

Derby Homes Statement of Compliance with the Homes & Communities Agency Consumer Standards

Regulatory standards contain the outcomes that providers are expected to achieve & the specific expectations of the Homes & Communities Agency (HCA) as the regulator.

The four consumer standards are:

- ***Tenant Involvement & Empowerment***
- ***Home***
- ***Tenancy***
- ***Neighbourhood & Community***

The HCA sets consumer standards so tenants, landlords & stakeholders know the outcomes that are expected. This is crucial if tenants are to be able to hold landlords to account effectively.

The HCA's role is limited to setting the consumer standards & intervening only where failure of the standard could lead to risk of serious harm to tenants (the serious detriment test)

The following compliance statements are intended to record in full how Derby Homes meets the four consumer standards. The statements will be reviewed annually by Senior Managers, Derby Association of Community Partners (DACP), Tenant Panel & the Derby Homes' Board.

Final versions will be made available for all tenants & members of the public to view through our website. A summary will be published in an edition of Derby Homes News with hard copies will also be available on request. This is in order to comply with the HCA requirement that “providers & their boards & governing bodies should be transparent with their tenants, service users & other stakeholders. Providers’ approaches to co-regulation should be honest & robust, & include evidence-based self-assessment, external challenge, & regular reporting to tenants.”

These compliance statements will also enable us to work with our tenants to ensure that they have the opportunity to shape & tailor our services to reflect local priorities & to scrutinise our performance & identify areas of improvement.

Tenant Involvement & Empowerment Standard			
Required Outcomes	Specific Expectations	How do we seek assurance? What is the evidence of compliance?	Actions we are undertaking to improve, to comply, or to address any gaps
Customer Service, choice & complaints			
<i>Registered providers shall provide tenants with accessible, relevant and timely information about:</i>			
1.1 provide choices, information and communication that is appropriate to the diverse needs of their tenants in the delivery of all standards	1.1 (a) how tenants can access services	<ul style="list-style-type: none"> • Via derbyhomes.org website – ‘Tenant’s Dashboard’ • By telephone – Customer Service Team • Via specialist Support Teams • By appointment • By letter • By attending drop in surgery • By attending a Local Housing Office or the Derby Homes’ booth at the Council House • Via Social Media – Facebook & Twitter • By text message 	
	1.1(b) The standards of housing services their tenants can expect	<ul style="list-style-type: none"> • Published standards and linked documentation available on derbyhomes.org website. Hard copies of relevant documents are available on request http://www.derbyhomes.org/about-us/publication-scheme	<i>Information to be reviewed and updated</i>

	<p>1.1 (c) how they are performing against those standards</p>	<ul style="list-style-type: none"> • Operational Board & Internal Audit Committee Reports via derbyhomes.org website • Regular data supplied to the Derby City Council Performance Team – using DORIS • Derby City Council Internal Audit & Cabinet Reports • Annual Report • Articles in Derby Homes News • Links published on Social Media • Links on derbyhomes.org website – http://www.derbyhomes.org/about-us/performance • 	<p><i>The 'Performance' page on the website needs reviewing and updating</i></p>
	<p>1.1 (d) the service choices available to tenants, including any additional costs that are relevant to specific choices</p>	<ul style="list-style-type: none"> • Consultations with tenants re major projects • Consultation with DACP/Tenant Panel/Youth Board • Reports to the Main & Operational Board • Leaseholder Forum • Reports to Council Cabinet if Derby City Council approval required 	
	<p>1.1 (e) progress of any repairs work</p>	<ul style="list-style-type: none"> • Text message to confirm appointment • Telephone call if appointment needs to be rescheduled • Letter 'drops' • Communal Block Noticeboards • 	

	1.2(f) how tenants can communicate with them and provide feedback	<ul style="list-style-type: none"> • Rolling programme of Customer telephone surveys • The Door Step campaign • Responses to satisfaction surveys sent by text • Via Social Media – Facebook, Twitter etc • Via letter, email, telephone, text or in person • DACP Open Meetings • Tenant Panel • Community Groups e.g. Oscar • Junior Wardens meetings/events 	
	1.3(g) the responsibilities of the tenant and provider	<ul style="list-style-type: none"> • These are comprehensively set out in the Tenancy Agreement – which is signed and a copy provided at sign up • A copy is also available to view and download on derbyhomes.org website • When the Tenancy Agreement is amended all tenants are provided with a written summary of the changes and these are also documented on the ‘Your Tenancy’ section of the derbyhomes.org website • The Good Neighbour Agreement which is signed a copy given at sign up 	
	1.1 (h) arrangements for tenant involvement and scrutiny.	<ul style="list-style-type: none"> • Opportunities are regularly promoted on derbyhomes.org website • Articles in Derby Homes News • Via Social Media – Facebook, Twitter 	

