

2021
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CUSTOMER ANNUAL REPORT





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Welcome to the Customer Annual Report for 2021/22.

This year, Rykneld Homes has continued to deliver excellent services and this is reflected in high levels of performance.

Our Customer Annual Report for 2021/22 demonstrates how Rykneld Homes has delivered the Council's investment in your homes and improved services. The External Wall Insulation programme continues to be a success - making homes more energy efficient and helping people to reduce heating bills.

Your feedback is essential to enable us to improve services and continue to meet statutory requirements. The successful delivery of the annual gas servicing programme is a great example of this, and can only be achieved with your co-operation.

Thank you for your continued support. It will be key as we develop and improve our services and prepare to implement new government legislation contained in the Social Housing Regulation Bill 2022/23.

Health and Safety performance 2021/22

Six Health and Safety Indicators - Performance at year end



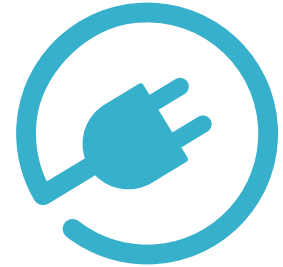
% of properties with a valid gas safety certificate

= 100%



% of compliant Fire Risk Assessments

= 100%



% of properties with a satisfactory electrical installation certificate

= 98.96%



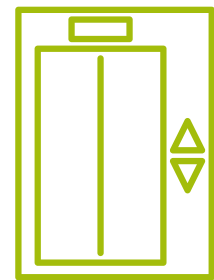
% of communal areas with asbestos materials that have been re-inspected in line with the inspection frequency

= 100%



% of communal areas with a valid water risk assessment

= 100%



% of Annual Lift Services completed

= 100%

Performance against the regulatory Health and Safety requirements is robust.

This is due to the commitment of our Property Services and Health and Safety Teams to manage and arrange appointments, but more importantly your co-operation, so we can get access to your homes and complete the servicing and essential checks within timescales.

Housing Standards

Rykneld Homes and the Council's Housing Service is regulated by the Government's Social Housing Regulator. It sets the standards that we have to meet when delivering services. We asked our Operational Board to review a self-assessment of how our services met the Housing Standards and are pleased to confirm compliance. With the forthcoming changes through the Social Housing Regulation Bill, the Operational Board will continue to monitor how Rykneld meets these requirements.

COMPLAINTS

In 2021/2022, we received and investigated a total of 76 formal complaints, 90% of which were responded to within the Housing Ombudsman Complaint Handling Code timescales. Below is a breakdown of the service areas where we have responded to complaints and the outcomes.

Service Area	Upheld	Not Upheld	Partially Upheld	Cancelled/ Other	Totals
Anti Social Behaviour	1	3			4
Choice Move		6		1	7
Housing and Support	5	15	4		24
Other Service Areas	1	1	2		4
Regeneration	12	4	1	1	18
Rents		2			2
Repairs and Maintenance	7	5	2	3	17
Total Formal Complaints	26	36	9	5	76

Learning from Complaints

Each complaint received is treated as an opportunity to learn and to improve services. The actions which have taken place as a result of learning from customer complaints include:

- Additional staff training has taken place with a view to improving the communication we have with our customers, including the importance of maintaining clear, accurate and up to date records.
- Processes have been amended in regard to reports of infestation or similar issues, to ensure that any future investigative/survey works will always include the adjoining address.
- Instruction given to Contractors that they need to ensure that the properties being worked on, the footpath and roads must be kept in a clean and tidy state and inspected at the end of each working day.
- We have appointed a Complaints Manager to improve investigation response times for complaints.

PERFORMANCE DASHBOARD

2021-2022



We have continued to deliver high levels of performance for the key service areas throughout 2021/22.

The performance measures below are taken from our Quarterly Performance Report that is available in full on our website – www.rykneldhomes.org.uk

One area that we have been steadily improving performance as the year progressed is the Contact Centre. Customer satisfaction has remained high through the year and call response times have decreased to be back within target by the end of the year.



