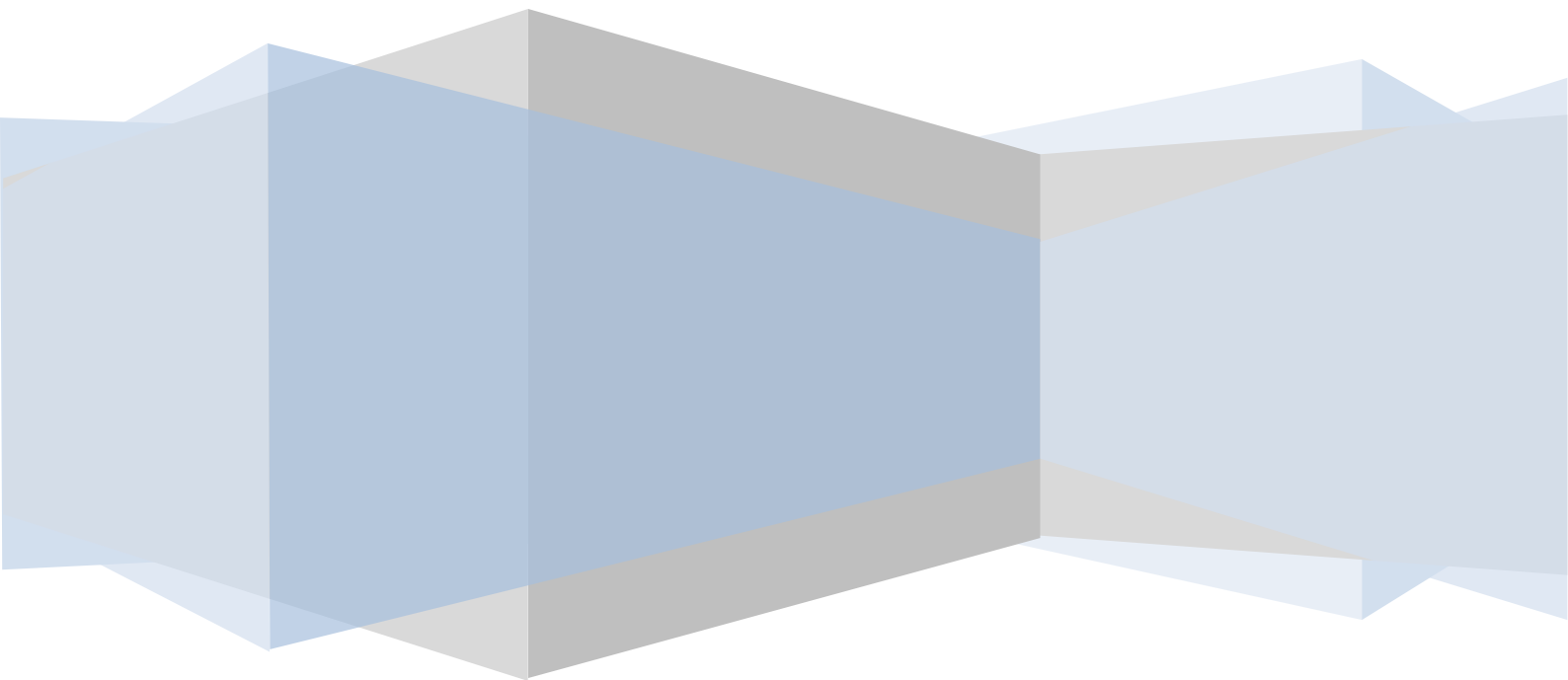


Derby Homes

CUSTOMER PRIORITIES Q4 2015/16 Appendix 1



Derby Homes have refreshed the way we engage with our customers and completed a large scale door step campaign throughout the Summer of 2014, aimed at understanding more fully the needs and wants of our tenants. During the campaign we spoke face to face with 1086 of our customers. Since the Summer campaign to the end of March 2015, using a variety of means to engage, we have spoken to 2253 customers.

Such wide ranging conversations have led to an increase in our understanding of customer priorities. The last time we carried out a customer survey was in 2013, where we received a total of 301 responses, so getting out there into our communities, talking on the doorstep, has been a positive step!

