

# Annual Report 2020 - 2021



[www.derbyhomes.org/about-us/transparency/annual-report](http://www.derbyhomes.org/about-us/transparency/annual-report)

## What is the Annual Report?

This section of the newsletter aims to summarise our performance and achievements from April 2020 to the end of March 2021. It will also give you an idea of the range of work and demands on many of the key services we manage on behalf of the Council.

## Asking what people think

You may or may not know that we produce an 'annual report' for customers every year. Previous editions have even won national awards! Our last few have been online only, so we thought we'd do a reality check and ask our Virtual Panel for their views. Most of them said they weren't aware of it, however many found the information relevant and interesting. One person simply said: *'Do a paper copy, less than 4 pages.'*  
**Challenge accepted.**



## This years' approach

These 4 middle pages attempt to condense our usual 50 pages of information into something that is both accessible and easy to read. There's a lot in here, but also a lot left out. We can only touch on the whole range of things we've delivered and been involved in. You'll find more information in all the source reports and documents on our website at the address above, along with a copy of our full Financial Statements and Accounts.

## Feedback and questions

Let us know what you think of this. **Is it useful? Too little? Too much?**

This is for you after all, so share your thoughts and we'll do our best to put them in the mix for next year's.

You can reach us (The Communications Team) on Facebook, Twitter or the contact details in the inside cover page.

**Right, grab a cuppa and dive in...**

## Housing stock 31 March 2021

# 12,659

Derby City Council  
rented homes



**+ 76**  
New homes delivered  
(590 since 2008)

**- 103**  
Homes sold through the  
Right to Buy scheme

Shared ownership  
Owned by Derby Homes

60

107

**653** Leasehold  
homes

## Derby's housing register in 2020/21

# 4,025

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



**648**  
Properties became vacant

<b>340</b> One bed	<b>164</b> Two bed
<b>135</b> Three bed	<b>9</b> Four bed+

**18,774**  
Total bids on all  
properties

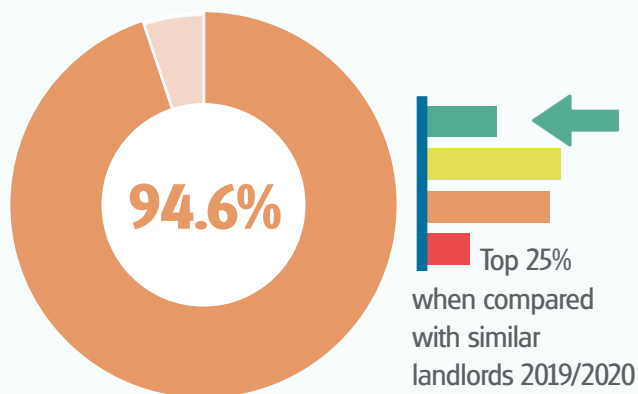
**55**  
Bids on average  
for each property



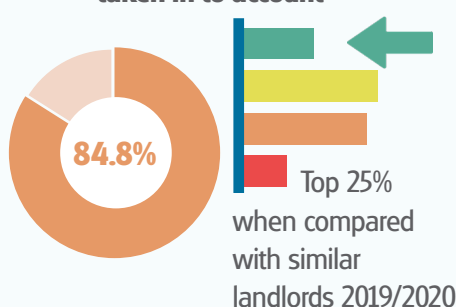
# Key satisfaction measures

**110,815**  
Calls to 888777 handled

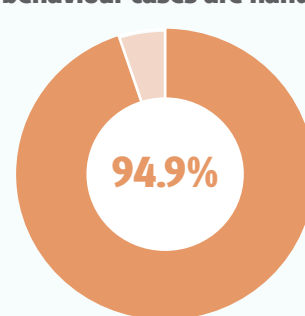
## Overall satisfaction with landlord



## Satisfaction that views are taken in to account



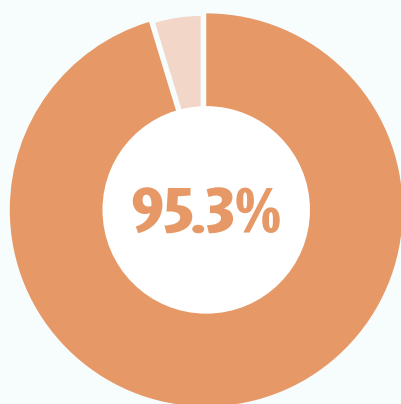
## Satisfaction with way anti-social behaviour cases are handled



