

## LOCALISED CUSTOMER PRIORITIES

Report of the Head of Operations (Housing Management and Housing Options)

### 1. SUMMARY

- 1.1 This report seeks approval for the 2018-2021 Customer Engagement Action Plan, responding to issues highlighted through the Customer Engagement doorstep campaign carried out during September and October 2017.

### 2. RECOMMENDATION

- 2.1 To approve the Local Customer Priorities Action Plan, appended as AP 1.

### 3. REASON(S) FOR RECOMMENDATION

- 3.1 To implement actions which respond to customer feedback which can be evaluated and reviewed annually based on their success.

### 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.
- 4.2 It was agreed that the new priorities would include a mixture of short term and longer term objectives. A work plan, as seen in Appendix AP 1, has been created in order to establish a framework to review key milestones and monitor the progress of the priorities. Feedback will be given quarterly to the Head of Service and annually to the Operational Board.
- 4.3 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

- 4.4 You will see that the work plan details the area, delivery plan action, deadline, monitoring key milestones, teams/partners that we will engage with, milestone deadlines and the responsible officer.
- 4.8 The Localised Customer Priorities will be launched by the end of quarter 2. The Customer Engagement and Community Development team is working with Local Area Housing Managers and the Communications Team to develop a communication plan that focuses on letting customers know that we are listening to their feedback and making changes/improving services as a result.

## **5. OTHER OPTIONS CONSIDERED**

- 5.1 Not applicable.

## **IMPLICATIONS**

### **6. Consultation**

- 6.1 A targeted consultation plan was implemented during the 24<sup>th</sup>, 25<sup>th</sup> and 26<sup>th</sup> of July. The Local Area Housing Managers and the Customer Engagement and Community Development team provided drop in sessions, as well as consultation on the doorstep, for areas around selected community rooms (Glengarry Way, Slaney Close, Coniston Crescent, and Churchside Walk).
- 6.2 A total of 109 surveys were collected from customers, the results of which are appended as AP2, AP3 and AP4.
- 6.3 Feedback for the proposed actions was positive. We have received some further suggestions which we will follow up and include in the campaigns wherever possible. We have also received feedback on a number of wider service areas and are developing processes to ensure this type of feedback is responded to effectively.
- 6.4 The priority of Disruptive Children / Teenagers requires further consultation in order to gain a better understanding of how we can best respond to customers' needs. This consultation is being developed with the ASB Manager and the Customer Engagement and Community Development team.

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

Financial and Business Plan  
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:

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Background Information: None

Supporting Information: AP1 – Workplan for Local Customer Priorities  
AP2 – Allenton Consultation Results  
AP3 – Chaddesden Consultation Results  
AP4 – Stockbrook Consultation results

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

<b>Head of Service</b> (Operational Board reports) <b>Other(s)</b>	Clare Mehrbani	10.08.2018
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