Derby Homes
Annual Report

2012/13

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This year's *Annual Report*

Our annual report shows how we have performed over the last year and how we have been involved with the community.

Our priority is still to provide the best service for our tenants and leaseholders by working with our partners.

Derby Homes moved into the new Council House in February this year

Chair of Derby Homes

Moving forward in partnership

All organisations, whether they be in the public or private sector are facing some tough challenges as they strive to survive in this economic climate. In August 2012 our parent company, the City Council requested a **review of the future provision of housing services.**

The outcome of this review has been the creation of a new '**Partnership Agreement**' with the City Council. I am confident that this is the right thing to do and will provide opportunities for both Derby Homes and the City Council moving forwards.

In last year's annual report I talked about us working with the people who live on our estates to deliver sustainability within our communities. Throughout this annual report I am proud to present numerous examples of us doing just this.

Amongst my proudest moments of the last year was the launch of the Derby Homes Apprentice Scheme which is providing work and training opportunities for 24 young people, more detail is provided with the body of the annual report.

We will also continue to face up to the challenges ahead, last year we were still in the stages of preparing for welfare reform. Additional rent charges for tenants who have spare bedrooms came into effect in April 2013 which had a huge impact of the finances of some of our tenants. We have invested in additional staff to provide advice and assistance to those affected and we will continue to help those tenants who are willing to move to smaller homes.

As the Chair of Derby Homes I am excited about our future plans for building new homes and continuing to develop services which meet the needs of tenants and leaseholders. All of this we will do by working in partnership and together we will carry on delivering services which we can be proud of.

Bob Osler
Chair of Derby Homes

One of our new Repairs Team vans

Investment and Improvement

It's over three years since Derby Homes started providing an in-house repairs service. In that time we've come a long way and hopefully, you've seen a lot of improvements.

We have introduced new technology and invested **£1.2m** in **65 new modern vehicles**, which makes it easier for our operatives to deliver a good service and ensure that more jobs will be completed in one visit. As a result of the changes we have made we have increased productivity on responsive repairs by 80%.

In addition to the **150 staff** that transferred to Derby Homes, we have set up a Gas Servicing and Repairs Team - employing 20 staff, recruited 18 Apprentices and are currently setting up a Gas Installation team. This demonstrates our ambition to keep expanding this service.

Tenant Dashboard

Over the last year we have made it easier for you to access online information about your rent account, to report repairs and to find out when planned work will be carried out on your home.

We've added new features to the Tenant Dashboard and you can now report repairs using simple icons and pictures. You can also request information about your tenancy and download useful information from this area. Over **1800** tenants have now registered to use this service. We have also made the website and Tenant Dashboard easy to use on your mobile phone or tablet. This means that you can access your information whilst being out and about.

You can now use a smartphone to access your Dashboard.

More Money for Improvements

Over the last year we have changed some of the ways we work to make more money available to **invest** in the **long term maintenance** of your home.

We have made homes **warmer** and **safer** places to live by re-investing efficiency savings of over **£1m** on planned maintenance in your home.

1,170 homes have had timber windows replaced with modern uPVC double glazing.

1,380 more homes now have high security front doors.

We hope to build around 100 new homes to rent a year in Derby. All homes will be efficient, secure and meet modern standards

New Homes

We have been working closely with Derby City Council to identify what type of **new housing** is needed in the City and where it should be built.

We have already identified a number of sites in the City for new homes that will be a mix of **bungalows**, **flats** and **houses**. We will continue to look at opportunities to acquire homes in the private sector where this will meet an identified need.

All of our new homes will incorporate domestic **sprinkler systems**. Our new bungalows and the refurbished Oakvale House are the first schemes to do so, in line with our commitment to Health and Safety within the Community and in support of **Derbyshire Fire and Rescue's *Think Sprinkler*** campaign.

Artists impression of our new bungalows on Stratford Road, Chaddesden

Retirement Living

Our properties allow you to keep your independence, whilst having access to a range of professional management and support services.

