

TENANT PANEL REVIEW OF LOCAL OFFER 20

Report of Derby Homes Tenant Panel

1. SUMMARY

This report is to show the findings of the Tenant Panel's review of Local Offer 20, in addition to presenting recommendations. Local offer 20: Encourage and support projects that benefit the communities in which our tenants live. Full details can be found in appendix 1.

2. RECOMMENDATION

To note and comment on the information as detailed in appendix 1.

3. MATTER FOR CONSIDERATION

- 3.1 The review of Local Offer 20 has been carried out by the Tenant Panel over a period of 2 months. The panel felt that the current services are well run but have identified changes which could be of benefit to them.
- 3.2 Factors taken into account whilst carrying out the review were in relation to the current review of Derby Homes.
- 3.3 The panel visited Mark Crown, Project and Research Officer, Carl Willis and Elizabeth Wilcox, Community Initiatives Team, to gain insight into the projects and initiatives that Derby Homes has provided for their tenants.
- 3.4 In assessing these services the panel looked at the following:

- Reports from Community Initiative Team
- OSCAR Newsletter
- Sinfin Newsletter
- Websites in relation to specific areas
- Derby Homes' website
- Report to the Youth Strategy Meeting on Derby Home's involvement in the delivery of Youth Service's T16 Programme
- Detailed discussions with Project and Research Officer
- Detailed discussions with Community Initiative Team

Recommendations

- 3.5 **T16** - This is now stagnant due to the loss of the youth services project coordinator. The panel feel it would be beneficial, given the Welfare Reform Bill, to investigate the relaunch of this scheme particularly in areas where it is felt future tenants would come from.

- 3.6 **Junior Wardens** - The panel feel the team would benefit from additional support, they understand that this would need to be via the use of volunteers but would like to see a concerted effort in increasing the number of engaged volunteers. They propose that communications are sent to outside agencies to assess interest. They also wondered if it would be possible to advertise on the TV screen in the Marketplace.
- 3.7 **General** - Investigate the possibility of offering basic training courses for tenants who become involved. These courses could be written and delivered in house therefore not incurring high costs but potentially guarantee commitment and a higher retention of volunteers.

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

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

<p>If Board Members or others would like to discuss this report ahead of the meeting please contact: Author: Julie Eyre / Performance Manager / 01332 888393 / julie.eyre@derbyhomes.org Background Information: None Supporting Information: None.</p>
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TENANT PANEL REPORT



Review of Local Offer 20 - Encourage and support projects that benefit the communities in which our tenants live

February 2013

ABOUT THE PANEL

The panel was brought together in April 2012 by inviting people from tenant involvement groups already in existence. The panel's main role is to review the 23 Local Offers and make recommendations if required for service improvements.

Scrutiny panel	Gill Young	Chair
DACP	Harry Margett	
DACP	Keith Merry	
OSCAR	Koliwe Chikuri	
Leaseholder	Lyn Gadsby	
Tenant	Bob MacDonald	
Tenant	Arthur Baba	Acting Vice Chair

THIRD REVIEW

Local offer 20 – Encourage and support projects that benefit the communities in which our tenants live.

The Tenant Panel were impressed with the amount of engagement work which is carried out by Derby Homes. They feel this is an important area for continuous improvement, particularly within the current economic climate, which is impacting on society in general. Anything organisations can offer residents to ensure their community thrives must be seen as a positive and something to be held onto.

WHAT WE DID

We visited Mark Crown, Project and Research Officer, Carl Willis and Elizabeth Wilcox Community Initiatives Team to gain insight into the projects and initiatives that Derby Homes have provided for their tenants.

These include:

T16
Rugby
Credit Union
Junior Wardens
OSCAR
Sinfin Community Centre
Interaction with external agencies
Residential events for local children

T16

Derby Homes was approached in 2010 to work with the DCC Youth Service and Connexions to deliver part of an Open College Network (OCN) accredited course helping school leavers to think about the skills needed to live independently. The OCN courses also enabled school leavers to leave school with an additional qualification.

The course was aimed at young people who were classed as NEET (Not in education, employment or training) and were quite a challenging group to interact with.

Derby Home's input was around learning outcomes concerning tenants' rights and responsibilities and the role of the landlord (in this case, a social housing landlord) such as:

- Paying their rent.
- Looking after their home
- Being a good neighbour

A multi-disciplinary team of 12 Derby Homes staff was recruited and co-ordinated on a voluntary basis by the Project & Research Officer. The T16 Team involved staff from the following teams:

- Resident Involvement
- Tenancy Sustainment
- Income Management
- Community Initiatives

Youth workers and members of the DH T16 Team worked and trained together and developed a small number of interactive exercises to take young people through their rights and responsibilities appropriate to the learning needs of this group of youngsters.

The session was given a pilot run at Leesbrook Community Sports College and then the session was rolled out to other schools.

The scheme was run alongside the open college network and gave the pupils a qualification equivalent to half a GCSE. Unfortunately due to losing the Youth Service co ordinator of the project, the T16 is not currently operational.

Tag Rugby

There were three events held in July 2012 called The Olympicnics, at Chaddesden Racecourse, Alvaston Park and Vicarage Road Park in Mickleover, in partnership with DCC Parks Department. They took place in what's normally Derby City Council's "Love Parks" week, which is a city wide campaign to get people outside and actively enjoying the green spaces in Derby.

