

CITY BOARD
19 APRIL 2011

ITEM B11

DACP CUSTOMER JOURNEY REPORT

Report of the Derby Association of Community Partners

1. SUMMARY

This report summarises the findings of two recent customer journey exercises looking at the Enquiry Centre and the Ready to Let Void processes. It also introduces a new report from our women's group, Women In Neighbouring Communities (WINC).

2. RECOMMENDATION

The City Board is asked to note the report and the recommendations of the Derby Association of Community Partners (DACP).

3. MATTER FOR CONSIDERATION

- 3.1 In May 2011 it was agreed that tenant volunteers from the DACP would carry out Customer Journeys and report their findings separate to Derby Homes internal performance reporting.
- 3.2 These reports are intended to give an overall picture of customers' experience of a particular service throughout the entire process. Both reports are attached as:

Appendix 1 – Home Decoration Scheme
Appendix 2 – Ready To Let Voids.
- 3.3 The DACP's recommendations are listed at the end of each report and will be fed back to Derby Homes' managers for further action.
- 3.4 In addition to these reports also included is a report from WINC. WINC are a constituted group that exists to promote fairness and opportunity for women in Derby. WINC members will look at various services Derby Homes provide and feedback through the DACP report to help improve services for the future. The first inspection looked at public offices. This includes the service provided at Local Housing Offices, Co-located Offices, and Cardinal Square. This survey has been based on previous Mystery Shopper surveys and WINC are open to any feedback, comments or suggestions for future inspections.
- 3.5 This report is attached as:

Appendix 3 – Women In Neighbouring Communities – Derby Homes Public Offices Inspection Report.

The areas listed below have no implications directly arising from this report:

- Consultation
- 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, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

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Background Information: None
Supporting Information: None

Derby Association of Community Partners



Customer Journey Report 2011/12

Home Decoration Scheme

**Quarter 4
2011/12**

Method

Dennis Rees contacted a random selection of tenants that had recently had home decoration work carried out. From this list 30 appointments were made. Harry Margett carried out 30 customer journeys by visiting them personally, the report is based on these responses.

We looked at the whole process starting from when the tenant was visited by the officer in charge of the Home Decoration Scheme to the point at which a survey is sent out.



All Customer Journeys looked at the following areas of the process:

- Request for home decoration
- Appointment
- Decorator turns up for appointment
- Surveyor inspection
- Standard of work
- Survey

The tenants were asked the following questions within these areas:


Reporting Home Decoration Scheme

We asked the following Questions

Who made the appointment for your home Decoration?	Julie Visited 18	Unknown 12	
Were you told the date when the decoration would begin?	Yes 30	No 0	





Appointment

We asked a the following Question

Were you happy with the appointment?	Yes 30	No 0	
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Decorator Turns Up

We asked the following questions

	Yes	No	
Did the contractor turn up on time?	29	1	
If not did they re-arrange another appointment with you?	5	0	
Were they wearing ID?	28	1	
Did they work in a clean and tidy manner?	30	0	





Surveyor Inspection

We asked the following questions

	Yes	No	
Did the supervisor visit to inspect the works done?	28	2	
Did they show ID?	28	0	
Did you feel they kept you informed about what would happen next?	24	0	

Standard of Work

We asked the following questions

	Yes	No	
Were you happy with the choice of decoration you were offered?	30	0	
Did you receive your choice of wallpaper/paint you had chosen?	29	0	
Were you happy with the work carried out?	30	0	
Was there anything that could have been done better?	1	29	




Comments

Trimming of around the plugs

Doors not done because these are varnished

Survey

We asked the following questions

	Yes	No	
Have you received a survey?	14	5	
Did you complete the survey and return?	9	4	
If not why not?	No Response		
Do you know why we send surveys and what we do with them?	15	3	

General Comments

Requires fan and this was not put in when shower fitted

Very Happy

Very Good Service

Side gate last week reported dropped cant get the bins out

Water Marks on Ceiling and mould on window gap in the bathroom window side seal

Another coat of paint required would make an excellent job - remark from customer.