We continue to work with Derby City Council to develop new homes and provide a range of **affordable**, rented properties across Derby that are ideal if you're looking for somewhere to settle later in your life. We are currently building bungalows on two sites in Chaddesden, providing a total of 15, two bedroom properties suitable for older people.

We have completely redesigned **Oakvale House** incorporating modern, safe and affordable homes for older people. Derby Homes ran a competition for local school children to rename the flats. The winning entry was **Rose Homes**.

Derby Homes are thrilled to be working with the Board of Trustees

Derby War Memorial Village

Derby Homes have delivered management and maintenance services on behalf of other landlords for a number of years.

In May we took on the management of Derby's **War Memorial Village**. The Village comprises of 50 homes situated at Shelton Lock in the south of the City and was built in the late forties and early fifties.

Managed by its own **Board of Trustees** the Village provides homes for local ex-servicemen and women who have been disabled in service.

The Trustees were keen to ensure that their tenants received high quality services and now work closely with Derby Homes to deliver this.

Feedback on the improvements has been positive with residents saying they feel much safer and proud of the area once again.

Projects

We have been working more closely with you to improve the environment in your local area and make it a safe and pleasant place to live. Over the last year we have completed a number of projects.

Parker Street

We spent **£110,000** on the renovation of the Parker Street shopping area near Five Lamps in Derby. Safety and security has been increased by installing new metal fencing and handrails and completely resurfacing walkways.

Children from local schools helped to plant shrubs provided by Futures Greenscape and commemorative slabs were laid at each end of the area, celebrating 10 years of Derby Homes.

Olympicnics

During last summer we took part in the Derby City Council Olympicnics events across the city. This was part of a campaign to get people outside and enjoying the green spaces in Derby. We have some close links with the Rugby Football Union (RFU) and we worked with them to deliver tag-rugby sessions for children aged 5-15 years over the three summer events held across the city.

We also raised money for our charity of the year, **CRY UK** (Cardiac Risk in the Young) and were able to donate nearly **£1,000** from these events. In total, we raised **£4,450** for the charity.

"On hearing about the fantastic work done by CRY I wanted to do something to help raise funds for them. By offering people the opportunity to be photographed with the Olympic Torch in return for a donation, they were able to hold a piece of history whilst giving to a wonderful cause.

Leon Taylor *Torchbearer*

Derby Homes have done a fantastic job of engaging children and young people. Around 250 children and young people took part in tag-rugby during three, two hour sessions which were run by staff members and volunteers. ***Matt Jefferson - RFU***

New Homes for Osmaston

By sharing resources and empowering residents, **Osmaston Community Association of Residents** (OSCAR) has gone from strength to strength and been granted planning permission and funding to develop 80 new homes - the city's first and the country's biggest resident-led housing development. The homes being developed by Strata will be built across two sites with a mix of bungalows, one-bedroom houses and family homes at Glossop Street and Elton Road. Derby Homes will manage these properties on their behalf.

The National Federation of ALMOs (NFA) awarded OSCAR, Derby City Council and Derby Homes the **Most Effective Partnership Award** recognising the value of the partnership in the regeneration of Osmaston.

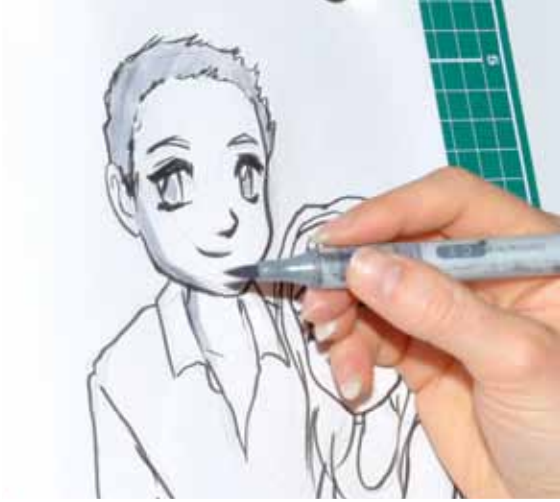
Representatives from partner agencies mark the start of work on site.

