

PERFORMANCE MONITORING- LOCAL OFFERS QUARTER 2 2013/14

Report of the Director of Derby Homes

1. SUMMARY

- 1.1 This report details Quarter 2 performance against the Local Offers set by the Tenants and Leaseholders of Derby Homes.

2. RECOMMENDATION

To note and comment on the content of this report.

3. MATTER FOR CONSIDERATION

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.

This report only outlines any of those Local Offers which either have targets attached to them or have financial impact. Full details relating to all Local Offers can be found in Appendix 1.

4. Home Standard

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. There are 3 of the local offers within the Home standard which have targets attached to them. All have been fully met in Quarter 2. The other 7 have measures to monitor delivery of the local offer but no target attached. Full details can be found in appendix 1.

4.1 We will keep our repairs appointments

Target 98%, current performance 99.68%

4.2

We will complete non urgent repairs within 30 working days

Target 93%, current performance 99.87%.

4.3

We will offer appointments for all urgent and non urgent repairs

Target 93%, current performance 97.79%

4.4 We will ensure newly let homes meet agreed standards of repair

In Q2 there were 360 newly let properties, 100% of newly let homes met the agreed standards.

4.5 We will regularly service any appliances we provide in your home

All appliances in 4582 properties were serviced and safety checked during Q2.

5 Tenancy Standard

There are 6 Local Offers under this standard These offers have measures to monitor delivery of the local offer but no target attached. Full details can be found in appendix 1.

5.1 We will provide new tenants with help and assistance to allow them to maintain their tenancy

During Q2 there were 222 Introductory tenants signed up
Number of tenants signed up to Tenancy Sustainment - 78 (35%)

YTD 427 signed up, 153 signed Tenancy Sustainment,(36%).

5.2 We will give you opportunities to discuss any rent arrears and to clear any outstanding balances in full or by affordable instalments

There were 223 arrangements made in during Quarter 2. Out of hours calling is continuing to support the day work.

Number of arrangements made: Q1: 94 Q2: 223 YTD 317

6. Neighbourhood and Community

There are 7 Local Offers under this standard and these assess how well we provide our Neighbourhood Safety and Estate Services. These offers have measures to monitor delivery of the local offer but no target attached, full details can be found in appendix 1.

7. Consultation

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:

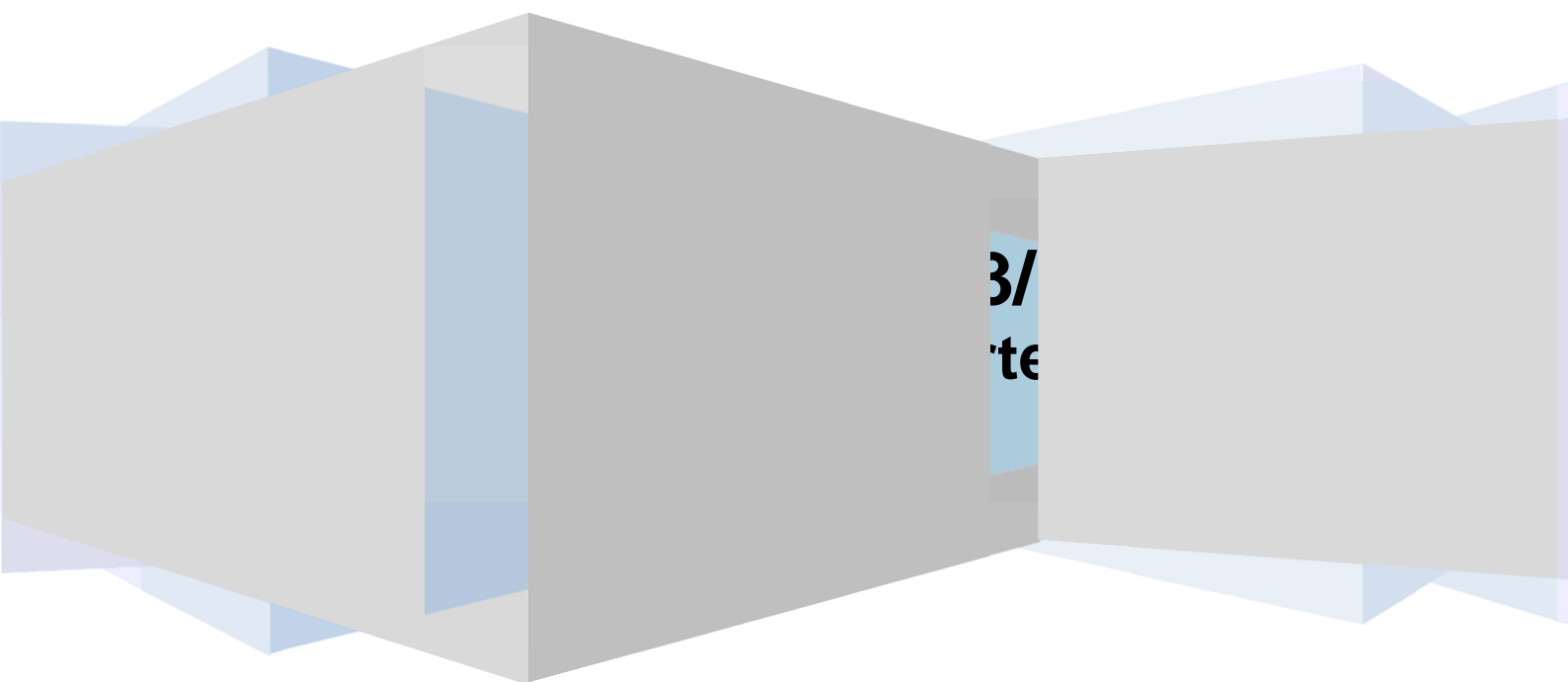
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review
- Financial and Business Planning Implications