Good Job

Draft from window

quality of work

Would like a fan in bathroom

Very Pleased

Quite Happy, monitor carelink

Very Happy with the Service

Happy with the service

Happy with the service

Quite Happy with the service

Everything fine

Good Service

Very Happy with the work carried out

Liked new selection of papers very satisfied

Quite Happy

Quite Happy

Very Happy with work

Wrong room was decorated should have been the Kitchen not the Bathroom, tenant can't speak English. Found out that the Kitchen was listed at Derby Homes to be done but the contractors Decorated the Bathroom.

Recommendations

Overall there is a very positive response from this Customer journey with 29 out of 30 not having any negative comments overall.

The only negative comment was that the Bathroom was decorated and not the Kitchen that was agreed to be decorated for the tenant. This tenant also did not speak English and since looking into this the contractor was at fault. This has been reported to Pete Howell to investigate and sort out.

Derby Association of Community Partners



Ready To Let Void Inspection Report 2011/12

**2011/12
Quarter 4**

Void Inspection Report

Carried out week commencing Monday 19 March 2011

Derby Association of Community Partners (DACP) Harry Margett, Jim Elks and Dennis Rees carried out a random inspection of ten ready to let properties using the lettable standard. There was one more property but the DACP were unable to complete this. This report outlines our findings.

The lettable standard features 18 sections containing 87 specifications of repair work that all void properties must meet prior to re-letting.

The following table summarises where the inspections took place and which management area was responsible for the property. Including the results of the inspection. For various reasons certain specifications were not applicable due to the property type. The most useful indicator of performance in this table is where properties fail to meet specifications.

Address	Property Type	Management Area	Fail
21 Willowcroft Road	3 Bed Semi Det	Spondon	9
40 Cardigan Street	3 Bed Semi Det	Cowsley	1
40 Beaufort Street	3 Bed Semi Det	Cowsley	1
19 Garsdale Court	1 Bed Flat	Alvaston	2
15 Trevone Court	1 Bed Flat	Alvaston	0
11 Cockayne St	3 Bed Semi Det	Allenton	1
68 Inverary Close	1 Bed Flat	New Sinfen	0
19 Sinclair Close	3 Bed End Terr	New Sinfen	0
30 Uttoxeter Old Road	1 Bed Flat	Mackworth	0
77 Churchside Walk	1 Bed Flat	Stockbrook Street	1
12 Uttoxeter Old Road	1 Bed Flat	Mackworth	0
32 Alexandra Gardens	2 Bed Flat	Stockbrook Street	0

The following table breaks down the comments made where a property failed to meet a specification and highlights the number of properties that failed to meet that specification.

1.0 External Walls	PASS
2.0 Roof	PASS
3.0 Windows	FAIL
3.2 Windows will be checked to ensure they open/close and handles work and include a minimum of 2 locking keys per property	1/12
40 Beaufort Street – only one key available	

4.0 External Doors	FAIL
4.1 External doors should be sound, secure, in good working order and capable of providing adequate security protection and against wind and water penetration 21 Willowcroft Road – Failed as unable to lock the front door from the inside of the property.	1/12
5.0 Clearance	FAIL
5.1 all rubbish and debris to be removed , property fumigated, if necessary 21 Willowcroft Road – Front room smells and doesn't look like it had been swept	1/12
6.0 Internal Doors/Joinery items	PASS
7.0 Wall Finishes	PASS
8.0 Ceiling Finishes	PASS
9.0 Floor Finishes	FAIL
9.1 Floor Screed, floor boards, and existing floor finishes to be retained must be in safe and sound condition 21 Willowcroft Road - Failed - floor boards not secured in back bedroom.	1/12
9.2 Carpet Grippers to be removed in door openings and on staircases 40 Cardigan Street – Failed 21 Willowcroft Road - Failed	2/12
10.0 Fixtures and Fittings	PASS
11.0 Services	PASS
12.0 Sanitary Fittings	FAIL
12.3 all taps must be fully functional and fit for purpose 21 Willowcroft Road – Hot tap not secured in place and just flopping about. 11 Cokayne Street – Kitchen Mixer tap is loose	2/12
14.0 Smoke Alarms	PASS
15.0 Asbestos	PASS

