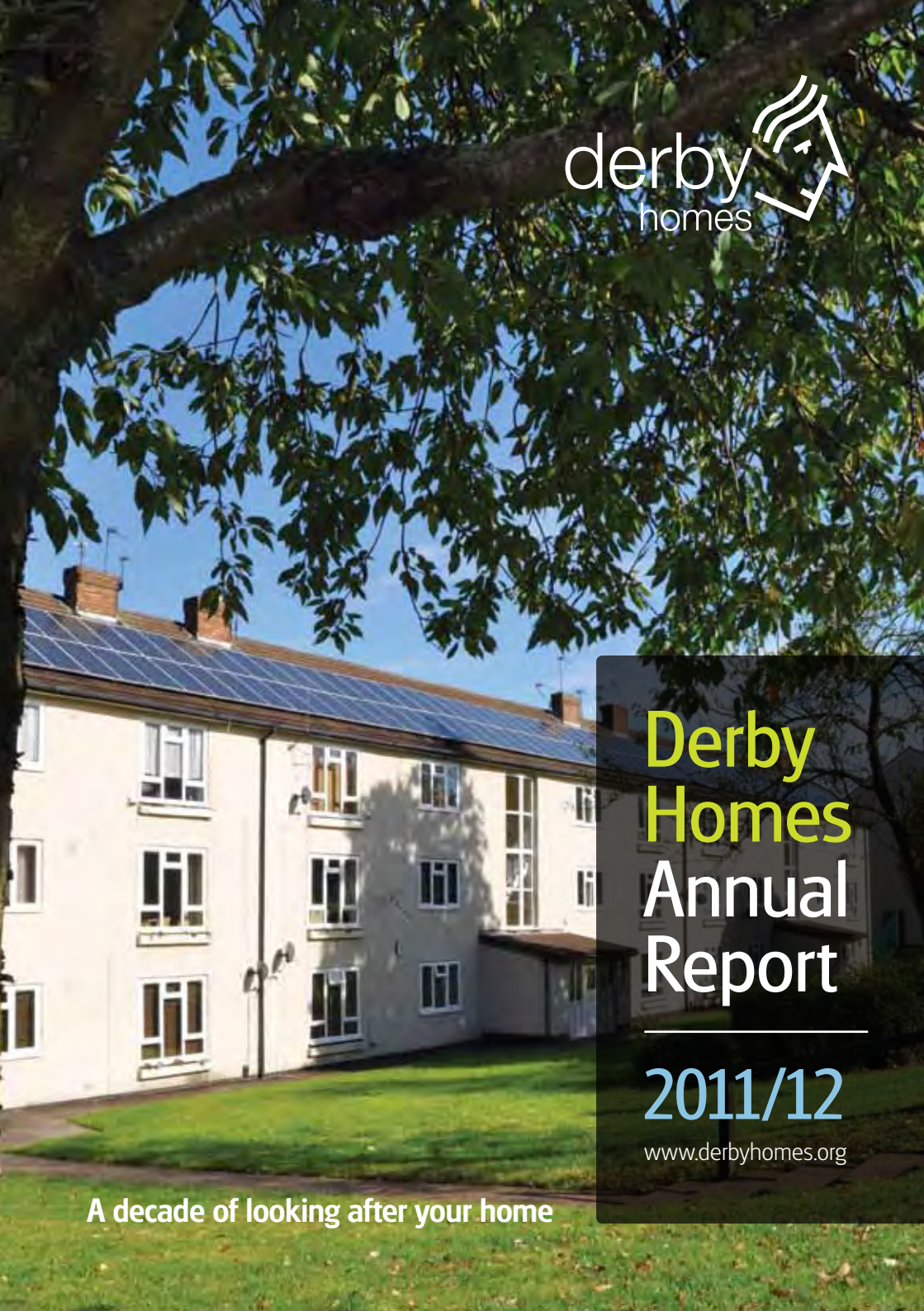

derby homes

Derby Homes Annual Report

2011/12

www.derbyhomes.org

A decade of looking after your home

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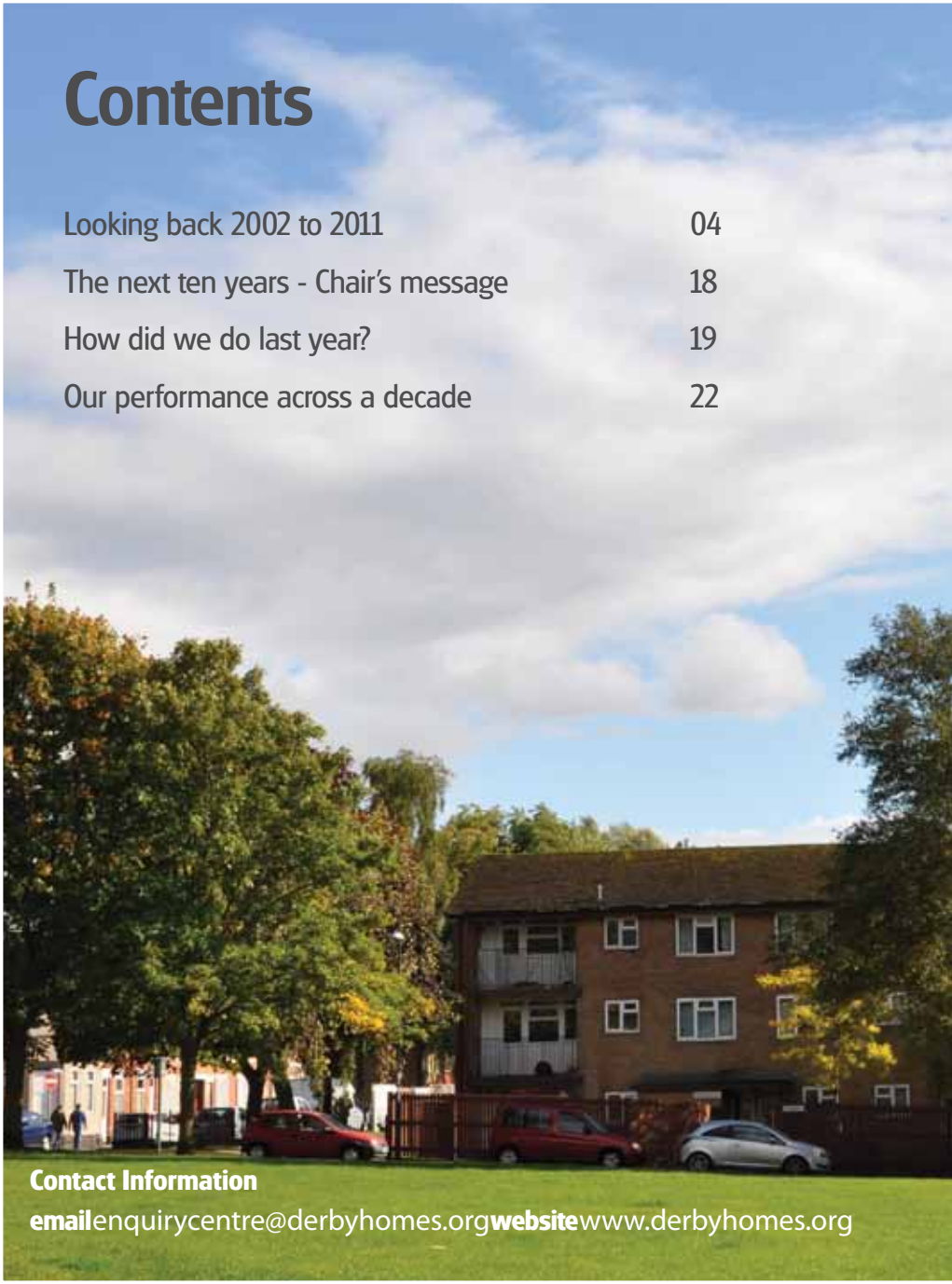


Contact Information

email enquirycentre@derbyhomes.org **website** www.derbyhomes.org

This Years' Report

This annual report is part of Derby Homes tenth birthday celebrations. We look back at our achievements during the last ten years. There are some challenging times ahead, but our priority is still to secure the best future for council housing tenants and services in Derby.

You can also see how we've done against our 23 local offers this year and we highlight some of our key performance figures and what they mean to you.

Telephone 01332 888777

Quarn Way, Derby

Looking back | 2002 - 2003

Derby Homes was created in April 2002 to manage, maintain and improve council houses and estates.

£81m SECURED

We were awarded three stars in our first inspection from the Audit Commission. This meant that Derby Homes demonstrated it had excellent, high performing services with excellent prospects for improvements. £81 million in government funding was secured for Decent Homes.

