

CITY BOARD
28 FEBRUARY 2013

ITEM B4

PERFORMANCE MONITORING- LOCAL OFFERS QUARTER 3 2012/13

Report of the Director and Company Secretary

1. SUMMARY

This report details Quarter 3 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 3. The other 7 have measures to monitor delivery of the Local Offer but no target attached. Full details can be found in appendix 1.

- **We will keep our repairs appointments** - Target 98%, current performance 99.55%
- **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 95.88%
- **We will ensure newly let homes meet agreed standards of repair** - In Q3 there were 256 newly let properties, 100% of newly let homes met the agreed standards.
- **We will regularly service any appliances we provide in your home** - All appliances in 3,203 properties were completed in Q3
All appliances in 11,961 properties were completed year to date (YTD).

Tenancy Standard

- 3.4 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.

- **We will provide new tenants with help and assistance to allow them to maintain their tenancy** - During Q3 191 of introductory tenancies were signed up, bringing the yearly total to 609. Out of these the number signed up to Tenancy Sustainment are:

Q1 86, Q2 84, Q3 83, YTD 253 (42%)

- **We will give you opportunities to discuss any rent arrears and to clear any outstanding balances in full or by affordable instalments** - Number of arrangements made:

Q1 117, Q2 117, Q3 107, YTD 341

Neighbourhood and Community

- 3.5 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.

Consultation

- 3.6 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:

Margaret Wardle/ Performance Officer / Customer Feedback 01332 888395 Email margaret.wardle@derbyhomes.org

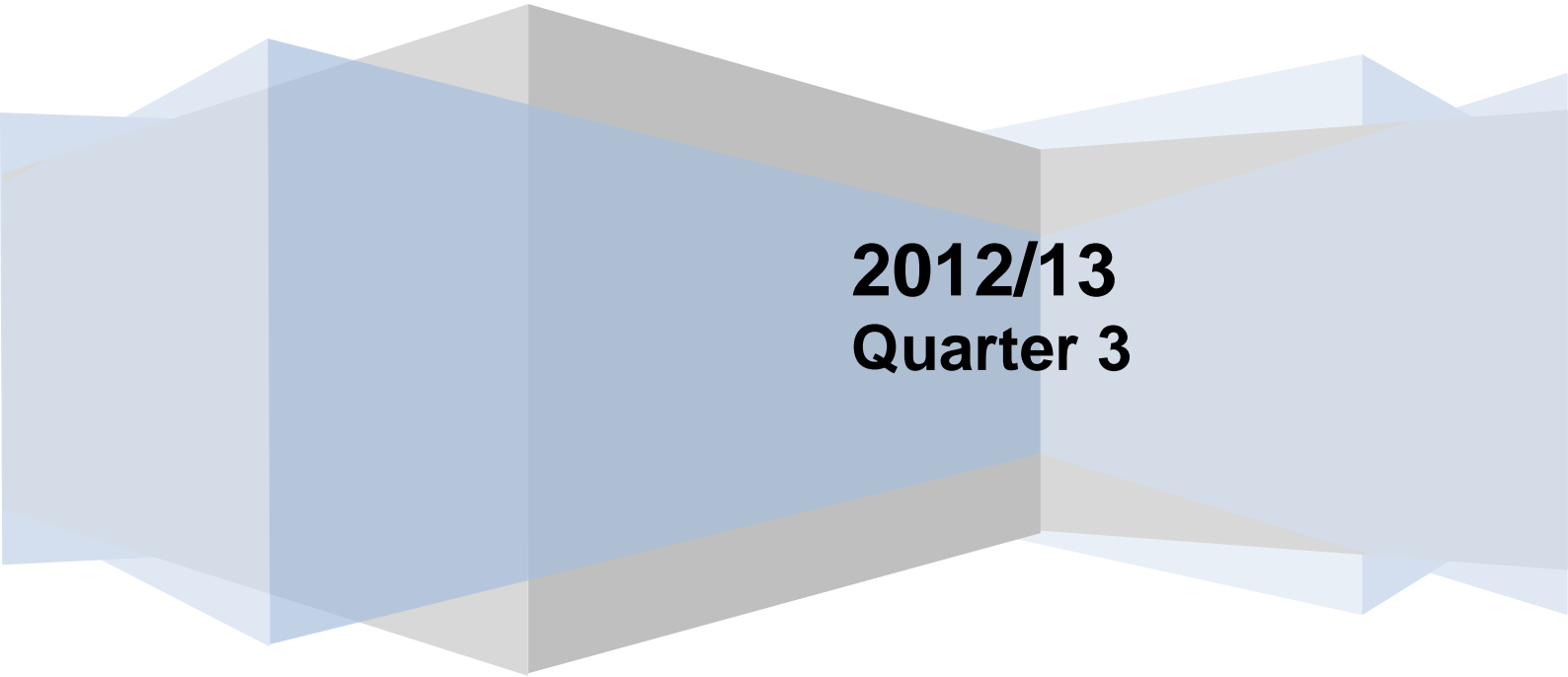
wardle@derbyhomes.org

Background Information: None.

