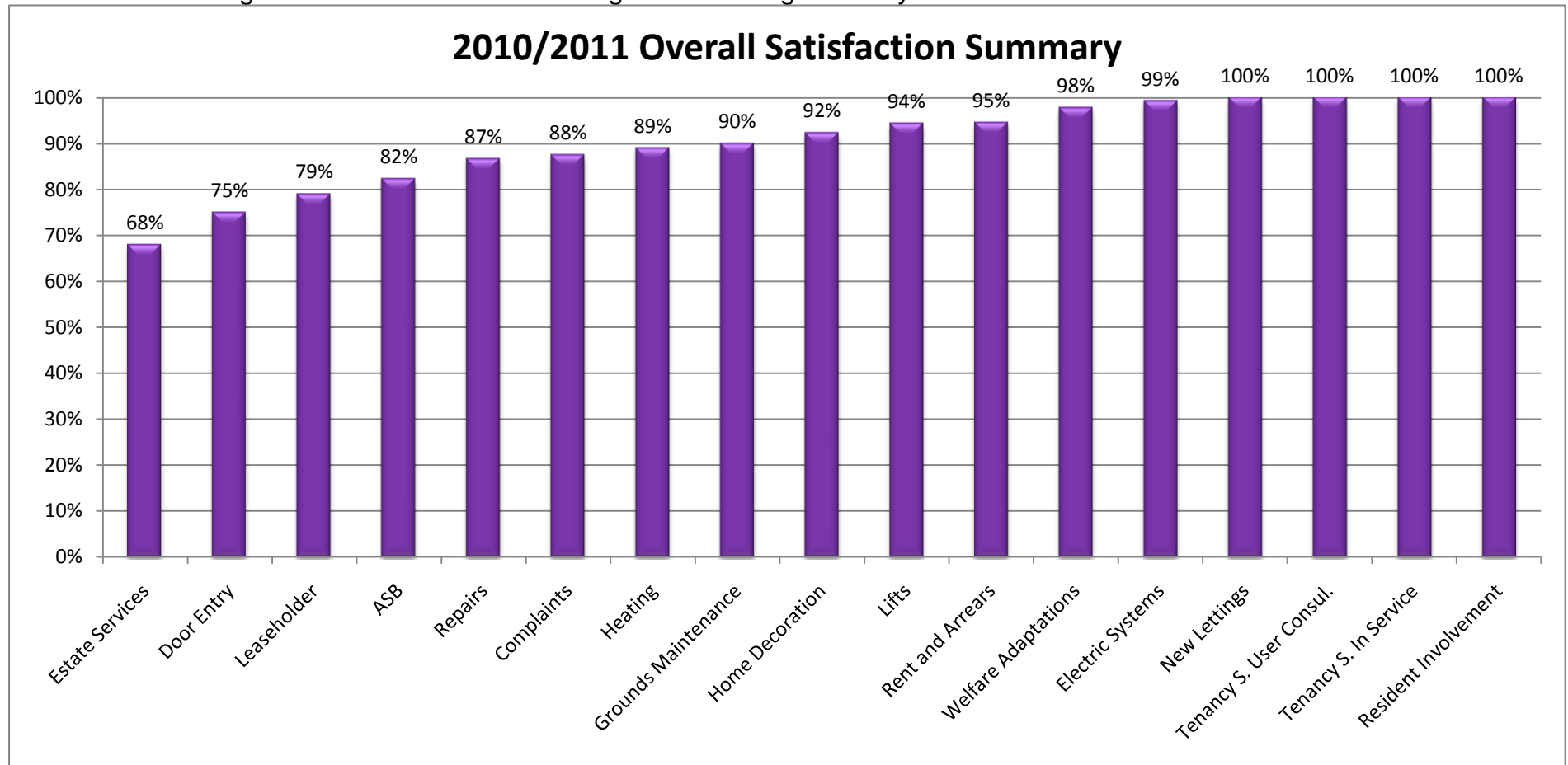
- Standard of all voids inspected must be the same whichever part of the City they are in. For example Derwent, New Zealand and Osmaston do not appear to be the same standard as other parts of the City
- Furniture packs left in properties should be cleaned before the prospective tenant views the property.

Overall Satisfaction across the business for 2010/11 Quarter 4



The Home decoration satisfaction figures have risen significantly. This time last year satisfaction was at 73% as opposed to 95% in Q4 2010/11. Changes were made to this scheme in consultation with tenants at the Home PIT and staff have worked well to improve this service.

These satisfaction figures are taken from all results gathered throughout the year.

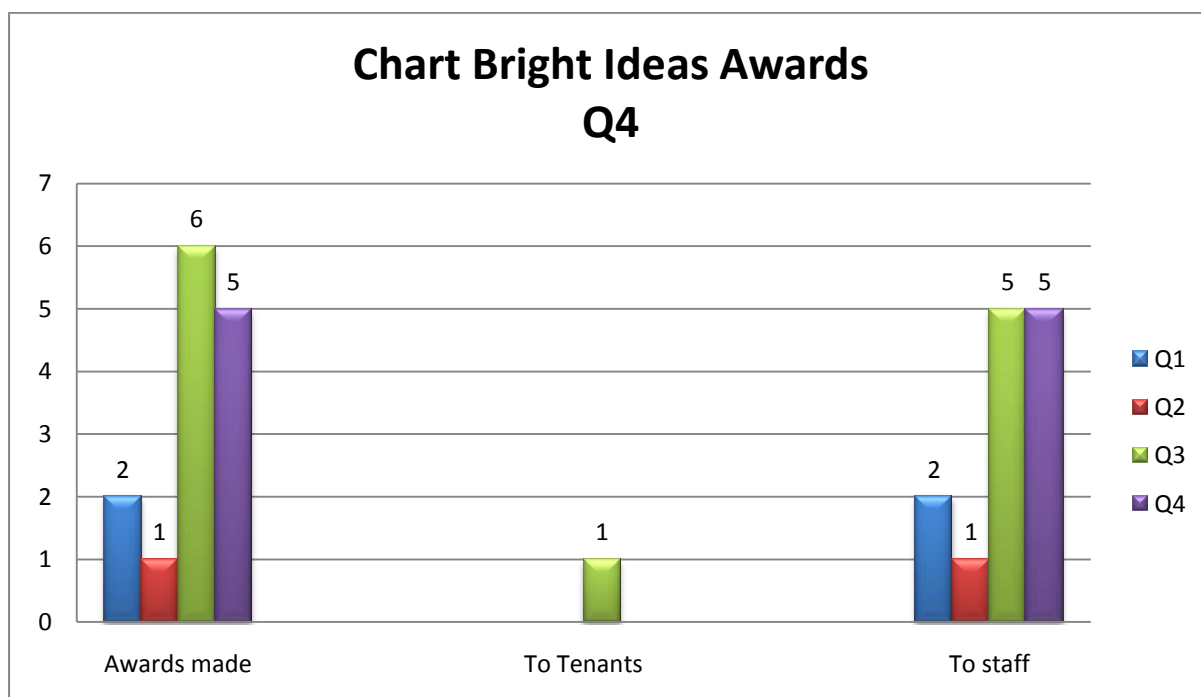
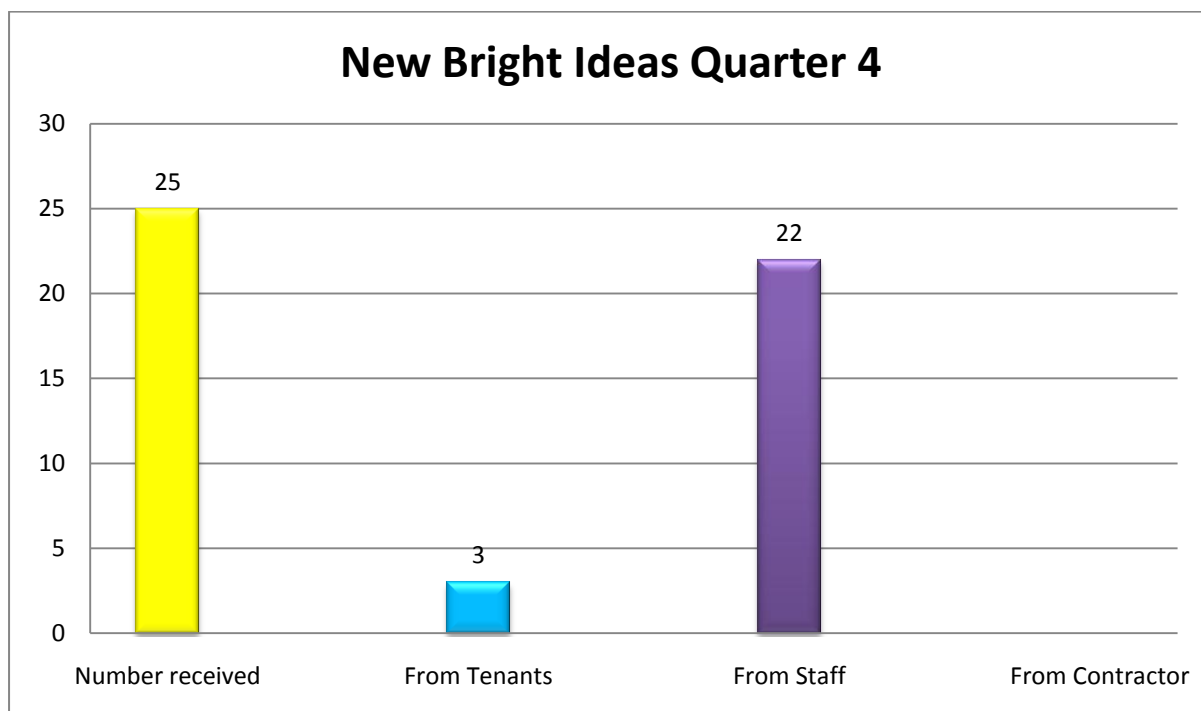


Other areas to have shown improvements are Rent and Arrears and complaints.

