Derby Homes

Annual Report

2015/2016

INTERACTIVE VERSION

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Welcome

I am very pleased to welcome you again to our Annual Report. I am proud to be Chair of the Board for what has been yet another successful year.

Our customers tell us they are very happy with the service they receive; with our satisfaction levels higher than ever.

We asked many of you about your priorities and I hope this report shows that we have responded positively to what you told us.

We have continued to invest in housing for Derby. Our newly built homes have been really well received by tenants. We've also spent over £1.2 million on improving many of our existing estates. We are continuing to develop our support services, to offer specialist help for vulnerable tenants and those affected by Welfare Reform.

The work we do is increasingly being recognised. We have received the Presidents Award, for ten consecutive gold awards for Health and Safety from the Royal Society for the Prevention of Accidents. The work of our Antisocial Behaviour Team has been independently accredited as an excellent service. Finally, we won three regional housing awards, including one for last year's innovative Annual Report.

Earlier this year, Board members and staff had some excellent training from our new Youth Board, the young people living in our homes. We promised them we'd do more to include the views of young people in our work. This year's report aims to do just that. We have asked young people to comment, ask questions and help us tell you about what we've done over the last year. You will find their views throughout this report along with links to additional multimedia content online.

We are also proud of the work we continue to do in the wider community, such as bringing St Mark's Church back into use as a wrestling academy, with excellent work from our apprentices.

I would like to thank the young people for their help in putting this report together, and I am grateful to all of the Derby Homes staff, tenants, volunteers and partners who have worked together to make 2015/16 such a successful year and I look forward to many more.

Mike Ainsley
Chair of Derby Homes

Mash Up Derby

There are over 8,000 young people aged 16 years and below living in properties managed by Derby Homes. We know from experience that actively involving children and young people gives us a vital insight into their lives and is crucial in delivering the right services, both now and for the future.

Mash Up Derby Ltd has provided some of our youth engagement services throughout the last year. They offer a refreshing approach to engagement and took over our Junior Wardens scheme in July.

They focus on using creativity to empower young people and explore social issues, and to foster a genuine understanding for the communities that we live in.

With thanks to

Joshua Whitehurst
Shannon Woolley
Bethan Stephenson
Dougie Bowyer
Kaine Lee
Adam Mclean
Callum Williamson
Chelsea Coles
Shannon Knowles
Conner Knowles-Wyles
Joseph Newsum
Ellis Harvey
Amall Hudson

Thank you for your time, ideas and input in the making of this report.

Introduction

click to hear
audio introduction

Interact with this report

For this Annual Report, Mash Up have worked with a range of young people to go through the contents of this report, to understand it and ask questions. You'll find the answers to these questions by clicking the symbols below throughout this document. This 'bonus' content takes the form of sound recordings or short films produced by the young people.

