

SERVICE DELIVERY REPORT

Report of Heads of Service

1. SUMMARY

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

2. HEAD OF FINANCE AND INCOME – HELEN SAMUEL

2.1 Income Management and Welfare Reform

2.1.1 Current tenants' arrears – as at 30 April 2023

As of Sunday 30 April 2023, rent week 4, the current tenants rent arrears were £2,078,773. When compared with the position at the same time last year, the current rent arrears were £1,821,586 making the current position £257,187 (12.3%) more than last year; this increase is not at all unexpected, given that rents increased by 7%, there were very low numbers of evictions, and the cost-of-living crisis.

At the time of drafting this update, Derby has 'true' current tenant arrears of 3.31% of the annual rent debit of circa. £62.83m; this is consistent with the median performance of other ALMO's, and Housing Associations, (above 10,000 stock), as reported in Housemark's Pulse Surveys. We consider the Derby figure to be more than satisfactory, based upon the supportive approach taken to income collection, whereas other providers, we know, take a more commercial approach.

Due to the cost-of-living crisis and the additional number of tenants moving over to Universal Credit, means we are anticipating the current arrears to end the year around the £2.5m mark, (March 2023 £2.182m), around £0.3m higher; this increase of £0.3m is approximately 0.5% of the circa. annual £63m charged.

The key KPI is the amount of cash collected against the £63m, plus arrears brought forward from the previous year. We are aiming for 99% by the end of the year. At the end of April this was 111%, (reflecting higher collection rates in April due to one rent free week); this is in-line with expectations, as collection rates vary throughout the year, in particular for those months that have rent free weeks, as explained below.

2.1.2 Rent Free Weeks

In previous updates, we had mentioned the role which rent-free weeks have in reducing the headline arrears figure; arrears increase in the lead up to the rent-free weeks; this was because we have a technical build-up of arrears during the year, (on monthly or 4-weekly payers and some months have 5 weeks); in the case of direct debit payments and APA payments and also some monthly payers, 12 equal payments are requested, or paid, meaning the build-up of these technical arrears. Week 52 was a rent-free week, and, in these instances, we receive 4 weeks rental income. In addition, we write to tenants in arrears and remind them they should continue with payments, as agreed, as their accounts are in arrears.

The current arrears before the rent-free week, (week 51), were £2,539,210 owed by 4,443 tenants and the collection rate was 98.76%, (DH R&RA PM04). Current arrears as a percentage of the debit arrears were 4.28%, (DH R&RA PM01).

The figure at the end of week 52, (the first rent free week), was £2,182,243 owed by 3,792 tenants and the collection rate was 99.25%. Current arrears as a percentage of the debit arrears were 3.68%. This meant the arrears reduction over the rent-free weeks, due to technical arrears catching up, such as direct debits and APAs, plus tenants paying over this rent-free week, was £356,967; this is a significant figure collected.

2.1.3 Vulnerable Renters Fund

A total of 32 awards from the Vulnerable Renters Fund, (part of the Derby Homes managed Homelessness Prevention Grant), were agreed in Quarter 4 of 2022/23; a total of £19,531 being paid to those tenants at risk of eviction, to prevent action being taken.

2.1.4 Evictions

In 2022/23 there were only 6 evictions. We did expect evictions to start to increase this year, due to the low levels; single digit numbers over the last 3 years. Previously, evictions would have numbered between 30 and 40 a year. The main reason for decrease is that those tenants with higher arrears are Universal Credit claimants; in these cases, Alternative Payment Arrangements, (APA's), where possible, are being applied for to maximise incomes and avoid eviction warrants being requested. Whilst the APA's may contribute a small amount against the arrears, tenants' arrears balances will remain relatively high. For example, if a tenant has a £2,000 arrears balance and the APA now covers future rent, and say £20 towards the arrears, the residual level of arrears will stay within the overall arrears figure, and partly explains the reason why this is increasing annually.

2.1.5 Welfare Reform Update as of 3 April 2023 – year end.

Currently we have 4,934 tenants claiming Universal Credit; around 70% of the expected 7,000 final number.

As part of our support function to mitigate the effects of Universal Credit on rent arrears, we attend team meetings for other support services, such as Tenancy Sustainment, to inform and update them of what they can do to make sure Universal Credit claimants get the best possible start to their claim; help identify vulnerabilities

at the earliest stage, we can then apply for APA's and direct payments to help our most vulnerable Universal Credit claimants, and subsequently reduce the impact on rent arrears.