The information gathered gives us a clear insight into how our customers feel about the services we provide and the estates and homes where they live. Analysing the results through our Clearview system, we have been able to prioritise our responses based on customer needs/wants, in a way never possible before. We have been able to design a refreshed set of Customer Priorities that correlate to the issues told to us by our customers and have focussed on having clear outputs and a clear measurable journey of progress.

Staff, Senior Managers and volunteers from the Tenant Panel and DACP have been involved in creating the Customer Priorities, ensuring they are realistic, meaningful and align with Derby Homes' delivery work plans for 2015/2016.

There are 10 Customer Priorities:

Priority 1 We will develop and deliver a proactive litter campaign.

Priority 2 We will increase awareness of and community confidence in, our response to noise nuisance in your communities.

Priority 3 We will promote responsible pet ownership

Priority 4 We will commit £100k to target improved parking schemes over the next 24 months. We will strengthen partnership working with Police and others to take enforcement action illegal parking where necessary.

Priority 5 We will provide comprehensive support to tenants moving into new build properties including a customer relations single point of contact during the first 12 months of your new tenancy.

Priority 6 We will complete an LED lighting upgrade to all communal areas of flats, to improve energy efficiency, and reduce the frequency of replacement bulbs.

Priority 7 Following the review of the Voids Lettable Standard, we will carry out additional works and improvements on difficult to let properties and areas to enable us to potentially let properties quicker and reduce void rent loss.

Priority 8 We will help our customers and stakeholders to maximise their income through promote the availability of advice and support, such as welfare benefits

advice, money management and debt counselling.

Priority 9 We will work to improve your homes to a higher standard than the government's decent homes standard.

Priority 10 We will listen to children and young people

Under each Customer Priority there are a number of bullet points. The following tables show the progression against each:

Priority 1

We will develop and deliver a proactive litter campaign.

Identify frequency of bin collections in areas	Completed - We have a schedule of bin collections in areas around the City
Apply for funding for waste collection	Due to budget constraints we are unable to access Council funding to jointly provide this service. We will assess the level of litter/fly tipping during the year via estate inspections to identify if there is a need to provide this service.
Record and monitor litter/fly tipping issues on HMCSM	Completed - Recording of littering incidents is done routinely on estate inspections.
Neighbourhood Boards to fund educational talks	There is no funding available from Neighbourhood boards so we are working with partners to produce talks to educate youngsters in schools about litter and recycling.
Evidence of fixed penalty notices for littering	Fixed penalties have been served in the Sinfyn and Normanton areas for littering.
Enforcement action through tenancy conditions	We have issued final warnings to 6 tenants that have been found to be littering.
Publicise litter picking campaigns	We are working with local groups and schools to generate interest in litter picking and are advertising for volunteers in libraries/derby homes news and local free publications that are distributed to all households.
Work with Parks on reactive litter picks	We are working with local neighbourhood groups to identify possible volunteers to assist in litter picks in the Chaddesden area.
Apply for funding for compactor days either through neighbourhood boards or derby homes	Completed - No applications will be made as the council has closed this service
Identify littering hotspots in each area	These have been identified via estate inspections and the number of issues reported for quarter 3 and 4 is 843.
Publicise successful enforcement action	We have been successful in dealing with tenants who dump litter and items in the garden as the

	evidence can be seen. These cases are dealt with by speaking to our tenants and setting actions for them to clear. However, if tenants do not cooperate they are made aware that action could be taken against them.
Deal more effectively with fly tipping	Fly tipping campaigns have been carried out around the flats in Berwick Ave and Waterford Drive areas, this has resulted in significant reduction in fly tipping and a reduction in complaints.
Target tenants for bulky waste/compactor days	Neighbourhood Funding for the bulky waste collections has now ended. However Alvaston and Boulton wards have been awarded extra funding through Derby Homes Estates Pride and this will resume a service for these wards, hopefully in June this year. Also Neighbourhood Board has awarded £1000 to complete a compactor day in Boulton ward just awaiting Neighbourhood Officer to identify streets from hotspots and also using information from housing officer estate inspections. Figures at the end of the financial year 2015/16 for the 3 areas stand at Alvaston 141, Boulton 107 and Derwent 300.
Access Education programmes around waste/littering	Mash Up have been out in the Brook St /Mackworth Areas with the Area Housing Manager with the intention of producing a video to show children in schools that dropping litter is bad. It will be light hearted to get the point across. This happened on the 31.3.2016. Jim Joyce has now intervened so that the video can now be used throughout the city and is working with Mash Up.
Link into litter picking groups & raise awareness	Where we identify local litter picking groups we will publicise these groups where possible to other tenants.
Enable Derby Homes to issue community protection notices	Environmental Protection will not be giving delegated powers to Derby Home's staff to issue Community Protection Notices (CPN) for littering and fly tipping. However, we will continue to work closely with colleagues from Environmental Protection and the Neighbourhood Team on enforcement through CPNs.
Poster competition in schools to raise awareness	We have completed a poster competition at Nightingale Primary School after a programme of drama workshops with MashUp. The winning posters have now been turned into signs for displaying around the estate. We have also had