16.0 Cleaning	FAIL
16.3 The kitchen sink and work surfaces, and inside and outside all kitchen units and cupboard drawers will be cleaned with hot water and disinfectant 77 Churchside Walk – Dirty Kitchen Sink	1/12
16.4 Bathroom fittings (toilet, toilet seat, sink, bath or shower tray) including removal of limescale where appropriate. 21 Willowcroft Road – Failed Toilet is evil and not been flushed	1/12
16.9 All storage cupboards to be cleaned 19 Garsdale Court – Kitchen Cupboard is dirty and debris stuck to the inside of cupboard needs scraping and cleaning	1/12
16.12 All floors – these will be swept and mopped where possible we will remove scuff marks. All floors will be mopped with hot water and disinfectant 21 Willowcroft Road – Failed 19 Garsdale Court – Failed Floor required sweeping in hallway as old underlay pieces scattered around.	2/12
16.13 Properties will be left free of unpleasant smells by using air fresheners when appropriate 21 Willowcroft Road – Failed	1/12
17.0 Gardens	FAIL
17.8 All dustbins to be emptied 21 Willowcroft Road - Failed	1/12
18.0 General	PASS

Comment

In all the above properties we visited we have checked that the water has been turned off and hot water systems have been drained down.

Derby Association of Community Partners



Women In Neighbouring Communities (WINC)

Derby Homes Public Offices Inspection Report 2011

**2011/12
Quarter 4**

Public Access Report

Carried out week commencing Monday 12 March 2012

Members of WINC (Women in Neighbouring Communities) were asked to inspect areas of the services Derby Homes provide. For their first inspection, the decision was made to inspect the public access of Derby Homes offices, this included Local Housing Offices, Co-located Offices, and Cardinal Square.

The questions that were asked were made up from existing questions from previous mystery shopping exercises that have been carried out in the past by Derby Homes. These have been updated to reflect the way the information and layout of the offices and co-located offices are now.

Exterior of the Office

Is there any graffiti on the building?

Housing Offices		Co-Located		Other	
Allenton	YES	Alvaston Library	NO	Cardinal Sq	NO
Sussex Circus	NO	Sinfin Library	NO		
Old Sinfin	NO	Mackworth Library	YES		
Stockbrook Street	NO	Browning Circle	NO		

Comments

Allenton – A little around the office

Is the area surrounding the office well kept and tidy?

Housing Offices		Co-Located		Other	
Allenton	YES	Alvaston Library	YES	Cardinal Sq	YES
Sussex Circus	YES	Sinfin Library	YES		
Old Sinfin	YES	Mackworth Library	YES		
Stockbrook Street	NO	Browning Circle	YES		

Comments

Stockbrook Street – Front of Building littered

Is the car park litter free? (if applicable)

Housing Offices		Co-Located		Other	
Allenton	NO	Alvaston Library	YES	Cardinal Sq	YES
Sussex Circus	NO	Sinfin Library	YES		
Old Sinfin	YES	Mackworth Library	YES		
Stockbrook Street	YES	Browning Circle	NA		

Comments

Sussex Circus – Bottle on carpark

Allenton - Rubbish around the building

Are the opening times displayed?

Housing Offices		Co-Located		Other	
Allenton	YES	Alvaston Library	YES	Cardinal Sq	No
Sussex Circus	YES	Sinfin Library	YES		
Old Sinfin	YES	Mackworth Library	YES		
Stockbrook Street	YES	Browning Circle	YES		

Comments

Stockbrook Street – not very big letters

Cardinal Square – Could not see the sign was not visible

Are the out of hours emergency numbers displayed in a prominent place and outside of the building?

