

### 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 how we intend to develop Derby Homes Customer Priorities, further, embracing the values and principles of 'Better Together.'

#### 2. RECOMMENDATION

- 2.1 To note the proposal to develop the work that has taken place during our pilot, since 2021, and approve the new way of working.

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

- 3.1 To gain insight into how we intend to develop the Customer Priorities going forward, supported by the Localities Teams, and how these will lead 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. MATTERS 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 We have now been piloting this approach for almost two years, feeding back to the Operational Board on progress, identifying new priorities and giving details of projects and outcomes.
- 4.3 Through adopting 'Better Together' principles within our Customer Priorities, we have ensured specialist delivery, represented value for money, and ultimately delivered positive outcomes for our customers, and the wider community; this has included a successful bid to Safer Streets 4, and we have showcased good examples of 'joined up working'.
- 4.4 We have acknowledged that the success of these priorities has been stronger in some areas than in others, but the process has had positive effects of reducing duplication, by linking into pre-existing pieces of work where appropriate. It has also led to the upskilling of many of our staff, and as a result, some of them taking up new positions

within Derby Homes. The loss of these staff did, unfortunately, lead to some stagnation in some of the priority areas towards the end of 2022.

- 4.5 However, the restructure of Locality Teams presents us with a new opportunity to further embed 'Better Together,' by bringing together Locality Managers, Officers, Public Protection Officers, Local Area Co-ordinators, and Derby Homes staff. The Locality Teams will have better links into other Council departments, which should facilitate the delivery of better outcomes for our customers. We have recruited to the vacant Patch Manager posts, where staff have progressed because of upskilling, so this will bring fresh enthusiasm to the Customer Priority programme.
- 4.6 Customer Priorities needs to be data driven and intelligence led, so we intend to review the data which was originally used in the pilot; using refreshed data and additional information from new sources, such as the 2021 Census, to ensure that our priorities are still relevant. We intend to speak to residents attending the Warm Hubs to find out what matters to them; this information will lead to the development of Locality Plans. Where priorities have changed, we will develop new ones, but where they remain the same, we will review and continue to develop the plans that have been started during the pilot period.
- 4.7 Through these renewed priorities, we will demonstrate the added value that our customers get from the resources, which Derby Homes commits to Localities, and into working 'Better Together.'

## **5. IMPLICATIONS**

### **5.1 FINANCIAL AND BUSINESS PLAN**

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 Area Housing Managers.
- £250,000 from Estates Pride Capital, for works on creating new hardstandings, to reduce on-road parking, re-surfacing car parks, and creating new car parking bays.
- £99,000 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 the right options for tenants.

These are in addition to core budgets for the caretaker's service and grounds maintenance service.

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:

Graeme Walton/Area Housing Manager  
Telephone 01332 8888630  
Email [Graeme.Walton@derbyhomes.org](mailto:Graeme.Walton@derbyhomes.org)

Background Information: None

List of appendices: None

This report has been approved by the following:

Managing Director	Maria Murphy	26.05.2023
Head of Finance and Income	Helen Samuel	24.05.2023
Company Solicitor	Taran Lalria	26/05/2023
Head of Service	Carl Tring-Willis	24.05.2023
Governance (checked)	Jane Haywood	24.05.2023