

PERFORMANCE MONITORING - LOCAL OFFERS QUARTER 2 2012

Report of the Director and Company Secretary

1. SUMMARY

This report details Quarter 2 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.

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. All have been fully met in Quarter 2.
- **We will keep our repairs appointments**, target 98% current performance 99.60%
 - **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 95.51%
- 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-** EON have offered to install solar PV arrays to around 30 homes, free of charge, as part of the CESP programme. We have liaised directly with the affected tenants.

- **We will ensure newly let homes meet agreed standards of repair-** in quarter 2 there were 318 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** - Qtr 2 update EON have agreed 40+ properties for Solar PV installations for Derby Homes. Plans are still being put in place for ECO funding to support solid wall insulation with the energy suppliers. There is a slight delay as the government has announced a further consultation in September.
- **We will regularly service any appliances we provide in your home-**
 - All appliances in 3694 properties were completed in Qtr 2
 - All appliances in 8758 properties were completed YTD
 - At 30th September DH was 100% compliant in having a valid Gas Safe Certificate for all properties.
- **We will ensure any decoration work to your home will be carried out to an agreed standard** - Further discussions have been made around the scheme changing from a visit every 12 months to visiting every 18 months and it has been agreed to look at adapting these changes in April 2013 with a view to also extend the scheme to properties currently outside the scheme criteria, further discussions to take place over the next few coming months.
- **We will ensure that any garden or grounds maintenance work will be carried out to agreed standards** - A two man shrub team has been set up to work around the city maintaining the shrub bed areas

The frequency of the works, however are below what we expect in the cutting cycles, the works on site once completed are generally acceptable. We are in constant dialogue with Sodexo in which daily meetings and telephone conferences have been held. One grass was achieved during July, two in August and one and a half in September. All hedges have received their cut.

The grass cutting has improved in September. This has been attributed to differing working methods which will be adopted for the remainder of the season. We have also looked at alternative methods of cutting grass which will be discussed with the cleaning and grounds maintenance panel in November 2012.

We will keep you informed if you report a communal repair - All flats have a notice board in the communal area. Housing Officers will write on the notice board template any communal repairs that they pick up after their scheduled inspection. This will advise all residents of that specific block what repairs will have been reported by the Housing Officer. Any communal repairs that have been reported to Derby Homes by the residents will be noted on the notice boards by the Housing Officers. Residents need to be aware that these reports will only be valid/relevant at the time of scheduled inspection.

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 Q2 214 of Introductory tenancies were signed up bringing the yearly total to 418. Out of these the number signed up to Tenancy Sustainment are:
 - **Q1 86**
 - **Q2 84**
 - **YTD 170 (41%)**
- **We will offer to help manage your finances in a confidential and professional manner** – Derby Homes' policy is always to try to help tenants avoid getting into debt and prevent arrears. This is done by proactively offering confidential advice and help on the telephone, by office appointment or in the tenants home depending on their preference. The aim is identify arrears early and take action. Advice and guidance is available on Derby Homes' website and this is constantly reviewed. We recently issued a 'rent special' version of derby Homes News with detailed information for tenants on where they can go for help and the services we offer, including confidential money advice Housing benefit surgeries have been delivered across the City providing opportunity for tenants to get advice by appointment or dropin. The housing benefit surgeries are being extended to cover financial inclusion and welfare reforms. This will provide a more complete package of advice at a time of many changes.
- **We will give you opportunities to discuss any rent arrears and to clear any outstanding balances in full or by affordable instalments** - Any tenant in arrears is contacted. Their arrears are discussed with them and a financial statement is taken which aims to find out why they may be struggling to pay their rent. Any problems with claiming benefits they may have are dealt with and if necessary a referral is made to money advice if they have complex debt problems. We then agree a sensible and affordable arrangement to pay the arrears by instalments with the tenant. There were 117 arrangements made in Q2.
 - **Q1 117**
 - **Q2 117**
 - **YTD 234**
- **We will provide and develop convenient ways to access your rent account** – There are now 1,195 tenants registered with the tenant dashboard. This is the most convenient way for tenants to view their own rent accounts though we can still provide a hard copy print out on demand. Tenants can request this by telephone or in person at a Local Housing Office or Albion Street. In addition we have plans for a self service booth in

the Council House. We continue to talk to the Council about the self serve options that will be available on the ground floor when the Council House re-opens.

