

PERFORMANCE MONITORING - CUSTOMER PRIORITIES QUARTER 2

Report of the Head of Operations

1. SUMMARY

- 1.1 This report details performance against the 10 Customer Priorities to the end of Q2 2017/18. This is the final report on the 10 Customer Priorities as new local customer priorities will be formally launched in April 2018.

2. RECOMMENDATION

To note and comment on the content of this report.

3. REASON FOR RECOMMENDATION

To ensure the Operational Board is able to monitor performance in key service areas and request additional information where areas of concern/interest arise.

4. MATTER FOR CONSIDERATION

- 4.1 There are 10 Customer Priorities, below is a summary of the main actions carried out in relation to these. Full updates on each Customer Priority can be found in Appendix 1.
- 4.2 The current Customer Priorities closed at the end of August 2017, as noted in the Q1 Customer Priority report.
- 4.3 A new door step campaign was undertaken between September and October 2017. This campaign provided feedback on the work that has been done under the established Customer Priorities and to find out our customers' current concerns.
- 4.4 The information gathered from the Customer Survey will be used to inform the new Local Customer Priorities.

Priority Actions

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

We have completed litter picks over all of the north east with schools and community groups. We are now working with councillors and other agencies on a monthly basis conducting litter picks. We will also be continuing with estate inspections and identifying streets for the new campaign.

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

We are actively promoting use of our Noise App on all noise nuisance cases citywide. This forms part of the Action Planning process when we get a new case. This is appropriate in around 85-90% of noise nuisance cases. We will continue to promote the app through our nuisance/ASB roadshows. We have developed a separate section on the ASB page of Derby Homes' website promoting the use of this app.

This service was also promoted earlier in the year in an edition of Derby Homes News and we will continue to do so in future editions.

4.7 **Priority 3 We will promote responsible pet ownership**

During quarter 4 2016/2017 we have received 107 pet permit requests. During this quarter 107 have been dealt with and 22 are to be decided.

The ASB team now manage the pet permit procedure.

4.8 **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**

This action will continuously run at 100% due to the ongoing nature of Housing Officer identifying parking issues. There is one CSM that has been setup and this will take some time to resolve due to needing a dropped curb. We have no other CSM open at the present time for any parking issues.

4.9 **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**

We are carrying out a 6 month visit with customers to establish any issues with their newly built home. This is an ongoing process to allow us to ensure that we are building new homes to fit the needs of our customers.

All queries regarding new build houses are directed by the Customer Service Team to a single point in the Development Team.

4.10 **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**

Since the completion of the initiative in June 16 we have carried out a review of three blocks completed. This review was carried out from Sept 13-14 and from Sept 15-16 to see the difference in cost.

Despite changes in the cost of electricity we believe there has been a cost saving in the region of 15%. We would like to carry out a review of a longer period to see what true savings are made. We believe there have been savings in the cost of maintenance as since the fitting of the LED lighting, repair costs have reduced drastically. Again we will be carrying out a review for a longer period.

When we are in a position to review the costs of maintenance and the energy saving results for 6 months, we will look to publish the results.

4.11 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

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.

4.12 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

The Financial Inclusion Strategy has been agreed and will be implemented during 2017/2018. The implementation of this strategy during the year will drive the direction of the poster campaign.

Information continues to be provided through the website and Derby Homes News. We are currently working on leaflets to be given to new tenants at viewing and sign up stage to help them understand their responsibilities for their rent. We are also carrying out an exercise to check and update the website on the latest information on Welfare Reform.

4.13 Priority 9 We will work to improve your homes to a higher standard than the governments' decent homes standard

A regular programme of maintenance and painting for the outside of homes is in place and will continue around the city. The door replacement programme was programmed over 5 years ending in 2018. In 2016/17 we fitted 1000+ doors. We have also installed 800 were boilers in 2016/17.

We continually offer existing residents choices on kitchen replacements including prospective tenants on void properties. We no longer provide a display showroom of which was agreed by the Operational Board

4.14 Priority 10 We will listen to children and young people to improve and develop our services

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.

The Youth Board continue to provide a voice of young people to Derby Homes, whom live on the estates that we manage. They have delivered sessions of Youth Board recruitment in partnership with Mash Up, Enthusiasm & Allenton Big Local in the form of a Christmas community event. The Youth Board have been supporting the Regeneration Team on refurbishing a play area at Mackworth

Estate. Their views have influenced key elements of the planned project. The Youth Board are producing a workflow for 2017 of where they will support officers on consultations on service delivery changes and improvement to estates, ensuring the voices of young people are heard and represented. They have delivered presentations of their work around recruiting new members to the Youth Board to key staff from Derby Homes.

5. OTHER OPTIONS CONSIDERED

Not applicable.

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

- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review
- Financial and Business Planning Implications

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information: None

Supporting Information: None