

ITEM B4

OPERATIONAL BOARD
11 JUNE 2020

CANCELLATION OF SUMMER EVENTS PROGRAMME

Report of the Head of Housing Management.

1. SUMMARY

- 1.1 Every summer, Derby Homes attend a number of events in order to consult and engage with customers. These events take place in various locations across the city and are in the main planned and delivered in partnership with other agencies.
- 1.2 In light of the continuing restrictions on large social gatherings, on 30th April the council's cabinet approved a recommendation to cancel all planned public events through to the end of August 2020. Following this decision, we have also taken the difficult decision to cancel all planned public events during this period. The customer engagement team has now reviewed and produced a revised events plan (appendix 1) which describes how we intend to continue some of this work.

2. RECOMMENDATION

- 2.1 To note the cancellation of the summer events programme and the development of revised plan.

3. MATTERS FOR CONSIDERATION

- 3.1 Derby Homes ensures that it supports a good balance of events across the city each year, paying attention to the areas where there is a large amount of Derby Homes stock. The events enable us to provide a visible presence in the community and offer reassurance to customers. We can talk to people in a relaxed and friendly environment which makes us more accessible. The events are used to provide customers with information about Derby Homes services, gain their views and encourage them to be involved in helping to shape service delivery.
- 3.2 The events programme for this summer includes: Events in Chaddesden and Allenton aimed at understanding and tackling anti-social behaviour (ASB), a significant number of fun days and fetes, events to celebrate Victory in Europe (VE) day and 100 years of Council Housing, an open mic event hosted by Ignite and Connect and an event to celebrate volunteering in the city
- 3.3 The summer programme involves us working in collaboration with partner agencies to deliver a large number of events. Many are annual events attended and enjoyed by not only our customers but the wider communities in which they live. The impacts of these events are not easy to measure on an event by event basis but do contribute towards our overarching engagement strategy.

- 3.4 Derby Homes wants to ensure that whilst working under the current restrictions, we remain as accessible to customers as possible. The revised events plan highlights all the events that we had planned to deliver and attend. Due to the Government guidelines regarding social distancing it is not possible to deliver all the events safely at the current time. However, we have reviewed our plan and where possible made alternative suggestions on how to proceed.

- 3.5 The activities that we will continue to deliver in an alternative way include consultations in Chaddesden and Allenton around ASB, VE day celebrations, activities with our youth group Ignite and Connect, celebrating volunteers in Derby City and 100 years of council housing.

- 3.6 Once the restrictions are lifted, we will work with our partners to review and update the plan, rearranging events where possible to ensure the value that they bring to customers is not lost.

4. OTHER OPTIONS CONSIDERED

- 4.1 None

5. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

- 5.1 None at this stage

6. LEGAL AND CONFIDENTIALITY IMPLICATIONS

- 6.1 None

7. COUNCIL IMPLICATIONS

- 7.1 None

8 RISK

- 8.1 If customer events do not continue in some format, there is a danger that we will lose momentum and customers may feel disconnected. Therefore, the opportunities to influence service delivery in the short term may be lost.

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information:
Supporting Information: None

This report has been approved by the following

Managing Director	Maria Murphy	26/05/2020
Head of Service	Lorraine Testro	07/05/2020
Head of Service – Finance & Income	Michael Kirk	15/05/2020
Head of Governance and Corporate Services - Company Solicitor	Taran Lalria	18/05/2020