

HOUSING & LEASHOLDER FOCUS GROUPS & EQUALITY GROUPS ITEMS

Report of the Director of Housing & Customer Service

1. SUMMARY

- 1.1 This report provides the City Board with details of Customer Service Management (CSM) cases/issues raised at Housing Focus Groups, Derby Leaseholder Focus Group and the Equality Groups.
- 1.2 It also looks at the methods we use to contact tenants around the city and the success rate of contact.

2. RECOMMENDATION

The City Board is asked to note the content of this report.

3. MATTER FOR CONSIDERATION

- 3.1 During the November round of meetings, 11 issues were raised which have been passed on to the relevant housing office and there are currently 10 cases awaiting response. See appendix one for case details and the yearly attendance analysis.
- 3.2 This round of meetings delivered key information on:
 - Changes to tenancy conditions
 - Derby Homes Annual General Meeting and Annual Report
 - New Repair Reporting on Dashboard (HomeCall)
 - Helping Hand Scheme
 - HomeToWork launch/opportunities
 - Cold weather advice
 - Welfare reform & under occupancy calculator
- 3.3 In total, 15 Estates Pride Quick Fix Bids were discussed and commented on.
- 3.4 This was the fifth round of meetings facilitated by Tenant Board Members. Fiona Walker, the new main Board Member for the South West area of the City, attended the meeting to learn about her role as a facilitator at this meeting; facilitation was carried out by the Resident Involvement Team.
- 3.5 At the meetings the main subjects discussed were:
 - The four changes to tenancy conditions as outlined in the letter that was included in the Derby Homes News mail out.
 - New icon and image based repair reporting available to Derby Homes Dashboard users.

- Cold weather advice – Derby Homes Gas team provided some information to reduce repair call outs for heating systems, and that tenants test these to ensure they are working now rather than wait until it is really cold and call outs could be considerably higher.
 - The DACP Helping Hand Scheme - a small grants scheme for children living in Derby Homes properties, to apply for support to get involved in activities such as art or sport, providing the funding to pay for equipment, membership etc.
 - Welfare reforms under occupancy calculator which enables people to find out roughly what charges they may incur if they are affected by the 'bedroom tax'.
- 3.6 We informed those who attended how to contact our Welfare Reforms Team and make appointments for Derby Homes' Housing Benefit surgeries if they are worried or know anyone who may be affected. We also reminded everyone of Derby Homes' new telephone number.
- 3.7 We highlighted that tenants & leaseholders can visit the Derby Homes website, where they can read online versions of the topics we discussed, also promoting our online services.
- 3.8 All of the things we discussed raised interest with the tenants and leaseholders present, allowing them to engage and give their views.
- 3.9 We use various methods of informing tenants about what we were discussing. The main aim here is to allow tenants to get involved in a way that suits them, rather than just inviting them to a meeting. We use targeted text messages (sent to people directly affected by the issues we are discussing), letters, Facebook and Twitter. A hyperlink to our website is included in all our communications that links directly to relevant content on our website. This hyperlink method generated 1 visit to the website content.
- 3.10 A total of 44 tenants and 1 leaseholder attended the Housing Focus Group meetings. We also received a total of 4 SMS replies asking for more information and we followed these up with either calls or texts.

4. CONSULTATION IMPLICATIONS

- 4.1 Consultation now takes place on our website, via SMS, Facebook and Twitter as well as at Housing Focus Groups. Where we receive comments across these different channels, they are included in our feedback to Managers and teams.
- 4.2 Where CSM cases are raised, feedback is given directly to the individual who raised it at the meeting/relevant group. Wider consultation is carried out where appropriate.

The areas listed below have no implications directly arising from this report:

Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Author: Richard Platt / Resident Involvement Administration Officer/ 8767 /
Richard.platt@derbyhomes.org

Background Information: None

Supporting Information: None

Summary of the November round of Housing Focus Groups (HFGs)