BRIGHT IDEAS

In Quarter 4 of 2010/11 there were 25 Bright Ideas submissions, 3 from tenants and 22 from staff. A total of 97 ideas have been submitted throughout the year.

There were 5 winners of £10 during the quarter.



AVOIDABLE CONTACT

What does avoidable contact mean in practice and why should we devote resources to identifying and reducing it?

In essence, the term refers to those interactions between the public services and their customers that offer little or no value to either side – the chase-up calls, for instance, that cause customers much frustration and stress and take up valuable staff time within our organisation.

We are undertaking a schedule of contact days throughout the organisation. By concentrating our efforts department by department we will be better able to identify and act on any anomalies picked up in the information collected in a timely manner, this will also result in outcomes which help us to improve services we offer to our customers.

To achieve this we need to look at the avoidable contact we have with the customers and look into ways of improving 'getting it right first time'. We will be looking at a weeks' worth of calls, this will be split into 3 days in one week and 2 in the next. All results will be analysed and a report produced to be used as a discussion document. All actions will be reportable and accountable against.

AVOIDABLE CONTACT

Home Decoration Scheme – Follow up

January 2011

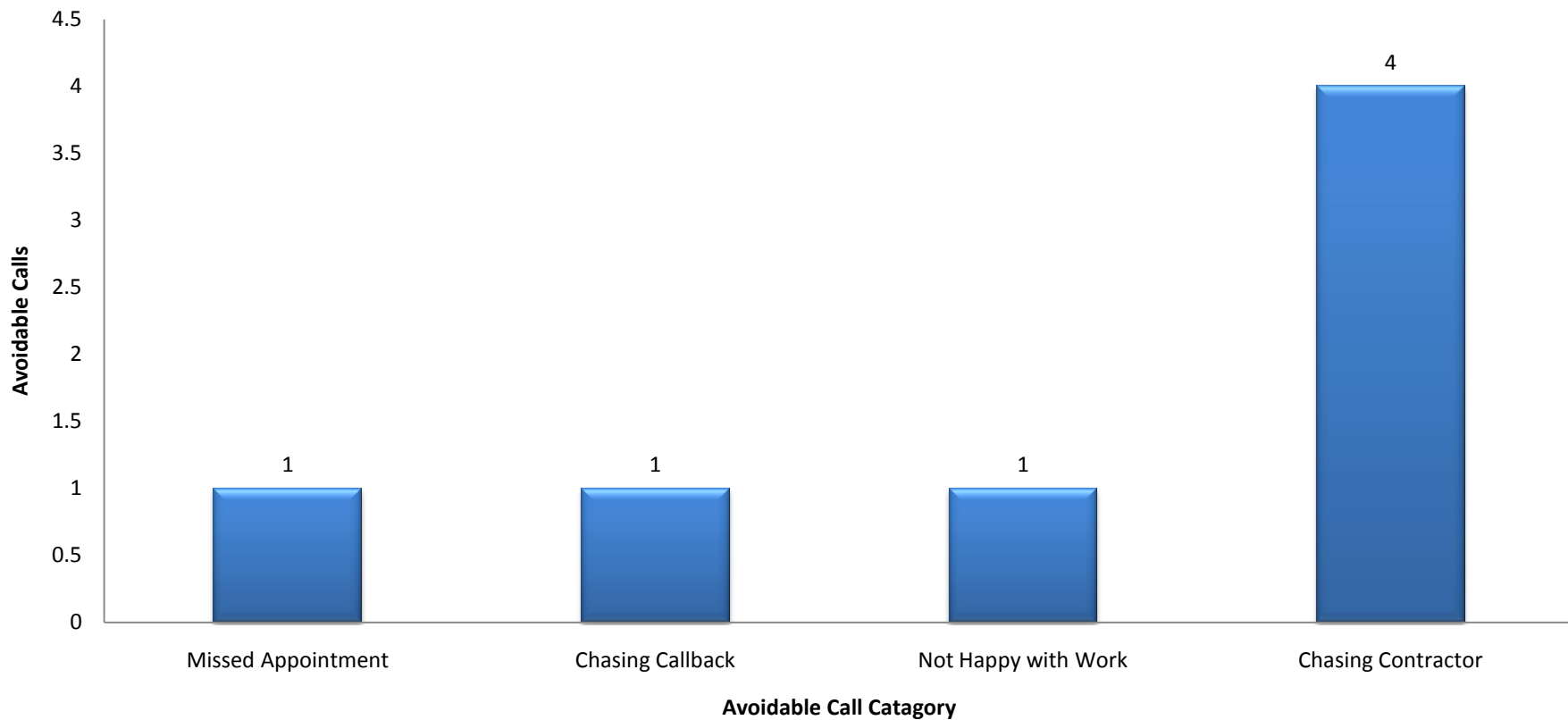
Derby Homes have decided to investigate and report on avoidable contact throughout the organisation and use the information to implement improvements within service areas.

This report covers the Home Decoration Scheme within Cyclical Maintenance.

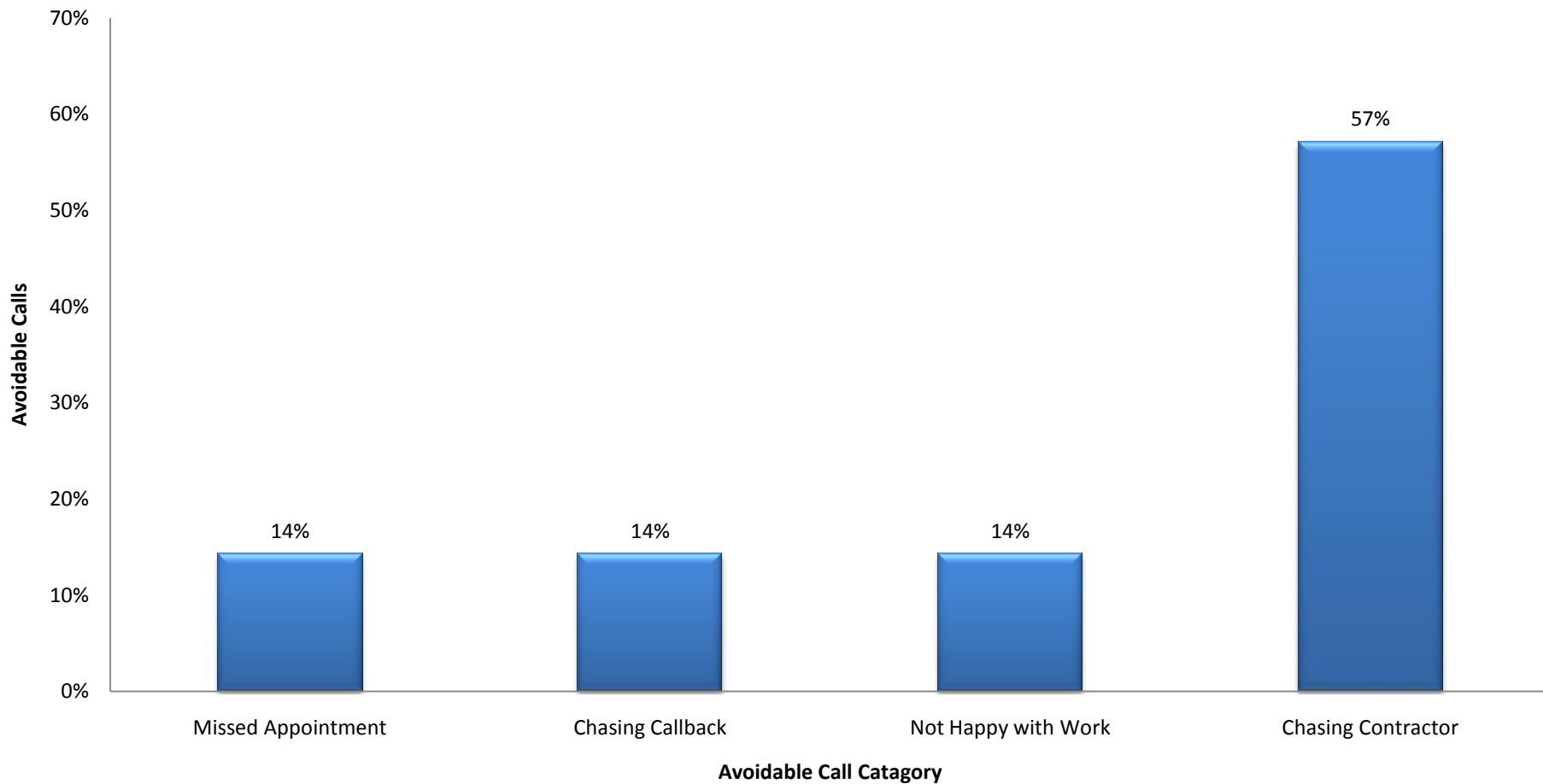
An exercise was carried out over a 5 day period, 19th, 20th, 21st, 27th and 28th of January 2011 to monitor telephone contact within the Cyclical Maintenance Department and the Enquiry Centre in relation to the scheme.

The following graphs set out the results.

Avoidable Calls - Home Dec Scheme Follow Up #
Five day period of 19,20,21,27 & 28th January 2011
Avoidable Calls: 7 - Total Calls: 23



**Avoidable Calls - Home Dec Scheme Follow Up %
Five day period of 19,20,21,27 & 28th January 2011
Avoidable Calls: 7 - Total Calls: 23**



RESULTS

The results showed four main areas of avoidable contact.

- Chasing Contractor
- Chasing Call-back
- Not Happy with the Work
- Missed Appointments

A summary has been provided below:

Chasing Contractor / Call-back

4 (57%) of the 7 avoidable calls were customers chasing the decorator as they had not turned up on time and 1 (14%) were chasing call-backs not received.

Not Happy with the Work / Missed Appointments

Only 1 (14%) of the 7 avoidable calls was a customer reporting they were not happy with the work already carried out and 1 (14%) was due to a missed appointment.

Derby Association of Community Partners



Customer Journey Report 2010/11

**2010/11
Quarter 4**

Methodology

A random selection of twenty six tenants were visited or telephoned to see how the whole process of having a room decorated as part of the home decoration scheme happened from the customers point of view. We looked at the whole process starting from when the customer was initially contacted through to the job being completed.