Supporting Information: None.

Derby Homes

**LOCAL OFFERS REPORT
Q3 2012/13
Appendix 1**



**2012/13
Quarter 3**

INDEX

Home Standard	PAGE3
Tenancy Standard	PAGE 4
Homes and Communities Standard	PAGE 7

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 in Quarter 3.

We will keep our repairs appointments, target 98% current performance 99.55%

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 95.88%

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-
There have been no new planned maintenance programmes during Q3 to report.

We will ensure newly let homes meet agreed standards of repair
In quarter 3 there were 256 newly let properties, 100% of newly let homes met the agreed standards.

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

Q3 update: EON have now completed 51 PV installations for Derby Homes. We are currently liaising with various utility suppliers, regarding levels of funding we may claim through ECO to support further solid wall insulation work.

We will regularly service any appliances we provide in your home

All appliances in 3,203 properties were completed in Q3
All appliances in 11,961 properties were completed YTD

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

The Home Decoration Scheme will now be working to an 18 month program. Other discussions took place regards extending the criteria for the scheme, it was also discussed that removal from the scheme can only take place at the end of a tenancy.

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

Winter works has started in the Chellaston Areas however not on the 12 November 2012 as promised by Sodexo, this was due to them completing the grass cutting (finished in Brook Street mid round) and will proceed as per the cutting cycle

The panel has looked at the Mulching deck and Cut and Collect machinery to look at the standard of cut provided. Also the window cleaning equipment and some sample shrub beds and the set up of the Sodexo depot.

An additional resource has been introduced to carry out additional planting and renovation to areas in need, this is being closely monitored by James Wright. The works will take place primarily on the Sheltered and Flat complex.

Core winter works is progressing slowly and meetings have been arranged to discuss and also monitor the quality of works

Extra works team is progressing very well with a lot of positive result being shown to the team

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 Q3 191 of Introductory tenancies were signed up, bringing the yearly total to 609. Out of these the number signed up to Tenancy Sustainment are:

Q1	86
Q2	84
Q3	83
YTD	253 (42%)

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

We are working to raise tenant awareness on welfare reforms through a variety of sources, which include face to face contact as well as Derby Homes News and Derby Homes website. We are also looking to support credit unions in developing accounts for tenants to use which will ensure the rent gets paid and allow tenants to

build up a credit history to access affordable loans and savings. More information will be available in the coming months. We are working closely with Money Advice and Welfare Reforms to best target tenants affected to provide support and advice.

Staff across the organisation have been also been on a sessions to raise awareness and further training is planned. Income Officers will be contacting tenants affected who are already having difficulty in paying the rent and an open day is being planned for drop in advice in March 2013

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

The Mackworth and Brook Street areas have had a concentrated effort to combat arrears, contacting tenants in arrears to try and negotiate new agreements for payment. As a result of this there were 38 arrangements made during October and November with a further 31 arrangements were made in December.

Tenants having difficulty paying their rent are offered money advice and any agreements are made taking affordability into account. We do accept tenants paying more if they wish to and if there are any breaches then an opportunity to reduce the amount to be paid as long as regular payment are being made.

Q1	117
Q2	117
Q3	107
YTD	341

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

We have now opened the Council House Customer service facility which offers improved payment options for tenants

We will actively promote access to low cost credit

The consortium of credit unions (CU), made its offer to RSLs in late November. 30 RSLs in the East Midlands Region have signed up to fund the launch of the jam-jar service (now to be known as the 'Budget Account) based on the rubric of a £1 contribution per general needs property under their management. Derby Homes will contribute £13,500K on this basis. A further 6 RSLs are showing an interest. Some regional Councils are indicating an interest in using the Budget Accounts to collect Council Tax. Therefore the project is very well supported by RSLs/ALMOs/Councils in the region.

