

**OPERATIONAL BOARD
24 AUGUST 2017**

ITEM B1

HEADS OF SERVICE UPDATE

This is a joint report prepared by Heads of Service. The report provides Operational Board Members with a general overview and update on current issues.

Head of Housing Management and Housing Options

Demand for Larger Properties

In February of this year the Council agreed to set aside £200,000 of the Capital Programme over the next 12 months to respond to the demand for larger properties.

So far this year 3 extensions and 2 conversions have been completed, with a further 4 extensions in progress and an additional 12 properties identified as suitable.

Overall the work so far has created 8 additional bedrooms within 5 properties, with these properties now ranging from 4 to 6 bedrooms.

Reorganisation of Housing Management and Income Management services

Housing and Income Management Services continue to evolve. Over the past 3 years the role and scope of Local Area Managers has changed.

The creation of an Intensive Housing Management Service, Complex Needs Housing Management Service and dedicated Anti-Social Behavior teams have enhanced our ability to respond to increasingly vulnerable and/or challenging tenants, whilst maintaining high levels of tenancy sustainment. These teams have required dedicated management resource, resulting in a reduction in the breadth of responsibility for Local Housing Managers.

The role of Neighborhood Management has formally returned to the City Council Neighborhood service, although Local Housing Managers remain involved in responding to Neighborhood issues and councillor liaison.

We have recently undertaken a review and concluded that the reduction in breadth of responsibility of the role of Local Housing manager has created capacity to manage larger Housing Management Teams across larger geographical locations. To this end we will shortly be reducing from 5 Local Manager to 3, and will be relocating our housing management resources to three main estate based locations: Stockbrook Street Housing Office, Allenton Housing Office and Sussex Circus Housing Office.

Income teams will relocate to Brook Street and Sinfen bases, utilising the freed up space as those local offices. Staff will continue to hot desk from all 5 locations where necessary, and will continue to meet customers at all 5 offices by appointment, or within their homes if more convenient. We do not anticipate any reduction in customer access to housing management and/or income management services or a reduction in face to face customer contact as a result of this change.

Head of Operations (Income Management & Customer Services)

Senior Management Team Changes

Christine Hill our Head of Personnel will retire at the end of August 2017. In light of this, Senior Management Teams responsibilities have been reviewed, and as from 3 July 2017, I became the Head of Service responsible for Customer Services and Leasehold Management. My job title has changed to incorporate this from Head of Income Management & Advice to Head of Operations (Income Management & Customer Services). Our Leasehold Manager, Arshad Mahmood now reports into Barbara Peach, Income Manager. Barbara attended the last Leaseholders Meeting and is committed to working with leaseholders to understand current issues and form a strong working relationship moving forward. I am really pleased to be back managing the Customer Services Team working with Annabelle Barwick, Customer Services & Equalities Manager, my priorities for the next 12-18 months are to deliver the actions of the Customer Service Strategy and implement the Tenants Incentive Scheme.

Derby Advice – TUPE

Derby Homes achieved registration with the FCA in June 2017. The original TUPE date of 1 July 2017 has been rescheduled to 1 August 2017 to allow for the consultation process with employees to be completed. At the time of writing I do not envisage any slippage.

Chartered Institute of Housing (CIH) Income Management Accreditation

I nominated the Income Team to undertake this accreditation as I feel that this is a fantastic opportunity for Derby Homes to work with the CIH on this.

External accreditation is positive, it's about both benchmarking our services and seeking good practice from others – it's a real opportunity to ensure that we are providing an excellent customer focussed income management service. Derby Homes is just one of a handful of housing providers that have either achieved the accreditation or are currently in process. The registration form has been completed and we received the self- assessment document on 6 June 2017 from the CIH. In the meantime information has been gathered to inform the self- assessment which will be completed by the end of July. The CIH inspection should commence in August 2017. I will report back to Operational Board once the final report has been received.