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Derby Homes

**LOCAL OFFERS REPORT
Q2 2013/14
Appendix 1**



INDEX

Home Standard	PAGE3
Tenancy Standard	PAGE 5
Neighbourhood and Communities Standard	PAGE 8

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

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.

There are 3 of the local offers within the Home standard which have targets attached to them. All have been fully met.

We will keep our repairs appointments, target 98% current performance 99.68%

We will complete non urgent repairs within 30 working days, target 93%, current performance 99.87%.

We will offer appointments for all urgent and non urgent repairs, target 93%, current performance 97.72%

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 are about to start a small programme to insulate cast iron houses in Osmaston and improve their appearance, as part of the wider Osmaston regeneration project. We have been in personal contact with all the tenants and every one of them has signed up to the scheme.

We will ensure newly let homes meet agreed standards of repair

In quarter 2 there were 360 newly let properties, 100% of newly let homes met the agreed standards.

We will develop our own energy efficiency standards that will be above the government requirements

Still exploring levels of funding we can obtain through ECO (Green Deal) for SWI Loft insulation upgrades are almost complete.

New contract now awarded and new heating systems and boiler upgrades being undertaken across the City.

We will regularly service any appliances we provide in your home

All appliances in 4582 properties were serviced and safety checked during Q2.

Q1: 4383 Q2: 4582

Yearly Total: 8965

We will ensure any decoration work to your home will be carried out to an agreed standard

The programme has moved in to Sussex Circus early. There have been some access issues and more tenants declining the offer of decoration this year. We are maintaining a steady number of decorations each week (approximately 20 rooms) which has fully employed our contractor. However, a growing number of tenants declining any work this year may affect the continuity of the contract. The current contract with Buxton's Decorators is coming to an end. I anticipate the procurement of a new contract to start in the next few weeks.

Q2 Summary: Derby Homes through the Home Decoration Scheme employs a local Derby based small contractor, who offers a range of decoration needs to vulnerable tenants.

Local jobs for local people who are trying to make a difference to the living conditions of elderly and disabled Derby Homes' tenants.

It is a valued improvement to our tenant's homes and maintains the condition of properties which in some cases are difficult to access for repairs.

The reduced take up in some areas suggests some tenants are, once the property has been fully decorated, contented with their homes or in a minority of cases too ill to have workmen in. We do contact these at a later date to see if their circumstances have changed.

The contract must maintain a continuity of work for the contractor in order to make it viable and to retain local people in work. Concerns are that the yearly programme gets shorter, (we had hoped to extend it to 14-18months) due to a lack of take up and local people are laid off work.

We are pursuing options of additional work for this contractor, the new contract may include void properties, and approaches have been made to other local Housing Providers.

