

CUSTOMER PRIORITIES QUARTER 4 2016/17

Appendix 1

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Derby Homes have refreshed the way we engage with our customers and completed a large scale door step campaign throughout the Summer of 2014, aimed at understanding more fully the needs and wants of our tenants. During the campaign we spoke face to face with 1086 of our customers. Since the Summer campaign to the end of March 2015, using a variety of means to engage, we have spoken to 2253 customers.

Such wide ranging conversations have led to an increase in our understanding of customer priorities. The last time we carried out a customer survey was in 2013, where we received a total of 301 responses, so getting out there into our communities, talking on the doorstep, has been a positive step!

The information gathered gives us a clear insight into how our customers feel about the services we provide and the estates and homes where they live. Analysing the results through our Clearview system, we have been able to prioritise our responses based on customer needs/wants, in a way never possible before. We have been able to design a refreshed set of Customer Priorities that correlate to the issues told to us by our customers and have focussed on having clear outputs and a clear measurable journey of progress.

Staff, Senior Managers and volunteers from the Tenant Panel and DACP have been involved in creating the Customer Priorities, ensuring they are realistic, meaningful and align with Derby Homes' delivery work plans for 2015/2016.

There are 10 Customer Priorities:

Priority 1 We will develop and deliver a proactive litter campaign.

Priority 2 We will increase awareness of and community confidence in, our response to noise nuisance in your communities.

Priority 3 We will promote responsible pet ownership

Priority 4 We will commit £100k to target improved parking schemes over the next 24 months. We will strengthen partnership working with Police and others to take enforcement action illegal parking where necessary.

Priority 5 We will provide comprehensive support to tenants moving into new build properties including a customer relations single point of contact during the first 12 months of your new tenancy.

Priority 6 We will complete an LED lighting upgrade to all communal areas of flats, to improve energy efficiency, and reduce the frequency of replacement bulbs.

Priority 7 Following the review of the Voids Lettable Standard, we will carry out additional works and improvements on difficult to let properties and areas to enable us to potentially let properties quicker and reduce void rent loss.

Priority 8 We will help our customers and stakeholders to maximise their income through promote the availability of advice and support, such as welfare benefits advice, money management and debt counselling.

Priority 9 We will work to improve your homes to a higher standard than the government's decent homes standard.

Priority 10 We will listen to children and young people

Under each Customer Priority there are a number of bullet points. The following tables show the progression against each:

Priority 1 We will develop and deliver a proactive litter campaign	
Identify frequency of bin collections in areas	Completed - We have a schedule of litter bin collections in areas around the City.
Apply for funding for waste collections	Completed - Due to budget constraints we are unable to access Council funding to jointly provide this service. We will assess the level of litter/fly tipping during the year via estate inspections to identify if there is a need to provide this service
Record and monitor litter/fly tipping issues on HMCSM	Completed - Recording of littering incidents is done routinely on estate inspections.
Neighbourhood Boards to fund educational talks	Completed – We have completed the school delivery and awarded prizes. The winning poster will be used on corex boards to promote the next stage, 'Take pride in your street campaign' which is aimed at getting residents to pick up litter in their street and put it in their bin.
Evidence of fixed penalty notices for littering	Completed – No fixed penalty notices have been issued in relation to litter in quarter 4 and only 2 have been issued throughout the year in Normanton and Sinfin.
Enforcement action through tenancy conditions	Completed - Where evidence is found that tenants are littering we use the conditions in their tenancy agreement to tackle this.
Publicise litter picking campaigns	Completed - We are working with local groups and schools to generate interest in litter picking and are advertising for volunteers in libraries/dDerby hHomes news and local free publications that are distributed to all households.
Work with Parks on reactive litter picks	Completed - We are working with local neighbourhood groups to identify possible volunteers to assist in litter picks in the Chaddesden area. We will encourage our tenants

