

## **LOCALISED CUSTOMER PRIORITIES QUARTER 2 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 activities that have been delivered over the summer through the Derby Homes Customer Priority programme.

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

- 3.1 To gain insight into the wide variety of activities that have now taken place within each thematic workstream led by Derby Homes, and supported by the Neighbourhoods Team, and how these are building 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. MATTER 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 In September 2022, we reported to the Operational Board the outcomes that had been achieved for our customers over the summer as a direct result of the Customer Priority workstreams. These workstreams are ongoing. In September we also reported how the Derby Homes Customer Priorities had helped shape and secure an additional £750k funding for the Safer Streets 4 programme. Work to deliver this scheme is now well underway in almost all of the Derby Homes Customer Priority Areas, including Alvaston, Derwent, Arboretum and Normanton.

4.3 The following provides an update on those activities being delivered through the Safer Streets 4 scheme that have been shaped by our Customer Priorities and will deliver outcomes for our customers.

4.4	Delivery of peer led interventions and support for young people identified at risk of offending.	Delivering workshops, one to one support, family support, diversionary activities. 32-week programme targeting young people up to 15 years old.
	Delivery of street success initiatives to inspire, guide and mentor high risk offenders.	Delivering a nine-month programme for 15 individuals. Two-tier approach programme (1) Working with the young people to understand challenges, interests and root causes. (2) Tailored workshops aimed to develop skills, confidence, esteem.
	Nature based locality interventions involving high risk offenders.	Delivering a 4-week programme working with young people, a bolt on to the initiative delivered by Empowered Youth. Outdoor learning and practical work in local green spaces.
	Alternative education provision (engineering) for young people at risk / offending.	Delivering a 6-month programme, working with 15 young people. Practical work and learning – designing and creating street furniture (benches and gates) which will be placed within the public realm.
	Purchase of the 'Better Streets' programme to tackle environmental crime, involving behavioural insights for fly-tipping and the implementation of initiatives.	Delivering a programme involving behavioural insights within the target area, working with collection teams and trialling different initiatives to reduce fly-tipping.
	Enhanced provision of grounds and cleansing work for bespoke locality projects.	Enhanced provision of grounds and cleansing work – creating vibrancy, cutting back areas, clearance works. Work tasks identified through target area audits.
	Implementation of landscaping and physical measures within the community to improve the attractiveness of the area and design out ASB and crime hot-spots.	Landscaping and physical measures installed within the community to enhance the area and design out problem or hot-spot ASB or crime areas, and cultural or artwork within the public realm – working with local artists to create vibrancy and promote pride within the community.

Purchase of hardware and software to enable an alternative approach to educate children and young people about crime – using Virtual Reality headsets.	This deliverable provides real life experiences to young people within the community, and by wearing a Virtual Reality headset the user is faced with different scenarios where they must make decisions. Each choice they take has various outcomes, showing every choice they make has a consequence. This relates to a number of different types of crime, including knife crime, gangs, VAWG and Hate Crime; with the opportunity of creating our tailored, own material and content. 26 headsets.
Training young people in schools about drugs, environmental crime and life-skills.	Delivered by the Life Skills Education Centre, delivering the DAaRT (Drug, Alcohol and Resilience Training) programme. Training in a school setting – primary prevention initiative.
Purchase of a scrambler motorbike to assist with neighbourhood crime and ASB.	Funding gifted to local Policing team to purchase and use a scrambler bike for reduction of vehicle and neigh crime. This will undertake covert and overt operations and supported by the local Safer Neighbourhood Teams covering the target locations.
Purchase of ANPR kits to help assist and reduce vehicle crime.	Funding gifted to local Policing team to purchase and use 3 x ANPR kits to assist with operations. Aimed to reduce vehicle crime and neighbourhood crime.
Deployable cameras targeting environmental crime / fly-tipping.	Purchase of approx. 8 fly-tipping cameras to be deployed in areas where fly-tipping from vehicles occurs. Deployment locations decided from Whitespace hot spot data and within City tasking meetings.
Train the trainer package and lesson materials for environmental crime.	Training for community champions (and members) to coach mentor and provide support within the community. Also train the trainer and lesson materials to educate young people about environmental crime.
Improvements to CCTV and street lighting – year one scheme	Detailed feasibility report of the target area required. To allow for upgrade of the network within particularly the LSOA E01033166. This is in the area between the City's railway station and City centre. Brief details this may include 10 new columns and cameras with fibre upgrade and the removal of some old columns. Additional CCTV requirements will be placed particularly where blind spots in current locations have been highlighted.
Improvements to CCTV and street lighting – year two scheme.	CCTV improvements and upgrades to include the installation of new columns (approximately 7) and cameras throughout the area to increase CCTV coverage.

4.5	Integrated team to improve housing standards, quality assurance and assessment standards of Supported Exempt Accommodation	Six-month costs of a new integrated team to review existing SEA providers to ensure they meet the required standards, assess applications and proposals, and provide quality assurance of care provision for tenants.
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The Safer Streets 4 scheme clearly demonstrates the wider benefits of our new 'Better Together' approach to our Customer Priorities, in being able to shape and secure additional funding and projects to support the delivery of outcomes for our customers within the targeted areas.

## 5 PARTNERSHIP WORKING

- 5.1 The information at 4.4 represents an extensive and innovative program of work which has been codesigned adopting the 'Better Together' principles embedded in our Customer Priorities. The schemes will be codelivered with several external partners including the Police and many local voluntary and community sector organisations. This will ensure specialist delivery, represent value for money, and ultimately deliver positive outcomes for our customers, 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:
- £300,000 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

For more information please contact:

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Background Information: None

List of appendices: None

This report has been approved by the following

Managing Director	Maria Murphy	29/11/2022
Head of Finance and Income	Helen Samuel	29/11/2022
Company Solicitor	Taran Lalria	29/11/2022
Head of Service	Lorraine Testro	11/11/22