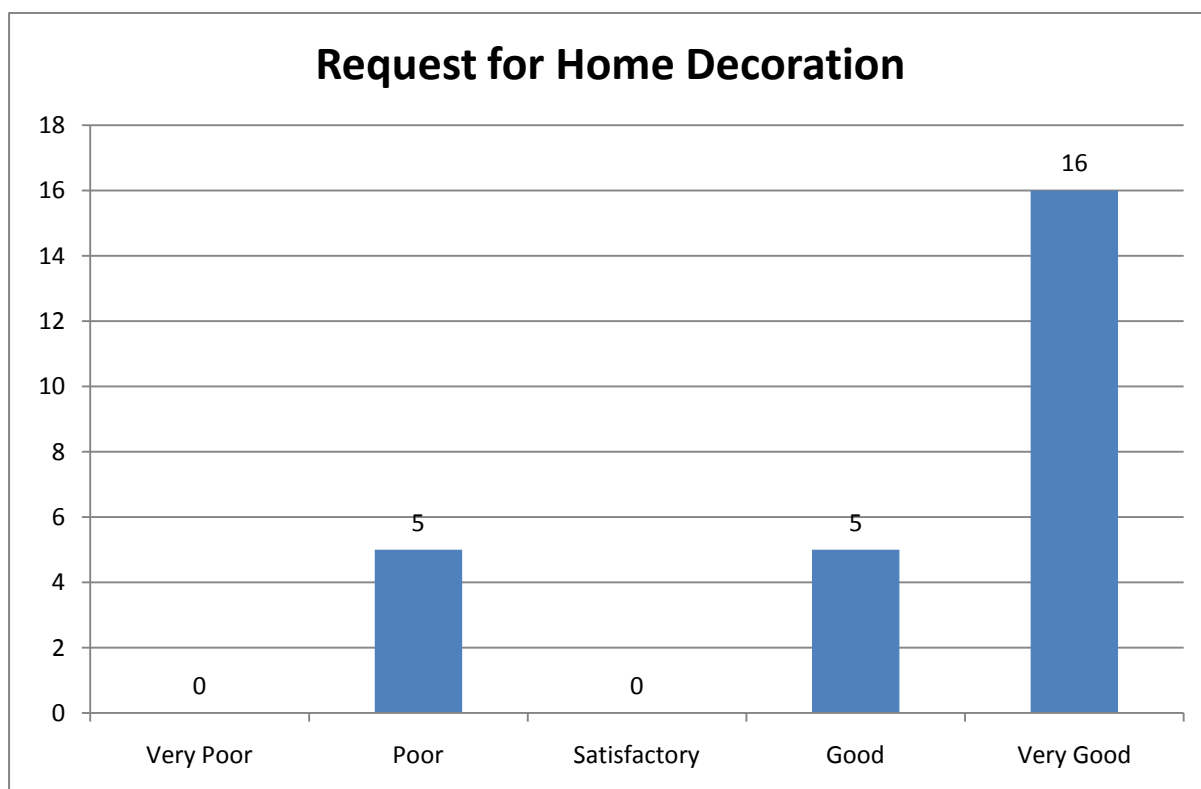
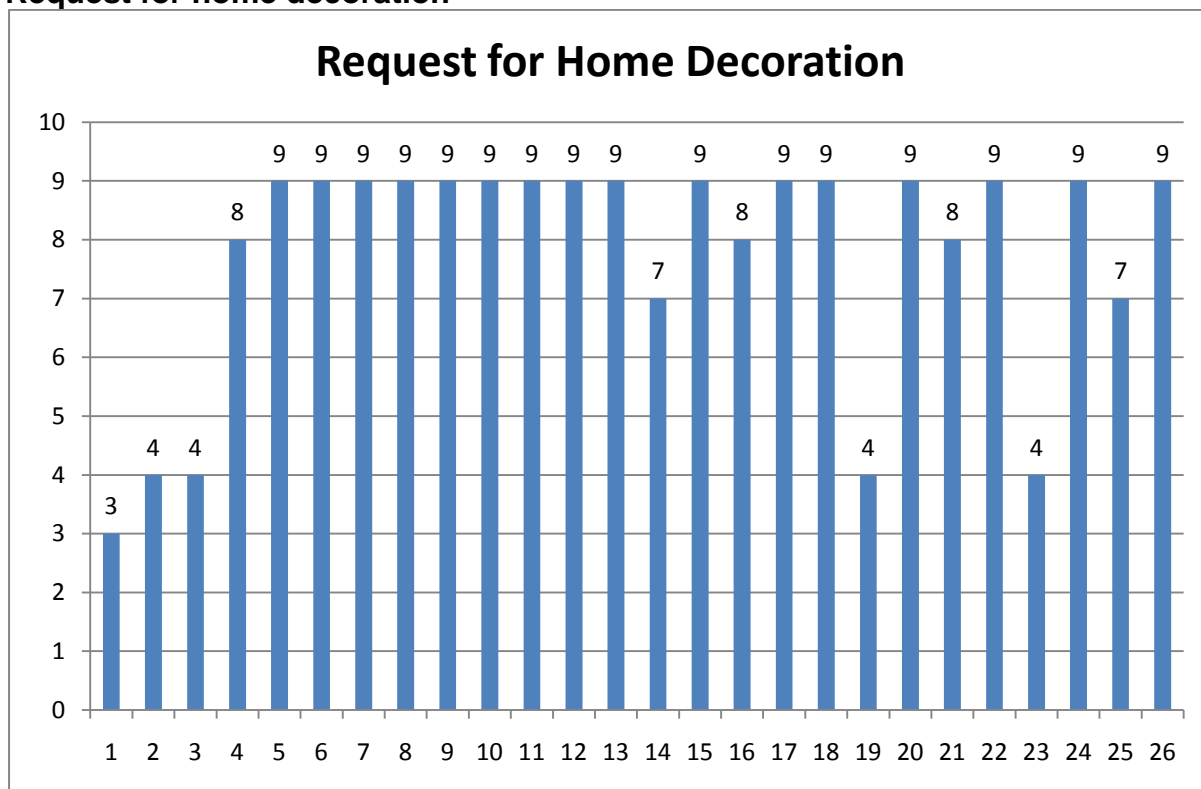
All interviews were conducted using main touch points of the process, these are:

- Request for home decoration
- Booking of appointment
- Decorator arrives for the appointment
- Surveyor inspection
- Standard of work
- Survey

Customers were asked to score the process on a scale of 1 to 10, 1 being very poor and 10 being very good. Scores were then grouped together for each graph in the following way:

- 1 – 2 Very Poor
- 3 – 4 Poor
- 4 – 6 Satisfactory
- 7 – 8 Good
- 9 – 10 Very Good

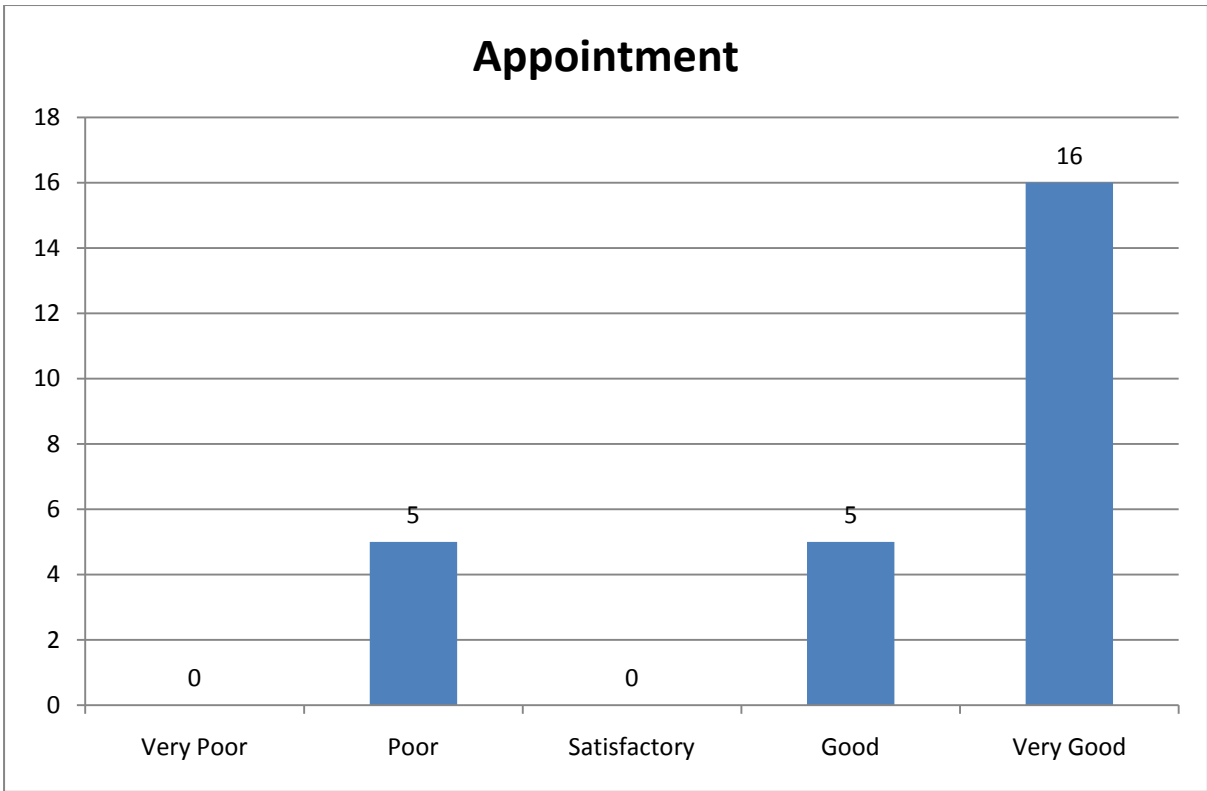
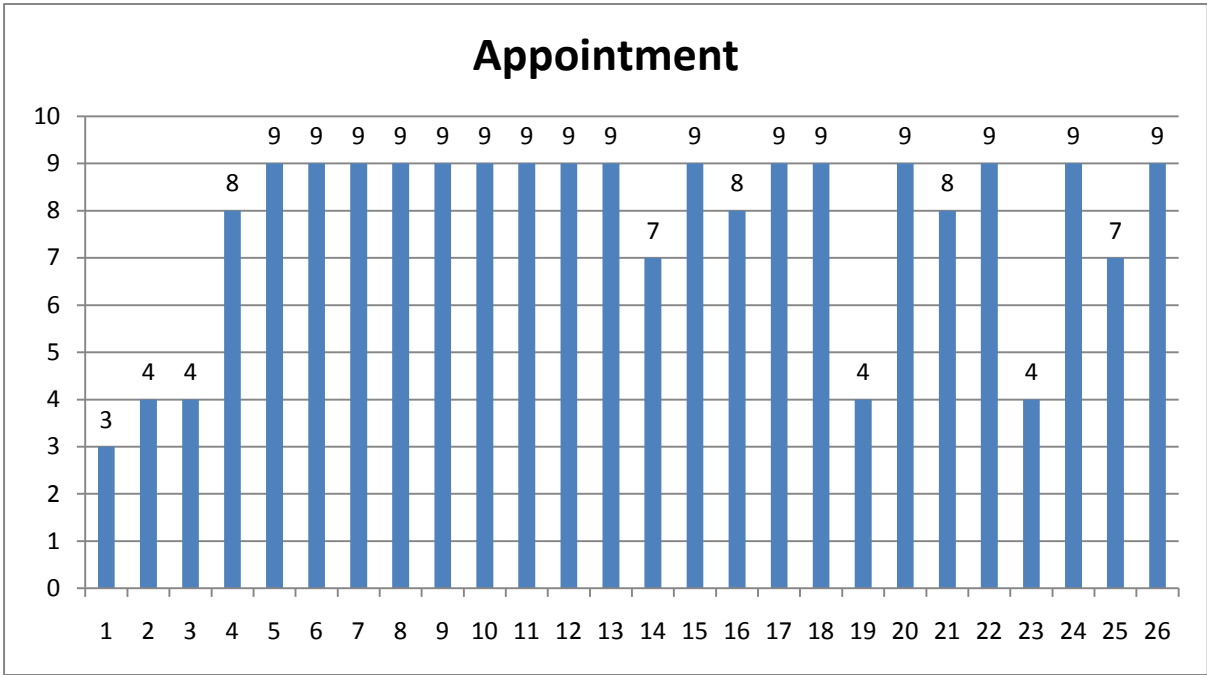
Request for home decoration



