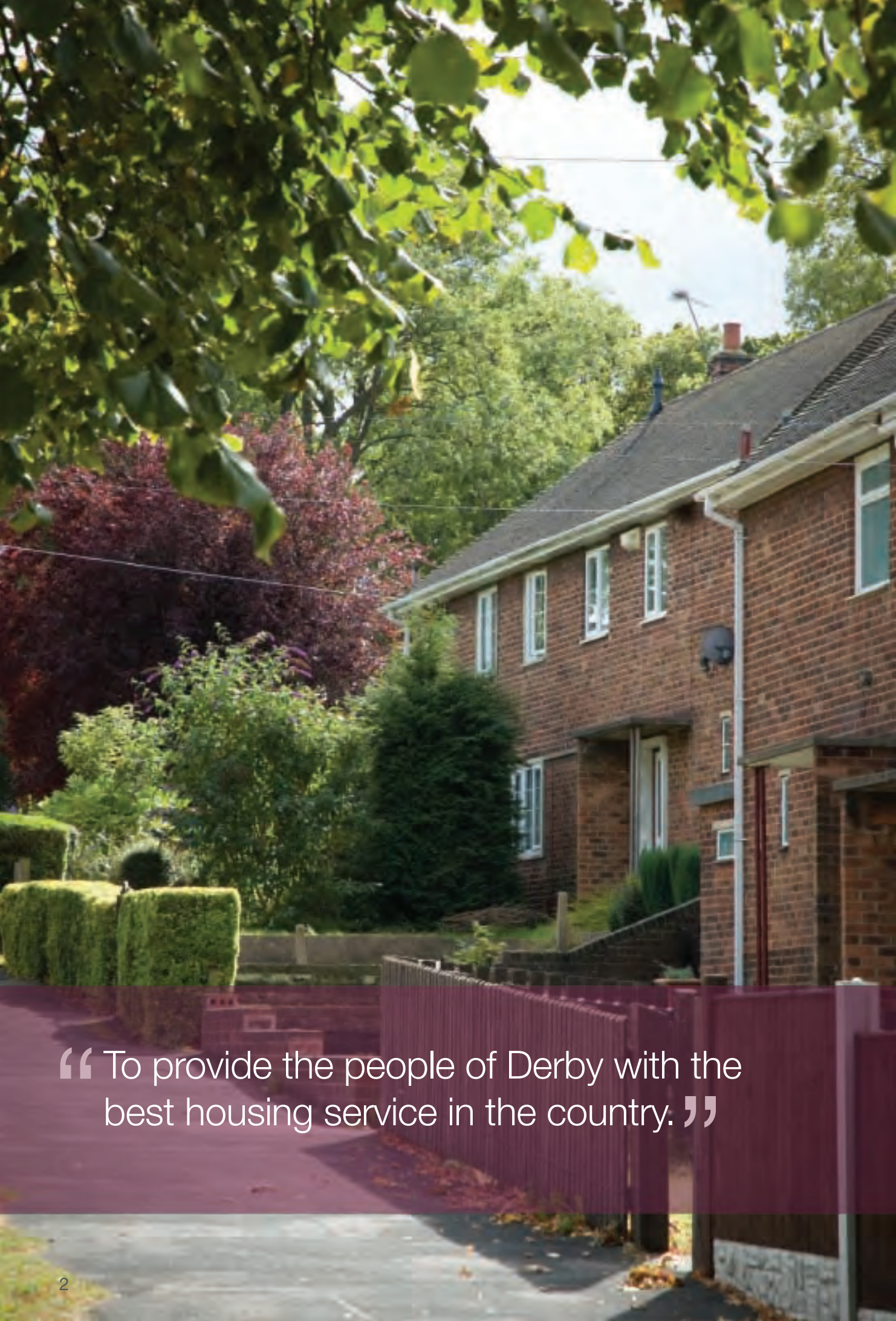
derby homes

Annual Report
2008/09

www.derbyhomes.org



“To provide the people of Derby with the best housing service in the country.”

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Derby Homes Limited is an arms length management organisation (ALMO), formed by Derby City Council in 2002 to manage and maintain its council housing. We were awarded a five year contract by the Council at that time and this was renewed in 2007 for a further five years, until 2012.

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Derby Homes' full Financial Statement for 2008/09 is available in a separate booklet which is available for download from www.derbyhomes.org. You can also call our Enquiry Centre on 01332 711000 and we will post a copy out to you on request.

