

Annual Report 2021 - 2022



www.derbyhomes.org/about-us/transparency/annual-report

This report gives a performance overview of our services between April 2021 and March 2022, including; customer satisfaction, cost and value for money and a summary of our achievements. After we received good feedback for the style of last year's report, we've kept this one pretty much the same.

This summer, we expect the Government to publish new Tenant

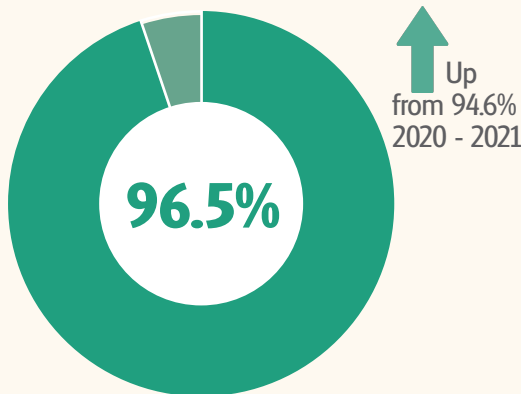
Satisfaction Standards. When published, it means you'll be able to better compare our performance against other landlords nationally in future years.

As always, if you want more detail, you can check our full 'Report and Financial Statements', available on our website or any of the publicly available performance reports we also publish online.

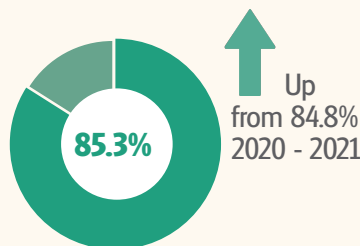
Key satisfaction measures

115,708
Calls to 888777 handled

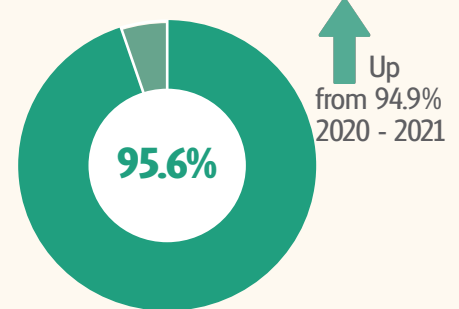
Overall satisfaction with landlord



Satisfaction that views are taken in to account



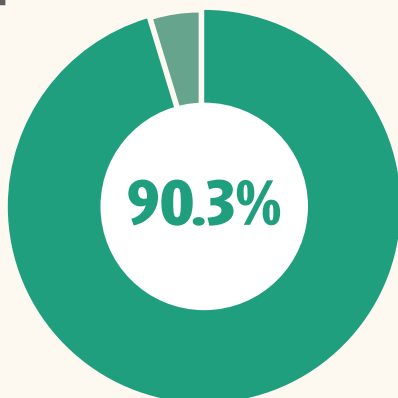
Satisfaction with way anti-social behaviour cases are handled



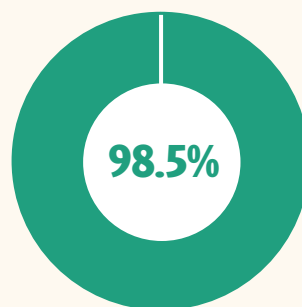
Complaints performance

298
Complaints received

Complaints resolved at initial contact



Complaints responded to within timescale



Closed in year
302

Upheld
100

Not upheld
131

Partially upheld
71

Upheld by
Ombudsman

0

Learning from complaints

We follow the Housing Ombudsman's Complaint Handling Code. It sets out good practice that enables landlords to respond to complaints effectively and fairly. As well as having a universal definition of a complaint, and establishing clear processes and standards, it also focuses on having a positive complaint handling culture through continuous learning and development.

See page 4 of the Annual Report for examples of learning from complaints.

