

CUSTOMER ENGAGEMENT AND COMMUNITY DEVELOPMENT UPDATE QUARTER 4 2020

Report of the Head of Housing Management

1. SUMMARY

- 1.1 This report updates the Operational Board on the progress of the Customer Engagement Programme through the Customer Engagement and Community Development team for quarter 4.

2. RECOMMENDATION

- 2.1 To note the report as an update.

3. REASON FOR RECOMMENDATION

- 3.1 To ensure Operational Board Members are updated on the progress and delivery of the Customer Engagement and Community Development Programme.

4. MATTER FOR CONSIDERATION

4.1 Resources

- 4.2 During this quarter there have been some alterations with resources in the team. The position of a Customer Engagement Officer is now vacant as we saw Leon Taylor leave Derby Homes. A report to ask for the recruitment to this post has been approved but is on hold in light of the COVID-19 pandemic.

- 4.3 During the quarter, applications were received for the Customer Engagement Officer (Youth) position. Interviews were held at the beginning of February and the successful candidate, Stevie Wild, has been approved in post. Stevie is moving positions from Derby City Council and is able to start with Derby Homes from 1 April 2020.

4.4 Youth Panel (Ignite & Connect)

- 4.5 The Youth Panel have been working on a project to celebrate the talents of the youth in Derby. The panel are working with schools and Derby Homes partners to host an Open Mic night. The benefits of this event are to give the Youth Panel a range of experience such as organising, advertising and hosting a large event as well as helping young people in our communities with self-expression and individuality. The panel are now meeting weekly to facilitate organising the event as well as visiting other similar local events to gain ideas.

4.6 Customer Voice

- 4.7 Customer Voice has had two successful training sessions during this quarter. The first training session was held by TPAs to discuss the governance of other scrutiny groups and how this may be benchmarked. The other session was held in house to discuss their findings and give more information to new recruits who have demonstrated an interest in joining the group.
- 4.8 The Customer Voice have begun working on their latest project, Quality of Repairs. They have held several meetings with senior members of the repairs team such as the Head of Service and the Contracts Manager for Responsive Repairs. The group have appreciated the honest conversation whilst learning about the repairs process. The group feel the project is off to a good start and that the managers are open to their feedback.

4.9 100 years of Council Housing

- 4.10 To celebrate 100 year of council housing in Derby, the team held a tree planting event in February half term. Councillor Roy Webb helped plant the first tree, alongside Derby Homes' Director Shaun Bennett, Ignite & Connect, the Customer Voice and local charity Trees for Derby.
- 4.11 Sixteen young trees were planted on the green at the corner of Merrill Way and Chellaston Road, close to the War Memorial Village in Allenton. Over the next few months, trees will be planted in 17 locations across the city to commemorate the centenary of the 1919 Housing Act. After the event, all groups met at Acorn Close Community Room where food and drinks were provided to continue the celebrations.
- 4.12 In addition to trees, Derby Brewing Company produced 'Addison Ale', named after the minister who founded the 1919 Housing Act. This was launched in February by Councillor Webb and to showcase the beer, we attended the CAMRA Derby Winter Beer Festival. Derby Homes attended the full event to raise awareness of the story of Council Housing in Derby and promote Addison Ale.

4.13 Consultations

- 4.14 In January, the team began a kitchen consultation by taking a minibus of customers to our kitchen suppliers, Rixonway. To begin the consultation, it was organised that the supplier would show the customers the new proposed kitchen units and talk them through the process. This was followed by a factory tour to give customers opportunities to ask any questions. After the event, samples of the new units were collected in order to prepare for stage 2 of the consultation.
- 4.15 During March we worked with Stockbrook Street housing office to carry out a consultation on Crompton Street. The purpose of the consultation was to address the space outside of Derby Homes' properties that had become run-down and was attracting antisocial behaviour. The consultation took place with other partners such as Derby City Council and the Police. The results of the consultation have been discussed with the Council and an estates pride bid has been submitted to apply for funding to rejuvenate the area.

- 4.16 Towards the end of the financial year, the team working with the Allenton Office and Move More Derby (Derby City Council) to carry out a consultation around Booth Street. This area had been previously reported to have high numbers of antisocial behaviour cases. The aim of the exercise was to understand what concerns residents had with antisocial behaviour in the area and ask if there was an interest in starting a local resident's group. Over 60 questionnaires were completed and the analyses of the results are expected in Q1 2020-2021.

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

For more information please contact:

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

Background information: None

List of appendices: Appendix One Customer Engagement

This report has been approved by the following

Managing Director	Maria Murphy	26/05/2020
Head of Service	Lorraine Testro	07/05/2020
Head of Service – Finance & Income	Michael Kirk	15/05/2020
Head of Governance and Corporate Services - Company Solicitor	Taran Lalria	18/05/2020