Your Priorities

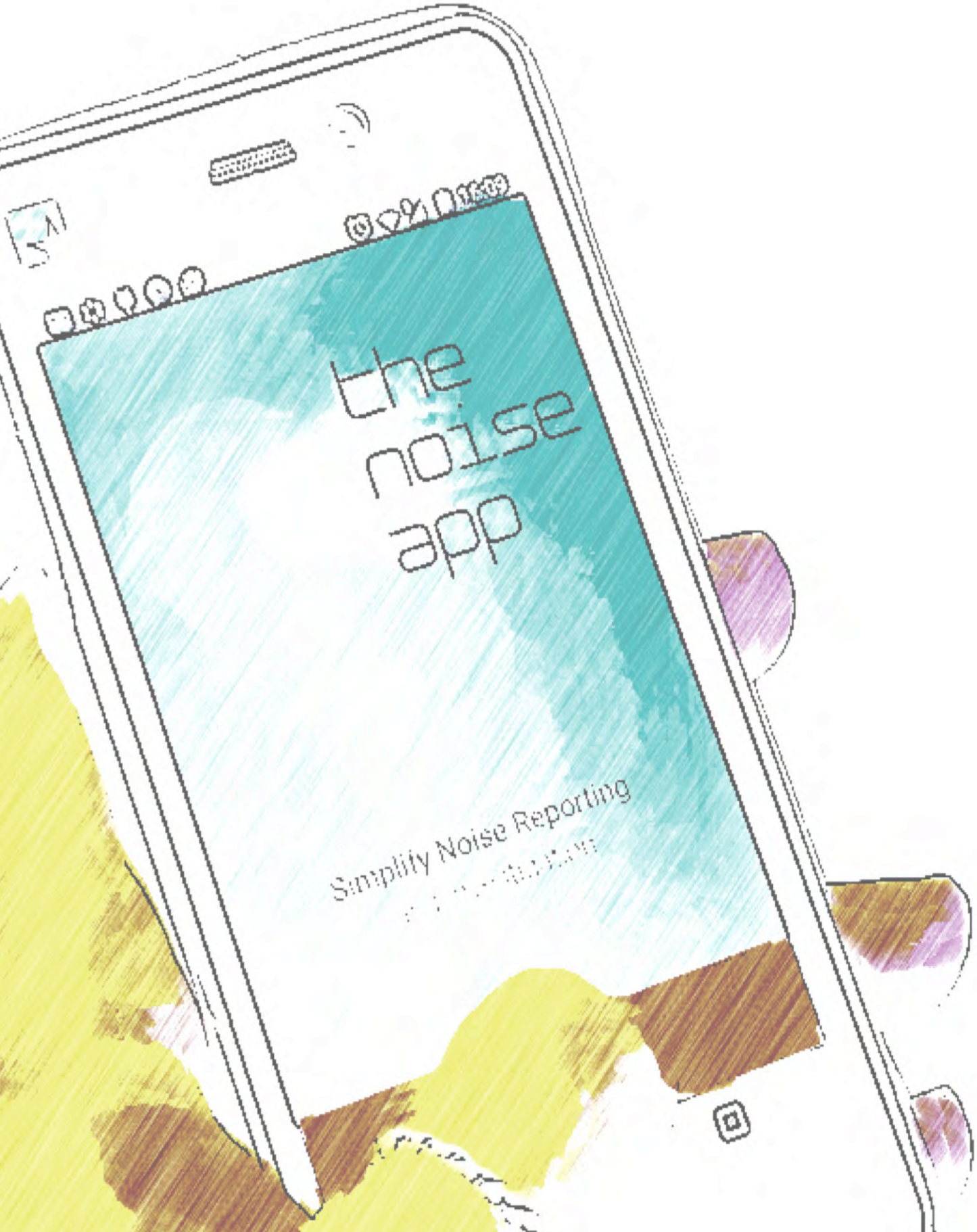
Look out for 'Customer Priority' updates throughout the performance section. We created the Customer Priorities in 2015 after our successful 'doorstep' campaign collected 2,253 responses to our detailed Customer Survey. Those responses gave us a clear insight into how you felt about both our services and your neighbourhood. We were then able to develop an action plan based on those priorities. Have a look at what we've done and see what you think.

Performance and Statistics

Our performance figures have been organised into our four strategic priorities: Great Homes, Great Neighbourhoods, Great Service and Great Value. These objectives inform our Service Workplans and improvement plans.

We've tried to give you enough information to show how we're doing, without bombarding you with data. If you want more detail, you can go to www.derbyhomes.org/performance and follow the links for our latest public reports.

Achievements


the
noise
app
Simplify Noise Reporting

Antisocial Behaviour Accreditation

In February, our Antisocial Behaviour (ASB) Service was awarded Housemark accreditation against the Housemark and Resolve accreditation scheme.

This scheme assesses our service against the seven commitments and 44 building blocks that make up the Respect: ASB charter for housing.

The assessment is carried out by a team of trained, independent consultants and tenants. It demonstrates that Derby Homes has an excellent ASB service, which is further indicated by the high levels of customer satisfaction.

However, it is much more than just a fantastic achievement. Within each of the seven ASB commitment areas we have recommendations that have been added to our action plan to continuously improve the service.

click to hear this bulletin

"How do you deal with antisocial behaviour?"

Award Wins

AWARDS

In March, after being shortlisted in five categories, we won three awards at the central regional final of the Tenant Participation Advisory Service (TPAS) Awards. TPAS are England's leading tenant engagement experts. The TPAS awards is an annual event open to housing providers, tenants and contractors to give recognition to excellent work and to share best practice amongst the sector.

We were recognised for excellence in these areas:

Annual Report 2014/15

Last year's Annual Report took the form of a short film that showed a tour of key projects and the customers, volunteers, staff and partners who were involved in them. The film follows Mike and Dennis (the chairs of our Board and Operational Board respectively) as they drive across Derby to look at our work: building new homes, responding to benefit changes and giving support to people with a range of different housing needs.

