

## LOCALISED CUSTOMER PRIORITIES UPDATE

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

### 1. SUMMARY

- 1.1 This report updates the Operational Board on the Localised Customer Priorities progress since its implementation in September 2018 – December 2018.

### 2. RECOMMENDATION

- 2.1 To note the Local Customer Priorities update.
- 2.2 To note the work plan deadline dates have extended to August to allow a full year of implementation of the Localised Customer Priorities.

### 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.

### 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 (**appendix 1**).

- 4.12 It was agreed that the new priorities would include a mixture of short term and longer term objectives.

- 4.13 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

- 4.14 This report updates the progress of the priorities and relevant actions from 1 September 2018 until 31 December 2018.

## 4.2 Fly Tipping

- 4.21 Compactor days have been agreed in Allenton and Stockbrook Street with the Area Housing Managers in conjunction with Derby City Council.
- 4.22 The compactor days have been successful with flyers distributed before the event to raise awareness. All 5 compactor sessions have been achieved with huge success and more have been added until the end of March 2019.
- 4.23 Total amount of waste collected is outlined below:

<b>September</b>		<b>October</b>	
<b>Ward</b>	<b>Tonnes</b>	<b>Ward</b>	<b>Tonnes</b>
Mackworth	7.2	Chellaston	3.5
Sinfin	7	Darley	5.5
Derwent	2	Arboretum	8
Abbey	4	Normanton	8.1
Darley	2.7	Chaddesden	8.5
Normanton	18.3	Oakwood	7.5
Alvaston	4	Boulton	12.1
Blagreaves	5	Abbey	6.3
<b>Total</b>	<b>50.2</b>	<b>Total</b>	<b>59.5</b>

<b>November</b>		<b>December</b>	
Derwent	6.4	Arboretum	6.3
Spondon	3.6		
Darley	5		
Abbey	4.2		
Alvaston	20.3		
Normanton	14.8		
Mickleover	3.8		
Chaddesden	3.5		
<b>Total</b>	<b>61.6</b>	<b>Total</b>	<b>6.3</b>

- 4.24 Residents are pleased to receive the service on their doorstep, in particular elderly or those who cannot drive. Feedback included a letter from a customer stating

*'We just wanted to say a big thankyou !! What a brilliant idea to pick up Bulky Waste from our doorstep. It was a big help to us with a single mattress. Will this be just a one off pick up It has been a big help to us so thankyou again.'*

- 4.25 Future engagement on fly tipping was agreed in December 2018. Working in partnership, Neighbourhood Officers agreed to attend local schools to deliver and educational talk with year 5. Engagement will include a poster competition and 3 winners per school. Incentives include shopping vouchers and the winning posters will be placed on correx boards. The overall design winner will have their design placed on the side of the refuse lorry.
- 4.26 Derby Homes Youth Panel are participating in raising awareness of fly tipping in our estates. Our Youth Engagement Officer, Stevie Wild, is working with Neighbourhood Officers to develop presentations and different means of communicating awareness.
- 4.27 Other Derby Homes team's involvement includes the Tenancy Sustainment and Safeguarding team and the Customer Engagement and Community Development team.

### **4.3 Dog Fouling**

- 4.31 Our work to reduce problems caused by Dog Fouling started very positively but has unfortunately slowed-down in its progress. Dog Fouling began with raising awareness through 'microchipping days', working in partnership with PDSA. Unfortunately, PDSA did not have capacity for this to continue. Other vets were contacted to try and continue the offer but none came to fruition. This project will be repeated as part of the summer campaign in order to maximise the capacity of the nurse for PDSA and issue as many microchips as possible.
- 4.32 The Youth Panel are planning a campaign to help raise awareness and tackle the issue of dog fouling on Derby Homes managed estates. Currently, plans are being proposed to raise awareness in local schools using salt-dough, coloured and shaped appropriate to the subject to shock the public. We will also be distributing poop scoop bags during our summer campaigns.

### **4.33 Children and Disruptive Behaviour**

- 4.34 To allow Derby Homes to understand what customers meant by Children and Disruptive Behaviours, the teams carried out further analysis.
- 4.35 A survey was created to sample respondents in areas that identified this as a priority. The survey asked for feedback including :
- Please tell us the type of disruption you are experiencing from children and young people (feel free to tick more than one option)
  - How often are children and young people causing anti-social behaviour in your neighbourhood?
  - Does the anti-social behaviour and disruption from children and young people directly affect you?
- 4.36 A total of 127 respondents replied to the phone survey. The results are being analysed for trends and will inform a work plan targeted at these issues which will be finalised by the end of January 2019.

#### **4.4 Car Parking**

Hardstanding's are installed by Streetpride and a local contractor. Derby Homes have completed the committed amount of 50 hardstanding's installed for the financial year.

- 4.41 Next stages include reviewing the waiting list for 2019/20 and future plans to improve communal parking.
- 4.42 Other car parking improvements include two disabled bays to the communal parking areas of Michigan Close & Dayton Close. Small scale works are currently in the process of installing 12 hardstanding's at Appleton Close. Eight new bays were added to Whitecross Street. In November, Streetpride commenced work at Rebecca House taking out a disused drying area and adding 4 new spaces.
- 4.43 Derby Homes also line paint existing parking areas when needed, as this can lead to resolution of parking in some cases.
- 4.44 In Housing areas, leaflets have been designed to discourage users from parking inconsiderately on pavements, blocking wheelchair and pushchair users. These have been handed as out as appropriate and flyers distributed on parked cars

#### **4.5 Localised Customer Priorities – Communication**

- 4.51 The priorities were included in the Autumn edition of Derby Homes news and have been confirmed to be included in the Spring edition.
- 4.52 Derby Homes News is now available in Community Rooms and work is underway to update local notice boards to advertise upcoming events in the community.

#### **4.6 Revised Timeline**

- 4.61 The Localised Customer Priorities report 2018/2019 was approved at Operational Board at the end of August 2018.
- 4.62 In order to carry out a full year of the Localise Customer Priorities, the milestone date in the work plan has been extended to reflect the date of the Board approval. The milestone deadlines are now July 2019, 5 months later than stated, to allow for review and feedback in August 2019.

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

- 5.1 Not applicable.

### **6. IMPLICATIONS**

#### **6.1 CONSULTATION**

- 6.12 Customers were further consulted regarding Children and Disruptive Behaviours. These surveys were carried out over the phone with a sample dip of 300 people.

Of the 300 customer's contacts, 127 were happy to leave Derby Homes' feedback.

## 6.2 FINANCIAL AND BUSINESS PLAN

- 6.21 Resource and capacity for the Localised Customer Priorities are contained within the Housing Management budget. Any additional costs for resources such as vouchers for the poster competitions are contained in the Customer Engagement and Community Development budget.

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

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:

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

Background Information: None

Supporting Information: AP1 – Work plan for Local Customer Priorities – update

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

<b>Head of Service</b> (Operational Board reports)	Clare Mehrbani	04.02.2019
<b>Managing Director of Derby Homes</b>	Maria Murphy	05.02.2019