- **We will actively promote access to low cost credit** – The work to build a partnership relationship with Erewash CU continues. The Erewash Board has agreed to develop and offer a jam jar service to ALMO's and RSLs in the region. Erewash will be part of a bid in the East Midlands for the £38 million funding being offered by the DWP. The bid will come from ABCUL (the credit union governing body) and/or a leading software provider of IT to the Credit Union (CU) sector. The project bid will include other larger CU's such as Clockwise, Nottingham Credit Union, Lincolnshire CU and smaller ones such as Worksop and of course Erewash. Having more CU's involved will enable us to keep the cost of the jam jar accounts low to tenants because all the accounts will all be based on the same IT software and also make the service viable. A project worker for this has been appointed by the CU's and the service package development deadline has been set for 16th October 2012 (although this could be revised depending on progress).

The service to be offered by Erewash CU to landlords will be known as 'Rent Direct'. The service will ensure that tenants pay their rent and utilities first. Any money remaining will be automatically put on a payment card for tenants to spend elsewhere. DH tenants would not be members of the CU with jam jar accounts but will obtain membership if they wanted to save and take out loans with the CU.

Erewash CU and Derby Homes have agreed in principal to the following:

1. Co-locating Erewash staff at DH housing offices - Erewash staff will need to manage the accounts in the back office in the first instance, plus other duties (see below).
2. CU staff training DH staff in how to open CU accounts at sign up.
3. Making all Erewash CU services available to DH tenants (savings, loans, Christmas clubs etc).
4. Erewash CU staff conducting outreach work to encourage tenants to sign up.
5. The development of a proper Service Level/Partnership Agreement and monitoring framework to assess impact and VFM of the partnership.

CU's involved as well as Erewash are Nottingham and Clockwise (Leicester), the latter two being the largest in the region and whom will extend their common bond to cover Lincolnshire and Northamptonshire. If Nottingham or Clockwise do not agree to go ahead, the project will flounder, so Plan B would be for Derby Homes to 'go it alone' with Erewash.

The service offer by this consortium will include:

- A Jam jar account (this will guarantee that a tenants rent and other priority payments – utilities/Council Tax are all paid straight away from any benefits or income they have). Estimated Cost: Under £1 per transaction
- A CUBA account (Credit Union Budgeting Account) - this is where a

person could have the remainder of their money paid after the jam-jar facility had made its essential payments. This would be accessed by the issuing of a card to the person. Estimated Cost: 70 to 80 p per week.

- A CU Current Account – very much like a bank current account. Estimated cost: TBC

The CU consortium is meeting in late September to agree costs and finalise the offer. Both Nottingham CU and Clockwise will (if they go ahead) will provide the back office function which will reduce the cost to those on a low income. The CU Consortium will be seeking funding from the RSL s in the Region. This will be considered at the East & South Midlands Financial Inclusion Group meeting on 1st November 2012. The CU consortium offer/service will be ready for use by April 2013.

The DWP £38 million on offer will not be available to Credit Unions until early to mid 2013. The East Midlands CU consortium will bid for this money when it is available. However, it is expected that funding evaluations and awards will be made just after UC is launched, so the service will be reliant on RSL funding initially. A fully formed up and running service as developed by the Consortium would however be more attractive to the DWP when it is deciding on awarding funding.

Derby Homes and other RSL s now have to decide where we place investment in this consortium. Do we offer upfront cash incentives to tenants/residents or invest in the service infrastructure so that there is no cost to the tenant/resident at the point of use? Or a mixture of both? Note that working with the Credit Union consortium does not mean that we funneling tenants to just credit unions. We are trying to ensure that tenants have as many choices as possible as to how they manage their benefits and rent payments.

- **We will ensure that elderly or vulnerable tenants have access to a range of services to help them live independently** – We invited, encouraged and assisted all clients to complete a questionnaire and express their views as part of the Supporting People funding efficiency savings consultation. We have increased our partnership working with the Live at Homes scheme and are introducing and promoting additional lunch clubs and opportunities for older and disabled clients to socialise, during August a new club has started at Max Road community room. We have introduced a new CAMTAD hearing aid clinic at Boyer St community Room this month, a further one will start at Rebecca House in October. We have promoted the new People's Kitchen initiative at Boyer St community room, this will take place on a monthly basis and gives clients and residents opportunities to socialise, learn more about healthy eating and to take up free first aid training. As part of our increased partnership working with the Live at Homes scheme we are introducing and promoting an additional lunch club at Acorn Close from September.