Derby Homes staff celebrating our three star rating in 2002

Homes Pride promotional images from 2003

Homes*Pride*

Derby Homes' "Homes Pride" Improvement Programme was officially launched in March 2003 as we began making homes in Derby decent.

In May 2003, new Community Panels were launched, one for each housing office area.

In June 2003 we consulted with tenants on "Introductory Tenancies" as a way of reducing anti-social behaviour.

Dennis Rees OBE

Chair of the Board

Dennis Rees, a tenant from Chaddesden was appointed Chair of our Board in October 2002. In 2009, Dennis was awarded the OBE for his services to social housing.

He is still very active in the local community and speaks locally and nationally about the benefits of ALMOs. Today, Dennis is a Vice Chair of Derby Homes.

Looking back | 2004

In the first year of the Homes Pride programme, Derby Homes improved 4,800 homes to meet the Decent Homes standard, exceeding our target of 4,200.

2,225
Kitchens and bathrooms replaced

50
Electrical systems replaced

2,500 Central heating systems replaced

1000
ROOFS REPLACED

1800
Windows replaced

Enquiry Centre Launch SEPTEMBER 2004

We launched Derby Homes' Enquiry Centre as the simplest way for people to get in touch with us. Tenants now have one number to call for reporting repairs, checking rent accounts and other general housing services.

The first Derby Homes Enquiry Centre team

The completed play area on Shakespeare Street

Sinfin play area

Derby Homes created a new play area at Shakespeare Street in Sinfin, following consultation with local children.

The tenant involvement negotiation team in 2004

This year also saw the signing of the new "Tenant Involvement Agreement", renewing Derby Homes commitment to working closely with our tenants and leaseholders.

Looking back | 2005

Derby Homes improved over 10,000 homes under Homes Pride, Decent Homes scheme.

This year saw the launch of Derby Homes' first website, providing more convenient access to information and services.

Northern Counties

Derby Homes took on the management of properties owned by Northern Counties.

Photo: Agreeing the contract with Northern Counties

DACP Ltd celebrate 10 years

Derby Association of Community Partners is a voluntary organisation for tenants, community groups and other partner agencies. Since 1995 its members have given their time to make sure Derby Homes are delivering an excellent service. They also carry out inspections and feedback to the City Board.

Looking back | 2006

Derby Homes retain three star status from the Audit Commission

Derby Homes celebrating three stars for a second time

Completing Decent Homes in Derby

Decent Homes

We completed our £120m Homes Pride programme meaning all council housing in Derby met the Decent Homes standard.

Children's Holiday Home

Derby Homes employees and contractors gave their time to complete a £70k improvement project at the Derbyshire Children's Holiday Home in Skegness.

Looking back | 2007

Derby Homes reached five years old and agreed a new five year contract with Derby City Council.

On 5 July 2007 Derby Homes celebrated its fifth birthday and signed a new five year contract with Derby City Council. This joint event was opened by the mayor of Derby, Councillor Pauline Latham OBE. Councillor Amar Nath is pictured signing the contract.

GREEN HILL APARTMENTS

We became the first Arms Length Management Organisation to own properties.

ENQUIRY CENTRE

We introduced a Saturday morning Enquiry Centre service to give better access for people who couldn't reach us during the week.

KIDZTALK

Derby Homes created "Derby KidzTalk", a website aimed at involving young people.

RoSPA

(Royal Society for the Prevention of Accidents)

We achieved RoSPA Gold in the Occupational Health & Safety Awards.

FAMILY INTERVENTION PROJECT

Derby Homes secured Home Office funding to provide intensive support to high need families.

Looking back | 2008

The Home 2 Work scheme in Derby Homes Enquiry Centre.

Derby Homes launched the "Home 2 Work" scheme, a work experience programme for tenants.

Junior Wardens litterpicking in Derby

Derby Homes also started Junior Wardens, a scheme where young people get involved in their community through activities and events.

We were selected as Resident Involvement Champions for the East Midlands and also achieved Investors in Excellence recognition for the commitment of the organisation and achievements of all our employees.

Solar Panels reducing the running costs at Rivermead House

Derby Homes installed solar panels on Rivermead House to light the building's corridors and communal areas.

Looking back | 2009

Under the new co-regulation for social housing, and following extensive consultation, Derby Homes launched our local offers.

The local offers are 23 commitments to deliver outcomes in areas of our service that matter to tenants. See page 19 for how we've done.

Photo: Consulting with tenants on our Local Offers in 2009

Derby Homes also introduced a victim and witness support role for residents suffering serious anti social behaviour.

