

LOCALISED CUSTOMER PRIORITIES QUARTER 4

Report of the Director of Housing Services

1. SUMMARY

- 1.1 This report updates the Operational Board on the Localised Customer Priorities progress for the period January 2019 – March 2019.

2. RECOMMENDATION

- 2.1 To note the Local Customer Priorities update.
- 2.2 To note the work plan deadline dates have been extended to August to allow a full year of implementation of the Localised Customer Priorities.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To gain an insight into the work carried out by Derby Homes to make improvements in our estates from feedback received from our customers.

4. MATTER FOR CONSIDERATION

- 4.1 Localised Customer Priorities were created from the results of the 2017 Door Knock campaign. The results were presented to Housing Managers to illustrate the top 6 concerns in their Neighbourhoods. The Housing Managers reviewed the results and agreed what they will target over the next 3 years, which has formed the Localised Customer Priorities Action Plan.
- 4.12 It was agreed that the new priorities would include a mixture of short term and longer term objectives.
- 4.13 The localised priorities for each area are as follows:

Area	Short Term (Up to 12 months)	Longer term (Up to 2 years)	Longer term (Up to 2 years)
Sussex Circus	Dog Fouling	Car Parking	Disruptive Children / Teenagers
Allenton	Fly tipping	Car Parking	Disruptive Children / Teenagers
Stockbrook	Fly tipping	Car Parking	Disruptive Children / Teenagers

- 4.14 This report updates the progress of the priorities and relevant actions from 1 January 2019 until 31 March 2019.

4.2 Fly Tipping

- 4.21 Compactor days were agreed in Allenton and Stockbrook Street with the Area Housing Managers in conjunction with Derby City Council.
- 4.22 The compactor days have been successful with flyers distributed before the event to raise awareness. Initially only 5 compactor days were identified, however during the quarter Allenton completed 10 Compactor days and Stockbrook completed 11 Compactors days.
- 4.23 In Allenton a Poster Competition at Redwood School has been completed with 3 winners identified. We are waiting for the dates at two other schools in the area to be confirmed. Schools in Stockbrook are conformed for their competitions to be carried out in May 2019 and include St. James School and Stockbrook Village School. This is being facilitated by the Youth Panel and the Youth Engagement Officer for Derby Homes working with Neighbourhood officers.
- 4.24 Local Housing officers at both Allenton and Stockbrook continue to participate in Councillors on Patrol to feedback any fly tipping hot spots to the wider community.

4.3 Dog Fouling

- 4.31 Dog Fouling projects that were outlined with the work plan slowed down during this period. Derby Homes have however agreed with PDSA to assist monthly with microchip implants between April and October 2019.
- 4.32 Poop Scoop bags remain available and collection is being pushed to obtain a larger amount for the summer engagement activities.
- 4.33 The Youth Panel have started planning their awareness campaign. The panel came up with the idea of having an interactive exercise around making brown salt dough and giving poop scoop bags for the children to collect this around the school. Meadow Farm school will be hosting this event on 14th June, the children at the school are currently designing their own poop scoop bags and posters for the day and are even going to come in dressed as dogs that day.

4.34 Children and Disruptive Behaviour

- 4.35 After last quarter's analysis of Children and Disruptive behaviours, 2 days have been identified to carry out information roadshows to target Children and Disruptive behaviours.
- 4.36 A total of 127 respondents replied to the phone survey collated by the Anti-Social Behaviour Team and the Customer Engagement and Community Development team. The summary of the results are outlined below:
- Bangor Street and Hillcrest Street were problem areas in Sussex
 - Bentley Street, Bingham Street and Cockayne Street were problem areas in Allenton
 - Stockbrook Street was not as much of a concern for Children and disruptive

behaviours.

- There was not one type of behaviour identified on these streets, the most popular mixture was : Children playing on the street or paths, Destroying property, Gangs and large groups, harassment, intimidation and noise
- Less of an amount identified in these areas were Graffiti, Drinking and Drugs however they were still acknowledged as present.

4.37 From these trends we have chosen to hold 2 information road shows at Allenton Booth Street and Sussex St Andrews View showcasing partnership working and to try and tackle concerns in this area. The dates we have identified are during Easter Half Term (16 and 25 April) to increase footfall of children under the age of 18. Feedback of its success will be discussed in the next report update.

4.4 Car Parking

4.41 Hardstanding's are completed by Streetpride and a local contractor. Derby Homes have completed the committed amount of 50 hardstanding's installed for the financial year.

4.42 Next stages include reviewing the waiting list for 2019/20 and future plans for communal parking. It has been agreed at the February Operational Board that the number of hard standings will be reduced to 20 over the next financial year, which will impact on the Local Customer Priority.

4.43 Stockbrook 'parking on pavements' campaign has taken place in Mackworth and Abbey Ward. Partners involved include the Neighbourhood Team, Police and Public Protection Officers. A door knock has taken place to ask the residents to move the cars of the pavements as part of this campaign and help raise awareness. This was not limited to Derby Homes tenants but also included Owner Occupier tenancies. The Neighbourhood Officer would pass information on to Derby Homes staff if there is no response to follow up with a letter.

4.5 Localised Customer Priorities – Communication

4.51 The priorities were included in the Spring edition of Derby Homes News and have been confirmed to be included in the Summer edition.

4.52 The Community Rooms have had issued of Derby Homes News issued and work is in progress to update local notice boards to advertise upcoming events in the community.

4.6 Timeline

4.61 As outlined in the February Board report, The Localised Customer Priorities report 2018/2019 was approved at Operational Board at the end of August 2018. Therefore it was noted in the last report changes in the work plan to increase milestone deadlines from July 2019 to August 2019.

5. OTHER OPTIONS CONSIDERED

5.1 Not applicable.

6. IMPLICATIONS

6.1 CONSULTATION

6.12 No further consultation was taken this quarter.

Consultations from Q3 - Customers were further consulted regarding Children and Disruptive Behaviours. These surveys were carried out over the phone with a sample dip of 300 people. Of the 300 customer's contacts, 127 were happy to leave Derby Homes' feedback.

6.2 FINANCIAL AND BUSINESS PLAN

6.21 Resource and capacity for the Localised Customer Priorities are contained within the Housing Management budget. Any additional costs for resources such as vouchers for the poster competitions are contained in the Customer Engagement and Community Development budget.

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

Legal and Confidentiality
Equalities Implications
Council
Personnel
Environmental
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Holly Johnson / Customer Engagement and Community Development Manager / 01332 888418 / Holly.Johnson@derbyhomes.org

Background Information: None
Supporting Information: None

This report has been approved by the following officers where there are financial or legal implications:

Director of Housing Services	Clare Mehrbani	12.04.2019
Finance	Michael Kirk	17.04.2019