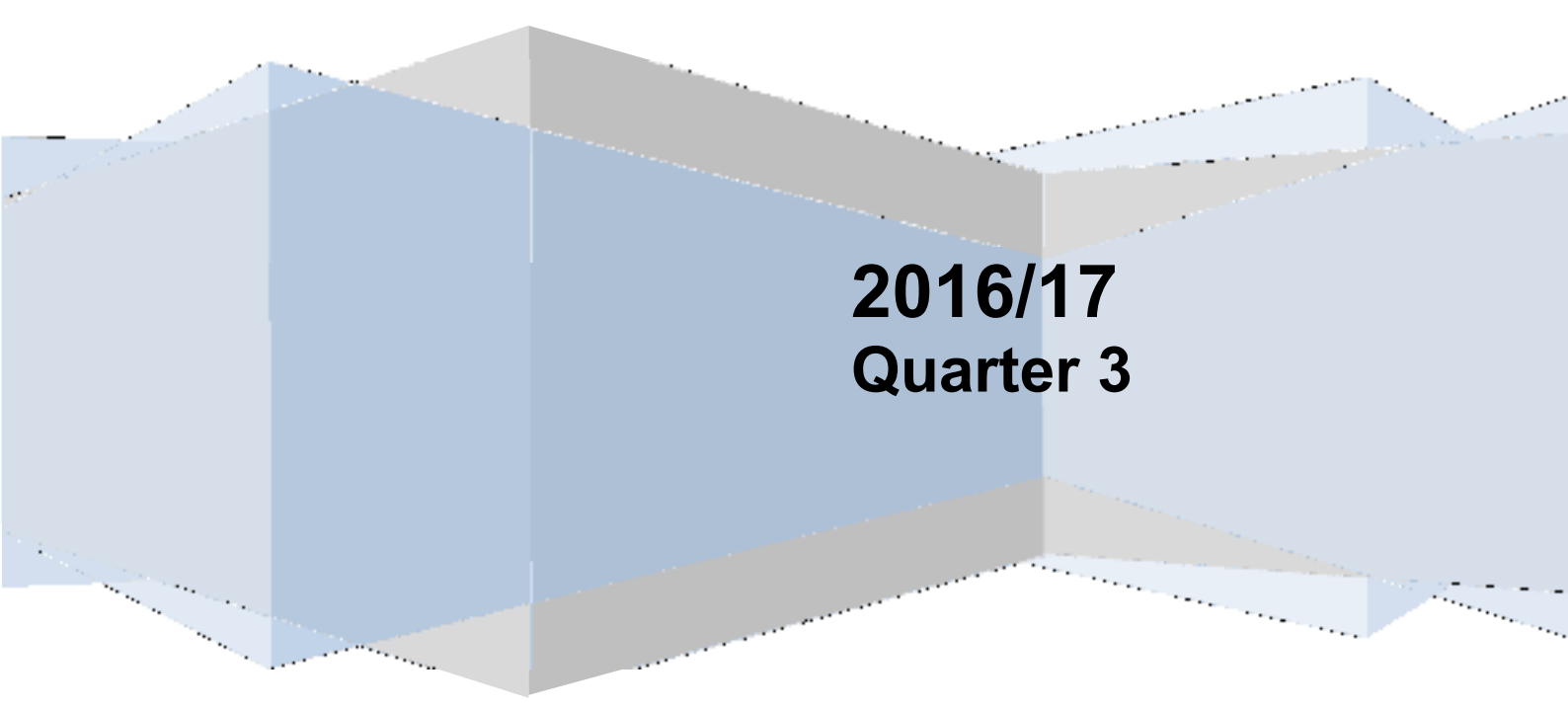


# **Derby Homes**

## **CUSTOMER PRIORITIES Q3 2016/17 Appendix 1**



**2016/17  
Quarter 3**

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	<b>Completed</b> - We have a schedule of bin collections in areas around the City.
Apply for funding for waste collections	<b>Completed</b> - 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	<b>Completed</b> - Recording of littering incidents is done routinely on estate inspections.
Neighbourhood Boards to fund educational talks	We have booked 2 new schools to deliver talks on recycling and safety in Chaddesden and Spondon.
Evidence of fixed penalty notices for littering	During quarter 3 2016/2017 there have not been any fixed penalties issued. We will work in partnership with others to help provide evidence to issue a fixed penalty notice for littering.
Enforcement action through tenancy conditions	<b>Completed</b> - Where evidence is found that tenants are littering we use the conditions in their tenancy agreement to tackle this.
Publicise litter picking campaigns	<b>Completed</b> - We are working with local groups and schools to generate interest in litter picking and are advertising for volunteers in libraries/derby homes news and local free publications that are distributed to all households.
Work with Parks on reactive litter picks	<b>Completed</b> - 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	<b>Completed</b> - No applications will be made as the council has closed this service