"The success of any action that we take in tackling anti social behaviour depends on the involvement of our victims and witnesses"

John Birch, Victim and Witness Support Officer

Looking back | 2010

Derby Homes took over the management of the Repairs Team from Derby City Council in June 2010.

We also introduced our Tenancy Sustainment Service to help new tenants successfully manage the first year of their tenancy.

Our Neighbourhood Safety Service achieved a Housemark anti social behaviour accreditation. In the same year Derby Homes Enquiry Centre achieved the Customer Contact Association global standard, that recognised we were delivering consistency, efficiency and continual improvement in our customer services.

A Derby Homes Repairs Team opperative in 2010

The City Board

In 2010 the City Board was created as a committee of Derby Homes Board to take the lead on major decisions affecting housing management, maintenance and customer services.

Homes at Penalton Close

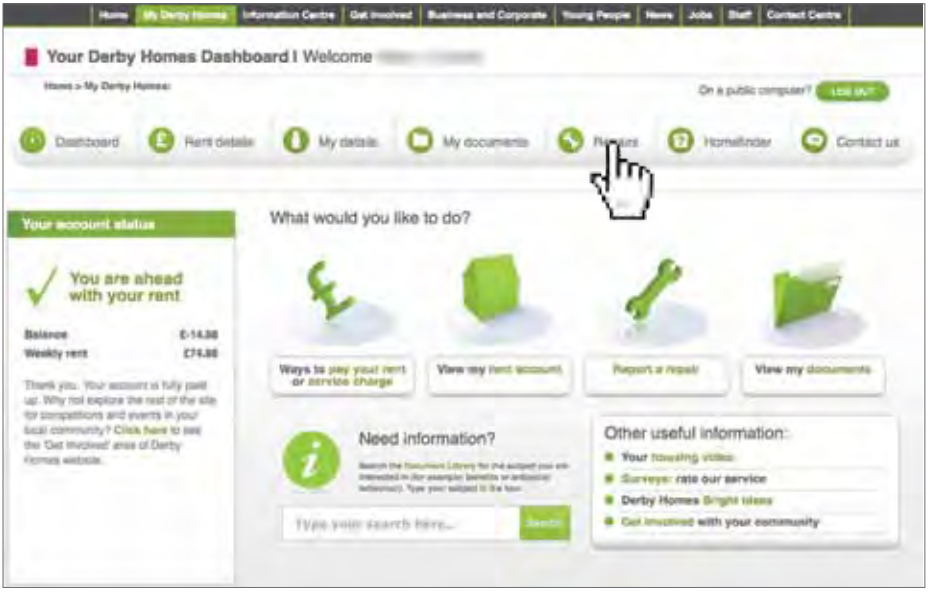
In 2010, Derby Homes completed our first new build project as an ALMO. Delivering new energy efficient homes for sale and rent, in partnership with Strata Homes. In February 2010 we celebrated the first handover.

Derby Homes New Build Team celebrating the handover at Penalton Close in 2010

From left: Andrew McNeil, John Kendrick and Shaun Bennett

Looking back | 2011

Derby Homes introduced SMS communication (text messaging) as a more efficient way to keep in touch with tenants. We also added more features to the tenant "Dashboard", which now has over 1,000 registered tenants.



1000

REGISTERED TENANTS

More people are now using our online "Dashboard" to check their rent account, report repairs any time of the day and to see when modernisation work is planned for their homes.

£6.6m project for warmer homes

More than 2,200 homes in parts of Osmaston, Cowsley, Old Sinfin, Austin, Alvaston and Allenton were fitted with a range of energy saving measures such as insulating solid brick walls, new heating systems, cavity wall and loft insulation. Solar panels were also fitted as part of a project to help tackle fuel poverty.

RoSPA Award

We achieved RoSPA Gold for the fifth consecutive year.

Facebook and Twitter

Derby Homes started using social media to make our services more accessible. For example, we now provide live Twitter coverage of our City Board meetings, encouraging interaction and input to key decisions.

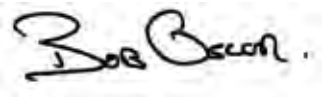
Looking forward | The next ten years

Derby Homes will continue to achieve great things. We will continue to build new homes that are affordable and have low running costs, giving our tenants a wider choice of places to live that meet their expectations.

We can play a huge role in meeting housing need by turning around empty properties more quickly and by refining the way we work.