To help maximise claimant's income, we also check eligibility for and apply, if appropriate, for the Single Discretionary Award, (SDA), which consists of Council Tax Hardship, (CTH), and Discretionary Housing Payments, (DHP). If they qualify for CTH, then they may also qualify for Council Tax Support, (CTS). Make applications to the Household Support Fund, (HSF), apply for other hardship payments and vouchers.

In March 2023, we wrote to all our tenants living in our managed properties who were in receipt of Universal Credit, advising them on how to update their Universal Credit journal, with details of their new rent from 3 April 2023. In July, we will write to our tenants in receipt of Universal Credit and live in Derby Homes owned properties; their rents will increase from July 2023. This is to help ensure that the housing costs element within the Universal Credit claim continues to be paid at the correct amount and on time; this helps to minimise errors, leading to concern for the tenant and an administrative task for both Derby Homes and the DWP.

'Managed migration' is the final phase of the rollout of Universal Credit. The DWP will contact those who are still claiming legacy benefits, to notify them that those benefits will be ending and inviting them to claim Universal Credit instead.

The first cohort of migration notices were issued in May 2022, in Bolton and Medway, as part of the DWP's managed migration' discovery work; this discovery work is focused on learning what works, and developing the managed migration service going forward, to ensure most legacy benefit claimants make a successful move onto Universal Credit.

The proposed plan for the roll out of managed migration:

- During 2023/24 - Tax Credit only cases
- During 2024/25 – Income related ESA with Tax Credits, Income Support, Income Based JSA, HB only, or with Tax Credits
- During 2028/29 - All other Income related ESA cases

In Derby, the DWP are planning to send out managed migration notices in August 2023, to those who are claiming tax credits and are single, followed by couples and then families. They are starting with tax credit claimants because results from their discovery work suggests these cohorts require minimal support in the move to Universal Credit. No further details have been released regarding scheduling of the areas or numbers involved. Once a managed migration notice has been received, the recipient will have 3 months and 1 day to make a claim for Universal Credit. Nearer the time, the DWP will have publicity campaigns, and provide extra resources at jobcentres and over the phone, for all digital and non-digital claims.

2.1.6 Universal Credit Statistics

Highlights of tenants on Universal Credit (UC) March 2023 Final Position

- 4,934 tenants on UC
- 80% of UC arrears cases on APA's, (where DWP pay directly to Landlord the housing claim for weekly rent costs)
- 18% on Third party deductions, (where a deduction from the UC claim is paid direct to landlord to cover rent arrears)
- 2,372 tenants, (48%), with no arrears, or in credit on their rent account

As at week ending 3 April 2023 (wk52)	Number	Gross Arrears
UC singles	1,840	£609,164
UC couples *(includes 49 mac)	367	£85,842
UC families *(includes 4 mac)	2,727	£976,391
Total	4,934	£1,671,397
Gross UC arrears	2,562	£1,671,397
Cases with no arrears/credits	2,372	(£422,920)
Net UC arrears	4,934	£1,248,477
Average arrears per UC Case (£1,671,397/ 4,934)	4,934	£339
Average Weekly APA Payments since April	474	£182,395
Average Monthly APA Payments since April	2,054	£790,378
Number/Amount of Daily Alternative Payment Arrangements (APA) since April	24,652	£9,484,537
4-Weekly Third-Party Deductions (TPD) since April (includes 146 APA adjustments for £59,192)	6,331	£293,552
Running Total APA + TPD since April	30,983	£9,778,089

*Mac (mixed age couples)

2.2 Rental Control (RC)

On the planned upgrade of the Direct Debit, (DD), module in Open Housing, (OH), week commencing 22nd April 2023, the team started the full re-testing of the One DD Module and logging issues, as requested, by the Project Team. Capita are slow to respond to the issues raised, which causes extra work and prolongs testing.

The current financial climate continues to have an impact on tenants who pay by DD. The number of returned payments, (effectively this is the DD "bouncing"), continues to stay high. However, the number of returned payments during April has reduced compared to last year.

We are still seeing an increase in tenants asking to change their DD payment date; this delays payment and widens the gap between DD payments, so creates or increases rent arrears.

