# Derby Homes derby homes derby homes

Senior Management go 'Back to the Floor'

NALL AND PARTY

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Cost of Living Crisis: Help Available

pg.4

Tracy Cunningham: National Hero

Annual Report pullout inside



pg.8

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## Welcome to our summer newsletter



Wow! Summer certainly seems to have arrived, it's been hot, hot, hot! I hope you and your

loved ones have managed to stay cool and hydrated.

Weather extremes do not affect us very often, but when they do it can take its toll on our ability to cope – so please look after yourselves.

I mentioned in the last edition about the rise in cost of living and I know a lot of people are starting to feel the added pressure. I want to assure you we are still here to help. Like before, we've included a double page spread all about the support that's available (Pages 4&5), and we will continue to do so.

Over the past few months, all of Senior Management have been 'Back to the Floor' (Page 3), working alongside some of our colleagues that we normally wouldn't get the chance to work with, to get a feel of how things are really working day-to-day on the front-line. My first experience, working with one of our estate officers, was so incredibly valuable that I've already been out again with the Access team in Housing Options. What started as an activity to celebrate our 20th birthday is becoming more of a permanent part of my job.

You might remember seeing our Annual Report in the Newsletter last year. This was the first time we'd included in the newsletter, as we wanted it to reach more of you. We had such a positive response, that we've decided to do the same this year. You'll find it in the centre four pages of this edition.

The report isn't just about us shouting about all the great things we've achieved over the last year, it's an opportunity for us to be transparent about the challenges we face and the areas we're working hard to improve. So please give it a read and if you have any feedback or suggestions, let us know because we'd love to hear them.

The rest of this edition is jam packed full of good news, opportunities and fantastic things that some of you are doing your community.

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Maria Murphy Managing Director, Derby Homes



## Getting in touch The best way to contact us is through

The best way to contact us is through our website. You can find the answers to most questions, report antisocial behaviour and register for **My Account** 

## light www.derbyhomes.org

You can still contact us by email and phone.

## Contactus@derbyhomes.org

**Non-urgent enquiries** Monday to Friday – 9AM to 3PM

**Urgent repairs** Monday to Friday - 8AM to 5PM

**Non-urgent housing advice** Monday to Friday – 9AM to 3PM

#### Urgent Housing advice Monday to Friday – 8.30AM to 5PM

Out of hours emergency repairs O1332 642202 5PM - 8AM & weekends

Out of hours urgent housing advice O1332 642202 5PM - 8AM & weekends

> Text service for hearing impaired customers 07860 097426

# Register for My Account

## Sign up for online services.

Report repairs anytime, manage your rent account and update details on your tenancy.

## **Inspections in your area**

Did you know we carry out inspections around all of our properties? We'll be in **your area every two months**.

They are a chance for us to look out for issues like:

- parking
- damage to garages
- damage to public spaces
- fly tipping
- clutter and litter in communal areas
- overgrown garden and hedges
- graffiti

## 20 years celebrations

Senior Management go 'back to the floor'



We may not always spot everything when we're out and about - we're only human after all. If you want to bring anything to our attention, get in touch with us, and we'll make sure we check it out when we're in your area.



You've probably seen our staff sporting emerald green 20 year birthday t-shirts, including our Senior Management Team.

As part of our **20 year birthday celebrations**, they have been **'back to the floor'** revisiting jobs they were in 20 years ago.

It's been a great opportunity for them to see the dayto-day workings of the company and get a feel for how things are really working on the front-line.

Managing Director, Maria Murphy, found the experience so valuable that she wants it to become a regular occurrence and has encouraged other managers to do the same. **Keep your eyes peeled!** 

## **Revive Job Club**

Revive Job Club is offering support for people living in Derwent, Chaddesden, Spondon or Oakwood looking to get in to work. They offer flexible, personalised support and guidance with:

- Job searching
- CV writing
- Online courses
- Applications
- Interview skills
- Work experience
- Researching apprenticeships

Support is available to people with all levels of experience who are:

- Living in Derwent, Chaddesden, Spondon or Oakwood
- Unemployed
- Over 16 (there is no upper age limit) & not on another government funded programme or ESF training scheme
- Have the right to live and work in the UK



Get in touch to book your place.