Welcome to Derby Homes seventh Annual Report 2008/09

Welcome from our Chair

I started in housing when Maria Murphy asked if I could spare two hours every two months attending a customer panel meeting. 15 years and many thousands of hours of meetings later, I was very pleased to go to Buckingham Palace earlier this year to receive the OBE from Prince Charles for services to social housing – and one of the biggest and most rewarding parts of that service has been to Derby City Council tenants as a tenant Board member and Chair of Derby Homes since 2002.

I'm very proud of the work and achievements of Derby Homes Board and staff. I'm also a tenant representative on the Tenant Services Authority whose job is to improve services for the tenants of councils, ALMOs and housing associations. On my visits and talking to other tenants, I see and hear about other housing organisations – the feedback on some is very good, but on others it is terrible. What makes the difference? I think the key to being a good housing organisation is listening to the tenants.

Derby Homes' mission is to provide the people of Derby with the best housing service in the country and we can only do this by listening to what our tenants and leaseholders have to say. I think our successes in 2008/09 show that we do this very well.

We know we aren't perfect - our tenants tell us so – but we look forward to working with our tenants, leaseholders, Board members, councillors, staff, and partner organisations to continue to provide an even better service next year and in the future.

Dennis Rees OBE
Chair of the Board

Our Board

Our Board and Executive team use their specialist skills, knowledge and experience to provide direction and support for Derby Homes.

The Board is made up of 15 members - four elected tenant representatives, one elected leaseholder representative, five councillors, and five independent people with professional skills to help run Derby Homes.

We hold Board meetings every two months. The meetings focus on strategic issues and on achieving Derby Homes' long term goals. All Board meetings are open for the public and staff to attend. We have two Local Housing Boards, representing the north and south of the city. They meet bi monthly and are responsible for operational issues.

Agendas and minutes for all Board meetings are available for download from the Derby Homes website at www.derbyhomes.org. Written questions from tenants and leaseholders are dealt with as part of the Board meeting agenda.

Derby Homes also has a number of committees that meet regularly – Resources and Remuneration, Audit, Performance Management, Development and Regeneration, and Governance Services.

Our executive team are each responsible for one of our three directorates: Housing Management and Customer Service; Company Secretariat, Finance and IT; and Investment and Regeneration.

Lorraine Watson
Director and Company Secretary

Maria Murphy
Director, Housing and Customer Service

Shaun Bennett
Director, Investment and Regeneration

Meet the Board

David Batey

David is a graduate of Liverpool University with a degree in Aerospace Engineering. He has worked for several large engineering firms and now works for Optimized Systems and Solutions at Rolls-Royce on Sinfin Lane. David was elected to the City Council in 2008 to represent Abbey ward, and hopes to continue the good work that Derby Homes does in the local community.

Paul Bayliss

Paul is a graduate of Trent Polytechnic, Nottingham, and has a BA Hons degree in Public Administration. He is Derby born and bred, and is a director of Derby's largest advertising agency where he has worked for 21 years. He has been a Councillor for more than ten years, representing the Alvaston ward. He's been a member of the Labour Party for considerably longer and has always had an interest in housing management and community policy. He has served on the Derby Homes Board before, from 2002 to 2006, as Vice Chair of the Board and Chairs the Community Commission on Derby City Council.

John Bloxsom

John has 30 years experience in regeneration, housing and project development in the public, private and voluntary sectors. He has been strategic director, head of housing and homelessness manager, and has run his own company offering housing consultancy and programme management services. Between 1999 and 2002, John worked for Derby City Council's Housing team and then Derby Homes as Business Development Manager. He has a personal commitment to working with tenants and residents and the development of excellent housing services in Derby. He is currently working on an improvement and efficiency programme in Leicestershire.

Alison Brown

Alison is a managing director, central England, for a national repairs and maintenance and domiciliary care provider. She is a local resident of Derby with a genuine enthusiasm for housing. Her particular area of expertise is value for money gained through her roles in the Audit Commission Housing Inspectorate. Her extensive practical experience of housing covers both strategic and operational perspectives. She has worked in a range of housing roles for local authorities and housing associations across the Midlands since graduating from a degree in Housing Management and Development in 1991.