Identify littering hotspots in each area	<b>Completed</b> - 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	<b>Completed</b> - 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 action could be taken against them.
Deal more effectively with fly tipping	<b>Completed</b> - 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	<b>Completed</b> - 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	<b>Completed</b> - 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	<b>Completed</b> - 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	<b>Completed</b> - 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	We have had two litter picks in Chaddesden and a COPS in Derwent. No issues have been reported in Spondon or Oakwood
Work with Neighbourhoods & Environmental Health	<b>Completed</b> - 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	<b>Completed</b> - 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	<b>Completed</b> – The links have been established with Environmental Health and the partnership work is ongoing.
Review the Local Lettings Plans	<b>Completed</b> - 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	<b>Completed</b> - 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	<b>Completed</b> - DCC Environmental Health department are now trialling the use of the app.
Agree a budget for phones to lend to tenants	<b>Completed</b> - we have explored this option and decided this is not necessary at the moment
Ensure sensitive allocations are carried out	<b>Completed</b> - Area Housing Managers always take into account ASB related issues when approving offers.
Set up a focus group of interested tenants	<b>Completed</b> - 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	<b>Completed</b> -ASB Team completed NORSONIC training in January 2016.
Identify Noise Nuisance hotspots using GIS mapping	<b>Completed</b> - We have produced a prototype map of cases in Allenton and Sinfin.
Promote our noise service via DHN	<b>Completed</b> – The Noise App is being actively promoted via the website and on Twitter.
Cross reference all tenants who mentioned this	<b>Completed</b> - 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	<b>Completed</b> - this task was carried out in October 2015 at Asda Sinfin and Booth Street, Alvaston
Work with the Police and Neighbourhoods	<b>Completed</b> - We attend monthly Police Section Tasking meetings and work with local Safe and Neighbourhood Team and Neighbourhood Officers.
Ensure success stories/prosecutions are publicised	<b>Completed:</b> The Customer Communications Team will produce such things in the future and assuming that SMT will sign off, then some will be put out as press releases and in distributed via Housemark and RESOLVE.

**Priority 3** We will promote responsible pet ownership

Outcome of reports to Streetpride to be monitored	<b>Completed</b> - We report all cases on estate inspections and report these to the Operational Board every quarter.
Work with neighbourhoods stencilling the ground	We have not stencilled in any locations during quarter 3 2016/17.
Actions taken against owners to be monitored	We have opened 6 cases during quarter 3 2016/2017 of which 5 have been closed. There is one case, from a previous quarter, which we have worked in partnership with the police on and we are monitoring it until all issues have been concluded.
Contact all residents that raised this problem	<b>Completed:</b> residents that raised this as an issue have now all been contacted by Derby Homes staff.

Design a leaflet to drop to residents	<b>Completed:</b> A leaflet has been designed for use by officers
Work with Neighbourhoods to provide bins	<b>Completed:</b> 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	<b>Completed:</b> 3 events have taken place during Quarter 2 at Chaddesden, Sinfen and Stockbrook Street. The events were well attended and publicised using social media.
Publicise the use of street bins to put dog mess	<b>Completed:</b> Neighbourhoods did put stickers on bins to publicise this but they no longer do this.
Work with neighbourhoods to put up no fouling signs	<b>Completed:</b> We have put up 40 no fouling signs
Ensure stray dogs are picked up quickly	No stray dogs have been reported in Quarter 3 2016/17
Where necessary take more formal action	During quarter 3 2016/2017 we have received 94 pet permit requests. During this quarter, 70 have been dealt with and 24 are yet to be decided upon.
Publicise prosecution success through social media	During quarter 3 - 2016/2017 we have not reported any successful prosecutions through social media because there hasn't been any to report. We do have 1 case which the police are involved with and this has been successful but the case is still ongoing but we maybe to report on this case through social media at a later date.  For information only this is case number 96019.
Ensure cases are recorded on HMCSM code HMPETS	We have recorded 6 cases during Quarter 3 2016/17.
Housing Management trainer to attend team meetings, give updates	<b>Completed:</b> 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	During Quarter 3 2016/17 there have not been any fixed penalties issued.