	a presentation evening at the school for parents to see what the children have done.
Arranged Litter pick events involving schools JW & residents	Events are being arranged in local schools to increase awareness of litter and the impact it has on society. We are arranging litter pick events involving staff/residents and local voluntary groups.
Work with Neighbourhoods & Environmental Health	Completed - We continually work with these departments to ensure hotspot areas are targeted and do joint campaigns to increase resident awareness.
Record issues of littering on estate inspections	These are recorded and reported to Derby Homes operational board quarter 3 and 4 figures are 843 issues reported.

Priority 2

We will Increase awareness of and community confidence in, our response to noise nuisance in your communities

Work jointly with Environmental Health and Neighbourhoods	We met with Environmental Health in December and reviewed the current Memorandum Of Understanding. No identified issues at present. Ad-hoc arrangements in place for targeted out of hours services
Review the Local Lettings Plans	We have carried out a review of Local Lettings Plans and identified some that are no longer relevant. The age designation policy is currently under review.
Nuisance by dogs will be dealt with effectively	Completed - Revised tenancy conditions are being used to deal with nuisance dogs, in addition to existing Anti Social Behaviour (ASB) processes.
Promote the use of the Noise App	DCC Environmental Health department are now trialling the use of the app.
Agree a budget for phones to lend to tenants	Completed - we have explored this option and decided this is not necessary at the moment
Ensure sensitive allocations are carried out	Area Housing Managers always take into account ASB related issues when approving offers.
Set up a focus group of interested tenants	In conjunction with ASB accreditation recommendation, we are identifying suitable people who are ASB service users to form a focus group which will help with local lettings plans.

Staff will be trained on how to deal with noise cases	ASB Team completed NORSONIC training in January 2016.
Identify Noise Nuisance hotspots using GIS mapping	Completed - We have produced a prototype map of cases in Allenton and Sinfin.
Promote our noise service via DHN	Derby City Council Environmental Health are now trialling use of the Noise App. ASB Manager is reviewing relevant website pages to promote service
Cross reference all tenants who mentioned this	Completed - Following the 2014 doorstep campaign, tenants who were unhappy because of anti- social behaviour were cross referenced with known ASB cases and all were visited by September 2015.
Set up a Noise Nuisance Roadshow using the van	Completed - this task was carried out in October 2015 at Asda Sinfin and Booth Street, Alvaston
Work with the Police and Neighbourhoods	We attend monthly Police Section Tasking meetings and work with local Safe and Neighbourhood Team and Neighbourhood Officers.
Ensure success stories/prosecutions are publicised	Completed: The Customer Communications Team will produce such things in the future and assuming that SMT will sign off, then some will be put out as press releases and in distributed via Housemark and RESOLVE.

