

Localised Customer Priorities 2019 - 2020

AP1

Fly Tipping - Allenton and Stockbrook Street			
What we will deliver	Key actions	Teams we will work with	Expected deadlines
In partnership with the Council, we will carry out compactor days in our estates in the next 12 months, offering free bulky waste collection from your home	<p>Identify locations for bulky waste collections</p> <p>Support and promote the compactor days in our estates</p> <p>Work across all areas of Housing Management to identify and target customers who would benefit from the service</p> <p>Enable delivery of planned bulky waste collections</p>	<p>Neighbourhood Managers</p> <p>Neighbourhood Officers</p> <p>Local Housing Offices</p> <p>Waste Management</p>	February 2020
We will run a competition in local areas to raise awareness of the consequences of fly tipping.	<p>Promote the details of the competitions through the Communications Team (Derby Homes News/Twitter/Facebook)</p> <p>Identify an incentive to reward the competition winners</p> <p>Judge competition and announce winners.</p>	<p>Neighbourhood Managers</p> <p>Local Housing Offices</p> <p>Public Community Safety Officers</p> <p>Youth Panel</p> <p>Customer Voice</p>	September 2020
We will run a full page article in Derby Homes newsletter dedicated to fly-tipping.	Produce article for publication which includes educational information such as prosecutions of fly-tipping, its effects on local	<p>Customer Engagement and Community Development Team</p> <p>Public Protection Officers</p>	September 2020

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Fly Tipping - Allenton and Stockbrook Street			
What we will deliver	Key actions	Teams we will work with	Expected deadlines
	<p>communities, and consequences</p> <p>Ask residents for feedback on the impact of compactor days in their area</p> <p>Raise awareness of cost and impact of fly tipping</p> <p>Provide education about where customers can remove bulky waste</p>	<p>Communications Team</p> <p>Local Housing Offices</p>	
In partnership with the Council we will commit to attending all Councillor on Patrol's in our communities	<p>Publicise through social media</p> <p>Collect evidence of repeating issues during the walkabout</p> <p>Enable and support delivery of litter picks to help maintain the appearance of our estates</p> <p>Publicised presence to give opportunity to engage with local customers and listen to feedback about our estates</p>	<p>Neighbourhoods</p> <p>Local Housing Offices</p> <p>Public Protection Officers</p> <p>Environmental Health</p> <p>Councillors on Patrols</p>	September 2020
We will commit to deliver at least three projects targeting specific areas where fly-tipping is an issue	<p>Identify problem areas where design solutions may reduce fly tipping</p> <p>Agree actions and outcomes through consultation with local</p>	<p>Local Housing Offices</p> <p>Estate Response Team</p> <p>CECD Team</p> <p>Comms Team</p>	Deliver three projects per area by September 2020

Fly Tipping - Allenton and Stockbrook Street			
What we will deliver	Key actions	Teams we will work with	Expected deadlines
	customers Publicise and deliver projects Where relevant prepare and submit Estate Pride bid Provide feedback to affected customers and report quarterly to the Operational Board		

Disruptive Children and Teenagers – All Housing Offices			
What we will deliver	Key actions	Teams we will work with	Expected deadlines
We will run two events in half term in areas that were identified as having high antisocial behaviour.	<p>Identify locations based on data from the Local Customer Priorities survey</p> <p>Deliver two roadshows during the Easter holidays.</p> <p>Promote diversionary activities, provide education on reporting mechanisms, challenge perceptions and break down barriers with Police.</p>	<p>Derby Homes ASB Team</p> <p>Local Housing Offices</p> <p>Police Safer Neighbourhoods Team</p> <p>Customer Engagement and Community Development Team</p> <p>Community groups in the area</p>	April 2020
We will organise an inter-generational project in each area to promote better relations between generations	<p>Identify areas where there are community tensions between younger and older residents.</p> <p>Research the dynamics and make-up of the targeted area.</p> <p>Work in partnership with other agencies to provide activities that enable younger and older members of the community to mix and find common interests.</p> <p>Challenge perceptions between generations.</p>	<p>Neighbourhoods</p> <p>Derby Homes ASB Team</p> <p>Local housing Offices</p> <p>Police Safer Neighbourhoods Team</p> <p>Customer Engagement and Community Development Team</p> <p>Community groups in the area</p>	September 2020

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Disruptive Children and Teenagers – All Housing Offices			
What we will deliver	Key actions	Teams we will work with	Expected deadlines
We will encourage partnership working within communities to demonstrate a cohesive approach to community need for Children and Young People.	Work in partnership with community groups and other agencies to enhance communication and show visible support for existing projects and campaigns	Derby City Council Teams Derby Homes ASB Team Local Housing Offices Customer Engagement and Community Development Team	September 2020
Create projects to tackle anti-social behaviour in areas where concerns are identified	<p>Use complaints, customer feedback and local intelligence to identify areas where anti-social behaviour is a concern</p> <p>Consult with local customers/community groups to understand the concerns</p> <p>Work with partner agencies to develop an action plan to address the concerns</p> <p>Report back to customers on proposed actions and outcomes achieved</p>	<p>Derby Homes ASB Team Local Housing offices Customer Engagement and Community Development Team Neighbourhood Teams Local Area Co-ordinators Police Safer Neighbourhoods Team</p>	September 2020
We will support young people to enhance and develop facilities in their communities.	<p>Gather feedback from young people about the facilities/gaps in their communities</p> <p>Work with other departments to identify opportunity to improve an area such as Estates Pride bid and</p>	<p>Derby Homes ASB Team Local Housing offices Customer Engagement and Community Development Team Police Safer Neighbourhoods Team</p>	September 2020