#### 01332 288703 michael.smith@revivecentre.com

## Opening hours

Monday - Friday: 9am - 4pm

#### **Address**

Revive Healthy Living Centre 23 Roe Farm Lane

## Cost of living crisis: help is available Government support available

You may be able to get a payment to help with the cost of living if you're getting certain benefits or tax credits.

#### You do not need to apply. You'll be paid automatically.

If you're eligible, you'll be paid automatically in the same way you usually get your benefit or tax credits. This includes if you're found to be eligible for a Cost of Living Payment or a Disability Cost of Living Payment at a later date.

## You could get up to three payments:

### **Cost of living payment**

A £650 cost of living payment will be made to lower-income households who receive either:

- Universal Credit
- Jobseekers Allowance
- Employment and Support Allowance
- Income Support
- Working tax credit
- Child tax credit
- Pension credit



The payment comes in two instalments - the first of £326 in mid-July and the second of £324 sometime in autumn. Payments for those on tax credits only will be slightly later.

To be eligible for the first instalment, people must have been entitled to their benefits payments by 25 May.

## **Disability cost of living payment**

People on disability benefits will receive an extra £150 in September (on top of the £650 payment).

Anyone receiving the following benefits will be entitled to the extra £150:

- Disability Living Allowance
- Personal Independence Payment
- Attendance Allowance

## Pensioner cost of living payment

Households that receive the Winter Fuel Payment - which is worth £200-£300 and is paid to nearly all homes with at least one person of pension age - will receive an additional £300 in November or December.

That should cover nearly all pensioners.

Lower-income pensioners, who claim pension credit, will receive the money in addition to the  $\pounds$ 650 support for those on benefits.

# Household Support fund has been extended

The Household Support Fund will provide financial support for:

- Families during term breaks
- Households with a pensioner in receipt of Council Tax Support (CTS)
- Online applications available to Derby residents

Successful applications will receive a one-off payment in vouchers of:

- £120 for a household with children
- £100 for a couple
- £80 for a single person

To apply, go to **Derby.gov.uk** and search **Household Support Fund.** 

## **Help for everyone**

#### **Council Tax Energy Rebate**

Have you received your payment yet?

Most payments to those that applied or pay by direct debit have been made.

The deadline for applications has now passed. If you didn't get round to applying, don't worry, you will still receive your rebate.

Council Tax accounts will be automatically credited with £150. Where an account owes less than £150 (across all years), the Council will issue vouchers that can be exchanged for cash at local PayPoint stores.





## **Energy bill grant**

All households will get a grant which will reduce energy bills by £400 from October. You do not need to repay this.

The discount will be made automatically by your energy supplier. There is no need to apply.

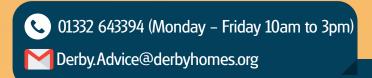
Over the course of six months from October, direct debit and credit customers will have the money credited to their account.

If you have a pre-payment meter, you will have the money applied to their meter or paid via a voucher.

#### If you are struggling with your finances, we have teams that can help support you:

**Welfare Rights Team:** help and advice about benefit entitlement and challenging benefit decisions

**Money Advice:** help and advice with debts and budgeting



## We have a new Anti-Social Behaviour Apprentice



Our new Anti-Social Behaviour Apprentice, Renee, joined us back in May and is one of the **first Anti-Social Behaviour Apprentices in the country.** 

We worked with other National Housing Providers and Local Authorities to create this new exciting opportunity, and we are so glad we did.