Rent collected as a % of rent due for period = 98.38%



% of responsive repairs completed on target = 98.51%



Average time taken to answer inbound telephone calls = 3.43mins



% of monthly fire safety checks to communal areas of flats = 100%



% of properties with valid gas safety certificates = 100%

Tenant Satisfaction Measures

In 2023/24, the Government is introducing a new set of performance indicators that all social landlords will have to monitor and publish performance against. The Tenant Satisfaction Measures will replace some of the current measures we publish and add new ones.

These have a focus on Health and Safety performance and satisfaction. Rykneld Homes has adopted a number of these ahead of schedule and can be found on page 1 of this report. The Government expects to finalise these and publish the new measures in autumn 2022. We will keep you up to speed with progress in Your Rykneld.

BUSINESS PLAN KEY PRIORITY: IMPROVE EXISTING HOUSING

External Wall Insulation Programme

July 2022 saw the completion of the 400th home to undergo External Wall Insulation (EWI) works in 2021/22 – that will make the property more energy efficient, help residents to control their fuel bills and support the Council's efforts to cut carbon emissions in the District.

North East Derbyshire District Council invested £12million along with £2.13million of Government Green Homes funding towards the scheme allowing additional works including new roofs, windows where needed and new soffits, facias, and gutters to be fitted.

The work has been carried out on non-traditionally built properties which are not constructed from bricks and mortar – but are generally built around a steel or concrete frame – making them hard to heat and keep warm.

The improvements have been made to homes in Mickley, North Wingfield, Dronfield, Unstone, Eckington, Renishaw, Holmesfield, Barlow, Wessington, Holymoorside, Cutthorpe and Woolley Moor.

Once all the houses are insulated the total carbon saving in North East Derbyshire will be 335 tonnes per annum and 9,715 tonnes by 2050.



BUSINESS PLAN KEY PRIORITY: PROTECT THE MOST VULNERABLE PEOPLE IN OUR COMMUNITY



Last year, in partnership, North East Derbyshire District Council, Bolsover and Chesterfield Borough Council funded a new post at Derbyshire Law Centre to provide independent advice to customers seeking to resolve issues such as outstanding repairs.

This service is proving to be successful in attracting customers away from claims farmers/solicitors who are operating in the District promoting disrepair claims.

Please be aware that these solicitors claim up to 80% legal fees on top of compensation payments – a service you can get for free from Derbyshire Law Centre.

Report a repair

Website:

www.rykneldhomes.org.uk

Telephone: 01246 217670

Emergency repairs:

08000 121 621

Derbyshire Law Centre

Website:

www.derbyshirelawcentre.org.uk

Telephone: 0800 707 6990

Together with Tenants



In 2020/21 we signed up for the National Housing Federation's Together with Tenants Charter – this sets out a series of commitments that landlords will adopt when delivering services.

Our Community involvement Team have worked hard this past year to integrate the commitments helping to strengthen the relationship between Rykneld Homes and customers.

We asked our Digital Involvement Group to tell us how they thought we were performing against the six standards in the Charter, including key themes such as relationships, communications, voice and influence, accountability, quality of services and what happens when things go wrong.

The information we got back was inciteful and enabled us to identify ways to address services where our customers told us we need to do more.

An action plan was then developed, which included delivering communications training to all frontline staff, reducing reliance on contractors, employing a dedicated Complaints Manager and undertaking a review into how we involve customers at Rykneld Homes.

All of these have been put in place, including a new involvement structure, which has been developed in consultation with customers.

If you are interested in adding your views and experience to help to improve our services, you can join our Scrutiny Panel or our Operational Group Board, or you can simply answer periodic online surveys through our Digital Involvement Group.

To sign up or find out more, please head to our website or call the Community Involvement Team on 01246 217670.