Philip Hickson

Philip Hickson has been a member of Derby City Council for 18 years. He represents Allestree Ward and, until this year, was also the Leader of the Conservative Group on the Council for ten years until he retired to follow other interests. Until taking early retirement, Philip was a senior civil servant working in a range of government departments in Derby, Nottingham, Birmingham and London. As well as his work as a Councillor, he is a member of the Derbyshire Police Authority and chairs its corporate governance committee; he is also a Justice of the Peace (Magistrate) on the Southern Derbyshire Bench. He speaks French and Spanish and is currently learning British Sign Language.

Tony Holme

Tony grew up in London but has lived on the Rykneld estate since 1970 with his wife and son, initially as a tenant and, for the last 25 years, as a leaseholder. He has been a past Treasurer of the Rykneld Residents' Association and has supported the Derby Leaseholders' Forum since it was formed, and has attended open meetings when circumstances permitted. Tony retired from Rolls-Royce in 2008 where he worked in Process Improvement and Quality. He represented managers on the Rolls-Royce Global Council and in pension negotiations. Since retiring, Tony has become a casual driver with Derbyshire Health United.

Iain MacDonald

Iain has been a member of the Board of Derby Homes since its inception and is Chair of the Resources and Remuneration Committee, and the Development and Regeneration Committee. He is a former local authority Chief Executive and former United Nations Chief Executive of the City of Pristina, Kosovo. Iain is also a former national President and Chairman of a number of professional associations. Currently he is engaged in Interim Management and Consultancy assignments. Iain is a Fellow of the Royal Institution of Chartered Surveyors, a Member of the Chartered Management Institute and a member of the Institute of Revenues, Rating and Valuation.

Tabani Ndlovu

Tabani is an experienced business risk professional who has a keen interest in corporate governance. Alongside his consultancy business, Tabani is currently doing a PhD researching the governance systems of selected financial institutions, particularly in the wake of the current financial crisis. He also offers sessional lectures in Corporate Governance at a Nottingham based university. A member of the Institute of Directors (IOD), Tabani is Vice Chair of the Board for SOFA Reuse; Board Member for North Notts Create Limited, North Nottinghamshire College and ProAct Security Services.

Bob Osler

Bob has worked within two major corporate businesses, Marks and Spencer plc and Coats Viyella plc, before starting his own management consultancy and textile procurement businesses. He joined the Derby Homes Board in 2002 with the main aim of taking an active role in growing and securing the sustainability of social housing in Derby. Bob also aims to make sure that tenants and leaseholders of the future are properly catered for in the years to come.

Brian Perry

Brian has been a member of the tenants' movement for several years. He was Chair of the Riverside West Community Panel, and its representative for the Local Housing Board North and the Derby Association of Community Partners (DACP). He was instrumental in getting Derby Homes to implement a parking permit scheme that has now extended across the city. Brian is determined to further the tenants' cause and to help make sure Derby Homes continues to improve. Brian lives in Chester Green and, with the introduction of the city wide Neighbourhood Forums, has become active within that group as the voice of the tenants in the Darley Neighbourhood Board.

Margaret Redfern

Margaret is a local councillor for Derwent Ward, a governor at Beaufort Community Primary School and a member of the National Probation Board for Derbyshire. She is totally committed to providing the very best services to tenants.

Dennis Rees OBE

Dennis has lived in Derby for 22 years and is very active in the local community. He speaks locally and nationally about the benefits of ALMOs and works to ensure that Derby Homes' tenants receive the best services possible. In 2009, Dennis was awarded the OBE for his services to social housing.

Mary Rowland

Mary moved to the Austin Estate in January 2000. She joined Villages Community Panel in 2003, moving on to become Local Housing Board South representative and then Panel Chair. She is a founder member and Treasurer of the Austin and Sunnyhill Community Champions, a member of the Austin Community Enterprise (ACE) Board, and has attended Austin Action Group meetings for over five years. Mary also attends the Austin, Sunnyhill and Old Normanton Forum meetings. Mary was a founder member and treasurer of the Austin and Sunnyhill Community Champions. She runs the ACE community coffee morning at their base on Tuesday mornings.

Roy Webb

Roy has worked for Rolls-Royce for over 40 years and has represented Allestree Ward in the city since 1985, as both county and city councillor. Roy is pleased to continue as a Board member and hopes his skills will be useful to Derby Homes.