BMX Track
for Osmaston

We worked closely with young people, **OSCAR**, **Enthusiasm**, **Cycle Derby** and **Derby City Council** to secure **£40,000** from the Lottery to build a BMX track and two wheeled sports facility in Osmaston.

This is a five year project costing just over **£100,000** with the remaining funding provided by Derby Homes, Derby City Council and Enthusiasm.

The working group is rooted in the community and wants to make the young people's dreams come to life, as many young people feel socially isolated from their community.
This new activity will bring young people together and increase their life chances, through active sport, coaching sessions and volunteering.



THE BIG
CHAT 2

Working with You

On 1 November 2012, we held our second BIG CHAT event at Derby QUAD.

This year we focused our chat on the future of council housing in Derby and on celebrating 10 years of Derby Homes. It was well attended by tenants, staff, councillors, partners and members of Derby City Council. Councillor Baggy Shanker, Cabinet Member for Housing and Advice, spoke on the review of housing services and gave tenants a chance to ask questions and respond to the proposals.

We also heard about the staff that help to make our repairs service what it is and about some of the work we do that goes beyond basic housing management which helps to benefit people and places in our communities.

Awards

Our regular annual awards ceremony saw recognition being given to staff and volunteers who have gone above what is expected of them, helped to save money or found ways to do things better.

We also organised activities for children at the Quad so that parents were able to attend.

Helping Hands Scheme

We are one of the founder members of **Efficiency East Midlands** (EEM) a framework which helps organisations to combine buying power in new contracts to achieve savings. These savings are then shared amongst members and invested in community initiatives.

We were able to invest **£12,000** from these savings to help **Derby Association of Community Partners** (DACP) to set up and administer the **Helping Hands Scheme** which supports and encourages young people who live on our estates. The scheme provides grants to support young people who have a skill, talent or interest, but need a bit of help to develop it.

Shown on the left are two of the young people who have been awarded a grant to help develop their skills in drama and photography.

The Tenant Panel

The Tenant Panel review our services and report directly to the City Board on how these services could be improved. This means that we can understand exactly how our services affect tenants and helps us to shape the services you need.

This year the Tenant Panel has reviewed the following:

Local Offer 5

Develop our own energy efficiency standards that will be above the government requirements.

Local Offer 20

Encourage and support projects that benefit the communities in which our tenants live.

Local Offer 11

Provide new tenants with help and support to allow them to maintain their tenancy.

Local Offer 16

Provide vulnerable or elderly tenants with access to a range of services to help them live independently.

A number of recommendations have been made in these areas and the majority have now been implemented.

We worked with Nationwide Solar to install solar panels throughout the city

Paul Gilroy Photography

Saving Money on Energy Costs

Homes that are warm and comfortable are important to us all. Being able to afford energy bills is equally as important. We aim to ensure all of our homes are as energy efficient as possible.

Last year we:

- ***Installed Solar Panels to 1000 homes***
- ***Upgraded loft insulation to 463 homes***
- ***Installed external insulation to 227 homes***
- ***Installed cavity wall insulation to 58 homes***
- ***Replaced old Gas Central Heating boilers with A rated boilers to 766 homes***

In the next two years we aim to replace all old systems so that all stock will have energy efficient A and B rated systems.

Working closely with Derby City Council, our Energy Efficiency Team provides free advice to tenants and leaseholders regarding insulation, condensation, heating and controls, utilities and tariffs, where to get help if they can't pay utility bills and general advice to keep warm but keep bills as low as possible. This has been achieved by attending Surgeries, Park Events, Library visits, liaising with the Welfare Reform team, and Tenancy Sustainment team.

Investing in the Future

Derby Homes has made a commitment to make a difference for young people by offering employment and training opportunities.

Through our existing customer service framework and experienced repairs team we have found a way to make this happen.

