

## **CUSTOMER ENGAGEMENT AND COMMUNITY DEVELOPMENT UPDATE**

Report of the Head of Housing Management and Housing Options

### **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.

### **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 Programme.

### **4. MATTER FOR CONSIDERATION**

#### **4.1 Local Customer Priorities**

The work plan has been updated to propose a new timescale to ensure a full year is carried out for each priority. All campaigns on the Local Customer Priorities will now end in September 2019 to encourage summer engagement before feedback is collated.

A Young People and Disruptive Behaviours surveys have been carried out to identify specific ASB issues with people who stated it was a concern in their area. A sample dip of customers were phone surveyed and a total of 127 results were collected and analysed. A work plan is now being developed by the ASB Manager to tackle the issues highlighted through this additional feedback.

#### **4.2 Customer Voice**

New members of the Customer Voice are settled into their roles and the panel is well underway with their review of the sign-up process. A recommendation is anticipated to be completed for Operational Board early Summer 2019.

A budget was agreed for the Customer Voice for travel, expenses, IT and any relevant training which is contained within the Customer Engagement budget.

The Customer Voice action plan continues to be updated quarterly and the next meeting with Derby Homes' Managing Director is scheduled for the end of January to

review progress.

#### 4.3 **Charity of the Year**

There were several events in support of our charity of the year during the Autumn, including a fashion event and a Christmas sandwich sale. These events were busy and very successful increasing the total collected so far this year to in excess of £4k, nearly matching last year's total and with 5 more months remaining.

#### 4.4 **The pilot launch of 'Your Service, Your Say'**

So far we have received 531 responses to our pilot consultations. The results have been used to inform service reports.

A report will be written for the Senior Management Team to review the pilot consultations, with recommendations on next steps.

#### 4.5 **The Hub and Resources**

The relocation of teams within the Hub has worked well and work within the services continues to be more widely integrated.

There have been a number of changes to the staffing structure within Customer Engagement. The team currently comprises:

- Samantha Taylor – Senior Customer Engagement Officer
- Charlotte Eley - Customer Engagement Officer
- Leon Taylor – Temporary Customer Engagement Officer

Approval has been granted to recruit to a second Customer Engagement Officer. The post will be advertised in February 2019.

Further to this, a Youth Participation Officer has been recruited to replace Adele Styles as she moves back into the Council. Interviews for the role were carried out at the end of quarter 2 with representatives of the Youth Panel participating in the process. . Stevie Wild was the successful candidate. Stevie is working hard to rejuvenate the youth panel, encouraging new recruits and improving its governance arrangements.

Other changes in the Hub include redecorating and new lockers to prepare for a new and exciting engagement project called 'Walk in Wednesdays'. This project will take place from February 2019 to encourage customers to come into the Hub to discuss all feedback, comments, consultations, complaints or any other topics to do with our services.

#### 4.6 **Community Development Update**

Sam Taylor is developing a gardening project to encourage intergenerational activities with tenants in and around our community rooms. This will involve the Youth Panel and our Customer Voice and will take place over the Spring and Summer. Sam is working with the ASB manager to target areas where perceptions of youngpeople may be negative.

On Wednesday 31 October, we launched the newly renovated park, Stonesdale Court. In attendance was representation from the Estates Team, our Youth Participation Officer, the Mayor, the Youth Mayor, Derby Homes Managing Director

and the Youth Panel. The day was successful with children attending to see the new play area and have their faces painted in a Halloween theme.

Work is on-going with Community Action Derby to encourage volunteers in our communities. Information events were held but take up from the community was low. We are reviewing how best to engage communities to increase awareness of the opportunities on offer.

#### **4.7 Community Rooms Relaunches**

Mini launches of the refurbished community rooms are taking place and will conclude by the end of March. Work is already underway to begin the next 5 community rooms which are Glengarry Way, Donington Close, Watermeadow Road, Slaney Close and Filbert Walk.

#### **4.8 Customer Survey Comments**

A process has been developed to capture dissatisfied comments from our Customer Survey comments. Currently they are collected by the Customer Service Team and dissatisfied comments are logged but not actioned. The new process was approved by SMT and is updated quarterly, with the first update due in January 2019. Within the first quarter of the process, the comments have all been actioned successfully after a total of 70 comments had been collected.

### **5. OTHER OPTIONS CONSIDERED**

Not applicable.

### **6. FINANCIAL IMPLICATIONS**

- 6.1 The proposals listed above are all included within the forecasted spend for 2018/19 in the budgets available in the Customer Engagement cost centre and for the Community Centre decoration works.

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

Consultation

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:

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Background Information: None

Supporting Information: None