Ken Whitehead

Born in London and married with two adult children, Ken is a part qualified accountant, having spent a large part of his working life working in the Middle and Far East. His interests include sport, classic cars and motorcycles and collecting antiques and collectibles. Ken has lived in Derby for over 15 years and, for a large part of that time, he was involved with the Osmaston Community Panel as a member and later as Chair. He has always tried to work for the betterment of both Derby Homes' tenants and all residents of Osmaston. Ken has been a member of the Local Housing Board South for the last five years.

Board Member Expenses 2008/2009

Our Board Members do not receive a salary, but we do pay their expenses for travel and loss of earnings. The following are the amounts paid to Board Members during 2008/09.

Board Member	Loss of Earnings	Travel Expenses	Other	Total
	£	£	£	£
Bob Osler	6,953	148		7,101
Tabani Ndlovu	3,083	570		3,653
Iain McDonald	1,080			1,080
Dennis Rees		226	600	826
Paul Bayliss		41		41
John Bloxsom		183		183
Anthony Holme		6		6
	11,116	**1,174**	**600**	**12,890**

Key Achievements 2008/09

Home 2 Work scheme

We launched our Home 2 Work scheme to help our tenants get back into employment. The scheme provides work placement opportunities for Derby Homes tenants who have been out of work for at least 12 months.

Transport service

We funded a pilot transport service to give supported living tenants who have difficulty using public transport the chance to enjoy social occasions and healthy eating lunch clubs.

Junior Warden Scheme

We worked with the Chaddesden Neighbourhood Team to launch a Junior Warden Scheme that encourages young people to become more involved in their community and take pride in the environment in which they live.

Planting trees

In partnership with Derby City Council, we planted 64 trees across the city in a bid to improve the environment on council estates and offset our carbon footprint.

Interactive assemblies

Our Tenant Participation and Neighbourhood Safety Teams visited local schools to deliver interactive assemblies to raise awareness of the legal issues relating to graffiti.

Taking action

We have continued to tackle anti social behaviour on our estates by taking action against tenants who persistently breach their tenancy agreement. 17 injunctions were secured in 2008/09, including cases of noise nuisance, threatening behaviour, and untidy property.

Resident Involvement Champion

Derby Homes were nominated as a Resident Involvement Champion (RIC) to help other housing organisations improve the way they involve tenants and residents by sharing knowledge and ideas.

Public Servant of the Year Award

Julie Walker, our Estate Guardian Manager, was named runner-up in the Public Servant of the Year Award, organised by the Guardian newspaper. The award recognises and rewards the outstanding achievements and individual efforts of people working in public services.

Investors in Excellence

Derby Homes achieved the Investors in Excellence standard - a programme that provides a framework to help us deliver improved performance and identify opportunities for increased effectiveness and efficiency.

New IT partner

As part of a shared service agreement with Derby City Council, we appointed a new IT partner to introduce efficiencies and improvements in the way we manage our IT service.

“This scheme is a great example of how the young people of Derby can have a positive impact on their community.”

Estates Pride

We will make council estates cleaner, greener, and safer for tenants and residents by working with our partners in neighbourhoods. We will make our estates places where people want to live.

Derby Homes and the Chaddesden Neighbourhood Team worked with schools in the Chaddesden ward to create a Junior Warden Scheme. The initiative encourages young people to become more involved in their community and take pride in the environment in which they live.

The Junior Wardens completed activities such as litter picking, graffiti removal, team building at the fire station, and patrolling with the Derby Homes Community Watch Patrol team. All of the activities were developed with key partners such as the Derbyshire Fire Service and the Police.

The scheme has had a positive influence on the young people involved. It has improved their confidence, developed their skills and given them a better understanding of the diversity of their community and a greater pride in their environment.

This scheme is a great example of how the young people of Derby can have a positive impact on their community and it is now being expanded to cover new areas of the city.

Left: One of our Junior Wardens at work.

Asset Management

We will maintain all council houses at the Decent Homes standard, delivering value for money and high levels of customer satisfaction with their homes.

We have continued to work with Derby City Council on our plans to build 40 new properties across four sites in the city, in partnership with Strata Homes. Ten of these properties will be retained by Derby Homes for rent to tenants, including some much needed four bedroom properties. This could be the first of several similar projects that will bring further opportunities for new social housing in Derby, built on non estate locations alongside privately owned and shared equity properties.

We also began to consult with residents in Osmaston about the master plan for regenerating the area around the old Rolls-Royce factories. Working in partnership with Derby City Council, we will continue to talk to local residents to get their views on the future of their community.