Where your money is spent

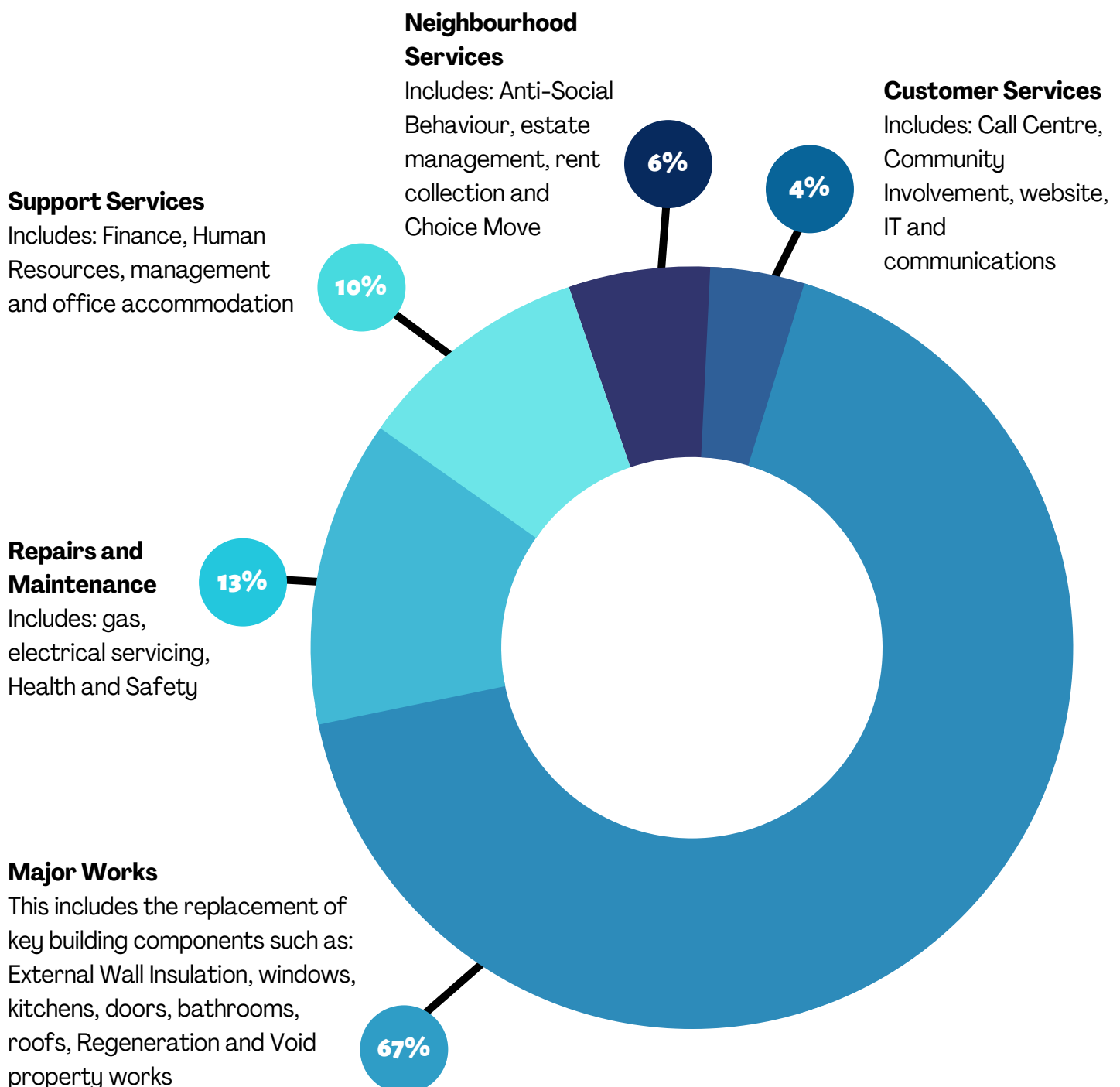
2021/22 Expenditure

Major Works (Capital Programme): £19.7million

New building components such as windows, doors, kitchens and External Wall insulation

Management Fee: £9.7million

Includes repairs and maintenance, housing management, customer and support services



Community Involvement

The Rykneld Homes Community Involvement Team have had a busy year helping communities to recover and restore some normality after a very challenging couple of years.

The team focussed on helping people to reintegrate into communities whilst getting new projects off the ground.

They have worked throughout North East Derbyshire, facilitating the vital support and sense of wellbeing that being involved in communities brings.

The Community Involvement Team has engaged with over 750 individuals, worked with 50 different partner organisations and initiated many service improvements through our dedicated customer-led Service Improvement Groups.

Projects have ranged from those for families and young people, to reducing social isolation for older people. The team has also been encouraging and supporting local wildlife and consulting with Rykneld Homes' customers on a range of service improvements.

The team works in partnership with many organisations to achieve its aims, including Councils, statutory organisations, community groups, charities and many more.



www.rykneldhomes.org.uk



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