Of the 26 customers we spoke to, two said they completed a form/letter that was posted through their door about the initial request for home decoration, five had a visit from a Derby Homes officer, one attended a meeting in the community room and two received telephone calls.

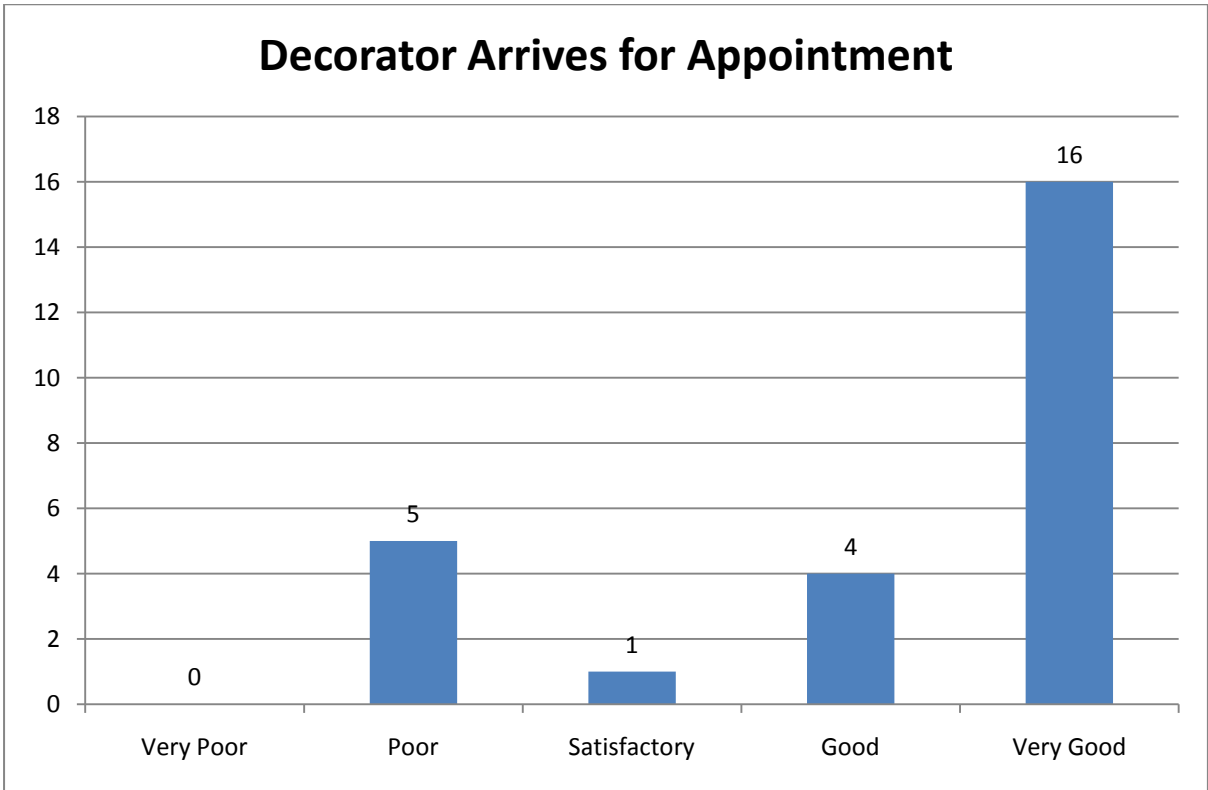
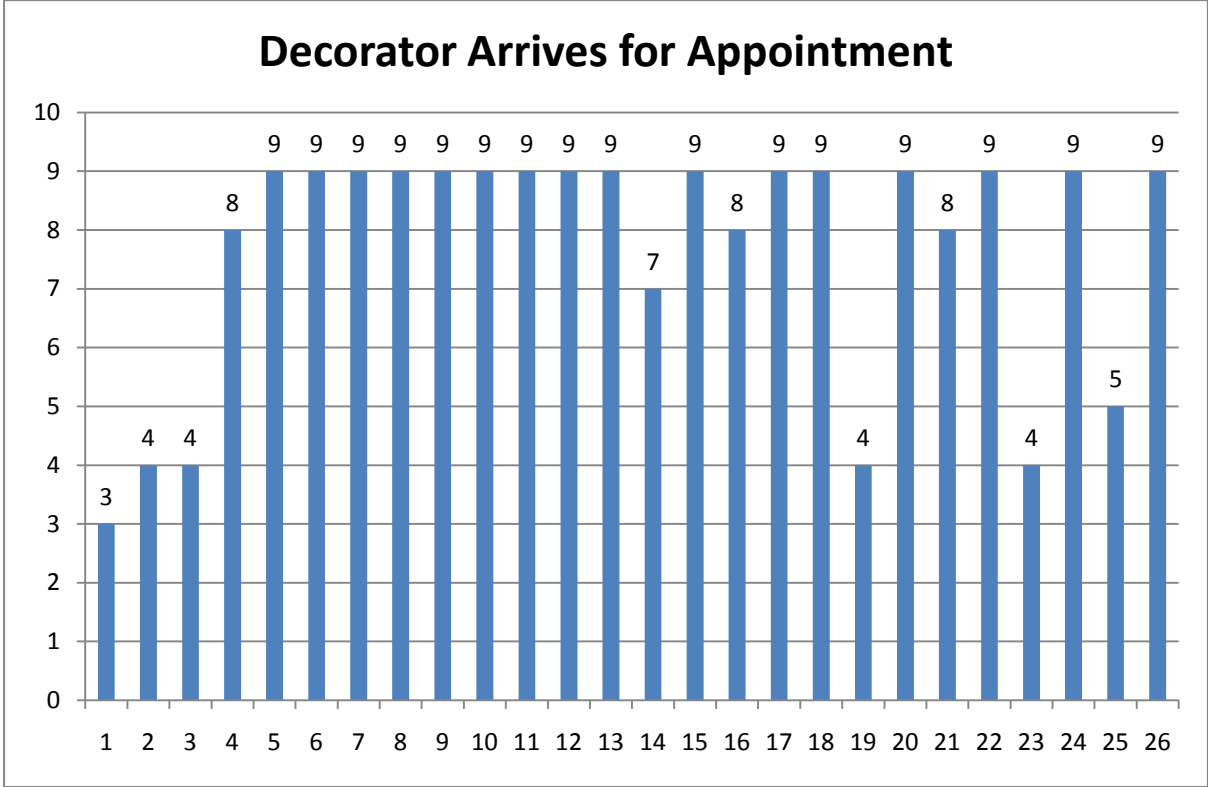
We asked all 26 customers if they were told the initial ‘week commencing’ date for the work to start. Three said they were and one said the decorators didn’t turn up on the dates they had been given. The remaining 22 customers didn’t answer this question.

Booking of the Appointment



We asked if customers were happy with the appointment dates they were given. 21 said they were happy with the appointment date and only one said they were not happy. The remaining 4 did not answer this question.