With an apprenticeship in Recruitment already under her belt, Renee is ready for a new challenge and is very eager to learn. "Recruitment was never my end goal. It gave me experience in an office environment, but I wanted to do something more challenging and with a more exciting career path.

"I've always had an interest in social housing, and I've known I wanted to work for Derby Homes for a while. I actually applied for an Apprenticeship with them when I left school but didn't get it. That didn't stop me, when I saw the Anti-Social Behaviour Apprenticeship, I knew it was the one for me.

"I'm loving my new role, I'm a people person and I feel like I can really make a positive difference to people's lives. I already can't wait to become a fully-fledged ASB Officer."

## **Fire Safety**

We joined Derbyshire Fire & Rescue Service at Rivermead House and Parkland View back in June, to give residents advice on fire safety.

Firefighters put on a chip pan demonstration to show the consequences of how quickly a fire can spread in a kitchen and gave advice on what to do.

We take fire safety very serious, this event is part of wider campaign to raise awareness and help keep you safe in your home.

#### You can find more fire safety advice on our website.

#### **Global Health and Safety Award**

Speaking of safety, we're proud to announce that we've been awarded the Royal Society for the Prevention of Accidents (RoSPA) Order of Distinction for receiving **16 consecutive RoSPA Gold Awards** for our commitment to health and safety.

The RoSPA Awards is an international Awards scheme that recognises the achievement in health and safety.

We received the award for helping our employees, customers and the general public stay safe during 2021.



We are officially RoSPA Award winners!





# **Annual Report** 2021 - 2022



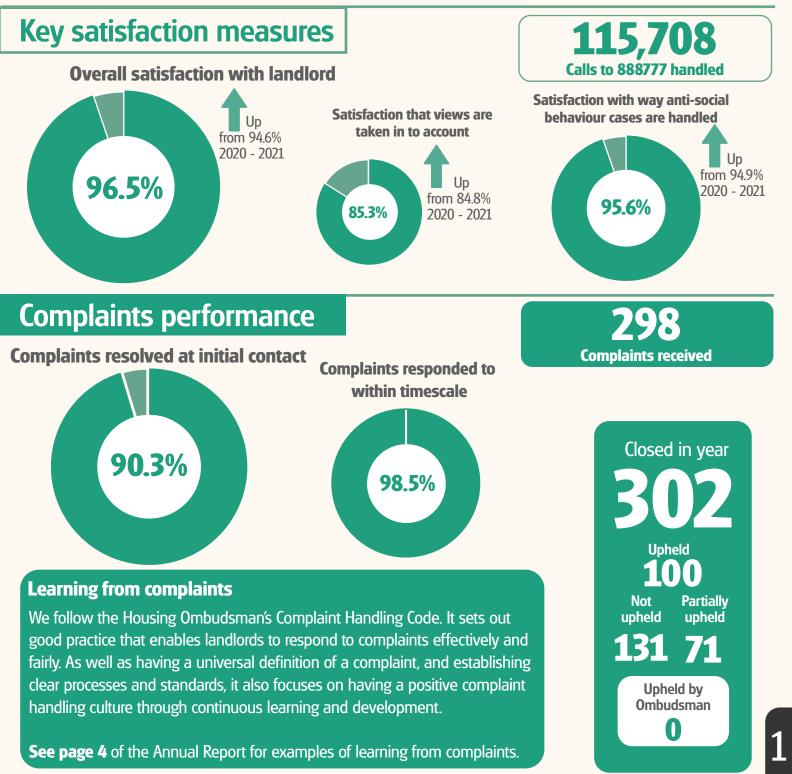
#### www.derbyhomes.org/about-us/transparency/annual-report

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.

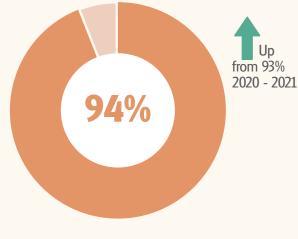
As always, if you want more detail, you can check our full 'Report and Financial Statements', available on our website or any of the publicly available performance reports we also publish online.