The HRA & Managed Property Annual Rent Variation process is now complete, including updating all the direct debit payment plans. At the end of May 2023, we will start the Derby Homes owned property Rent Variation process, which will include updating Direct Debit payment plans.

Refunds/payments for disturbance and compensation not being processed. On the 1 April 2023, Derby City Council went live with their new financial management system, CIA. The Derby Homes Accounts Payable Team are no longer able to process refunds/payments that relate to DCC accounts. The CIA system is not set up to produce cheques, only BACS payments; these two issues mean we have not been able to process refunds since the end of March 2023, bar a couple of urgent refunds paid via CHAPS. In future, we have had to set up a process to enable us to collect tenants' bank details, so we can pay them via BACS; we will begin this process in early May.

2.3 Leaseholder Services

The Major Works Repayment Policy has now been drafted and the final consultation was held at the Leaseholder Forum on 26 April 2023.

If adopted, this will be a Derby City Council policy which aims to present repayment options to leaseholders, when they incur recharges for major works, into thousands of pounds; the options include:

- A 5% prompt pay discount
- A 24-month interest free payment plan
- Access to loan finance from either Homes England or the Council.

The draft report is currently being assessed by Council colleagues and may need to go to Cabinet for approval. It is hoped that the policy will be live later this calendar year.

Future major works notification on the website

The final adjustments to the background of the design of the website page are being completed. When this is live it will provide leaseholders information of planned future works, (2 years plus into the future), to their blocks of flats. A demonstration of this webpage was presented to the leaseholders at the 26 of April forum, and leaseholders were happy with it and have requested that the website page will be live by the end of May.

The notice period for the second stage of the leasehold consultation for a new Leasehold Buildings Insurance provider expires on 15 May. A new provider has been procured and it has been noted that the premiums for leaseholders will significantly increase; this is due to several factors in the general social housing insurance market. Leaseholders were advised of this increase in the consultation notice, but up to now there has been no objections received.

The current financial climate is affecting the service charge arrears, we have seen a slight increase in leaseholders making contact because they cannot afford their current payments. In April 2023, five mortgage lenders who have an interest in a leasehold property were contacted, to advise of overdue service charges and ground rent; this number exceeds the total number contacted in the entire last 4 years. Of the five, two mortgage providers have agreed to pay overdue amounts.

Estimated service charge notices for the year 2023/24 were sent out in March. Preparation for the actual service charge notices will start in July; these will be completed by September and final invoices sent out then.

2.4 Derby Advice Update

2022/23 performance measures

We were pleased to meet all of our KPIs for the financial year 2022/23:

- Client satisfaction levels were an average of 99%, compared to our target of 95%
- The number of customers receiving specialist Welfare Rights advice was 2,749, compared to a target of 2,500
- Benefit gains, for customers, were over £5.3 million, compared to a target of £5 million
- Our average waiting time for an appointment is 13 working days, compared to a target 15 days.

2.5 Cost of Living

This continues to increase pressure on our services from increasing numbers of referrals.

Our money advice apprentice has created a catalogue of local schemes offering support and initiatives, for example warm spaces, so our advisers can refer to this when advising clients on benefit and debt matters as the need arises.

We are once again acting as approved referrers for the next stage of the Household Support Fund Scheme, (HSF4).

During these difficult times we have, unfortunately, noticed a slight uptick in clients feeling suicidal. We have discussed this with our team, liaised with our Safeguarding & Compliance Manager, Bobby Howe, and our Safeguarding Champion, Vanessa Peters, and will be providing a briefing to staff on best practice in dealing with suicidal clients at our Service Meeting in May.

2.6 Welfare Rights Team

Leanne Scaysbrook and Allan Reynold, Specialist Mental Health Welfare Rights Officers, are in the process of working with NHS mental health staff at the Radbourne Unit, Royal Derby Hospital, to provide a training session around

completing claims for disability benefits, and the changes of circumstance that need to be notified when people are admitted as inpatients.

They are in the planning stages of developing some 'take up' work around unclaimed benefits for older adults with mental health conditions.

Helen Ripley, one of our Welfare Rights Officers, has been working on another piece of take up work. She has worked alongside Gaynor Sladen and Ben George at Parklands View, to arrange a day of advice sessions for Parklands View residents on 22 May. The aim is, to support with claiming previously unidentified entitlements, particularly pension credits and attendance allowances, and to make referrals to the household support fund, where appropriate.

