

## **LOCALISED CUSTOMER PRIORITIES QUARTER 4 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 themes identified and workstreams being delivered through the Derby Homes Customer Priority programme.

### **3. REASON(S) FOR RECOMMENDATION**

- 3.1 To gain insight into the themes identified and update on the workstreams being led by Derby Homes to make improvements on our estates using both data and intelligence together with feedback received from our customers
- 3.2 To break down barriers with our customers and 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 Localised Customer Priorities were created from the results of the 2017 Door Knock campaign. After identifying the top concerns in our communities, a workplan was created to tackle these concerns. Although initially intended to run for 12 months, this was extended to allow further work to continue on the priorities and to get us through the Coronavirus pandemic.
- 4.2 In August 2021, we reported to the Operational Board that we were proposing to change the way that we identified our local customer priorities in the future. We proposed using an ongoing programme of data collection from various sources and more regular feedback from customers.
- 4.3 Analysis of the data identified 14 areas, 9 of which were within Derby Homes housing management areas. The Patch Managers will be the lead on any projects we develop within these areas.
- 4.4 Of the remaining 5 areas, one is already subject to an ongoing 'reactive' partnership intervention, co-led by Derby Homes and the Neighbourhood Partnership Team. In the remaining 4 areas, the Neighbourhood Partnership Team will undertake the lead facilitation role.

- 4.5 We aim to move away from ‘treating the symptoms not the cause’ and create long term sustainable solutions, and we have removed the constraints of delivery within specific time frames, such as financial year end, and instead have adopted a more agile approach to future workstream delivery time frames.
- 4.6 We have held several workshops with Derby Homes Housing and Neighbourhood Teams, and other key teams and stakeholders, such as Local Area Coordinators, Livewell and Move More to develop the new approach, formulate a framework for delivery and identify and meet with key partners from the 14 areas.
- 4.7 Several sessions have been held to develop the skills and abilities of the staff teams making for a more resilient service, including Project Management skills, Chairing/Facilitating, and Power point and presentation upskilling.
- 4.8 The teams have been examining the data for each area to identify key themes affecting residents. These are:

Derwent (3 combined LSOA's)	Poverty and Health Inequality; Working with and linking into the Derby City Poverty Commission.
Sunnyhill	Children & Young People Sense of Place – developing the Austin Estate's proud identify; Working with Culture, Leisure and Tourism, and local VCSE groups.
Siddals Road area	Road Safety Campaign; Linking to high levels of road traffic collisions and pedestrian injury's; and working with Highways, Transport and local schools.
Arboretum, Leopold Street, Vale Street and Castle Ward areas	Anti-Social Behaviour; A multi-agency approach to tackling a wide range of issues, linking into Derby City Council, Public Health and voluntary and community sector groups.
Osmaston	Community Jitty's; a new approach to tackling an 'age old problem' – working with residents and local councillors.
Old Sinfen	Unemployment "Local Jobs for Local People"; targeted employment support; linking with the city's new YES (Youth Employment Scheme), DWP and other key stakeholders to secure employment in localities.
Alvaston	Poverty and Health Inequalities. Working with Social Prescribers, Health Centre, Move More and others to maximise household income, tackle financial exclusion, and build better connected and resilient community.

#### 4.9 Teams have considered in the approach:

Why – what themes are the statistical data identifying?  
What – what projects are needed?  
Who – which agencies and partners will we work with?  
When – what are the timescales for delivery?  
Where – where are the projects to be delivered?  
How – How can we deliver the projects.

4.10 The teams presented their projects at an event at St Martins Church & Community Centre, Senior Management, Housing and Neighbourhood Teams and key partners/stakeholders.

4.11 This was a milestone for the programme and demonstrated the breadth and depth of themes, and workstreams which are now fully underway in meeting the objectives of our Derby Homes Customer priorities.

4.12 The presentations positively reflected the impact a more collective and dynamic approach can have in tackling long standing issues which affect our residents, and through codesign and codelivery, can achieve long term sustainable outcomes for our customers.

## 5 PARTNERSHIP WORKING

5.1 Neighbourhood Board meetings have now resumed across the city enabling us to engage with partners.

5.2 The information at 4.6 demonstrates the extent of work we are currently engaged in partnership to develop the customer priorities for the benefit of Derby Homes tenants and the wider community.

## 6. IMPLICATIONS

### 6.1 FINANCIAL AND BUSINESS PLAN

6.11 Specific funding for works on this area is across several budgets in Derby Homes. These include:

- £100,000 within the Estates Pride revenue budget for works agreed with the Local Housing Managers.
- £565,000 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

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Background Information:     None

List of appendices:             None

This report has been approved by the following

Managing Director	Maria Murphy	[Date]
Finance Director/Derby Homes Accountant	Michael Kirk	[Date]
Company Solicitor	Taran Lalria	24/05/2022
Head of Service	Lorraine Testro	09/05/22
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