Young Tenant of the Year

Kirsty Glover sets a positive example; showing that engaging with your landlord is a good thing and leads to a range of opportunities, if you have the right attitude. After first joining the Derby Homes 'Junior Wardens', Kirsty soon saw an opportunity to also joined Derby City Councils' Youth Council: 'Voices in Action'. She then volunteered to be on our first Youth Board, whilst also being elected as Derby's Deputy Youth Mayor for 2015-16.

Employment Skills and Training: Apprenticeship Scheme

Our Apprenticeship scheme gives those over the age of 16 and not in full time education an opportunity to work full time, earn a salary and gain a qualification, whilst gaining valuable workplace skills and experience. We currently have Customer Service and Business Administration placements and, since 2013, we also offer three to four year trade apprenticeships.

Aspire Wrestling Academy

This isn't something you would immediately associate with housing, but we provided vital support to help get this unique project up and running and at the same time refurbish an underused community building in Chaddesden.

Over the last year, our Community Development Coordinator has been working to support the launch of the Aspire Wrestling Academy. It's a local venture, delivered in partnership with St Mark's Church community centre. The academy is open to the public and provides wrestling training to people from all areas of Derby as well as running professional shows at Community Venues across the city.

The idea is to use the art of wrestling to provide opportunities for personal development, both inside and outside of the ring, as well as providing entertainment through live shows across the city. The wider project at St Mark's is to support local people and provide a community hub, with a particular focus upon supporting those with mental health issues.

As part of the refurbishment work, a team of Derby Homes' apprentices were given the challenge of looking at the building and coming up with their own solutions to redevelop it. They pitched their ideas to senior managers, managed their own part of the project and coordinated across their various trades to ensure the work was completed in time for the launch of the Academy.

click to look around Aspire Wrestling Academy

Charity of the Year

For over ten years now, we have selected a ‘Charity of the Year’ and promoted fundraising amongst staff and partners during the year to support a range of causes. Over the last 18 months, ending in March, our staff raised almost £8,000 for Help for Heroes.

Help for Heroes supports serving and reservist military personnel and veterans who have suffered injuries or illness as a result of their service, along with their close family and dependants.

Staff and apprentices took part in a variety of fundraising events all across the organisation, with one goal in mind: to raise as much as possible for soldiers injured in the line of duty. A few of us were also lucky enough to visit Phoenix House Recovery Centre in Catterick, a place that aims to inspire those who have been wounded, injured or become sick while serving our country and enable them to lead active, independent and fulfilling lives.

Amongst a range of fundraising activities, staff took part in an Apprentice ‘Bake Off’ challenge and two golf challenges at Breadsall Priory Golf Course. Staff also donate 50p to dress down every Friday, which regularly generates up to £250 each month.

We hope to further explore the benefits of our charitable work, to see how also look at how our work can assist other charitable groups, be it either promoting key messages or providing direct support where it can benefit our communities.

click to hear this bulletin

Health and Safety

Each year, we submit an entry into The Royal Society for the Prevention of Accidents (RoSPA) Achievement Awards as an independent assessment of how we're performing as a company in health and safety. RoSPA look at how we manage health and safety throughout the organisation, including staff engagement, communication, monitoring, investigation, and how we review and continually improve.

In 2015, we became one of only three housing organisations in the country to be recognised at the highest level by being awarded the President's Award. To receive this award, an organisation must have previously achieved ten, consecutive Gold Awards, with no unsuccessful applications.

This means that for the last ten years, we have consistently demonstrated the highest standard of safe working practices and excelled at promoting good health and wellbeing for our employees and tenants.

A major focus this year was a risk assessment awareness campaign for all staff. This ran throughout the year and highlighted the importance of risks most relevant to staff in their individual roles.

The campaign was a highly visible series of posters, based on the strapline 'Be a smart cookie'. In conjunction with this, we integrated risk assessments reviews into our annual Job Chats, requiring staff to confirm they're aware of which risks are relevant to their work.

2016
RoSPA
President's Award

YOU CAN'T IGNORE HEALTH AND SAFETY

EVEN THE TOUGHEST COOKIES HAVE TO COMPLY

Estates Pride Improvements

Estates Pride is our programme of environmental improvement and landscaping works that aims to give residents more involvement and reasons to have pride in their local area. The money we spend is allocated to us from Derby City Council's Housing Revenue Account*. We plan to spend around £1.3 million each year until 2018 to complete a range of estate based improvements and community led initiatives.

The majority of ideas for projects come from our tenants. The sort of suggestions we get include improved metal or recycled fencing, pathways, drying areas, landscaping, and block paving. The aim of any improvement work is to improve the areas, reduce antisocial behaviour, and make places safer, cleaner and greener.

