

## PERFORMANCE MONITORING - LOCAL OFFERS QUARTER 1 2012

Report of the Director of Housing and Customer Services

### 1. SUMMARY

This report details Quarter 1 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 1.
- **We will keep our repairs appointments**, target 98% current performance 99.81%
  - **We will complete non urgent repairs within 30 working days**, target 93%, current performance 100%.
  - **We will offer appointments for all urgent and non urgent repairs**, target 93%, current performance 95.01%
- 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** - We have recently published programmes for the remaining kitchen and bathroom replacements across the large pre-war estates of Cowsley, Osmaston and Alvaston/Allenton and have written to all affected tenants. Local office staff, Ward Councillors and any local residents groups have been briefed and sent the information. The planned work is entered on

Keystone asset management system, which means it is easily visible to a tenant using our website or to any staff using either Academy or Keystone.

- **We will ensure newly let homes meet agreed standards of repair** - in quarter 1, 100% of newly let homes met the agreed standards.
- **We will develop our own energy efficiency standards that will be above the government requirements** - Initial discussions have taken place with EON to carry out further solid wall insulation measures using eco funding later this year. This will target all remaining un-insulated solid wall properties aiming to bring these in line with our current Standard Assessment Procedure (SAP) rating of 72 across the stock.
- **We will regularly service any appliances we provide in your home-** During quarter 15,064 properties have had appliances serviced.
- **We will ensure any decoration work to your home will be carried out to an agreed standard** - Proposals to either extend the time between visits from 12 months to 18 months or increase the weekly charge are being discussed. An alternative pattern book for wallpaper is being introduced. The contractor is maintaining a high standard of workmanship.
- **We will ensure that any garden or grounds maintenance work will be carried out to agreed standards** - The Combined Cleaning and Grounds Maintenance contract has been awarded to Sodexo. The works on site has been lower than specification however we have attributed this to a slow start due to implementation of the new contract. Sodexo has struggled to provide the frequency of works on the Grounds Maintenance side of the contract. Derby Homes are in regular contact with them about their progress. Sodexo have attended the first round of HFG meetings to promote their services. The wettest month on record has not helped the cutting cycles at all, Sodexo have been very open in putting as much resources into working Bank Holiday and weekends to get the cycle done.
- **We will keep you informed if you report a communal repair** - Every communal area now has a notice board. The Housing Officers complete a template with all the outstanding repairs and this is placed in the notice boards on each scheduled visit. Monitoring has ensured that this is carried out and is working well.

## 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 quarter 1 there were 204 new signups, 86 (42%) of these have been given support.
- **We will offer to help manage your finances in a confidential and professional manner** – We discuss income and entitlement to housing benefit and help accordingly. We enquire about reasons for non payment and if multiple debt issues are identified then a referral for money advice is made for a specialist money advisor to evaluate income and expenditure to try and prioritise debts and improve disposable income. Where we are making agreements to pay any outstanding rent due, we take into account

current circumstances and the ability to pay so the amount to be paid is affordable and sustainable. Before any legal action is taken, checks are made to see if money advice is appropriate and referrals are made if necessary. Money Advice is promoted on the reverse side of automated arrears letters and flyers are included with notices so there is an opportunity for self referral. Access to advice lines and self assessment is available via the Derby Homes website.

- **We will give you opportunities to discuss any rent arrears and to clear any outstanding balances in full or by affordable instalments** - The Arrears Team help tenants by agreeing payment arrangements with them. There were 117 arrangements made during quarter 1.
- **We will provide and develop convenient ways to access your rent account** – We aim to provide improved self service options when we move to the Council House
- **We will actively promote access to low cost credit** – We have been informed by Derby United Credit Union that they are unable to provide us with a jam jar account and that they are unable to man the Eagle Centre stall and this will cease operation from end of June 2012. Our partnership with DUCU is now being reduced in preparation for us finding a new partner. DUCU will also will not be working with Midland Community Finance (MCF) to offer loans to MCF customers (people who have already had loans) as the risk is unacceptable to the DUCU Board. We are now currently engaged in developing a relationship with Erewash Credit Union with a view to them providing jam jar accounts Under the 2011 Legislative Reform Order for Credit Unions, Derby Homes can approach other Credit Unions either in Nottingham or even Manchester.
- **We will ensure that elderly or vulnerable tenants have access to a range of services to help them live independently** – We have updated our information leaflet for customers. The new leaflet will be available as a printed document or as PDF download from the website. We have given all of our client's information about the proposed Supporting People budget cuts and provided them with the opportunity to have their say and take part in the consultation by providing them with a copy of the questionnaire. We continue to disseminate information about services that will be helpful and of interest to our clients through our Support Officers. We held an event at Rebecca Court during 'Be Inspiring' week in order to recruit more volunteers to help assist community room activities for older people.

## 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** – 93% of all open cases have received a monthly update during quarter 1.
- **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 96%

Satisfaction with outcome 88%

- 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 estate services are published on our website and in other Derby Homes publications
- **We will encourage and support projects that benefit the communities in which our tenants live** - 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. 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** – The Regeneration Team work with residents and other partners to develop and support their ideas and involvement in environmental regeneration projects on Derby Homes' housing estates.

### Recycling

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

### Quick Fix - projects being progressed :

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

- **We will develop and support volunteering opportunities for our tenants** - 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 29 June.

- **We will ask for your feedback when you've been involved with improving the service that we provide** - 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.

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Background Information: None.

Supporting Information: None.