At the meeting the following actions were agreed; a service level agreement, data sharing and financial arrangements will be produced by the end of Dec 12. A project coordinator has been appointed who will oversee the project and appoint staff for the project duration. Each RSL will be contacted to agree their individual plan of action which will ensure that their staff are trained and have all the necessary materials to offer the CU services to tenants. Arrangements will be agreed about receiving rent payments from the CU's. A project plan will be circulated shortly, which we hope will give a better Idea of timings now that we are in a position to approach third party suppliers.

Year 1 costs = £25.00 (£10 paid by DH, £9 paid by DCC HRA; £6 paid by the tenant)

Year 2 costs onwards = £15.00 (£9.00 paid by DCC HRA; £6 by the tenant)

An interim project officer has been appointed by the Consortium and the post has been advertised regionally. An outline project plan has been produced.

An advisory group of RSLs/RPs has been created of which Derby Homes is a member. This group will act as unpaid consultants to the Consortium advising on marketing materials etc as the project develops a service.

A big area of the new service is web access. Clockwise CU (Leicester), are leaders in the region at this and they are leading on web development for the Consortium.

Derby Homes has initiated talks with Erewash CU (the local member of the consortium) as to how we can start to work together (meeting on 12th December) and we are already exchanging information in readiness for financial transactions. It is proposed that a pilot of DH tenants (around 100) be set up to get the systems working BEFORE it goes live so that DH and Erewash CU systems can work successfully together. This will be subject to SMT/Board approval.

A report for the next DH Board has been prepared setting out in detail out the required funding commitment for the project and other measure to support tenants paying their rent.

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

In October 2012 we started planning and promoting seated tai chi classes at Streatham Road Community Room which will begin in January 2013. These are proven to prevent/reduce the risk of falls. We started a new lunch club at Max Rd community room this month run by the YMCA and a new light lunch is being provided at Tintagel close community Room by young people from Derby College who have learning disabilities.

All of our support workers have received Welfare Reform training to enable them to understand the changes being implemented by government enabling them to be better placed to support clients.

The Junior Wardens delivered intergenerational events at our community rooms for our older and vulnerable tenants across the city. They used the vegetables they had grown at Mackworth allotments to make soup and this was then distributed to tenants in the community rooms.

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 October was 100%, November 98% and December 99%

Q1 93%

Q2 97%

Q3 99%

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

Feedback is requested at the end of each case. Satisfaction for this quarter stands at:

Way in which case was handled 97%

Satisfaction with outcome 91%

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 Homes publications available in Local Housing Offices.

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

T16

Due to increasing workloads elsewhere in the business, volunteer staff for the T16 have pulled out - this is due to their areas of work, (rent arrears and OSCAR), taking on increased strategic importance. We are discussing this with the Youth Service Co-ordinator and it has been suggested we deliver the T16 to a limited number of schools for 2013, we have asked her to provide a list of those schools.

Inner City Rugby

Despite our best efforts Derby RFC have proven to be too busy to respond and we are pursuing other avenues. The Project & Research officer attended a local funding course aimed at enabling statutory and voluntary groups to access national funding for sports related projects. This route maybe the answer to realising this project. We have had an offer for help from the soon to be disbanded Derby Homes Regeneration Team to help us access funding for the rugby project and we will initiate this in the new year.

We will carry out estate improvements that benefit the communities in which our tenants live - During Q3 the following has happened:

Work Started

Hillcrest Road

Arnhem Terrace

Trevone Court

Works completed

St Annes and Leaper St
Parker Street Shopping Precinct
Uttoxeter Old Road
Marlborough Road and Campbell Street
Tennyson Street Play Area - OSCAR
Witney Close
Burton Road

Works in Progress

Donington Close
Cobden Street
Trevone Court
Arnhem Terrace
Hillcrest Road/ Cardigan Street

Works To Start

Ashworth Avenue
Roosevelt Avenue

Recycling

There are still 3000 Derby Homes' properties to bring onto the Recycling scheme across the city.

Waste Management in conjunction with Derby Homes are expecting that these will all be on the scheme, anticipated completion date June 2013, with additional DH funding. Waterford Drive, Cavan Drive, Shannon Square, Belfast Walk, Meath Avenue and Coleraine Close are one of the latest areas in the city which will have access to the new recycling bins.

We will develop and support volunteering opportunities for our tenants

An update on the changes to the CRB process and its implications on checks for volunteers was presented at the Volunteer forum meeting. The volunteer forum are working with Derby University to offer placements to students who are looking to achieve the Derby Award, which in essence widens the experience of the student with a view to making them more employable.

A report was written to update the City Board on volunteering at Derby Homes
A report was presented to the City Board which provided an update on volunteering with Derby Homes over the last year

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.