Priority 3 We will promote responsible pet ownership

Outcome of reports to Streetpride to be monitored	Completed - We report all cases on estate inspections and report these to the Operational Board every quarter.
Work with neighbourhoods stencilling the ground	We have not stencilled in any locations during quarter 3 and 4.
Actions taken against owners to be monitored	We have opened 15 cases during quarter 3 and 4 of which 12 are being monitored and 3 have been closed.
Contact all residents that raised this problem	Completed - residents that raised this as an issue have now all been contacted by Derby Homes staff.
Design a leaflet to drop to residents	Completed - A leaflet has been designed for use by officers
Work with Neighbourhoods to provide bins	Neighbourhoods are no longer considering funding to supply additional bins

See if residents will watch for/report stray dogs	No stray dogs have been reported.
Promote responsible pet ownership	Working with the RSPCA and Cats Protection we are planning two events this year in Sinfin and Derwent that will promote responsible pet ownership and provide a free chipping service.
Publicise the use of street bins to put dog mess	Completed - Neighbourhoods did put stickers on bins to publicise this but they no longer do this.
Work with neighbourhoods to put up no fouling signs	Completed - We have put up 40 no fouling signs
Ensure stray dogs are picked up quickly	No stray dogs have been reported.
Where necessary take more formal action	During quarter 3 and 4 we have dealt with 124 pet permit requests. During quarter 3 and 4 we have 17 cases open that are to be decided.
Publicise prosecution success through social media	There have been no prosecutions.
Ensure cases are recorded on HMCSM code HMPETS	We have recorded 15 cases during quarter 3 and 4.
Housing Management trainer to attend team meetings, give updates	The trainer has attended team meetings to give updates
Work to provide evidence for fixed penalty notices	During quarter 3 and 4 2015/16 there have not been any fixed penalties issued.

Priority 4 We will commit £100k to target improved parking schemes over the next 24 months. We will strengthen partnership working with Police and others to take enforcement action illegal parking where necessary.

Work with residents to encourage sensible parking	In total at present we have 3 Housing Management Parking CSM we are working on.
Work to introduce Parking Permit Schemes	The contracts have now been signed and the Parking Permit Schemes for Kingsmead Close, Colville Street and Noel Street are now up and running and the residents have been issued with their Parking Permits.
Work with groups to deal with parking issues	We are working with the Neighbourhood Teams to resolve a problem at Mundy Street. On 28.1.2016 a draft plan was received from Derby City Council Project Engineer at our request to

	show the parking options available with the installation of additional car parking bays. The Housing Officer will consult with the residents to identify the preferred option. The consultation should be completed by the end of April 2016.
Commit £48,000 to install 24 hard standings.	All 24 Hardstandings in Mackworth have now been completed with the last one being done on the 29 February 2016. So this task is now complete. However we will add additional properties to the original list to alleviate the ongoing parking issues in Mackworth/Brook St areas.
Commit £30,000 to provide car parking bay	The parking bays for the residents at Downing House have now been completed. This will alleviate the car parking issues in that area.

Priority 5

We will provide comprehensive support to tenants moving into new build properties including a customer relations single point of contact during the first 12 months of your new tenancy.

Customers to be visited to establish satisfaction	Completed: Customers are being visited once they have lived in the new build for 6 months, this is an on- going process. First report presented to the April Operational Board
Create a flag alert on CH to identify new builds	This is in the development stage.
Develop a process to transfer calls from CST	The Customer Service Team identify a property as New Build and contact the Development Team who will co ordinate issues with the New Build Team.
Revise and control all documentation and processes	Completed: Process procedure for collating standards documents has been completed and is in operation.
Create a single point procedure	Completed: All queries regarding New Build Houses are directed by Customer Service Team to a single point in The Development Team.

Priority 6

We will complete an LED lighting upgrade to all communal areas of flats, to improve energy efficiency, and reduce the frequency of replacement bulbs.

Programme work	Completed: A programme of works was set up in February 2015 to carry out the first
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	phase of works. The first phase has been completed and the second phase is progressing well.
Assemble specialist team to carry out work	Completed: A specialist team of 3 electricians was set up to carry out the LED lighting works in January 2015.
Carry out consultation process with leaseholders	Completed: We carried out a consultation process with leaseholders and tenants of the blocks of flats where LED lights were to be fitted. This was carried out in November - December 2014 and we received 100% agreement to proceed.
Offer visits to customer to see completed blocks	Visits have been offered to tenant and leaseholders groups to visit completed sites but as yet we have had no take-up. However this is an open offer and should there be interest, visits will be arranged.
Publish maintenance and energy saving results	Due to delays in completing the LED program we have as yet had limited opportunities to collate and publish energy savings results. Now the vast majority of work has been completed and the information available has more meaning we will be providing information to tenant and leaseholder groups in the next couple of months.
Review maintenance and energy savings	Due to delays in completing the LED program we have as yet had limited opportunities to collate and review energy savings results. Now the vast majority of work has been completed and the information available has more meaning we will be reviewing savings and providing information to tenant and leaseholder groups.
Raise awareness of scheme in DH news and Website	Completed: Adverts were placed in the first Derby Homes News this year.
Publicise in a variety of methods	Completed: The work was publicised by consultation with tenants, writing to all residents and adverts in the Derby homes News.