Cost and value for money

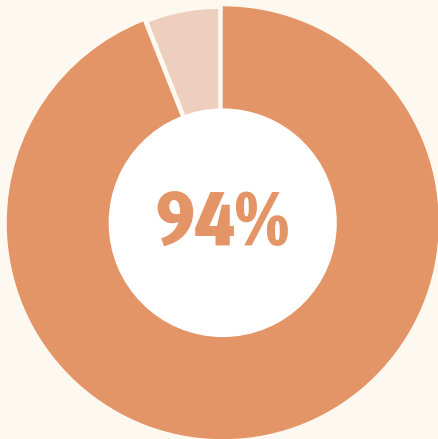
This is how each pound of the rent you pay is used.



- Housing Management £0.26p
- Major Works £0.25p
- Repairs £0.32p
- Interest on debt £0.17p

In the short-term, we plan to spend an extra 4.5p for every £1 rent that we collect to increase investment in new and existing homes.

Rent seen as value for money



99.2%
Rent collected this year

Down from 99.8%
2020 - 2021

£1.89m

Rent arrears of current tenants

Up from £1.76m
2020 - 2021



20.5 days

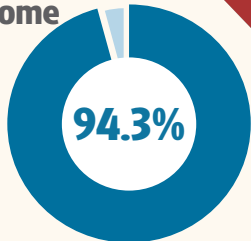
Average time taken to re-let local authority housing



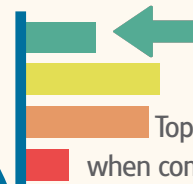
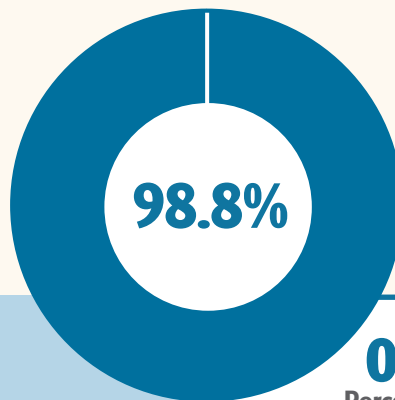
Down from 42.5 days
2020/2021.

Property maintenance

Satisfaction with new home



Satisfaction with repairs (last completed)



38,821
Repairs completed

100% Club

We are 100% compliant in the following areas:

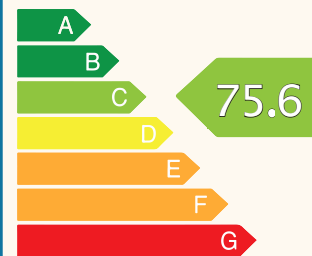
- Annual gas safety check
- Electrical safety testing
- Communal areas with valid fire risk assessment
- Asbestos - common area 12 month inspections
- Communal schemes with valid water risk assessment
- Passenger lifts with service/inspections with the last six months

0.6%

Percentage of non-decent homes

We have 70 properties with structural defects on the roofs. Tenants of these properties are being consulted currently, ahead of planned development to bring them back up to standard.

Average energy efficiency rating (SAP) of homes



12,539

Derby City Council
rented homes



+59

New homes delivered
(649 since 2008)

- 175

Homes sold through the
Right to Buy scheme

4,772

Up 747
from 2020
-2021



Active Derby Homefinder applicants
(Bid placed in last 12 months)

618

Properties became vacant

308

One bed

133

Three bed

165

Two bed

12

Four bed+

51,611

Total bids on all
properties

84

Bids on average
for each property

Shared ownership
Owned by Derby Homes

63
116

660 Leasehold
homes

Homelessness and rough sleeping

1,758

Households supported

1,183 575

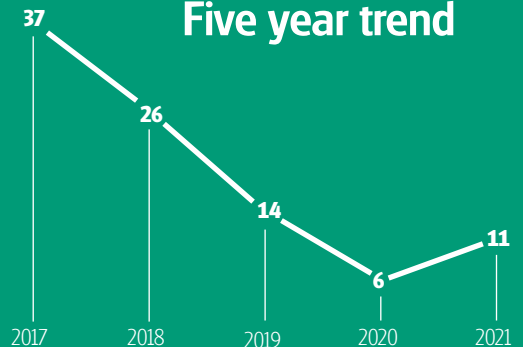
Cases resolved by
preventing homelessness

Cases resolved by
relieving homelessness

Number of people sleeping rough on a single night in Derby
(official estimate November 2021)

11

Five year trend



A snap shot of achievements

Here's a just some of our achievements from 2021-2022. You can read all about them in previous editions of the newsletter on our website.



