

Housing Services - Annual Review 2017-18

Tenancy

At 31st March 2018 we had a total of **2,992 PROPERTIES**



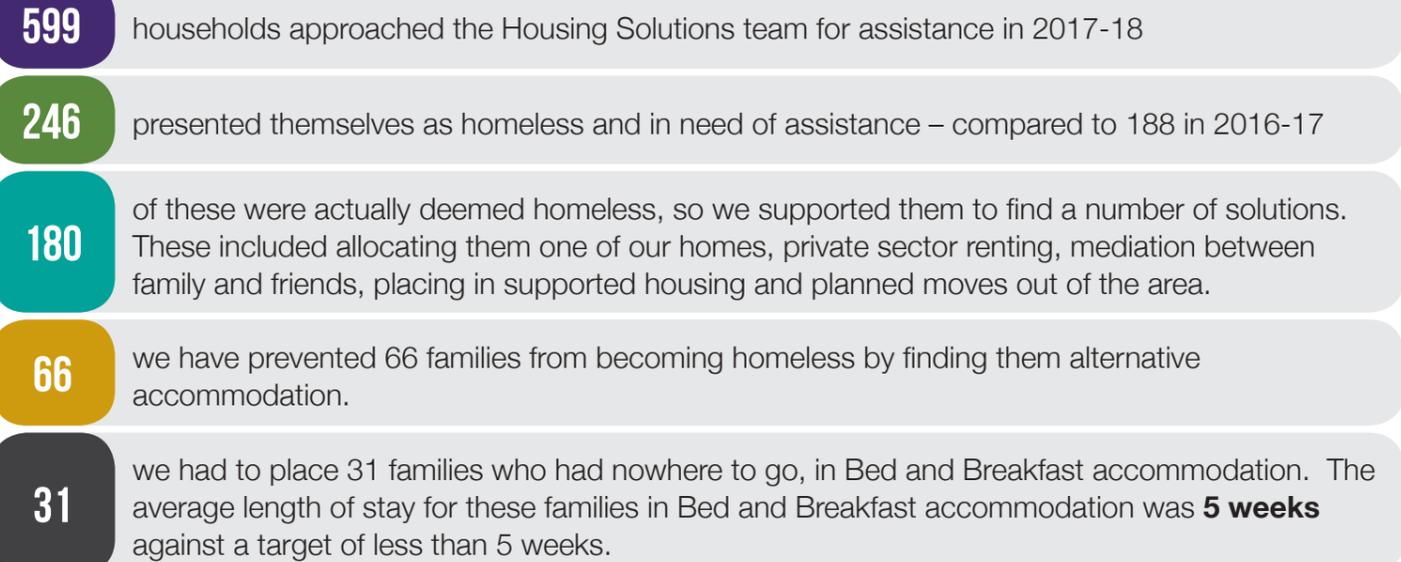
During 2017/18 we let **233 PROPERTIES**



As at 31st March 2018, there were **644 APPLICANTS** on the housing register (a decrease from 834 during 2016/17)



Homelessness and Housing Solutions



Tenancy Audits

Housing officers visited **1077** tenants last year to ensure they were happy in their homes and if additional support was needed. This compared to 1,055 in 2016-17

