Annual Report 2009/10

www.derbyhomes.org

derby homes

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Our full Financial Statement for 2009/10 is available in a separate booklet. You can download this from www.derbyhomes.org or call our Enquiry Centre on 01332 711000 and we will post a copy out to you.

Hello

Welcome to your new style annual report, the first since the Tenant Services Authority became our regulator.

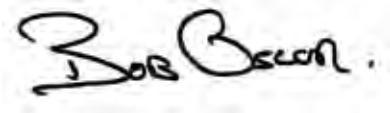
We face significant challenges this coming year and value for money is more important than ever. We have always valued tenant involvement at Derby Homes. Through your involvement at our housing focus groups, process improvement teams and the Derby Association of Community Partners (our tenant's federation) we have developed our local offers to improve agreed areas of service that you told us were important.

The new regulatory standards were developed after consulting tenants up and down the country. However it is up to us to work with you to make sure we are meeting them.

I feel the 23 local offers we have developed with you accurately reflect what the tenants of Derby feel are important to them. We encourage you to influence the way we do business and also to check on our performance. Next year this will expand with the introduction of the new Tenant Scrutiny Panel.

We may make mistakes along the way, but we will be honest about them and will work together to learn and improve. I look forward to an open and transparent relationship with the people that really matter - you.

Bob Osler
Chair of Derby Homes



Activities we are proud of

There are a lot of things we achieved last year that we are extremely proud of; here are some that our tenants felt were most important.

We are providing support to victims of anti social behaviour through the appointment of a specialist Victim and Witness Support Officer.

We have improved our responsive repairs service through the use of mobile technology.

We approved an older person's strategy which sets out our plans to deliver quality housing and support to our older tenants.

We have introduced a dedicated team to help new tenants manage their tenancy.

We have financed £1.3m of large scale estate improvements through Estates Pride funding.

We achieved the Customer Service Excellence standard.

Phil Davies Chief Executive

“Alongside the Council, we will have to reduce costs and consider the best way council homes are managed in the future. I know that our local offers of service and the new tenant scrutiny panel will help us to focus on what’s important to tenants.”

We have completed our first new-build project as an ALMO, delivering new energy efficient homes for sale and rent, in partnership with Strata Homes.

A new regulation

Since **April 2010**, we have been working within a new **regulatory framework** set up by the **Tenant Services Authority**.

The focus is on landlords getting back to basics and working with tenants to deliver services that produce real improvements.

Through meaningful tenant engagement and robust self-regulation, we will be working with you to ensure our services meet the new standards and stand up to your scrutiny.

The TSA standards we must meet are summarised on the following pages.

The local offers have been developed in consultation with you. They were launched officially at our tenants' conference on 8 September 2010.

Tenant Involvement & Empowerment

The Tenant Involvement and Empowerment standard covers what you should expect from us in terms of customer service, the opportunities you have to be involved in the management of your home and how we respond to the diverse needs of all our tenants.

These standards will apply across all services.

Local Offer. We will...

Ask for your feedback when you've been involved with improving the service we provide.

Shaun Bennett

Director, Investment and Regeneration

"Your feedback on local offers shows how important our repairs service is to you. I'll be working hard to make sure we provide the best repairs service and meet the standards we have agreed with you."

Home

TSA Standard

The Home standard covers what you expect from us in terms of the quality of your home and our repairs and maintenance service.

Local Offers. We will...

- Keep our repair appointments.
- Complete non-urgent repairs within 30 working days.
- Inform you in advance of any planned maintenance to your home.
- Make sure newly let homes meet agreed standards of repair.
- Develop our own energy efficiency standards that will be above the government requirements.
- Offer appointments for all urgent and non-urgent repairs.
- Regularly service any appliances we provide in your home.
- Carry out any decoration work to your home to an agreed standard.
- Complete any garden or grounds maintenance work to agreed standards.
- Keep you informed if you report a communal repair.

Lorraine Watson

Director and Company Secretary

“In today’s economy Value for Money is more important than ever. Making sure we meet your local offers whilst keeping control of costs is something we should all take responsibility for.”

Value for Money

The Value for Money standard covers what you expect from us in terms of our approach to managing the money we spend on the services we provide to you.

This is a cross cutting standard and we are expected to demonstrate how we prioritise our spending across the regulatory standards, our new local offers and for new social housing provision.

Maria Murphy

Director, Housing and Customer Service

"The local offers have been chosen by you, our tenants. This provides us with a fantastic opportunity to focus on the areas of our service that are most important to you."