Staffing

We have recruited an external candidate to our Macmillan funded Welfare Rights Officer post and are planning a start date in June for her to join our two other existing Macmillan posts; this will help us greatly, to deal with the large demand for benefits advice for those diagnosed with cancer.

The D2N2 Money Sorted Project has now come to an end. Emma Rollerson, who worked on this project, has secured a role in our Welfare Rights Team as a Money Advice/Welfare Rights Interviewer. She is helping to staff our telephone advice line and offering several appointments each week; this is helpful to our service at a time of high demand for advice at first tier level.

One of our highly experienced Welfare Rights Officers, Judith Devey, retired at the end of March. An existing Welfare Rights Officer, in a temporary role, has filled this permanent part-time position, and we now hope to backfill the temporary hours she has vacated.

2.7 Money Advice

Derby Homes will be able to offer to pay for Debt Relief Order and Bankruptcy fees, in cases where the tenant has had specialist money advice, and where this has been determined to be the best option. We hope to be able to offer this from May.

Staffing

One of our Money Advisers, Libby Bailey, continues to carry out 9.5 hours overtime per week, which has been approved for a further 3 months, to be reviewed at the end of September; to help manage demand and waiting times at second tier level.

Single Discretionary Award

Nicole Dayaram, Money Advice Team Leader, has been asked to give recommendations on increases to recommended trigger figures, (expected costs of day-to-day items included in a financial assessment), for 2023/24; the majority of these have been accepted.

3. IT Project Team Update

3.1 One Housing Transition

One Housing is tentatively planned for summer 2024. One Housing provides a modern, fresh look and feel, designed to be more intuitive and easier to navigate, delivered using browser technology over existing architecture. To migrate to One Housing, it is necessary to upgrade to V17.04 of Open Housing and to adopt the One Direct Debit, (OneDD), module as pre-requisites. Unfortunately, significant issues had been discovered in the testing of OneDD, preventing the upgrade going live on 7 November 2022. Go-live of OneDD and V17.04 upgrade is now expected August/September 2023.

3.2 Repairs Diagnostic

Repair diagnostic system is now live. Work underway in test on phase 3, which enables the system to draw information from the Housing Management system, to provide a more intelligent and customised journey for both customers logging repairs online and for the Customer Services team.

3.3 Financial Management System Integration

The rental income interface between Open Housing and the finance system is now live, with all issues being resolved. The new interface will remove some of the existing manual steps required in the existing integration and will provide better built in reporting.

3.4 Energy Data

Derby Homes is in discussion with suppliers regarding integrating modelling tools into Open Housing, that will allow us to determine which property improvements best support the decarbonisation agenda, on an individual property, by property, basis.

3.5 DRS Upgrade to V6.1, Quotas, and web service integration

Repair work is planned and managed through the Dynamic Resource Scheduling, (DRS), system. To benefit from more robust and efficient web service integration, Derby Homes are required to upgrade DRS to V6.1. This modern form of integration will allow Derby Homes to progress its desire to **offer tenants the opportunity to make their own repair appointments online.**

Additionally, Quotas will be built into the system which will reverse time each day for emergency and urgent work to be planned in. Go live for Quotas is planned for 16 May, with the upgrade and remaining activities planned for August/September 2023.

3.6 Electrical Certification

We are trialling the use of a new Electrical Certification solution, which will provide a more robust data storage, and is able to integrate with our existing compliance assurance software; a decision on whether to continue with this trail is being discussed.

3.7 Mobile Working for Void Gas Engineers

The Gas Engineers in the Repairs and Servicing teams already have access to mobile working. A solution is being developed which will be suitable for Void Gas Engineers doing similar tasks.

3.8 Tenant Satisfaction Measures

A new survey has been developed and deployed to gather tenants' perceptions of Derby Homes. Additionally, a new suite of reports is in development, which aligns our existing data, in areas such as repairs and compliance, to the requirements of the regulator.

3.9 Auto-bidding

The auto bidding facility is being enhanced, to allow a greater specificity in how bids are applied by using area-based information. Currently being tested.