Statistics

| | Attendance | | Invites | | | Communication as a Result | |
|-----------------|------------|--------------|------------|------------|---------------|---------------------------|-----------------|
| | | | Postal | Text | | Reply with HFG | Visits from SMS |
| | Tenants | Leaseholders | Membership | Sent | Not Delivered | | |
| North East HFG | 6 | 0 | 64 | 142 | 51 | 2 | 0 |
| North West HFG | 22 | 0 | 53 | 112 | 31 | 0 | 0 |
| South East1 HFG | 6 | 1 | 54 | 140 | 20 | 0 | 0 |
| South East2 HFG | 5 | 0 | 58 | 160 | 50 | 2 | 0 |
| South West HFG | 5 | 0 | 85 | 164 | 54 | 0 | 1 |
| Total | 44 | 1 | 314 | 718 | 206 | 4 | 1 |

Summary of outcomes from each area

North East – 0 Closed

1 Currently Open

Issues raised

1. **78318** – Tenant would like to know when the Kitchen refurbishment will be completed on the property

North West – 0 Closed

4 Currently Open

Issues raised

1. **78306** – issues regarding the bin stores and communal areas of the building at Rivermead House
2. **78312** – issues raised about St Brides walk area
3. **78310** – Various Issues raised around Quarn Gardens relating to Anti-social behaviour and refuse collection
4. **78313** – Various issues raised at Whitecross house

South East 1 – 0 Closed

2 Currently Open

1. **78315** – issue on Nidderdale court of overgrown trees blocking light
2. **78316** – issue regarding poor condition of landscaping on Slaney Close

South East 2 – 1 Closed**2 Currently Open**

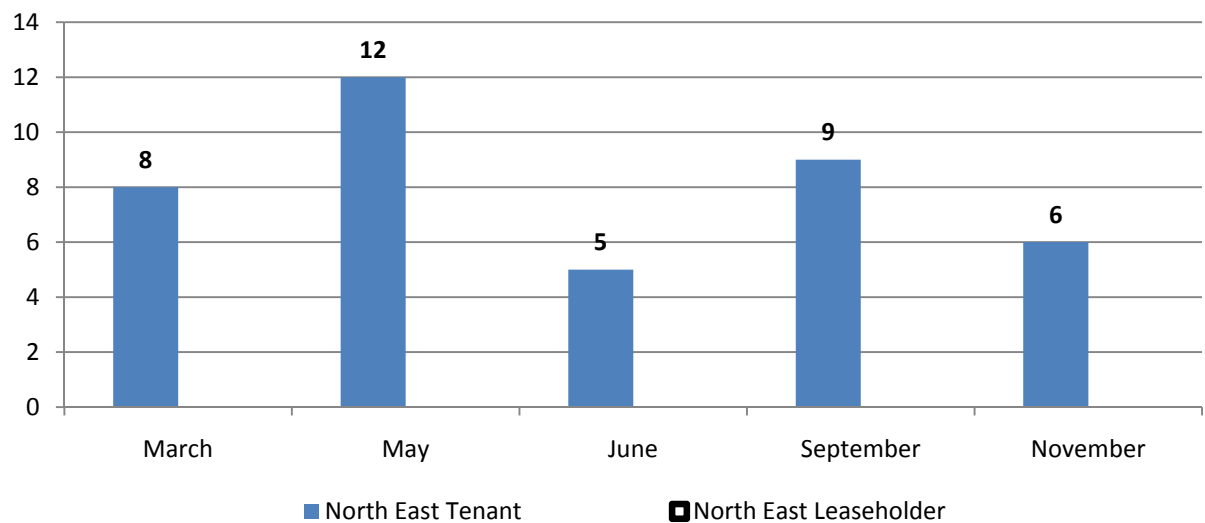
1. **78040** – Request for additional parking on Glengarry Way
2. **78042** – issue raised regarding tree pruning at Shirland Court - **Closed**
3. **78043** – Issue raised regarding poor TV reception to properties on Shirland Court