Tenancy

The Tenancy standard covers what you expect from us in terms of the way we allocate properties, requirements for rent setting and our approach to tenancy management.

Local Offers. We will...

- Provide new tenants with help and support to allow them to maintain their tenancy.
- Actively promote access to low cost credit.
- Offer to help you manage your finances in a confidential and professional manner.
- Provide vulnerable or elderly tenants with access to a range of services to help them live independently.
- Give you opportunities to discuss rent arrears and to clear these in full or by affordable instalments and provide and develop convenient ways to access your rent account.

Neighbourhood & Community

The Neighbourhood and Community standard covers what you expect from us in terms of neighbourhood management, local community work and how we tackle anti social behaviour.

Local Offers. We will...

- At the very least, give you monthly updates on any anti social behaviour complaint you make.
- Always ask you for feedback once your anti social behaviour case is closed.
- Publish our standards for estate services and make them easy to access.
- Encourage and support projects that benefit the communities in which our tenants live.
- Carry out estate improvements that benefit the communities in which our tenants live.
- Develop and support volunteering opportunities for our tenants.

Next year's Annual Report

The new standards were announced in April of this year. As well as developing our local offers, we'll be working with you to make sure our services meet the expectations of the TSA standards. Our performance against all of these standards will be published in our report for 2010/11.

It will tell you:

- How we are meeting the standards and how we measure our performance.
- If we have found any gaps in our service and what plans are in place to improve things.
- What our plans are to meet the standards for the following year, along with a review of our local service offers.

How we did in 2009/10

This section will let you know how we did last year against the top ten areas of our service tenants thought were most important.

You told us that in future you want to see figures as well as percentages, so we will be including this in our reports from 2010/11.

Top ten service areas

Below target | Within 5% of target | On or above target

TARGET Less than £200 a quarter

Monetary value of compensation paid for missed appointments.

- **£190** in Quarter 1
- **£130** in Quarter 2
- **£560** in Quarter 3
- **£900** in Quarter 4

TARGET 92%

Appointable repairs to have appointments.

We achieved **88%**

TARGET 99%

Emergency repairs to be completed within 24 hours.

We achieved **91.8%**

TARGET 95%	Routine repairs to be completed within four working weeks.	We achieved **93%**
TARGET 85%	Jobs completed in first visit.	We achieved **76%**
TARGET 95%	Customer letters to be acknowledged within three working days.	We achieved **97%**
TARGET 95%	Complaints resolved at stage one.	We achieved **100%**
TARGET 88%	Overall satisfaction with the Enquiry Centre.	We achieved **85%**

How we did in 2009/10 continued

TARGET 95%	Estate inspections to be carried out on patches at least once a month.	We achieved **99%**
TARGET 90%	Complainants to receive monthly feedback on live ASB cases.	We achieved **97%**

We're particularly proud to have carried out **99%** of our monthly Estate Inspections, answered **97%** of customer letters within three working days, and pleased that **97%** of complainants received monthly feedback on anti social behaviour cases.

We're aware of how important the repairs service is to you, and this year we haven't always met your expectations. The maintenance contract staff who previously carried out repairs on our behalf have recently transferred to Derby Homes as the Repairs Team. This will mean we can work more efficiently to deliver a better service. We're also using mobile technology to streamline the repairs workflow and appointments.

We will continue to explore ways of using other new technology to improve the service.

Other performance facts

In 2009/2010 the average length of time it took us to relet empty properties was **29.2 days**.

149,293 of the **155,964** calls to the Enquiry Centre were answered within 10 seconds. This is **96%**

The rent arrears of current tenants at the end of the year was **£941,236** against a target of **£974,874**.

56 people were evicted due to rent arrears.

82% of our customers were satisfied with the overall service provided by Derby Homes in 2009 compared to **77%** in 2008.

£42,846,281 of the **£43,807,800** due in rent and services charges was collected.

- **491** ASB cases dealt with
- **300** cases fully resolved
- **57** court orders secured

Further details of our performance can be found on our website at **www.derbyhomes.org/performance.**

Is the information correct?

It's all very well telling you how we're doing, but how can you be sure what we say is correct? In future you will be involved in validating our published results.

There are a number of ways this will happen:

- A newly developed **Tenant Scrutiny Panel** - tenants and leaseholders who are trained to scrutinise service areas in the business.
- **Peer reviews** from other housing providers, such as Derwent Living.
- Comparing our performance information with other housing providers. This is known as **benchmarking**.
- **Third party accreditations** - you may have seen the logos to the left on the various publications we send you. They demonstrate that our services in all areas of the business are designed and delivered to excellent standards.

