

Localised Customer Priorities 2018/2019

AP1

Team All Teams and Statutory and Voluntary Partners

Accountable Officers

Graeme Walton, Paula Solowij, Lorraine Howe

Communication For Local Customer Priorities							
Area	Delivery Plan Action	Deadline	Monitoring Key Milestones	Other Teams to engage with	Milestone Deadlines	Responsible Officer	Progress/ Update
	We will engage with tenants on the Local Customer Priorities	On-going	<p>Target areas highlighted by the results from the Door Knock Campaign</p> <p>Feature Local Customer Priorities in Derby Homes News and on the website</p> <p>Promotion of local campaigns will be in community rooms and in target areas through leaflet drops</p> <p>Target businesses (using leaflets and Derby Homes News) with high Customer use from Derby Homes such as Coop notice Boards, local libraries, doctor's surgeries and other community information points</p> <p>We will consult with our tenants with multimodal methods to outline preferred and most popular methods of communication.</p>	<ul style="list-style-type: none"> • Customer Engagement and Community Development team (CECD) • Neighbourhood Managers • Communication Team • Customer Service Team • Estate officers and Patch managers • Community Development manager. 	Throughout the campaign	<p>Housing Managers</p> <p>Customer Engagement and Community Development Manager</p>	

Localised Customer Priorities 2018/2019

AP1

Fly Tipping							
Area	Delivery Plan Action	Deadline	Monitoring Key Milestones	Other Teams to engage with	Milestone Deadlines	Responsible Officer	Progress/ Update
Allenton/ Stockbrook Street	In partnership with the Council, we will carry out 5 compactor days in your area in the next 12 months, offering free bulky waste collection from your home	March 2019	Identify locations for bulky waste collections Liaise with Street Pride on availability of compactor Support delivery of planned bulky waste collections	Neighbourhood managers / officers/Local Housing Officer staff/Waste Management Mash Up Ltd, Enthusiasm	By March 2019	Paula Solowij Lorraine Howe	
	We will run a poster competition in local schools to raise awareness of the consequences of fly tipping, and will display winning posters in fly tipping hotspot areas in your area.	March 2019	Partners will approach local schools about running a competition Run poster competition Judging/identify winners Communication on DH net and in newsletters Produce posters and display on lampposts in problem areas and community rooms	Mash Up Ltd, Enthusiasm Duke of Edinburgh Award candidates Neighbourhood managers / officers/Local Housing Officer staff/ PCSOs	Sept 2018 Oct 2018 Dec 2018 Mar 2019	Lorraine Howe Paula Solowij	

Localised Customer Priorities 2018/2019

AP1

	We will run a customer campaign asking residents to identify fly-tipping and to report it to us confidentially, along with who they think is responsible, if known.	March 2019	Produce a leaflet to be distributed to target areas warning of possible future enforcement As locations identified deliver leaflets to targeted locations Publicise the campaign in DH News and throughout the local community rooms	CECD team Neighbourhood Officer Comms team Customer Service Team Public Protection Officer s/ Estate Response Officers	Sept 2018 Ongoing Q3/Q4	Lorraine Howe Paula Solowij	
	When fly tipping is identified, we will remove it within 24 hours and will actively look for evidence of perpetrators of fly tipping to enable enforcement action to be taken.	March 2019	Arrange clearance of fly tipping within 24 hours of notification Neighbourhood Officers and EROs identify perpetrators whilst clearing fly tipping Pass information to PPOs for enforcement action if on DCC land Pass information to ASB Team and the Environmental Protection Team for enforcement action if on DH land	Neighbourhoods Public protection officer Estate Response officer ASB Team Environmental Protection	Case by case basis	Lorraine Howe Paula Solowij	
	We will widely publicise prosecutions of fly-tipping.	March 2019	Case by case	CECD team Public protection officers	Case by case basis	Lorraine Howe Paula Solowij	

