

LOCALISED CUSTOMER PRIORITIES QUARTER 4 UPDATE

Report of the Head of Housing Management

1. SUMMARY

- 1.1 This report provides the Operational Board with an update on the Local Customer Priorities from January 2020 – March 2020.

2. RECOMMENDATION

- 2.1 To note the Local Customer Priorities update.

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.
- 3.2 To breakdown barrier with our customers and provide a service that is in line with the Customer First Strategy.

4. MATTER FOR CONSIDERATION

- 4.1 Localised Customer Priorities were created from the results of the 2017 Door Knock campaign. After identifying the top concerns in our communities, a 12-month workplan was created to tackle these concerns. The first workplan ran from August 2018 - September 2019.

In August 2019 Operational Board, it was agreed to extend the momentum on the priorities until August 2020. Consequently the 12-month workplan was approved in December 2019 to demonstrate how Derby Homes intend to tackle concerns raised in our communities.

- 4.12 The localised priorities for each area are as follows:

Area	Short Term	Long term	Long term
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

- 4.13 The updates below have been provided from the Area Housing Managers to update the Operational Board on the progress of the Local Customer Priorities from January 2020 – March 2020.

4.2 Fly Tipping in Allenton and Stockbrook

- 4.21 The beginning of the year saw the local customer priorities gaining momentum with several events and community interest. For example, a clean-up event was held on 10 January in Boulton Ward around Crayford Road shops. It was a large-scale event involving different services such as a road and pavement sweeper, gully wagon and people on foot cleaning the area. During this event there was a coordinated partnership approach to improve the presentation of the area which included local news agents and convenience stores agreeing to adopt planting in front of their businesses.
- 4.22 An awareness event was held on 19 February to bring pride into the local area as well as celebrate 100 years of Council Housing with a tree planting event at Chellaston Road and Merrill Way. This included the portfolio holder for Derby Homes as well as the Director for Maintenance and Investment, the local group 'Trees for Derby' and our customer representatives, The Customer Voice and Ignite and Connect planting trees. The event was well received and featured on the Council's Newsroom.
- 4.23 A consultation event took place at Crompton Street and Gerard St flats in March with staff from the Housing Office and the Customer Engagement and Community Development Team. The event was to discuss improvements needed to the communal area of Crompton Street. The area has become run down, the planters are overgrown, unkempt and used as a waste bin for cans and drug paraphernalia. The objective of the consultation was to understand what our customers felt was needed to improve the area.
- 4.24 From this event we collated feedback with the majority of residents voting in favour of keeping the brick planters and cleaning them up. An application was made for Estates Pride funding to cover the costs. This work has been postponed due to the pandemic; however, we are pleased to report that customers have volunteered to maintain the planters once the work is complete.

4.3 Dog Fouling

- 4.31 A dog fouling awareness session was held at Derwent School in February. The purpose of the session was to challenge dog fouling behaviour and educate children about its effect on the local community. The session was held at in partnership with the Neighbourhood Officer from Derby City Council. Approximately 40 children took part and it was well received by both the schoolteachers and children. The positive feedback was collected on a form from teachers and children who stated that the session was both entertaining and informative. Some of the feedback from children which was received detailed that they would challenge members of their family if they witnessed any failing to clear up after their dogs, which is a very positive result.

4.4 Children and Disruptive Behaviour

- 4.41 In March housing management staff, working with Derby City Council partners such as the Move More Team, completed a door knock survey in Allenton to develop a better understanding of ASB issues in the area. The results will help them to develop action plans about how they can help address issues moving forward. This is particularly

related to ongoing concerns about the disruptive behaviours of children and young people in the area.

- 4.42 Derby Homes have worked with the Parks Team at Derby City Council to finalise and submit a bid to British Cycling to rejuvenate Osmaston Dirt track. This project was identified following a consultation with young people in the area who feel their facility is not fit for purpose. A funding bid to cover the costs of the work has been submitted and we are awaiting the results, which should be announced in Spring 2020.
- 4.43 A project in the Sussex Circus area of Chaddesden is in development. The antisocial behaviour concerns in the area were becoming problematic. During this quarter we had been preparing to host an event in April in partnership with other agencies in order to discuss the issues with the local community. We were also using the event as an opportunity to educate tenants about the importance of reporting issues to the Police and letting them know how this can be done confidentially. However due to the Coronavirus pandemic, the event will now be rearranged for later in the year. During the lockdown we are continuing to work in partnership with other agencies in order to resolve anti-social behaviour complaints as safely and effectively as possible.
- 4.44 We continue to work in partnership with the Neighbourhood teams, Local Area Coordinators and Public Protection Officers to resolve issues on our estates.

4.5 Car Parking

- 4.51 Car parking issues are being raised at Bretton Avenue where the communal land is being churned up by cars of residents who park outside of their properties. An Estates Pride Bid was completed to fence and bollard part of the area to preserve the grass and preserve the communal area. However, the decision has been taken to extend the existing car park so that residents have space to park. Plans are being drawn up for approval for the additional parking and to alleviate any parking congestion in the future.
- 4.52 The Operational Board, as part of their approval of the 2019/20 Estates Pride capital budget, allocated funds towards creating off road parking for tenants - £60,000 was allocated to fund 30 spaces. In addition, funds of £151,315 were allocated for 35 spaces at Rivermead House (split across 2019/20 and 2020/21) and £51,000 to create 16 spaces along Osmaston Park Road.

4.6 Partnership Working

- 4.61 Derby Homes have been involved and working well with all Neighbourhood Board led meetings in our communities Residents meetings attended include: West End Residents meeting and Eaton Court Residents meeting.

5. OTHER OPTIONS CONSIDERED

- 5.1 None.

6. IMPLICATIONS

6.1 FINANCIAL AND BUSINESS PLAN

- 6.2 Staffing resource and capacity for the Localised Customer Priorities are funded from the Housing Management budget. Costs for initiatives such as vouchers for the poster

competitions and advertising on the bin lorries are contained in the Customer Engagement and Community Development budget.

- 6.3 Works funded from the Estates Pride budgets are overseen by the Operational Board via six monthly reports.

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

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

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

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Background Information: None

Supporting Information: Appendix one – Workplan

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 -	Taran Lalria	18/05/2020
Company Solicitor		