We managed to attract over 3500 people over the three days and received positive feedback from local residents who were happy to see such varied activities on offer suitable for all age groups. One of the activities throughout this event was Tag Rugby. We have some close links with the Rugby Football Union (RFU) and we worked with them to deliver some tag-rugby sessions for children aged 5-15 years. Matt Jefferson, from the RFU's regional delivery team for Nottinghamshire, Lincolnshire and Derbyshire was really impressed with the amount of children taking part on the day. Around 250 children and young people took part in tag-rugby during three, two hour sessions which were run by staff members and volunteers.

Due to this being such a success, Mark Crown is currently looking into finding partners to take this initial interest into a sustainable programme which will benefit the communities of Derby Homes. No further progress has been made with this project which remains as a proposal for now. There is talk of running one-off tag rugby events at the 2013 Picnic in the park events with DCC Parks. But the Project & Research Officer in particular feels that a better option is to recruit a group of children from housing estates and build a team around that. This will enable us to build long-term relationships with the children which will also enable us to track the impacts and value for money for the project.

Credit Union

Derby Homes has initiated talks with Erewash Credit Union, (the local member of the consortium), as to how we can start to work together. We are already exchanging information in readiness for financial transactions. It is proposed that a pilot of Derby Homes tenants, (around 100) will be set up to make sure the systems are working, before it goes live. Doing this will ensure that both the Derby Homes and Erewash Credit Union systems can work successfully together. Subject to SMT & Board approval.

Junior Wardens

Derby Homes currently has 98 Junior Wardens engaging in the six estate based schemes. The maximum amount which can currently be accommodated is 120 across the city. Junior Wardens are encouraged to become involved in their community and take pride in where they live through a series of activities and events. These include litter picking, graffiti removal, patrolling with the Derby Homes Community Watch Patrol team, sessions on crime prevention, and team building with the Fire Service.

Our Junior Wardens show real commitment and enthusiasm and have had a positive impact on their communities. This has been achieved by successful partnership working to deliver interactive sessions that have helped to engage and interest Junior Wardens.

OSCAR

Osmaston Community Association of Residents (OSCAR) is a community group formed by the residents in Osmaston. The group aims to get involved in decisions affecting their area including regeneration plans, funding and organising events to address local needs and issues.

Support is provided by Derby City Council, Derby Homes and the Neighbourhood Team. All involved collectively act as a way of sharing information between the agencies working in Osmaston. Oscar has already been selected by the Federation of Community Development Learning, a national network providing community development support, to be one of four national demonstration projects and host a conference next year.

Sinfin Community Centre

Sinfin Community Centre was not being used by tenants or the community. A proposal to try and use the OSCAR model to ascertain the needs of local residents across the community was implemented delivering activities that whole community can benefit from. Local volunteers in and around Sinfin have been working very hard over the last few months and are now in a position to announce the launch of Sinfin Community Centre. This has been achieved by the drive and enthusiasm of the tenants, community, residents and from the support given by Derby Homes and Community Action. The new group have created an exciting future for the centre, and a new era of community involvement and action in Sinfin.

Interaction with external agencies

Derby Homes work with Social Services, Youth Services, Neighbourhood Safety Teams, Emergency Services and external Housing Services to ensure that any aspect of community living is covered from all angles. Community Cohesion is a very important to create and maintain a positive living environment for all, giving support, advice and help

Residential events for local children

Derby Homes run a youth program for children aged between 8-15yrs who live on our estates. The scheme engages young people in positive and constructive activities, for example litter picking, community garden makeovers, organising community events and painting projects. There are also educational activities for young people to take part in, including internet safety, food hygiene and cooking skills. There are also other practical skills they take part in whilst on the scheme working towards achieving the John Muir Award.

The scheme specifically targets those children from the most deprived neighbourhoods. The scheme acts as a diversionary tactic to young people becoming involved in anti social behaviour.

There are currently approximately 120 young people involved from a variety of different backgrounds and with various different issues. Many of the children are from lone parent and low income families, many have care responsibilities within the home, are witness to domestic violence, or face other domestic issues ranging from being at risk of sexual exploitation, self harm, or have mental health issues to experiencing low self esteem, limited social skills or little confidence. We also work with children who have a range of behavioural disorders, and who have acute psychological and physical needs.

Part of the programme, and an important element towards the John Muir Award is the opportunity to participate in the 3 day residential at YHA Crowden. This opportunity for many is their first time away from home, but also for many their first experience of what many others may consider a holiday; and to quote one young person is “an experience of a lifetime”.

The residential provides them an opportunity for new experiences, and not only just the activities themselves but even the location, landscape and wildlife as many of the children have never been out of the city. The activities of course challenge the young people and again for many is their first ever experience of such activities, and indeed being outdoors.

The young people also learn about trust and respect through interacting with other young people, the leaders and the activity leaders, as well as the new practical skills they learn. The break really does provide respite from their day to day troubles – and has proven to instil within them new ways in which to cope better with challenges when returning from the residential.

The hostel accommodation, facilities, staff and activities all play a part in providing these young people with an experience during their formative years which they will never forget. To date approximately 360 young people have benefitted from the YHA experience, and later this year a further 60 young people are attending during the October half term. Derby homes aims to provide a further 180 young people the opportunity in 2013.

EVIDENCE

In assessing these services the panel looked at the following:

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Sinfin Newsletter

Websites in relation to specific areas

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Detailed discussions with Project and Research Officer

Detailed discussions with Community Initiative Team

RECOMMENDATIONS

T16

This is now stagnant due to the loss of the project coordinator. The panel feel it would be beneficial given the Welfare Reform Bill, to investigate the relaunch of this scheme particularly in areas where it is felt future tenants would come from.

Junior Wardens

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General

Investigate the possibility of offering basic training courses for tenants who become involved. These courses could be written and delivered in house therefore not incurring high costs but potentially guarantee commitment and a higher retention of volunteers.