We will work to improve homes and estates in the future to make them sustainable in the long term and suitable for the families who live in them.

Right: Chief Executive, Phil Davies, lays the first brick at the Penalton Close new build site.

“We are looking at opportunities for new social housing in Derby, built on non estate locations alongside privately owned and shared equity properties.”

Investing in People Organisation

We will help Board Members and employees give their best, work in partnership, and develop their talents. We will help tenants and family members to access training and help 50 tenants and family members gain employment each year.

In January 2009 we launched our Home 2 Work scheme to help our tenants find work. The scheme provides work placement opportunities for Derby Homes tenants who have been out of work for at least 12 months.

Home 2 Work provides a range of experiences to help tenants gain the confidence and motivation they need to find permanent employment. The four week structured programme specialises in customer service and develops transferable skills that can be used in a number of work settings. The aim is to help people overcome barriers to employment, and get them prepared for the world of work.

In February 2009 we held a Celebration of Success event to recognise staff achievements, at which Emma Tidbury (pictured above) received an award from the Chartered Institute of Housing in recognition of her high marks in her exam results. We also used the event to launch our Skills Pledge. The Skills Pledge is our commitment to helping staff train for new qualifications to make sure they have the skills they need to provide a high quality service for tenants and leaseholders. We will receive funding from the Learning and Skills Council's Train to Gain service to make sure all our employees have qualifications to at least NVQ level 2. By signing up to the Skills Pledge, we are affirming our commitment to our employees and the community. We believe the initiatives we will offer as part of the pledge will help us achieve our long term business goals and secure the future employability of our staff and tenants.

> "These initiatives will help us achieve our long term business goals and secure the future employability of our staff and tenants."

Excellent Customer Service

We will provide excellent customer service and use our knowledge of customer needs to improve the way we work. We will measure our performance, track our progress and learn from what our customers tell us.

We launched a scheme called Bright Ideas to encourage our customers and contractors to submit their ideas on how Derby Homes can improve its service. The scheme includes a reward structure for any suggestions that we adopt.

The Bright Ideas scheme had already been running for a while as a staff suggestion scheme, but we wanted to open it up to our tenants, leaseholders and contractors who are in an ideal position to tell us how we might deliver a better service.

All Bright Ideas submitted are considered by a judging panel that meets monthly. Anyone submitting an idea that is original and will help Derby Homes improve its service will receive an encouragement award and, if their idea is implemented, they qualify for a monthly improvement award. There's also an award for the best idea of the quarter and all quarterly winners are put forward for 'Idea of the Year'.

Since relaunching the Bright Ideas scheme, we have seen an increase in the number of suggestions submitted, including plenty of ideas from both tenants and contractors.

"Our tenants, leaseholders and contractors are in an ideal position to tell us how we might deliver a better service."

Value for Money

We will embed a culture of value for money throughout Derby Homes, balancing cost and quality to help us provide excellent services that meet the needs of our customers.

As part of a shared service arrangement for our IT management and support, Derby Homes and Derby City Council signed up to a seven year contract with a new IT provider. The contract will introduce efficiencies and improvements in the way that we manage IT, offer value for money and a stronger and more direct working relationship to help us tailor our business to the needs of our customers. By setting up the contract in partnership with Derby City Council, we have been able to combine our buying power and keep down costs for both organisations.

One of the key features of the contract is that it will help Derby Homes reduce its carbon footprint by replacing old, power-hungry equipment with more modern, energy-efficient systems.

During 2008, Derby Homes also signed a contract with a print management company who will help us to minimise costs and improve quality by managing stock levels of printed material, identifying new print options, and procuring printed documents on our behalf.

Derby Homes have also appointed a new contractor for the cleaning of the communal areas in Derby Homes' flats and in some of our supported living schemes. The contractors have been tasked with improving the quality of the cleaning service provided, especially the cleaning of windows in the communal area of flats. Initial feedback shows that improvements have already been made and we believe the new contract has delivered efficiencies which are being re-invested to provide our customers with a better cleaning service in the future.

These new contracts will give us opportunities to be more flexible and innovative in the way we work to improve the service we offer for customers.

“These new contracts will give us opportunities to be more flexible and innovative.”

Equalities and Diversity

We are committed to equal opportunities and valuing diversity, will consider the needs of all communities in Derby, and support all groups to meet their housing needs.