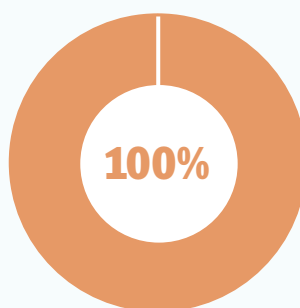
# Complaints performance

**270**  
Complaints received

## Complaints resolved at initial contact



## Complaints responded to within timescale



Closed in year

**297**

Upheld  
**107**

Not upheld  
**118**

Partially upheld  
**72**

Upheld by Ombudsman

**0**

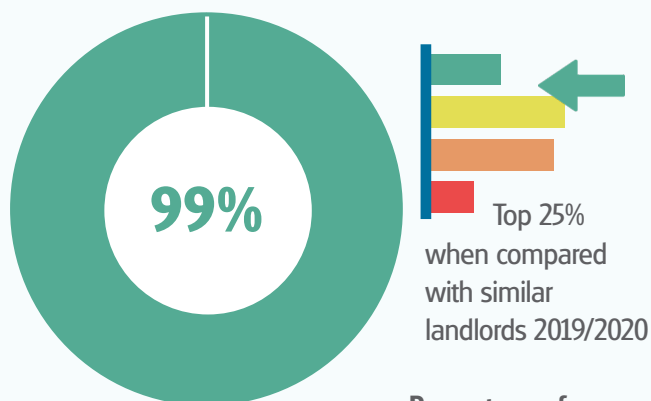
## Learning from complaints

As a member of the Housing Ombudsman Scheme, we follow the terms of our membership. Part of this includes demonstrating that we learn from complaints. You'll find an example of this learning in this edition of the newsletter and in every report to our Operational Board, available online.

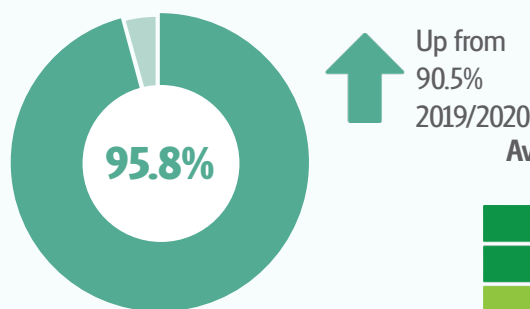
# Property maintenance

**25,408**  
Repairs completed

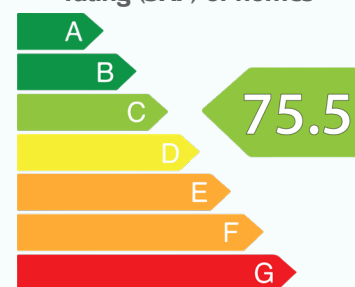
## Satisfaction with repairs (last completed)



## Satisfaction with new home



Average energy efficiency rating (SAP) of homes



Percentage of non-decent homes

**0%**

Annual gas safety check

**100%**  
compliant

Electrical safety testing

**100%**  
compliant

# Cost and value for money

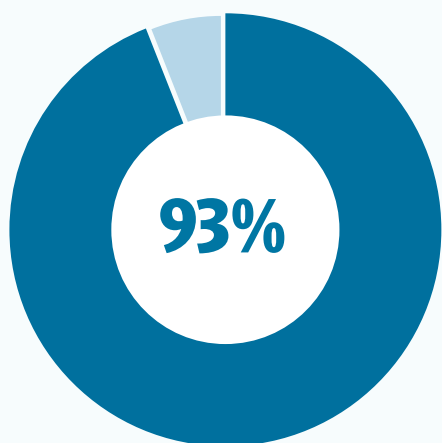
This is how each pound of the rent you pay is used.



- Management £0.25p
- Major Works £0.25p
- Repairs £0.31p
- Interest on debt £0.18p
- Other £0.01p

In the short-term, we plan to spend an extra 7p for every £1 rent that we collect to increase investment in essential services.

## Rent seen as value for money



**99.8%**  
Rent collected this year

**£1.76m**  
Rent arrears of current tenants

## Headline social housing cost per unit

**£2,945**

Registered Provider median  
2019/20: **£3,830**. Some costs are excluded from our costs and directly incurred by the council.