This year, we spent £1.2 million on large scale projects.

**The Housing Revenue Account is a separate account held by the City Council which contains all income and money that is spent by the Council and Derby Homes on council dwellings and related services.*

Above are all the improvements we have carried out across the city in 2015/2016.

Performance

Great Homes

LED lighting upgrades to all communal flat areas

After consulting leaseholders and tenants in all of our blocks of flats where LED lights were to be fitted, we set up a specialist team of three electricians. The programme of work began in February 2015. This year, we completed the upgrades and the new lights have already improved the ambiance and security of the communal areas. Over the next five years, we should see a reduction in lighting repairs and energy bills to the blocks.

Additional works and improvements to help let properties quicker

We set up a review group made up of Repairs Team staff, Housing Management staff and tenants from our Operational Board. They looked at the standards at which we let our properties and made some minor adjustments. From this, we decided to set aside a specific budget totalling £50k per year to enable us to decorate one room in properties that are particularly difficult to let.

click to hear this bulletin

105
new homes built
(target 120)

282
of our five year target of 700

Repair appointments kept
99.87%

100%

all homes tested for electrical safety

30,535

total repairs

(ONLY 32 not completed on time)

8,005

were urgent or very urgent

Improve homes to a higher standard than the governments' Decent Homes Standard

We have explored options to fit solar panels on more of our properties and have negotiated for free installations following a renewed offer from a supplier. We now install high security external doors with multi-point locks and double-glazed windows. Most of our homes now have high efficiency gas boilers with controllable central heating systems (or equivalent heating). These are replaced on a programmed cycle.

We're also delivering an ongoing programme of replacing kitchens and bathrooms across the city. Our kitchens have decent storage and worktop space, and we offer a choice of units, worktops, handles and flooring, and where possible layout. Bathrooms have wall mounted, electric showers and full height wall tiling, with a choice of feature tiles and floor colour. We work closely with our customers and have a dedicated showroom for viewings.

click to hear this bulletin

100%

all homes have their annual gas safety certificate

100%

all homes meet the Decent Homes Standard

Great Neighbourhoods

Grounds maintenance
80%
satisfaction

Up from
69%
in 2015

80%
satisfaction with neighbourhood as a place to live

Up from
77%
in 2015

Develop and deliver a proactive campaign to reduce litter

Our staff record littering incidents whilst carrying out routine estate inspections, including any instances of fly tipping. In a six month period, staff identified 843 litter related issues on estate inspections. Working with Derby City Council's Environmental Protection team, fixed penalties for littering have been served in the Sinfin and Normanton areas. We've also issued final warnings through tenancy conditions for six of our tenants who were found to be littering.

In partnership with Derby City Council, we've also been engaging with a range of young people on litter issues, including a poster competition in schools to raise awareness and education programmes around waste/littering delivered by our youth engagement partner Mash Up Derby. This involved a programme of drama workshops with Mash Up producing a light hearted film to show children in schools that explored the negative consequences of dropping litter. The video can now be used throughout the city and winning posters have been turned into signs for displaying around estates.

click to watch the video of Osmaston Primary School

Commit £100K to improve parking over the next 2 Years

We've now implemented parking permit schemes for streets where non-resident parking is an issue.

We've spent £52k on over 20 hard standings to properties on Wembley Gardens, Willesden Avenue and Isleworth Drive in Mackworth, where on-street parking is causing real problems.

In addition to this, we've spent a further £139k to improve existing car parking at Downing House, Ennis Close, Croyden Walk, Hendon Way, Max Road, Morpeth Gardens, Ruskin Way and Waterford Drive.

Increase awareness and confidence in our response to noise nuisance

We have revised tenancy conditions specifically to deal with noise nuisance. After our successful, award-winning use of a noise monitoring app for smartphones, Derby City Council's Environmental Health department are now trialling the use of the same app.

We take into account any relevant antisocial behaviour related issues when considering property offers through Homefinder. Following the accreditation of the antisocial behaviour service, we are identifying suitable service users to form a focus group which will help develop local lettings plans. We have also created a visual map of the locations of noise complaints in Allenton and Sinfin.

We identified tenants who complained of noise nuisance problems in our 2014 doorstep campaign and checked these against existing noise complaints. By September 2015, we had carried out follow up visits to all of them. Finally, we carried out targeted Noise Nuisance Roadshows in our Engagement Van in October 2015 at Asda Sinfin and Booth Street, Alvaston.