We will work with Derby City Council to improve the options available for paying rent and the way we communicate with tenants. This will mean exploring and embracing new technologies. We will plan for standards that don't yet exist, but that will be expected by future generations. I see us working closer with the people in our estates to deliver sustainability within our communities, expanding on what we've already achieved in Osmaston.

In the current financial climate, we need to maintain our business focus on keeping our costs down and driving efficiency up. This may mean taking on new opportunities within Derby, but also outside of the city boundary to improve the lives of more tenants whilst bringing in extra revenue. We must also work tirelessly to ensure tenants are fully aware and prepared for big changes that will affect them. The Welfare Reforms starting in April 2013 will have a huge impact on the finances and lifestyles of our tenants. The wider reaching effects of these changes present us with our first big challenge of the next decade.



Bob Osler Chair of Derby Homes

How did we do last year?

HOME STANDARD

Offer 1

We will keep our repair appointments

98.8% (98% TARGET)

HOME STANDARD

Offer 2

We will complete non-urgent repairs within 30 working days

98.2% (93% TARGET)

HOME STANDARD

Offer 3

We will inform you in advance of any planned maintenance to your home

You can now use Derby Homes' website to view major work that is planned for your home.

HOME STANDARD

Offer 4

We will ensure newly let homes will meet agreed standards of repair

DACP Ltd inspect our newly let homes against agreed standards. They report their findings to the City Board.

HOME STANDARD

Offer 5

We will develop our own energy efficiency standards that will be above the government requirements

This year, we installed 900 solar panels to properties, reducing tenants' utility bills and generating income to reinvest.

HOME STANDARD

Offer 6

We will offer appointments for all urgent and non-urgent repairs

91.76%

This is just below the target of 93%

HOME STANDARD

Offer 7

We will regularly service any appliances we provide in your home

Our gas servicing team reached 100% of homes in the last 12 months. Other appliances testing complies with a schedule of works.

HOME STANDARD

Offer 8

We will ensure any decoration work to your home will be carried out to an agreed standard

Following close working with the DACP, this scheme is now on programme and standards have improved over previous years.

HOME STANDARD

Offer 9

We will ensure that any garden or grounds maintenance work will be carried out to agreed standards

The year ended with some minor disruption due to snow and heavy frosts. A new contractor has been appointed for 2012/13.

HOME STANDARD

Offer 10

We will keep you informed if you report a communal repair

Every communal area now has a notice board. Close monitoring has shown that these are kept up to date and are working well.

TENANCY STANDARD

Offer 11

We will provide new tenants with help and assistance to allow them to maintain their tenancy

Out of 204 new tenants in the last quarter, 64 were identified as needing support and were signed up to our Tenancy Sustainment service.

TENANCY STANDARD

Offer 12

We will offer to help you manage your finances in a confidential and professional manner

We now offer access to advice lines and self assessment on our website. Tenants can also be referred to independent, specialist money advisers.

TENANCY STANDARD

Offer 13

We will give you opportunities to discuss any rent arrears and to clear any outstanding balances in full or by affordable instalments

During 2011/12 a total of 797 affordable payment arrangements were made to help tenants reduce their rent arrears debt.

TENANCY STANDARD

Offer 14

We will provide and develop convenient ways to access your rent account

The Tenant Panel have reviewed this offer. More than 1,000 people now use the Dashboard, allowing them to check their rent account anywhere.

TENANCY STANDARD

Offer 15

We will actively promote access to low cost credit

We have begun to widen our work with regional credit unions to explore options and opportunities that will benefit our tenants.

TENANCY STANDARD

Offer 16

We will ensure that Elderly or vulnerable tenants have access to a range of services to help them live independently

We worked with the Healthy Housing Project to distribute a "Winter Wrapped Up" guide and a number of cold weather alarms to our most vulnerable tenants.

TENANCY STANDARD

Offer 17

We will at the very least ensure that you receive monthly updates on any anti-social behaviour complaint you make

We managed to keep tenants informed about their complaints in 1,674 out of a total of 1,771 opportunities. This is 94.5%.

TENANCY STANDARD

Offer 18

We will always ask you for feedback once your anti-social behaviour case is closed

We have amended our letters to encourage more tenants to feedback, with a particular focus on using our website. So far we have received nine responses.

COMMUNITY STANDARD

Offer 19

We will ensure our standards for estate services are published and easy to access

Our website contains details on the standards set for our estate services. We have started to advertise Estate inspections in an online calendar.