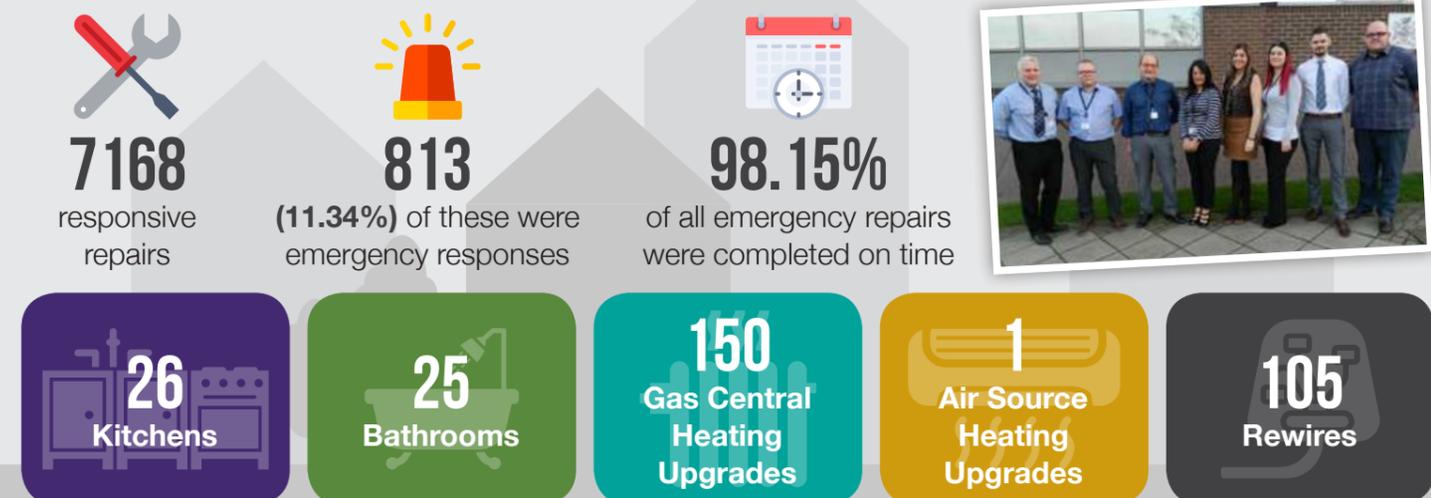
Affordable Housing

We worked with developers and registered providers to deliver **176** new affordable homes. This will continue, and we are currently building more homes across the District.

Repairs & Improvements



Our Repairs and Maintenance team carried out:





Careline Case Study

A 45 year-old lady with complex medical issues needed extra support at home to enable her to remain living independently. Careline installed a variety of Telecare sensors which would raise the alarm if the lady had an epileptic seizure, or a fall. Smoke, fire and carbon monoxide detectors were also installed. Chair and bed sensors were also fitted and she was given a medication dispenser. Subsequently, this lady had to move from the family home and is now living in one of our supported housing properties. Careline transferred all the equipment to her new home as soon as possible in order to maintain her independence.

During a telephone call with the lady she said:

"The Careline team has been brilliant in helping me to get the equipment set up in my new home, which means I feel safe knowing that help is there when I need it. Thank you for your continuous understanding and support."

Careline received the following email from the family of a lady with dementia:

"I want to say a massive thank you to you and Susan (Careline Support Co-ordinator). I know you will understand when I say having Careline installed is a massive relief to me and the rest of my family. Susan was patient, kind, understanding and brilliant with my mother. Thank you to her for her professionalism and kindness."

Careline

Our 24-7 Careline team currently provides support for **1,350** vulnerable people to live safely and independently in their own homes through the Telecare system. The team of 16 have been awarded the Telecare Services Association (TSA) accreditation for the second year running for demonstrating high standards of safety and quality to those who rely on its services.



41,743 CALLS
were answered **within 30 seconds**



The team received
42,517 CALLS
compared to **34,718 in 2016-17**



Careline Support Co-ordinators attended and lifted
468 TENANTS
who had **fallen in their homes**



The Breakaway Singers (pictured) are a 30-plus group of tenants and residents from across South Derbyshire, some of whom live in our supported housing schemes.



Case Study

In June, 2017, a small group of tenants approached us for help to bring the community together and provide activities for people living in our supported housing in Unity Close and Church Street, Church Gresley. We gave them a £500 start-up grant and supported them for 12 months to establish a formal constitution with a committee. The group, which has now become a registered charity, has 45 members, has held a community open day, runs bingo and lunch clubs and takes residents on day trips and on holiday. Chairman John Harvey also maintains the communal gardens in his own time for all residents to enjoy.

Secretary Ann Holmshaw said:

"The group has boosted morale and I have made a lot of friends. We've always got something in the future to look forward to – we have fun!"

Group member Evan Williams said:

"They've helped me feel like part of the community."

Your Voice Matters

We recently sent out the STAR Survey (Survey of Tenants and Residents) to all our tenants to find out what you think about us.

You told us that you're not satisfied with the way we communicate with you and that you feel we could listen more and act upon your views. One of our priorities in 2019 is to get better at this and to use your feedback to improve services.