## Cost and value for money

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

#### Rent seen as value for money



## 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 collected this year

Down from 998% 2020 - 2021



Jp from £1.76m 2020 - 2021

Average time taken to re-let local authority housing Down from 42.5 days 2020/2021.

**Property maintenance** Satisfaction with repairs 38,821 (last completed) **Repairs completed Satisfaction with** new home Down Top 25% from 95.8% when compared 2020 - 2021 94.3% with similar 98.8% landlords 2020/2021 **100% Club** 0.6% We are 100% compliant in the following areas: Percentage of Annual gas safety check non-decent homes Electrical safety testing We have 70 properties with structural

- 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

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

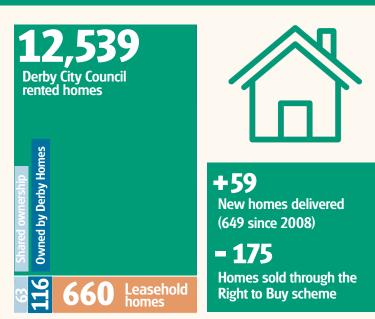
Average energy efficiency rating (SAP) of homes



**EPC Rating C** 

## Housing stock 31 March 2022

## Derby's housing register in 2021/22





<b>618</b>		5
Properties became vacant		To
308	165	pi
One bed	Two bed	8
133	12	Bi
Three bed	Four bed+	fo

(official estimate November 2021)

Number of people sleeping rough on a single night in Derby

**51,611** Total bids on all properties

84 Bids on average for each property

Five year trend

1/

## Homelessness and rough sleeping

**1,758** Households supported

,183 575

Cases resolved by Cases resolved by preventing homelessness relieving homelessness

## A snap shot of acheivements

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 parntership 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



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

3





## Learning from complaints



## What we did wrong: Through poor

communication, a repair to a toilet took loger than it should've 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.

# Safeguarding | Raising awareness of exploitation

## Focus on: Cuckooing

**Cuckooing** is a form of crime in which criminal gangs or drug dealers target the homes of vulnerable people to use it as a base for drug dealing and other criminal activity.

Dealers often convince the vulnerable person to let their home be used for drug dealing by giving them free drugs or offering to pay for food or utilities.

Often criminals target people who are lonely, isolated, or have addiction issues. It's common for them to use a property for a short amount of time, moving address frequently to reduce the chance of being caught. There are several signs to look out for that may indicate someone is a victim of cuckooing:

- frequent visitors at unsociable hours
- changes in your neighbour's daily routine
- unusual smells coming from a property
- suspicious or unfamiliar vehicles outside an address

**Report it:** If you're concerned about drug-related crime in your area or think someone may be a victim of drug exploitation, please call the police on 101. If it's an emergency, please call 999.

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## Leaseholder news

We're holding a consultation to develop a Major Works Repayments policy. The policy aims to introduce the option to spread your payments for Major Works like roof replacements, over a longer period.

If you would like to take part, get in touch.

Contact the leasehold team: O1332 956802 or O1332 888557 leaseholdservice@derbyhomes.org

## **Community News** Volunteers Awards 6 June 2022

We had a wonderful time at the **Derby Volunteer Awards** at the Italian Mill at Derby Museums.

It was fantastic to be able to get together again and celebrate the great work of volunteers & the Voluntary Community and Social Enterprise sector in Derby. It was an evening that brought a tear to the eye and warmth to the heart.

As the main sponsors of the event, we hope you all enjoyed it as much as we did. **Congratulations again to all the winners!** 

**Community Hero Tracy Cunningham** Massive congratulations to Derby's Community Paramedic, Tracy Cunningham, for **winning** the **Community Hero award** at the Municipal Journal Awards in June.

Tracy's job is to help homeless people in Derby access essential health services. She has gone above and beyond to gain the communities trust and played a huge part in helping Derby become national leaders in vaccinating the homeless.