Head of Housing Investment

The Normanton Project

The Operational Board will recall that since April 2016 Derby Homes has been working with colleagues from the Council and a representative from Derby University to collate a joint plan of actions aimed at the physical and social environment in a specified area of Normanton and Peartree. After last year's deep clean of Reeves Road, Derby Homes Investment and Local Office staff again joined with the Council Neighbourhood team earlier this year to work with residents refreshing the streets.

This comes on the back of our first purchases in the area which have now been refurbished and are entering management. A further 7-10 properties are in negotiations as potential purchases or are being evaluated for suitability.

Roofing Projects

Each year a part of the Capital Programme, investing in the long term maintenance of our homes, is set aside for re-roofing projects. The range of housing we manage has been built over a number of broad phases ranging from:

- Pre war – Before WW2
- Post war – built in 1950-80
- New Build since 2009

In general terms a number of roof systems have been upgraded in the past, however given the age of the homes a number of roofs are beginning to require replacement as the costs of repairing increases. We have worked closely with the Repairs Team to identify those groups of house types that are falling into this category. Re-roofing schemes are then commenced on a block basis where possible to increase the impact of works and make efficient use of resources.

This year we have identified a range of schemes to commit the available budget over the year. These are:

- Completion of block roofing at Old Sinfin
- Border Crescent
- Ad hoc addresses where there is an urgent need.

In total we aim to spend £600k between now and next April and we have already identified the properties to use this budget.

In the future we are looking to increase the roofing budget, both next year and potentially further in the year after, as the asset management information, taking into account repairs, indicates there will be further pressure to carry out re-roofing works.

Head of Repairs

Day to Day

At the end of Quarter 1, performance in terms of 'repairs completed in time' are as follows:

- Emergencies – 100%
- Very urgent works – 99.90%
- Urgent works – 99.82%
- Routine works – 99.89%
- Planned works – 99.82%

Performance up until the end of June is pleasing with all priorities above / better than target.

The 'appointments kept' target ended the month in June at 99.85% against a target of 99.00%.

Tenant satisfaction with repairs remains high and above target at 99.58% up until the end of June.

We have generated rechargeable repairs up to the end of Quarter 1 realising £6234.34.

We currently have 15 live disrepair cases.

Void Repairs

Up until the end of quarter 1 the voids team has completed 185 active voids compared to 217 for the same period last year. Performance is currently averaging 16.1 days to inspect and complete works for the quarter.

The time to inspect and complete works in June was 11.9 days. The void works time is continuing to reduce and we are confident that this level of performance will continue.

Gas Servicing and Electrical Testing

At the end of quarter 1, both the Gas and Electrical teams have met target and have achieved full compliance. Gas servicing and electrical periodic testing both finished the month at 100%.

Up to the end of June the Gas team has carried out 3483 services.

Up to the end of June the Electrical Testing team and Voids Repairs team have completed 2211 EICR's which makes Derby Homes 100% compliant.

We are attaining high levels of first time access for gas servicing which is currently running at 89%. This is encouraging although the school holidays may provide us with a challenge. We will work hard to ensure this level of performance continues.

There has been a good piece of work carried by both the repairs and customer experience team in publishing a "how to" guide for gas central heating, controlling condensation to prevent damp and mould and water hygiene. This will be published in the Derby Homes News Summer edition. This will be also published on the Derby Homes web site and will be used as part of the ongoing training that is being carried out within the Customer Service Team and also to relevant Housing Management staff.

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

Clare Mehrbani, Head of Housing Management & Housing Options:

Tel 888596 Email clare.mehrbani@derbyhomes.org

Jackie Westwood, Head of Operations (Income Management & Customer Services)

Tel 888419 Email jackie.westwood@derbyhomes.org

Andrew McNeil, Head of Housing Investment:

Tel 888545 Email andrew.mcneil@derbyhomes.org

Steve Bayliss, Head of Repairs:

Tel 888774 Email steve.bayliss@derbyhomes.org

Background Information: None

Supporting Information: None