		<p>etc</p> <ul style="list-style-type: none"> • Coffee mornings and other events e.g. celebration of Dignity Day held in Community Rooms • Tenant Panel http://www.derbyhomes.org/get-involved/tenant-panel • Volunteering Strategy 	<i>Tenant Panel section of website in need of revising and updating</i>
1.2 have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly.	1.2 (a) offer a range of ways for tenants to express a complaint	<ul style="list-style-type: none"> • We have a comprehensive three stage complaints policy and procedure – details are available on derbyhomes.org website http://www.derbyhomes.org/contact-centre/complaints and a copy can be made available in writing on request. • Complaints can be made in a variety of ways - through letter, email, over the telephone, in person, via social media at a Derby Homes ‘event’ or in response to a survey 	
	1.2 (b) set out clear service standards for responding to complaints, including complaints about performance against the standards, and details of what to do if they are unhappy with the outcome of a complaint.	<ul style="list-style-type: none"> • Our complaints procedure sets out the time scales which a complaint should be dealt with at each stage • Tenants are also advised what they can do next if they are unhappy with the outcome of their complaint i.e. complain to Derby City Council, complain to the Local Government Ombudsman 	<i>Information on Derby Homes website to be reviewed and updated</i>

	<p>1.2 (c) Providers shall inform tenants how they use complaints to improve their services.</p>	<ul style="list-style-type: none"> • The response letter to a complainant explains what has been done to investigate their concerns. • If appropriate it will also explain how relevant processes have been amended and/or additional staff training arranged as a result • Suggestions for improvements may also be included in the quarterly operational board report 	
	<p>1.2 (d) Registered providers shall publish information about complaints each year, including their number and nature, and the outcome of the complaints.</p>	<ul style="list-style-type: none"> • A quarterly report is presented to the Operational Board providing statistical information about complaints and compliments which have been received – link to example report Complaints Q3 2014-15 • The report breaks down the types of complaints received by category and further information supplied about the 3 most common • In 2014/15 Derby Homes received a total of 394 complaints. Of these 12 were escalated to Stage 2 for consideration by a senior officer and two reached Stage 3 which were heard by the Tenant Panel 	
	<p><i>1.2 (e) Providers shall accept complaints made by advocates authorised to act on a tenant's/tenants' behalf.</i></p>	<ul style="list-style-type: none"> • We will accept a complaint made on behalf of the tenant. However we would always raise it in the tenant's name and send any correspondence to them. • We would also gain the tenant's permission to speak to the person who 	<p><i>Procedure in need of updating to reflect this?</i></p>

		made the complaint	
Required Outcomes	How do we seek assurance? What is the evidence of compliance?	Actions we are undertaking to improve, to comply or to address any gaps	
2. Involvement & Empowerment – Required Outcomes			
2.1 Registered Providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in:			
2.1a The formulation of their landlord's housing related policies and strategic priorities	<ul style="list-style-type: none"> • We consult with the DACP and other resident led consultative groups i.e. Tenant Panel • Reports are submitted to the Main and Operational Board meetings • We include appropriate questions the Customer Survey which is carried out on a rolling basis • We publish questionnaires on the derbyhomes.org website and via Social Media 		
2.1b The making of decisions about how housing related services are delivered, including the setting of service standards	<ul style="list-style-type: none"> • We held consultation events with tenants to draw up and finalise our 'customer priorities'. • Details of these can be found on the derbyhomes.org website http://www.derbyhomes.org/about-us/priorities • We seek suggestions through Customer Telephone Surveys and via our Door Step campaign 		

<p>2.1c The scrutiny of their landlord's performance & the making of recommendations to their landlord about how performance might be improved.</p>	<ul style="list-style-type: none"> • Performance reports are tabled at Operational Board meetings for discussion and challenge. See example Item B2 Performance Monitoring Qtr3 • The Tenant Panel carry out research and make recommendations on a variety of service areas. This is done through the interviewing of service managers, frontline staff and tenants. Details of the research can be found on the deryhomes.org website http://www.derbyhomes.org/get-involved/tenant-panel 	<p><i>Latest Tenant Panel reports need uploading on to the relevant section of the Derby Homes website</i></p>
<p>2.1d The management of their homes, where applicable.</p>	<ul style="list-style-type: none"> • Through specific questions which form part of the 'door step' campaign we collate tenant views 	
<p>2.1e The management of repair & maintenance services, such as commissioning & undertaking a range of repair tasks, as agreed with landlords, & the sharing in savings made.</p>	<ul style="list-style-type: none"> • All large scale procurement exercises e.g. communal cleaning, grounds maintenance etc. include tenant representatives as part of the decision making process • We have a lettable standards procedure which was recently reviewed and included input from tenants PR-Lettable Standard 	