At Derby Homes we provide equalities and diversity training for our Board, Executive team, managers and employees. Equalities and diversity lies at the heart of everything we do and is integrated in all parts of our business agenda.

Our Equalities Scheme sets out the key elements of our Equalities strategy. The accompanying action plans help us to monitor our progress. We routinely complete equality impact assessments in all areas of our service. We have continued to support and consult with equalities groups to make sure that we develop a service that reflects the needs of our diverse customer base.

Every year we hold a range of events to help raise awareness of different equalities issues. These have ranged from providing information about mental health awareness and employee wellbeing, hidden disabilities, and an older people's event. We have also worked to deliver and support equalities and diversity events within the community, such as an event organised by Sussex Circus Housing Office to raise awareness of cultural diversity within the local community. The event included food from various nations, henna menhdi, dancing, music, singing and information displays.

In September 2008 we also produced a short DVD to promote the services we provide for older people. The film focused on how we work with older tenants to provide them with appropriate facilities as their service needs change. The film was shown at our staff conference, the Annual General Meeting and has been distributed to key partners to raise awareness of older people's services.

> "Equalities and diversity lies at the heart of everything we do."

Right: Musicians at the diversity event organised by staff at Sussex Circus Housing Office.

Secure Long Term Future

We will do this by achieving excellent performance, maintaining an excellent relationship with the Council, developing the business, and exploring the best future options for the service and our customers.

With our contract with Derby City Council due to end in 2012, we are considering options for the future of Derby Homes. We will do this by consulting with tenants, staff, Derby City Council and other stakeholders on our long term future as a housing organisation. We will consider the benefits and drawbacks of staying as an ALMO, becoming a housing association, or returning to Derby City Council and, as decisions are made, we will communicate with our tenants, leaseholders, staff and other key stakeholders to keep them informed of our plans for the future.

We are also working to find ways of making Derby Homes properties more energy efficient in the long term. Our planned initiatives include the introduction of solar panels at Rivermead House, and at other homes in the Mackworth and Alvaston areas. We will also help our tenants to reduce their energy bills by providing regular advice on energy efficiency in the Derby Homes News, at community events, and through personal home visits where appropriate.

In 2009 we teamed up with British Gas to offer our tenants and leaseholders the chance to claim two useful free devices to help them monitor and reduce their electricity usage. The first was a Standby Saver that detects when a TV is switched off and then cuts the power to everything else that is plugged in, saving electricity that would otherwise be wasted on standby. The second product, a Real Time Electricity Monitor, shows tenants how much electricity they are using in their home to help them check how much appliances cost to use, or the savings they could make from switching off lights.

Above: Solar panels at Rivermead House

> “We are considering options for the future of Derby Homes.”

Working Towards a Sustainable Environment

We will reduce the environmental impact of our activities through our work and the actions of our suppliers, partners and customers. We will reduce our level of carbon emissions by 25% by 2012.

As part of our environmental strategy, and working in partnership with Derby City Council, we planted 64 trees across the city in a bid to improve council estates. The aim was for the new trees to improve the look of our estates, and help balance the amount of carbon dioxide we release into the atmosphere in the course of our work. We carefully considered the areas that would benefit most from the trees, and consulted with local residents about where they should be planted.

A variety of trees were selected, all of which were suitable for the location in which they were planted to ensure the trees can grow on to full maturity and benefit future generations.

Staff from our Mackworth Housing Office were on hand to help with the planting of walnut, honey locust, cherry and hornbeam trees in the Kew Gardens area of Mackworth.

Housing Officer Stacey Worthington said:

"It was good to be involved in something that will have a positive impact on the environment and the local neighbourhood, both now and in the years to come."

"The new trees will improve the look of our estates, and help offset our carbon footprint."

Above: Stacey Worthington and Jennifer Morgan from Mackworth Housing Office helped out with the tree planting.

daily homes
Service Plan

Our Performance

The role of the Performance Team is to collate, monitor and report on our performance against national and local indicators and targets. The team supports and advises all teams within Derby Homes on how they can use the performance information to manage their service area and improve service delivery. Our aim is to use performance monitoring to develop and expand the service we deliver and increase satisfaction for our customers, staff and other stakeholders.

The Performance Team also collates and analyses customer feedback and uses this information to identify trends in dissatisfaction and implement improvements that will make a real difference to the customer experience.

