

SERVICE UPDATE

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

HEAD OF HOUSING MANAGEMENT & HOUSING OPTIONS

IT Reviews

We continue to participate in the review of IT systems across the organisation. Within Housing Management and Housing Options we are looking at the way we use Academy (Housing Management), Abritas (Choice Based Lettings) and CDP Soft (Homelessness). Review outcomes will inform future IT procurements, improving efficiency and reducing duplication within our systems. We are particularly interested in systems which will enable us to carry out more of our daily tasks through mobile devices out on the estates and in customers' homes, and opportunities to strengthen customer self-service opportunities.

We are currently participating in workshops identifying processes and how we interact with our IT systems.

Customer Engagement – Summer Campaign 2016

We will shortly be engaging with the DACP, Youth Board and Tenant Panel to seek their input into the Derby Homes Customer Engagement Summer Campaign for 2016.

Over the last two years we have carried out successful door knock campaigns. We launched our Customer Priorities programme on the back of these campaigns and so want to give our door knock approach a rest this year to allow time for the benefits of the Customer Priorities programme to become embedded.

We've had our thinking caps on internally and have some ideas; perhaps capturing customer priority progress and local issues through a 'Vox Pox' type, tenant led, roving video diary, across Derby.

We've not settled on a concrete plan and look forward to working with the DACP, Youth Board and Tenant Panel to firm up the programme.

HEAD OF INCOME MANAGEMENT & ADVICE

Derby Advice

During the financial year 15/16 Derby Advice identified benefit entitlements for residents of Derby worth over £8 million.

Customer feedback for the year 15/16 is extremely positive with 93% of clients happy with the service they received from Derby Advice. The remaining 7% either didn't answer the question or said they 'didn't know'. See below a selection of comments from clients that were handwritten on the customer feedback questionnaire

- Treated like a person and not just a client.
- Advisor was brilliant and very supportive.
- Advisor was good at identifying the points I could successfully appeal.
- Professional, supportive, informative and effective.
- Don't know what I could have done without your help.
- Advisor was very polite and knowledgeable.
- Everything was brilliant.

Income Team

- Recruitment

We have successfully recruited to the Project Officer post (Welfare Reform) and the Income Recovery Officer, Money Advice Officer and Income Advisor, however this has created further vacancies due to internal applicants being successful.

- Illegal Money Lending

Training has now been delivered to approx. 100 team members across front line teams. This is to raise awareness of this activity and to signpost tenants to other options of obtaining affordable credit and help with money advice.

- Networking / Best Practice

We continue to attend Housemark welfare reform as well as East and West Midlands best practice groups to learn from organisations that have been dealing with universal credit for the last couple of years and sharing best practice.

Derby Homes is taking part in the CIH Working Together to Collect the Rent project. There will be five workshops over the next year, this is an excellent opportunity to network with others and share best practice.

HEAD OF REPAIRS

Day to Day

At Year End 2015/16, performance in terms of 'repairs completed in time' is as follows:

- Emergencies – 100%
- Very urgent works – 99.79%
- Urgent works – 99.91%
- Routine works – 99.97%
- Planned works – 99.76%

Performance for the 2015/16 is pleasing with all priorities on or above target except for planned works. Over the year this equates to not completing 15 jobs in time on the planned works priority. This was due to issues of prolonged inclement weather at various parts of the year, which affected our roofing and fencing teams. In context 6145 planned jobs were completed on time.

The 'appointments kept' target ended the year at 99.87% against a target of 99.75%.

Tenant satisfaction with repairs remains high and well above target at 99.65% for the year.

We have now started the training and roll out of Tablet PC's to operatives and we are expecting this will help to maintain good levels of performance in the Day to Day team.

We have also rolled out a new performance package linked to our DRS scheduling system. This will be of benefit to the Day to Day, Gas Breakdown and Electrical Teams.

Void Repairs

During 2015/16 the team has completed 923 voids compared to 1211 for the same period last year. Performance remains consistent in terms of turnaround times, currently averaging 17.2 days to inspect and complete works. This has contributed to the overall ready to let target ending the year on target.

We have this year reviewed the size of the team and on occasion not replaced vacant posts to ensure we are not over staffed should void numbers remain low in the 2016/17 year.

Gas Servicing and Electrical Testing

At the end of 2015/16, both the Gas and Electrical teams have met target and have achieved full compliance. Gas servicing and electrical periodic testing both finished the year at 100%.

We will shortly be completing the programme of replacing the LED lighting which has improved the ambiance and security of the communal areas and over the next five years should see a large reduction in lighting repairs and energy bills to the blocks.

As mentioned above we have just introduced Tablet PC's into the Electrical Testing Team and Gas Breakdown Team and are looking at the feasibility of introducing this technology into the Gas Servicing Team in the coming months.

HEAD OF HOUSING INVESTMENT

Lift Replacement for Eaton Court and Rivermead House

The lifts at Eaton Court and Rivermead House have now reached the end of their effectiveness. Breakdowns at both sites led us to opt for replacement rather than maintenance. The replacements have now been tendered and the contracts are in the final stages with working practices being agreed with the contractor. Residents at Eaton Court have met with Derby Homes to consult about the timescale and scale of the works. Issues on individual resident issues are to be handled through a dedicated liaison officer, Kendal Hodder. Kendal has a strong background of liaison from the decent homes programme and the solar panel installation programme. She will be arranging visits at Eaton Court in the coming weeks. Following Eaton Court the lift replacement is programmed to move onto Rivermead House.

Development and In-house new build

Work continues at Coronation Avenue, Peel Street and Whitecross Street. Coronation Avenue remains our largest in-house build project so far, with 15 new homes. Wood Road now has planning permission for 6 houses and we are progressing the purchase of the land as these will be owned by Derby Homes.

Work on the old Co-Op and fishing tackle shop at Nightingale Road is gathering pace with the flats being formed within the building. This refurbishment has been a great example of how we can bring on new skills within our own workforce. The conversion to new flats has required the gutting of the existing building and remedying long term structural issues. The original property was a commercial building purpose built to fit in with the surrounding terraced housing. Over the last 80-100 years modifications have possibly affected the strength of the building and the more we stripped back the internal walls the more we discovered, initial surveys had highlighted the issues so we had made allowances for this.

The refurbishment of the building rather than a demolition and rebuild is part of the wider regeneration plans for the Osmaston area. The building was a landmark in the area with local resident groups and planners wanting to see the building brought back into use. The project is a great example of the Derby Homes ‘can do’ attitude with quality homes being provided alongside training opportunities for our apprentices.

Energy efficiency and Solar panels

Following our programme of solar panel installations we have brought our monitoring of the electricity produced in house. This has increased our effectiveness in identifying potential repair issues, again carried out by our own electrical workforce and claiming the maximum income possible from the Feed in Tariff scheme. Key performance for the last year includes

:

- On our homes the number of solar panel systems is 950
- On average each system generates 2155 Kw
- The average Feed in Tariff we receive per property is £1062
- The total income received from the panels is £1m
- On average the electricity each tenant saves is £100-150+

HEAD OF PERSONNEL

Customer Service Strategy

We are now in the process of sharing the strategy with employees and work to implement is on track.