<p>2.1f Agreeing local offers for service delivery</p>	<ul style="list-style-type: none">• Over a two year period our door step campaign saw us speak to more than 2,500 tenants. This in turn lead to the development of 10 new customer priorities (previously known as local offers)• These priorities have formed the basis of a two year delivery plan with the aim of driving forward service improvements	
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Specific Expectations	How do we seek assurance? What is the evidence of compliance?	Actions we are undertaking to improve, to comply or to address any gaps
Involvement & Empowerment – Specific Expectations		
3.1 Registered Providers shall support their tenants to develop and implement opportunities for involvement & empowerment, including by,		
3.1a Supporting their tenants to exercise their Right to Manage or otherwise exercise housing management functions, where appropriate	<ul style="list-style-type: none"> • Our Community Development Team actively assists Community Groups such as Oscar and other resident led groups to help maximise their influence. • The Community Development Team provides regular training opportunities and helps to facilitate the activities of groups where appropriate 	
3.1b Supporting the formation & activities of tenant panels or equivalent groups & responding in a constructive & timely manner to them	<ul style="list-style-type: none"> • We have an active Tenant Panel which is supported in its work by a manager from the Customer Engagement Team • The DACP and Women in Neighbouring Communities (WINC) are also supported in a similar way 	
3.1c The provision of timely & relevant performance information to support effective scrutiny by tenants of their landlord's performance in a form which registered providers seek to agree with their tenants. Such provision must include the publication of an annual report which	<ul style="list-style-type: none"> • Our Annual Report includes a full financial report. • A video version of our latest Annual Report is also available on the derbyhomes.org website • We consult with the DACP on our financial forecast and any proposed 	

<p>should include information on repair & maintenance budgets.</p>	<p>rent and service charge increases</p> <ul style="list-style-type: none"> • Regular performance reports are tabled at Operational Board meetings and can be viewed on derbyhomes.org website • Links to the Operational Board agenda and reports are made available via Facebook and Twitter • Every Operational Board Meeting is 'tweeted' live on the internet • Regular articles are published in Derby Homes News 	
<p>3.1d Providing support to tenants to build their capacity to be more effectively involved.</p>	<ul style="list-style-type: none"> • Tenant representatives and volunteers are invited to attend staff training when relevant • Regular Board Member training is arranged • We encourage our tenant representatives to liaise with representatives from other housing providers. A recent example was working closely with tenants from Wolverhampton Homes • We pay for tenant representatives to attend regional and national training, seminars, conference and other networking events 	
<p>3.2 Registered providers shall consult with tenants on the scope of local offers for service delivery. This shall include how performance will be monitored, reported to and scrutinised by tenants and</p>	<ul style="list-style-type: none"> • Our tenants were contacted through our door step consultation to seek their views on what should be our customer priorities 	

<p>arrangements for reviewing these on a periodic basis.</p>	<ul style="list-style-type: none"> • Updates on performance are provided at Operational Board meetings and through articles in Derby Homes News 	
<p>3.3 Registered providers shall consult with tenants, setting out clearly the costs and benefits of relevant options, if they are proposing to change their landlord or when proposing a significant change in their management arrangements.</p>	<ul style="list-style-type: none"> • We have previously conducted a large scale consultation with tenants when becoming an ALMO in 2002 • Tenants were also kept informed in 2012 when Derby Homes was awarded a further ten year contract. • If necessary in the future a similar exercise would be undertaken to ensure that tenants were provided with all of the information required to make an informed decision 	
<p>3.4 Registered providers shall consult tenants at least once every three years on the best way of involving tenants in the governance and scrutiny of the organisation's housing management service.</p>	<ul style="list-style-type: none"> • We carry out a regular face to face door step campaign to seek the views of our tenants • We also carry out a rolling programme of customer telephone surveys • New tenants are asked at their 'Post Let' appointment if they are interested in being involved in the governance and scrutiny of Derby Homes' housing management functions • We regularly advertise via Social Media, on the derbyhomes.org website and through the media positions we have available on our Operational Board and Tenant 	

	Panel	
Specific Expectations	How do we seek assurance? What is the evidence of compliance?	Actions we are undertaking to improve, to comply or to address any gaps
4. Understanding & responding to the diverse needs of tenants – Specific Expectations		
4.1 Registered Providers shall:		
4.1a Treat all tenants with fairness & respect.	<ul style="list-style-type: none"> • We have an Equality & Diversity Statement PO-Equality and Diversity Statement & Equality Impact Assessment procedure PR-Equality Impact Assessment • If we are proposing to take action against a tenant's tenancy an Equalities Act Checklist will be completed to ensure that any vulnerabilities are fully considered FO-Equality Act Checklist • All staff receive regular Equality and Diversity training delivered by a specialist provider • As part of staff induction they have to read through the Equality and Diversity policy and complete a quiz to confirm their understanding 	

<p>4.1b Demonstrate that they understand the different needs of their tenants, including in relation to the equality strands & tenants with additional support needs.</p>	<ul style="list-style-type: none"> • We endeavour to gather 'profile' information on all of our tenants • Operational Board reports are tabled on Equality and Diversity which include analysis of relevant statistical information • We carry out a 'screening' assessment to establish the needs of all new tenants 	<p><i>We need to consider how we can improve our information gathering process</i></p>
<p>4.1c Registered providers shall demonstrate how they respond to tenants' needs in the way they provide services and communicate with tenants.</p>	<ul style="list-style-type: none"> • We consider the individual needs of all of our tenants in or dealings with them. There is a guidance document available for staff to consult GU-Religious Beliefs and Cultures in Derby • We use language line as a way of communicating with tenants whose first language isn't English. There is also a guidance document available for staff to consult GU-Interpretation Translation Guidelines 	<p><i>Both guidance documents in need of review and updating</i></p>

