

LOCALISED CUSTOMER PRIORITIES QUARTER 3 UPDATE

Report of the Head of Housing Management

1. SUMMARY

- 1.1 This report provides the Operational Board with an update on the progress being made in our new approach to Derby Homes Customer Priorities, embracing the values and principles of Better Together.

2. RECOMMENDATION

- 2.1 To note the positive progress being made and receive an update on the activities that have been delivered through three Case Studies.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To gain insight into the wide variety of activities that have now taken place within each thematic workstream led by Derby Homes, and supported by the Neighbourhoods Team, and how these are building towards securing long-term positive outcomes for our customers and our estates.
- 3.2 To break down barriers and work with our customers, to provide a service that is in line with the Customer First Strategy and further aligns with the Better Together approach.

4. MATTER FOR CONSIDERATION

- 4.1 In August 2021, the Operational Board endorsed a proposal to change the way that we identified our local customer priorities, by adopting an ongoing programme of thematic workstreams informed through data collection from various sources together with more regular feedback from customers.
- 4.2 This report provides three case studies of projects that have been completed under the #BetterTogether banner, in which our staff have been engaged.
- 4.3 **Case Study 1: Arboretum Ward**

The Customer Priorities for this area are anti-social behaviour and community, and the aim is to codesign and co-deliver short, and long-term solutions to reduce and eliminate ASB. A Community 'pop-up' event was held in April 2022 on Hartington Street, with a specific focus on ASB, which identified specific issues with houses in multiple occupation (HMOs). In addition, a full street scene audit was conducted with local businesses to identify improvements to the area's aesthetics, working closely with business owners, landlords, other agencies and residents.

In June 2022 a 'Castleward Good Neighbour' event was held, as customers had voiced concerns about ASB and a lack of connectivity across the new development between neighbours and local businesses. The event encouraged residents and businesses to come together, take pride and ownership in the area and promote a sense of connected community. This resulted in an action plan of priority initiatives identified by the community to build on the Good Neighbour events success.

In August and September 2022 two follow up meetings were held within both communities, to review progress and agree any next steps. The outcomes achieved at this stage include:

- Refreshed regular meetings between Derby Homes, the Council, Police and partners to maintain a collective understanding and approach to tackling crime and ASB.
- The implementation of Operation Barbosa from October 2022.
- A schedule of work spanning different partners to implement targeted interventions to address specific local issues.
- A number of 'designing out crime' initiatives, involving the removal of street furniture to eliminate ASB 'Hotspots'.
- Targeted interventions with identified problematic HMO's – including a closure order.
- Targeted 'Deep Cleans' completed across the Customer Priority area.
- Increased Public Protection Officer patrols arranged to discourage street drinkers.
- Creation of a local business forum to engage and encourage business owners to take ownership.

There is a further meeting planned on 20th February to review progress and agree further activity addressing Highways and road safety issues and additional community safety issues. This will include the setting up a Safe Haven scheme starting in March 2023.

4.4 Case Study 2: Alvaston Ward

The Customer Priorities for this area are ASB and financial exclusion, and the aim of the project is to engage and encourage residents to codesign and co-deliver activities that would address issues of financial exclusion and that of ASB.

A Community pop up event was held to engage with the community, residents, voluntary groups, and agencies. This included the Health Centre on Coleman Street – a significant community asset in the area.

Several customers and local residents came forward to work with us to create a range of opportunities whereby all agencies could engage and support residents with maximising their household income, provide support and information on employment, and creating opportunities for those experiencing long-term unemployment. Residents also wished to explore long standing physical and mental health in the area and look at long term sustainable solutions which will promote good health and wellbeing.

In respect of crime and ASB, our customers, residents and the Police all acknowledged a challenge with the 'perception' of Crime and ASB in the area outweighing the actual level reported. As a result, several events have been held

to raise awareness of the positive initiatives taking place in the area, challenging the perception, but also raising awareness of ASB and how to report it, to enable an improved view of reported issues within the area.

We have organised and funded diversionary activities for children, supported local residents to organise their own Community events, including Easter and Christmas Events, and connected with Sporting Communities to deliver targeted outreach sessions on Harvey Road and Booth Street.

In respect of tackling financial exclusion, the residents with our support have organised and deliver a 'Warm Hub' from the Community Room, which includes a crafting club and history group. The organisers are also connected with the Derby Homes Financial Advisor and have the relevant documents available so they can make the necessary referrals on behalf of customers visiting the Warm Hub who need support.

There is already a planned schedule for 12 further community events planned for 2023 – demonstrating sustainability – of note, the first being a celebration of their formation, followed by other events aimed at bringing the community together and celebrating key events.

Through the Customer Priority work in Alvaston, we have also co-designed a Brindley Court Action Plan. This is a new multi-agency which includes Derby Homes, the Neighbourhood Team, and various partners such as the Police, Housing Standards, Environmental Protection, and the Public Protection Team. The aims of this group are to build on the Better Together principles and tackle some of the long standing issues such as absent private landlords, fly-tipping, nuisance motorcycles, crime and ASB.

4.5 Case Study 3: Sinfin Ward

The Customer Priorities for this area are Youth Unemployment and poor estate design that leads to fly tipping and ASB. This Case study focusses on the work undertaken around the fly tipping and ASB.

The aim of this project is to tackle the longstanding issue of parts of Osmaston, where we have areas of land between rows of terrace houses that have been gated off for various reasons and are now areas for fly tipping.

A Community pop up event was held which included customers, residents and other key partners, and from this event a number of ideas put forward to finally resolve this issue. These ideas were widely shared within the community as part of a consultation on any plan moving forward, and specifically with those homes affected by this design.

From the initial concept, we have agreed several suggested design solutions, and secured £500 from the Neighbourhood Board to fund interventions. Customer and the community have been involved through further Community pop up events and updated at the Neighbourhood Board.

Local businesses have also engaged and now working more closely with us, and a bespoke event held with customers and residents whose homes are affected by the design issue.

A few of the original ideas have been piloted with mixed levels of success. The issue of fly tipping has been eliminated, however we continue to work with customer and residents to explore the areas being better utilised as community spaces, as opposed to simply being blocked off.

PARTNERSHIP WORKING

4.6

The information above represents some of the projects which have been delivered adopting the 'Better Together' principles embedded in our Customer Priorities. We continue to involve several external partners including the Police and many local voluntary and community sector organisations. This will ensure specialist delivery, represent value for money, and ultimately deliver positive outcomes for our customers, and the wider community.

5 IMPLICATIONS

5.1 FINANCIAL AND BUSINESS PLAN

Specific funding for works on this area is across several 2022/23 in Derby Homes. These include:

- £100,000 within the Estates Pride revenue budget for works agreed with the Local Housing Managers.
- £420,000 from Estates Pride Capital for works on creating new hardstanding's to reduce on road parking, re-surfacing car parks and creating new car parking bays.
- £84,500 within the Customer Engagement and Community Development budget, this budget also funds additional spend with the DACP
- A new £50,000 discretionary budget linked to Customer First to fund "right options" for tenants

These are in addition to core budgets for the Caretakers service, Grounds Maintenance service and a £258,000 contribution to the Councils Public Protection Officer service, whose services are also used in response to issues raised within Local Priorities.

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

For more information please contact:

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Background Information: None

List of appendices: None

This report has been approved by the following

Finance Director and Company Secretary	Michael Kirk	27.02.2023
Company Solicitor	Taran Lalria	28.02.2023
Head of Service	Carl Tring-Willis	[Date]