If this generates more work, it will help to maintain a local workforce and assist in the yearly programming of the Home Decoration Scheme.

We will ensure that any garden or grounds maintenance work will be carried out to agreed standards

Our works during this quarter have been demanding, with our partner we have continued to monitor. The weather has certainly been kinder than the previous year, but results are still not where we would like. We look forward to engaging with our existing partner and also with new in achieving our standards during the winter.

We will keep you informed if you report a communal repair

Communal Repairs are placed into communal notice boards within the block of flats and updated on a regular basis.

Tenancy Standard

There are 6 Local Offers under this standard and these assess how well we provide support to tenants and deliver our Income Management services.

These offers have measures to monitor delivery of the local offer but no target attached.

We will provide new tenants with help and assistance to allow them to maintain their tenancy

During Q2 there were 222 Introductory tenants signed up
Number of tenants signed up to Tenancy Sustainment - 78 (35%)

YTD 427 signed up, 153 signed Tenancy Sustainment,(36%).

We will offer to help manage your finances in a confidential and professional manner

Tenants continue to be advised in cases where budgeting advice is needed or multiple debts owed, or appeals where discretionary housing benefit has not been awarded. The rent payment account with the credit union has been set up and now in a position to sign up interested tenants through Income Surgeries. This account will help tenants who wish to continue to pay Derby Homes directly and allow access to other services offered by the credit union such as savings and affordable lending.

Derby Homes continue to advise and support tenants through surgeries, arrears contact and by referring cases for Money Advice. The Welfare Project Officers continue to advise tenants not paying the under occupancy charge on paying and the options available to them. The credit union has been set up to help tenants who wish to continue to pay Derby Homes directly and allow access to other services offered by the credit union such as savings and affordable lending. So far there has been no take up on these accounts so the accounts and benefits are being promoted in the current Derby Homes News. Further targeting is planned to increase take up

We will give you opportunities to discuss any rent arrears and to clear any outstanding balances in full or by affordable instalments

Arrangements made in July totalled 58.

Arrangements made in August totalled 71.

There were 94 arrangements made in September making 223 for Quarter 2.

Out of hours calling is continuing to support the day work. Income surgeries continue to provide opportunity to discuss benefits issues, arrears, and financial inclusion advice. These surgeries as well as deal with benefits and arrears queries can also lead to money advice referrals claims for grants to try and help and make rent payments more affordable. Affordability is still key when making arrangements and any tenants with substantial debts are referred to the money advice team to try

and improve the financial position for tenants. Out of hours call continues to help us get in touch with tenants who may not be available during the day.

Q1	94
Q2	223
Q3	
Q4	
YTD	317

We will provide and develop convenient ways to access your rent account

We are working with Derby Direct to get better use from our 24 hour automated payment system. This should come on line during August.

The changes to the Enquiry Centre scripting have now been implemented which inform all people contacting the EC about payments about the automated system.

We now have 1687 people registered with the dashboard which continues to grow as a self serve option for tenants.

We will actively promote access to low cost credit

Frontline officers from income and tenancy sustainment teams have been trained on credit union accounts and the on-line product has been tested and is ready to use. We are now promoting these accounts through arrears contact and income surgeries.

Trying to get tenants interested has been difficult. A number of tenants have shown an interest but then failed to attend meetings to sign up to the product. A decision has been made to promote the service more widely.

Promotion of Credit Union is on the website and a number of articles on welfare reforms and the credit union are in the current edition of Derby Homes News. We are expecting more of an interest after tenants have read these articles. We are beginning to accept that awareness and take up of these accounts may take little long than first envisaged as the city does not have a major history of credit union culture.

We will ensure that elderly or vulnerable tenants have access to a range of services to help them live independently

Broadband connections have been installed into the following 8 community rooms:

- Holly Court
- Glengarry Way
- Rebecca House
- Watermeadow Road
- Max Road
- Fairdene Court
- Tintagel Close

- Kestrel House

The former “office” room, within each of these community rooms has now been redecorated and computer equipment will be installed shortly.

We are now exploring how to roll out the initiative to the remainder of the community rooms across the city.

We are developing partnership work with IMPACT Derby at Tintagel Close community room. Initially for a 6 month trial period, this project is a joint initiative that will see IMPACT Derby occupy and deliver services from Tintagel Close, with the support of Derby Homes.