**42.5 days**

Average time taken to re-let local authority housing



Up from 25.2 days 2019/2020.

Re-let times in 2020/21 have been substantially affected by Covid-19 restrictions on the letting of properties this year.

## Homelessness and rough sleeping

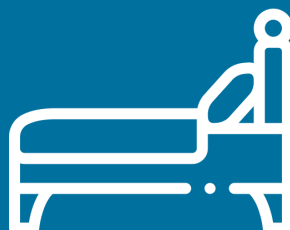
**1,502**

Households supported



**872**      **630**

Cases resolved by preventing homelessness      Cases resolved by relieving homelessness



Number of people sleeping rough on a single night in Derby  
(official estimate November 2020)

**6**



Down from 14 in 2019

# Safeguarding

Safeguarding is about protecting a person's right to live in safety and free from abuse and neglect.

Our staff follow the principles laid down in Derby City Adult and Children's safeguarding policies and procedures. They receive regular training and work with partnerships that cover the whole of Derbyshire.

Housing staff are well placed to identify adults and children at risk of abuse. We work with social care, health services and the police. Our daily work includes dealing with a wide range of people, including tenants and leaseholders, those on the housing register, residents accessing advice services and households in emergency accommodation or threatened with homelessness.

We also have a duty to safeguard our staff.

We saw significantly more adult safeguarding referrals in 2020 (187) compared to 2019 (86). This is likely to be related to the pandemic and the fact we undertook a high number of well-being calls to vulnerable people. There was also a clear increase in domestic abuse referrals received in 2020, particularly during the first lockdown period, which mirrored the national picture. Higher numbers of referrals are seen for self neglect, financial, physical and emotional abuse. Lockdowns have limited our opportunities to identify issues, but we have focused on raising awareness of pandemic-related needs and launched an internal campaign for domestic abuse which will run throughout 2021.

## Achievements

### Homelessness : Key area of achievement

Although the headline figure focuses on the low rough sleeping count, this only represents the most visible form of homelessness.

As well as continuing our outreach service, we worked with the Council and partners on a range of initiatives and projects to target specific groups of people and distinct areas of homelessness. This includes:

- supported housing for under 35's
- people who are excluded from the housing register
- entrenched street homeless people
- support for those leaving prison
- Safe Space operation (basic shelter and support)
- Rough Sleeper Severe Weather Programme over winter
- Expansion of Private Rented Sector initiative
- Delivered 20 new units of accommodation with support
- Supported modernisation of Padley Day Centre/Hostel
- Funded accommodation-based support for survivors of domestic abuse

### Other achievements and activity

- Supported the **Christmas Cheer project** which delivered meals and entertainment to the vulnerable
- RSPCA Pawprints **Silver Housing Award 2020** - recognised for our ongoing commitment to promoting responsible pet ownership
- **Highly Commended** at CIPFA Public Finance Awards for our 2018/19 Annual Report
- Started a programme of renewals to **'at-home' safety alarm equipment** in many council homes

- We continued to engage remotely with our young people's group, **Ignite & Connect** in supporting an improvement bid for Osmaston BMX track and a podcast for anti-bullying week
- Worked with Resolve ASB to develop an accredited **anti-social behaviour apprenticeship programme**
- Launched a **'Virtual Panel'** for remote engagement
- Supported the **Customer Voice scrutiny project** reviewing 'Quality of Repairs'
- Supported a **virtual volunteer 'thank you'** event by creating videos and posting certificates and badges to over 110 residents for #volunteersweek
- New **website** relaunched in March 2021

## Responding to Covid-19

- Booked **100 hotel rooms** for rough sleepers and other homeless people to enable safe isolation
- Increased **temporary accommodation** for those homeless and testing positive for coronavirus
- Kept **urgent/emergency repairs** running
- Quickly enabled many staff to **work from home** to continue other essential services
- Checked in on **vulnerable or isolated tenants**
- Helped **essential council services** stay running and the **COVID Hub** by redirecting some of our resources to support the overall effort of the city
- Supported development of **Youth, Food and Advice Alliances** in the city
- Our tenant federation volunteers (Derby Association of Community Partners) grant funded the delivery of over **5,000 food parcels**