

CITY BOARD
25 AUGUST 2011

ITEM A6

HOUSING & LEASHOLDER FOCUS GROUPS & EQUALITY GROUPS ITEMS

Report of the Director of Housing & Customer Service

1. SUMMARY

This report provides the City Board with details of unresolved Customer Service Management (CSM) cases/issues raised at Housing Focus Groups, Derby Leaseholder Focus Group and the Equality Groups.

2. RECOMMENDATION

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

3. MATTER FOR CONSIDERATION

3.1 During the July round of meetings nine cases were raised as CSM cases. Of these cases, six remain open at the time of writing this report.

- Two are awaiting more detailed feedback from website development meetings
- Two are awaiting officer investigation
- Two have been referred to Derby City Council or the Neighbourhood Team

3.2 All open cases are contained within the attached appendix 1.

3.3 In total, the nine issues can be split into the following types of issues:

Enquiries

- Tenant Dashboard – Do you plan to allow mobile access?
- Tenant Dashboard – Can we see adaptations information?
- Stair lift no longer needed, can neighbour have it?

Communal issues

- Communal gates locked, not everyone has a key.

Personal issues

- Housing benefit recovery/reduction in payment amounts.

Neighbourhood/non-Derby Homes issues

- Overgrown hedges on highway
- Neighbourhood issues/youths drinking/being abusive
- Trees
- CCTV/security in neighbourhood.

4. CONSULTATION IMPLICATIONS

Feedback on all cases logged onto Academy is given directly to the individual who raised it at the meeting or at the 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
- 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 the author, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

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Background Information:

Supporting Information:

Appendix 1 - Current Open Cases

Meeting	CSM Number	Date	Tenant	Responsible User
HSG FOCUS NEAST	69 782	5 July 2011	?	Emily Goodwin
Case Details There is an overgrown hedge on the walkway from Langley road over Borrowfield road to Nottingham road and that it is leaving approx 18 inches of space which is dangerous for people. Lorraine Howe has sent email to Jonathan Oakes to investigate 07.07.2011				
Response I acknowledge receipt of your enquiry by email dated 07 July 2011 regarding the above. Investigations will be carried out into the issue you have raised and a member of our Highways Team will contact you as soon as possible to advise you of our findings and any action which may be taken. In the meantime, should you require any further assistance in this matter, please contact myself or Lauren Rimmer on 01332 641849/01332 641848 and quote reference number 849818. Yours sincerely Amy Durrant Technical Administration Assistant EMAIL from Streetpride advising: Dear Lorraine Howe Thank you for your email. I have been out on site on the 11th July 2011 I have sent a standard letter to the house next to the jitty to ask them to cut this hedge back I will check back in 14 days if he/she has not done this by then we will take further action Regards Scott McDonald Highways Inspector				
HSG FOCUS NEAST	69 786	5 July 2011	?	Emily Goodwin
Case Details Couple of residents at HFG have raised concerns about the Spondon tunnel at Arnhem terrace that there is a lot of unknown youths gathering around and in the tunnel drinking alcohol and on one occasion have been verbally abusive towards residents walking through or past the tunnel.				
Response Lorraine Howe has sent an email to Richard Smail, Neighbourhood manager of Spondon to investigate				
HSG FOCUS NEAST	70071	5 July 2011	Mr H Pearce	Murray Chapman
Case Details Following presentation on customer dashboard, customer would like to know when Derby Homes website and dashboard will be optimised for Mobile phone access / app as this would be very useful for him.				
Response Awaiting investigation				

HSG FOCUS SE1	70028	14 July 2011	Mr R Price	Nazaqat Ali
Case Details Housing Focus group meeting held 14.07.2011 - Ron asked about the communal gate that leads onto Garsdale Court about the gate being locked and not all residents having a key.				
Response The gate was put in and locked at residents request some years ago. It is a shortcut to the common room. The common room is not used sufficiently to warrant issuing keys to all residents. Anyone wanting a key should contact the Local Housing Office who will issue one at the resident's expense.				
HSG FOCUS SE2	70076	20 July 2011	Mr PD Crane	Murray Chapman
Case Details Following presentation on customer dashboard, tenant would like to know if welfare adaptations could be included in the dashboard either in the responsive repairs section or Planned maintenance Update PC - Mentioned this issue at a website meeting today. It looks as though Welfare Adaptations would fall under responsive repairs, but from a tenant's point of view, there would be no information on the dashboard until an actual order was raised for work. Some thoughts that came out of the meeting were to look at how much current demand there would be for this and to see how feasible it would be to add this information into the repairs feed, perhaps with an additional status ("Referral") for the stage where the adaptation is being considered by social services? PC - Emailed Murray Chapman & Mike Baker to ask if this feature was feasible to look at for the future on tenant dashboard.				
HSG FOCUS SE2	70083	20 July 2011	Ms SJ Jackson	Tony Billingham
Case Details Tenant does not require the currently fitted stair lift and there is a tenant at number 37 Shirland Court that could benefit from this stair lift, the property is of the same design so would fit. I don't know if the tenant at 37 Shirland Court already is undergoing an adaptation referral.				
Response Officer to contact tenant with stair lift to discuss removal – referral made to Social Care to assess the other tenant.				