

**CITY BOARD**  
**20 AUGUST 2013**

# **ITEM A6**

## **HOUSING & LEASHOLDER FOCUS GROUPS & EQUALITY GROUPS ITEMS**

Report of the Acting Chief Executive

### **1. SUMMARY**

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

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 July round of meetings, 21 issues were raised which have been passed on to the relevant housing office and there are currently 18 cases awaiting response. See appendix one for case details and the attendance analysis.

3.2 This round of meetings delivered key information on:

- Reinvigorating Resident Involvement
- Local Offer Ideas

3.3 In total, 26 Estates Pride Quick Fix Bids were discussed and commented on.

3.4 At the meetings the main subjects discussed were:

**Reinvigorating Resident Involvement** - Following the Review of Housing Services report submitted to the Council Cabinet in May, we informed the Housing Focus Groups of our response to this report. The following statement from the report explains that.

*“The model for grass roots involvement of tenants will be refreshed as, beyond the few involved in the City Board and DACP, genuine tenant involvement is modest and needs revitalising.”*

One of the main outcomes of this report was to ‘reinvigorate resident involvement’. We explained how we are looking at ways to refresh Resident Involvement in Derby, this will involve.

- Looking at all the ways we currently work
- Challenge what we do now

- Try new things
- New technology
- Look at different approaches
- More face to face interaction
- Strengthened governance with a greater active role for tenants
- Level of resources.

**Local Offer Ideas** - The full consultation on new local offers is being planned in conjunction with the Tenant Panel, Derby Association of Community Partners (DACP) and Osmaston Community Association of Residents (OSCAR).

**Consultation** - The issues we discussed raised interest with the tenants and leaseholders present, allowing them to engage and give their views.

**Methods of contact** - We use various methods of informing tenants about what we are 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.

A total of 48 tenants and 1 Leaseholder attended the Housing Focus Groups. We also received a total of 4 SMS replies asking for more information and we followed these up with either a telephone call or a text.

#### 4. CONSULTATION IMPLICATIONS

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, wider consultation is carried out where appropriate, they are included in our feedback to managers and teams.

Where CSM cases are raised, feedback is given directly to the individual who raised it at the meeting/relevant groups.

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: None.

Supporting Information: See attached appendix

## Summary of the July 2013 round of Housing Focus Groups (HFGs)

### Statistics

	Attendance		Invites		Communication as a Result	
	Tenants	Lease-holders	Postal Membership	Text Sent	Reply with HFG	Visits from SMS
<b>North East</b>	4	0	61	170	0	0
<b>North West</b>	16	0	63	132	0	0
<b>South East1</b>	18	1	53	172	0	0
<b>South East2</b>	7	0	65	209	3	0
<b>South West</b>	3	0	88	151	1	1
<b>Total</b>	<b>48</b>	<b>1</b>	<b>330</b>	<b>834</b>	<b>4</b>	<b>1</b>

Summary of outcomes from each area

**North East:** Thursday 18 July 2013 - Coniston Crescent Community Room

<b>OPEN - 3</b>	<b>CLOSED - 0</b>
<b>81936</b> - Suggestion for the piece of grass by Oakleigh Ave common room could be converted into car parking spaces.	
<b>81937</b> - Suggestion for fencing to be installed at the rear of the Co-op on Scarborough Rise to stop Anti-social Behaviour.	
<b>81938</b> - There is a problem with dog fouling around Coniston Crescent.	

**North West:** Tuesday 16 July 2013 - Whitecross House Community Room

<b>OPEN - 6</b>	<b>CLOSED - 1</b>
<b>81615</b> – Use of fans in Whitecross House Community Room.	
<b>81618</b> - Use of fans in Rebecca House Community Room.	
<b>81619</b> – Tenant reported to not using their property as their principle home.	
<b>81625</b> – Willow Tree was causing a hazard in Whitecross Nursery and over hangs the communal garden of Whitecross Gardens.	81622 – Tenant would like to know the frequency of moss being removed and how often grass verges are edged around Whitecross Gardens.
<b>81629</b> - Tree overhanging in Whitecross Gardens.	
<b>81641</b> – Internal property issue at Whitecross House.	

**South East 1: Tuesday 9 July 2013 - Watermeadow Road Community Room**

<b>OPEN - 4</b>	<b>CLOSED - 2</b>
<b>81562</b> - Slindon Croft Fencing issue.	<b>81564</b> - Community room painting required at Watermeadow Road.
<b>81568</b> - Community room cleaning issue at Watermeadow Road.	<b>81565</b> - Broadband Issue.
<b>81569</b> - Grass cutting/overhanging trees in drying areas.	
<b>81571</b> - Locks to communal gates at Border Crescent.	

**South East 2: Wednesday 10 July 2013 - OSCAR Resource Centre**

<b>OPEN - 2</b>	<b>CLOSED - 0</b>
<b>81933</b> – Overgrown hedges blocking pavements and growing to excessive heights.	
<b>81934</b> – Insulation for dry lined properties.	

**South West: Thursday 11 July 2013 - Fairdene Court Community Room**

<b>OPEN - 3</b>	<b>CLOSED - 0</b>
<b>81653</b> – ASB Issue on Caxton Street.	
<b>81795</b> - Drying area locked with chain and padlock on Fairdene Court.	
<b>81796</b> - Needles and litter found in drying area outside main entrance to Fairdene Court community room.	