

REVISED CUSTOMER ENGAGEMENT AND COMMUNITY DEVELOPMENT STRATEGY

Report of the Head of Housing Management & Housing Options

1. SUMMARY

- 1.1 The Derby Homes (DH) Customer Engagement & Community Development Strategy (CECD) 2016 - 2019, appended to this report, replaces the previous Customer Engagement & Community Development Strategy 2013 – 2016 under the Derby Homes key policy review process.
- 1.2 This strategy outlines DH's visions in the way we engage with customers. It also outlines our ambitions to work towards changes that reduce inequality and poverty, by helping community members to develop skills and confidence to have more influence over issues that affect their lives.

2. RECOMMENDATION

That the Operational Board approves this policy reviewed 2016 – 2019 Customer Engagement & Community Development strategy.

3. MATTER FOR CONSIDERATION

- 3.1 Carrying out a policy review of this strategy has resulted in some amendments being made from the 2013 – 2016 CECD Strategy. Fundamentally the amendments are: terminologies, aligning to new strategies and ensuring that our customers are at the heart of everything we do. Also capturing how we engage with young people, including the Derby Homes Youth Board.
- 3.2 We will continue to develop authentic relationships with our customers by establishing clear channels of communication between those delivering our housing service and our customers.
- 3.3 We will build upon our current methods of engagement, provide our customers with strengthened opportunities to scrutinise performance of services received, challenge decisions and influence change.
- 3.4 We will continue to manage and develop the Derby Homes Customer Survey to enable Derby Homes to measure our performance. We will lead on large scale customer consultation projects in line with understanding our customers' priorities.

- 3.5 We will continue to prioritise our commitment to face to face and mobile engagement, working directly on our estates. Ensuring that our customers are at the heart of everything we do and we deliver positive outcomes to improve and sustain communities.
- 3.6 We will continue to develop and support our approach to tenant scrutiny and volunteering alongside ensuring that the DACP Partnership Forum is fully supported and embedded in our approach to engaging with communities.
- 3.7 We will monitor delivery and effectiveness of this strategy regularly. Progress will be reported twice yearly to the Operational Board and will be published through the use of social media and our website.

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

Background Information: None

Supporting Information: None