

PERFORMANCE MONITORING - CUSTOMER PRIORITIES QUARTER 3

Report of the Head of Housing Management & Housing Options

1. SUMMARY

- 1.1 This report details performance against the 10 Customer Priorities to the end of Q3 2015/16. The Customer Priorities have been created after speaking to 2253 customers during a large scale door step campaign.
- 1.2 Staff, senior managers and volunteers from the Tenant Panel and DACP have been involved in creating the Customer Priorities, ensuring they are realistic, meaningful and align with Derby Homes' delivery work plans for 2015/2016.

2. RECOMMENDATION

To note and comment on the content of this report.

3. MATTER FOR CONSIDERATION

- 3.1 There are 10 Customer Priorities, below is a summary of the main actions carried out in relation to these. Full updates on each Customer Priority can be found in Appendix 1.

Priority Actions

3.2 Priority 1 We will develop and deliver a proactive litter campaign

£1000 has been allocated from the Derby Homes' Estates Pride Small Scale funding scheme to extend the free bulky waste programme that operates in the Derwent area of the City. 200 residents have made use of this service and the extra funding means a further 100 collections will be available, assisting in our campaign to tackle fly tipping on our estates.

We are working in partnership with Derby City Councils Boulton, Alvaston and Derwent Neighbourhood Boards who have provided funding for free Bulky waste collections for residents in these wards. We are promoting this with our tenants in these areas to ensure a maximum take up.

Derby Homes have taken action against 6 tenants who have been found to be littering, this involves the tenant being issued with a final warning.

We are working with local schools to highlight the project of tackling litter and fly tipping on our estates. One initiative for example we are promoting is a Poster Design competition, arranged in local schools to help raise awareness.

3.3 Priority 2 We will increase awareness of and community confidence in, our response to noise nuisance in your communities

Derby Homes have revised the tenancy conditions to enable better management around nuisance dogs, in addition to the existing anti social behaviour process.

We are utilising the Derby Homes Noise App. The App is very effective in providing vital evidence and is used in around 90% of noise nuisance cases.

3.4 Priority 3 We will promote responsible pet ownership

In August 2015 we held a very well attended responsible pet ownership event in the Sussex Circus area of the city.

During quarter 1 and 2 we have opened and monitored 38 cases in relation to pet issues across the city.

Since the introduction of the new Derby Homes pet policy we have issued 95 pet permits across the city during quarter 1 and 2.

3.5 Priority 4 We will commit £100k to target improved parking schemes over the next 24 months. We will strengthen partnership working with Police and others to take enforcement action illegal parking where necessary

We consulted the residents at Nuns Street, Kingsmead Close, Colville Street and Noel Street to consider introducing a Parking Permit Scheme. The Nuns Street scheme is now running since 14.10.15 and the others are still in progress.

Works will start on hard standings, week commencing the 11.1.2016. All of them should be completed by the end of March 2016.

We have now received planning approval from Derby City Council for Derby Homes to proceed with the installation of 6 car parking bays at Downing House.

3.6 Priority 5 We will provide comprehensive support to tenants moving into new build properties including a customer relations single point of contact during the first 12 months of your new tenancy

Customers are being visited once they have lived in the new build for 6 months, this is an on- going process.

All queries regarding New Build Houses are directed by Customer Service Team to a single point in The Development Team.

3.7 Priority 6 We will complete an LED lighting upgrade to all communal areas of flats, to improve energy efficiency, and reduce the frequency of replacement bulbs

Derby Homes carried out a consultation process with leaseholders and tenants of the blocks of flats where LED lights were to be fitted during November/December 2014, there was a 100% agreement to proceed. A programme of works was set up in February 2015 to carry out the first phase of works, this has now been completed with the second phase progressing well. The project is due to be completed by the end of April 2016.

3.8 Priority 7 Following the review of the Voids lettable standard, we will carry out additional works and improvements on difficult to let properties and areas to enable us to potentially let properties quicker and reduce void rent loss

The lettable standard review group looked at the standard and made some minor adjustments. It was generally felt that the standard was fit for purpose. A proposal was put forward to the Operational Board to provide funding to enable the most difficult to let properties have a room decorated. This was approved by the board. The review group also advocated ensuring a consistent standard to voids across the city. All the recommendations approved by the Operational Board have been implemented.

3.9 Priority 8 We will help our customers and stakeholders to maximise their income through promoting the availability of advice and support, such as welfare benefits advice, money management and debt counselling

There are now posters up at ASDA Sinfin and ASDA Spondon offering support. These can be updated to deliver topical messages around paying, payment options, welfare reforms and incentives.

During 2015 we integrated money advice into the arrears process meaning tenants can access money advice prior to court to pay the arrears and avoid court and the associated costs. Currently appointments are being arranged by Income Team Officers who come across tenants suffering hardship. Once the Money Advice Manager is in post a schedule of pit stop money advice sessions will be planned based of the information from the outcome of the customer profile shot.

3.10 Priority 9 We will work to improve your homes to a higher standard than the governments' decent homes standard

A regular programme of maintenance and painting for the outside of homes is in place and will continue around the city on an on going cycle. Double-glazed windows and high security external doors with multi-point locks will be supplied, offering a choice of styles and colours. To ensure we improve the standard of our estates there will be Estates Pride improvements and renovation of communal areas.

We have committed to providing a tenant's showroom displaying the range of kitchens and bathrooms available.

3.11 Priority 10 We will listen to children and young people to improve and develop our services

We continue to use a variety of methods to engage a broad range of children and young people, including the commissioning of the junior warden scheme, the youth board and specialist services from enthusiasm. We also link into the CYP participation network amongst other CYP forums and frameworks.

The Youth Board identified development of community rooms to be the topic they would like to discuss this year and also prioritised the topics from Derby Homes' delivery plan.

The Tenancy Sustainment Manager will draft a lesson plan for schools about independent living and bring back to the Youth Board meeting in January 2016 for further consultation and development.

To date 8 out of 10 young people engaged have attended the Youth Board meetings.

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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Background Information: None

Supporting Information: None