COMMUNITY STANDARD

Offer 20

We will encourage and support projects that benefit the communities in which our tenants live

Projects this year have included managing the Imari Park travellers site and running the successful T16 project in schools for a second year.

COMMUNITY STANDARD

Offer 21

We will carry out estate improvements that benefit the communities in which our tenants live

Our Estates Pride programme helped fund the Mackworth Allotment site and various large and small scale improvements across Derby.

COMMUNITY STANDARD

Offer 22

We will develop and support volunteering opportunities for our tenants

We have developed new processes to make volunteering easier and have invested in training our staff in volunteer management.

COMMUNITY STANDARD

Offer 23

We will ask for your feedback when you've been involved with improving the service that we provide

We asked for feedback from everyone who was actively involved with us throughout the year. This will be used in future planning of the service.

Our performance | 2002 - 2012

13,545

Decent Homes

100% OF OUR STOCK

Effective forward planning means improvements are now carried out before they are needed.

98.3%

Rent collected

AVERAGE OVER 10 YEARS

We believe in providing help and advice for anyone struggling to pay their rent.

Overall satisfaction

2002 75%

2011 83%

We have seen higher levels of satisfaction as Derby Homes improves service delivery.

Average time taken to re-let properties

42 DAYS **2002**

23 DAYS **2012**

Homes are now left empty for less time in your neighbourhood. Since 2002, we have reduced the average time to just 23 days.

Tenant satisfaction with repairs

2002 93% → **2012** 97.6%

Continued improvements to the Repairs Service.

Our Board | Payments 2011/12

From 1 October 2011, the Board of Derby Homes agreed a new payment scheme for Board Members which has been approved by Derby City Council. The scheme includes members who hold the office of Chair, Vice Chair of Derby Homes and the Chairs of its two Committees.

The previous scheme from April 2011 to September 2011 was based on loss of earnings. The costs have reduced since the introduction of the new scheme.

To ensure the Board operates with openness, transparency, meets their adopted Code of Governance and regulatory requirements, details of the payment scheme along with payments made to individual Board Members will be disclosed and published annually.

Payment is a fixed annual sum linked to carrying out specific duties, obligations and time commitment, as set out in the individual Board Member's Service Agreement. Councillor Board Members do not receive payments in respect of their Board Member duties as they already receive an allowance from the Council and have been excluded from the table opposite.

Our full financial statement for 2011 /12 is available on request, in a separate booklet. You can download the booklet from derbyhomes.org/annualreport, or call our Enquiry Centre on 01332 888777 to request a copy by post.

The information in the table shows the full year's payments from April 2011 to March 2012, separating the costs of the two schemes as well as any travel expenses claimed.

BOARD MEMBER	LOSS OF EARNINGS	TRAVEL	PAYROLL	MEMBER'S TOTAL
M Ainsley	£0	£37	£0	£37
M Barker	£0	£0	£0	£0
J Bloxom	£0	£131	£0	£131
A Brown	£0	£0	£0	£0
A Holme	£0	£96	£0	£96
I McDonald	£0	£0	£1,601	£1,601
M Menzies	£0	£0	£0	£0
P Molson	£0	£0	£0	£0
T Ndlovu	£1,665	£0	£0	£1,665
A G S Osler	£6,908	£0	£4,463*	£11,371
S Perry	£0	£0	£0	£0
D Rees	£0	£0	£2,001	£2,001
K Whitehead	£0	£0	£0	£0
TOTAL	**£8,573**	**£264**	**£8,065**	**£16,902**

*Includes Employers National Insurance contributions

It's over to you

This report should give you a good idea of how we've done, not only over the last year, but over the last decade. It's important that we're open and transparent about this and we're not afraid to say when we haven't quite hit our targets or where we need to do more.

This report is for you. Our local offers were agreed with tenants in 2009, but if you think they're no longer relevant or that we should be focusing on something else, let us know.

If you want more detail than we've given you here, you can access full board reports on our performance and services by going to derbyhomes.org/derby-homes-board

If you want to speak to us about anything in this report you can give us a call or email us. You can also get in touch through Facebook or Twitter.

Email us
annualreport@derbyhomes.org

Facebook
/derbyhomes

Twitter
@derbyhomes

Derwent House, Derby

Visit Derby Homes' website

You can now pay your rent, view your rent account, report a repair and more on Derby Homes' website. Visit www.derbyhomes.org/my-derby-homes to register.

www.derbyhomes.org