As a result, we have made some key changes to improve the services we provide. They include:

- ✓ Reviewing the condition of our properties
- ✓ Awarding new contracts for fire safety measures, planned maintenance (such as kitchens and bathrooms) and major works (such as roofing and brickwork)
- ✓ Introducing service standards for how we should maintain the internal and external communal areas of our blocks of flats
- ✓ Asking tenants who live in blocks of flats about the issues they face
- ✓ Reviewing how we collect rent arrears and the reletting of empty homes
- ✓ Carrying out recommendations made through the review of our supported housing service

We are working with a group of tenants to improve the services flagged up in the STAR Report and will keep all our tenants informed of progress.

Community Engagement

Tenants are at the heart of Housing Services, we want to provide good homes, to support communities and to improve services.

The Council wants to work with you to improve your homes and estates, we want you to have your say on changes that affect your home and neighbourhoods and encourage everyone to have a positive impact on improving the area in which they live. The Community Engagement Team work with other Council Services and other agencies to ensure your views are heard.

In 2017-18:



We ran **10 COMMUNITY AND CONSULTATION PROJECTS**

across South Derbyshire



We engaged with **197 TENANTS AND RESIDENTS OF ALL AGES**



We delivered **5 MINI DREAMSCHEME YOUTH PROJECTS**



VOLUNTEERS WORKED 1,122 HOURS





Case Study

Council Flat Adaptation for a Disabled Tenant

Level Access Shower and Stair Lift

The Housing Adaptations team had a referral from a Community Care Worker (CCW) requesting that a stairlift and level access shower be provided for a resident at her flat in Woodville.

When they attended a joint meeting on site, it was apparent that the tenant was very anxious about the proposed changes.

After the initial visit, Housing Services' Technical Officer, Tim Burton, went above and beyond and not only issued drawings and a specification for the works but offered additional information and advice. He took photographs of completed adaptations at other properties to provide the resident with a better understanding of what to expect and provided practical advice about what would happen whilst the works were underway. Tim also liaised with contractors and ensured that the resident was kept informed about when the works would be completed, visited her flat to see how the work was progressing, and that she was satisfied so far.

When the adaptation was completed, Tim visited for a final time to make sure that the works had been completed in line with the specification, and the job was signed off.



Tim said:

"The tenant is now able to live independently in her own home and her quality of life has improved, despite her health issues."

Housing Adaptations

Our Housing Adaptations Team work to support as many tenants as possible to live independently in their homes for as long as possible. It provides adaptations and other aids to those who are elderly disabled, physically impaired, have long term medical conditions or who have other needs and would benefit from aids to help in their day to day lives.

Last year, the team carried out 36 adaptations for our tenants:



What You Said



'Both of my children have taken part in the Dreamscheme over the years and love it.'
Donna Sharpe, Facebook

'Thank you. Your supportive letter is very much appreciated. It seems everything about helping my parents to cope at home is a massive learning curve.'
Careline



'Ben was very helpful in applying for carers allowance. Thank you, Ben, for trying your best for us.'
Tenancy Sustainment Service

'Thanks to the plumber. He was very friendly and carried out the work very efficiently. No trouble, no mess.'
Repairs & Improvements Team

'A BIG thank you for my wet room, I feel so much safer now. The contractor was BRILLIANT and cleared up each day, a good job all round.'
Disabled Facilities Team



Things you have asked us to improve

-  The maintenance of communal areas
-  Safety and security in blocks of flats
-  Partnership working with customers
-  Repairs services, to get it right first time

'I was going to be made homeless but Housing intervened with my landlord on my behalf with regard to my tenancy and kept me up to date with what was going on.'
Housing Solutions & Allocations team



Finance

Helping you to manage your money and tenancy

We are committed to helping you pay your rent and are here to support you in maintaining your tenancy. Our Tenancy Sustainment service offers help and advice on a range of issues including claiming benefits, Universal Credit and budgeting skills.