	to participate in reactive litter picks in the area that they live.
Apply for funding for compactor days either through Neighbourhood Boards or Derby Homes	Completed - No applications will be made as the council has closed this service
Identify littering hotspots in each area	Completed - It was identified that there were no recycling facilities at some of our schemes on Keldholme Lane, Humber Close, Slindon Croft, Streetpride explained that unfortunately they could not commit to collect the orange bags for papers as it wasn't viable, however they agreed to put some extra bins in for residents for recycling this will be monitored to see how it works. We had an issue with the communal bins at Field Lane flats the bins were old and unlocked causing issues of contamination, and items being dumped and causing a mess to the area, this also led the flats to become a Red block as per our flat inspections. Again Streetpride have provided us with new lockable bins and a separate bin for recycling we will monitor to see if this has an effect. A letter has also been sent to residents to advise.
Publicise successful enforcement action	Completed - We have been successful in dealing with tenants who dump litter and items in the garden as the evidence can be seen. These cases are dealt with by speaking to our tenants and setting actions for them to clear. However, if tenants do not cooperate they are made aware that enforcement action could be taken against them.
Deal more effectively with fly tipping	Completed - Where we have identified hotspot areas we have monitored more often and tried to identify culprits. This has helped reduced the number of incidents being picked up or reported
Target tenants for bulky waste/compactor days	Completed - Neighbourhood funding for bulky waste collections has ended. If this is resumed we will target our tenants to make use of these days to get rid of unwanted items/rubbish.
Access education programmes around waste/littering	We are working with schools in Chaddesden and Spondon.
Link into litter picking groups & raise awareness	Completed - Where we identify local litter picking groups we will publicise these groups where possible to other tenants.
Enable Derby Homes to issue community protection notices	Completed - Environmental Protection will not be giving delegated powers to Derby Home's staff to issue Community Protection Notices (CPN) for littering and fly tipping. However, we will continue to work closely with colleagues from

	Environmental Protection and the Neighbourhood Team on enforcement through CPNs.
Poster competition in schools to raise awareness	Completed - We have completed a poster competition at Nightingale Primary School after a programme of drama workshops with MashUp. The winning posters have now been turned into signs for displaying around the estate. We have also had a presentation evening at the school for parents to see what the children have done.
Arranged Litter pick events involving schools JW & residents	Completed - We have completed litter picks over all of the north east with schools and community groups. We are now working with councillors and other agencies on a monthly basis conducting litter picks. We will also be continuing with estate inspections and identifying streets for the new campaign
Work with Neighbourhoods & Environmental Health	Completed - We continually work with these departments to ensure hotspot areas are targeted and do joint campaigns to increase resident awareness.
Record issues of littering on estate inspections	Completed - Recording of littering incidents is done routinely on estate inspections.

Priority 2

We will Increase awareness of and community confidence in, our response to noise nuisance in your communities

Work jointly with Environmental Health and Neighbourhoods	Completed – The links have been established with Environmental Health and the partnership work is ongoing.
Review the Local Lettings Plans	Completed - We have carried out a review of Local Lettings Plans and updated, with most having been removed. There are only a small number of LLPs now still in place. These will be reviewed on a regular basis. The age designation policy is currently under review.
Nuisance by dogs will be dealt with effectively	Completed - Revised tenancy conditions are being used to deal with nuisance dogs, in addition to existing Anti-Social Behaviour (ASB) processes.
Promote the use of the Noise App	Completed - DCC Environmental Health department are now trialling the use of the app.
Agree a budget for phones to lend to tenants	Completed - we have explored this option and decided this is not necessary at the moment
Ensure sensitive allocations are carried out	Completed - Area Housing Managers always take into account ASB related issues when approving offers.
Set up a focus group of interested tenants	Completed - In conjunction with ASB accreditation recommendation, The Tenant

	Scrutiny Panel have met with a group of ASB service users and compiled a list of 4 areas which they want to explore further. Further meeting arranged with Manager of the Customer Service Team.
Staff will be trained on how to deal with noise cases	Completed - ASB Team completed NORSONIC training in January 2016.
Identify Noise Nuisance hotspots using GIS mapping	Completed - We have produced a prototype map of cases in Allenton and Sinfin.
Promote our noise service via DHN	Completed – The Noise App is being actively promoted via the DH's website through Twitter and in the DHN
Cross reference all tenants who mentioned this	Completed - Following the 2014 doorstep campaign, tenants who were unhappy because of anti- social behaviour were cross referenced with known ASB cases and all were visited by September 2015.
Set up a Noise Nuisance Roadshow using the van	Completed - this task was carried out in October 2015 at Asda Sinfin and Booth Street, Alvaston
Work with the Police and Neighbourhoods	Completed - We attend monthly Police Section Tasking meetings and work with local Safe and Neighbourhood Team and Neighbourhood Officers.
Ensure success stories/prosecutions are publicised	Completed: We are working with the Customer Communications Team to produce articles for future use.