Decorator Arrives for the Appointment



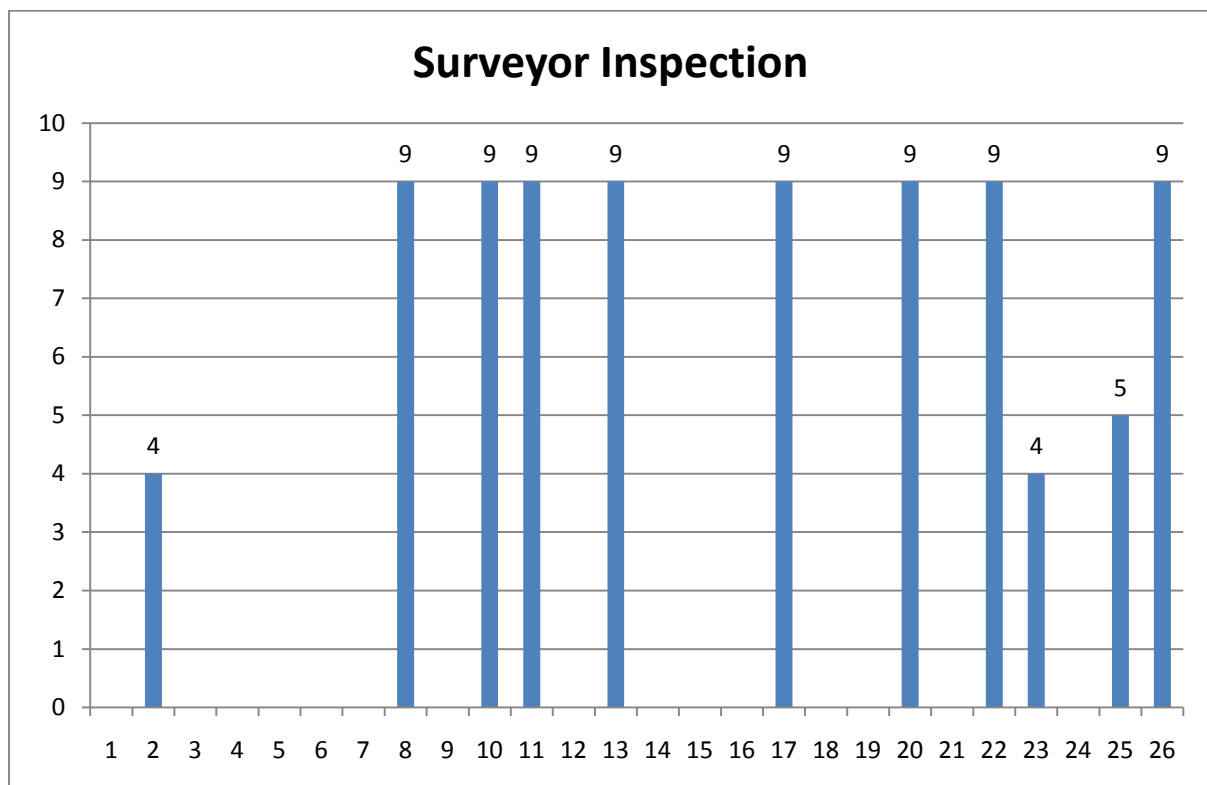
22 Customers said that the decorators turned up on time to start the work, four said they did not. 18 Customers said that the decorator was wearing ID, one said they were not and three said they didn't know. Four customers didn't answer this question.

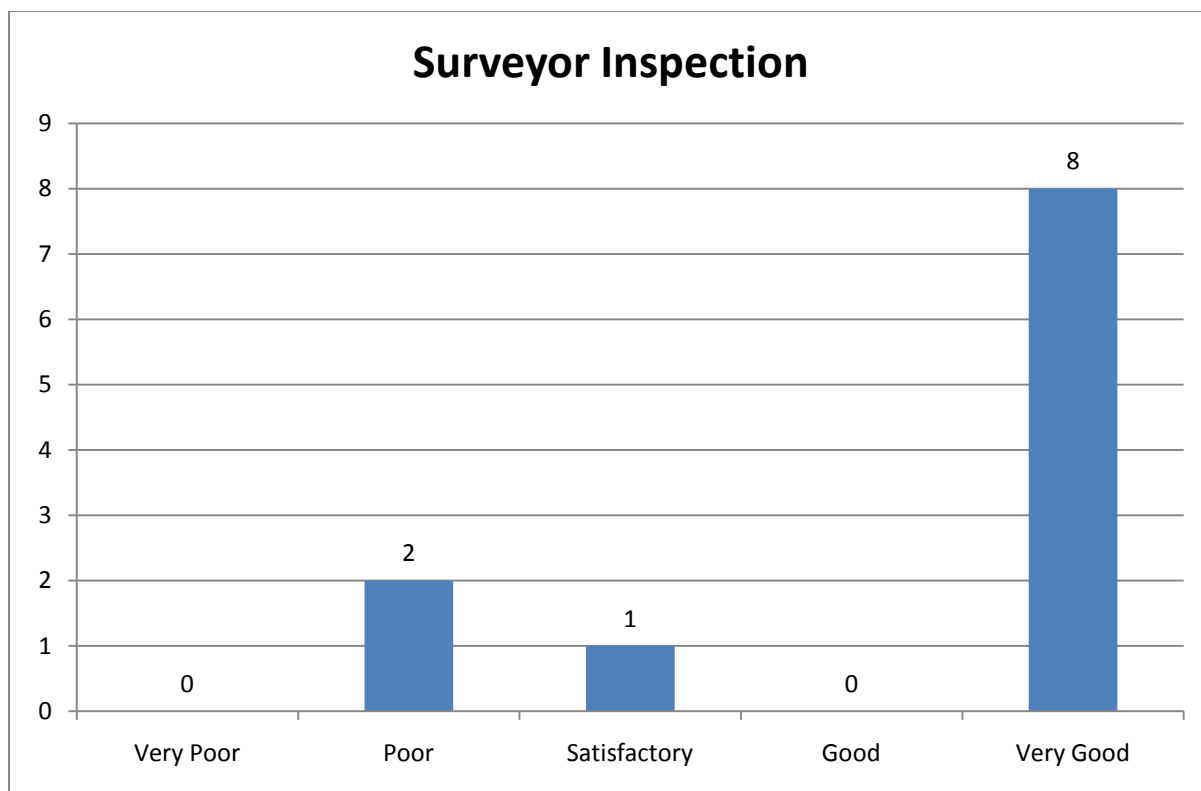
22 Customers said the decorators worked in a clean and tidy manner, the remaining four didn't answer this question.

Comments made regarding this touch point were:

- Didn't turn up when they said they would and I had moved all the furniture ready
- Fantastic workmen
- Called to let me know would be late
- Always phoned if could not keep appointment
- Was late but bad traffic, ok other times

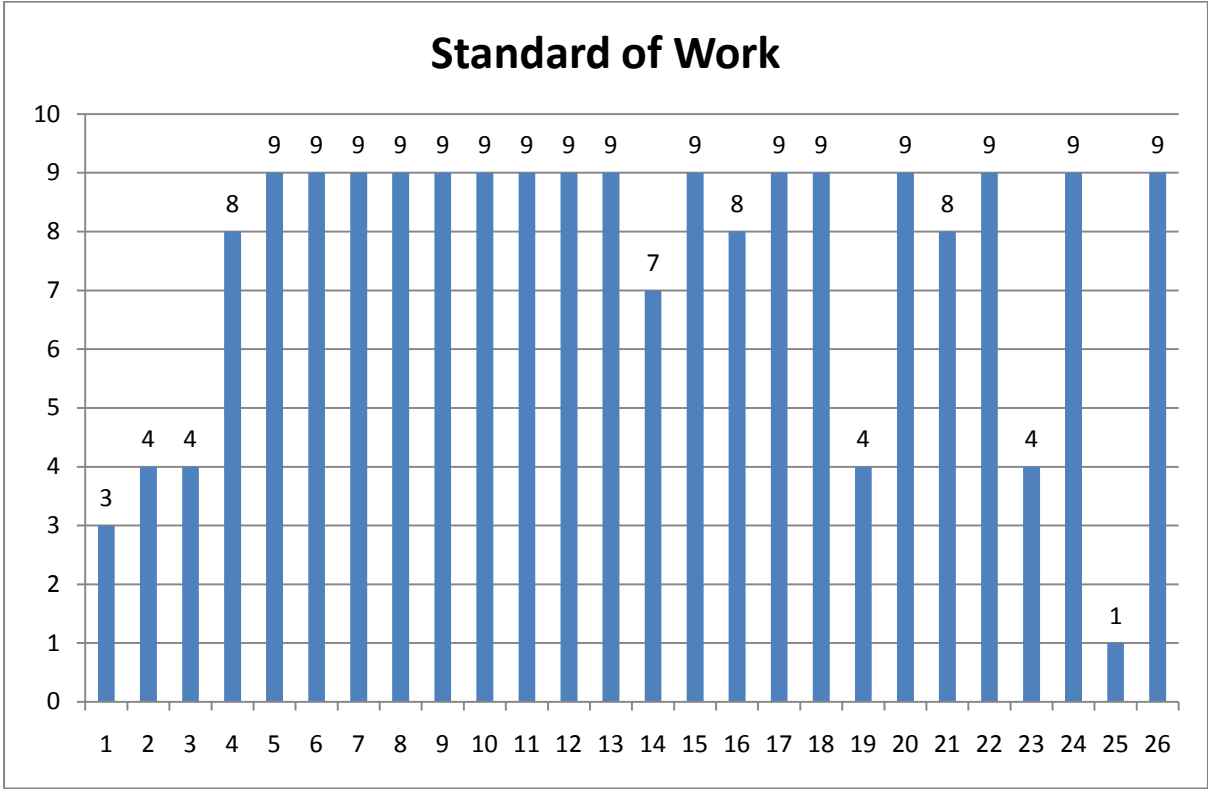
Surveyor Inspection





We asked customers if a surveyor had visited to inspect the work carried out. 11 customers said that a surveyor either did visit or telephoned to discuss the quality of the work done. Seven customers said that the surveyor had ID and one customer said they didn't. Of the 10 customers who spoke to a surveyor, seven said they were kept informed of what would happen next.

Standard of Work



There were a number of questions we asked within this touch point. The first question asked was ‘Were you happy with the choices of paper and paint you were

offered'. 20 customers said they were happy and five said they were not, one customer did not answer this question.

