

Derby Homes

CUSTOMER PRIORITIES **Q1 2016/17** **Appendix 1**



2016/17
Quarter 1

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 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	We are working with Neighbourhood Officers to deliver educational talks about litter and recycling. Currently we have contacted schools in the Derwent area and are arranging to deliver an assembly.
Evidence of fixed penalty notices for littering	During quarter 1 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	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/derby homes 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	We are continuing to identify littering hot spots through our estate inspections and these areas are targeted for extra work/monitoring. At the end July 2016 the RAG scoring on estates will be completed this will be our guide for us to review the littering hot spots on our estates and plan for the following 6 months
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 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	A educational video has been created by MASH UP and this will be used in schools.
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	Events are being arranged in local schools to increase awareness of litter and the impact it has on society. Litter picking events are being planned for 2016/2017 and we will involve a variety of groups.
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	These are recorded and reported to Derby Homes Operational Board. Quarter 1 figures for 2016/2017 are 498.

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	A meeting was held with Environmental Health in December. No identified issues at present. Ad-hoc arrangements in place for targeted out of hours services
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	In conjunction with ASB accreditation recommendation, we are continuing to identify suitable people who are ASB service users to form a focus group which will help

	with local lettings plans.
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 Sinfen.
Promote our noise service via DHN	Derby City Council Environmental Health are trialling use of the Noise App. ASB Manager is reviewing relevant website pages to promote service
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 Sinfen 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: 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	Completed - 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 1 2016/17.
Actions taken against owners to be monitored	We have opened 15 cases during quarter 1 2016/2017 of which 5 are being monitored and 10 have been closed
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	Completed -Neighbourhoods are no

bins	longer considering funding to supply additional bins
See if residents will watch for/report stray dogs	No stray dogs have been reported in Quarter 1 2016/17.
Promote responsible pet ownership	Working with the RSPCA and Cats Protection we are planning two events this year in Sinfin and Derwent that will promote responsible pet ownership and provide a free chipping service. Sinfin pet day is being held on 27 July at OSCAR and Derwent pet day is scheduled for August. A successful pet health week was also held at Sinfin a few weeks ago.
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
Ensure stray dogs are picked up quickly	No stray dogs have been reported in Quarter 1 2016/17
Where necessary take more formal action	During quarter 1 2016/2017 we have dealt with 92 pet permit requests. During this quarter we have 10 cases open that are to be decided upon
Publicise prosecution success through social media	There have been no prosecutions in Quarter 1 2016/17.
Ensure cases are recorded on HMCSM code HMPETS	We have recorded 15 cases during Quarter 1 2016/17.
Housing Management trainer to attend team meetings, give updates	Completed - The trainer has attended team meetings to give updates
Work to provide evidence for fixed penalty notices	During Quarter 1 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 sensible parking	In total at present we have 1 Housing Management Parking CSM we are working on.
Work to introduce Parking Permit Schemes	Parking permit scheme for Kingsmead Close, Colville Street and Noel street are now in operation. Further VCS permit scheme was proposed for Mundy Street however customer response was very low.

	<p>35 Residents from Mundy St, St Annes and Leaper Street were consulted.</p> <p>7 said Yes</p> <p>1 said no</p> <p>27 did not respond.</p> <p>As a result of this the scheme will not go ahead.</p>
Work with groups to deal with parking issues	<p>Completed - We consulted with 35 residents to see if they wanted us to go ahead with a car parking scheme and new bays.</p> <p>7 said Yes</p> <p>1 said No</p> <p>27 did not respond.</p> <p>As we do not have more than 50 5 in favour this scheme will not go ahead</p>
Commit £48,000 to install 24 hard standings.	<p>Completed - 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.</p>
Commit £30,000 to provide car parking bay	<p>Completed - The parking bays for the residents at Downing House have now been completed. This will alleviate the car parking issues in that area.</p>

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	<p>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</p>
Create a flag alert on CH to identify new builds	<p>This is in the development stage.</p>

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 co ordinate 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	The LED lighting is due to be finished in approx. a month's time, following this we will be able to start gathering results on.
Review maintenance and energy savings	The LED lighting is due to be finished in approx. a month's time, following this we will be able to start gathering results on savings.
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, wring 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 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	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.
Review the effectiveness of post let repairs	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.
Implement changes	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.
Revise and control all documentation and process	Completed: 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	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.
Evaluate the introduction of IT software & tablets	The tablets are now being used by teams including Gas and Electric, but is too early in the implementation to gauge effectiveness. This will be monitored over the coming weeks and further update provided.