As part of the project IMPACT Derby will engage and consult with local older residents, to identify any social needs or services which they have that can be provided as part of an activity program delivered from Tintagel Close. They will create intergenerational activities and services that address local needs and the current divide within the locality. They will deliver existing citywide IMPACT Derby services, including 1-2-1 support, mentoring and workshops from Tintagel Close, when necessary.

Neighbourhood and Community

There are 7 Local Offers under this standard and these assess how well we provide our Neighbourhood Safety and Estate Services.

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

We ensure that all complainants of ASB receive at least a monthly contact and monitor this closely. Monthly contact is the very minimum and we would expect that for serious on going cases contact would be much more frequent possibly daily depending on the circumstances

Monthly contact city wide for July was 97%

Monthly contact city wide for August was 95%

Monthly contact figures for September will be available mid October

We will ask you for feedback once your antisocial behaviour case is closed

We contact all closed cases and ask the complainant if they were satisfied.

We will ensure our standards for Estate Services are published and easy to access

Standards are published on our website and are available in our local housing offices.

We will encourage and support projects that benefit the communities in which our tenants live

This update covers the last three months, and provides a list of projects we encourage and support that benefit our communities. *For further detail please refer to the CYP Schedule of Activities.

- Junior Warden scheme - structured youth scheme for 100+ young people aged 9-14
- Imari Park Junior Warden Scheme
- Day Trips - including education visits
- Residential - outdoor activity break for 180 young people a year
- Skegness Day trips taking 135 children a year
- Oriel Court and other estate based Play facility renovations
- IMPACT Derby - voluntary sector organisation tackling gang association amongst young people
- Sinfin Community Centre and Sunnyhill Community Centre - projects to support the community in maintaining and sustaining a community resource
- SCX - Sinfin Community Exchange - a project to strengthen the voluntary sector in Sinfin ward
- OSCAR - community led housing development, neighbourhood watch, marble hall renovation for community use, and other social and physical

regeneration initiatives

- Enthusiasm - youth initiative to tackle ASB, NEETS and other youth issues
- New sports facilities in Osmaston and Chaddesden Park
- Community events including, Play Day, BIG 1 @ Chaddesden Park, love parks
- Support to community groups including, oscar, new zealand association, dedicated active dads', youth with a vision, sinfin family action network
- Sports projects including KICKZ project in Derwent and Sinfin sports project, mobile climbing wall, Normaton park youth and community partnership
- Apprenticeship scheme - aimed at reducing youth NEET
- Supporting charities that provide services that benefit our tenants including Umbrella, Play and recycle centre, and enthusiasm
- Support for establishing 4+ new community nurseries which provide free and low cost childcare including Sinfin community childcare and best start community nursery.
- Breakfast club initiative tackling food poverty and poor educational attainment by working with schools and the Greggs trust to provide breakfasts for school children - 420 children benefitted during the pilot

We will carry out estate improvements that benefit the communities in which our tenants live

Ongoing sites include:

Alum Close, estimated completion November

Barrett Street, estimated completion October

Berwick Avenue, planned start November/December

BMX Track, , planned start 21th October, 5/6 weeks duration

Brook Street Area, works ongoing, estimated completion January 14

Harvey Road, start date 14th October, estimated March 14 completion

Mackworth Allotments, estimated completion 18th October

Mackworth Shopping District, plans drawn up, start tbc

Oriel Court, estimated completion mid October

Old Sinfin, plans in consultation, estimated start November/ December

Saddleworth/ Stonebroom Walk, fencing and landscaping works, currently in consultation, estimated start November

Stockbrook Street area, works on going, estimated completion January 14

Hardstandings and car parking across the city, properties have been identified and are in planning, estimated starts from November.

Improved Recycling across the city is in part on going and new schemes will be looked at with Derby City Council.

The second quarter has seen the continued success across the city, with high visual impacts. We have worked closely with our key stakeholders and been successful in engaging with new partners, with additional funding, to allow us to complete and plan our works.

We will develop and support volunteering opportunities for our tenants

We are progressing the potential to work with Derby University to offer criminology degree students placements from January 2014. These placements will be for a minimum of 40 hours

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

We continue to receive positive comments back from people who get involved with us.