

PERFORMANCE MONITORING - LOCAL OFFERS QUARTER 2 2011

Report of the Chief Executive

1. SUMMARY

This report details Quarter 2 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 and Tenant Involvement and Empowerment standards are cross cutting and run in conjunction with these.

Home Standard

- 3.2 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.
- 3.3 There are 3 of the local offers within the Home standard which have targets attached to them. Of these Local Offers 3 are fully met in Quarter 1:

We will keep our repairs appointments

Target 98% current performance 99.36%

We will complete non urgent repairs within 30 working days

Target 93%, current performance 97.2%.

We will offer appointments for all urgent and non urgent repairs

Target 93%, current performance 93.18%

- 3.4 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.

- 3.4.1 **We will inform you in advance of any planned maintenance to your home -** Information is given via direct contact with tenants. We write directly to all affected tenants' and when relevant, put updates in Derby Homes News. Where appropriate we hold exhibitions and sometimes use an empty home for tenants to view the improvement work we intend to carry out. Where work is linked to specific areas, we attend local Housing Focus Groups to raise awareness and knowledge.

- 3.4.2 **We will ensure newly let homes meet agreed standards of repair** - The Derby Association of Community Partners (DACP) carry out inspections on empty properties to assess the quality against the standard. In Quarter 2 they found that 3 of the 9 properties inspected did not meet the lettable standard. The team responsible for this work are working closely with the tenants to gain a common understanding of the lettable standard and improve performance in this area.
- 3.4.3 **We will develop our own energy efficiency standards that will be above the government requirements** - We are currently insulating walls and lofts and our long term double glazing window replacement program is in its final year. In addition, we have installed over 75% of high efficiency boilers. We are fitting solar panels to over 800 homes, which will supply free electricity, a saving of £150 a year for the tenant. All of this will be helping to reduce fuels bills and keep heat in tenants' homes. We provide a home energy advice service, delivered through a dedicated telephone referral service. We regularly keep our tenants' updated through our Derby Homes News and our website on Energy Efficiency issues.
- 3.4.4 **We will regularly service any appliances we provide in your home** - All properties require a gas service annually and in the first 6 months we have serviced 8,576 of the 13,454 properties. Properties only require an electrical test every 10 years and of the 1,350 requiring a service this year we have completed 628. All fire alarm, stair lifts and solid fuel appliance tests have been carried out. All other appliances such as smoke alarms, and stair lifts have a schedule of works that will ensure 100% of these will receive an annual service.
- 3.4.5 **We will ensure any decoration work to your home will be carried out to an agreed standard** - We have developed a clear specification of the work we should do. We are working to summarise this into a more customer friendly booklet. Designated Liaison Officers carry out checks against the specification as work is carried out and ensure customers are kept informed. We are also introducing the same checking procedures into contracts for external and communal painting to ensure we achieve high standards of service.
- 3.4.6 **We will ensure that any garden or grounds maintenance work will be carried out to agreed standards** - A Service Level Agreement (SLA) has been implemented which sets out a schedule of works on a yearly cycle. The standard of the work carried out is monitored by our Housing Officers on Estate Inspections.
- 3.4.7 **We will keep you informed if you report a communal repair** - notice boards have been installed in all communal areas. It is intended to display a weekly report outlining communal repairs requested. The tenant reporting the repair will also be informed once the work has been carried out. We are confident that we now have systems in place to achieve this goal from October 2011.

Tenancy Standard

- 3.5 There are 6 Local Offers under this standard and these assess how well we provide support to tenants and deliver our Income Management services.
- 3.6 These offers have measures to monitor delivery of the local offer but no target attached.