WE HAVE HELPED 139 TENANTS WITH FINANCIAL PROBLEMS IN 2017-18
Including **36** tenants who received Universal Credit

WE HAVE HELD FOUR ADVICE SURGERIES ON DEBT, HOUSING, BUDGETING AND I.T.
to mitigate the impact of Universal Credit on our tenants. These surgeries will continue in 2019 for those who need support.

Value for Money

We are committed to helping you pay your rent and are here to support you in maintaining your tenancy. Our Tenancy Sustainment service offers help and advice on a range of issues including claiming benefits, Universal Credit and budgeting skills.



Rent 2015/16 weekly rent
£79.78
National Average £87.93



Rent 2016/17 weekly rent
£77.83
National Average £83.40



Rent 2017/18 weekly rent
£80.12
National Average £87.20

The total rental income paid to Housing Services for April 1, 2017-March 31, 2018:

£12,375,166.30

Former tenant arrears:
£109,709.13

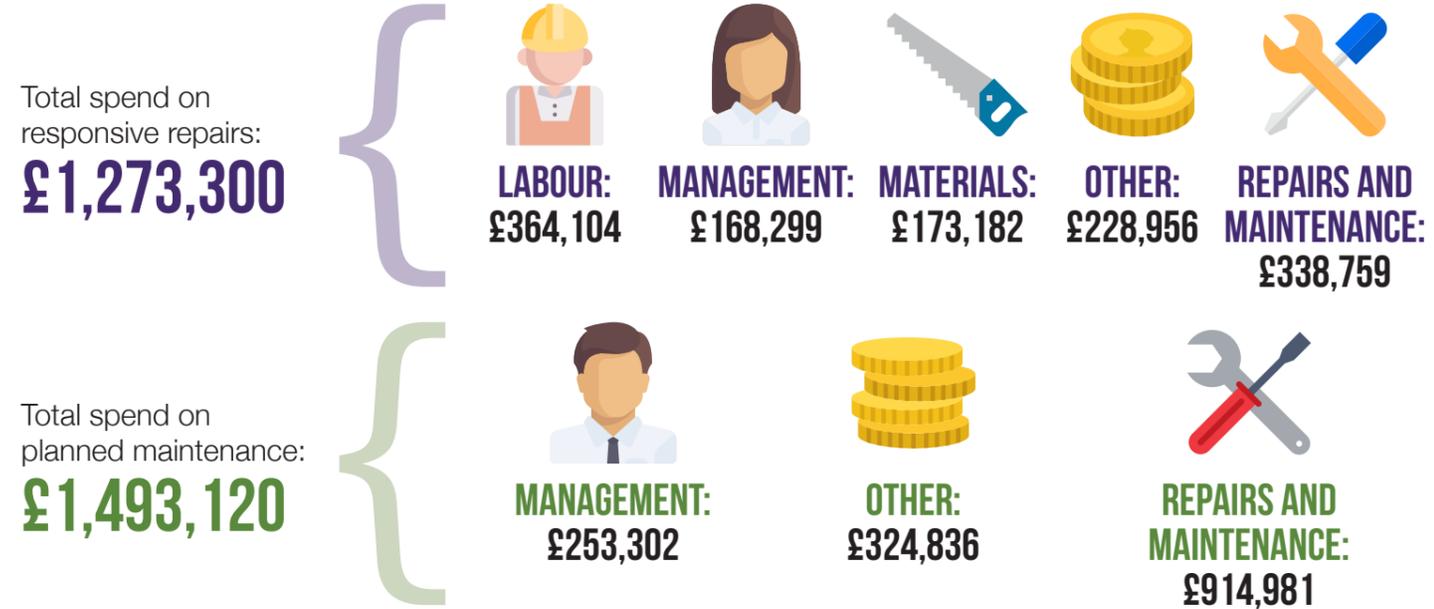
Current tenant arrears:
£224,874.35
(excluding those who pay by direct debit)

Percentage of rent outstanding:
1.84% (current tenants)
0.89% (former tenants)

How your rent is spent



Repairs and Improvements



About The Council

South Derbyshire District Council has **2,992** homes managed by Housing Services across South Derbyshire. We work with a variety of partner agencies and our fellow Council departments to support our tenants to live happily in their homes and to make the district a good place to live.



@SDDC



SDDC-Housing-Services