

CUSTOMER VOICE HOMEFINDER REPORT – SIX-MONTH UPDATE ON RECOMMENDATIONS

Report of the Head of Housing Management

1. SUMMARY

- 1.1 The Customer Voice presented their report on Derby's Homefinder Service to Operational Board in December 2021. They made 18 recommendations for service improvement, and 12 of these were agreed to be implemented by the Social Housing Options Manager.
- 1.2 A six-month progress review against the agreed recommendations has been provided by the Social Housing Options Manager, as requested at the last Operational Board (Appendix 1). A total of 6 recommendations are completed, and 6 are still being implemented.

2. RECOMMENDATION(S)

- 2.1 To note the six-month review of progress against the recommendations jointly agreed by the Customer Voice and Social Housing Options Manager.
- 2.2 To note the continued dialogue regarding outstanding recommendations.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To ensure the Customer Voice has an effective role in the scrutiny of Derby Homes' services and that recommendations, wherever possible, are implemented and monitored.
- 3.2 To ensure that Derby Homes feeds back to the Customer Voice to demonstrate how their involvement has influenced service improvements across the organisation.

4. MATTER(S) FOR CONSIDERATION

- 4.1 After presenting their Homefinder Report at the December 2021 Operational Board, the Customer Voice requested a six-month update on their recommendations from the Social Housing Options Manager to understand the progress made to date.

- 4.2 Six recommendations are completed, with no further action required. The six recommendations below are ongoing/outstanding and are explained in more detail in Appendix 1:
1. Audio aids to be working at all times on the application website. (Recommendation 1)
 2. Alternative ways to be made to complete the application process. This is for customers requiring support and who are unable to complete the form. (Recommendation 3)
 3. Include a floor plan of the advertised property and room sizes so customers can establish if rooms are double or single. (Recommendation 8)
 4. Include the landlord provider's logo on the property advert. (Recommendation 10)
 5. Include a breakdown of service charges such as decorating scheme, grounds maintenance and furniture pack etc. (Recommendation 12)
 6. Include guidance and contact details on the Homefinder registration page for anyone completing the application on behalf of a customer. (Recommendation 16)

5. OTHER OPTIONS CONSIDERED

- 5.1 None required

IMPLICATIONS

6. CONSULTATION IMPLICATIONS

- 6.1 The Customer Voice are a panel of customer representatives who scrutinise Derby Homes' services and provide recommendations for improvement. The Customer Voice consult with customers on what service areas they should review through the issuing of a Customer Survey.
- 6.2 The panel's Terms of Reference requires them to inform the wider customer base about how they have worked with Derby Homes to improve services using a variety of communication methods, and also to promote customer engagement.

7. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

- 7.1 Recommendations for improvement have been agreed with the Service Manager and contained within Derby Homes existing budgets. Recommendations may lead to service improvements and cost efficiency.

The areas listed below have no implications directly arising from this report:

Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

For more information please contact:

Holly Johnson / Customer Engagement and Community Development Manager / 01332 888418 /
Holly.Johnson@derbyhomes.org

Background information: None

List of appendices Appendix 1 – Customer Voice Quality of Repairs Report

This report has been approved by the following

Managing Director	Maria Murphy	27/05/2022
Finance Director/Derby Homes Accountant	Helen Samuel	12/05/2022
Company Solicitor	Taran Lalria	24/05/2022
Head of Service	Lorraine Testro	06/05/2022