

## **CUSTOMER ENGAGEMENT AND COMMUNITY DEVELOPMENT UPDATE**

Report of the Head of Housing Management and Housing Options

### **1. SUMMARY**

- 1.1 This report updates the Operational Board on the further progress of the changes made to Customer Engagement and Community Development along with Customer Communications. In particular, work that the team are leading on with Housing Related Award Submissions, Derby Homes Annual Report & Community Room management/activities.

### **2. RECOMMENDATION**

- 2.1 The Operational Board is asked to note the report.

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

- 3.1 To ensure that the Operational Board is aware of progress.

### **4. MATTER FOR CONSIDERATION**

#### **4.1 Derby Homes Annual Report**

- 4.1.1 The latest Annual Report had the Derby Homes Junior Wardens at the heart of it. It took shape with the involvement and design totally inspired by the young people's views and thoughts.
- 4.1.2 The cohort of young people assisted the team along with Mash Up Limited in delivering for the first time ever an online version of Derby Homes' Annual Report.
- 4.1.3 The young people were given raw data as content. They reviewed this, generating a series of questions relating to the data. They interview staff and customer asking their questions. They adapted the information into an easy to read document, with online content in the format of sound and video.
- 4.1.4 The whole project was a great success with the young people involved learning many new skills that will assist them in their future lives. The final piece of work for the group was for them to present the DH Annual Report to board members and stakeholders at the Derby Homes Annual General Meeting.

#### **4.2 Community Room Activities**

- 4.2.1 There are been many activities that take place on a regular occurrence throughout the 22 community rooms that we manage.

- 4.2.2 Recently the team have worked closely with Staff from the Sussex Circus office. We encourage colleagues at local offices to be involved in the community rooms within their housing management areas. This resulted in an event being held at Oakleigh Avenue that was delivered by the Sussex Circus team.
- 4.2.3 Sussex Circus staff decided to deliver a Winter Warmer event for the local residents. This involved them producing a selection of homemade soups within the community room. It was a great day offering local resident the opportunity to engage with each other, DH's staff and enjoy a free meal and eating together. The event was a great success and was attended by the Mayor along with around 25 local people.

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:

James Joyce / Customer Engagement & Community Development Manager / 01332 888766 / [james.joyce@derbyhomes.org](mailto:james.joyce@derbyhomes.org)

Background Information: None  
Supporting Information: None