Disruptive Children and Teenagers – All Housing Offices			
What we will deliver	Key actions	Teams we will work with	Expected deadlines
	<p>other funding opportunities.</p> <p>Consult with local schools and youth groups to scope what facilities are needed.</p> <p>Deliver a project which incorporates the feedback and improves local facilities.</p> <p>Publicise the outcomes achieved.</p>	<p>Estates Team</p> <p>Derby City Council Parks Team</p>	
Work with existing projects to enhance and support community safety and educational attainment	<p>Work with partner agencies and community groups to create and deliver sustainable and robust projects on Derby Homes Estates that address an identified need in the area.</p> <p>Identify referral mechanisms for young people who require additional support.</p>	<p>External Community Partners</p> <p>Derby Homes ASB Team</p> <p>Local Housing offices</p> <p>Customer Engagement and Community Development Team</p>	September 2020

Dog Fouling – Sussex Circus			
What we will deliver	Key actions	Teams we will work with	Expected deadlines
We will deliver an annual event offering free dog microchipping to our Customers	<p>Publicise the event through usual marketing channels and through discussion during pet permit applications</p> <p>Support and encourage education at the event to talk about responsible pet ownership</p> <p>Publicise outcomes through the Operational Board and Derby Homes newsletter</p>	<p>Local Housing Office</p> <p>PDSA</p> <p>Customer Engagement and Community Development team</p>	September 2020
We will run a competition for Derby Homes customers to raise awareness of dog fouling and the impact on communities	<p>Promote the details of the competition through the Communications Team (Derby Homes News/Twitter/Facebook)</p> <p>Identify an incentive to reward the competition winners</p> <p>Judge competition and announce winners.</p>	<p>Local Housing Office</p> <p>Neighbourhoods</p> <p>Streetpride</p> <p>Neighbourhood teams</p>	September 2020
Deliver small projects to tackle dog fouling in problem areas	<p>Use estate inspections / Councillor On Patrol events to identify hot spot areas and gain evidence of repeat offending</p> <p>Gather and listen to feedback from</p>	<p>Local Housing Office</p> <p>Neighbourhoods</p> <p>Streetpride</p> <p>Neighbourhood teams</p>	September 2020

Dog Fouling – Sussex Circus			
What we will deliver	Key actions	Teams we will work with	Expected deadlines
	<p>customers</p> <p>Target and educate people in streets which are high problem areas.</p> <p>Review progress and publicise improvements directly to affected customers and to the Operational Board.</p>		

Parking – All Housing Offices			
What we will deliver	Key actions	Teams we will work with	Expected deadlines
We will run a windscreen flier campaign in areas of irresponsible parking	<p>Produce a leaflet to be distributed to target problem areas</p> <p>Demonstrate enforcement by officer presence in uniform</p> <p>Targeted leaflet drops and hold conversations with owners of vehicles.</p> <p>Publicise the campaign in Derby Homes News</p>	<p>Neighbourhood Officer</p> <p>Public Protection Officers</p>	September 2020
We will provide a minimum of 30 new hard-standings to Derby Homes properties	<p>Work with customers to identify addresses in need of additional parking</p> <p>Work with the Estate Maintenance Team to prioritise parking in each area</p> <p>Work with the Estate Maintenance Team to create a programme to install hard standings to our properties</p>	<p>Estate Maintenance Team</p> <p>Local Housing Office</p>	September 2020
We will work with our partners to run parking awareness campaigns around our local schools and promote alternative forms of transport	<p>We will work with our partners to engage outside of the school with parents and teachers.</p> <p>We will work with our partners to</p>	<p>Local Schools</p> <p>Neighbourhood Officer</p> <p>Traffic Enforcement</p> <p>Police Safe Neighbourhood Team</p>	September 2020

Parking – All Housing Offices			
What we will deliver	Key actions	Teams we will work with	Expected deadlines
	<p>hold traffic enforcement events with the school and other partners such as Move More Derby</p> <p>We will work with our partners to investigate setting up walking buses with schools and promote to our residents</p> <p>We will work with our partners to work with schools on any internal campaigns and assist with traffic issues.</p>	Move More Derby	
We will identify areas where parking permit schemes will alleviate parking issues and implement them	<p>Identify problem areas which may benefit from a parking permit scheme</p> <p>Consult with residents and ask for their ideas and feedback</p> <p>Introduce parking schemes</p>	Neighbourhood Officer Local Housing Office Estate teams	September 2020