3.10 Advice-Pro Derby Advice Case Management System

A new advice system is being procured for Derby Advice, that allows the production of an individual financial statement, used in Debt Relief orders, bankruptcy proceedings etc., aligned to the guidelines of the Financial Conduct Authority.

3.11 Accountancy and Accounts Payable Team

The 2022/23 draft financial statements have been prepared and are now subject to external audit review. Overall, these show that the financial outturn for last year was around a breakeven figure, a surplus of £0.2m and turnover of £57m; this excludes considerable adjustments relating to the pension scheme.

The new financial system went live in April. There has been delays in its full implementation, with efforts focused on the most critical areas, in particular Accounts Payable, in ensuring that supplier invoices are paid. The supplier payment runs went live on 9 May, with the last payments made in the old Oracle system on 13 April. Although there was a three-week delay in a payment run, virtually all invoices have been paid within their contractual payment terms, normally 30 days; this is the first full change in a financial system since 2007, so it inevitably will take time for users to get used to a new system, and for teething problems to be resolved.

Whilst tenants should not be impacted from the change, there is one area that will change under the new system. Previously some tenant refunds/compensation payments were paid via issuing a cheque; this facility is limited in the new system, so we are looking to make direct payments into tenant's bank accounts instead; this will necessitate the tenant to supply their bank details to the Council where this is not already held.

4. Head of Repairs Update – Steve Bayliss

4.1 Day-to-Day

At the end of the financial year 2022/23, performance in terms of 'repairs completed on time' is as follows:

Emergencies (2 hours)	99.30%
Very urgent works (24 hours)	99.04%
Urgent works (5 working days)	92.58%
Routine works (25 working days)	81.18%
Planned works (60 working days)	66.83%

Performance up until the end of the year on higher priority jobs is generally pleasing, with the emergency and very urgent works above/better than the 99% target.

There has been a dip in performance on the urgent works targets, which is below the 99% target.

Our performance on routine and planned works has been very disappointing with a significant slippage.

In order to improve performance across the service area, we have carried out a number of actions including the following:

1. Increased the Contract Manager support
2. Brought in an additional works supervisor
3. Increased the numbers of Planners
4. Provided administrative support
5. Carried out extraordinary toolbox talks to the frontline tradespersons
6. Additional agency support of tradespersons
7. Additional support from other teams in-house
8. Additional assistance using our frameworks of contractors
9. Met with all of our sub-contractors
10. Carried out a review of the DRS planning system and implemented changes
11. Reviewed 'No Access' procedure. Closing jobs after 2 access visits and letter sent to tenant

Following meetings with our inhouse teams we are seeing an increase in productivity and a reduction in sickness

Tenant satisfaction with repairs remains slightly below target, at 98.03% up until the end of the year.

During the year we have sent out 40,843 surveys, with a total of 803 customers being dissatisfied; this was made up 561 customers who were dissatisfied with the Day-to Day team; 94 were with the Gas and Electrical teams, and the remainder of 147 is where no contact/messages have been left with the customer.

We have been contacting customers to ascertain what their issues are and how we can quickly resolve them, and to analyse trends to implement positive steps to improve the customers' experience.

We have generated rechargeable repairs up to the end of the year, totalling £58,328.18.

The team is continually reviewing how we can improve processes and working practices.

4.2 Voids

The year-end performance figures for the last financial year, 2022/23, had dipped slightly in the final quarter; impacting the overall yearly target.

In the fourth quarter, the voids team completed 168 void properties consisting of, 125 active voids, and 43 passive voids, with 33 temporary accommodation properties; compared to 186 properties in the same period of last financial year.

The active voids overall turnaround time for 2022/23 dropped, with an overall turnaround figure of 18.1 days, compared to last financial year of 16.1 days. Several factors contributed to the poor final quarter, including receiving above average numbers of empty homes immediately before Christmas, and adding ten days to each void.

4.3 Gas Team

Performance at year end was strong. We ended the year with 12,401 properties having a certificate less than one year old; this means there were only 12 properties with a certificate over 12 months old; this gives us a year end percentage of 99.90%. This is a pleasing result and the best we have ever achieved; it is a result of the hard work by the team. We are continuing to make efforts to gain access to these properties, working with colleagues and other departments where appropriate; this means we are currently 100% compliant in-line with gas regulations.