The second question we asked was 'Did you receive the paper/paint choices you selected'. 18 customers said they did receive their original choices with only one customer stating that they didn't. The remaining seven did not answer this question.

We asked customers if they were satisfied with the quality of the decoration work carried out. 19 customers said they were very satisfied with three customers stating they were unhappy. The remaining four customers did not answer this question.

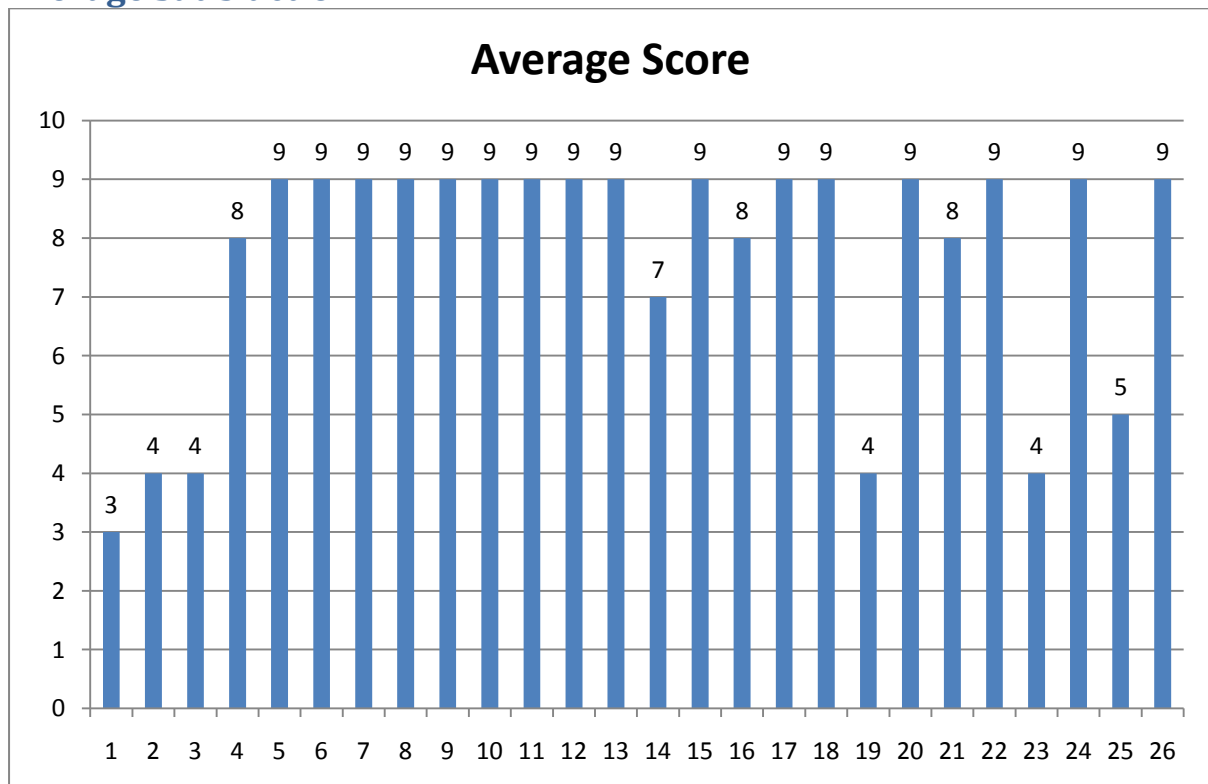
The last question we asked in this touch point was if the customers thought the service could be improved. Only two customers said they thought the service could be improved with five customers stating it couldn't. The remaining 19 didn't answer this question.

The suggestions for improvements to the service were more choices of wall paper and better preparation of the walls before papering.

Satisfaction Survey

We asked customers if they had received a satisfaction survey and whether or not they had returned it Derby Homes. 10 customers said they had received a survey form with six customers stating that had returned it. 12 customers said they had not received a survey and the remaining four customers did not answer this question.

Average Satisfaction





General Comments

- Paper not stuck to walls properly
- Not a good job at all, painting on doors is not very good
- Walls not prepared, poor service
- Some choices in the pattern book are not available
- Took 4 days to do my bedroom
- Broke the curtain rail but did replace it
- Happy with the work done
- Letter gives dates between, not a definite date
- Happy with the work done
- Could be more choice
- Very happy with work done
- Very happy with staff and work done
- Very happy with work done
- Surprised by how much choice there was
- Happy with the work done
- No help getting room ready, had trouble moving furniture
- Not enough time to choose paper
- Made a good job, workmen were very good
- Very pleased with the work
- Very pleased with work and the workmen
- Workmen was very good, very happy with Derby Homes
- No choice with wallpaper, paper was poor quality

- Workman was good but not impressed with service
- Changed the day and date but informed me by phone
- Very pleased with work
- Workmen left place clean and tidy
- Very happy with service
- Very happy with work, made a good job
- Took all week to do a small bathroom, came 3 times just to do ceiling
- Was told had to go to bottom of list as original appointment to choose paper wasn't suitable for me
- Work not completed properly
- Very happy

Recommendations

- Better quality wallpaper should be used.
- Better preparation of walls and woodwork.
- Arrangement proper appointments and arrive on time.
- If the scheme is not paying then the rent charge should be increased.
- All old wallpaper should be completely stripped off.

CUSTOMER JOURNEY HOME DECORATION 2010/11

Combined Report

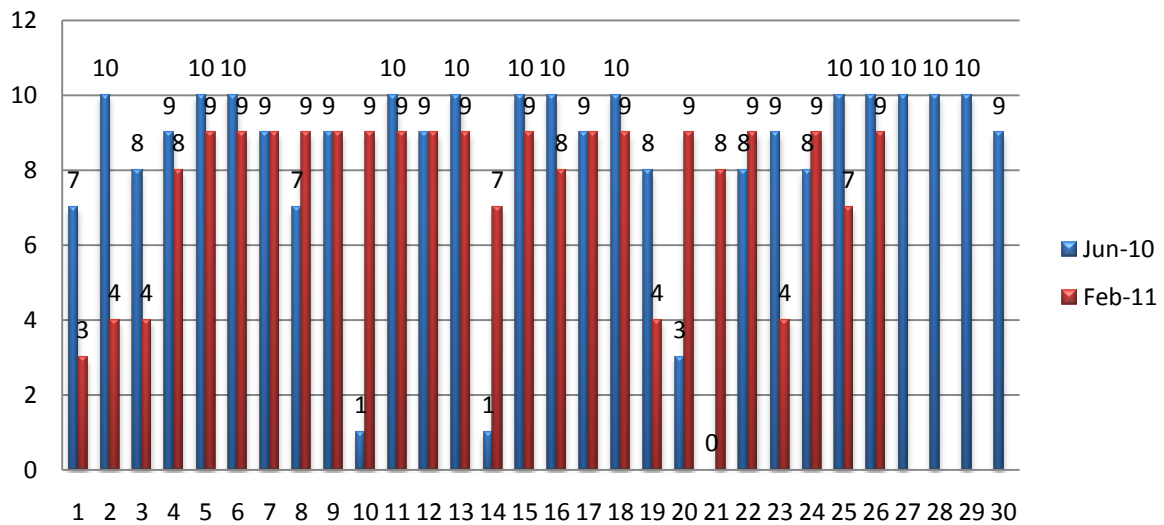
During 2010/11 there were customer journeys carried out in June 2010 and February 2011 with tenants who had recently had home decoration carried out, This document holds the combined findings from these customer journeys.

There were a total of fifty six different tenants interviewed, (30 in June and 26 in February), to see how the whole process was both in terms of efficiency and from the emotional point of view of the customer. All interviews were conducted using the main touch points of the whole process, these are:

1. Request for home decorating.
2. Appointment – How long till?
3. Decorator arrives for appointment.
4. Surveyor visit if required.
5. Standard of work.

Each customer was asked to talk the interviewer through how they felt the process went for them and what if anything could have been done better. They were also asked to score each touch point on a scale of 1 – 10, 1 being very poor and 10 very good, as to how they felt at each point.