Our Board

Our Board members pictured with Councillor Philip Ingall.

The Board is made up of 15 members – four elected tenant representatives, one elected leaseholder representative, five councillors, and five independent people with professional skills to help run Derby Homes.

Pictured: Tony Holme, Councillor Bob Troup, Councillor Margaret Redfern, Bob Osler, Brian Perry, Councillor Philip Ingall, Ken Whitehead, Councillor Mick Barker, Councillor Roy Webb, Dennis Rees OBE and Iain MacDonald.

Not pictured: John Bloxsom, Tabani Ndlovu, Councillor Paul Bayliss, Alison Brown and Mary Rowland.

Our Tenant Board Members

Tony Holme

Home Standard Champion

"Being a leaseholder, I get to see the actual costs I pay for services, such as changing a communal light bulb. The fact that the repairs service is now in-house gives us a great opportunity to reduce costs and improve the service." **Tony Holme**

Tony grew up in London but has lived on the Rykneld estate since 1970 with his wife and son, initially as a tenant and, for the last 25 years, as a leaseholder. Tony retired from Rolls-Royce in 2008 where he worked in Process Improvement and Quality. Since retiring, Tony has become a bank driver with Derbyshire Health United. Tony was elected as the Leaseholder Board representative at the last AGM and is a member of two Committees as well as the Local Housing Board South. He continues to support the Leaseholders' Focus Group.

Brian Perry

Tenancy Standard Champion

Brian has been a member of the tenants' movement for several years. He was Chair of the Riverside West Community Panel, and its representative on the Local Housing Board North and the Derby Association of Community Partners (DACP). He was instrumental in getting Derby Homes to implement a parking permit scheme that has now extended across the city. Brian is determined to further the tenants' cause and to help make sure Derby Homes continues to improve. Brian lives in Chester Green and, with the introduction of the city wide Neighbourhood Forums, has become active within that group as the voice of tenants in the Darley Neighbourhood Board.

"The ability of tenants to have a big influence in how their tenancies are managed should remain, whatever happens in the future. This new regulation should only strengthen the tenant empowerment Derby Homes have established." **Brian Perry**

Our Tenant Board Members

Dennis Rees OBE

Tenant Involvement and Empowerment Champion

"The Tenant Involvement and Empowerment standard is all about the way Derby Homes treats me as a tenant. It's about good, open, two way communication and understanding my individual needs." **Dennis Rees OBE**

Dennis has lived in Derby for 23 years and is very active in the local community. He speaks locally and nationally about the benefits of ALMOs and works to ensure that Derby Homes' tenants receive the best services possible. In 2009, Dennis was awarded the OBE for his services to social housing.

Mary Rowland

Neighbourhood and Community Champion

Mary moved to the Austin estate in January 2000. She joined Village Community Panel in 2003, moving on to become Local Housing Board South representative and then Panel Chair. She was a founder member and Treasurer of the Austin and Sunnyhill Community Champions and is a member of the Austin Community Enterprise (ACE) Board, where she runs a community coffee morning on Tuesdays.

"I think Derby Homes are at the forefront of neighbourhood working in Derby. They need to maintain their role in our neighbourhoods and I think having staff based in shared local buildings is really beneficial." **Mary Rowland**

Ken Whitehead

Value for Money Champion

Born in London and married with two adult children, Ken is a part qualified accountant, having spent a large part of his working life working in the Middle and Far East. His interests include sport, classic cars and motorcycles and collecting antiques and collectibles.

Ken has lived in Derby for over 16 years and, for a large part of that time, he was involved with the Osmaston Community Panel as a member and later as Chair.

Ken has always tried to work for the betterment of both Derby Homes' tenants and all residents of Osmaston. Ken has been a member of the Local Housing Board South for the last five years and also a Board Champion for Health and Safety.

"In the current financial climate, we're all being careful about what we spend. This standard will give us a clearer picture of how our rent money is being used by Derby Homes, how budgets are prioritised and assure us that the service we get is value for money."

Ken Whitehead

All board member profiles can be found at:
www.derbyhomes.org/derby-homes-board

Tell us what you think

We really value your feedback on all aspects of our service. We would like to know what you thought of this report. You can also get involved in the production of next year's report to make sure it contains the things that are important to you. **You can do this in a number of ways:**

- Leave a comment at www.derbyhomes.org/contact-centre.
- Email annualreport@derbyhomes.org.
- Call us on 01332 711000.
- By post to Derby Homes, Floor 2 , Cardinal Square, 10 Nottingham Road, Derby, DE1 3QT.
- Or if you would prefer to discuss this in person you can visit the Derby Homes Resource Centre at Ground Floor, St Peters House, Gower Street, Derby, DE1 1SB.