**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	At present we have no CSM's
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sensible parking	recorded for parking issues as all resolved. We do have an ongoing program of installing Hardstandings in Mackworth that addresses parking problems but as stated no open cases.
Work to introduce Parking Permit Schemes	Downing House scheme is now in operation. We will monitor to see if we have any issues with it over the next 6 months.
Work with groups to deal with parking issues	<b>Completed:</b> Following consultation with residents no further parking permit schemes will be implemented.
Commit £48,000 to install 24 hard standings.	<b>Completed:</b> All 24 Hardstandings 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	<b>Completed:</b> 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	<b>Completed:</b> 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 CH to identify new builds	This is in the development stage.
Develop a process to transfer calls from CST	<b>Completed:</b> 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	<b>Completed:</b> Process procedure for collating standards documents has been completed and is in operation.



Create a single point procedure	<b>Completed:</b> All queries regarding New Build Houses are directed by Customer Service Team to a single point in The Development Team.
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## 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	<b>Completed:</b> 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	<b>Completed:</b> 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	<b>Completed:</b> 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	<b>Completed</b> -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	<b>Completed:</b> 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	<b>Completed:</b> Adverts were placed in the first Derby Homes News this year.
Publicise in a variety of methods	<b>Completed:</b> 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	<b>Completed:</b> 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 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.
Present recommendations from the review	<b>Completed:</b> 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.
Review the effectiveness of post let repairs	<b>Completed:</b> 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.
Implement changes	<b>Completed:</b> 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.
Revise and control all documentation and process	<b>Completed:</b> The lettable standard has been revised and controlled as required. Any processes involved have now been updated.
Assemble a review group of customers and staff	<b>Completed:</b> 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.
Evaluate the introduction of IT software & tablets	<b>Completed:</b> Due to the re procurement of the Housing Management system this target has had to be delayed.

## 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	Posters continue to be displayed at ASDA Salford and ASDA Salford offering support. These can be updated to deliver topical messages around paying, payment options, welfare reforms and incentives. Furthermore we are working towards a new Financial Inclusion Strategy which will encompass best ways to raise tenant awareness to services. The strategy will be ready at the end of the financial year.
Commission an area shot of our customer profiles	<b>Completed:</b> 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	<b>Completed:</b> 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	<b>Completed:</b> 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	<b>Completed:</b> 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	<b>Completed:</b> 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	<b>Completed:</b> We continue to work with internal departments and external organisations to improve liaison and working in the interest of tenants. This work is ongoing.  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

	<p>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	Negotiation with PV for free installer are continuing following a renewed offer from the supplier
We will install high security doors	<p>Double-glazed windows, with decent security and which don't need painting</p> <p>High security external doors with multi-point locks, looking very smart and not needing painting - offering a choice of styles and colours are replaced on a programmed basis</p>
Continually monitor heating systems in properties	<p>High efficiency gas boilers with controllable central heating systems (or equivalent heating) are replaced on a programmed cycle</p> <p>Wall and loft insulation inspection visits are being carried out with insulation top ups installed where required</p>
Continue replacing Kitchens and Bathrooms	<p>Continued annual programme of replacing kitchens, with decent storage and worktop space – offering a choice of unit, worktops, handles and flooring and some choice about layout</p> <p>Annual replacement programme bathrooms, with built in electric showers and full height wall tiling – offering a choice of feature tiles and floor colour</p>

Work closely with our customers to offer choice , creating a choices showroom	A tenant's showroom for kitchens and bathrooms, along with any other items that can be usefully displayed
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## 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	<b>Completed:</b> 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 Children and Young People (CYP) participation network amongst other CYP forums and frameworks.
Engage children &YP in all services where possible	<b>Completed:</b> 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	<b>Completed:</b> 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.	<b>Completed:</b> 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	<b>Completed:</b> Work has been on-going to recruit young people to the Youth Board

	<p>through...</p> <ul style="list-style-type: none"> <li>- Planning their own event in Mackworth, 4 young people have been actively involved over 4 meetings and attended their first YB meeting in September.</li> <li>- The YB now has 8 active members.</li> </ul> <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	<p><b>Completed:</b> 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 &amp; 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 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>