

**CITY BOARD
20 JUNE 2013**

ITEM A6

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 May round of meetings, 12 issues were raised which have been passed on to the relevant housing office and there are currently 9 cases awaiting response. See appendix one for case details and the attendance analysis.
- 3.2 This round of meetings delivered key information on:
 - Update on the Review of Housing Services and Derby Homes
 - Local Offers and Local Offer 5 Review by the Tenant Panel
 - Tenant Rewards Review
 - Allocations and Local Lettings Policy Changes
 - Estates Pride Quick Fix Bids
 - New combined servicing appointments
 - Community Watch Patrol Changes
 - New Build
- 3.3 In total, 10 Estates Pride Quick Fix Bids were discussed and commented on.
- 3.4 At the meetings the main subjects discussed were:
 - Update on the Review of Housing Services and Derby Homes - a report was submitted to the Council Cabinet meeting on 15 May. This report outlined the review of Housing Services and Derby Homes, and proposed changes to the organisation.
 - Local Offers - The Tenant Panel and the Derby Association of Community Partners (DACP) have reviewed the previous 23 Local Offers and put together a list of 11 new and existing offers. These offers were presented to the

residents at the meetings to see if these reflected what residents want and could be easily understood. The feedback was mixed with some offers being well received and others needed re-wording to ensure that these were understood by all.

- Local Offer 5 Review by the Tenant Panel - *"We will develop our own energy efficiency standards that will be above the government requirements."* The Tenant Panel have reviewed this offer. The recommendations made to the City Board were for more resources being available to the advisory role and energy packs with advice for new tenants.
- Tenant Rewards Review – This scheme is being investigated to make sure the right rewards are used in the future to promote payment of rent, updating details, and other incentives.
- Allocations and Local Lettings Policy Changes – A new allocations policy for Derby City Council was introduced in April 2013, this included new rules and regulations as set out by the Government in the Localism Act. We also informed the residents of the changes to the local lettings plans in Rivermead House and Exeter House.
- A new combined servicing appointments – Where possible Derby Homes Repairs Team will be combining appointments for annual gas safety checks, smoke alarm checks and electrical safety checks. Due to new regulations electrical safety checks have to be completed every 5 years instead of every 10 years. These will be included in the combined appointments where necessary.
- Community Watch Patrol Changes - The Community Watch Patrol will no longer operate as part of Derby Homes. The 2 full time members of staff will be funded by Derby Homes and relocated to work in the Derby City Councils Environmental Protection Team and provide this service through them.
- New Build - This was an update on the progress of the new build work at Max Road, Stratford Road, and the redevelopment of Oakvale House

3.5 All of the things we discussed raised interest with the tenants and leaseholders present, allowing them to engage and give their views.

3.6 We used 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 7 visits to the website content.

3.7 A total of 38 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 groups. 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: Jim Joyce / Resident Involvement and Resource Centre Manager/ 8766 /
jim.joyce@derbyhomes.org

Background Information:

Supporting Information: See attached appendix

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Summary of the May 2013 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	4	0	61	172	86	0	0
North West HFG	16	0	63	150	76	1	1
South East1 HFG	6	1	53	158	28	0	0
South East2 HFG	5	0	66	186	68	0	2
South West HFG	7	0	89	208	74	3	4
Total	38	1	332	874	332	4	7

Summary of outcomes from each area

North East - Thursday 16 May 2013
Coniston Crescent Community Room

0 Closed 0 Currently Open

No issues raised

North West Tuesday 14 May 2013
Rebecca House Community Room

0 Closed 3 Currently Open

Issues raised

80571 Colville St request for quick fix work
80572 Recycling bins at Uttoxeter Old Road, tenant requests for another fob and keys for the garden area that is padlocked
80573 Insulation issues with end properties on Quarn Gardens

South East 1 Tuesday 7 May 2013
Garsdale Court Community Room

3 Closed 0 Currently Open

80403 Nidderdale Court issues about fencing **Closed**
80405 Slindon Croft issues about a rear communal gate **Closed**
80406 Stonesdale Court issues about fencing **Closed**

South East 2 Wednesday 8 May 2013
Glengarry Way Community Room

0 Closed 2 Currently Open

80502 Car Parking Issue and Children Playing football against wall
80503 Issue with Dogs from upstairs flat

South West Thursday 9 May 2013
Holly Court Community Room

0 Closed 4 Currently Open

No Issues Reported

80611 Communal bin issues
80612 Van abandoned in car park
80741 Issue with Tree outside 18 holly
80613 Grass cutting not satisfactory