We are so pleased that Tracy has got the national recognition she deserves.

#### War Memorial Village Event

Come and join us for an afternoon of celebrations at the War Memorial Village in Shelton lock on **4 August 2022 12.00pm** -**4.30pm**.

The event celebrates the official unveiling of the new energy efficient bungalows and opening of the community garden in the village.





You can find a full list of winners, read more about the event & see some more pictures at: **www.communityactionderby.org.uk** 



#### Thursday 4 August 2022

War Memorial Village Sinfin Avenue Shelton Lock

12pm - 12.30pm - Community Garden Opening 12.30pm - 4.30pm - Celebrations

#### Celebrations include: Live music Afternoon Tea Bouncy Castle Face Painting Outdoor Games

## **Ozzy Wheels Easter event**

Following the official unveiling of the track in October 2021, the Osmaston Park BMX track hosted a Spring event in April.

The track is a combined project with Derby City Council, Ozzy Wheels, Derby Homes and the Move More team.

After several months of frequent use, the park is now hosting a mixture of activities suitable for all the family.

There were craft activities, music and, an Easter Egg hunt with prizes for the winners.



Keep an eye out for future events at the new track.

## **Brigden Community Garden Launch event**

An Allenton resident has been the brains behind a brilliant new community garden project.

Jo, who lives on Brigden Avenue, wanted a way to connect with her neighbours and offer support with the cost-of-living crisis. She has a large front garden and had the selfless idea of opening it up to everyone as a community garden.

People are welcome to grow their own fruit and vegetables, learn new skills, help with the harvest or simply just enjoy the fresh produce. Jo's gate is always open.

We're proud to support this project donating planters and soil. Derby City Council, Down to Earth Derby, Move More Derby and the YMCA Derbyshire all donated a range of seeds, plants, and equipment to help Jo make the project a success.



## Team Spondon Great British Spring Clean

Team Spondon came together to repaint cycle racks, collect more than 20 bags of litter and remove weeds across the area as part of Keep Britain Tidy's Great British Spring Clean 2022.

The whole community including some of our staff and apprentices, local schools, and residents all got their hands dirty.

It was a great show of partnership working at it's best, with council staff, the local fire brigade and community volunteers all mucking in.

We would like to thank everyone for working their socks off and hopefully local residents will have seen a big difference. Photos show how tidy Chapel Side Precinct, Sitwell Street and Borrowfield Road shops now look and local school children spread the message of how to keep the area clean.



# **Community News continued**

## Tintagel allotment blooms thanks to residents

The Tintagel Community Centre's allotment has been transformed from an unused and tired old playground to a beautiful garden space for residents to maintain and enjoy.

The new space, created in partnership with Disability Direct, was officially launched in April with live performances from 4Strings Ukulele, Voluntary Voices and Rock Of All Ages Choir. The Mayor of Derby, Councillor Robin Wood cut the opening ribbon.

The inclusive '**Plot to Plate**' project will be accessible for all and include ramps and wheelchair level planters to allow disabled and older people to grow their own fruit and vegetables.

Tintagel Close has a thriving and well-utilised community room and we were keen to see if the residents would be interested in developing an allotment space within the area.

After a consultation, they were very much in favour of the project and work started in October 2021.

A new pantry has also been developed, following on from the successful food bank, which can be utilised by local residents. The community shop will bridge the gap between shop prices and free food. Residents will be able to purchase a full range of groceries at a significantly reduced price. The intention is to create an attractive, welcoming retail environment in the heart of the community.







## **Youth Awards**

## DERBY YOUTH AWARDS

60

We're proud to be a **Platinum Sponsor** for this years Derby Youth Awards, hosted by Sporting Communities.

The awards celebrate the amazing achievements of young people in Derby.