For the first time we have successfully managed the targets required for the installs being carried out, which was a great achievement, as for the first 2 quarters materials and boilers were at a limited number. The total number of boilers fitted was 882 against a target of 800.

4.4 Electrical Team

At year end 99.82% of properties had a valid Electrical Inspection Condition Report.

To translate, 12,538 homes have received a satisfactory Electrical Safety Check with 22 properties overdue. Of the 22 homes that are overdue, 13 are of complex circumstances and we are working with the relevant parties and colleagues to find a solution; 5 have been re-booked for new dates following multiple attempts to visit. The remaining 4 properties are empty.

The Electrical team have continued to invest in upgrading our electrical installations across the city, which includes completing 62 Consumer Unit upgrades,

incorporating new non-combustible equipment to improve fire safety, and completed 6 Smoke Alarm upgrades, expanding the fire detection in our customers' homes.

We are team are 100% compliant in emergency lighting, fire alarm servicing and sprinkler servicing.

The Electrical team are continuing to collaborate with the asset management team, to help tackle electrical upgrades that are required to the HRA shops; then with the Customer Engagement team to install televisions and television aerials to the community rooms across the city.

4.5 Disrepair

We continue to manage disrepair claims. During the financial year we received 87 new claims and 5 EPA claims.

Where reasonable we do defend cases and during the quarter, we settled 8 cases; paying out £9,670 in compensation, and £19,530 in legal fees.

We have now started to install data loggers in our customers' homes; this technology gives real time information, both to ourselves and our customers, to help understand what is causing the increased moisture and condensation in the property.

To try and be proactive in dealing with repairs issues, which can include condensation, mould, and damp, we are working with teams throughout Derby Homes in being proactive in reporting repairs.

We have also recently introduced a new post of a Technical Officer, who will visit customers in their homes to give them practical advice on mould, damp, and condensation; they will carry out mould washes and the cleaning down of mould and raise jobs for specialist contractors when required. Now this person is in post, we are very confident we will be able to visit customers in their homes much sooner than we do now.

The recommendations received at the last Operational Board have been incorporated into the new Damp, Mould, and Condensation policy; this is currently being taken to a Virtual Panel, following which, this will be taken to the main Board in July.

5. Head of Housing Options and Homelessness – James Joyce

5.1 Vulnerable Renters Fund

The Vulnerable Renters Fund, (VRF), is a scheme to assist those who are experiencing rent arrears and potential eviction proceedings in the private rented sector and is administered by the Private Rented Sector Team. By assisting at an early stage, we are able to prevent evictions and the need for re-housing. The scheme was extremely successful in 2021 in preventing homelessness and, therefore, we have continued to deliver the service through 2022/2023. Additionally,

to our existing knowledge, it became apparent that the cost-of-living crisis and soaring fuel costs would affect many of our customers, particularly through the winter months. Derby Homes, therefore, identified a proportion of our Homeless Prevention Grant allocation to deliver the scheme from October 2022 to March 2023. The team initially targeted tenants in the private rented sector, awarding payments of circa. £1,000 per application, to be paid directly to a rent account and prevent eviction. As part of our upstream prevention tools, from mid-February 2023, we also considered applications to the fund in respect of social and supported housing tenants.

The team have received 190 applications the VRF, of which they were able to support 185 applicants who were successful. The total amount paid out in awards was £124,327.67. The team received applications for tenants of 44 separate landlords and letting agents in the private rented sector, 7 social landlords and 3 supported accommodation providers. Additionally, the team have been able to build up a robust approved referral process. Currently, the team are working with 152 approved referrers from across all sectors; these include Housing Options, Tenancy Sustainment, and Rental Control Teams in Derby Homes; Social Care, Welfare Reform, Local Area Coordination Teams in Derby City Council, as well as accommodation providers and the Charitable Sector. These organisations helped us identify those households who are most in need.

Additionally, one of the teams aims whilst delivering this round of funding was to take a holistic approach, to identify what other barriers our customers may be experiencing. Making a payment to a rent account may prevent immediate homelessness, but we need to ensure the tenancy is sustainable in the longer term. As part of the application process, they also looked at what other services and support our customers may be entitled to and made appropriate referrals; these included The Household Support Fund, Single Discretionary Awards, Council Tax Support and money and debt management services. Working alongside approved referrers and our partner organisations, we have provided additional help to vulnerable tenants who may otherwise have ‘fallen through the cracks.’