Priority 3 We will promote responsible pet ownership	
Outcome of reports to Streetpride to be monitored	Completed - We report all cases on estate inspections and report these to the Operational Board every quarter.
Work with neighbourhoods stencilling the ground	Completed - We have not stencilled in any locations during quarter 4 2016/17.
Actions taken against owners to be monitored	Completed - At the start of quarter 4 pet issues other than pet permits are now dealt with by the ASB team.
Contact all residents that raised this problem	Completed: residents that raised this as an issue have now all been contacted by Derby Homes staff.
Design a leaflet to drop to residents	Completed: A leaflet has been designed for use by officers
Work with Neighbourhoods to provide bins	Completed: Neighbourhoods are no longer considering funding to supply additional bins
See if residents will watch for/report stray dogs	No stray dogs have been reported in Quarter 3 2016/17.
Promote responsible pet ownership	Completed: 3 events have taken place during Quarter 2 at Chaddesden, Sinfin and Stockbrook Street. The events were well attended and publicised using social media.

Publicise the use of street bins to put dog mess	Completed: Neighbourhoods did put stickers on bins to publicise this but they no longer do this.
Work with neighbourhoods to put up no fouling signs	Completed: We have put up 40 no fouling signs in key areas established by Residents.
Ensure stray dogs are picked up quickly	Completed: No stray dogs have been reported in Quarter 4 2016/17
Where necessary take more formal action	Completed: During quarter 4 2016/2017 we have received 107 pet permit requests. During this quarter 107 have been dealt with and 22 are to be decided of these 16 have been received during this quarter and 6 were received during the previous quarter.
Publicise prosecution success through social media	Completed: At the start of quarter 4 the ASB team took over the task for dealing with pet issues other than pet permits.
Ensure cases are recorded on HMCSM code HMPETS	Completed: HM CSM PETS is no longer a category. All pet issues other than permits are now dealt with by the ASB team.
Housing Management trainer to attend team meetings, give updates	Completed: The Housing Officer trainer has attended team meetings to discuss updating task codes which did include this area of work.
Work to provide evidence for fixed penalty notices	Completed: We have not provided any evidence that has led to a fix penalty notice in quarter 4 2016/2017.

Priority 4 We will commit £100k to target improved parking schemes over the next 24 months. We will strengthen partnership working with Police and others to take enforcement action illegal parking where necessary.

Work with residents to encourage sensible parking	This Action will continuously at 100 % due to the ongoing nature of Housing Officer identifying parking issues. A CSM 105490 was set up on the 16.2.2017 due to a customer installing a hardstanding that needed permission for this work to be completed. Derby City Council will have to install a dropped kerb which will take some time. We have no other CSM open at present for any Parking issues.
Work to introduce Parking Permit Schemes	Completed: All of the consultation for the Brook St Estate parking Permit schemes were completed on the 4.7.2016. Downing House permit scheme has been operational since the 26.9.2016 and is running smoothly
Work with groups to deal with parking issues	Completed: Following consultation with residents no further parking permit schemes will be implemented.

Commit £48,000 to install 24 hard standings.	Completed: All 24 Hardstanding's in Mackworth have now been completed with the last one being done on the 29 February 2016. So this task is now complete. However we will add additional properties to the original list to alleviate the ongoing parking issues in Mackworth/Brook St areas.
Commit £30,000 to provide car parking bay	Completed: The parking bays for the residents at Downing House have now been completed. This will alleviate the car parking issues in that area.

Priority 5

We will provide comprehensive support to tenants moving into new build properties including a customer relations single point of contact during the first 12 months of your new tenancy.

Customers to be visited to establish satisfaction	Completed: Customers are being visited once they have lived in the new build for 6 months, this is an on- going process. First report presented to the April Operational Board
Create a flag alert on Capita Housing to identify new builds	Completed: No comment provided
Develop a process to transfer calls from CST	Completed: The Customer Service Team identify a property as New Build and contact the Development Team who will coordinate issues with the New Build Team.
Revise and control all documentation and processes	Completed: Process procedure for collating standards documents has been completed and is in operation.
Create a single point procedure	Completed: All queries regarding New Build Houses are directed by Customer Service Team to a single point in The Development Team.

Priority 6

We will complete an LED lighting upgrade to all communal areas of flats, to improve energy efficiency, and reduce the frequency of replacement bulbs.

Programme work	Completed: A programme of works was set up in February 2015 to carry out the first phase of works. The first phase has been completed and the second phase is progressing well.
Assemble specialist team to carry out work	Completed: A specialist team of 3 electricians was set up to carry out the LED lighting works in January 2015.
Carry out consultation process with leaseholders	Completed: We carried out a consultation process with leaseholders and tenants of the blocks of flats where LED lights were to be fitted. This was carried out in November - December 2014 and we received 100% agreement to proceed.

