

CUSTOMER ENGAGEMENT AND COMMUNITY DEVELOPMENT UPDATE

Report of the Director of Housing Services

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.

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 in accordance with the new timescale. All short term priorities (such as Fly Tipping and Dog Fouling) will be finished in August 2019 with a mini door step campaign in September 2019 to review their success.

Fly Tipping has been a big success with Allenton and Stockbrook both completing 10 compactor days above the 5 originally suggested.

Trends have been analysed for the Children and Disruptive Behaviours surveys. Two dates have been identified to carry out an information event called "Half-Term Happenin'". Progress on these shows will be reported in the following quarter.

4.2 Customer Voice

Another 2 new members have been coming along to Customer Voice sessions in the new year. Customer Voice and the Senior Engagement Officer are confirming the training plan before permanently recruiting new members.

The Customer Voice all attended TPAS training sessions in Colville. The purpose of the training was 'Changing the World of Scrutiny' which many of the members found informative and useful for their work with Derby Homes

A Tenancy Sustainment representative has been attending meetings to give an overview of the Sign up process from their service area. With this information,

Customer Voice have now been able to start their report for the Sign up process, aiming to have a final report ready for August Operational Board.

4.3 **Charity of the Year**

Our work to support the Charity of the Year remains busy. Two sandwich mornings have been held and we organised a pub quiz. The total now exceeds £5,000, overtaking last years' total. The expected total after final events in April is around £7,000.

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

A report will be written for SMT to review the pilot consultations, with recommendations on next steps

It is anticipated that the consultation process will continue as 5 consultations have already been outlines for the next financial year. These include:

- Leaseholder Policy
- Green Inspectors / Grounds Maintenance Standards
- Crowding & Space Hazards Policy
- Domestic Abuse Policy
- Kitchen Consultations

4.5 **Walk in Wednesday**

On 6 March 2019, Walk in Wednesday was launched to Derby Homes Customers. Every Wednesday; customers who are not happy with an element of their service received by Derby Homes can come in and talk to a member of staff.

The footfall of Walk in Wednesday is increasing. Approximately 14 customers have come into the Hub with a number of different concerns and questions. We have also received a number of discussion points on our Facebook page.

Successes include a newly housed customer having their fence renewed and customer living close to the London Road Depot asking for early morning cleanings to be altered on a Saturday morning to minimise noise disruption.

4.6 **Youth Panel**

On review of their meetings, The Youth Panel has now changed their meeting schedule from Bi-monthly to monthly. The panel also wanted to support Derby Homes to make better use of the community rooms. To help with this they have agreed to rotate their meetings between the Council House and the community rooms. The last meeting in March was held at Whitecross House.

The panel are considering changing their name to something that is more representative of what they do; a shortlist list has been drawn up with the final name being revealed soon.

The Youth Panel were also tasked with coming up with ideas to support Chaddesden's local priority around dog fouling. The panel came up with the idea of having an interactive exercise around making brown salt dough and giving poop scoop bags for the children to collect this around the school. Meadow Farm school will be hosting this event on 14 June, the children at the school are currently designer their own poop scoop bags and posters for the day and are even going to come in

dressed as dogs that day.

The Youth Panel have not had any new members this quarter, however it is hoped the soon to be Instagram account will help engage with a wider number of young people. The Instagram page is in the process of being set up and will be ready to go live at the ASB event on 16th April.

4.7 The Hub and Resources

The Hub teams are continuing to work well together and frequently share ideas to challenge Customer First in the organisation.

Over the last quarter, Leon Taylor has been conformed in the team as a permanent Customer Engagement Officer.

Approval has been granted to recruit to a third Customer Engagement Officer And the post was advertised in February 2019. A candidate has been appointed to the role and is due to start end of May 2019.

Stevie Wild, the Youth Participation Officer is working well with the Youth Panel and is working on new topics and focus for the panel going forwards.

4.8 Community Development Update

Sam Taylor has held initial discussions to develop the 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 summer. Sam and the ASB manager have identified target areas where perceptions of youth people may be negative and gardens which would be good at these locations.

The Customer Engagement and Community Development team continue to work closely with Local Area Coordinators and Neighbourhood officers to identify opportunities to develop the community.

A meeting was held with members of the Department of Work and Pensions and University of Derby to look at working with Derby Homes to encourage customers into training or employment and giving back to their community. This work is in its infancy of discussions and developments will be fed back to the Board as projects start.

Work is on-going with Community Action Derby to encourage volunteers in our communities. Previous Information events which had a low uptake have been reviewed to look at increasing success in the future. In the next quarter much more work in being held with Community Action to encourage work in our community rooms and identify Community Champions in our areas.

The Volunteer Celebration day has held on 4 June 2019. The event was in partnership with Community Action Derby, Move More Derby and the Community Managed Libraries.

4.9 Community Rooms Relaunches

4 out of the 5 launches of the refurbished community rooms have taken place. The events have been a positive experience with a great turnout from partners and good connections made. Customers at the events have enjoyed their tasters of 'arm chair exercises' and balloon volley ball. Some customers have left their details to look at

organising their own group or hosting similar events in the future.

4.10 Customer Survey Comments

Since the inception of the Customer Survey Comments process, the number of comments left not actioned by those collating the survey has decrease dramatically. This is a positive step to demonstrate Derby Homes are listening to our customer's feedback and following through on any dissatisfied comments.

5. OTHER OPTIONS CONSIDERED

Not applicable.

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

Consultation

Financial and Business Plan

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

This report has been approved by the following

Managing Director	Maria Murphy	
Company Solicitor	Taranjit Lalria	
Finance Director/Derby Homes Accountant	David Enticott	
Director of Housing Services	Clare Mehrbani	