5.2 Adult Social Care & Derby Homes Development Sessions

We have been working with managers from Adult Social Care, to develop a training session to better get to know each other's roles. It became clear that we have customers who approach Housing Options, who also have an Adult Social Care need; understanding who is best placed to assist at first contact is essential for a positive customer outcome. Having developed an ASC & DH management working group to better understand these touch points, has led to session on delivering what the customer needs at first point. Recently, the first session was jointly delivered via Housing Options & Adult Social Care to departments within each area, this received very positive feedback from all whom attended; stating it has given great connections to their roles. The ASC & DH Management working group has allowed us to develop working better together; this concept will not only benefit the customer, but also all of our teams, allowing them to build relationships and avoid duplication.

6. Head of Housing Management – Carl Tring Willis

6.1 Public Protection Service – Service Level Agreement

Derby Homes has signed a new Service Level Agreement with the Public Protection team at Derby City Council. The new agreement details a range of enhanced services provided to Derby Homes as part of a funding arrangement that supports the work of our Homelessness, Housing Options, and Housing Management teams.

In addition to the general services provided by Public Protection Officer, including tackling anti-social behaviour, environmental crime, such as noise, littering, fly tipping and dog fouling and parking offences, Derby Homes will receive an enhanced service including;

- A priority out of hour's ASB response service
- Priority patrols of ASB hotspots as requested by Derby Homes
- Visible patrols at key locations identified by Derby Homes, such as Milestone House
- Visible support to outreach services in the City Centre such as the REST Services.
- Additional support to housing management including possible enforcement action for dog fouling, untidy gardens and boundaries, fly tipping, nuisance parking
- A dedicated point of contact for Derby Homes
- A dedicated access/pathway for Derby Homes requesting the issuing of enforcement action, such as Community Protections Notice Warnings, Community Protection Notices in relation to ASB
- Regular feedback and updates on Derby Homes specific cases

The signing of the agreement supports our Customer First commitment, with the enhanced services providing better outcomes for our customers. It also represents a positive step closer towards ambitions for Locality Working and is underpinned by the principles of 'Better Together.'

6.2 Better Together – Locality Working

Continuing with the 'Better Together' theme, we have held a Local Area Coordination & Tenancy Sustainment Team Development Day. The event brought together both teams to increase the understanding of each other's roles and identify opportunities for improved partnership working.

The event highlighted many opportunities to strengthen our connections and work better together, to deliver meaningful outcomes for our customers. We also identified areas of duplication that we can now work to eliminate and be more effective and efficient. One of the key themes established from the event was that we share the same values and strive towards an asset-based approach, indicating clear synergy between the teams with shared objectives.

The event provided a solid start to the process of bringing specific teams closer to each other, underpinned by the principles of 'Better Together' and supporting the

transition to locality working, and again, supporting our Customer First commitment. Future events are planned to continue to build and strengthen relationships across teams.

6.3 Locality Plans – Derby Homes Customer Priorities

The new approach we developed to identify and deliver our Derby Homes Customer Priorities has been adopted by Derby City Council, as their approach to developing and delivering Locality Plans across the city, as part of the transition towards Locality Working. The Operational Board has been receiving updates over the last 18 months, of the success that has been achieved through our intelligence led and data driven approach, together with our customer's feedback; this has resulted in innovative and ambitious workstreams aimed at improving outcomes for our customers on a range of issues, including youth unemployment, cost-of-living and anti-social behaviour.

By the Locality Team adopting this approach, it increases our reach and ability to influence wider workstreams across all our neighbourhoods; in all wards, ensuring the needs of our customers are reflected in all future projects. Once the new Locality Teams are fully established, we will be holding a joint Development Day with Housing Management to bring the teams closer together and build and strengthen relationships.

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

For more information please contact:

Michael Kirk/Finance Director
Telephone: 01332 888703
Email: Michael.kirk@derbyhomes.org

Background information: None
List of appendices None

This report has been approved by the following:

Managing Director	Maria Murphy	26.05.2023
Finance Director and Company Secretary	Michael Kirk	25.05.2023
Company Solicitor	Taran Lalria	26/05/2023

Governance Services (checked)	Jane Haywood	25.05.2023
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