South West – 0 Closed**1 Currently Open**

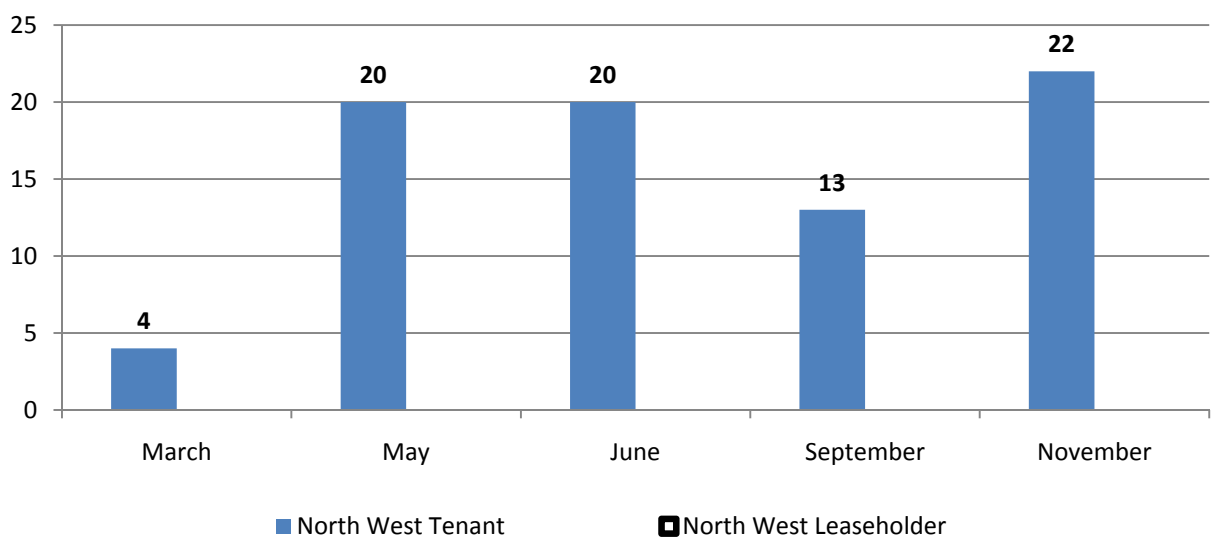
1. **78317** – Compliment received about the leaf clearing by Sodexo