Localised Customer Priorities 2018/2019

AP1

We will run a full page article in Derby Homes newsletter, dedicated to fly-tipping, its effects on local communities, and consequences.	March 2019	Produce article for publication	CECD Team Comms Team Children and Young People partnerships	By December 2018	Lorraine Howe Paula Solowij	
In partnership with the Council we will carry out bi-monthly litter picks to help maintain the appearance of your area	March 2019	Identify locations for bi-monthly litter picks with Neighbourhood Officer Publicise to partners via Neighbourhood Boards/Forums Support delivery of monthly litter picks	Neighbourhoods Public Protection Officers Environmental Health Councillors on Patrols	Q2 2018 Litter picks ongoing to March 2019	Lorraine Howe Paula Solowij	
We will run an educational roadshow in each area to educate around fly tipping and littering	March 2019	Identify location for roadshows Publicise roadshow with marketing and conversation and engagement with residents. Deliver roadshow	PPOs Neighbourhoods Streetpride Estate Response Officers CECD Team Comms Team Shaun Bennett / hanging baskets	Identify Locations in October and plan for Summer campaign 2019	Lorraine Howe Paula Solowij	
We will investigate and implement, where feasible, design solutions in known fly tipping hotspots, to minimise the ability to fly tip those areas.	March 2019	Identify problem areas where design solutions may reduce fly tipping Prepare and submit Estate Pride bid Communication with Neighbourhood managers Complete work, Review success and feedback to following years' campaign	Estate Maintenance Team Neighbourhood Board Comms	Case by case, March 2019	Lorraine Howe Paula Solowij	

Localised Customer Priorities 2018/2019

AP1

Disruptive Children / Teenagers							
Area	Delivery Plan Action	Deadline	Monitoring Key Milestones	Other Teams to engage with	Milestone Deadlines	Responsible Officer	Progress/ Update
Allenton/ Stockbrook Street/ Sussex Circus	We will run an educational roadshow in your area, to challenge perceptions around disruptive children and teenagers, and to promote diversionary activities	Review March 2019, March 2020 and March 2021	Two roadshows will be completed by March 2019 The roadshows will be targeted from the data from the Local Customer Priorities survey	DH ASB Team, Police SNT CECD Team Enthusiasm Mash Up Neighbourhoods Youth Service DCC Youth Panel Sporting Communities Derby County in the Community Aspire Wrestling YMCA Alex Neave Boxing Club Jo Solbe funding	March 2019	Nicholas Bale	

Localised Customer Priorities 2018/2019

AP1

	We will implement the CYP strategy	Review March 2019, March 2020 and March 2021	<p>We will regularly meet with DH CYP strategy delivery partners</p> <p>We will encourage involvement with the Sustainability team</p> <p>The ASB manager will meet regularly with the CECD manager for updates and feedback</p> <p>We will work with CYP partners to encourage and communicate diversionary activities.</p>	CECD Team ASB Team Tenancy Sustainability Team	March 2019	Nicholas Bale	
	We will organise an inter-generational event in each area to promote better relations between generations	Review March 2019, March 2020 and March 2021	We will work with partners to target diversionary activities working with the CECD manager to assess community need and understand existing activities in the area.	Neighbourhoods	March 2019	Nicholas Bale	
	We will encourage partnership work with other teams to have a cohesive strategy to CYP.	Review March 2019, March 2020 and March 2021	We will work with the Local Housing Managers, Derby City Council Staff and the safeguarding team enhance communication and understand other projects and campaigns.	DCC, Local Housing Managers CECDteam	March 2019	Nicholas Bale	

Localised Customer Priorities 2018/2019

AP1

Dog Fouling							
Area	Delivery Plan Action	Deadline	Monitoring Key Milestones	Other Teams to engage with	Milestone Deadlines	Responsible Officer	Progress/Update
Sussex Circus	We will offer a free dog microchipping scheme for tenants, once a month from your local housing office, in conjunction with local veterinary practices and pet charities, and will use this opportunity to encourage responsible pet ownership	March 2019	<p>Liaise with veterinary practices and national charities to see how free microchipping may be delivered</p> <p>Arrange microchipping events</p> <p>Publicise events with open conversation and engagement with residents.</p> <p>Host and support events</p>	CECD Team RSPCA PDSA CPL	Q3, Q4	Graeme Walton	
	We will run a poster competition in schools to raise awareness of dog fouling, and display winning posters in dog fouling hotspots	March 2019	<p>Partners will approach local schools about running a competition</p> <p>Run poster competition</p> <p>Judging/identify winners</p> <p>Produce posters and display on lampposts in problem areas</p>	MASHUP/ New contractor Enthusiasm/LHO staff/ Neighbourhoods StreetPride	<p>Sept 2018</p> <p>Oct 2018</p> <p>Dec 2018</p> <p>Mar 2019</p>	Graeme Walton	

