

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

We have 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 pounds is available nationally through this source.

Our bid focuses on three specific areas; development of IT to support housing advice applications online, development of an online social lettings agency (development of the private sector response to housing need) and 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.

We expect to be advised on whether we have been successful in our bid by the end of December.

RSPCA Bronze Footprint 2016 for Housing

We have once again been awarded the RSPCA Bronze Footprint for Housing, recognising the work we do to promote responsible pet ownership.

Annual Report 2015/16

There are over 8,000 young people aged 16 years and below living in properties managed by Derby Homes. We know from experience that actively involving children and young people gives us a vital insight into their lives and is crucial in delivering the right services, both now and for the future.

For this year’s Annual Report, our partners ‘Mash Up’, who deliver our Junior Wardens scheme, have worked with a range of young people to develop and shape our Annual Report.

As a bonus this year, we have developed interactive content. Young people have posed questions about our services and readers will find the answers to these questions by clicking the interactive symbols throughout the document when reading online. This ‘bonus’ content takes the form of sound recordings or short films produced by the young people.

The link for the Annual report online is: <https://www.derbyhomes.org/assets/1970.pdf>

Head of Personnel

We have agreed to sign the Time to Change Employer Pledge in 2017. This is a Pledge to remove work place barriers for employees with mental health and to encourage discussions and support. We have established a comprehensive action plan which covers a range of actions to support our plan. The Pledge will be launched in February 2017.

We are continuing our work on the Customer Service policy and the Board receives separate updates on this.

Our new apprentices are settling in well and we are actively recruiting another customer service apprentice. We meet with our Learning Providers – DALs and Derby College on a regular basis in order to maintain good working relationships.

We are aware that the Government intends to make changes to the way Apprenticeships are funded. At the time of writing the Government has not issued definitive advice on this but we hope that it will be available soon. We do not anticipate that it will affect our apprenticeship programme.

Head of Repairs

Day to Day

At the end of Quarter 2, 2016/17, performance in terms of 'repairs completed in time' are as follows:

- Emergencies – 100%
- Very urgent works – 100%
- Urgent works – 99.87%
- Routine works – 99.95%
- Planned works – 99.97%

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

The 'appointments kept' target ended the quarter at 99.95% against a target of 99%.

Tenant satisfaction with repairs remains high and above target at 99.18%. There has been an improvement in satisfaction this month and quarter which is pleasing.

The new smartphone / PDA's have now been distributed to all operatives in the Day to Day Team and they are performing well with no issues. We are expecting this to have a positive impact on the service.

Void Repairs

Up until the end of Quarter 2 the team have completed 371 voids compared to 410 for the same period last year. Performance is currently averaging 16.7 days to inspect and complete works.

We are currently investigating the amount of work we are carrying out on each void as there seems to be no reduction on overall voids costs and time despite some reduction on void numbers.

Gas Servicing and Electrical Testing

At the end of Quarter 2, both the Gas and Electrical teams have met target and have achieved full compliance. Gas servicing and electrical periodic testing both finished the quarter at 100%.

All gas breakdown engineers are using the new Smartphone / PDA's and for the first time we have introduced them to the Electrical Testing Team who also are running on an electronic scheduling system.

Head of Income Management & Advice

Welfare Reform Announcements November 2016

- Income Based Rents (formally Pay to Stay)

This policy will not be going ahead.

- Local Housing Allowance

The LHA policy LHA rates will not apply to general needs tenancies until 2019 in line with supported housing, this has been put back a year from 2018. Our social media info graphic has been updated to reflect this change.

Further information will be available in the welfare reform and rent arrears report at the next Operational Board meeting.

Derby Advice

- Money Sorted Project

Derby Advice is recruiting a Welfare Rights/Money Advice Interviewer for a 3 year project called 'Money Sorted'. The project will be supporting vulnerable individuals build financial resilience and gain financial capability skills.

- Nightshelter

Derby Advice will be sending a Welfare Rights Officer to advise guests at the Winter Night Shelter support session from December to the end of March. The aim is to assist guests in sorting out their income/benefits so that they are in a better position to secure accommodation.

Income Team

- 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

On the first day of Christmas Investment sent to me **a Rose Homes CCTV**

- We are installing a new security camera system at Rose Homes

On the Second day of Christmas Investment sent to me **Two new homes**

- Two bungalows at Alison Close will be completed in time for Christmas

On the Third day of Christmas Investment sent to me **Three roofing schemes.**

- There are three large re-roofing projects which are replacing worn out roofs at old Sinfin at a cost of £600,000

On the Fourth day of Christmas Investment sent to me **Four drying areas**

- New drying facilities at Bath Street have been created at a cost of £20,000

On the Fifth day of Christmas Investment sent to me **Five new flats**

- We have refurbished an empty shop into 5 new homes in Osmaston

On the Sixth day of Christmas Investment sent to me **Six tons of waste**

- On average our Estate Response Officer shift Six tons of waste each week from our estates to keep them in order

On the Seventh day of Christmas Investment sent to me **Seven large solar systems**

- We are now claiming an extra £36,500 in feed in tariff for seven council schemes that they had not previously registered

On the Eighth day of Christmas Investment sent to me **Eight houses insulated**

- Every month we dry line eight houses across the city, which makes them warmer, more energy efficient and helps to save tenants up to £200 per year on their energy bills

On the Ninth day of Christmas Investment sent to me **Nine new doors**

- Every day we install 9 new insulated doors with 5 point locking system to our homes to improve the security of our tenants, up to 2500 per year

On the Tenth day of Christmas Investment sent to me **Ten bat boxes**

- At Coronation Avenue as part of our commitment to the local environment we have worked with local ecologists to provide new homes for bats as well as tenants

On the Eleventh day of Christmas Investment sent to me **Eleven (hundred) hours of apprentice training**

- On one site alone (Nightingale) we have enabled apprentices to gain on the job experience

On the Twelfth day of Christmas Investment sent to me **Twelve months of grounds maintenance**

- In partnership with the Council's Streetpride team we have delivered a grounds maintenance service which has increased it satisfaction to 80%,