Contract with Derby City Council
extended for another 10 years



Implemented many new partnership
initiatives to tackle homelessness
and rough sleeping



Maintained our services through
a challenging pandemic



Raised Over £7,000 for
Oesophageal Patients Association

Awards

Annual Report finalist in Public Finance
Innovation Awards 2021



RoSPA Order of Distinction (16 consecutive
Golds) for Health and Safety

Support for Communities

With Disability Direct, turned a disused play
area in to an allotment at Tintagel Close

Continued our programme of
Community Room refurbishments



Christmas Lunch on Jesus project

Allocated Council 'Estates Pride' funding to
Osmaston BMX Park and Derwent Café
kitchen, among other projects

Service improvements

New ways to carry out online
consultations and engagement



A move towards more timely
and relevant digital communication

Implemented video calling to diagnose
repairs more effectively

Citywide consultations

- Derby Homefinder review
- Volunteer Strategy
- Annual Report
- Pet Policy
- Garage Policy
- Social Housing Stigma
- Rechargeable Repairs Policy
- Lettable Standards



Learning from complaints



What we did wrong: Through poor communication, a repair to a toilet took longer than it should have done, when an order for a drain specialist was requested internally through email.



What we learned: We now act on feedback more quickly and engage specialist contractors immediately if required.



What we did wrong: A member of staff contacted the relative of a tenant that had passed away to ask for details about the property.



What we learned: We acknowledged that this is a difficult time for relatives and now handle such cases through a specific team to get information another way. If we can't, any contact made after a tenancy ends will be done sensitively.



What we did wrong: We incorrectly removed scaffolding before completing repair work to fix a leak, because we assumed the scaffolding was in place for a previous repair (also for a leak).



What we learned: We briefed all roofing staff on what happened. We advised all staff to carry out more thorough inspections and not to always assume that a reported repair is related to a previous issue.



What we did wrong: Our Home Decorating Service was unable to accommodate a request to be flexible to consider a customer's disability and related disturbed sleeping patterns.



What we learned: Our team now assess each job based on the customer's individual circumstances and seek to make reasonable adjustments as part of the service.

We highlight all performance on complaints in a report to our Operational Board, along with examples of any learning and changes made to services as a result. To see all performance reports and learning, search 'complaints' on our website.

Safeguarding

During 2021/2022, we saw an increase in safeguarding referrals from the previous year. Adult referrals increased by 20% (+35), with the most common reason for referral being self-neglect. Children's referrals increased by 14% (+8), with the most common reason for referral being emotional abuse.

In January we were audited by Central Midlands Audit partnership and were delighted to be awarded a 'substantial' rating which reflects the extent of our work to safeguard both adults and children. We also worked with Derby City Council and the charity Safe and Sound on the 'Safe Derby' campaign.

As a result, five of our offices are now identified as 'Safe Places' for women, children and young people, supporting a city that is free from gender-based violence, abuse and exploitation in public places.

Our new Children and Young People's Strategy was developed working with the Derby Youth Alliance and Derby City Council. We have adopted the contextual safeguarding approach which recognises that the different relationships that young people form outside their family, in their neighbourhoods, schools and online can feature violence and abuse.

In 2021 we ran an internal Safeguarding Campaign on Domestic Abuse. The campaign introduced Domestic Abuse Champions who are equipped to support staff who may be victims of Domestic Abuse.

In March 2021, we signed up to be assessed by the Domestic Abuse Housing Alliance's (DAHA), to hopefully gain full accreditation for the work we do to support both customers and staff who are victims of Domestic Abuse. We will find out if we're successful in December 2022.