Each year, Derby Homes produces a Service Plan that contains the key operational plans for service delivery and sets out the workload of teams for the coming year. The plan converts the strategic objectives in our Delivery and Business plan into team targets, with the aim of improving our services for customers, the efficiency of operations and making sure we achieve our key objectives.

This section of the Annual Report provides information on how we were performing at the end of **2008/09** in some of our main service areas.

Further details of our performance can be found on our website at www.derbyhomes.org/performance.

Left: Lee Wheatley, Performance Management Assistant.

Rent Arrears

98.4% of all rent due was collected in 2008/09.

Although this figure was marginally below our target of 98.6%, we were nevertheless pleased with this end of year result – particularly as the effects of the economic recession began to have a negative impact on arrears during 2008. Over the next year we expect the recession to impact much more significantly on our arrears figure, and we will adjust our target for 2009/10 to reflect this. We expect the year ahead to be a challenging time for arrears recovery.

At the end of March 2009 we had 3387 tenants in arrears, owing £973,357. We will work in partnership with both internal and external agencies to provide help for tenants who are falling into arrears and work with them to arrange affordable agreements where they are having difficulty in making payments.

We have also introduced two specialist officers who can help tenants with their housing benefit claims. The service they offer is free for tenants and provides them with help and support with their claims, basic money advice and referrals for more specialised financial advice. The service also signposts tenants to other services available and offers support for new tenants. These specialist officers will play a key role in minimising arrears levels during the coming year.

Left: Tenants can call one of our Enquiry Centre Advisors, such as Liz Hoddinott, to make a rent payment over the phone.

Reducing Time Taken to Relet Properties

In 2008/09 the average length of time it took us to relet empty properties was 28.09 days.

This was over our target of 25 days and slightly higher than the figure for 2007/08. This change reflects the increase in the number of properties that the relet team have processed during the year. In 2008/09 they dealt with around 120 properties each month, compared to around 80 properties a month in 2007/08.

Average relet times over the past five years have been

28.09 days in 2008/09

25.96 days in 2007/08

32.16 days in 2006/07

31.48 days in 2005/06

34.50 days in 2004/05

We will be introducing a number of new initiatives to streamline the relet process and improve the time it takes us to let out empty properties to new tenants, including:

- **Providing training to housing office staff on the relet process.**
- **Working with the Housing Options Centre to review Derby City Council's allocations policy.**

All of these initiatives will contribute to tightening the timescales for reletting properties and minimising the amount of time properties are left empty.

Repairs and Maintenance

We are pleased to report that in **2008/09** the number of appointments made and kept rose to **92.1%**.

This figure is 2.1% higher than our target, and more than 5% higher than the 2007/08 figure. This is an impressive achievement which has been made possible through strengthening the partnership between Derby Homes and our repairs and maintenance contractor Environmental Services Department (ESD) to improve our efficiency and effectiveness in dealing with repairs.

This has been achieved by streamlining the repairs appointment procedures and working practices in our Enquiry Centre and improving communications with the Environmental Services team, who carry out repairs on our behalf. Regular review meetings are held with ESD to monitor performance on repairs, identify any trends or problems with the appointments system, and to discuss opportunities for improvement.

During the coming year we plan to introduce an SMS text messaging service to remind tenants about their repairs appointment and we expect this is reduce the number of instances where tenants are not at home when the engineer calls to carry out a repair. Environmental Services Department will also be providing their staff with hand held devices that will be used to receive appointments electronically and update repairs data to improve communications with Derby Homes. Derby Homes will also explore other ways in which we can use new technology or software to develop a better service for customers in the future.

Right: A member of the ESD team at work on a Derby Homes property.

QUALITY

Tenants Top Ten

Targets for 2008/09

One of the ways in which we measure our performance is against targets that are set by our tenants. We talk to them each year to find out the top ten areas of our service that they think are most important. We regularly report back on how we're doing, both through our tenant newsletter, Housing Focus Groups, and here in the annual report, to keep customers informed about our achievements and how we're performing against target.

In 2008/09 we are particularly proud to have resolved 100% of complaints at stage one, which was well in excess of our target of 94%. This reflects how seriously Derby Homes takes complaints about our service. We aim to resolve things quickly and satisfactorily and, wherever possible, learn from this feedback by implementing service improvements.