During 2012/13 we approached **Derby College** to discuss working in partnership on a new apprentice role of Maintenance Operative. This is the first time Derby College has delivered this NVQ and will be running this solely for Derby Homes Apprentices.

We certainly had the right idea. When we advertised the opportunities we were overwhelmed with more than **400** applications.

EMMA

me to...
Training
Group

derby
homes
Apprentice

Our Apprentices

In July 2013 after a rigorous interview process we appointed 24 apprentices in the following areas:

- **12 Maintenance Operatives**
- **3 Plumbers**
- **3 Electricians**
- **4 Customer Services**
- **2 Facilities Management Operatives**

The icing on the cake came when Derby College awarded Derby Homes the **Employer of the Year Award** at the Peak Awards ceremony.

Chen, an Accounts Apprentice, is enjoying her placement in the finance team based at the Council House. We asked her how she feels it will benefit her for the future and she said "It is helping me to learn how the organisation works, to gain experience and new skills that will help me get a permanent job when I finish my placement".

Our Performance

Out of **23 Local Offers** we achieved our target in 19 and still have some work to do to improve in 4 areas.

These are reviewed periodically by the Tenant Panel and DACP to ensure that these are the areas that matter to tenants.

We have continued to improve our services and remain committed to:

- helping tenants to pay their rent and make affordable payment agreements
- reducing the time our properties are left empty
- planning to keep your homes well maintained
- keeping you safe in your home
- maintaining satisfaction levels
- continually making improvements to the repairs service
- providing an effective, accessible front line service

If you would like to see more details of these local offers please visit our website **www.derbyhomes.org/offers**.

97.74%

97.74% of tenants are satisfied with the repairs service

99.83%

We collected 99.83% of rent that was due

96.63%

96.63% of tenants are satisfied with the service from our Enquiry Centre

20.31 days

We let our properties in an average of 20.31 days

83.40%

83.40% tenants are satisfied with our services overall

100%

100% of properties meet the decent homes standard

100%

100% of properties have a gas safety certificate

Board Payments

In 2011, the Board of Derby Homes agreed a new payment scheme for Board Members which has been approved by Derby City Council. The scheme includes members who hold the office of Chair and Vice Chair of Derby Homes Board and the Chair of its two Committees.

To ensure the Board operates with openness and transparency and meets their adopted Code of Governance and regulatory requirements, details of the payment scheme along with payments made to individual Board Members will be disclosed and published annually.

Payment is a fixed annual sum linked to carrying out specific duties, obligations and time commitment, as set out in the individual Board Member's Service Agreement. Councillor Board Members do not receive payments in respect of their Board Member duties as they already receive an allowance from the Council and have been excluded from the table opposite.

Our full financial statement for 2012/13 is available on request, in a separate booklet. You can download the booklet from **www.derbyhomes.org/annualreport**, or call our Enquiry Centre on **01332 888777** to request a copy by post.

The information in the table shows the full year's payments from April 2012 to March 2013, including any travel expenses claimed.

Board Member	Travel	Payroll	Member's Total
M Ainsley	0	0	0
A Holme	68	0	68
I MacDonald	1133	3,200	4,333
M Menzies	0	0	0
T Ndlovu	0	0	0
A G S Osler	196	8,700	8,896
S Perry	0	0	0
D Rees	88	4,000	4088
F Walker	324	0	324
K Whitehead	0	0	0
TOTAL	1,809	15,900	17,709

Over to You

This report should give you a good idea of how we've done over the last year. It's important that we're open and transparent about this and that we tell you when we haven't quite hit our targets or where we need to do more.

Our local offers were reviewed this year with our Tenant Panel and we will be able to report on the changes next year.

If you want more detail than we've given you here, you can access full board reports on our performance and services by going to **www.derbyhomes.org/derby-homes-board**.

This report is for you. If you have any comments or ways in which we can improve it please let us know by emailing, calling or through Facebook or Twitter.

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