Offer visits to customer to see completed blocks	Completed -Visits have been offered to tenant and leaseholders groups to visit completed sites but as yet we have had no take-up. However this is an open offer and should there be interest, visits will be arranged.
Publish maintenance and energy saving results	<p>Since the completion of the scheme in June 16 we have carried out a review of three blocks completed. This review was carried out from Sept 13-14 and from Sept 15-16 to see the difference in cost. Despite changes in the cost of electricity we believe there has been a cost saving in the region of 15%. We would like to carry out a review of a longer period to see what true savings are made. We believe there have been savings in the cost of maintenance as since the fitting of the LED lighting, repair costs have reduced drastically. Again we will be carrying out a review for a longer period.</p> <p>When we are in a position to review the costs of maintenance and energy saving results for 6 months we will look to publish the results.</p>
Review maintenance and energy savings	Completed: Since the completion of the scheme in June 16 we have carried out a review of three blocks completed. This review was carried out from Sept 13-14 and from Sept 15-16 to see the difference in cost. Despite changes in the cost of electricity we believe there has been a cost saving in the region of 15%. We would like to carry out a review of a longer period to see what true savings are made. We believe there have been savings in the cost of maintenance as since the fitting of the LED lighting, repair costs have reduced drastically. Again we will be carrying out a review for a longer period.
Raise awareness of scheme in DH news and Website	Completed: Adverts were placed in the first Derby Homes News this year.
Publicise in a variety of methods	Completed: The work was publicised by consultation with tenants, writing to all residents and adverts in the Derby homes News.

Priority 7

Following the review of the Voids lettable standard, we will carry out additional works and improvements on difficult to let properties and areas to enable us to potentially let properties quicker and reduce void rent loss.

Review the existing lettable standard and develop	Completed: The lettable standard review group looked at the standard and made some minor adjustments. It was generally felt that the standard was fit for purpose. A proposal was put forward to the Operational Board to provide
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	<p>funding to enable the most difficult to let properties have a room decorated. This was approved by the board. The review group also advocated ensuring a consistent standard to voids across the city. All the recommendations approved by the Operational Board have been implemented.</p>
Present recommendations from the review	<p>Completed: The review of the lettable standard was presented to the Operational Board on 20 August 2015. The board agreed some minor changes to the standard and to introduce a decorating scheme on difficult to let properties. They agreed a budget of up to £50k per annum if required.</p>
Review the effectiveness of post let repairs	<p>Completed: The review panel agreed that post let repairs was not a viable option as leaving repairs until the property was let effectively meant the property, when released by the voids team, was actually not ready to let. This would dilute the point of the council set ready to let target. The only exception to this would be jobs where materials have to be ordered and where the tenant would not be affected when moving in. There would also be a complication of trying to plan work around tenants after they have moved in compared to completing works in an empty void property. The difficulties of doing this was another reason the panel was against generally carrying post let repairs.</p>
Implement changes	<p>Completed: The lettable standards review has been completed. The standard has had minor updates and we have now set up a decorating scheme for difficult to let properties. All changes were passed by the operational board.</p>
Revise and control all documentation and process	<p>Completed: The lettable standard has been revised and controlled as required. Any processes involved have now been updated.</p>
Assemble a review group of customers and staff	<p>Completed: Following conversations with the Operational Board we set up a consultation panel consisting of 3 Repairs Team staff, 3 Housing Management staff and 5 members of the Operational Board.</p>
Evaluate the introduction of IT software & tablets	<p>Completed: Due to the re procurement of the Housing Management system this target has had to be delayed.</p>