- 3.6.1 **We will provide new tenants with help and assistance to allow them to maintain their tenancy** - During quarter 2 there were 201 new signups, 71 of these have been given support. So far 21 Introductory Tenancies have had to be extended due to tenancy breaches.
- 3.6.2 **We will offer to help manage your finances in a confidential and professional manner** - There is access to advice lines and self assessment is available via the website. Within our arrears processes we can refer tenants to independent specialist money advisors who will negotiate on their behalf and try to increase disposable income.
- 3.6.3 **We will give you opportunities to discuss any rent arrears and to clear any outstanding balances in full or by affordable instalments** – The Arrears Team help tenants by agreeing payment arrangements with them. Where payment agreements are maintained no further action will be taken. So far this year we have made 140 arrangements to clear outstanding balances on rent accounts.
- 3.6.4 **We will provide and develop convenient ways to access your rent account** - The Derby Homes website has been redesigned and now tenants have access to their rent account details. It is now easier to register, is more user friendly and includes a new area where tenants can view their own rent account details and make on-line payments. The service is available 365 days a year providing access to information at a time to suit the tenant.
- 3.6.5 **We will actively promote access to low cost credit** – The Credit Union project has now ended with a total number of 60 accounts being opened. Derby Homes' continues to promote volunteering, saving and borrowing opportunities. We will continue to work with the Credit Union, Midlands Community Finance and other organisations providing information for tenants and leaseholders on their services and encourage responsible saving and lending habits.
- 3.6.6 **We will ensure that elderly or vulnerable tenants have access to a range of services to help them live independently** - We are continuing to offer a range of support services to vulnerable and elderly residents which includes liaison with Adult Social Care, Falls Prevention Team and First Contact Derby. We also have referral mechanisms in place to arrange for people to receive more specialist support or services if needed.

Neighbourhood and Community

- 3.7 There are 7 Local Offers under this standard and these assess how well we provide our Neighbourhood Safety and Estate Services.
- 3.8 These offers have measures to monitor delivery of the local offer but no target attached.
- 3.8.1 **We will at the very least ensure that you receive monthly updates on any anti-social behaviour (ASB) complaint you make** - Since April, we have had a total of 940 opportunities to update complainants about ASB complaints they have made. We managed to do this on 895 occasions. This achieves 97% and we have systems in place to ensure we improve.

- 3.8.2 **We will ask you for feedback once your ASB case is closed** - We currently gather feedback through our 'mini status survey'. This has not been an effective way of gathering information on how you feel we have handled your complaint. We have now agreed to start gathering feedback from individuals in a specific survey relating only to the handling of the ASB complaint.
- 3.8.3 **We will ensure our standards for Estate Services are published and easy to access** - Our website contains details on standards for our estate services and these link back to estate management, grounds maintenance and cleaning contracts. Our Housing Officers' carry out monthly estate and flat inspections to ensure that we are meeting our standards. We encourage tenant and leaseholder representatives from the DACP to attend these.
- 3.8.4 **We will encourage and support projects that benefit the communities in which our tenants live** - At the National Federation of ALMO's AGM Derby Homes won the category for Best Community Initiative for the Arboretum Community Project. We have worked closely with and supported residents in Osmaston in creating OSCAR – Osmaston Community Association of Residents. We have worked with the community and regional and national partners to facilitate the launch of a neighbourhood watch scheme that encompasses 2,700 properties. We continue to develop and support social activities throughout our community rooms together with residents and our partners.
- 3.8.5 **We will carry out estate improvements that benefit the communities in which our tenants live** - We have delivered a significant number of small and large scale Estates Pride projects over the course of the last year. Investing over £300,000 on small projects identified through the Housing Focus Groups and the quick fix bidding round. All projects have helped ease local problems around ASB or other issues. Invested over £1m on large scale improvements to estates. We have completed a large scale metal fencing project around the Victory Road area, carried out significant improvements to gardens and paths around the Craddock Avenue bungalow complex and made a start on a project to improve the street scene on Harvey road.
- 3.8.6 **We will develop and support volunteering opportunities for our tenants** - A number of volunteering opportunities have been created for our tenants which are advertised through our website. We have held a volunteering open day and recruited to a number of roles. The Volunteer Forum meets regularly to progress new volunteer opportunities and manage our volunteer processes. Our 2011 tenants and staff conference was themed around volunteering.

We will ask for your feedback when you've been involved with improving the service that we provide - During the first half of this year, we have focused on establishing the tenant review group. We have identified that we need to formalise areas of our service, capturing the feedback from, Scrutiny, Mystery Shopping, DACP, Customer Journey, Equalities Groups such as SHOUT, MEAG, TRAQ, WINC & Lease Holder Focus Group.

4. CONSULTATION IMPLICATIONS

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:

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

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

Background Information: None

Supporting Information: None