

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 new 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 March round of meetings seven issues were raised and one improvement idea was put forward. Out of these, the improvement idea has been passed on to the relevant housing office and there are currently six cases awaiting response. See appendix one for case details.
- 3.2 This round of meetings delivered key information on:
 - Welfare Reforms –the current changes and how to get help
 - Derby City Council's Tenancy Strategy consultation
 - Changes to the Housing Focus Group Fund.
- 3.3 In total, around 15 Estates Pride Bids were voted on and agreed.
- 3.4 This was also the first round of meetings that were facilitated by Tenant Board Members, where possible. This took place in both meetings in the North and proved to be successful, with the Board members injecting their own local style of delivery and humour. They will provide further feedback at the meeting. We look forward to continuing this local representation to the meetings in the South of the City.
- 3.5 We took this opportunity to try newer methods of informing tenants about what we were discussing. The main aim was to allow tenants to get involved in a way that suits them. It will hopefully also serve to drive people to the website, increasing use and awareness of our online services. This was implemented through use of targeted text messages, letters, Facebook and Twitter.

- 3.6 A total of 22 Tenants and one Leaseholder attended the Housing Focus Group meetings. We also received a total of eight text replies asking for more information and six text message replies asking “who we were”.
- 3.7 A “hyperlink” to our website was included in the text message in the hope that people with smart phones could link through directly to our website. We hope to be able to track how many visits to our website this generates from the May round of meetings.

4. CONSULTATION IMPLICATIONS

Where 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:

Consultation
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 the author, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

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Background Information: None
Supporting Information: None

Here is a summary of the last round of Housing Focus Groups (HFGs)

Statistics

	Attendance		Postal		Text				
	Tenants	Leaseholders	Membership	Target	Sent	Failed	HFG Reply	Other	Comment
North East HFG	8	0	58	167	587	102	0	0	
North West HFG	4	0	40	144	472	103	3	1	Who's this
South East1 HFG	3	0	49	113	561	82	1	1	Who's this
South East2 HFG	4	0	56	94	508	92	1	3	Who's this
South West HFG	4	1	77	153	701	140	3	1	Who's this
Total	23	1	280	671	2829	519	8	6	

Summary of outcomes from each area

North East

Issues raised

1. Can you opt out of the garden maintenance team? (Ian Baines)
CSM74030
2. Fencing, bungalows & car parking (Jack Dean)
CSM74031
3. What's happening with the Derbyshire block plots? (Dennis Mann)
CSM74037
4. Smoke alarm keeps going off/no extractor fan (Ian Baines on behalf of Dennis Mann)
CSM74039

North West

Issues raised

1. What's happening with collection of paper at Rebecca House? (Jim Elks)
CSM74043
2. Faulty Fobs at Rebecca House/Scooter store hard to open (Stan Drummond)
CSM74045

South East 1

No issues raised

South East 2

1. Non-Resident cars turning in Acorn Close at weekends/Fridays (Andy Brabiner)
CSM74048
Closed *Graeme has spoken to Andy Brabiner and explained that, as Acorn Close is a public highway, there is nothing that can be done to stop cars turning round in the close.*

South West

Improvement ideas

1. Bicycle parking scheme at Gerard Street flats (Gill Whewell, 112 Gerard Street)
CSM74053