Priority 8 We will help our customers and stakeholders to maximise their income through promoting the availability of advice and support, such as welfare benefits advice, money management and debt counselling.	
Develop a poster campaign to alert customers	The financial inclusions strategy has been agreed and will be implemented during 2017/2018. The implementation of this strategy during the year will drive the direction of the poster campaign.
Commission an area shot of our customer profiles	Completed: This report has now been received and the results will be the ongoing basis for our work to target areas with high deprivation.
Deliver pop up money advice in targeted areas	Completed: Due to continuing demand Money Advice surgeries take place monthly at all local offices. In addition to this a further surgery is delivered for residents in the Derwent area of the city from the Revive centre in Chaddesden, these surgeries are funded by the Lottery.
Through 2015 we will deliver Money Advice	Completed: Money Advice continues to be delivered through surgeries as well as tenant self-referral and officer referral on identification and to avoid further enforcement action. The welfare reform team are also targeting tenants to be affected by the further welfare reforms to raise awareness and money advice is being offered to support tenants.
Regularly produce information about our services	Completed: Information continues to be provided through the website and Derby Homes News. We are currently working on leaflets to be given to new tenants at viewing and sign up stage to help them understand their responsibilities for their rent. We are also carrying out an exercise to check and update the website on the latest information on Welfare Reform.
Use targeted texts to alert customers to events	Completed: Text messaging continue to be used for any campaigns and events carried out. Texts were also being sent to tenants in arrears but we have put these on hold whilst we review the use and contents of texts with the company solicitor to ensure we are meeting data protection requirements on reasons for the providing and holding of telephone numbers.
Work in partnership with recognised organisations	Completed: We continue to work with internal departments and external organisations to improve liaison and working in the interest of tenants. This work

	<p>is ongoing.</p> <p>We are now working with the DWP to identify and support universal claimants, including weekly surgeries at job centre plus. We provide assistance on credit union accounts with the Derbyshire Community Bank and working with tenants and Derby Benefits on claims for DHP. Unsuccessful DHP claimants are being referred for money advice to help tenants who need to be able to be in a position to pay their rent.</p> <p>Currently we are working with Capita on loading and testing Open Housing in preparation for going live July 2017.</p> <p>We attend the CIH 'working together to collect rent' workshops to learn about other organisations partnerships and process to improve our own service.</p>
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Priority 9

We will work to improve your homes to a higher standard than the governments' decent homes standard

We will deliver energy efficiency programmes 15/16, whilst exploring and installing renewable energy sources	Completed: No comment provided
We will install high security doors	The door replacement programme was programmed over 5 years ending in 2018. In 2016/17 we fitted 1000+ doors.
Continually monitor heating systems in properties	Completed: 800 boilers installed in 2016/17
Continue replacing Kitchens and Bathrooms	Completed: No comment provided
Work closely with our customers to offer choice, creating a choices showroom	Completed: We continually offer existing residents choices on kitchen replacements including prospective tenants on void properties. We are no longer creating an alternative choices showroom, as discussed at the Operational Board.

Priority 10

We will listen to children and young people to improve and develop our services

Use a variety of methods to include social media	Completed: We continue to use a variety of methods to engage a broad range of children and young people, including the commissioning of the junior warden scheme, the youth board
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	and specialist services from enthusiasm. We also link into the Children and Young People (CYP) participation network amongst other CYP forums and frameworks.
Engage children & YP in all services where possible	Completed: We continue to use a variety of methods to engage a broad range of children and young people, including the commissioning of the junior warden scheme, the youth board and specialist services from enthusiasm. We also link into the CYP participation network amongst other CYP forums and frameworks.
Consistent approach to engaging young people	Completed: Enthusiasm, Mash Up and our youth board service provider continue to submit performance data into the CYP monitoring framework on a twice annual basis.
Act on recommendations of the Youth Board.	Completed: The Youth Board continues to work alongside the Operational Board, providing the thoughts of young people living on our estates. They have been involved in the creation of the Derby Homes Annual Report. They continue to work on specific project such as assisting the Customer Engagement team with the Community Rooms renovations scheme.
Engage with children & YP living in DH properties	<p>Completed: Work has been on-going to recruit young people to the Youth Board through</p> <ul style="list-style-type: none"> - Planning their own event in Mackworth, 4 young people have been actively involved over 4 meetings and attended their first YB meeting in September. - The YB now has 8 active members. <p>The YB lead met with Enthusiasm to plan a similar YP lead local event for other CYP who live in the area of Allenton as a way to engaging them in the YB. The first meeting planned for October.</p>
Embed the voice of child/YP in decisions of DH	Completed: The Youth Board continue to provide a voice of young people to Derby Homes, whom live on the estates that we manage. They have delivered session of recruitment in partnership with Mash Up, Enthusiasm & Allenton Big Local in the form of a Christmas community event. The Youth Board have been supporting the Regeneration Team on refurbishing a play area at Mackworth Estate. Their views have influenced key elements of the planned project. The Youth Board are producing a workflow for 2017 of

	<p>where they will support officers in consultations of service delivery changes and improvement to estates, ensuring the voices of young people are heard and represented. They have delivered presentations of their work around recruiting new members to the Youth Board to key staff from Derby Homes.</p>
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