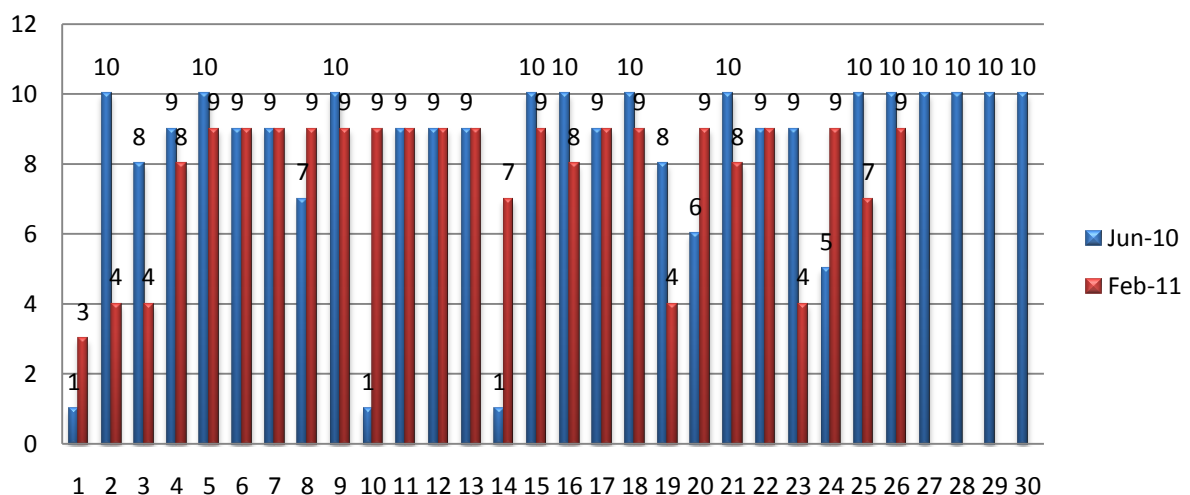
Request for Home Decoration



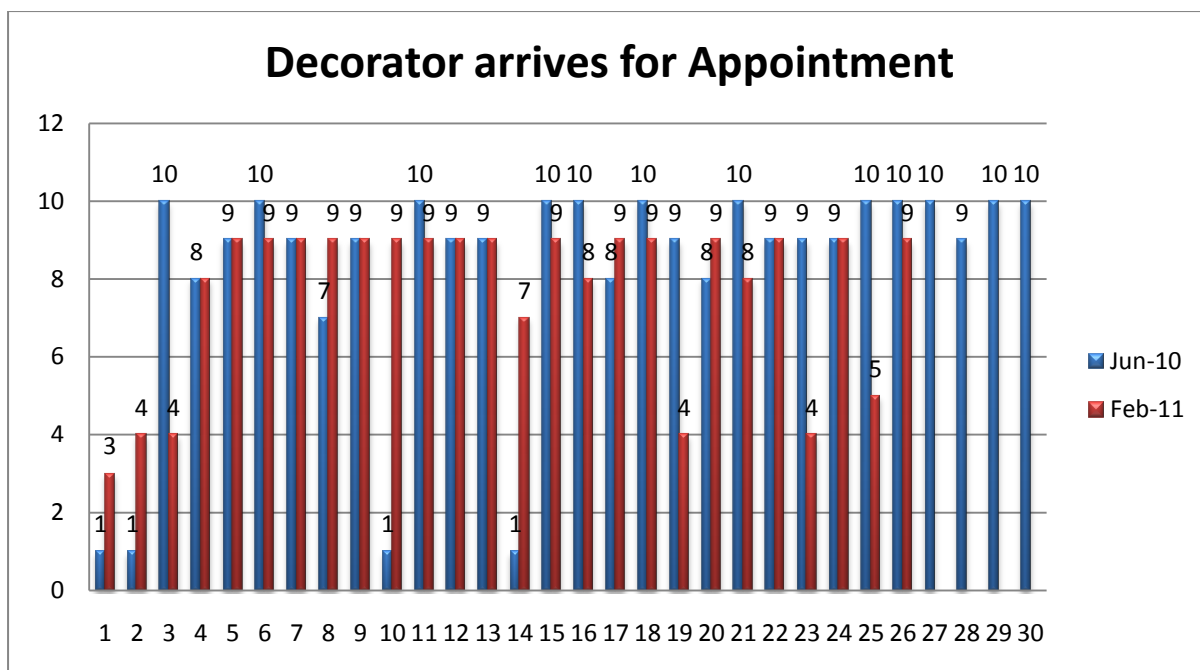
The average scores for both exercises came out at 8. The results for February appear to be lower than those of June but when looked at in conjunction with the comments made, the scores given appear to be on the low side.

During June 2010 the majority of tenants said they had been contacted by Derby Homes prior to the decorating but none said that they had been visited by a member of staff, whereas in February 2011, 5 of the tenants said a Derby Homes officer had visited, 2 had received telephone calls and one had attended a meeting in the community room to discuss the scheme.

Appointment



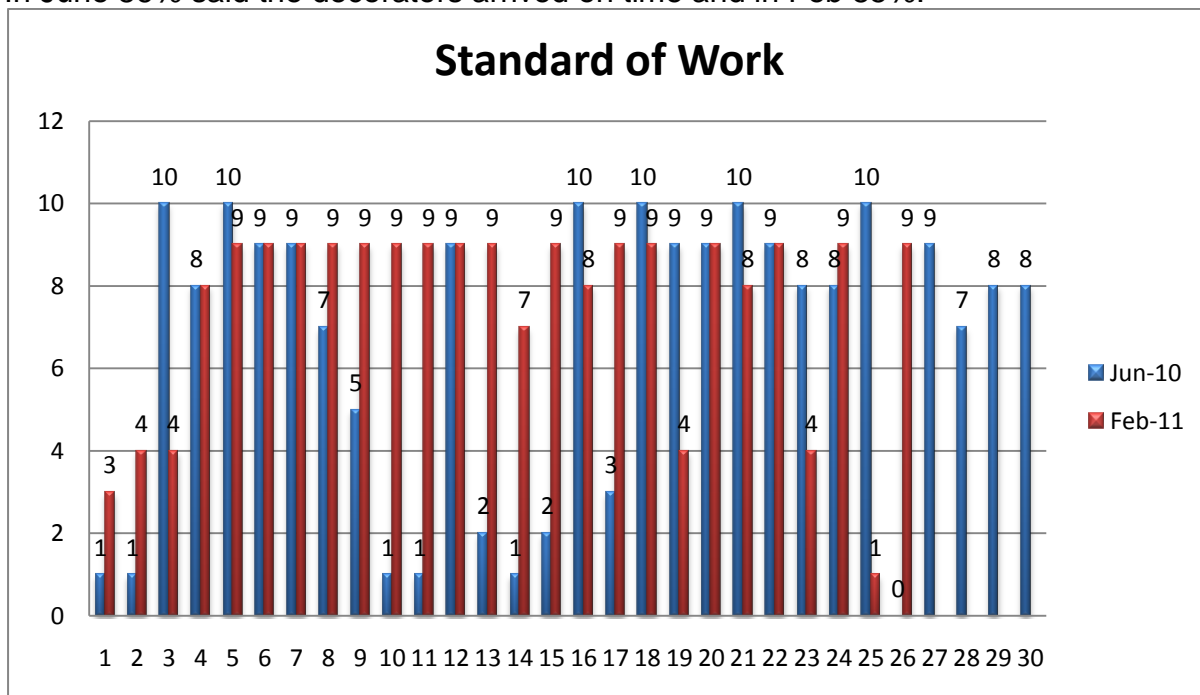
92% of tenants felt that the appointments system is good but many are still not happy that they only get given a date for week commencing as opposed to a specific day.



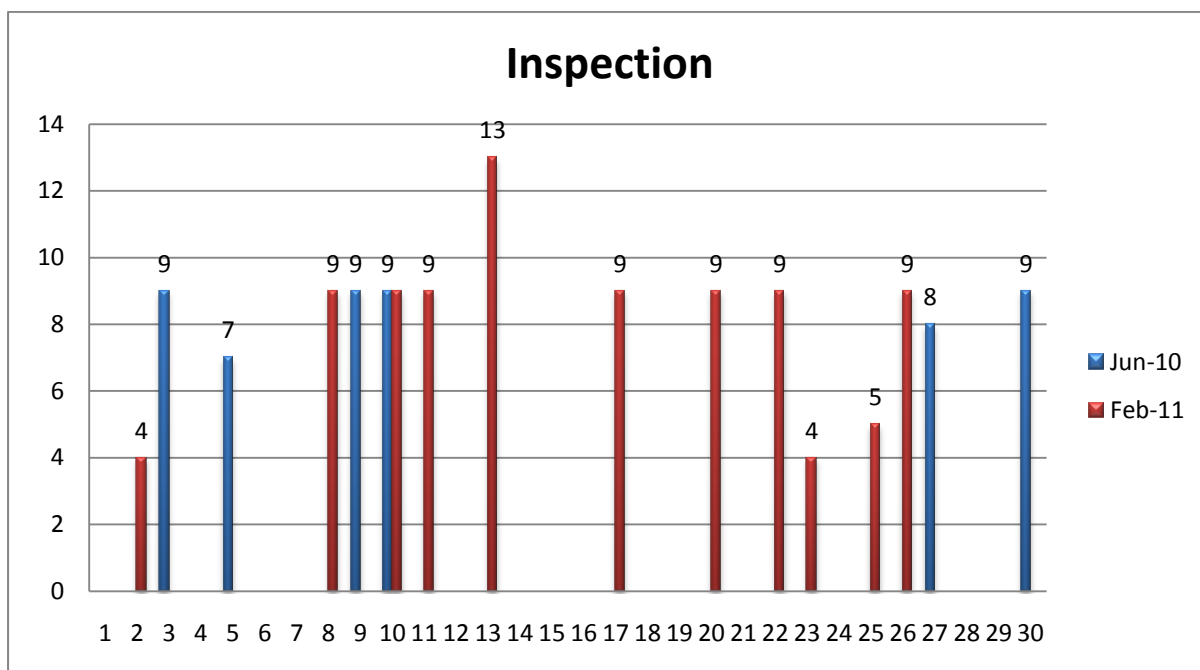
Out of 50 visits, the tenants said that 38 (76%) of the decorators had ID.

66% June 2010 69% Feb 2011

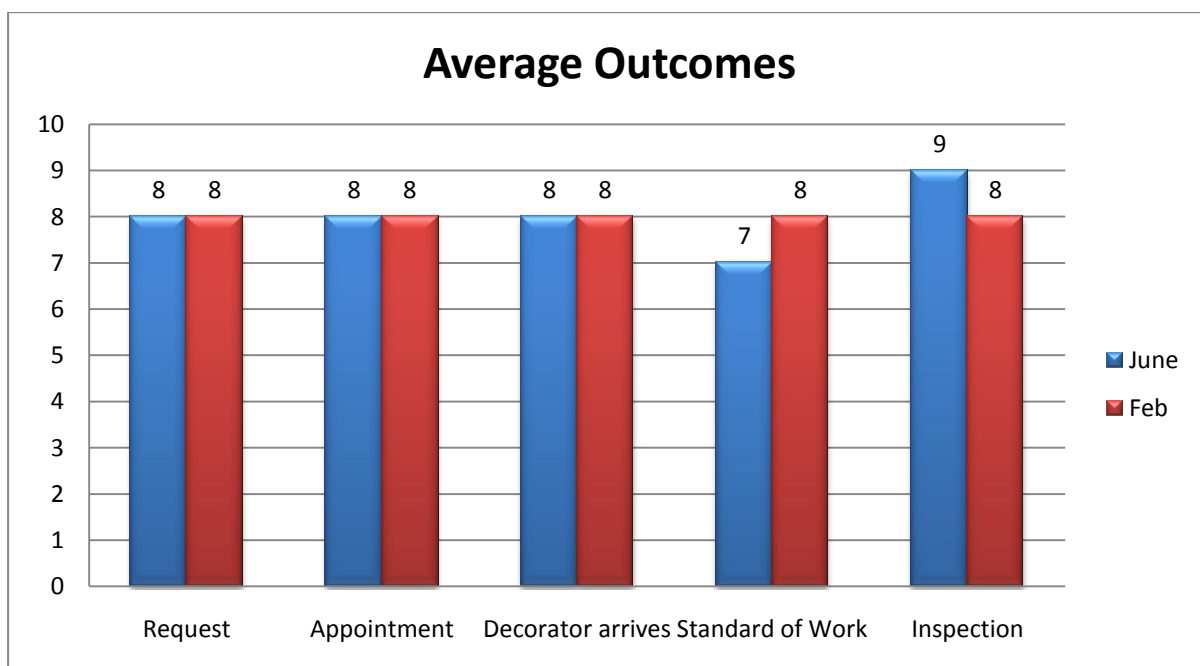
In June 86% said the decorators arrived on time and in Feb 85%.