#### This years categories are:

- Outstanding Contribution to Community Award
- Young Volunteer Award
- Inspirational Young Person Award
- Development Award
- Team Award
- Peer Champion
- Youth Voice Award

Nominations close on 31 August 2022 so get nominating at: www.sportingcommunities.org/derby-youth-awards

#### **Free Dog Microchiping**

Did you know that in England, Wales, and Scotland, all dogs over the age of eight weeks must be microchipped and wear a collar with an ID tag? If you own a dog, you are also responsible for keeping the microchip information up to date.



A microchip is a little identification device (about the size of a grain of rice) that connects a dog to their owner. If your dog is microchipped and goes missing, wardens can scan the dog to locate you as an owner.

If you don't microchip your dog, officers can issue you a notice requiring you to microchip your dog within 21 days, otherwise you may be prosecuted and **fined up to £500** if you fail to comply.

Last month Derby City Council's Dog Wardens provided free microchipping to all residents in the City at our Stockbrook Local Housing Office.

Keep an eye out online for future events.

## **Activities at Parkland View Extra Care**

**Jubilee party** 

The residents at Parkland View enjoyed a fantastic Jubilee party in early June.

After a rainy start, the clouds cleared for special musical performances by the very talented tenants followed by a buffet lunch, ice cream and a Royal Family quiz.

The lounge was decorated with bunting handmade by residents to commemorate 70 years of the Queens reign.

#### New Postural Stability Instruction sessions

Parkland View residents and the wider community are invited to take part in exercise sessions to help improve strength, stability and confidence in balance reducing the risk of falls.

The Postural Stability Instruction (PSI) sessions are delivered by specialist qualified exercise instructors who understand the age-related changes that happen in the body and the medical concerns that you may have. Extra Care Manager Gaynor Sladen said: "The classes are also great social events and open to all, so we hope to recruit more to join the group."

Weekly classes on Wednesday 2-3pm cost £2 per session, but Derby Homes are subsidising the costs of the sessions for the first 20 weeks to support and encourage you to join in and have a go.



To book onto a session or ask a question please **contact Chacelin** on **07984 610991** or **chacelinm92@gmail.com** 



## **Consultations and customer groups** Tenant Participation Advisory Service Conference

Customer Voice, our customer scrutiny group, had a fab time at the Tenant Participation Advisory Service (TPAS) Conference at the beginning of July.

The conference is designed to bring engaged tenants from across the country to network, share ideas and enjoy some food and live music.

This is the first conference in three years due to the pandemic, and it did not disappoint. The group are keen to put their new ideas in to practice and cannot wait to start work on their next project.

Customer Voice are always looking for new members, it's a great way for you to get involved with us, and help make positive changes to our services.

## **Derby City Ambition Consultation**

Derby City Centre, like many others, is facing unprecedented challenges. Long term issues such as an over-reliance on a declining retail market and limited city centre living and office markets have been compounded by the Covid-19 pandemic.

Derby City Council understand they need to develop a clear, bold and importantly collective vision to tackle issues head on and to demonstrate that the city centre has a long-term future.

A document called 'Ambition', which asks a range of questions to try and gauge the reaction to ideas, has now been published. Interested? Contact hub@derbyhomes.org for more information.



Feedback on this document will be used to draw up the Vision document and the Council will ask for your opinions again, before finalising it in 2023.

During the 12-week conversation quick polls, discussion forums and theme based maps have all been setup. You can view them here: www.letstalk.derby.gov.uk/city-centre-vision

The conversation on the Ambition document will close on Wednesday **31 August 2022.** 

## Come and work for us

Fancy working for us? We currently have a wide rage of jobs available, with something to suit all levels of experience. We regularly post current vacancies on Facebook, Twitter and LinkedIn, so give us a follow.



Our current vacancies: derbyhomes.org/jobs

Sign up for the Derby Jobs Weekly newsletter: derby.gov.uk/jobs-and-careers/derby-jobs-weekly

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