Housing Offices		Co-Located		Other	
Allenton	YES	Alvaston Library	YES	Cardinal Sq	NO
Sussex Circus	YES	Sinfin Library	YES		
Old Sinfin	YES	Mackworth Library	YES		
Stockbrook Street	NO	Browning Circle	YES		

What is the condition of the exterior of the building? (Painting and lighting)

Housing Offices		Co-Located		Other	
Allenton	GOOD	Alvaston Library	GOOD	Cardinal Sq	GOOD
Sussex Circus	GOOD	Sinfin Library	GOOD		
Old Sinfin	GOOD	Mackworth Library	GOOD		
Stockbrook Street	GOOD	Browning Circle	GOOD		

General Exterior Comments

Stockbrook Street – Could do better

Allenton - Neighbourhood watch information centre sign could be repaired. Front door needs painting and door handles are grubby. Derby Homes Christmas Closure notice needs to be removed now.

Browning Circle - Office is located on Browning Circle with Austin Neighbourhood Base Office. Parking is on the street which can fill up very quickly

Mackworth Library - Paving slabs at front of library and office uneven

Staff Member

How long did you have to wait to be served?

Housing Offices		Co-Located		Other	
Allenton	0-2mins	Alvaston Library	over 4mins	Cardinal Sq	0-2mins
Sussex Circus	0-2mins	Sinfin Library	0-2mins		
Old Sinfin	2-4mins	Mackworth Library	over 4mins		
Stockbrook Street	0-2mins	Browning Circle	0-2mins		

Comment

Alvaston Library – the reason for the delay is that another customer was being served

Are staff members dressed in uniform and wearing name badges?

Housing Offices		Co-Located		Other	
Allenton	YES	Alvaston Library	YES	Cardinal Sq	YES
Sussex Circus	YES	Sinfin Library	YES		
Old Sinfin	YES	Mackworth Library	YES		
Stockbrook Street	NO	Browning Circle	YES		

Comments

Stockbrook Street - Not everyone until we told them

Did the staff member deal with you in a friendly and approachable manner?

Housing Offices		Co-Located		Other	
Allenton	YES	Alvaston Library	YES	Cardinal Sq	YES
Sussex Circus	YES	Sinfin Library	YES		
Old Sinfin	YES	Mackworth Library	YES		
Stockbrook Street	YES	Browning Circle	YES		

Can you give an up-to-date balance of my rent account?

Housing Offices		Co-Located		Other	
Allenton	YES	Alvaston Library	YES	Cardinal Sq	YES
Sussex Circus	YES	Sinfin Library	YES		
Old Sinfin	YES	Mackworth Library	YES		
Stockbrook Street	YES	Browning Circle	YES		

What is your overall impression of how you were dealt with by staff?

Housing Offices		Co-Located		Other	
Allenton	GOOD	Alvaston Library	GOOD	Cardinal Sq	GOOD
Sussex Circus	GOOD	Sinfin Library	GOOD		
Old Sinfin	GOOD	Mackworth Library	GOOD		
Stockbrook Street	GOOD	Browning Circle	GOOD		

Does the member of staff know who the qualified first aider is?

Housing Offices		Co-Located		Other	
Allenton	YES	Alvaston Library	YES	Cardinal Sq	YES
Sussex Circus	YES	Sinfin Library	YES		
Old Sinfin	NO	Mackworth Library	YES		
Stockbrook Street	YES	Browning Circle	YES		

General Comments

Sinfin Library – Staff member was very helpful

Alvaston Library – Very good and helpful part time staff in the library did not know some of the information but was able to come up with an answer as and when required.

Interior of the office

Is the interior of the office clean and tidy? (Tables and chairs should be in good condition and decoration should be bright and clean)

Housing Offices		Co-Located		Other	
Allenton	YES	Alvaston Library	YES	Cardinal Sq	YES
Sussex Circus	YES	Sinfin Library	YES		
Old Sinfin	YES	Mackworth Library	YES		
Stockbrook Street	YES	Browning Circle	YES		

Is the Housing Focus Group board information up to date – including dates of meetings and minutes, or if no display does the staff member know the details of the Housing Focus Groups?

