

**CITY BOARD
22 AUGUST 2013**

ITEM B6

LOCAL OFFERS QUARTER 1 2013/14

Report of the Acting Chief Executive

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.
- 3.2 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.

Home Standard

- 3.3 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 Local Offers within the Home standard which have targets attached to them. All have been fully met in Quarter 1. The other 7 have measures to monitor delivery of the Local Offer but no target attached. Full details can be found in Appendix 1.
 - 3.3.1 **We will keep our repairs appointments**
Target 98%, current performance 99.73%
 - 3.3.2 **We will complete non urgent repairs within 30 working days**
Target 93%, current performance 99.94%.
 - 3.3.3 **We will offer appointments for all urgent and non urgent repairs**
Target 93%, current performance 97.89%
 - 3.3.4 **We will ensure newly let homes meet agreed standards of repair**
In Q1 there were 378 newly let properties, 100% of newly let homes met the agreed standards.

3.3.5 **We will regularly service any appliances we provide in your home**

All appliances in 4383 properties were serviced and safety checked during Q1.

Tenancy Standard

3.4 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.

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

During Q1 205 Introductory tenancies were signed up. Out of these the number signed up to Tenancy Sustainment are:

Q1 75 Year to Date 75 (37%)

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

There were 94 arrangements made in during Quarter 1. Out of hours calling is continuing to support the day work. Quarter 1 has seen Income surgeries extended due to demand.

Number of arrangements made: Q1 94 YTD 94

3.5 **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.

3.6 **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:

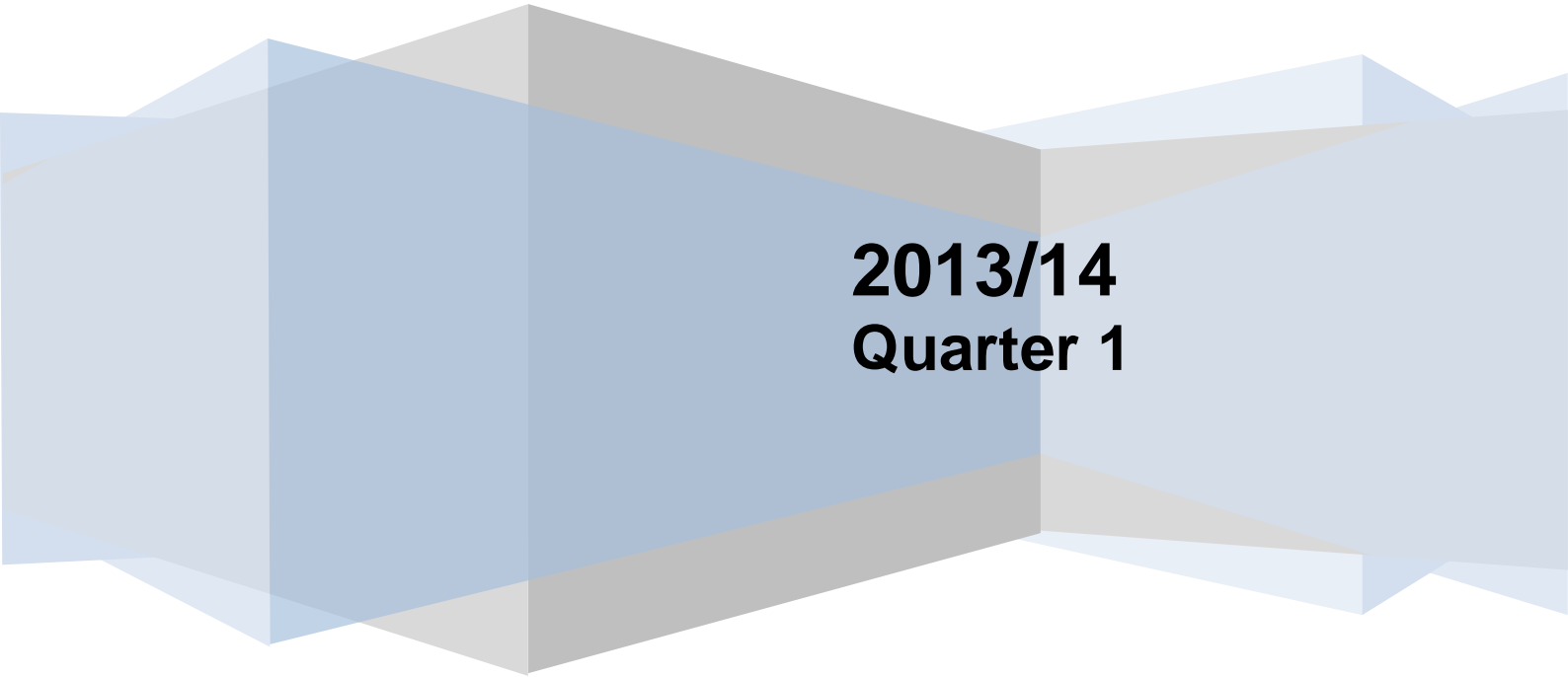
Margaret Wardle/ Performance Officer / Customer Feedback 01332 888395 Email margaret.wardle@derbyhomes.org