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	Completed: There are now posters up at ASDA Sinfon and ASDA Spondon offering support. These can be updated to deliver topical messages around paying, payment options, welfare reforms and incentives. Further more we are working towards a new Financial Inclusion Strategy which will encompass best ways to raise tenant awareness to services
Commission an area shot of our customer profiles	Completed: This report has now been received and signed off. The detail is shown at estate and street level which will help us target tenants who need the support and advice in areas with the highest volumes. Information is being used to target support and resources where needed most.
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: During 2015 we integrated money advice into the arrears process meaning tenants can access money advice prior to court to pay the arrears and avoid court and the associated costs.
Regularly produce information about our services	Completed: The website and Derby Homes News carry regular welfare reforms updates, especially universal credit and more convenient ways to pay. Social media is used in some instances to communicate with tenants and other organisations on events.

	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.
Use targeted texts to alert customers to events	<p>Completed: Text messaging continue to be used for any campaigns and events carried out.</p> <p>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.</p>
Work in partnership with recognised organisations	<p>Completed:</p> <p>We continue to work with internal departments and external organisations to improve liaison and working in the interest of tenants. This work is ongoing.</p> <p>Relationships are currently being built with the DWP to identify and support universal claimants. Assistance on credit union accounts and claims for DHP continue including providing money advice to tenants who are not successful in claiming DHP's</p> <p>Currently site visits are being carried out to Open Housing users in preparation in us upgrading to Open Housing.</p>

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</p>

	colours are replaced on a programmed basis
Continually monitor heating systems in properties	High efficiency gas boilers with controllable central heating systems (or equivalent heating) are replaced on a programmed cycle Wall and loft insulation inspection visits are being carried out with insulation top ups installed where required
Continue replacing Kitchens and Bathrooms	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 Annual replacement programme bathrooms, with built in electric showers and full height wall tiling – offering a choice of feature tiles and floor colour
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

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 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.	<p>The Tenancy Sustainment Manager attended the Board in January with a draft lesson plan for schools. The Board gave further suggestions to improve the lessons.</p> <p>The Tenancy Sustainment Manager with the YB will feedback on Independent Living Training in schools to the Board and present to the Operational Board in October 2016.</p>
Engage with children & YP living in DH properties	<p>Completed: The YB lead attended the Tenancy Sustainability Team Meeting to promote the YB, and follow up Brook Street Team meeting asking officers to identify any YP who might be interested in being a Youth Board member.</p> <p>The YB lead attended 2 independent living skills lessons at Da Vinci School raising awareness of Derby Homes Youth Board. Two YP showed interest but unfortunately had commitment with exams.</p> <p>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 Met with 3 young people from Enthusiasm on a one to one, to explain the role of the Youth Board, giving a tour of the Council House, showing them where we hold the Youth Board meetings.</p> <p>Engaged 2 young people from the Sinfin Junior Warden Scheme.</p> <p>Held 2 Youth Board meetings.</p> <p>To date 8 out of 10 young people engaged have attended the Youth Board meetings..</p>
Embed the voice of child/YP in decisions of DH	The YB lead supported the YB to develop a student feedback/evaluation survey for the independent living skills training.

	<p>The YB lead met with Derby Homes Performance and Planning Officer and Head of Housing Management and Housing Options to identify areas in business plans where the YB could be involved. It was agreed to involve the YB in the Communication Strategy.</p> <p>The YB lead met with Customer Communications Manager with a plan to consult the YB in September.</p> <p>The YB lead met with the new chair of the Operational Board Bob MacDonald to reinforce the importance of the voice of CYP in decision making and to actively promote members to attend the training The YB lead inputted participation data/evidence for the partnerships participation performance measures 2015/16.being delivered by the YB.</p>
--	---