

CUSTOMER ENGAGEMENT AND COMMUNITY DEVELOPMENT UPDATE

Report of the Head of Housing Management and Housing Options

1. SUMMARY

This report updates the Operational Board on the further progress of the changes made to Customer Engagement and Community Development. In particular, work that the team are leading on, the Partnership Forum, a new team member and Love Parks 2016.

2. RECOMMENDATION

The Operational Board is asked to note the report.

3. MATTER FOR CONSIDERATION

3.1 DACP & Derby Homes Partnership Forum

The DACP and Derby Homes continue to work jointly on this project, fostering some strong relationships and delivering joint working.

3.2 This last meeting was a great success with over 16 different partners in attendance, such as Derbyshire Police, Disability Direct, Friends of Normanton Park, Derby City Council, Local Yoga Group Leader, Sahaly Womens' Group, St Martin's Church, Open Moor Doors, Impact Derby, Eastern European Network and many others.

3.3 The format of this meeting allows our partners who are delivering services on the estates that we manage to meet up, share their project objectives and create collaborative partnerships, working with the DACP and Derby Homes.

3.4 We continue to develop this group, offering support to enable them to achieve their objectives that ultimately benefit our customers.

3.5 Customer Engagement Officer

We now have our new Senior Customer Engagement Officer in post. Tricia Trice joins us from North Kesteven Council. Tricia has brought a wealth of skills and knowledge to the team.

3.6 Tricia will be leading on projects around customer engagement, community rooms, volunteering and customer priority performance information over the coming months.

3.7 **Love Parks**

We have a very strong partnership with Derby City Council's Parks Department and this continues to develop. The team has attended all the 2016 Summer Love Park events across the City. This ensures that Derby Homes is visible at key community events.

3.8 This year we offered a free high quality face painting event, kindly paid for by our partner Bell Group. It was a very popular event over the whole week with each 4 hours session we had young people queuing with their parents or guardians.

3.9 We delivered the event from the Derby Homes Customer Engagement Van, meaning that Derby Homes was seen as a positive part of the days. Allowing staff to engage with these queuing parents/guardians.

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:

Author: James Joyce / Customer Engagement & Community Development Manager / 01332 888766 / james.joyce@derbyhomes.org

Background Information: None

Supporting Information: None