Localised Customer Priorities 2018/2019

AP1

	We will approach local businesses to sponsor/supply free poop scoop bags for residents. We will supply them free of charge at our monthly microchipping session.	March 2019	Approach local business for supply of bags or funding contributions Distribute bags at microchipping sessions	Neighbourhood Officer/LHO staff	Q3	Graeme Walton	
	Our staff will challenge irresponsible pet owners, and will be provided with a supply of poop scoop bags to give to owners seen not clearing their dog's waste.	March 2019	Communication with team on expectations in handling irresponsible pet owners	Neighbourhood Officer/LHO staff/PPOs	Q2 – March 2019	Graeme Walton	

Localised Customer Priorities 2018/2019

AP1

	We will encourage residents to tell us where the problem areas are for dog fouling and will provide a way for residents to advise us confidentially if they know who the pet owners are.	March 2019	Produce a leaflet to be distributed to target problem areas Deliver leaflets Set up a process for residents to advise confidentially who the irresponsible owners are such as in a community room and encourage open conversations Work with Officers to encourage more open conversation and engagement with residents. We will publicise the campaign in DH News	CECD Team Neighbourhood Officer Comms Team	Sept 2018 Ongoing Ongoing	Graeme Walton	
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Localised Customer Priorities 2018/2019

AP1

	We will target known problem areas of dog fouling, with active leaflet drops, awareness campaigns and estate inspections.	March 2019	Produce a leaflet to be distributed to target problem areas Deliver leaflets and start a conversation with local residents. We will publicise the campaign in DH News	Neighbourhood Officer	Sept 2018 Ongoing ongoing	Graeme Walton	
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Parking

Area	Delivery Plan Action	Deadline	Monitoring Key Milestones	Other Teams to engage with	Milestone Deadlines	Responsible Officer	
Allenton/ Stockbrook Street/ Sussex Circus	We will identify and publicise alternative parking locations to alleviate match day parking in Chaddesden ward	Review March 2019, March 2020 and March 2021	Approach local businesses and schools in the areas to see if car parks can be used on match days Publicise alternative locations	Neighbourhood Officer	Q2 – End of year	Graeme Walton	

Localised Customer Priorities 2018/2019

AP1

	We will work with Traffic Enforcement Officers on enforcement around match day parking	Review March 2019, March 2020 and March 2021	<p>Liaise with Traffic Enforcement to patrol TRO areas on match days</p> <p>Publicise number of tickets issued and promote alternative parking locations</p>	Traffic Enforcement Derbyshire F&RS	Q2 – End of year	Graeme Walton	
	We will run a windscreen flier campaign in areas of irresponsible parking	Review March 2019, March 2020 and March 2021	<p>Produce a leaflet to be distributed to target problem areas</p> <p>Demonstrate enforcement by officer presence in uniform</p> <p>Targeted leaflet drops and hold conversation with owners of vehicles.</p> <p>We will publicise the campaign in DH News</p>	Neighbourhood Officer Derbyshire F&RS	Q2, Q3	Lorraine Howe Paula Solowij Graeme Walton	
	We will provide a minimum of 60 new hardstandings to our properties to remove cars off streets	Review March 2019, March 2020 and March 2021	<p>Identify addresses and pass to Estate Maintenance Team</p> <p>Install hard standings</p>	Estate Maintenance Team	March 2019 – Estates Work plan	Lorraine Howe Paula Solowij Graeme Walton	

Localised Customer Priorities 2018/2019

AP1

	We will run parking awareness campaigns around our local schools and promote alternative forms of transport	Review March 2019, March 2020 and March 2021	<p>We will engage outside of the school with parents and teachers.</p> <p>Hold traffic enforcement events with the school and other partners such as Move More Derby</p> <p>Set up walking buses with schools and promote to our residents</p> <p>Work with schools on any internal campaigns and assist with traffic issues.</p>	Local Schools Neighbourhood Officer Traffic Enforcement Police SNT Move More Derby – Owen Swift project lead.	March 2019	Lorraine Howe Paula Solowij Graeme Walton	
	We will identify areas where parking permit schemes will alleviate parking issues and implement them	Review March 2019, March 2020 and March 2021	<p>Identify problem areas which may benefit from a parking permit scheme</p> <p>Consult with residents and ask for their ideas and feedback</p> <p>Introduce scheme</p>	Neighbourhood Officer VCS	March 2019	Lorraine Howe Paula Solowij Graeme Walton	