Housing Focus Group Yearly Attendance Analysis

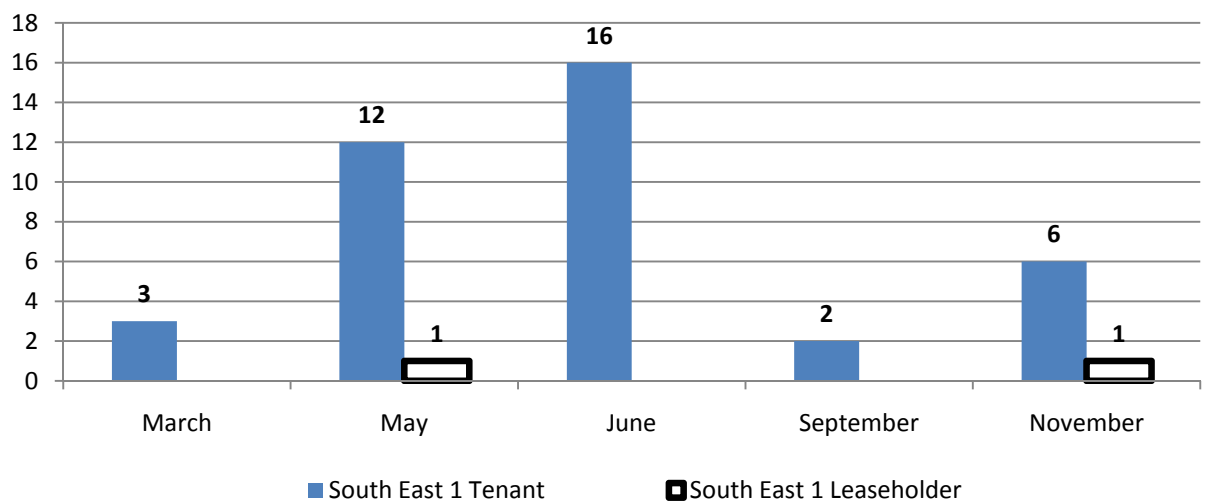
North East - Total attendance - 40



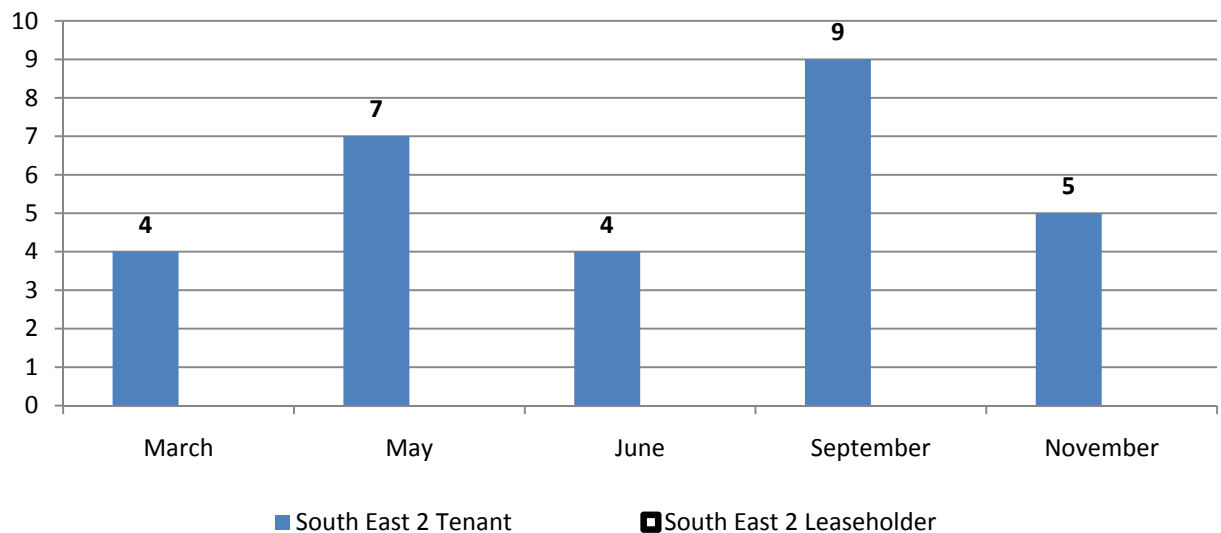
North West – Total attendance - 79



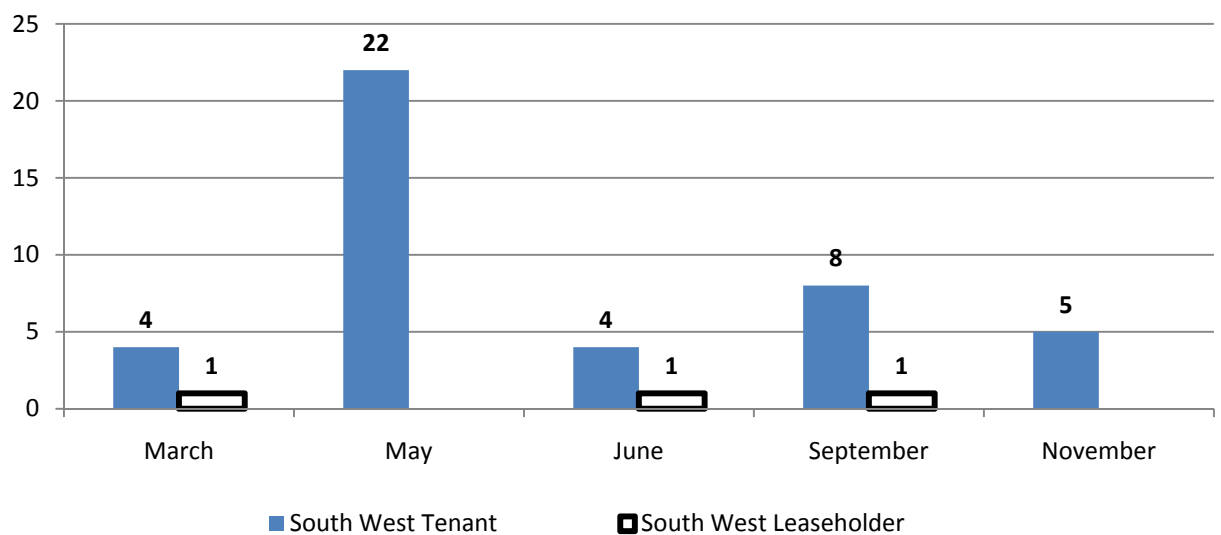
South East 1 – Total Attendance - 41



South East 2 – Total attendance - 29



South West – Total attendance - 46



Overall **235** people attended the Housing Focus Groups with an average attendance of **9.4** people per meeting.

Leaseholder Focus Group – Total Attendance – 40 on average 8 people per meeting