  Opening hours are Monday to Friday 10am to 2pm.

Our thanks to Harry Margett from the Derby Association of Community Partners who provided some of the photographs in this year's Annual Report.

We can help you access this information in another way, format, style or language. Please contact us on 01332 711000, minicom 01332 711080 or fax 01332 711001. Telephone calls to our Enquiry Centre are recorded and monitored for training and quality purposes.

ہم دوسری طرح، شکل، انداز یا زبان میں اس معلومات تک رسائی کے سلسلے میں آپ کی مدد کرسکتے ہیں۔ براہ کرم ہم سے 01332 711000، منی کوم 01332 711080 یا فیکس 01332 711001 پر رابطہ کریں۔ ہمارے انکوائری سینٹر کو کی گئی ٹیلیفون کالیں تربیت اور معیار کے مقاصد کے لئے ریکارڈ کی جاتی ہیں اور ان کی نگرانی کی جاتی ہے۔

Możemy dostarczyć Państwu te informacje w inny sposób, w innym formacie, stylu i języku. Prosimy o kontakt pod numerem 01332 711000, minicom 01332 711080 lub faksem pod numerem 01332 711001. Połączenia telefoniczne z naszą Infolinią są nagrywane i monitorowane dla celów szkolenia i jakości.

Mēs varam jums palīdzēt piekļūt šai informācijai citā veidā, formātā, stilā vai valodā. Lūdzu, sazinieties ar mums pa tālruni 01332 711000, minicom 01332 711080 vai faksu 01332 711001. Tālruņa zvani mūsu pieprasījumu centrā apmācību un kvalitātes nolūkos tiek ierakstīti un pārraudzīti.

Galime padėti jums gauti šią informaciją kitokiu būdu, formatu, stiliumi arba kalba. Kreipkitės į mus telefonu 01332 711000, MINICOM 01332 711080 arba faksu 01332 711001. Telefono skambučiai į mūsų užklausų centrą registruojami ir kontroliuojami mokymų ir kokybės tikslais.

हम किसी अन्य तरीके, फ़ॉर्मेट, शैली या भाषा में इस सूचना तक पहुंचने में आपकी मदद कर सकते हैं। कृपया 01332 711000, मिनिकॉम 01332 711080 या फैक्स नं. 01332 711001 पर हमसे संपर्क करें। प्रशिक्षण और गुणवत्ता के उद्देश्य से हमारे पूछताछ केंद्र पर आने वाली कॉल्स का रेकॉर्ड रखा जाता है।

ਇਸ ਜਾਣਕਾਰੀ ਤਕ ਕਿਸੇ ਹੋਰ ਤਰੀਕੇ, ਰੂਪ, ਤਰਤੀਬ ਜਾਂ ਭਾਸ਼ਾ ਵਿਚ ਪਹੁੰਚ ਪ੍ਰਾਪਤ ਕਰਨ ਵਿਚ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ 01332 711000, ਮਿਨੀਕਾਮ 01332 711080 'ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਾਂ 01332 711001 'ਤੇ ਫ਼ੈਕਸ ਕਰੋ। ਸਾਡੇ ਪੁੱਛਗਿੱਛ ਦੇ ਕੇਂਦਰ 'ਚ ਕੀਤੀਆਂ ਗਈਆਂ ਕਾਲਾਂ ਨੂੰ ਸਿਖਲਾਈ ਅਤੇ ਗੁਣਵੱਤਾ ਦੇ ਮਕਸਦ ਲਈ ਰਿਕਾਰਡ ਅਤੇ ਮਾਨੀਟਰ ਕੀਤਾ ਜਾਂਦਾ ਹੈ।

To contact Derby Homes

Contact us by phone on 01332 711000 or by emailing enquirycentre@derbyhomes.org. The Enquiry Centre is open Monday to Friday from 8am to 8pm, and on Saturdays between 9am and 12noon. Or write to us at Derby Homes, 2nd Floor, South Point, Cardinal Square, 10 Nottingham Road, Derby, DE1 3QT. If you have an emergency enquiry outside of these hours call Care Link on 01332 256060.

enquirycentre@derbyhomes.org | www.derbyhomes.org

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