Priority 7

Following the review of the Voids lettable standard, we will carry out additional works and improvements on difficult to let properties and areas to enable us to potentially let properties quicker and reduce void rent loss.

Review the existing lettable standard and develop	Completed: The lettable standard review group looked at the standard and made some minor adjustments. It was generally felt that the standard was fit for purpose. A proposal was put forward to the Operational
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	Board to provide funding to enable the most difficult to let properties have a room decorated. This was approved by the board. The review group also advocated ensuring a consistent standard to voids across the city. All the recommendations approved by the Operational Board have been implemented.
Present recommendations from the review	Completed: The review of the lettable standard was presented to the Operational Board on 20 August 2015. The board agreed some minor changes to the standard and to introduce a decorating scheme on difficult to let properties. They agreed a budget of up to £50k per annum if required.
Review the effectiveness of post let repairs	Completed: The review panel agreed that post let repairs was not a viable option as leaving repairs until the property was let effectively meant the property, when released by the voids team, was actually not ready to let. This would dilute the point of the council set ready to let target. The only exception to this would be jobs where materials have to be ordered and where the tenant would not be affected when moving in. There would also be a complication of trying to plan work around tenants after they have moved in compared to completing works in an empty void property. The difficulties of doing this was another reason the panel was against generally carrying post let repairs.
Implement changes	Completed: The lettable standards review has been completed. The standard has had minor updates and we have now set up a decorating scheme for difficult to let properties. All changes were passed by the operational board.
Revise and control all documentation and process	Completed: The lettable standard has been revised and controlled as required. Any processes involved have now been updated.
Assemble a review group of customers and staff	Completed: Following conversations with the Operational Board we set up a consultation panel consisting of 3 Repairs Team staff, 3 Housing Management staff and 5 members of the Operational Board.
Evaluate the introduction of IT software & tablets	Due to delays in implementing tablet PC's in the Day to Day and Gas Breakdown teams, we have had no real opportunity to evaluate them for use in other areas such as the voids

	team. We are expecting to implement the tablets this month and in the coming months this will give us the time to fully evaluate their use in other teams including voids.
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Priority 8

We will help our customers and stakeholders to maximise their income through promoting the availability of advice and support, such as welfare benefits advice, money management and debt counselling.

Develop a poster campaign to alert customers	Completed: There are now posters up at ASDA Sinfyn and ASDA Spondon offering support. These can be updated to deliver topical messages around paying, payment options, welfare reforms and incentives.
Commission an area shot of our customer profiles	Completed: This report has now been received and signed off. The detail is shown at estate and street level which will help us target tenants who need the support and advice in areas with the highest volumes. Information is being used to target support and resources where needed most.
Deliver pop up money advise in targeted areas	Completed: A schedule of surgeries has been set up at local officers for customers to attend appointments in local housing offices.
Through 2015 we will deliver Money Advise	Completed: During 2015 we integrated money advice into the arrears process meaning tenants can access money advice prior to court to pay the arrears and avoid court and the associated costs. Currently appointments are being arranged by Income Team Officers who come across tenants suffering hardship. Local surgeries have been set up in local offices across the city for customers to attend and get support and advice on money matters and budgeting.
Regularly produce information about our services	Completed: The website and Derby Homes News carry regular welfare reforms updates, especially universal credit and more convenient ways to pay. Social media is used in some instances to communicate with tenants and other organisations on events.
Use targeted texts to alert customers to events	Completed: We have used and continue to use sms messages to contact customers. An example of this was the Allenton Market Campaign where we used sms messages to let customers know prior to and on the day when we were at Allenton Market so customers could pop down and get advice.