The standard of work in February certainly appears to have improved with 85% stating that the decorators worked in a clean and tidy manner compared to 73% in June 2010. Tenants also commented on the fact that they were kept informed if an appointment wasn't going to be met.



In June 2010 20% of the tenants interviewed said a surveyor had called to check the work. This rose to 42% in February 2011.



It must be noted that there were fewer people interviewed during Feb 2011.

The average scores do not seem to reflect the improvements made as much as the comments made by the tenants interviewed.

There were a few suggestions made during both exercises:

- The majority of people said they would be happier with an actual appointment date. When a W/C date is given to the customer they are expecting the decorator on the Monday morning.
- A few customers mentioned that the choice of wallpaper was outdated and needed looking at, and some mentioned that there was not a large amount of choice. Customers also asked why this year they could not have separate wallpapers above and below borders / dado rails as in previous years.
- Where a room was to be painted, it was asked why they could not have one wall painted a separate colour to match existing decoration, as currently one colour of paint per room was offered.
- Many stated that better preparation of the walls prior to decorating is required.

Was told had to go to bottom of list as original appointment to choose paper wasn't suitable for tenant.

REQUEST HOME DEC Previous Actions

ISSUE	ACTION	BY	COMMENTS/OUTCOME	DATE
Many customers seem to be confused with the detail of the scheme.	Decoration Scheme needs to be reassessed and customers informed of/reminded of details of the scheme.	Pete Sept 2010	A new booklet explaining the scheme has been created, it is awaiting approval and will then go for printing.	Ongoing
Contractors consistency of process	Info to be passed to contractors and improvements made. Explore possibility of additional contractors	Pete August 2010 Nov 2010	COMPLETED Lead of the scheme is in constant touch with the contractor in a bid to raise satisfaction. This has increased to 92% Awaiting decision on procurement process.	Ongoing

ADDITIONAL ACTIONS

ISSUE	ACTION	BY	COMMENTS/OUTCOME	DATE
The majority of people said they would be happier with an actual appointment date. When a W/C date is given to the customer they are expecting the decorator on the Monday morning.	Look at process and explore the possibility of introducing.	Julie/Pete Deadline 1 st April 2011	COMPLETED Once the programme of works is received the tenants are now contacted by telephone to give them an actual start date.	Oct 2010
Where a room was to be painted, it was asked why they could not have one wall painted a separate colour to match existing decoration, as currently one colour of paint per room was offered.	Look at process and explore the possibility of introducing.	Julie/Pete Deadline 1 st April 2011	COMPLETED This has now been agreed and implemented.	January 2011
Many stated that better preparation of the walls prior to decorating is required.	Investigate	Julie/Pete Deadline 1 st April 2011	COMPLETED There are now checks in place whilst the work is in progress to ensure preparation work is being undertaken.	Ongoing
A few customers mentioned that the choice of wallpaper was outdated and needed looking at, and some mentioned that there was not a large amount of	Assess wallpaper choices	Julie/Pete Deadline 1 st April 2011	COMPLETED There has been a new wallpaper book introduced which offers a better range of paper.	February 2011

choice. Customers also asked why this year they could not have separate wallpapers above and below borders / dado rails as in previous years.			Customers can also have different papers in the same room.	
	A complete procedure needs to be written to cover the process to ensure a consistent approach.	Julie/Pete Deadline 1 st April 2011	COMPLETED New process map has been implemented.	April 2011

Performance Improvement Teams(PIT) Following Regulatory Standards

Process Improvement Teams, (PIT's), are structured meetings that allow Service managers and tenants to consider improvements to specific areas of our service. The focus of each meeting can be suggested from recent tenant feedback, trends in complaints or regulatory standards and local offers. The agendas for the PIT's are agreed by the performance and resident involvement teams along with input from the Customer Services Managers.

There are three PITs which have been named after three of the five regulatory standards. These are Home, Tenancy and Neighbourhood & Community. The remaining two regulatory standards, Tenant Involvement & Empowerment and Value for Money, are cross cutting and will be considered across all areas of work.

December - Home Pit

Keeping you informed about modernisation work

In December, we focused on improving how we give information about planned maintenance work. This relates kinds of information given out to our customer relating to large scale, planned modernisation work, such as fitting new kitchens, bathrooms, windows, doors and heating systems.

Tenant feedback was telling us that there is confusion as to what we mean by repairs and what we mean by modernisation. We also receive a substantial amount of enquiries asking about when this kind of work will be carried out.

This told us we need to look more closely at *what* we tell you and the *opportunities* we have to tell you about planned work.

We are now reviewing the ways we communicate with you, which includes:

- During the allocations process
- Letters to you about modernisation work
- How our staff inform you face to face
- In our publications and website

Time taken to complete repairs

The second topic we looked at in December was how to improve the time it takes for us to complete day-to-day repairs.

A number of comments we received told us that some people felt our response times for repairs was too long.

Whilst some of these comments relate to actual performance, others are due to expectations of how quickly repairs should be completed.

As a result, we are reviewing the way we inform our customers about the timescales for repairs they request. This includes:

- When a customer speaks to an Enquiry Centre clerk
- Any confirmation letters or follow up calls
- When a customer asks us for an update on their repair
- When a customer speaks to members of our Repairs Team at their property

December – Tenancy Pit

The experience of starting a new tenancy

The Tenancy Process Improvement session looked at what happens when tenants move property or when someone becomes a tenant for the first time.

Feedback from a Customer Journey exercise on our allocations process highlighted some key concerns from both current and prospective tenants:

- “If I don’t take a property I am offered, what happens?”
- Some customers were left to look around the property on their own with no additional information given, unless they asked for it
- Some customers were told outstanding repairs or other issues would be dealt with once they had moved in, but they weren’t
- People were surprised at how quick they were expected to move after accepting a property offer.

Some of the ideas that came out of the session were:

- To review the content of property adverts
- To improve the information we provide when we make an offer, during viewings and when you sign up for a property
- Reviewing staff training around customer service standards during the process
- Capturing better information about the reasons why people want to move out of our properties

December – Neighbourhood & Community

Customer service and Anti-social behaviour (ASB)

The third of December’s Process Improvement Teams looked at feedback from Customer Journey’s carried out on what we do when you report anti-social behaviour.

The key comments that came out of the feedback were that not all customers:

- received acknowledgement after reporting ASB
- were offered an appointment
- had an action plan completed
- felt the procedure was fully explained
- received regular feedback on their case, or
- had their evidence logs reviewed when they were handed in

Some of the improvement ideas to come out of the session were:

- Amend training to ensure all ASB cases get to the relevant officer no matter who the initial query is raised with
- A greater focus on acknowledging the case and taking time to complete a personalised action plan
- Reviewing the quality of the feedback we give on the progress of cases, as well as ensuring it happens regularly
- Ensuring we take time to go through evidence logs with you to check they contain all the details we need and show that we value your time

February – Home Pit

Quality of Completed Repairs

The focus during the February meeting was the quality of repairs carried out by the Derby Homes Repairs Team, as tenant feedback showed we were not always getting it right first time.

Derby Homes' repairs manager explained what we are doing to put things right.

These include:

- Changes to the computer system to better manage workflow
- Handheld computer equipment to provide the workforce with up to date job information
- New vehicles and stock to increase the number of repairs completed on the first visit
- Reviewing the amount of time allocated for each job

The [Derby Association of Community Partners](#) (Derby's tenant federation) also carry out one to one interviews with tenants on behalf of Derby Homes, we call these 'Customer Journeys'. The purpose is to find out what the entire experience of having a repair carried out is like, from start to finish. It was agreed that new interviews would be done towards the end of 2011 to find out if the planned improvements to the service have made a difference.

February – Tenancy Pit

Support for New Tenants

The focus of the February meeting was the support provided for new tenants by the Tenancy Sustainment Team.

The Tenancy Sustainment Team was set up in early 2010 and they have been helping new tenants with:

- Claiming housing and welfare benefits
- Reporting repairs
- Setting up their new home including how to manage their money
- Settling into a new area
- Overcoming issues with new neighbours

The team are looking at improving the service they offer by introducing a detailed information pack they can hand out to new tenants to help them settle in to their new home.

February – Neighbourhood & Community Pit

Volunteering Opportunities within Derby Homes

The focus during the February meeting was the ways in which our tenants could become more involved through volunteering. This links in with one of our local offers.

We already provide a number of ways for people to get involved and a variety of new ideas were discussed. These included monitoring internal calls, co-ordinating lunch

clubs, supporting the Victim and Witness Support Officer and helping out with the junior wardens.

Promotion was also discussed and included ideas such as advertising on the big screen in the Market Place, at the Local Housing Offices, at Libraries, at SureStart buildings and at Post Offices.

The next steps for us are:

- Create a list of suitable volunteer roles within Derby Homes
- Publicise the volunteer opportunities
- Hold an open/recruitment day to further promote volunteering

There have been seven CSM cases created on Capita Housing to monitor , investigate and implement improvements. These cases have been passed to the relevant manager to resolve any issues. Outcomes will be reported.