Background Information: None

Supporting Information: None

Derby Homes

**LOCAL OFFERS REPORT
Q1 2013/14
Appendix 1**



**2013/14
Quarter 1**

INDEX

Home Standard	PAGE3
Tenancy Standard	PAGE 4
Neighbourhood and Communities Standard	PAGE 9

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 99.73%.

We will complete non urgent repairs within 30 working days, target 93%, current performance 99.94%.

We will offer appointments for all urgent and non urgent repairs, target 93%, current performance 97.89%.

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've put together a re-roofing programme for this year and we've communicated directly with each of the tenants involved.

Next major programme is likely to be solid wall insulation. About two thirds of potential homes surveyed and, where required, work discussed with tenants during survey. Will write to all affected tenants individually once funding and contractor are in place, giving a clearer idea of when work likely to go ahead.

We will ensure newly let homes meet agreed standards of repair

In quarter 1 there were 378 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

We are planning to install solid wall insulation to all Pre War Housing Stock citywide, subject to match funding being obtained through ECO. Every property is to have a minimum of 150mm loft insulation.

All properties that have a live gas supply, will have a modern high efficiency A or B rated condensing boiler fitted over the next 18 months

New loft insulation contractor has been appointed and loft insulation upgrades commenced in June 13. Boiler upgrades is on-going.

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

All appliances in 4383 properties were serviced and safety checked during Q1.

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

There has been a change in the Officers responsible for the Decoration Scheme. The contractor Buxton's Painters & Decorators are assisting with a smooth handover. So far no tenants have been disappointed or put out un-duly. Tenants in Stockbrook St, Brook St and Mackworth have been offered the service so far this year.

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

With spring and early summer weather being predominately dry, the required tasks have been carried out. The estates are beginning to look as we envisaged and with a continuation of planned works throughout the year, we are on course. We have held the Panel Day, with all parties agreeing on the improvements seen compared to last year.

May was a testing month, Sodexo have re-structured their teams in order to remove problematic areas and we will continue meet the standards set.

The first quarter has been challenging, but with new working structures in place, we are confident that standards will continue to be met.

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 - issue raised by a tenant that they had completed an audit in some blocks and it was noted that the old enquiry centre number was on display - email to all housing managers advising them to change the number to 888777

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 Q1 there were 205 Introductory tenants signed up - 205
Number of tenants signed up to Tenancy Sustainment - 75 (37%)

YTD 75(37%) 205 signed up, 75 signed Tenancy Sustainment, 37%.

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

Derby Homes have been advising and supporting tenants on changes caused by welfare reforms especially the introduction of the under occupancy charge. Support has been provided in completing claims for discretionary housing benefit. As decisions are being made, tenants are being advised on what to pay and in cases where budgeting advice is needed or multiple debts owed or appeals where discretionary housing benefit has not been awarded are being referred to Derby Advice. 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.

Surgeries at Sussex Circus and Allenton have been extended due to high demand for service. Resources have been increased which will enable us to look at any change in housing benefit levels immediately and advise tenants accordingly.

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

There were 31 arrangements made in June making 94 for Quarter 1. Out of hours calling is continuing to support the day work. Quarter 1 has seen Income surgeries extended due to demand. These surgeries 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.

Q1	94
Q2	
Q3	
Q4	
YTD	94

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

Registrations for the dashboard continue to grow. As of the end of June we now have 1488 which is over 10% of our total number of tenants. Tenants are able to view their rent account via the dashboard or by requesting a print out.