<p>Work in partnership with recognised organisations</p>	<p>Completed: Throughout year we have continued to work with organisations.</p> <p>On discretionary housing payments we continue to work with Derby Advice</p> <p>Erewash Credit Union are working with us in supporting tenants for banking products</p> <p>For universal credit we are working with department of works and pensions, job centre plus and Capita for the debt management module and the update to open housing.</p> <p>These will be on going over the coming years.</p>
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Priority 9

We will work to improve your homes to a higher standard than the governments' decent homes standard.

<p>We will deliver energy efficiency programmes 15/16, whilst exploring and installing renewable energy sources</p>	<p>Negotiation with PV for free installer are continuing following a renewed offer from the supplier</p>
<p>We will install high security doors</p>	<p>Double-glazed windows, with decent security and which don't need painting</p> <p>High security external doors with multi-point locks, looking very smart and not needing painting - offering a choice of styles and colours are replaced on a programmed basis</p>
<p>Continually monitor heating systems in properties</p>	<p>High efficiency gas boilers with controllable central heating systems (or equivalent heating) are replaced on a programmed cycle</p> <p>Wall and loft insulation inspection visits are being carried out with insulation top ups installed where required</p>
<p>Continue replacing Kitchens and Bathrooms</p>	<p>Continued annual programme of replacing kitchens, with decent storage and worktop space – offering a choice of unit, worktops, handles and flooring and some choice about layout</p>

	Annual replacement programme bathrooms, with built in electric showers and full height wall tiling – offering a choice of feature tiles and floor colour
Work closely with our customers to offer choice , creating a choices showroom	A tenant’s showroom for kitchens and bathrooms, along with any other items that can be usefully displayed

Priority 10

We will listen to children and young people to improve and develop our services.

Use a variety of methods to include social media	Completed: We continue to use a variety of methods to engage a broad range of children and young people, including the commissioning of the junior warden scheme, the youth board and specialist services from enthusiasm. We also link into the Children and Young People (CYP) participation network amongst other CYP forums and frameworks.
Engage children & YP in all services where possible	Completed: We continue to use a variety of methods to engage a broad range of children and young people, including the commissioning of the junior warden scheme, the youth board and specialist services from enthusiasm. We also link into the CYP participation network amongst other CYP forums and frameworks.
Consistent approach to engaging young people	Completed: Enthusiasm, Mash Up and our youth board service provider continue to submit performance data into the CYP monitoring framework on a twice annual basis.
Act on recommendations of the Youth Board.	The Tenancy Sustainment Manager attended the Board in January with a draft lesson plan for schools. The Board gave further suggestions to improve the lessons. The Tenancy Sustainment Manager with the YB will feedback on Independent Living Training in schools to the Board and present to the Operational Board in October 2016.
Engage with children & YP living in DH properties	Completed: We continue to use a variety of methods to engage a broad range of children

	<p>and young people, including the commissioning of the junior warden scheme, the youth board and specialist services from enthusiasm. We also link into the CYP participation network amongst other CYP forums and frameworks Met with 3 young people from Enthusiasm on a one to one, to explain the role of the Youth Board, giving a tour of the Council House, showing them where we hold the Youth Board meetings.</p> <p>Engaged 2 young people from the Sinfin Junior Warden Scheme.</p> <p>Held 2 Youth Board meetings.</p> <p>To date 8 out of 10 young people engaged have attended the Youth Board meetings..</p>
<p>Embed the voice of child/YP in decisions of DH</p>	<p>The Youth Board lead has also met with the Chair and Vice Chair of the Operational Board to reinforce the importance of the 'voice of the child / young person in decision making' and attended SMT.</p> <p>Derby Homes 2014/15 Delivery Plan has been reviewed by the Youth Board lead to inform the development of the Youth Board's forward plan (this links to the proposals of the Engagement Report considered by the Operational Board). Meetings have also taken place with four service leads to support the development of a plan for the Youth Board which links to the priorities of Derby Homes.</p> <p>Pilot Youth Board meeting took place in June 2015 – attendance was low and further work has been undertaken to engage providers to identify young people for participation in the Board.</p> <p>The Youth Board lead has supported the Tenancy Sustainment Manager to present at the November Youth Board meeting.</p> <p>Provided a summary of the key findings to the consultation about independent living training for schools.</p>