Promote responsible pet ownership

We've worked with Derby City Council to put up 40 'No Fouling' signs and have contacted all residents that told us dog fouling was a problem in their area.

After the implementation of our Pet's Policy, we worked with the local RSPCA and Cats Protection to run a fun 'Pet's Day' event in Derwent. This fun event had a great response from residents, with free pet health advice, encouraging people to register their pets using our 'Pet Permits' and offering reduced price chipping and neutering services.

During the last six months of 2015/16, we recorded 15 cases of nuisance pets. Three of these are now closed and the remaining 12 are being monitored.

click to hear this bulletin

click to hear
this bulletin

Great Customer Service

79%
say Derby Homes listen to their views

Up from **68%** in 2015

Provide support to tenants who move into newly built properties

We now visit tenants after they have lived in one of our newly built homes for 6 months. All queries relating to new homes are directed to officers who are able to deal with their specific questions. The feedback we get is used to help improve future developments.

The management of Derby City Council's Housing Options and Derby Advice services was transferred to Derby Homes on 1 March 2014. This means that we now provide a much wider range of services within our Housing Management Service, including some homelessness services and Derby Homefinder applications from people who are not existing tenants.

We also manage a Money Advice team within our Income Management Service, who give free, confidential and independent advice on money/debt problems, budgeting, and on all welfare benefits.

90%
overall satisfaction

Up from **86%** in 2015

2,089
customers surveyed face-to-face

click to hear
this bulletin

24,021 calls during 2015/2016

21,404 handled at first point of contact

Help customers maximise their income

We now have detailed information that help us target support and advice to those customers who need it most.

We've also delivered 'pop-up' money advice sessions in targeted areas, using SMS messages to let customers know we're available for them locally, such as at Allenton Market and a range of surgeries at local housing offices.

During 2015, Derby Homes' Money Advice service was integrated into our arrears process, which allows tenants to access independent support and advice. This ensures customers clearly understand what is expected of them and what options are available to them for paying off any rent arrears and avoiding court action, the associated costs and the potential to lose their home.

We have developed a strong partnership with Erewash Credit Union, who are working with us to improve access to banking services for those who find it hard to access traditional banks.

To prepare for the implementation of Universal Credit in Derby, we are working with Department Of Works And Pensions, Job Centre Plus and our software provider.

Listen to children and young people to improve and develop our services

In June 2015, we began to implement our new Children & Young People Strategy. We now use a variety of methods to engage a broad range of children and young people, including the commissioning of our Junior Warden Scheme, a dedicated Youth Board and specialist services from The Enthusiasm Trust.

Our engagement work links into Derby City Council's Children and Young People Participation Network and its related forums and frameworks.

Our Youth Board have worked with the Tenancy Sustainment Manager to shape a draft lesson plan on Independent Living to be delivered in Derby schools. Da Vinci School was involved in proposing some of the key themes and they kindly let us run a test version of the training. Early feedback indicated students found it useful and improved their understanding of what is involved when moving into rented homes. We plan to deliver an updated version of the training to more schools next year.

Great Value

23 DAYS
on average to let properties

923
properties became empty

Down from
1,211
in 2015

We collected
100%
of rent

Rent loss through properties becoming empty (0.8%)

£437,918

950

Solar Panel Systems

2,455KW

Average Power Generation

£1,000,000

Annual Income From Solar Feed In Tariff

£100-£150

Average Electricity Saving Per Household

Board Expenses

Derby Homes is run by a board made up of nine, non-executive directors: three councillors, three tenants and three independent people with professional skills to help run the service.

Board Members are unpaid, but receive an allowance for certain roles that involve specific duties, obligations and time commitment. Members can also claim reasonable travel expenses for company duties, including official meetings.

Councillor Board Members do not receive payment in respect of their Board Member duties as they already receive an allowance from the Council and have therefore been excluded from the table opposite. Board members who have not claimed any expenses have also been omitted.

Full Financial Statement

Totals

Payments	Travel	Other
£16,258	£1,355	£296

MIKE AINSLEY
CHAIR OF DERBY HOMES

£85

£9,055

IAIN MACDONALD
CHAIR OF AUDIT COMMITTEE

£3,201

BOB MACDONALD
VICE-CHAIR OF DERBY HOMES
From Nov. 2015

£1,334

DENNIS REES
VICE-CHAIR OF
DERBY HOMES
Up to Nov. 2015

£1,000

£2,668

CADINE REID

£296

FIONA WALKER

£270

Contact Us

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