There has been a significant improvement in the monthly feedback we have been giving to complainants on live anti social behaviour cases. In 2007/08 we only achieved this in 67% of cases. In 2008/09 this has increased to 87%, against a target of 75%. This year we have continued to listen to customers who have suffered anti social behaviour, both through surveys and a focus group. The latter allowed us to talk to customers about their experiences and gave them an opportunity to share their views on how they felt we had responded.

Year on year we have continued to improve on our target for appointable repairs. In 2006/07, we made appointments for 78% of appointable repairs, and this figure increased to 86% in 2007/08. We are pleased to report that in 2008/09, we made appointments for 91% of appointable repairs – which is 2% above our target. We will continue to work with our staff and contractors to further improve the appointments system and have set ourselves a new target of 92% for 2009/10.

In 2008/09 we also met our target of completing 98% of emergency repairs within 24 hours. This was an improvement on the 2007/08 figure of 97%. For 2009/10 we have increased the target to 99% and will continue to implement processes that will allow us to achieve this.

Key to targets

- Target 2008/09
- Under target
- On or above target
- Within 5% of target
- Details not available

Pre-vacancy visits where notice is given	Target 2008/09	87%
	Achieved	100%
Appointable repairs to have appointments	Target 2008/09	89%
	Achieved	91%
Emergency repairs to be completed within 24 hours	Target 2008/09	98%
	Achieved	98%
Routine repairs to be completed within four working weeks	Target 2008/09	90%
	Achieved	91%
Overall satisfaction with the Enquiry Centre	Target 2008/09	77%
	Achieved	88%
Complaints resolved at stage one	Target 2008/09	84%
	Achieved	100%
Estate inspections to be carried out on patches at least once a month	Target 2008/09	96%
	Achieved	93%
Clear the gardens of empty properties within five working days of placing order	Target 2008/09	100%
	Achieved	58%
Complainants to receive monthly feedback on live anti social behaviour cases	Target 2008/09	75%
	Achieved	87%
Letters acknowledged within three working days	Target 2008/09	Not measurable
	Achieved	Not measurable

Helping the environment

This Annual Report has been produced using an environmentally friendly paper stock called Revive 50:50 which is certified as a Forest Stewardship Council (FSC) mixed sources grade containing 50% recycled waste and 50% virgin fibre.

The paper used on the cover is Revive 50:50 Silk. This is also certified as an FSC mixed sources grade containing 50% recycled waste and 50% virgin fibre and is manufactured at a mill certified with ISO 14001 environmental management standard. The pulp used in this product is bleached using an Elemental Chlorine Free process. (ECF).

Alternative formats

We can give you this information in any other way, style or language that will help you access it. Please contact us on 01332 711000, minicom 01332 711080 or fax 01332 711001. Telephone calls to our Enquiry Centre are recorded and monitored for training and quality purposes.

ਹਮ ਆਪਕੋ ਯਹ ਜਾਨਕਾਰੀ ਕਿਸੀ ਦੂਸਰੇ ਤਰਹ ਔਰ ਢੰਗ ਸੇ ਯਾ ਦੂਸਰੀ ਭਾਸ਼ਾ ਮੇਂ ਭੀ ਦੇ ਸਕਤੇ ਹੈਂ ਜਿਸਸੇ ਆਪਕੋ ਇਸੇ ਪ੍ਰਾਪਤ ਕਰਨੇ ਮੇਂ ਮਦਦ ਮਿਲ ਸਕੇਗੀ. ਕ੍ਰਪਾਕਰ ਹਮਸੇ ਇਨ ਨੰਬਰੋਂ ਦ੍ਵਾਰਾ ਸੰਪਰਕ ਕੀਜਿਏ | 01332 711000
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ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਕੁਝਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੋਂ ਪਹੁੰਚ ਕਰਨ ਵਿਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01332 711000 | ਮਿਨੀਕਾਮ | 01332 711080 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.
Prosimy o kontakt: 01332 711000 Tel. tekstowy 01332 711080

Mēs varam pasniegt Jums šo informāciju jebkurā citā veidā, stilā vai valodā, kas atvieglotu Jūsu pieeju tai. Lūdzu, sazinieties ar mums pa tālruni | 01332 711000 vai Minikomu (sistēma, ar kuras palīdzību notiek sazināšanās, izmantojot internetu) | 01332 711080

Mes galime Jums pateikti šią informaciją bet kokiu kitu būdu, bet kokiu stiliumi arba kalba, kad Jūs galėtumėte ją pasiekti. Skambinkite mums:
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