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** – Monthly contact for July was at 100%, 93% for August and 97% for September.
 - **Q1 93%**
 - **Q2 97**
- **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 98%
 - Satisfaction with outcome 90%
 - Satisfaction with outcome is difficult as expectations of complainants are for eviction. However we have had some successful resolutions in this quarter and the satisfaction rate is now rising.
- **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. There is also an opportunity for tenants to discuss this with us at Housing Focus Groups. We have a strategy of using the website as much as possible as the source of this material and are trying to make the website more accessible, particularly for smartphone users.
- **We will encourage and support projects that benefit the communities in which our tenants live - T16**
- We have received the evaluation report from DCC, the evaluation is very positive and explains why T16 has been funded again with over 80 youngsters getting through the course and able to leave school with an accreditation of their learning. The T16 Project ran successfully and Derby Homes helped up to 80 young people complete their Open College Network Accredited Training. Funding for next year has been confirmed.
- Tag Rugby Initiative - We held one 2 hour session of Tag Rugby on each of the 3 Olympic events we attended in July and another session at the It's a Knockout event at Chad Park where 20 young people engaged with us. We learnt a great deal from this session, especially about how we could engage with older children.
- Over 3 days we estimate that over 250 young people got involved and it is fair to say that the activity was extremely popular with demand outstripping the equipment that we had. The sessions revealed that there is a demand for this sort of activity from young people. Meeting this demand will help Derby Homes and other partners to use sport as a way to reach young people and steer them away from gangs and anti-social behaviour on our estates and the City at large. An impact assessment has been drawn up by the Project & Research Officer that shows the benefits of using Rugby to

develop and sustain communities to the RFU/Derby Rugby Football Club, Derby Homes and young people themselves that will be used to design the sessions/activities in the future and also create a method to measure the outcomes effectively. The next step is to continue to work with the regional Rugby Football Union Development Officer and establish contact with Derby Rugby Football Club and explore how we can work together to seize the opportunities we have discovered. A full evaluation will be forthcoming. We are developing a working relationship with the English Rugby Football Union (RFU) and Enthusiasm to bring tag rugby for young people on our estates. The basic idea is to create tag rugby teams' on estates. These teams will offer an alternative to gangs; teach youngsters about discipline, teamwork and listening skills and develop positive models of leadership and self assertiveness. We aim to have an inter-estate tournament badged under the involved partners. We are seeking an exploratory meeting in August 2012. In the meantime we will use volunteers to facilitate tag rugby matches at the forthcoming Olympic Picnic Events being hosted by Derby homes in July 2012 to test drive the idea.

- **We will carry out estate improvements that benefit the communities in which our tenants live** – During Q2 the following has happened:

Work In Progress

- Watermeadow Road
- St Annes and Leaper St
- California Gardens
- Mornington Crescent
- Thanet Drive
- Dovedale Close
- Harvey Road - Pilot scheme
- Donington Close
- Parker Street Shopping Precinct
- Cobden Street
- Witney Close
- Burton Road

Work Completed

- Mornington Crescent
- California Gardens
- Thanet Drive
- Watermeadow Road
- Dovedale Close
- Oakleigh Avenue fencing
- Harvey Road - Pilot scheme

Recycling

- Parker Street
- Darwin Close and Morningside Close
- Henry Street
- Holly Court was provided with Recycling Bins in the Car Park
- Darwin Close and Morningside Close - Recycling Bins in one area

Quick Fix

- 21 projects were progressed for completion in Q2
- The Regeneration Team, work with residents & other partners to develop & support their ideas and involvement in environmental regeneration project on Derby Homes housing estates.
- **We will develop and support volunteering opportunities for our tenants** - More volunteer opportunities have been listed on our website. Our opportunities were promoted at the three Olympicns held in July.
 - Actions following the Inspiring Derby volunteering event have led to new volunteers and new roles, we have enlisted a polish speaking volunteer to assist in translations and interpretations for our customers. Volunteering opportunities have been promoted throughout August.
 - 13 interviews for volunteer mediators and Victim and witness support volunteers. 8 applicants are currently going through our checking process (medical, references and CRB where appropriate).
 - Our Mediation and Resident Involvement Officer completed her NVQ 3 this month. The Volunteer Forum meeting met in September.
 - The Welfare reform volunteer role is being developed Work has been done to improve the look of our Volunteering opportunities on the Derby Homes website, volunteer role descriptions and case studies have been added to the Getting involved section and new volunteer vacancies have been created and advertised. As part of Inspiring Derby week a volunteering recruitment and awareness raising event was held at Rebecca House on 29th June.
- **We will ask for your feedback when you've been involved with improving the service that we provide** - We have currently received 35 completed end of year feedback forms and are collating this information. We have recieved some very posative comments back from people who have been involved with us. We have recieved some very positive comments back from people who have been involved with us. We are issuing end of year correspondence to all of our representative groups and people who have been actively involved in the last year. It will ask for feedback on their involvement with us over the last year.

4 CONSULTATION

- 4.1 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:

Financial and Business Plan
Legal and Confidentiality
Council

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.

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

Background Information: None.

Supporting Information: None.