Housing Offices		Co-Located		Other	
Allenton	YES	Alvaston Library	NO	Cardinal Sq	NO
Sussex Circus	YES	Sinfin Library	YES		
Old Sinfin	YES	Mackworth Library	YES		
Stockbrook Street	YES	Browning Circle	YES		

Comment

Cardinal Square – Suggest that the Housing Focus Group information could be displayed on the screen

Alvaston Library – Unable to display this information in the Library

Is the following information available or on display either as a Poster or document?

	Housing Offices					Co-Located		Other	
	Allenton	Sussex Circus	Old Sinfin	Stockbrook Street	Browning Circle	Mackworth Library	Alvaston Library	Sinfin Library	Cardinal Sq
Local offers	YES	YES	NO	NO	NO	NO	NO	YES	YES
Reporting ASB	YES	YES	YES	NO	NO	NO	NO	YES	YES
Supported Living	YES	YES	YES	NO	YES	NO	YES	YES	NO
Customer Care Charter (10 docs)	YES	YES	YES	YES	YES	NO	NO	YES	YES
Annual Reports Available	NO	YES	NO	NO	NO	NO	NO	YES	NO
Housing Focus Group Poster for the area	YES	YES	YES	YES					NO
Service Improvement Targets	YES	YES	NO	Not Asked					NO

Comments

Browning Circle - Leaflet Box empty more are on order but problem with supply

Cardinal Square – Receptionist does know about the leaflets and is able to obtain these.

Alvaston Library – Although the Annual reports and other documents were not on display they could be shown by the staff member on the computer screen. But this information would be useful in hard copies.

Is the staff photograph board displayed in the reception?

Housing Offices		Co-Located		Other	
Allenton	YES	Alvaston Library		Cardinal Sq	YES
Sussex Circus	YES	Sinfin Library			
Old Sinfin	NO	Mackworth Library			
Stockbrook Street	YES	Browning Circle			

Are there any handmade or non official signs or poster on display that did not conform with Derby Homes branding guidelines?

Housing Offices		Co-Located		Other	
Allenton	NO	Alvaston Library	NO	Cardinal Sq	NO
Sussex Circus	NO	Sinfin Library	YES		
Old Sinfin	NO	Mackworth Library	NO		
Stockbrook Street	Not Asked	Browning Circle	YES		

Comments

Browning Circle - Derby Homes has no control over posters displayed on wall Austin Neighbourhood Base has

Is there a visible First aid box? If not, are staff aware of its position?

Housing Offices		Co-Located		Other	
Allenton	YES	Alvaston Library	YES	Cardinal Sq	YES
Sussex Circus	YES	Sinfin Library	YES		
Old Sinfin	YES	Mackworth Library	YES		
Stockbrook Street	YES	Browning Circle	NO		

Comments

Browning Circle – this is currently Kept in office stationary cupboard

Allenton – currently in a cupboard to be moved to wall soon

Cardinal Square – First Aid box is not on display the first aider is on reception and would attend the incident and ask for the first aid kit to be fetched.

Alvaston Library – Derby Homes Staff Member did not know who the Libraries First Aider was. The library should have the name of the First Aider visible to staff so that they can be contacted easily.

What is your overall impression of the interior of the office?

Housing Offices		Co-Located		Other	
Allenton	GOOD	Alvaston Library	GOOD	Cardinal Sq	GOOD
Sussex Circus	GOOD	Sinfin Library	GOOD		
Old Sinfin	GOOD	Mackworth Library	GOOD		
Stockbrook Street	GOOD	Browning Circle	GOOD		

Is the Derby Homes logo clearly displayed on notice boards, leaflets and uniforms?

Housing Offices		Co-Located		Other	
Allenton	YES	Alvaston Library	YES	Cardinal Sq	YES
Sussex Circus	YES	Sinfin Library	YES		
Old Sinfin	YES	Mackworth Library	YES		
Stockbrook Street	YES	Browning Circle	YES		

General Interior Comments

Stockbrook Street - Notice board in office a mess

Browning Circle - on request staff will print any document on intranet. Out of date DACP leaflets were removed. Staff have problem obtaining leaflets to display. HFG Leaflet needs to be landscape. No colour copier available. Derby Homes have 2 display areas ANB has control over the rest of reception and entrance door