We will actively promote access to low cost credit

Key Updates:

Although the service was meant to have been accessible from 1st April, there were delays caused by the following issues:

1. DH staff felt that the application form was too long. A shorter version had to be devised by EMCU.
2. Rental Control was in the middle of carrying out the annual changes to rents and other charges at the end of the financial year. Rental Control also had

to deal with the acquisition of the management of over 50 garages from DCC Estates and the Lillian Prime and War Memorial Village properties had to be put into DH management being set up on the rent system during this period.

3. There were delays in updating Erewash CU s servers by the EMCU team so that they can communicate with the IT provided by the EMCU consortium.

Promotional leaflets from EMCU (these are late at the time of writing) will be delivered to all RSLs and other promotional resources (logos, info) can be downloaded by the DH Graphics Team for use in DH s own promotional material.

An interesting development has been that the City Council has shown an interest in the EMCU and Lisa Callow from Housing Options is being assisted by the Project & Research Officer to develop a scheme with Erewash to enable people from the housing list to access the private rented sector by using the CU to put up a bond.

Funding for the EMCU Consortium from East Midlands RSLs (including £10K from DCC Housing Options and £13.5K from Derby Homes) has now reached £171K.

ABCUL (the CU trade body/umbrella body) has successfully bid for £38 million growth funding for CU s from the DWP. We understand that EMCU will also bid to ABCUL for these funds which will help to capitalise lending at low interest rates in the CU sector across the country and make low cost credit available in the East Midlands Region. We await details of how this investment will be divided up by ABCUL and will support EMCU in its bid.

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

During May a working group was formed to consider and implement the installation of broadband and IT equipment in community rooms across the city. This initiative will improve digital inclusion and enable Derby Homes tenants to make online claims for Universal Credit. It will give WIFI access to both tenants and staff and is due to be implemented from June 2013.

As part of Inspiring Derby Week and in conjunction with Derby City Adult Learning Service Tai Chi & Chair Based Exercise taster sessions were held at Glengarry Way Community Room.

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 for April was 99%
- Monthly contact for February was 96%
- Monthly contact for March was 96%
- Average for the Quarter 97% Average for the year 97%.

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

We always ask for feedback. We are reviewing the way which we gather and use feedback on closed ASB cases though as we believe we can do this more effectively.

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

Standards for estate services are published on our website and available at Local Housing Offices. We will be reviewing this information over the next few months.

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

T16

This project has ended. Despite interest from Youth Service staff who delivered T16 alongside us, the locality managers (Steve Baguely & Kevin Murphy) have shown no interest in maintaining some sort of housing centred intervention with young people who are about to leave school. T16 is not mentioned in the recent review of partnerships for Derby Homes conducted by the Project & Research Officer.

There is currently much change in the Council's Youth Service and the Project & Research Officer recommends that Derby Homes waits for these changes to be consolidated before we try this sort of joint working again.

Inner City Rugby

This potential project has stalled, but given that other projects are delivering sport in the City with DH input and that Derby does have a very active rugby club, the need for such activities is unclear.

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

Having met all the Local Managers, we have now agreed the programme of works for this financial year 13/14.

There will also be a programme of creating car hard standings, individually and communally over the next two years, the scheme is currently in draft and will run city wide.

Derby City Council and Derby Homes still have the city wide domestic waste recycling programme to complete. Due to the changes introduced to the DCC household waste policy this was re-started in June/July.

Works started

Barrett Street - works started

Brook Street Area - works started

Stockbrook Street Area - works started

Works completed

Cardigan Street

Dartford Place

Mackworth Allotments - planned completion July

Osmaston Park Road

Peet Street- works completed

The first quarter has seen schemes across the city programmed and working closely with the Local Managers and resident involvement groups, we will /have seen positive results. We now have works planned up to 2015/16 and look forward to continuing the success.

We will develop and support volunteering opportunities for our tenants

Volunteering opportunities are on going. In April we advertised the Welfare Reform Team Digital Inclusion volunteer role. This role is to assist tenants to be able to claim benefits on line. The volunteers will be located in the LHO's and will show people how to use PC's and apply on line using the public computers situated in the reception areas.

In June we interviewed for the Digital Inclusion Volunteers. These volunteers will be working with the Connect Project to deliver digital inclusion training.

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.